# Verizon
Digital Cordless
Telephone

T1960

USER
GUIDE

Welcome To Your Verizon T1960 Digital Cordless Telephone With Graphical Color Display

- **Large, easy to read color graphics screen**

- **Caller-ID and Caller-ID With Call Waiting**
  Lets you see who is calling and keeps track of unanswered calls

- **Voicemail indicator on base and handset**
  Lets you know when you have voicemail in your voicemail box

- **One button access for Voicemail**

- **Special access to Network Services such as Call Waiting Deluxe, Directory Assistance, Repeat Dialing, Call Forwarding**

- **150 Name and Number Phonebook**

- **50 Name and Number Received Calls list**

- **20 Number Dialed Calls list (redial)**

- **Add up to 4 additional handsets to a base**
  No need for additional wiring

- **Handsets have individual phonebooks**

- **Handsets include intercom features**

- **Speakerphone in the handset**

- **10 selectable ring tones, with 8 polyphonic tones**

- **Alarm Clock feature**
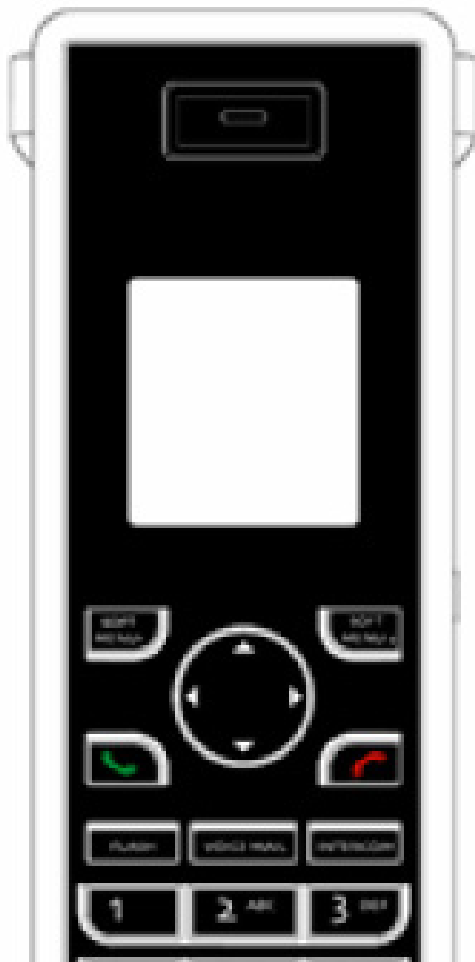
Important Instructions & Information

This User Guide provides you with all the information you need to get the most from your phone.

You must first set up your phone before you can use it. This doesn't take long and is easy to do. Just follow the simple instructions on the next few pages.

Need help?
If you have any problems setting up or using your Verizon T1960 telephone, please contact the Thomson product support center at:

1-800-448-0329

Alternatively, you may find the answer in 'T1960 Troubleshooting Tips' on page 53 at the back of this guide.

Did you receive everything?
- T1960 base
- T1960 handset
- 2 x NiMH AAA rechargeable batteries
- Battery compartment cover
- AC power adapter
- Telephone line cord
- Belt clip

In addition:
If you have purchased one or more additional handsets (T1961), you will have received the following for each additional handset:
- T1961 handset
- T1961 charger
- 2 x NiMH AAA rechargeable batteries
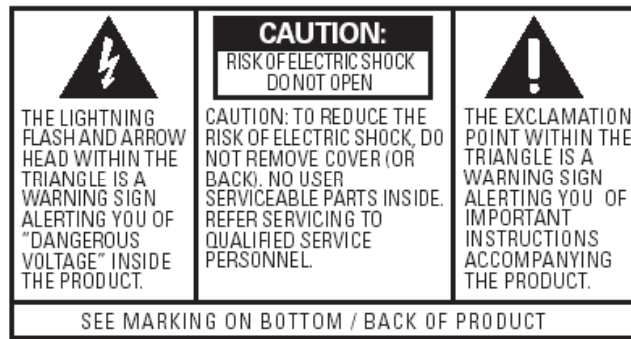- Battery compartment cover
- AC power adapter
- Belt clip

4   Important Instructions & Information

Important Safety Instructions

To reduce the risk of fire, electric shock or injury when using your telephone equipment, basic safety precautions should always be followed:

1. Do not use this product near water, for example, near a bathtub, washbowl, kitchen sink, laundry tub, or in a wet basement, or near a swimming pool.

2. Avoid using the telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electrical shock from lightning.

3. Do not use the telephone to report a gas leak in the vicinity of the leak.

4. Use only the AC adapter, power cord, and batteries indicated in this manual. Do not dispose of batteries in a fire. They may explode. Check with local codes for possible special disposal instructions.

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

THE LIGHTNING FLASH AND ARROW HEAD WITHIN THE TRIANGLE IS A WARNING SIGN ALERTING YOU OF "DANGEROUS VOLTAGE" INSIDE THE PRODUCT.

CAUTION: RISK OF ELECTRIC SHOCK DO NOT OPEN

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

SAVE THESE INSTRUCTIONS

Battery Safety Instructions

CAUTION: Risk of Explosion if the Batteries are Replaced by an Incorrect Type. Dispose of Used Batteries According to the Instructions.

1. Use only the following type and size handset batteries: DC 1.2V, 750 mAh, NiMH (Nickel Metal Hydride), AAA size batteries (2 per handset).
2. When inserting the batteries into the product, the proper polarity or direction must be observed. Reverse insertion of the batteries can cause charging that may result in leakage or explosion.
3. Do not dispose of the batteries in a fire. The cell may explode. Check with local codes for possible special disposal instructions.
4. Do not open or mutilate the batteries. Released electrolyte is corrosive and may cause damage to the eyes and skin. It may be toxic if swallowed.
5. Exercise care in handling the battery in order not to short the battery with conduction material such as rings, bracelets and keys. The battery or conductor may overheat and cause burns.
6. Recharge only the batteries provided with, or identified for use with, this product. The battery may leak corrosive electrolyte or explode if it is not the correct type.
7. Do not attempt to rejuvenate the batteries provided with, or identified for use with, this product by heating them. Sudden release of the electrolyte may occur causing damage to the eyes or skin.
8. Remove the batteries from the product if the product will not be used for a long period of time (over 30 days) since during this time the batteries may leak in the product.
9. Discard dead batteries as soon as possible since dead batteries are more likely to leak in the product.
10. Do not store this product, or the batteries provided, in high temperature areas. Batteries that are stored in a freezer or refrigerator for the purpose of extending shelf life should be stabilized at room temperature prior to use.
11. Disconnect telephone lines before installing batteries.
12. When replacing batteries, all batteries should be replaced at the same time. Mixing fresh and discharged batteries could increase internal cell pressure and rupture the discharged batteries.

6   Important Instructions & Information

Equipment Approval Information

Your telephone equipment is approved for connection to the Public Switch 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 the Administrative Council for Terminal Attachments (ACTA).

1. **Notification to the Local Telephone Company**
   On the bottom of this equipment is a label indicating, among other information, the UL 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 have connected on your telephone line and still have all of the 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 have connected to your line as determined by the REN, you should contact your local telephone company.
   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.

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 the 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.

Hearing Aid Compatibility

This telephone system meets the FCC requirements for Hearing Aid Compatibility.

Important Instructions & Information   7

Interference Information

This device complies with part 15 of the FCC rules and regulations. 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 undesirable 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.

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 equipment with 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.

The installation of the base unit should allow at least 20 centimeter between the base and persons to be in compliance with FCC RF exposure guidelines. For body worn operation, the portable part (handset) has been tested and meets FCC RF exposure guidelines.

This device must not be co-located or operating in conjunction with any other antenna or transmitter. The changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

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Getting Started

Location

You need to place your T1960 within 6 feet of the AC power outlet and telephone socket so that the cables will reach.

Make sure it is at least 3 feet away from other electrical and metal appliances to avoid interference issues.

Your T1960 works by sending radio signals between the handset and base. The strength of the signal depends on where you locate the base. Putting it as high as possible and separated as much as possible from other radio devices and metal objects ensures the best signal.

WARNING
Do not place your T1960 in the bathroom or other humid areas.

IMPORTANT
Do not connect the telephone line until the handset is fully charged. The base must be plugged into the AC power at all times.

Battery charging light
The red charging light on the base stays on while the handset is on the base, even when the batteries are fully charged.

Talk/Standby time
Under ideal conditions, fully charged handset batteries should give up to 4 hours talk time or 80 hours standby time on a single charge.

Battery low warning
When the handset battery symbol is empty and flashing (see page 18), you will hear a warning beep. Start recharging your handset right away.

When charging the battery, level bars are animated.
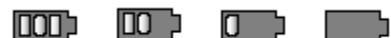
Battery performance

When the batteries are fully charged the battery indicator will display green bars. To keep your batteries in the best condition, leave the handset off the base for a few hours at a time (after the initial 16 hour charge). Please note however, that new NiMH batteries do not reach full capacity until they have been in normal use for several days.

The charge capacity of rechargeable batteries will reduce with time as they wear out, thereby reducing the talk and standby time of the handset. Eventually the batteries may need to be replaced.

Setting Up

1. Plug the power cable into the base.
2. Plug the AC power adapter into an electrical wall outlet
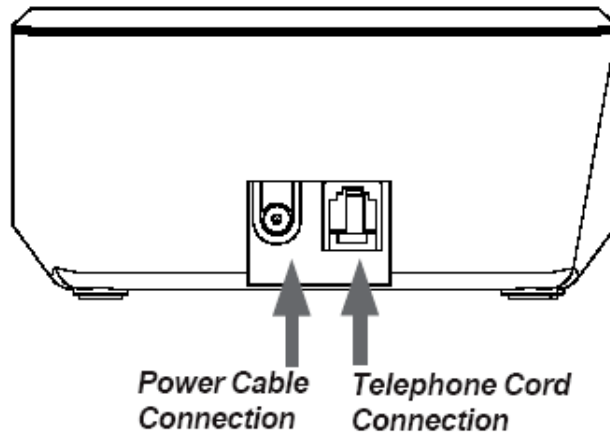
Power Cable Connection   Telephone Cord Connection

3. Insert the 2 x AAA NiMH batteries supplied into the handset, paying attention to the polarity. Slide the battery compartment cover into place.

Correct Orientation of Installed Batteries
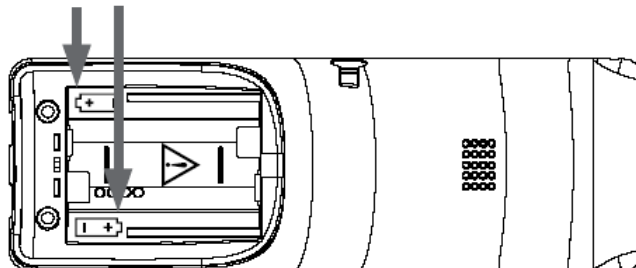
4. Charge the handset for at least 16 hours by placing it on the base. The red "CHARGE" light is on when the handset is in the charger and stays on even after the batteries are fully charged.
5. After 16 hours, plug the telephone line cord into the wall socket and your T1960 telephone is now ready for use.

Handset to Base Registration

The handset is pre-registered to the base as 'Handset 1'. For information regarding registering additional handsets to the base see page 50.

Range Indicator

The Y symbol on your handset display indicates when you are in range of the base. If the symbol flashes and you hear a warning beep, you are out of range and will need to move closer to the base.

Setting the Date and Time

If you have subscribed to the Caller-ID service, the time and date will be set automatically when you receive your first call. You can also set the time manually. (See page 48).

Your Verizon T1960 is now ready for use.

Replacing batteries
Use only rechargeable 750 mAh AAA Nickel Metal Hydride (NiMH) batteries.

Replacement batteries may be obtained commercially from a retail battery supplier. See page 5 for important battery replacement information.

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.

Handset range
The T1960 range between the base and handset will vary greatly depending on the location of the base. When there is no clear line of sight between the base and handset, e.g., the base is indoors and the handset is either indoors or outdoors, the range may be reduced.

If you have purchased additional handsets:

On each charger:

1. Connect the AC power adapter to the charger.
2. Plug the AC power adapter into an electrical wall outlet.

On each additional handset:

3. Insert the 2 x AAA NiMH batteries supplied into the handset, paying attention to the polarity (See page 13). Slide the battery compartment cover into place.
4. If the batteries have enough charge the handset will power-up with "Not Registered" on the display.
5. Charge the handset for at least 16 hours.

Once fully charged, your additional handset(s) are required to be registered to the base. See page 50.

Your additional handsets are now ready for use.

Ensure the charger is connected to the AC power outlet at all times.

Getting To Know The T1960
The Handset

Navigation Keys
Scroll / Dialed Calls List
Scroll through options.
From the idle display, press
the 'up' button to open the
"Dialed Calls" list.

Left "Soft Menu1" Key
On-Screen Options
Open the menu and select
an option.
(pages 18 & 19)

Volume Control - Down
Press the 'left' key to
decrease the volume level
for calls, ringer tones, and
the alarm.

Talk
Press to make calls.
Press twice for
speakerphone.
(page 21)

FLASH
Flash is used for Caller-ID
With Call Waiting,
3-Way Calling, etc.
(page 29)

Right "Soft Menu2"Key
On-Screen Options
From the idle display, open the
phone book "Names" and
select the options shown on
the screen.
(pages 18 & 19)

Volume Control - Up
Press the 'right' key to
increase the volume level for
calls, ringer tones, and the
alarm.

Navigation Keys
Scroll / Received Calls List
Scroll through options.
From the idle display, press
the 'down' button to open the
"Received Calls" list.

End Call
Press to end call / hang-up.

INTERCOM
Intercom lets you make calls
between handsets registered
to the base.
(page 24)

VOICE MAIL
One-touch voicemail access.
(page 34)

The Base

Charge Terminal
For charging the Handset

Voice Mail
Lights up when there is a voice mail waiting in your voice mailbox

New Call Indicator / Power - In use Indicator
Steady On :
Power On, line ready to use

Flashing 1 sec.
Line in -use / Registration

Flashing 2 sec on 500 msec off
Missed Calls

Page Key
Press to page Handset

Battery Charging Indicator
Lights up when the handset is charging on the Base.

PAGE

IN USE
V-MAIL

CHARGE
PAGE

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The Display

The handset idle display is shown below

Battery Status
Battery Low Warning

Time
Current time

10:00

Handset Identity
The Name and
Number of the
handset.

Range Indicator
Flashes when out
of range.

Handset 1

Name Options
Press the button
below to open the menu

Menu Options
Press the button
below to open the menu

Menu

Names
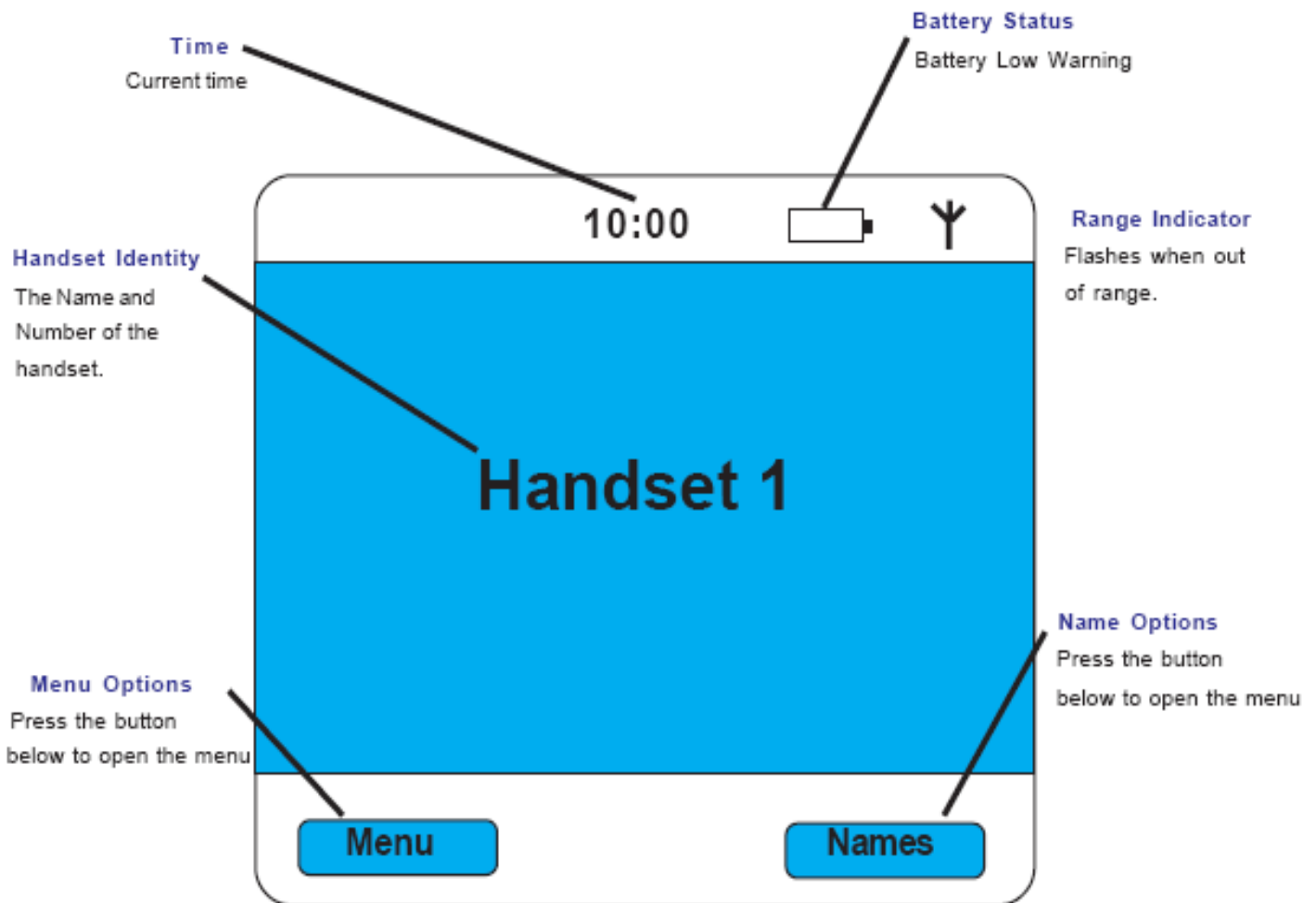
The Menu Map

The menu option icons are accessed by pressing the MENU (SOFT MENU1 key) from the idle display.

Time Settings *(page 48)*	Handset Settings *(page 37)*	Base Settings *(page 41)*
• Set Date & Time • Time format • Alarm	• Handset Name • Language • Menu Color • Auto Talk • Beep Tones • Area Codes	• Base Ringtone • Base Volume • Handset Priority • System PIN • Default Settings
Melody (Handset) *(page 47)*	Call Lists *(page 43)*	Names (Phonebook) *(page 27)*
• Ringtone • Ring Volume	• Received Calls • Dialed Calls • Delete Calls List	• Find Entry • Add Entry • Delete all phonebook
Calling Features *(page 29)*	Registration *(page 50)*	
• Directory assistance • Call return • Repeat dialing • Call forwarding • VoiceMail Access # • Call Waiting Deluxe	• Register Handset • Select Base • De-register	

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Navigating The Menu

Your T1960 has a menu system that is easy to use. Each menu leads to a list of options. When the handset is in standby, press the **Menu** option button to open the main menu. Press the to scroll to the menu option you want, then press **OK** .
For example to change the handset ringer volume for intercom calls:

1. Press **Menu** then scroll to Melody, then press **OK**.

2. Scroll to Ring Volume, then press **OK**.

3. Scroll to Internal Calls, then press **OK**.

4. The current setting is displayed. Press to decrease or to increase the volume. The ring tone is played at each level you select. Press **OK** to confirm.

Exit / back one level in the menu

To go back to the previous level in the menu, press **Back** .
To cancel and return to standby at any time, press **and hold Back** .

If no button is pressed for 60 seconds, the handset returns to the standby idle display automatically.

The **up/down, left/right** Navigation keys are located on the big dial button in the center of the handset. **Option** select buttons are located to the sides of the Navigation keys:

You select the option displayed by pressing the Option button below it.

For example, from the Idle display, select Names by pressing the option button below Names on the display.

Using The T1960: **Simple and Easy**

Answer a Call

If Auto-Talk is 'On' (default, see page 38), and the handset is ringing while in the base or charge cradle, simply pickup the handset and the phone will answer the call automatically.

If the handset is not in the charge cradle, or Auto-Talk is 'Off', press ![phone icon] to answer the call.

Providing you have subscribed to your network's Caller-ID service, the caller's number and name is displayed after the first ring.

Make a Call

Press ![phone icon] then dial the number you want to call.
- Or -

Preparatory dialing

Enter the phone number first. If you make a mistake, press **Clear** ![soft menu icon] to delete the last digit entered or multiple times to clear all digits. When you are finished entering the phone number, press ![phone icon] to call the phone number you entered and shown on the display.

Call timer

The display shows the duration of the current call. After you hang up, the total call time is shown briefly.

End a call

Press ![red phone icon] or simply place the handset back on the base or charge cradle.

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Speakerphone

Speakerphone lets you talk to your caller without holding the handset to your ear. It also enables other people in the room to listen to both sides of your conversation.

Making a speakerphone call

1. Press [icon] [icon] (i.e., press 2 times for speakerphone mode). Dial the number. Your call can be heard over the handset's loudspeaker.

2. To switch back to the handset at any time, press [icon] again (i.e., [icon] switches between handset and speakerphone mode).

3. Press [icon] to end the call.

Adjust handset / speakerphone volume

During a call, press [icon] or [icon] to select the volume level. Two bars is the minimum and full bars is the maximum.

You can switch to speakerphone at any time during a call. Just press [icon].

When in speakerphone mode, to switch back to handset mode, press [icon].

When in speakerphone mode, the display shows the [icon] icon.

Answer a call in speakerphone

When the phone rings:

Press ▣ , short pause, then press ▣ again (i.e., press 2 times for speakerphone mode). The sound comes through the handset loudspeaker.

If you want to switch the call to the handset earpiece, press ▣ .
If Auto-talk is 'On' (default, see page 38), and the handset is ringing while in the base or charge cradle, simply lift up the handset and then

press ▣ to enable the speakerphone.

Dialed Calls List (Redial)

You can view and redial up to 20 of the last numbers called. To redial a number from the Dialed Calls list:

1.   Press ▣ to enter the **Dialed Calls list**.

2.   Scroll ▣ or ▣ until the number you want is displayed.

3.   Press ▣ to dial the number.

See page 43 for more details regarding available options from the Dialed Calls list.

Mute

During a call, you can talk to someone nearby without your caller hearing you.

1.   During the call, press **Mute** ▣ . The display shows `Mute On`.
     When `Mute On` is active, your caller cannot hear you.
2.   Press **Off** to return to your caller.

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Paging

You can use the (Page) button on the base to page all registered handsets to locate a missing handset.

1. Press (Page) on the base. The handset(s) ring. The display shows Paging.

2. Press (Page) again, *or* press any button on the handset, to stop the handsets ringing.

User Set Keypad Lock

You can lock the keypad to prevent accidental dialing while carrying or handling the handset.

1. Press (#) *and hold* until the screen shows Keypad Locked and the padlock symbol appears.

2. Press Unlock (SOFT MENU1) then **Yes** to unlock the keypad.

You cannot make any calls, including 911 emergency calls, while the User Set keypad is locked.

Answer incoming calls by pressing as normal.

The icon is displayed while the keypad is locked.

Intercom Calls

If you have two or more T1960 handsets registered to your base, you can make intercom calls between the handsets without using the telephone line. Two handsets can be engaged in an intercom call while a third handset is making a regular telephone call.

Call Another Handset

1. Press [INTERCOM] (INTERCOM) then the handset number (1-5) you want to call.

2. Press [📞] on the called handset to answer the intercom call.

3. Press [📞] to end the intercom call.

3-Way Conversations
You can place a caller on hold (a regular telephone call), Intercom to another handset, and then make a conference call between all three parties.

1. During a regular telephone call, press [INTERCOM] (INTERCOM) to put your call on hold. Enter the handset number (1-5) you want to join on the call.

2. When the other handset answers, press [#] (#) for at least 2 seconds to start the 3-Way (conference) call. If the other

    handset does not answer, press [INTERCOM] (INTERCOM) again to speak to the caller on hold.

3. Press [📞] to hang up.

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Transfer a Call

You can transfer a caller (a regular telephone call) to another handset.

During the call:

1. Press **INTERCOM** (INTERCOM) to put your call on hold.
2. Enter the handset number (1-5) you want to transfer the call to.
3. When the other handset answers you can tell them they have a call, then press [📞] . The call is then transferred.

   If the other handset does not answer, or you decide not to

   transfer the call, press **INTERCOM** (INTERCOM) to cancel and resume talking to your caller.

Caller on Hold

You can put a call on hold, talk to another handset user, and then resume your call.

During a call:

1. Press **INTERCOM** (INTERCOM) to put your call on hold.
2. Enter the handset number (1-5) you want to intercom call.

3. Press **INTERCOM** (INTERCOM) to end the intercom call and return to your regular call.
4. If either intercom handset ends the call, the remaining handset will be automatically reconnected to the previously held call (i.e., similar to the Call Transfer feature).

Name Display
When the last 7 digits of a received Caller-ID telephone number matches the last 7 digits of a number in the Phonebook, the name associated with that number in the Phonebook will be displayed instead of the name received by Caller-ID.

Writing tips
Use the keypad letters to enter names.

Use (INTERCOM) to switch between upper and lower case letters.

For example, to store TOM:

1. Press (INTERCOM) to select upper case letters.

2. Press **once** to enter T.

3. Press **three times** to enter O.

4. Press **once** to enter M.

Press **Clear** to delete the last character entered.

Phonebook Full
If the phonebook becomes full when adding entries, the display shows Memory Full and then returns to standby.

T1960 Phonebook (Names)
Your Own Phonebook Directory
Each T1960 Handset can store up to **150** names and numbers. Names can be up to 16 characters long and numbers up to 20 digits.

Add a Name Entry Manually

1. Press **Menu** then scroll to Names. Press **OK**.

2. Scroll to highlight Add Entry, then press **OK**.
3. Use the keypad to enter the name, then press **OK**.
4. Use the keypad to enter the number, and then press **OK**. Note: To add a 2 second pause or multiple pauses to your number, press the or navigation key for 1 second. P will be added to the number.
5. The screen shows the Names menu.
6. Press *and hold* **Back** to return to standby.

Add Entry from a Call List
When reviewing a Call List (Received, or Dialed) a call entry can be automatically copied into the Phonebook.
1. With a call entry highlighted, press **Options**.
2. Scroll to highlight Add Entry then press **OK**. Highlight the number format to be saved then press **OK**.
3. Name then Number information can be modified by using the Clear button, or if no change is desired, press **OK** to save the information without changes. A confirmation display and beep will be provided when the entry is saved.

28 T1960 Phonebook (Names)

Dial

1. Press **Names** then scroll ⏶ or ⏷ to the name you want or use the keypad to enter the first letter of the name (e.g. press 7️⃣ *four times* for names beginning with 'S'), then scroll to the desired name if there is more than one 'S' entry.

3. Press 📞 to dial the number associated with the selected name.

Edit Names and Numbers

1. Press **Names** then scroll ⏶ or ⏷ to the name you want to edit, then press **Options**. Scroll ⏷ to `Edit or Delete` then press **OK**.   `Edit Entry` is highlighted. Press **OK**.
2. The `Edit Entry` screen is displayed. Press **Clear** to delete or use ◀ or ▶ to position the cursor. Use the keypad to change the name. Press **OK**.
3. Edit the number then press **OK**. Display returns to the list of names.
4. Press *and hold* Back to return to standby.

Delete an Entry

1. Press **Names** then scroll ⏶ or ⏷ to the name you want to delete, then press **Options**. Scroll ⏷ to `Edit or Delete` then press **OK**.   Scroll ⏷ to `Delete Entry` then press **OK**.
2. Scroll ⏷ to `Delete Entry` then press **OK**.
3. Press **Yes** to confirm or **No** to cancel.
4. Press *and hold* **Back** to return to standby.

Add A Ringtone

1. Press **Names** then scroll ⏶ or ⏷ to the name you want to have a special ring tone played when that person calls you, then press **Options**.
2. Scroll ⏷ to `Ringtone` then press **OK**.
3. Scroll ⏶ or ⏷ to choose a ring tone, then press **OK**.
4. Press *and hold* **Back** to return to standby.

CALLER-ID Information

Sometimes the number and / or name information is not sent by the network. In this case you will see:

- BLOCKED CALL
When the caller has chosen to not send (block) their caller information.

- BLOCKED NUMBER or NAME
When only the number or name has been blocked.

- UNKNOWN CALLER
When caller information is not available in the network.

- UNKNOWN NUMBER or NAME
When only the number or name is not available.

- INCOMPLETE DATA
When no valid Caller-ID data was received.
Make sure you have subscribed to the Caller-ID service.

IMPORTANT

The Caller-ID information is sent on the telephone line after the first ring signal. To ensure your Caller-ID information is received you should wait until after the start of the second ring to answer incoming calls.

Verizon Calling Features

Managing Your Calls.

You may subscribe to any of the following Verizon services for which your T1960 telephone has been designed to make these services easy to use.

- **Caller-ID**
- **Caller-ID With Call Waiting**
- **Call Waiting Deluxe**
- **Voicemail**
- **3-Way Calling**

Fast access to Verizon Optional Calling Feature services which may be available:

- **Directory Assistance**
- **Call Return**
- **Repeat Dialing**
- **Call Forwarding**
- **Voice Mail Access # and Voice Mail Indicator**

Caller-ID

If you subscribe to the Caller-ID service, after the first ring, or after the Call Waiting tone, you will see the number and name of who is calling you on your handset display, as well as the time and date of their call. Normally, the number displayed will be a 10-digit format (3-digit area code + 7-digit phone number). If the Area Codes are programmed (see page 39), the number displayed can be shown as either a 7-digit, 10-digit, or 11-digit number for easier recognition of a Local or Long Distance call.

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Call Waiting

The Verizon Call Waiting service provides you with a special alerting tone when a caller is trying to call you while you are already on a call. You can press the 'FLASH' button to put the current call on hold and speak with the Call Waiting caller. Pressing the 'FLASH' button again will toggle the call between the original caller and the Call Waiting caller.

Caller-ID With Call Waiting

The Caller-ID With Call Waiting (CIDCW) service blends the best of Call Waiting and Caller-ID services by showing you who is calling while you are already on a call. This service can be very useful to allow you to use your telephone without worrying about missing an important call. Because the caller's number and name are displayed, you can decide whether to put your current call on hold and answer the new waiting call, or ignore the new waiting call and continue talking on the current call.

When you have subscribed to CIDCW and a new call is received while you are already on a call, you will hear a special alerting signal and then the caller's information will be displayed.

See the information on the sidebar on this page regarding Call Waiting Deluxe menus.

Call Waiting Deluxe
Call Waiting Deluxe provides additional options for Caller-ID with Call Waiting. See page 31 regarding the special menus used for Call Waiting Deluxe. If these menus are turned 'ON' then you must use the menu options and not the 'FLASH' key for Caller-ID with Call Waiting.

If a Caller Hangs Up
If you have an active call, and a 2nd call is waiting, and one of these callers hangs up, you may hear a dialtone if you use the [FLASH] to connect to the waiting caller. In this case you are ready to dial a 3-Way call. Press [FLASH] again to be connected to the remaining caller.

If one of the callers hangs-up, the T1960 may not recognize this and may display the incorrect caller information on the display.

If You Forget a Waiting Call

It is possible you may have a call on hold (waiting) and finish your conversation with one caller and hang up. In this case, the phone should ring again with the call from the waiting caller.

CALL WAITING DELUXE Menu Activation

You may or may not have the Call Waiting Deluxe service available on your telephone line. You can turn the Call Waiting Deluxe menu pop-up On or Off to match your telephone services.

CALL WAITING DELUXE Information

When you have subscribed to the Caller-ID With Call Waiting (CIDCW) service you may also have access to the Call Waiting Deluxe (CWDX) options. When a CIDCW call is received, the regular CIDCW service only allows you to answer the new call while placing the original call on hold. Call Waiting Deluxe provides many more options for handling the new waiting call.

Connecting To The New Caller

1. Press [FLASH] (FLASH) to put the current call on hold and be connected to the waiting call.

2. Press [FLASH] (FLASH) again to reconnect to the original call and put the 2nd caller on hold.

3. Press [FLASH] (FLASH) to toggle between the first and second caller.

Call Waiting Deluxe

Activate Call Waiting Deluxe Menu

The T1960 provides the ability to turn the Call Waiting Deluxe menus On or Off to match the services you may have on your telephone line.

1. Press **Menu** then use to select `Calling Features` option. Press **OK**.

2. Press to highlight the `Call Waiting Deluxe` option. Press **OK**.

3. Press to highlight `On` or `Off`. Press **OK**.

Call Waiting Deluxe Pop-Up Menu

The Call Waiting Deluxe options will "pop-up" on the display when a CIDCW call is received. You will have about 20 seconds in the **Call Waiting State** to make a selection before the CIDCW call is automatically forwarded or given a busy signal by the network.

32   Verizon Calling Features

CALL WAITING STATE
The following options are available during the **Call Waiting State**. To see all options press ⬆ or ⬇ then press **OK** when the option you want is highlighted:

- Answer
Used to answer the new call and put the current call on hold. This changes the menus to the 'Held State' (see page 33).

- Please Hold
The network will send a message to the CIDCW caller asking to please wait on the line. This puts the CIDCW call on hold allowing you to answer the call when you are ready. This changes the menus to the 'Held State' (see page 33).

- Conference
The network will connect all three (you, the 1st call, and the CIDCW call) just like a 3-Way call. This changes the menus to the 'Conference State' (see page 33).

- Forward to Voicemail
The network will immediately forward the CIDCW call to your network voicemail. You must subscribe to Verizon's voicemail service for this option to function.

- Drop & Answer
The CIDCW call is connected and the 1st (original) call is dropped by the network.

- Tell Busy
The network will send a message to the CIDCW caller that the line is busy, and then the CIDCW caller will hear a busy signal.

CALL WAITING STATE Information
The Call Waiting State is entered when the CIDCW call is received. The network will stay in the Call Waiting State for approximately 20 seconds. You must make a selection from the pop-up menu within 20 seconds or the CIDCW call will get busy or forward treatment.

The Call Waiting State options are:

    Answer

    Please Hold

    Conference

    Forward to Voicemail

    Drop & Answer

    Tell Busy

HELD STATE Information
When `Answer` or `Please Hold` is selected in response to a CIDCW call, the Call Waiting Deluxe service is then in the **Held State**. This means that one caller is on hold while you are connected to the other caller. The **Held State** options are:

`Return to held call`

`Drop & Return to cal`

`Conference`

CONFERENCE STATE Information
When `Conference` is selected in response to a CIDCW call, the Call Waiting Deluxe service is then in the **Conference State**. This means all 3 (you, original call, and the CIDCW call) are connected together. The **Conference State** options are:

`Drop original caller`

`Drop second caller`

HELD STATE
There are options available on the T1960 display while in the **Held State**.

- `Return to held call`
Toggles connection between the 1st and 2nd call. The caller you are not talking to is placed on hold.

- `Drop & Return to cal`
Drops the current call and connects to the held call.

- `Conference`
The network will connect all three (you, the original call, and CIDCW call) just like a 3-Way call (also see the Conference State menu options).

CONFERENCE STATE
There are options available on the T1960 display while in the **Conference State**.

- `Drop original caller`
Drops the original call and stays connected to the CIDCW call.

- `Drop second caller`
Drops the CIDCW call and stays connected to the original call.

34   Verizon Calling Features

VOICEMAIL Information
Voicemail is a network service that will take voice messages from callers when you are not home, when you are already on a call and the line is busy, or when you do not wish to answer the telephone. This is similar to an answering machine. Unlike an answering machine though, **the voicemail service will also take messages from callers that call when you are using the telephone line**. This is a very useful feature that an answering machine cannot provide.

Most of the voicemail system prompts are provided audibly to guide you through the various options for set-up of outgoing messages and other options, and for the most often used feature, which is listening to the saved messages.

Voicemail

The T1960 includes the following features to help make using your network Voicemail service easy.
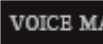
- A Voicemail indicator light on both the base and all handsets
- One-button access to call the Voicemail system to check your messages

Voicemail Indicator

If you have Voicemail waiting, the T1960 will alert you to the Voicemail by:

1. A blinking light on the base
2. Each handset display will flash the backlighting

Voicemail System Access

Once the correct Voicemail System access number is programmed (or use the default access number = *98), simply press VOICE MAIL (VOICE MAIL) to automatically call the voicemail system.

Voicemail Access Number

The Voicemail system has an access number to retrieve your messages. **The default number is *98** (default number pre-programmed into the T1960) which is the access number for most systems.

To change the access number:

1. Press Menu then use ⬈ to select `Calling Features`. Press **OK**.

2. Press ⬆ or ⬇ to highlight `VoiceMail Access #`. Press **OK**. You will see the present setting and the `Clear` option to change the number.

Note: To add a 2 second Pause or multiple pauses to your number, press and hold the ⬆ or ⬇ navigation key for 1 second. A '**P**' will be added to your number. This is useful if you wish to add your security code to the access number, e.g., *98PPPP123456.

36   Verizon Calling Features

VERIZON SERVICES

Directory assistance
Dials 411 when selected.

Call return
Dials *69 when 'On' is selected. This service is used to automatically call back the last person to call you. If the line is busy, the network will continue to check the busy status of the last number you called for 30 to 45 minutes. When the line becomes free, the network will ring your phone with a special ring and display the Caller-ID of the person you are trying to reach. 'Off' (*89) is used to cancel an active Call Return.

Repeat dialing
Dials *66 when 'On' is selected. This service works similarly to the Call Return service except the last number you have called is called or checked for busy status. 'Off' (*86) is used to cancel an active Repeat Dialing.

Call forwarding
Turns forwarding on with 72# (then user entered forwarding number) or Off with 73#. See the Verizon services guide for more information on this service.

Optional Calling Features

Fast access to Verizon Optional Calling Feature services which are designed to save you time and make connecting a call easier. The T1960 includes a Calling Feature menu to have the codes for these services dialed for you so you do not have to remember the code for each service.

To access the Calling Features menu:

1. Press Menu then use [arrow keys] to select Calling Features option. Press **OK**.
2. Press [up] or [down] to highlight one of the following options then press **OK**:
   - Directory assistance
   - Call return
   - Repeat dialing
   - Call forwarding

Directory Assistance dials 411 when selected. The other services require you to select either On or Off.

3. Press [up] or [down] to highlight On or Off. Press **OK**.

When On or Off is selected (by pressing **OK** when an option is highlighted) the T1960 will dial the required code for you to activate, or deactivate, the selected service.

T1960 Handset Settings

Make your phone work the way you want

The Handset menu lets you set preferences for each handset.

Handset Name

To change the handset name (default = Handset):

1. Press **Menu**, then use ⬤ to select Handset menu then press **OK**.
2. Handset Name is highlighted. Press **OK**.
3. Press **Clear** several times to erase the current name. Enter the new handset name you want using the keypad 1-9, 0 keys (see sidebar on page 27). If you make a mistake press **Clear**. When entered, press **OK** to save.

Language

Choose the display language – English, Français, or, Español:

1. Press **Menu**, then use ⬤ to select Handset menu. Press **OK**.
2. Scroll ⬇ to Language then press **OK**. Press ⬆ or ⬇ to highlight the language you want then press **OK** to select, or **Back** to return to the previous menu.

Press and hold **Back** *to return to standby.*

Handset Settings Options
    Handset Name
    Language
    Menu Color
    Auto Talk
    Beep Tones
    Area Codes

HANDSET NAME Information
You can change the name displayed on your Handset's display, e.g., to "Peter", "Kitchen", etc. The name can be up to 8 characters long. The Handset number cannot be changed.

Handset Default Settings

Handset name	Handset
Volume Control Setting	1
Auto Talk	On
Beep Tones	All On
Area Codes	Empty

R9

Menu Color

You can select **Blue**, **Green** or **Red**:

1. Press **Menu**, then use ⬤ to select Handset menu. Press **OK**.
2. Scroll ⬇ to Menu Color then press **OK**.
3. Scroll ⬆ or ⬇ to highlight the color you want then press Save.
4. Press *and hold* **Back** to return to standby.

Auto Talk

You can turn the auto-talk feature On or Off. The default is On. To change this setting:

1. Press **Menu**, then use ⬤ to select Handset. Press **OK**.
2. Scroll ⬇ to Auto Talk. Press **OK**.
3. Press ⬆ or ⬇ to highlight On or Off. Press **OK**.
4. Press *and hold* **Back** to return to standby.

AUTO TALK
Information
The default is On.
Setting Auto Talk **= On** will make the handset automatically answer the incoming call when the handset is ringing and lifted from the base or charger.

(Same as pressing 📞)

If Auto Talk **= Off**, you must press 📞 to answer the call after the handset is lifted from the base or charger.

Area Codes

Set the Local and Regional Are Codes:

1. Press **Menu**, then use ⬤ to select Handset Press **OK**.
2. Scroll ⬇ to Area Codes. Press **OK**.
3. Press ⬆ or ⬇ to highlight Local Area Code or Regional Area Code. Press **OK**.
4. Enter the 3-digit number. If you make a mistake press **Clear**. Press **OK** to confirm.
5. Press *and hold* **Back** to return to standby.

Local Area Code (7-Digit Dialing)
If the Local Area Code matches the first 3 digits of the Caller-ID number, then the first 3 digits are removed and 7 digits is displayed for dialing.

Regional Area Codes (10-Digit Dialing)
Up to 5 Regional Area Codes can be set.
If any of the Regional Area Codes match the first 3 digits of the Caller-ID number, then the 10-digit number is displayed for dialing.

Long Distance (11-Digit Dialing)
If neither the programmed Local Area Code, nor any of the programmed Regional Area Codes, match the first 3 digits of the 10-digit Caller-ID, then the telephone number is formatted as 11-digits (1+ Caller-ID number).

Area Codes Information
The T1960 can dial numbers back directly from the Caller-ID entered into the Received Calls list. <u>Most often, Caller-ID is received with 10 digits (3-digit area code + 7-digit phone number) regardless of how many digits need to be dialed to call that number.</u> The most prevalent dialing plans in use are 7-digit (normal 7-digit phone number), 11-digit (1+area-code+7-digits) and 10-digits (area-code+7-digits). When dialing back from the T1960 Received Calls list, the T1960 will try to figure out if 7, 10, or 11 digits should be dialed. This is accomplished by entering area codes as settings.

There is a "Local Area Code" and 5 "Regional Area Code" settings available. The area code settings work for displaying and dialing back numbers only when the Caller-ID received is 10 digits. If the Caller-ID is anything other than 10 digits, the Area Code settings are not used to pre-format the displayed or dialed number.

40   T1960 Handset Settings

Beep Tones
Information
The default is On.
The T1960 will play a
 tone when a key is
pressed, Battery low is
detected, and Out of range
is detected.

Beep Tones

You can turn off the beep tones for Key
press, Low Battery, or Out Of Range.
The default is On. To change this setting:

1. Press **Menu**, then use ⊙ to select
    Handset Press **OK**.

2. Scroll ⬇ to Beep tones. Press **OK**.

3. Press ⬆ or ⬇ to highlight Key
    beep, Low battery, or Out of range.
    Press **OK**.

4. Press ⬆ or ⬇ to highlight Off or
    On. Press **OK**.

T1960 Base Settings
You Have The Controls

Base Ringtone
Choose from 5 ringer tones and melodies:

1. Press **Menu** then use [icon] to select `Base Settings` Press **OK**.
2. Press **OK** to select `Base Ringtone`.
3. Scroll [icon] **or** [icon] or to select the Ringtone you want. As you highlight each option, you hear a quick sample of the ringing melody.
4. Press **OK** to set the selected Ringtone.

Base Volume
There are five ringer volume levels and Off:

1. Press **Menu** then use [icon] to select Base Settings Press **OK**.
2. Press [icon] to highlight `Base Volume` then press **OK**.

3. Scroll [icon] to increase or [icon] to decrease volume then press **OK** to confirm.

Base Settings Options
- Base Ringtone
- Base Ring Volume
- Handset Priority
- System PIN
- Default Settings

Base Default Settings

Base Ringtone	5
Base Ring Volume	3
Handset Priority	All
System PIN	0000

HANDSET PRIORITY Information
Normally, if you have more than one handset registered to your base, they all ring at the same time. However, you can set one of them to ring before the others, so that calls can always be answered at one handset first.

Protecting your settings
When entering a PIN the digits are shown as asterisks.

Keep track of your PIN
If you change the System PIN, keep a record of the new number by writing in the space provided on *the last page* of this User Guide. You need your System PIN for registering handsets and for some other optional settings.

If you enter the PIN incorrectly the screen shows Incorrect PIN.

Handset Priority
The default setting is for all registered handsets to ring at the same time. To set one handset to ring before the others:

1. Press **Menu** then use ⬤ to select Base Settings. Press **OK.**
2. Press ⬇ to highlight Handset Priority then press **OK**. All Handsets is highlighted.
3. Scroll ⬇ to Select Handset then press **OK**. Scroll ⬆ or ⬇ to the Handset # you want to ring first. Press **OK**.
4. Scroll ⬆ or ⬇ to select the number of rings at the handset before the other handsets start ringing (2, 4, 6). Press **OK** to confirm.

System PIN
The System PIN is used for registering and de-registering handsets.
The default System PIN is 0000.

1. Press **Menu** then use ⬤ to select Base Settings Press **OK**.
2. Press ⬇ to highlight System PIN then press **OK**.
3. **Enter Old PIN:** is displayed. Enter PIN then press **OK**.
4. **Enter New PIN:** is displayed. Enter the new PIN (1 to 8 digits) then press **OK**.
5. **Confirm New PIN** is displayed. Enter new PIN again then press **OK** to confirm your new PIN.

T1960 Call Lists

Managing Telephone Numbers

The T1960 allows you to review your Received Calls and Dialed Calls, and to delete calls from the call lists. You can also select a caller from one of the lists to call back, or add an entry to the Phonebook.

Access Call Lists Via the Menu

1. Press **Menu, Calls Lists** is highlighted. Press **OK** to enter the Calls Lists.
2. Scroll ⌃ or ⌄ to highlight and select **Received calls**, **Dialed calls** or **Delete Calls List.** Press **OK** to enter.
3. If you selected **Received Calls** or **Dialed Calls**, scroll to any call record then press **Options**. You can select:
    *   **Call**
    *   **Delete**
    *   **Add Entry**

OR

4. If you selected **Delete Calls List** you can select:
    *   **Received Calls**
    *   **Dialed Calls**
    *   **All Calls**
5. Scroll ⌄ to select the option you want then press **OK**.

OR

Press **Back** to return to the previous screen.

Missed Calls
If you don't answer a call on with a T1960 handset, the Caller-ID information will be saved in the **Received Calls** list and the number of missed calls will be displayed on the Main Display.

CALL LISTS

Received Calls
Shows the Caller-ID information for incoming calls. A maximum of 50 calls can be stored in the Received Calls list.

Dialed Calls
Shows the number dialed for the last 20 outgoing calls made from your handset.

A ★ next to an entry in the Received Calls list indicates a new caller.

If a call is received when the Calls List is full, the oldest entry will be replaced with the Caller-ID information for the new caller.

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Another Way To Access The Call Lists

To access the Received Calls or Dialed Calls list using the navigation buttons from the idle display:

1. Press ⏷ for the Received Calls list.

OR

2. Press ⏶ for the Dialed Calls list (outgoing calls made).

Call Lists Options

When a call is highlighted from a call list, select **Options,** then press ⏶ **or** ⏷ **to highlight your choice** of:

Call –   To dial or format and dial a selected phone number.

Delete –   To delete the list entry.

Add Entry –   To create an entry in the phonebook. You can add or edit a name then press **OK,** or to store the displayed name press **OK**. The number is displayed. Edit(format) the number (if necessary). Press **OK** to store the number.

Dial a Selected Entry

From the Received Calls list:

1. Press ⏶ or ⏷ to scroll through the list and highlight an entry.

2. Press 📞. The T1960 will dial the displayed number.

OR

If the Area code has been set, you may need to format the number for correct dialing, under some circumstances. To format a number:

1. Press **Options** then select **Call** and **OK** to display the number.
2. You can format the number to be either:

   •   7-Digits (7-digit number only, Local)

   •   10-Digits (Area-Code+ Number, Regional)

   •   11-Digits (1+Area-Code+Number, Long Distance)

3. Press ⏶ or ⏷ to change from 7 - 10 - 11 digit formatting.

4. Press **OK** to dial the highlighted number.

From the Dialed Calls list:

1. Press ⏶ or ⏷ to scroll through the list and highlight a previously dialed number.

2. Press 📞 the T1960 will dial the displayed number.

If the Area Code has not been set the T1960 will *only* dial the displayed number after you press **Call.** You cannot format a number unless the Area Code has been set.

See page 39 for information about setting Area Codes for the T1960.

46   T1960 Call Lists

Delete Calls List

You can completely delete one or all of the calls lists:

1. Press **Menu, Calls Lists** is highlighted. Press **OK** to enter the Calls Lists.

2. Scroll   or   to `Delete Calls List` then press **OK**. Scroll to select the list(s) you want to delete:

    `Received calls` (Incoming calls)
    `Dialed calls` (Outgoing calls made)
    `All Calls` (All calls for the two call lists above)

3. Press **OK**.

4. Press **Yes** to delete or **No** to cancel.

RINGTONE Information
You can choose from 10 different melodies for external (regular) or internal (intercom) calls.

The default Ringtone for external calls is Melody 10.

The default Ringtone for *internal* calls is Melody 5.

RING VOLUME Information
There are five handset ringer volume levels and off. If you select Ringer off, calls will still ring at the base and the handset display will indicate incoming calls.

If you select Ringer off, the "ringer off" icon is shown on the right side of the display.

Handset Melody Default Settings

External Ringtone melody	10
Internal Ringer melody	5
Handset ringer volume	3

T1960 Melody Settings

Handset Ringtone

To set the Handset Ringtone:

1. Press **Menu**, then use to select Melody.   Press **OK**.
2. Ringtone is highlighted. Press **OK**. Press or to select External Calls or Internal Calls. Press **OK**.
3. Scroll or to the melody you want. A sample is played. Press **OK** to confirm.
4. Press *and hold* **Back** to return to standby.

Handset Ringer Volume

To set the Handset Ring Volume:

1. Press **Menu**, then use to select Handset.   Press **OK**.
2. Scroll to Ring Volume then press **OK**.
3. The current setting is displayed. Press to increase or to decrease the volume. Press **OK** to confirm.
4. Press *and hold* **Back** to return to standby.

*IMPORTANT
If you have subscribed to your network's Caller-ID service the date and time will be set automatically when you receive your first call and you will not need to set the date and time manually, although this is an option. However the Date and Time will be updated whenever a Caller-ID is received.

12-HOUR and 24-HOUR TIME FORMAT Information
When entering a time into the T1960 you must use the 12-hour time formatting (setting AM or PM as appropriate) whether the time format selected is 12-hour or 24-hour. For example to set the time to 9:30 am (i.e., 09:30 in 24-hour format), you would enter **0 9 3 0** and then press '#' to toggle select **AM**. To enter a time of 9:30 pm (i.e., 21:30 in 24-hour format), you would enter **0 9 3 0** and then press '#' to toggle select **PM**.

ALARM ON INDICATOR
When the alarm is turned on, the 🕐 icon is shown next to the display time.

T1960 Time Settings

Automatically Setting Date and Time
The Date and Time are automatically updated when a call with Caller-ID is received.

Manually Setting Date and Time
If you do not have Caller-ID you can set the Date and Time as follows:

1. Press **Menu,** then use ⬤ to select Time settings then press **OK**.
2. Set Date & Time is highlighted. Press **OK**.

Set Date
3. Enter the date, e.g**.,** `0` `4` `2` `2` for April 22nd. Press **OK** to confirm.

Set Time
Enter the time in the 12-hour format. For 2:30pm (or 14:30 in 24-hour format), press `0` `2` `3` `0` then press `#` to toggle select 'PM'. Press **OK** to confirm.
For 2:30am, press `0` `2` `3` `0` then press `#` to toggle select 'AM'. Press **OK** to confirm.

Time Format (12 hr or 24 hr)
1. The display time can be displayed as 12 hour or 24 hour format.

2. Press **Menu** then use ⬤ to select Time Settings. Press **OK**. Press ⬇ to highlight Time format then press **OK**.
3. Highlight 12 Hour or 24 Hour then press **OK**.

Use Your Phone as an Alarm Clock.

You can use the T1960 as an Alarm clock. You can have a different alarm setting for each handset registered to the base. The alarm rings only at the handset programmed, not at the base or any other handset.

Set Alarm

1. Press **Menu** then use ⊙ to select Time Settings. Press **OK**.

2. Press ⊙ to highlight Alarm then press **OK**.

3. Press **OK** to select On/Off. Scroll ⊙ or ⊙ to highlight the option you want, press **OK** to confirm:

    On Once – alarm goes off just once

    On Daily – alarm goes off the same time each day

    Off – turn the alarm off

4. Enter the time you want the alarm to go off in the 12-hour format.
- For 2:30pm (i.e., 14:30 in 24-hour format), press **0** **2** **3** **0** then press **#** to toggle select 'PM'. Press **OK** to confirm.
- For 2:30am (i.e., 02:30 in 24-hour format), press **0** **2** **3** **0** then press **#** to toggle select 'AM'. Press **OK** to confirm.

Alarm tone

Choose from 4 alarm melodies:

1. Press **Menu** then use ⊙ to select Time Settings then press **OK**.

2. Scroll ⊙ or ⊙ to highlight Alarm. Press **OK.**

3. Press ⊙ to highlight Set Alarm Tone, then press **OK**.

4. Scroll ⊙ or ⊙ to select the Alarm Tone you want (Tone 1 to Tone 4), then press **OK** to confirm.

Turn the alarm off

When the alarm sounds, press **any button** on the handset to turn the alarm off.

Additional Handsets and Bases

Expanding your system is easy.

Up to Five handsets can be registered and operated from one T1960 base. You can make internal (intercom) calls between two handsets while a third handset is making an external (telephone line) call. Each handset can be registered on up to four bases. If you buy new handsets to use with your T1960 you will have to register them to the base before they can be used.

Register a New T1960 Handset

First, on the base:

1. Press *and hold* (Page) (on the base) for approximately 5 seconds until you hear the base "beep-beep". The Power/In Use light will blink fast.

Next on the handset:

2. Press **Menu,** then scroll to Registration then press **OK**.

3. Register Handset is highlighted. Press **OK**.

4. Base 1 is then highlighted. Press **OK**.

5. Enter the base's System PIN (originally 0000). Press **OK**.

6. The handset will search for the base. This may take up to a minute. Then the handset will beep and the display will show the base ID number. Press **OK** to confirm. The handset displays; 'Handset Registered'.

Information
You can create phonebook entries and adjust some handset settings such as ringer melody and volume on an unregistered handset or out of range handset.

IMPORTANT
Before registration, make sure the handset batteries are fully charged and that you are close to the base.

BASE REGISTRATION Information
After a handset is registered with a base, the handset reverts to standby and is given the first available handset number. You can now use the handset. The handset number is determined by the base so you cannot change it.

Information
All of the bases that a handset is registered to are indicated by a ★.

Register Handset with an Additional Base

To register the handset with another base:

<u>First, on the base</u>:

1. Press **and hold** (Page) until you hear the base "beep-beep".

<u>Next on the handset</u>:

2. Press **Menu** then scroll ⬇ to Registration then press **OK**.

3. Register Handset is highlighted. Press **OK**.

4. Scroll ⬇ to select the base, e.g., Base 2. Press **OK**.

5. Enter the selected base's System PIN (originally 0000). Press **OK**.

6. The handset will search for the base. This may take up to a minute. Then the handset will beep and the display will show the base ID number. Press **OK** to confirm. The handset screen then shows; 'Handset Registered'. The handset is now ready for use.

Selecting a Base

To select a base for the handset to use:

1. Press **Menu** then scroll ⬇ to Registration. Press **OK**.

2. Scroll ⬇ to Select Base then press **OK**. The current base being used is highlighted.

3. Scroll ⬇ or ⬆ to select the base you want. Press **OK**.

MULTIPLE BASES Information

A handset registered with one base can then be registered with up to three more bases, e.g., Home office line, 2nd home line, etc.

You can switch your T1960 handset between bases. The handset must first be registered with each base individually.

DE-REGISTER HANDSET Information
A registered handset cannot be de-registered by itself, it must be de-registered from another handset.

Example:
If there are three handsets registered with a base, (Handset 1, Handset 2, and Handset 3) and you wish for Handset 2 to be de-registered. Then you must use Handset 1 or Handset 3 to de-register it.

De-register a Handset
You can use one handset to de-register another handset from the same base.

1. Press **Menu** then scroll ⌄ to Registration.   Press **OK**.
2. Scroll ⌄ to De-register. Press **OK**.
3. Enter the system PIN (originally 0000) then press **OK**. The screen lists all handsets registered to the base.
4. Scroll ⌄ or ⌃ to select the handset you want to de-register then press **OK**.
5. Press **Yes** to confirm or **Back** to return to the previous display listing the handsets.

T1960 Troubleshooting Tips

Need Help?

If you have any problems setting up or using your Verizon T1960 telephone, please contact the Thomson product support center at:

1-800-448-0329

Caller ID

Problem & Solution

Caller ID "Incomplete Data" message

- The unit displays this message if it detects anything other than valid Caller ID information after a ringing signal.
- Are you subscribed to Verizon's Caller ID service?

Hearing Aid Noise

Please note that the T1960 works by sending radio signals between the base and handset. These signals may interfere with some hearing aids, causing a humming noise.

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Telephone
Problem & Solution

Base power LED is not on

- Make sure the base is connected to a working non-switched electrical outlet.
- Make sure the power cord is properly connected to the base in the correct jack.

No display on handset and base power LED is On

- Are the handset batteries fully charged? Charge the batteries for 16 hours or replace the batteries.
- Make sure the batteries are properly installed.

No dial tone but handset display works after full charge

- Ensure the telephone cord is connected at both ends.
- Does the handset indicate out of range? If so move closer to the base.
- Does another phone work with the same cord and wall jack?

Handset or base does not ring

- Ensure the telephone cord is connected at both ends.
- Does the handset indicate out of range? If so move closer to the base.
- Does another phone work with the same cord and wall jack?
- Ensure that the Ringer Volume is not set to OFF.

Poor reception between handset and base

- Too close to metal appliances such as microwave, refrigerator, stove, etc.
- Baby monitor or other device is using the same frequency (1.9 GHz).
- Handset battery is low. See battery indicator and place on charger.
- Out of range, excessive distance and / or objects (walls) between handset and base (unit beeps).

Cannot dial out

- Keypad may be locked. If the padlock icon is on, press unlock in order to deactivate the lock to enable the keypad. (Page 24)

System Pin Number:

Default = 0000