











## Advanced Internet Settings















You can configure settings such as **IP mode**, **IP address**, **Skype proxy** and **Firmware proxy**. However, if you have an advanced Internet connection and are not familiar with firewalls and ports, we recommend that you consult someone with knowledge on this or read more on the topic at [www.skype.com](http://www.skype.com).

In **IP mode** you can choose **Dynamic** or **Static**. The default setting of your GE/Skype phone is **dynamic IP mode** which covers the needs of most users.













Should you wish to attach the base station to an Internet connection using the static IP mode instead, this is how to configure this mode:

1. From the **Idle screen**, press  to enter the main menu.
2. Press  and  to select **Settings**.
3. Press  and  to select **Advanced**.
4. Press  and  to select **Internet settings**.
5. Press  to select **IP mode**.
6. Press  and  to select **Static**.
7. A wizard will guide you through the configuration.

In **Skype proxy** you can configure all the settings regarding this proxy. This is how to do it:

1. From the **Idle screen**, press  to enter the main menu.
2. Press  and  to select **Settings**.
3. Press  and  to select **Advanced**.
4. Press  and  to select **Internet settings**.
5. Press  and  to select **Skype proxy**.
6. Press  to select **Proxy**.
7. Press  and  to select **Yes**.
8. Press  and  to select the proxy host type (**Automatic**, **HTTPS**, **SOCKS5**).
9. **Automatic** may be selected if your proxy supports this feature. If you select one of the other options, a wizard will guide you through the relevant configuration.

In **Firmware proxy** you can configure all the settings regarding this proxy. This is how to do it:

1. From the **Idle screen**, press  to enter the main menu.
2. Press  and  to select **Settings**.
3. Press  and  to select **Advanced**.
4. Press  and  to select **Internet settings**.
5. Press  and  to select **Firmware proxy**.
6. Press  to select **Proxy**.
7. Press  and  to select **Yes**.
8. Use the keypad to enter the HTTP proxy IP Address. A wizard will guide you through the configuration.











## Firmware Update

You can check to see which software version your GE/Skype phone is presently using as well as upgrade to the most recent version. Your options are:






**Latest Firmware:** Displays the latest firmware version. Please note that you cannot use your GE/Skype phone during the update process. The update typically lasts 15 minutes, depending on your Internet connection.

**Current firmware:** Displays the firmware version currently used by your GE/Skype phone.

**All Firmware vers.:** Displays a list of all accessible firmware versions that your GE/Skype phone can use. Thus, you can choose to downgrade to an older version.

1. From the **Idle screen**, press  to enter the main menu.
2. Press  and  to select **Settings**.
3. Press  and  to select **Advanced**.
4. Press  and  to select **Firmware update**.
5. Press  and  to select the required optionitem (**Latest Firmware, Current Firmware All Firmware vers.**).
6. Under **Latest Firmware**, press  to install. Please be aware that the download can take some time. The handset will prompt you when the Firmware firmware update is finished.
7. Under **Current Firmware**, you find specifications of the firmware version presently used in the base station and the









handset.

8. Under **All Firmware vers.**, you can see prior updates. Press  and  to select your preferred version.
9. Press  again to install the selected version. You will then be asked if you are sure you want to update. Press  to accept the update,  to cancel.

**NOTE: If your GE/Skype phone has not been updated after 30 minutes, you must restart the GE/Skype phone by disconnecting and reconnecting the base station to the power outlet.**








## Skype Ports

In **Skype ports** you can configure all the settings regarding the incoming connection port. This is how to do it:

1. From the **Idle screen**, press  to enter the main menu.
2. Press  and  to select **Settings**.
3. Press  and  to select **Advanced**.
4. Press  and  to select **Skype ports**, then enter your choices for **Port** and **Alternative ports** using  .

## Reset

To restore the GE/Skype phone back to factory settings you can reset the phone and base. Please note, though, that all your personal settings will be lost.

1. From the **Idle screen**, press  to enter the main menu.
2. Press  and  to select **Settings**.
3. Press  and  to select **Advanced**.
4. Press  and  to select **Reset**.

## Changing the Battery



**CAUTION: To reduce the risk of fire or personal injury, use only the Thomson Inc. approved model GP80AAAHC - NiMH 1.2V 800mAh rechargeable Nickel-metal Hydride battery, which is compatible with this unit.**

1. Make sure handset is **OFF** (not in TALK mode) before you replace battery.
2. Remove the battery compartment door.
3. Remove the batteries from the handset.

4. Insert the new batteries.
5. Put the battery compartment door back on.
6. Place handset in the base or handset charge cradle to charge.  
**Allow the handset battery to properly charge (for 16 hours) prior to first use or when you install a new battery pack. If you do not properly charge the phone, battery performance will be compromised.**

NOTE: The RBRC seal on the battery used in your Thomson Inc. product indicates that we are participating in a program to collect and recycle the rechargeable battery (or batteries).

For more information go to the RBRC web site at [www.rbrc.org](http://www.rbrc.org) or call 1-800-8-BATTERY or contact a local recycling center.

## Battery Safety Precautions

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- Do not burn, disassemble, mutilate, or puncture. Batteries of this type could release toxic materials which can cause injury.
- To reduce the risk of fire or personal injury, use only the **Nickel-metal Hydride** battery listed in the User's Guide.
- Keep batteries out of the reach of children.
- Remove batteries if storing over 30 days.

## Troubleshooting Guide

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### Telephone Solutions

#### No dial tone

- Check and repeat installation steps:

Ensure the base power cord is connected to a working electrical outlet .

Ensure the telephone line cord is connected to the base and the wall jack.

- Connect another phone to the same jack; if there is still no dial tone, the problem might be your wiring or local service.
  - The handset may be out of range of the base. Move closer to the base.
  - Ensure the batteries are installed correctly.
- 

#### No signal icon

- The handset may be out of range of the base. Move closer to the base.
  - Register handset.
-

### Handset does not ring

- Make sure the handset ringer switch is turned ON, this can be done through the handset setup menu - Ringer Volume.
  - The handset may be out of range. Move closer to the base.
  - You may have too many extension phones on your line. Try unplugging some phones.
  - Check for dial tone.
- 

### No sound from handset

- Adjust handset volume.
  - Check and adjust sound settings in Skype, under "Sound Devices".
- 

### You experience static, noise, or fading in and out

- The handset may be out of range of the base. Move closer to the base.
  - Make sure base is not plugged into an outlet with another household appliance. If necessary, relocate the base.
- 

### Unit beeps

- Clean charging contacts on cordless handset.
  - See solutions for "No dial tone".
  - Replace the battery.
- 

### Memory Dialing doesn't work

- Did you program the memory location keys correctly?
  - Did you follow proper dialing sequence?
- 

### Handset displays "SEARCHING" or "NOT REGISTERED" and cannot link up with the base when the TALK/CALL BACK button is pressed.

- Handset may be out of range of the base. Move closer to the base.
  - Make sure the power adaptor is properly installed.
  - Disconnect the handset battery and plug it in again. Place the handset on the cradle for at least 2 to 3 minutes.
  - Disconnect the power adaptor and plug it in again. Then place the handset on the cradle for at least 2 to 3 minutes.
-

Handset displays "*HANDSET NEEDS REGISTRATION*"

- Follow the programming in the telephone procedures to re-register the handset to the base.
  - Press the SELECT button to begin handset registration. Follow instructions on Handset screen.
- 

Registration did not work

- Charge the batteries for 16 hours.
  - Uplug and then plug in the power adaptor.
- 

## **Caller ID Solutions**

No Display

- Charge or replace the batteries.
  - Make sure that the unit is connected to a non-switched electrical outlet. Disconnect the AC power adaptor from the base and reconnect it.
- 

Caller ID Error Message

- The unit displays this message if it detects anything other than valid Caller ID information during the silent period after the first ring. This message indicates the presence of noise on the line.
- 

No Caller ID

- In order to receive Caller ID information, you must subscribe to the standard name/number Caller ID service from your local telephone company.
- 

## **Skype Solutions**

Skype Ring Delay

- When making a Skype-IN call, the landline callers hears 2 or more rings before the PC/Handset starts to ring. This is a network connection problem.
- 

Poor Sound Quality

- Choppy, drop-outs, static, echo during Skype call is an indication of network connection problem.
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## **Battery Solutions**

If you experience any of the following problems, even after fully recharging the battery, you may need to replace the battery pack:

- Short talk time
- Poor sound quality

- CHARGE/IN USE indicator on the base fails to illuminate.
- Limited range

## General Product Care

To keep your unit working and looking good, follow these guidelines:

- Avoid dropping the handset, as well as other rough treatment to the phone.
- Wipe the base station with a damp cloth or an antistatic wipe. Never use a dry cloth as this can cause static discharge.
- Retain the original packaging in case you need to ship the phone at a later date.
- Periodically clean the charge contacts on the handset and remote charger with a clean pencil eraser.

## Causes of Poor Reception

- Aluminum siding.
- Foil backing on insulation.
- Heating ducts and other metal construction that can shield radio signals.
- You're too close to appliances such as microwaves, stoves, televisions, entertainment centers, etc.
- Atmospheric conditions, such as strong storms.
- Base is installed in the basement or lower floor of the house.
- Base is plugged into AC outlet with other electronic devices.
- Handset battery is low.

## Accessory Information

DESCRIPTION	MODEL NO.
DC power adaptor for handset charge cradle	5-
Belt clip	5-
Wired headset	5-

To place order, have your Visa, MasterCard, or Discover Card ready and call toll-free **1-800-338-0376**. A shipping and handling fee will be charged upon ordering. We are required by law to collect appropriate sales tax for each individual state, country, and locality to which the merchandise is being sent. Items are subject to availability.

## Service

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If trouble is experienced with this equipment, for repair or warranty information, please contact customer service at 1-800-448-0329. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

This product may be serviced only by the manufacturer or its authorized service agents. Changes or modifications not expressly approved by Thomson Inc. could void the user's authority to operate this product. For instructions on how to obtain service, refer to the warranty included in this guide or call customer service at 1-800-448-0329.

Or refer inquiries to:

**Thomson Inc.**  
**Manager, Consumer Relations**  
**PO Box 1976**  
**Indianapolis, IN 46206-1976**

Attach your sales receipt to the booklet for future reference or jot down the date this product was purchased or received as a gift. This information will be valuable if service should be required during the warranty period.

Purchase date \_\_\_\_\_

Name of store \_\_\_\_\_

## Limited Warranty

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### What your warranty covers:

- Defects in materials or workmanship.

### For how long after your purchase:

- One year, from date of purchase.

(The warranty period for rental units begins with the first rental or 45 days from date of shipment to the rental firm, whichever comes first.)

### What we will do:

- Provide you with a new or, at our option, a refurbished unit. The exchange unit is under warranty for the remainder of the original product's warranty period.

### How you get service:

- Properly pack your unit. Include any cables, etc., which were originally provided with the product. We recommend using the original carton and packing materials.



- "Proof of purchase in the form of a bill of sale or receipted invoice which is evidence that the product is within the warranty period, must be presented to obtain warranty service." For rental firms, proof of first rental is also required. Also print your name and address and a description of the defect. Send via standard UPS or its equivalent to:

**Thomson Inc.  
11721 B Alameda Ave.  
Socorro, Texas 79927**

- Pay any charges billed to you by the Exchange Center for service not covered by the warranty.
- Insure your shipment for loss or damage. Thomson Inc. accepts no liability in case of damage or loss.
- A new or refurbished unit will be shipped to you freight prepaid.

#### **What your warranty does not cover:**

- Customer instruction. (Your User's Guide provides information regarding operating instructions and user controls. Any additional information, should be obtained from your dealer.)
- Installation and setup service adjustments.
- Batteries.
- Damage from misuse or neglect.
- Products which have been modified or incorporated into other products.
- Products purchased or serviced outside the USA.
- Acts of nature, such as but not limited to lightning damage.

#### **Product Registration:**

- Please complete and mail the Product Registration Card packed with your unit. It will make it easier to contact you should it ever be necessary. The return of the card is not required for warranty coverage.

#### **Limitation of Warranty:**

- The warranty stated above is the only warranty applicable to this product. All other warranties, express or implied (including all implied warranties of merchantability or fitness for a particular purpose) are hereby disclaimed. No verbal or written information given by Thomson Inc., its agents, or employees shall create a guaranty or in any way increase the scope of this warranty.
- Repair or replacement as provided under this warranty is the exclusive remedy of the consumer. Thomson Inc. shall not be liable for incidental or consequential damages resulting from

the use of this product or arising out of any breach of any express or implied warranty on this product. This disclaimer of warranties and limited warranty are governed by the laws of the state of Indiana. Except to the extent prohibited by applicable law, any implied warranty of merchantability or fitness for a particular purpose on this product is limited to the applicable warranty period set forth above.

**How state law relates to this warranty:**

- Some states do not allow the exclusion nor limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts so the above limitations or exclusions may not apply to you.
- This warranty gives you specific legal rights, and you also may have other rights that vary from state to state.

**If you purchased your product outside the USA:**

- This warranty does not apply. Contact your dealer for warranty information.

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