



# Digital Answering System

## TAD 3809



**Owner's Manual**  
Please read before using this equipment.



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## **Read This Before Installation**

Your TAD is ETL listed to UL standards and meets all applicable FCC requirements.

**WARNING:** To reduce the risk of fire or shock hazard, do not expose this product to rain or moisture.

	<b>CAUTION</b> RISK OF ELECTRIC SHOCK. DO NOT OPEN.	
<b>CAUTION:</b> TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER OR BACK. NO USER-SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED PERSONNEL.		



This symbol is intended to alert you to the presence of uninsulated dangerous voltage within the product's enclosure that might be of sufficient magnitude to constitute a risk of electric shock. Do not open the product's case.



This symbol is intended to inform you that important operating and maintenance instructions are included in the literature accompanying this product.

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We have designed your Telephone Answering Device (TAD) to conform to federal regulations, and you can connect it to most telephone lines. However, each device, such as a telephone or answering machine, that you connect to the telephone line draws power from the telephone line. We refer to this power draw as the device's ringer equivalence number, or REN. The REN is on the bottom of your TAD.

If you use more than one phone or other device on the line, add up all of the RENs. If the total is more than five (three in rural areas), your telephones might not ring. If ringer operation is impaired, remove a device from the line.

## **FCC STATEMENT**

Your TAD complies with Part 68 of *FCC Rules*. You must, upon request, provide the FCC registration number and the REN to your telephone company. Both numbers are on the bottom of the TAD.

**Note:** You must not connect your TAD to:

- coin-operated systems
- party-line systems
- most electronic key telephone systems

## **THE FCC WANTS YOU TO KNOW**

In the unlikely event that your phone causes problems on the phone line, the phone company can temporarily discontinue your service. If this happens, the phone company attempts to notify you in advance. If advance notice is not practical, the phone company notifies you as soon as possible and advises you of your right to file a complaint with the FCC.

Also, the phone company can make changes to its lines, equipment, operations, or procedures that could affect the operation of this telephone. The telephone company notifies you of these changes in advance, so you can take the necessary steps to prevent interruption of your telephone service.

## **LIGHTNING**

Your telephone has built-in protection circuits to reduce the risk of damage from surges in telephone line and power line current. These protection circuits meet or exceed the FCC requirements. However, lightning striking the telephone or power lines can damage your telephone.

Lightning damage is not common. Nevertheless, if you live in an area that has severe electrical storms, we suggest that you unplug your phone when storms approach to reduce the possibility of damage.

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## **Features**

Your RadioShack Digital Answering System TAD 3809 stores all your messages on a computer chip — there are no tape mechanisms to wear out and no tapes to bother with. This gives you capabilities not available in tape-based answering machines. For example, you can delete individual messages without listening to every one.

The TAD's 16-minute memory capacity lets you store more messages than many other TADs (telephone answering devices). Its unique, space-saving design makes it ideal for home or office use. Your TAD's remote control features let you retrieve messages using almost any touch-tone phone. With an optional pocket tone-dialer, you can even use it from a rotary phone.

Your TAD's features include:

**Day/Time Voice Stamp** — announces the day and time when each message was recorded.

**Selectable 3-Digit Remote Operation Security Code** — helps prevent unauthorized remote operation.

**Phone Pick-Up Detection** — the TAD automatically stops if you answer a call after the TAD answers.

**Memo Recording** — lets you leave memos for your family, roommate, or co-workers as messages on the TAD.

**Memory Backup** — protects messages stored in memory in case of a power failure.

**Toll Saver** — gives you time to hang up before the TAD answers to avoid charges when you call by long-distance to check your messages.

**Room Monitor** — lets you listen from a remote phone to the room where your TAD is located.

**Digital Outgoing Message** — gives you a clear outgoing message up to 60 seconds long.

To take advantage of all the TAD's features, we recommend that you read this manual completely before you use the TAD.

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## **Installation**

### **CHOOSING A LOCATION**

Select a location that is near a modular telephone jack and an easily accessible AC outlet.

**Notes:**

- Your TAD connects directly to a modular telephone line jack. If your telephone wiring does not have a modular jack, you can update the wiring yourself using jacks and adapters (available at your local RadioShack store), or have the telephone company update the wiring for you. You must use compatible modular jacks that are compliant with Part 68 of *FCC Rules*.
- The USOC number of the jack to be installed is RJ11C.

## INSTALLING THE BACKUP BATTERY

The TAD requires AC power to operate. If AC power fails, or you unplug the TAD, a 9-volt battery (not supplied) provides backup power so the TAD can maintain the correct time and memory information. For the best performance and longest life, we recommend a RadioShack alkaline battery.

**Caution:** Use only a fresh battery of the required size and recommended type.

Follow these steps to install the battery.

1. Use a flat-blade screwdriver to unlatch the battery compartment cover, then lift off the cover.
2. Insert the battery pack into the battery compartment as indicated by the polarity symbols (+ and –) marked inside.
3. Replace the cover and press down on the latch to secure it.

When **LD** and the two-digit number of calls in memory alternately flash on the display, replace the battery. When you replace the battery, be sure the TAD is connected to AC power so you do not lose any stored information.

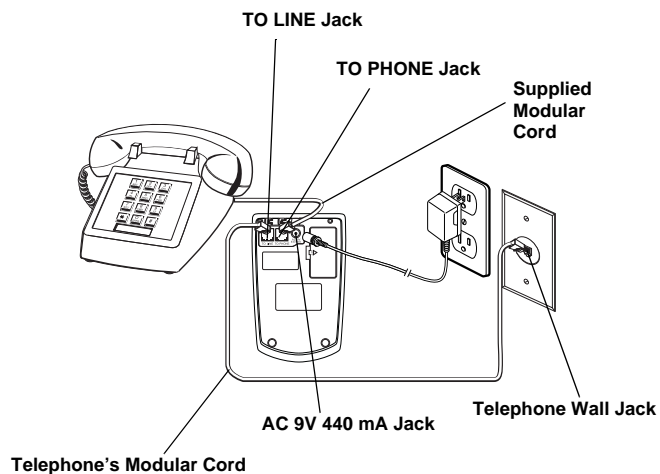
**Warning:** Dispose of old batteries promptly and properly. Do not burn or bury them.

**Caution:** Always remove old or weak batteries. Batteries can leak chemicals that can destroy electronic parts.



## CONNECTING THE TAD

Follow these steps to connect your TAD to the telephone line and phone.



1. Unplug the telephone's modular cord from its line jack and plug it into the **TO LINE** jack on the bottom of the TAD.
2. Plug one end of the supplied modular cord into the **TO PHONE** jack on the bottom of the TAD.
3. Plug the cord's other end into the phone's modular line jack.
4. Insert the supplied AC adapter's barrel plug into the **AC 9V 440 mA** jack on the bottom of the TAD.

**Cautions:**



You must use a Class 2 power source that supplies 9V AC and delivers at least 440 mA. Its plug must fit the TAD's **AC 9V 440 mA** jack. The supplied adapter meets these specifications. Using an adapter that does not meet these specifications could damage the TAD or the adapter.

- Always connect the AC adapter to the TAD before you connect it to AC power. When you finish, disconnect the adapter from AC power before you disconnect it from the TAD.

**Note:** When you first connect power, - - flashes on the display, then the TAD runs a self-test. You cannot operate the TAD during this test. When the test is complete, the TAD beeps once, then displays **00**.

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## **Preparation**

### **SETTING THE DAY AND TIME**

To avoid having to reset the time if AC power is lost, we recommend you install a battery before you set the day and time (see “Installing the Backup Battery” on Page 8).

**Note:** If you pause for more than 8 seconds during setup, the TAD sounds a three-tone beep and stops setting the day and time. If this happens, start over at Step 1.

1. Hold down **SET** until the TAD beeps. The TAD announces, "Sunday," and **01** appears.

**Note:** If necessary, slide **VOLUME** on the right side of the TAD to the desired listening level.

2. To change the day of the week, repeatedly press **CODE/REPEAT** to move backward or **MEMO/SKIP** to move forward until the TAD announces the desired day of the week.
3. Press **PLAY/STOP**. The TAD beeps once, then displays the current set hour and announces either "AM" or "PM."
4. Repeatedly press **SKIP/MEMO** or **CODE/REPEAT** until the TAD displays the desired hour.

**Note:** The TAD changes the AM/PM setting each time it reaches **12**.

5. Press **PLAY/STOP**. The TAD beeps once to confirm the hour setting.
6. To change the minutes, repeatedly press **CODE/REPEAT** or **SKIP/MEMO** until the desired minute appears.
7. Press **PLAY/STOP** to confirm the settings. The TAD beeps and announces the day and time.

**Note:** To check the current day and time at any time, press **SET**.

## **RECORDING AN OUTGOING MESSAGE**

Before you can set the TAD to answer calls, you must record the outgoing message (OGM) the caller hears when the TAD

answers a call. The maximum outgoing message length is 60 seconds.

Follow these steps to record the OGM.

1. Hold down **ANNOUNCE**. The TAD beeps, and **60** appears.

**Note:** When the memory is full, **FL** appears and the TAD announces, "Memory is full." You cannot record the outgoing message. Delete old messages to make room in memory (see "Erasing Messages" on Page 16).

2. Speak your message in a normal voice about 8 inches (20 cm) from the front of the TAD. The display counts down the seconds as you record.

**Hint:** Do not tell callers that you are not home. Instead, say that you cannot come to the phone right now.

3. When you finish recording, release **ANNOUNCE**. The TAD beeps and repeats the outgoing message so you can verify it.

**Notes:**

- To play the outgoing message at any time, press **ANNOUNCE**. If no outgoing message is recorded, the TAD says "No announcement."
- To record a new message, begin again from Step 1.

## SETTING THE NUMBER OF RINGS

The ring select switch (**4/7/TS**) controls how long the TAD waits before it answers a call. Slide the switch to the appropriate position.

**4** — The TAD answers after four rings.

**7** — The TAD answers after seven rings.

**TS (Toll Saver)** — If there are new messages, the TAD answers after two rings. If there are no new messages, the TAD waits for four rings before answering. This gives you time to hang up before the TAD answers so you can avoid unnecessary long-distance charges when you call in to check your messages from a remote location.

## SETTING THE TAD TO ANSWER CALLS

To set the TAD to answer calls, press **ANSWER**.

*If an outgoing message is recorded*, the TAD announces, "Answer on," and the display's indicator lights.

*If no outgoing message is recorded*, the TAD says, "Answer off, no announcement." You must record a message (see "Recording an Outgoing Message" on Page 11).

To have the TAD not answer calls, press **ANSWER** again. The TAD says "Answer off," and the display's indicator turns off.

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## **Operation**

### **RECORDING INCOMING MESSAGES**

The TAD can record an incoming message of up to 180 seconds. If a recording reaches 175 seconds, the TAD beeps once to notify the caller that time will be up soon. If the incoming message reaches 180 seconds, the TAD beeps three times, then disconnects.

The TAD automatically stops and hangs up if the caller is silent more than 8 seconds.

### **SCREENING CALLS**

Set **CALL SCREEN ON/OFF** to **ON** to screen calls and listen as callers leave messages. If you want to speak to a caller, pick up any phone on the same line and begin speaking. The TAD detects when you pick up the phone and automatically resets to answer the next call.

If you do not want to listen as callers leave messages, set **CALL SCREEN ON/OFF** to **OFF**.

**Note:** If you pick up the phone exactly when the TAD answers, you might need to press **PLAY/STOP** to stop the TAD.

### **PLAYING MESSAGES**

The message counter shows the total number of messages, both old (ones you have listened to and saved) and new. If

there are new messages, the display's indicator flashes until all the new messages have played.

*To play all the messages, press **PLAY/STOP**.*

*To play only the new messages, hold down **PLAY/STOP**. The TAD announces the number of messages.*

**Note:** If you hold down **PLAY/STOP** when there are no new messages stored, the TAD says, "No new message."

Before playing each message, the TAD announces the message number and the day and time it was recorded. After all messages play, the TAD says, "End of message(s)" and saves all the messages.

### **Repeating Messages**

To review a message while you are listening to it, press **REPEAT**. The current message plays from the beginning.

To hear the previous message again, hold down **CODE/REPEAT** until that message's number appears. The TAD plays the message.

### **Skipping Messages**

To skip to the next message while you are listening to a message, press **SKIP/MEMO** once. The next recorded message plays.

## Pausing Message Playback

To pause while listening to messages, press **PLAY/STOP**. **PA** appears. Wait at least 2 seconds, then press **PLAY/STOP** again to resume playing messages.

**Note:** If you do not resume playing messages within 60 seconds, the TAD sounds three beeps, the total number of messages appears, and the TAD stops playback.

## Stopping Message Playback

To stop playing messages, press **PLAY/STOP** twice within 2 seconds. The TAD beeps once and stops playback.

## ERASING MESSAGES

*To delete a specific message*, press **DELETE** once while the message is playing. The TAD beeps once and immediately erases the current message, then plays the next message.

*To erase all messages*, while playback is stopped, hold down **DELETE**. The TAD sounds a long beep and **00** appears.

**Note:** If you have only new messages, the TAD announces “New messages” when you hold down **DELETE**. The TAD does not erase messages that have not been played, but it does erase any messages you have played.



## RECORDING A MEMO

A memo is a message you can record on the TAD without having to call in on the phone. The maximum memo length is 60 seconds.

**Note:** If the TAD's memory is full (**FL** appears), you must erase some messages before you can record a memo (see "Erasing Messages" on Page 16).

Follow these steps to record a memo.

1. Hold down **SKIP/MEMO**. The TAD beeps.
2. While still holding down **SKIP/MEMO**, speak into the microphone in a normal voice. The display shows how much time is left for recording.
3. Release **SKIP/MEMO** when you finish the message. The TAD beeps once, and the message display number increases by one.

The memo is recorded along with the incoming messages. To hear the memo, simply play back your messages.

## REMOTE OPERATION

While you are away from your home or office, you can use a touch-tone phone or a pulse (rotary) phone with a pocket tone-dialer (available at your local RadioShack store) to enter your remote operation security code and:

- set the TAD to answer or not answer calls

- listen to your messages
- record a new announcement
- delete messages
- monitor the room where the TAD is located

**Note:** You cannot remotely operate the TAD from another phone on the same line as your TAD.

### **Changing the Remote Operation Security Code**

The TAD's remote operation security code is preset to 799. Follow these steps to change the code.

1. Hold down **CODE/REPEAT** for about 2 seconds. The TAD beeps and the first digit of the preset code flashes.
2. Press **SKIP/MEMO** or **CODE/REPEAT** to set the first digit, then press **PLAY/STOP**. The second digit flashes.
3. Press **SKIP/MEMO** or **CODE/REPEAT** to set the second digit, then press **PLAY/STOP**. The third digit flashes.
4. Press **SKIP/MEMO** or **CODE/REPEAT** to set the third digit, then press **PLAY/STOP**. The TAD beeps once and displays the new security code one number at a time.

To check the security code, press **CODE/REPEAT**. The security code appears one number at a time.

**Notes:**

- Be sure to set each digit within 8 seconds of the last. Otherwise, the TAD exits setup and you must start again from Step 1.
- We recommend you not use three identical digits (such as 999) for the security code. Such numbers are too easy for others to guess.
- If AC power fails or if the backup battery becomes weak, the remote operation security code automatically resets to 799.

**Remote Answer-On**

1. Dial your phone number.

*If the TAD is set to Answer-Off, it answers the call after 10 rings and announces, "Answer off."*

*If the TAD is set to Answer-On, it answers according to the number of rings you set.*

2. Within 8 seconds, enter the remote operation security code. The TAD beeps. (If you do not enter the code within 8 seconds, the TAD disconnects.)
3. Press #.

*If you have not recorded an OGM, the TAD answers the call after 10 rings and announces, "Answer off, no announcement." Record an OGM (see "Using Remote Commands").*

*If you have recorded an OGM, the TAD beeps and announces, "Answer on."*

**Note:** Pushing # again (once a message has been recorded) sets the TAD to Answer-Off.

4. Hang up or enter other remote commands.

### **Using Remote Commands**

Follow these steps to operate the TAD from a touch-tone phone or a pulse (rotary) phone with a pocket tone dialer.

1. Dial your phone number.
2. When the TAD answers, enter your remote operation security code. The TAD beeps once to confirm that you entered the correct code.

**Notes:**

- If you do not enter each digit of the security code within 8 seconds, the TAD hangs up.
  - Even if the TAD is not set to answer calls, it will answer after about 10 rings.
3. Enter a remote command (see "Remote Commands" on Page 21).
  4. When you finish, simply hang up.

## Remote Commands

Press	To
0	Stop playback, recording, and room monitoring.
1	Play a new outgoing message.
2	Record a new outgoing message (OGM).
3	Monitor the room where the TAD is located for 30 seconds.
4	Play all messages.
5	Play only new messages.
6	Delete all played messages.
#	Set the TAD to answer or not answer calls.

After you press 4 or 5 to play messages, you can:

Press	To
6	Delete the current message.
7	Replay the previous message.
8	Replay the current message.
9	Skip forward to the next message.
0	Stop message play.

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## □ Troubleshooting

We do not expect you to have any problems with your TAD Digital Answering System, but if you do, the following suggestions might help.

Problem	Suggestion
The incoming message is incomplete.	Be sure the TAD's memory is not full.
<b>LD</b> flashes on the message counter.	The backup battery is weak. Replace the battery (see "Installing the Backup Battery" on Page 8).
The TAD does not answer calls.	Make sure the TAD is set to answer calls.
	Check all phone line connections.
	Make sure the AC adapter is properly connected.
The TAD does not record callers' messages.	Memory may be full ( <b>FL</b> appears). Delete some of your messages.
The TAD does not respond to the remote operation security code.	Make sure the phone you used to dial the TAD is a touch-tone phone. (If it is not, you can use a pocket tone dialer to enter the code and commands.)
	Make sure the remote operation security code you entered is correct. Try entering the default code of 799. The TAD may have reset to the default code because of a power failure.
	Re-enter your security code, pressing each button for two seconds.

## **CARE**

Keep the TAD dry; if it gets wet, wipe it dry immediately. Use and store the TAD only in normal temperature environments. Handle the TAD carefully; do not drop it. Keep the TAD away from dust and dirt, and wipe it with a damp cloth occasionally to keep it looking new.

Modifying or tampering with the TAD's internal components can cause a malfunction and might invalidate its warranty and void your FCC authorization to operate it. If your TAD is not performing as it should, take it to your local RadioShack store for assistance. If the trouble is affecting the telephone lines, the phone company can ask you to disconnect your TAD until you have resolved the problem.

### Limited One-Year Warranty

This product is warranted by RadioShack against manufacturing defects in material and workmanship under normal use for one (1) year from the date of purchase from RadioShack company-owned stores and authorized RadioShack franchisees and dealers. EXCEPT AS PROVIDED HEREIN, RadioShack MAKES NO EXPRESS WARRANTIES AND ANY IMPLIED WARRANTIES, INCLUDING THOSE OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE DURATION OF THE WRITTEN LIMITED WARRANTIES CONTAINED HEREIN. EXCEPT AS PROVIDED HEREIN, RadioShack SHALL HAVE NO LIABILITY OR RESPONSIBILITY TO CUSTOMER OR ANY OTHER PERSON OR ENTITY WITH RESPECT TO ANY LIABILITY, LOSS OR DAMAGE CAUSED DIRECTLY OR INDIRECTLY BY USE OR PERFORMANCE OF THE PRODUCT OR ARISING OUT OF ANY BREACH OF THIS WARRANTY, INCLUDING, BUT NOT LIMITED TO, ANY DAMAGES RESULTING FROM INCONVENIENCE, LOSS OF TIME, DATA, PROPERTY, REVENUE, OR PROFIT OR ANY INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, EVEN IF RadioShack HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Some states do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

In the event of a product defect during the warranty period, take the product and the RadioShack sales receipt as proof of purchase date to any RadioShack store. RadioShack will, at its option, unless otherwise provided by law: (a) correct the defect by product repair without charge for parts and labor; (b) replace the product with one of the same or similar design; or (c) refund the purchase price. All replaced parts and products, and products on which a refund is made, become the property of RadioShack. New or reconditioned parts and products may be used in the performance of warranty service. Repaired or replaced parts and products are warranted for the remainder of the original warranty period. You will be charged for repair or replacement of the product made after the expiration of the warranty period.

This warranty does not cover: (a) damage or failure caused by or attributable to acts of God, abuse, accident, misuse, improper or abnormal usage, failure to follow instructions, improper installation or maintenance, alteration, lightning or other incidence of excess voltage or current; (b) any repairs other than those provided by a RadioShack Authorized Service Facility; (c) consumables such as fuses or batteries; (d) cosmetic damage; (e) transportation, shipping or insurance costs; or (f) costs of product removal, installation, set-up service adjustment or reinstallation.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

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