RCA

DECT 6.0
Cordless Handset
with Caller ID
User's Guide

This accessory handset is only for use with Model 25423, 25424, or 25425 base units.

Please read this manual before operating this product for the first time.

Model H5401

Equipment Approval Information

Your telephone equipment is approved for connection to the Public Switched Telephone Network and is in compliance with parts 15 and 68, FCC Rules and Regulations and the Technical Requirements for Telephone Terminal Equipment published by ACTA.

1 Notification to the Local Telephone Company

On the bottom of this equipment is a label indicating, among other information, the US number and Ringer Equivalence Number (REN) for the equipment. You must, upon request, provide this information to your telephone company.

The REN is useful in determining the number of devices you may connect to your telephone line and still have all of these devices ring when your telephone number is called. In most (but not all) areas, the sum of the RENs of all devices connected to one line should not exceed 5. To be certain of the number of devices you may connect to your line as determined by the REN, you should contact your local telephone company.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

Notes

- This equipment may not be used on coin service provided by the telephone company.
- Party lines are subject to state tariffs, and therefore, you may not be able to use your own telephone equipment if you are on a party line. Check with your local telephone company.
- Notice must be given to the telephone company upon permanent disconnection of your telephone from your line.
- If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this product does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

US Number is located on the cabinet bottom
REN number is located on the cabinet bottom

2 Rights of the Telephone Company

Should your equipment cause trouble on your line which may harm the telephone network, the telephone company shall, where practicable, notify you that temporary discontinuance of service may be required. Where prior notice is not practicable and the circumstances warrant such action, the telephone company may temporarily discontinue service immediately. In case of such temporary discontinuance, the telephone company must: (1) promptly notify you of such temporary discontinuance; (2) afford you the opportunity to correct the situation; and (3) inform you of your right to bring a complaint to the Commission pursuant to procedures set forth in Subpart E of Part 68, FCC Rules and Regulations.

The telephone company may make changes in its communications facilities, equipment, operations or procedures where such action is required in the operation of its business and not inconsistent with FCC Rules and Regulations. If these changes are expected to affect the use or performance of your telephone equipment, the telephone company must give you adequate notice, in writing, to allow you to maintain uninterrupted service.

Interference Information

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference; and (2) This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

Privacy of Communications may not be ensured when using this product.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

• Reorient or relocate the receiving antenna (that is, the antenna for radio or television that is "receiving" the interference).
• Reorient or relocate and increase the separation between the telecommunications equipment and receiving antenna.
• Connect the telecommunications equipment into an outlet on a circuit different from that to which the receiving antenna is connected.

If these measures do not eliminate the interference, please consult your dealer or an experienced radio/television technician for additional suggestions. Also, the Federal Communications Commission has prepared a helpful booklet, "How To Identify and Resolve Radio/TV Interference Problems." This booklet is available from the U.S. Government Printing Office, Washington, D.C. 20402. Please specify stock number 004-000-00345-4 when ordering copies.

Notice: The changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Hearing Aid Compatibility (HAC)

This telephone system meets FCC standards for Hearing Aid Compatibility.

Licensing

Licensed under US Patent 6,427,009.

FCC RF Radiation Exposure Statement

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body. This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter."

For body worn operation, this phone has been tested and meets the FCC RF exposure guidelines when used with the belt clip supplied with this product. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.

WARNING: TO PREVENT FIRE OR ELECTRICAL SHOCK HAZARD, DO NOT EXPOSE THIS PRODUCT TO RAIN OR MOISTURE.

	CAUTION: RISK OF ELECTRIC SHOCK DO NOT OPEN	
THE LIGHTNING FLASH AND ARROW HEAD WITHIN THE TRIANGLE IS A WARNING SIGN ALERTING YOU OF "DANGEROUS VOLTAGE" INSIDE THE PRODUCT.	CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK). NO USER SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.	THE EXCLAMATION POINT WITHIN THE TRIANGLE IS A WARNING SIGN ALERTING YOU OF IMPORTANT INSTRUCTIONS ACCOMPANYING THE PRODUCT.
SEE MARKING ON BOTTOM / BACK OF PRODUCT		

Introduction

⚠️ *CAUTION: When using telephone equipment, there are basic safety instructions that should always be followed. Refer to the IMPORTANT SAFETY INSTRUCTIONS provided with this product and save them for future reference.*

Congratulations on purchasing this RCA telephone. This system operates in the DECT 6.0 frequency range. This accessory handset will expand the phone systems for Models 25423/25424/25425 to cordless when the RF module (packed with this cordless handset) is plugged into the back of the base unit.

Features:

- Call Waiting and Caller ID Compatible
- Tone Dialing
- Intercom
- Call Transfer

This telephone has been designed to be simple to use, however, you can reach its full potential more quickly by taking a few minutes to read this instruction book. This telephone is a multifunction product for use with Call Waiting and Caller ID services available from your local telephone company.

Your Caller ID Call Waiting phone allows you to:

- View the name and telephone number of a caller while you are on the phone (Call Waiting Caller ID).
- Identify callers before you answer the phone.
- View the time and date of each incoming call.
- Record up to 40 Caller ID messages sequentially in each handset.
- Know who called while you are on the line or when you were away.
- Screen unwanted calls, eliminate harassment from annoying calls, or to get prepared before answering a call.

IMPORTANT: In order to use all of the features of this telephone, you must subscribe to two separate services available from your local telephone company: the standard Name/Number Caller ID Service to know who is calling when the phone rings and Caller ID with Call Waiting Service to know who is calling while you are on the phone.

Before Your Begin

Parts Checklist

Make sure your package includes the items shown here.

AC power adaptor

Cordless handset charger

Cordless handset

Belt clip

Cordless RF module

Handset battery

Digital Security System

Your cordless phone uses a digital security system to protect against false ringing, unauthorized access, and charges to your phone line. It is necessary to register the cordless handset to the base (RCA 25423/25424/25425) before use.

Important Installation Information

- Never install telephone wiring during a lightning storm.
- Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
- Never touch non-insulated telephone wires or terminals, unless the telephone line has been disconnected at the network interface.
- Use caution when installing or modifying telephone lines.
- Temporarily disconnect any equipment connected to the phone such as faxes, other phones, or modems.

Important Installation Guidelines

• Install telephone near both a telephone (modular) jack and an electrical power outlet.
• Your handset charge cradle should be placed on a level surface such as a desk or table top.
• Avoid sources of noise, such as a window by a busy street, and electrical noise, such as motors, microwave ovens, and fluorescent lighting.
• Avoid heat sources, such as heating air ducts, heating appliances, radiators, and direct sunlight.
• Avoid areas of excessive moisture or extremely low temperature.
• Avoid dusty locations.
• Avoid other cordless telephones or personal computers.

INSTALLATION NOTE: Certain other communications devices may also use the DECT 6.0 frequency for communication, and, if not properly set, these devices may interfere with each other and/or your new telephone. If you are concerned with interference, please refer to the owner's manual for these devices on how to properly set channels to avoid interference.

Installing the Handset Battery

NOTE: You must connect the handset battery before use.

⚠ *CAUTION: To reduce the risk of fire or personal injury, use only the Thomson Inc. approved Nickel-metal Hydride (Ni-MH) battery model 5-2650 that is compatible with this unit.*

1. Locate battery and battery door which are packaged together inside a plastic bag and are separate from the handset.
2. Locate the battery compartment on the back of the handset.
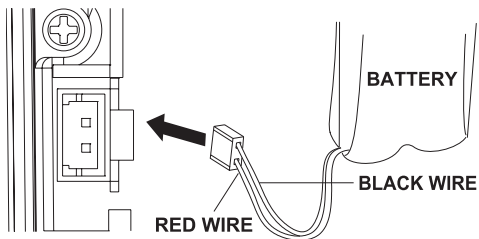
3. Plug the battery pack cord into the jack inside the compartment.

NOTE: To ensure proper battery installation, the connector is keyed and can be inserted only one way.

4. Insert the battery pack.

5. Close the battery compartment by pushing the door up until it snaps into place.

Connecting the AC (Electrical) Power

Plug the power adaptor cord into the power jack on the back of the base and the other end into an electrical outlet. The charge/in use indicator turns on to indicate the battery is charging when the handset is on the cradle.

Allow the phone to charge for 12 hours prior to first use. If you do not properly charge the phone, battery performance is compromised.

CAUTION: To reduce risk of personal injury, fire, or damage use only the 5-2652 power adaptor listed in the user's guide. This power adaptor is intended to be correctly orientated in a vertical or floor mount position.

Connecting the RF Module

Insert the RF module into the back of the base unit until it snaps into place. The display will show when the RF module is connected properly.

Handset Layout

Display

Menu (button)

Select/Save (button)

Delete/Mute (button)

JOHN SMITH
1-315-555-1234

Format/Redial (button)

Privacy (button)

Line (button)

Talk (button)

VOLUME +/- (buttons)

DIR (button)

Speaker (button)

CID (button)

Int/Transfer (button)

 # Pause (button)

Conf/Store (button)

Flash/Exit (button)

Hold (button)

charge cradle with power adaptor

charge indicator
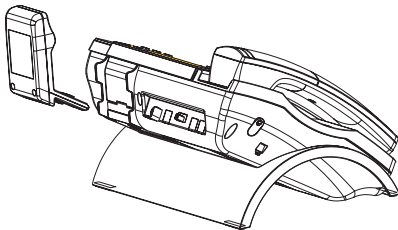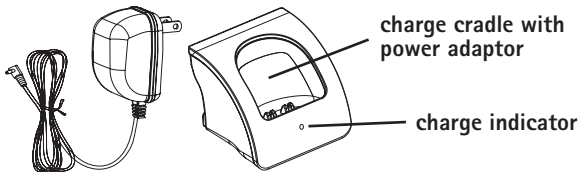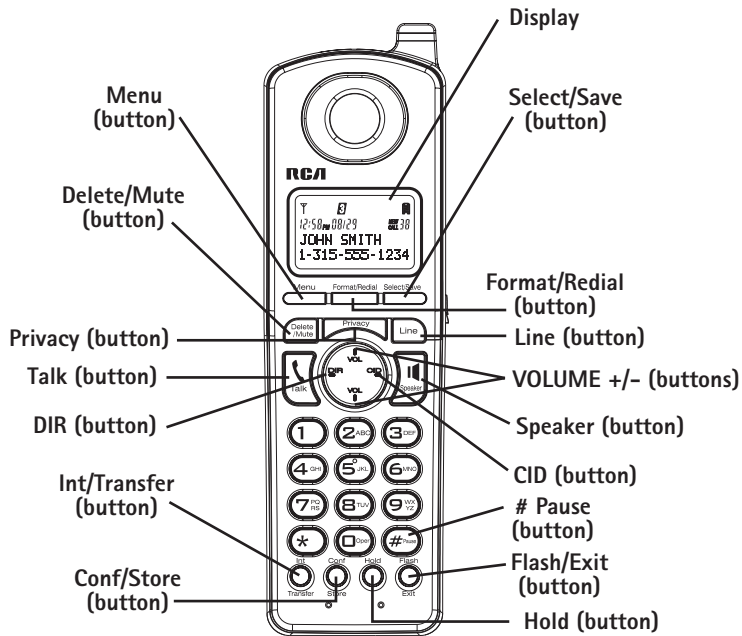
Telephone Setup

This handset has several programmable functions.

Note: Use the Select/Save button to go into the sub-menu, and use the Exit button to go to the previous menu.

Language
1. Press the Menu button once, *LANGUAGE* will show in the display.
2. Press the Select/Save button to select.
3. Press the VOL (+ or -) button on the handset to select *ENGLISH*, *FRANCAIS*, or *ESPANOL*. The default is *"ENGLISH"*.
4. Press the Select/Save button again to store the setting.

Ring Melody
1. Press Menu button once, then press the VOL (+ or -) buttons until SOUND SETTING is displayed.
2. Press Select/Save button to select.
3. Scroll the VOL (+ or -) buttons of the sub-menu until RING MELODY is displayed.
4. Press Select/Save button to select.
5. Scroll the VOL (+ or -) buttons to select the melody. A sample ringer melody is generated when you scroll to individual ringer melodies.
6. Press the Select/Save button to save.

Ring Volume
1. Press Menu button once, then press the VOL (+ or -) buttons until SOUND SETTING is displayed.
2. Press Select/Save button to select.
3. Scroll the VOL (+ or -) buttons of the sub-menu until RING VOLUME is displayed.
4. Press Select/Save button to select.
5. Scroll the VOL (+ or -) buttons to select the ring volume.
6. Press the Select/Save button to save.

Auto Talk
1. Press Menu button once, then press the VOL (+ or -) buttons until PHONE SETTING is displayed.
2. Press Select/Save button to select.
3. Scroll the VOL (+ or -) buttons of the sub-menu until AUTO TALK is displayed.
4. Press Select/Save button to select.
5. Scroll the VOL (+ or -) buttons to select ON or OFF. Select ON to let the handset pick up the call by lifting it up from the cradle.
6. Press the Select/Save button to save.

Contrast

1. Press Menu button once, then press the VOL (+ or -) buttons until PHONE SETTING is displayed.
2. Press Select/Save button to select.
3. Scroll the VOL (+ or -) buttons of the sub-menu until CONTRAST is displayed.
4. Press Select/Save button to select
5. Scroll the VOL (+ or -) buttons to select the LCD contrast level.
6. Press the Select/Save button to save.

Area Code

1. Press Menu button once, then press the VOL (+ or -) buttons until PHONE SETTING is displayed.
2. Press Select/Save button to select.
3. Scroll the VOL (+ or -) buttons of the sub-menu until AREA CODE is displayed.
4. Press Select/Save button to select
5. Use the number pad to enter your three digit area code. The default is "---".
6. Press the Select/Save button to store the setting.

Regional Code

1. Press Menu button once, then press the VOL (+ or -) buttons until PHONE SETTING is displayed.
2. Press Select/Save button to select.
3. Scroll the VOL (+ or -) buttons of the sub-menu until REGIONAL CODE is displayed.
4. Press Select/Save button to select
5. Use the number pad to enter your three digit area code. The default is "---".
6. Press the Select/Save button to store the setting.

Clear All Memory

1. Press Menu button once, then press the VOL (+ or -) buttons until PHONE SETTING is displayed.
2. Press Select/Save button to select.
3. Scroll the VOL (+ or -) buttons of the sub-menu until CLEAR ALL MEM is displayed.
4. Press Select/Save button to select
5. Scroll the VOL (+ or -) buttons to select YES.
6. Press the Select/Save button to clear all the records in the phonebook memory.

Load Default

1. Press Menu button once, then press the VOL (+ or -) buttons until LOAD DEFAULTS is displayed.
2. Press Select/Save button to select.
3. Scroll the VOL (+ or -) buttons to select YES.
4. Press Select/Save button to reset to the default settings.

Set Time

The time cannot be set manually in the handset, only at the base. Any update to the base time will be automatically sent to the handset.

Registration (Re-Registration)

Registration links the cordless handset to the base which allows the handset to use the base's phone connection. A cordless handset will not operate until it is registered to the base. Your handset comes pre-registered and ready-to-use. If your handset and/or module becomes damaged or lost, you will need to purchase a new handset/module unit.

If your handset becomes unregistered, it may be necessary for you to re-register to the base. To do so follow the steps below, keep the handset near the base at all times.

1. Press Menu button once, then press the VOL (+ or -) buttons until PHONE SETTING is displayed.
2. Press Select/Save button to select.
3. Scroll the VOL (+ or -) buttons until REGISTRATION is displayed.
4. Press Select/Save button to select. The display shows SEARCHING.
5. On the base, press and hold the Page button for 10 seconds. If the registration succeeds, the display of the handset will show SUCCESSFUL and has a short beep sound.
6. If the registration fails, FAIL! TRY AGAIN will show on the handset display. Please repeat the above steps.

Basic Operation

Answering a Call

1. Press the Talk or Speaker button on the handset. (The base displays *CORDLESS H/S IN USE*).
2. When finished, press the Talk or Speaker button or replace the handset in the charge cradle to hang up.

Making a Call

1. Press the Talk or Speaker button to access an available line automatically,

OR

If you want to select a desired line, press Line button plus a number button (1-4) to select the desired line.

2. Wait for a dial tone then dial the desired number.

3. When finished, press the Talk or Speaker button or replace the handset in the charge cradle, to hang up.

NOTE: If the line you selected is occupied by other users, the message "LINE IN USE" will be shown. You can press the Select/Save button to confirm selection of this line. If you want to select another line, press the Line button plus the number button again.

Redial

To quickly redial the last number you entered (up to 32 digits):

1. Press the Talk or Speaker button.

2. Press the Format/Redial button.

Volume Adjust

Adjust the receiver volume by pressing the VOL (+ or -) button when you are in talk mode. There are four volume levels, and each press of the VOL (+ or -) button adjusts the receiver volume by one level.

Hold

1. Press the Hold button to put a call on hold.

2. To take a call off hold, press the Hold button again.

3. To switch a call on hold from the base to the cordless handset, press the Hold button on the cordless handset.

Transfer

You can transfer the call to another extension.

1. Press the Int/Transfer button when it is in TALK mode.

2. Key in the extension ID number you want to transfer to.

3. The desired extension will ring, and your handset will go back to standby mode.

Privacy

When you are using the phone, if you want to secure the line, press the Privacy button. Then, the line you are using cannot be picked up by another extension in the system.

Flash

Use the Flash/Exit button on the handset to activate custom calling services such as call waiting or call transfer, which are available through your local phone company.

TIP: Don't use the Talk button to activate custom calling service such as call waiting, or you'll hang up the phone.

Call Timer

After you press Talk or Line plus number button to select the line on the cordless handset, the built-in call timer shows in the display and begins counting the length of time of the call.

Out of Range

If the handset is too far from the base (out of range) you may experience static or noise. Move closer to the base or handset will automatically hang up if it is kept out of range for 30 seconds.

Battery Low

If the handset battery is low, the unit will emit the alert tone and show *BATTERY LOW* in the display to remind you that the battery needs charging. If the battery voltage is very low, the handset will automatically shut down. Place handset in the charge cradle to recharge battery.

Paging All Extension from the Cordless Handset

In the standby mode, press the Int/Transfer button and then press zero (0) button twice to activate page all extensions function.

Paging the Cordless Handset

This feature helps you locate a misplaced handset.

Press the Page button once on the base, then press number 0 button. The cordless handset will beep continuously (if it is not out of range) for 2 minutes or until you press any button on the handset.

NOTE: You may still page the cordless handset even if the ringer is turned off.

Intercom Operation

Answering an Intercom Call

1. Press the Int/Transfer button or Talk button.
2. When finished, press the Int/Transfer button or Talk button again.

Receiving an Incoming Telephone Call During an Intercom Call

During an intercom call, if you receive a telephone call, you will hear an alert tone. To answer the incoming call, press the Hold button to place your intercom call on hold or press Talk or Int/Transfer button to drop the intercom call, then press Talk to answer the telephone call.

Using Intercom with a Telephone Call

During a telephone call, you can use the intercom function to page another extension unit and set up a private (2-way) intercom conversation with another user while the telephone call is placed on hold. Or, you can create a 3-way conversation between the telephone caller, the cordless handset and other extensions.

Two-Way Intercom Calls

1. To make an intercom call, first press the Hold button to place the external call on hold. Then, press the Int/Transfer button followed by the extension ID number.
2. To answer the intercom call, press Hold to place the current call on hold. Then press Int/Transfer or Talk button to answer the intercom call. When finished, press Int/Transfer or Talk button to end the intercom call. Press Hold button to retrieve the external caller.

Three-Way Intercom Calls

1. Press Hold button to hold the current line.
2. Press Int/Transfer button, followed by the extension ID number.
3. Wait for the reply of extension you selected.
4. Once the extension replies, press the Conf/Store button to set up three-way conference.
5. When finished, press the Talk button once.

Making an Intercom Call with Other Extensions

1. Make sure the phone is **OFF** (not in TALK mode).
2. Press the Int/Transfer button, and *SELECT PHONE ID* is displayed.
3. Press the number button to input the phone ID you want to intercom with. For example, to intercom with extension 2, you need to input "0", "2".
4. When finished, press the Int/Transfer or Talk button to end the intercom call.

   NOTE: To cancel the intercom call, press INTERCOM.

Memory

The cordless handset and base each have their own separate memory storage areas. The handset can store fifty phonebook records consisting of 15-character names and 32-digit telephone numbers.

Storing a Name and Number in Memory

1. Press the Conf/Store button on the handset, *ENTER NUMBER* is displayed.
2. Use the keypad to enter the phone number (up to 32 digits).
3. Press the Select/Save button. The display shows *ENTER NAME*.
4. Use the touch-tone pad to enter a name (up to 21 characters). More than one letter is stored in each of the number keys. For example, to enter Bill Smith, press the 2 key twice for the letter B. Press the 4 key 3 times for the letter I. Press the 5 key 3 times for the letter L. Press the 5 key 3 times for the second letter L, and press the 1 key to insert a space between the first and last name. Press the 7 key 4 times for the letter S; press the 6 key once for the letter M; press the 4 key 3 times for the letter I; press the 8 key for the letter T; press the 4 key twice for the letter H.
5. Press the Conf/Store button again to save your selection.

Storing a Redial Number

1. Make sure the phone is **OFF** (not in TALK mode).
2. Press the Redial/Format button on the handset to review the redial number.
3. Press Select/Save and *ENTER NUMBER* is displayed.
4. Then press Select/Save again and *ENTER NAME* is displayed.
5. Use the keypad to enter the names.
6. Press Conf/Store button and *ENTER LOCATION* is displayed.

Inserting a Pause in the Dialing Sequence

Press the #Pause button on the touch-tone pad twice to insert a delay in the dialing sequence of a stored telephone number when a pause is needed to wait for a dial tone (for example, after you dial 9 for an outside line, or wait for a computer access tone.) Each pause counts as 1 digit in the dialing sequence. The letter "P" in the displayed number indicates a pause.

Reviewing, Changing or Deleting Stored Names/Numbers

To Review: Press DIR/ ◄ on the handset, then press the VOL (+ or -) button to scroll through the stored numbers.

To Change: While viewing the record, press the Select/Save button. Follow the steps under Storing a Name and Number in Memory.

To Delete: Press DIR/ ◄ on the handset, then press the VOL (+ or -) button to scroll to a desired memory.

1. Press the Delete/Mute button. *DELETE?* is displayed.
2. Press Delete/Mute again to confirm.

Dialing a Stored Number

Make sure the phone is **ON** (in TALK mode).

1. Press the DIR/ ◀ button.
2. Press the desired memory location button (01-40) or use the VOL (+ or -) button to scroll to the desired telephone number.
3. Press Select/Save to dial the displayed number.

-Or-

1. Make sure the phone is **OFF** (not in TALK mode).
2. Press the DIR/ ◀ button.
3. Press the desired memory location button (01-40), or use the VOL (+ or -) button to scroll to the desired telephone number.
4. Press the Talk button. The telephone number dials automatically.

Caller ID (CID)

NOTE: This feature does not function when using the handset with base model 25423, as it does not support Caller ID.

Caller ID (CID) is a service available from your local telephone company. For Caller ID to work on this system, you must subscribe to Caller ID service. To receive Caller ID information for a Call Waiting call, you must subscribe to the combined Call Waiting Caller ID service.

This telephone system receives and displays CID information transmitted by your local telephone company. This information can include the phone number, date and time; or the name, phone number, and date and time.
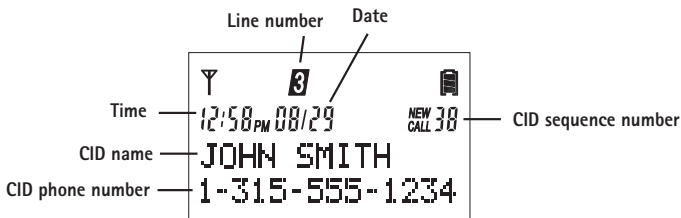
Receiving and Storing CID Records

When you receive a call, Caller ID information is transmitted by the phone company to your telephone between the first and second ring. The Caller ID information appears on your phone's display while the phone rings, giving you a chance to monitor the information and decide whether or not to answer.

If you are not at home or cannot answer, the telephone stores the information so that you can see who called while you were unavailable. Caller ID memory automatically stores the call number, date, time, phone number and name for the last 40 calls. If Caller ID memory is full, a new call record automatically replaces the oldest call record in memory.

At any time, you can review the stored information for the last 40 calls. Any calls received since your last review are marked as *NEW* in the display, to remind you to review them.

Reviewing Call Records

As calls are received and stored, the display is updated to let you know how many calls have been received.

1. Press the CID/ ▶ button first. The newest call record will be shown.
2. Press VOL (-) button to scroll to older call records. When you reach the oldest call, *START/END* is displayed.
3. Press VOL (+) button to scroll from the old records to recent ones.

As you review call records, the display shows you the following information for each call:

• The telephone number of the caller.
• The name of the caller, if available in your service area.

NOTE: If a name is received which exceeds 15 characters, the extra characters will scroll on the display.

• Time and date the call was received.
• *NEW* appears for all calls that have not been reviewed.

NOTE: Check with your local phone company regarding name service availability.

Transferring CID Records to Memory

You may transfer a Caller ID record to your phone's memory.

NOTE: It is important that you format CID records correctly before storing in memory. It is not possible to reformat CID records stored in memory.

1. Use the CID/ ▶ button to scroll to the desired record.
2. Press the Conf/Store button.

Dialing a Caller ID Number

When reviewing any call record in the Caller ID memory, you can dial back the caller's number.

1. Make sure the phone is **OFF** (not in talk mode).
2. Press CID/ ▶ button once, then VOL (+ or -) button until the desired call record is displayed.

Depending on (a) how the incoming caller's phone number is formatted when received, and (b) whether or not you pre-programmed your local area code into memory, you may need to adjust the format of the caller's phone number before dialing it back.

The Redial/Format button lets you change the format of the displayed number. Available formats include:

Number of digits	*Explanation*	*Example*
Eleven digits	long distance code "1" + 3-digit area code + 7-digit telephone number.	1-317-888-8888
Ten digits	3-digit area code + 7-digit telephone number.	317-888-8888
Seven digits	7-digit telephone number.	888-8888

NOTE: If the phone company does not supply all ten digits of an incoming caller's number, you will not be allowed to adjust the format of that number.

Scroll to the number you want to call back:

3. If the number does not dial as shown, press the Redial/Format button. Repeat if necessary, until the correct number of digits show in the display.
4. Press the Talk button. The number dials automatically.

Deleting the Current Caller ID Record

To delete only the record in the display:

1. Use the CID/ ▶ button and then VOL (+ or -) button to display the desired Caller ID record.
2. Press Delete/Mute.

Deleting All Caller ID Records

To delete all the Caller ID records in memory:

1. Use the CID/ ▶ button and then VOL (+ or -) button to display any Caller ID record.
2. Press and hold Delete/Mute. The display asks *DELETE ALL?* for several seconds.
3. Press Delete/Mute again, within five seconds, to erase all records. The display will return to standby mode.

Caller ID Errors

If there is an error in the transmission of information to your Caller ID phone, *INCOMPLETE DATA* is displayed.

If you have not subscribed to Caller ID service or it is not working, *NO DATA* is displayed.

Call Waiting Caller ID

Provided you subscribe to Caller ID with Call Waiting service from your phone company, you may see who is calling when you hear the call waiting tone in the receiver. The CID information appears in the display after you hear the tone.

Press the Flash/Exit button to put the current call on hold and answer the incoming call. Press Flash/Exit again when you want to return to the first call.

IMPORTANT: In order to use all of the features of this unit, you must subscribe to either the standard Name/Number Caller ID Service or Call Waiting Caller ID Service. To know who is calling while you are on the phone, you must subscribe to Call Waiting Caller ID Service.

Changing the Battery

CAUTION: To reduce the risk of fire or personal injury, use only the Thomson Inc. approved Nickel-metal Hydride (Ni-MH) battery model 5-2650, that 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. Disconnect the battery plug from the jack inside the battery compartment and remove the battery pack from the handset.
4. Insert the new battery pack and connect the cord to the jack inside the battery compartment.
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**.

Battery Safety Precautions

- Do not burn, disassemble, mutilate, or puncture. Like other batteries of this type, toxic materials could be released 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.

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 or call 1-800-8-BATTERY or contact a local recycling center.

Headset and Belt Clip Operation

Connecting an Optional Headset to the Handset

For hands free conversation, connect the headset (optional) to the HEADSET jack as shown. The handset receiver and microphone are disabled when the headset is connected.

Adjust the headset to rest comfortably on top of your head and over your ear. Move the microphone to approximately 2 to 3 inches from your mouth.

Headset Jack

Headset Plug
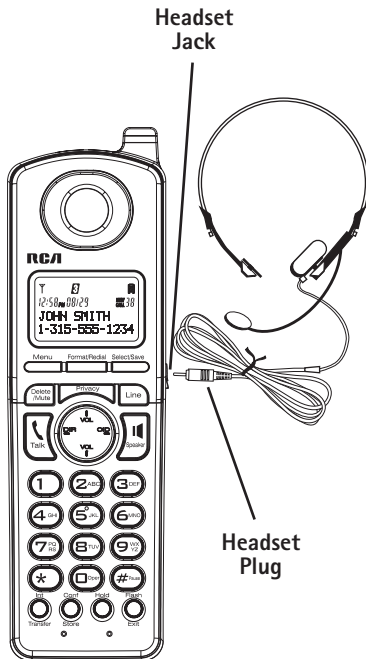
Connecting the Belt Clip

There are two slots, one on each side of the handset.

• Attach the belt clip by inserting the sides of the belt clip into the slots. Snap the ends of the belt clip into place.

Display Messages

The following indicators show the status of a message or of the unit.

REGISTRATION:	Prompt telling you to enter registration mode of handset.
ENTER NUMBER:	Prompt telling you to enter number.
ENTER NAME:	Prompt telling you to enter the name.
ENTER LOCATION:	Prompt telling you to assign the memory location(from 01 to 40).
LINE ON HOLD:	Prompt telling you that the line you selected is currently on hold.
LINE IN USE:	Prompt telling you that the line you selected is currently use by another extension.
SEARCHING..:	Prompt message telling you that handset registration is in process.
INCOMPLETE DATA:	Caller information has been interrupted during transmission or the phone line is excessively noisy.
BASE IN USE:	The Base unit is in use, so handset is blocked for use.
SELECT PHONE ID:	Prompt asking user to key in the ID of another extension.
DELETE ALL:	Prompt asking if you want to erase all Caller ID records.
NEW CALL:	Indicates call has not been reviewed.
NO NUMBER:	Indicates no Caller Number was received.
NO NAME:	Indicates no Caller Name was received.
NO DATA:	Indicates no Caller ID information was received.
BLOCKED CALL:	Caller information that has been blocked from transmission.
BLOCKED NAME:	Name has been blocked from transmission.
BLOCKED NUMBER:	Number has been blocked from transmission.
UNKNOWN CALLER:	The incoming call is from an area not serviced by Caller ID or the information was not sent.
UNKNOWN NAME:	The incoming call is from an area where name was not sent.
UNKNOWN NUMBER:	The incoming call is from an area where number was not sent.

Troubleshooting Guide

Telephone Solutions

No dial tone

- Check and repeat installation steps:

  Ensure the base power cord is connected to a working 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 cordless handset may be out of range of the base. Move closer to the base.
- Ensure the battery is properly charged (12 hours).
- Ensure the battery pack installed correctly.
- Did the handset beep when you pressed the TALK button? The battery may need to be charged.

Dial tone is OK, but can't dial out

- Make sure the type of phone service you are subscribed to is TONE. This handset is TONE only.

Handset does not ring

- Make sure the handset ringer switch is turned on.
- The cordless handset may be out of range. Move closer to the base.
- Check for dial tone. If no dial tone is heard, see No dial tone above.

You experience static, noise, or fading in and out

- Change channels.
- The cordless handset may be out of range of the base. Move closer to the base.
- Charge the battery.

Unit beeps

- Clean charging contacts on cordless handset and charge cradle with a soft cloth or an eraser.
- See solutions for "No dial tone" on previous page.
- Replace the battery.

Memory Dialing doesn't work

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

Unit locks up and no communication between the base and cordless handset

• Unplug the AC power adaptor from the wall outlet and the back of the base, and remove the backup batteries from the bottom of base (if previously installed). Remove the handset battery. Wait for 30 seconds and plug the power adaptor back into the base and wall out, and re-install batteries in the base unit. Reconnect the handset battery and charge for 12 hours.

Caller ID Solutions

No Display

• Is battery fully charged? Try replacing the battery.
• Make sure that the unit is connected to a non-switched electrical outlet. Disconnect the AC power supply 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.

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
• Limited range

General Product Care

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

• Avoid putting the phone near heating appliances and devices that generate electrical noise (for example, motors or fluorescent lamps).
• DO NOT expose to direct sunlight or moisture.
• Avoid dropping the handset, as well as other rough treatment to the phone.
• Clean the phone with a soft cloth.
• Never use a strong cleaning agent or abrasive powder because this will damage the finish.
• 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 charge cradle 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, computers, 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.
• Baby monitor is using the same frequency.
• Handset battery is low.
• You're out of range of the base.

Service
If trouble is experienced with this equipment, for repair or warranty information, please contact customer service at 1-800-511-3180. 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 1-800-511-3180.

Or refer inquiries to:

Thomson Inc.
Manager, Consumer Relations
P O 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

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 Owner's Manual 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.

Warranty

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.

AC power adaptor	5-2652	*Headset*	5-2425
Belt clip	5-2653	*Handset battery*	5-2650

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.

Index

Please do not send any products to the Indianapolis address listed in this manual or on the carton. This will only add delays in service for your product.