Model 28821 Series DECT 6.0 Cordless Handset Speakerphone Answering System User's Guide

Your new GE telephone system is EXPANDABLE up to a total of 6 handsets (by purchase of optional Model 28801 handset with charge cradle)

Important Information

NOTICE: This product meets the applicable Industry Canada technical specifications.

Operation is subject to the following two conditions: (1) This device may not cause interference, and (2) This device must accept any interference, including interference that may cause undesired operation of the device.

The equipment must be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe systems, if present, are connected together. This precaution may be particularly important in rural areas.

CAUTION: Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

NOTES: This equipment may not be used on coin service provided by the telephone company.

Interference Information

This equipment generates and uses radio frequency energy which may interfere with residential radio and television reception if not properly installed and used in accordance with instructions contained in this manual. Reasonable protection against such interference is ensured, although there is no guarantee this will not occur in a given installation. If interference is suspected and verified by switching this equipment on and off, the user is encouraged to try to correct the interference by one or more of the following measures: Reorient the radio/television receiver's antenna, relocate the equipment with respect to the receiver, plug the equipment and receiver into separate circuit outlets. The user may also wish to consult a qualified radio/television technician for additional suggestions. This equipment has been fully tested and complies with all limits for Class B computing devices pursuant to part 15 FCC Rules and Regulations.

Telephone Network Information

Should your equipment cause trouble on your line which may harm the telephone network, the telephone company, where practicable, may 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.

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. If these changes are expected to affect the use or performance of your telephone equipment, the telephone company will likely give you adequate notice to allow you to maintain uninterrupted service. Notice must be given to the telephone company upon termination of your telephone from your line.

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REN Number

On the bottom of this equipment is a label indicating, among other information, the Ringer Equivalence Number (REN) for the equipment.

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.

REN Number is located on the cabinet bottom.

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.

Information for DECT Product

DECT
6.0™
INTERFERENCE FREE
COMMUNICATION

This telephone is compliant with the DECT 6.0 standard which operates in the 1.92GHz to 1.93GHz frequency range. Installation of this equipment is subject to notification and coordination with UTAM. Any relocation of this equipment must be coordinated through and approved by UTAM. UTAM may be contacted at 1-800-429-8826.

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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

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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.**

IMPORTANT: Because cordless phones operate on electricity, you should have at least one phone in your home that isn't cordless, in case the power in your home goes out.

Before You Begin

Parts Checklist (for model 28821)

Make sure your package includes the items shown here.
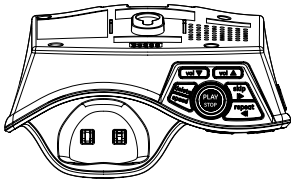
Base
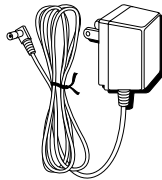
AC power adaptor
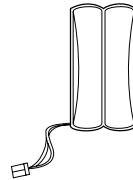
Handset battery pack

Handset
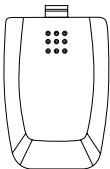
Battery compartment cover
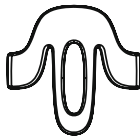
Belt clip

Wall mount bracket

Telephone line cord

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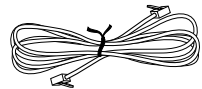
For **Model 28821xx2** there will be **ONE** additional handset, charge cradle, belt clip, battery pack and cover than shown above.

> **NOTE: If a speaker box is included in your package, it replaces one set of a handset, belt clip, battery pack and cover.**

For **Model 28821xx3** there will be **TWO** additional handsets, charge cradles, belt clips, battery packs and covers than shown above.

For **Model 28821xx4** there will be **THREE** additional handsets, charge cradles, belt clips, battery packs and covers than shown above.

For **Model 28821xx5** there will be **FOUR** additional handsets, charge cradles, belt clips, battery packs and covers than shown above.

For **Model 28821xx6** there will be **FIVE** additional handsets, charge cradles, belt clips, battery packs and covers than shown above.

Telephone Jack Requirements

To use this phone, you need an RJ11C type modular telephone jack, which might look like the one pictured here, installed in your home. If you don't have a modular jack, call your local phone company to find out how to get one installed.

Wall plate

Modular telephone line jack

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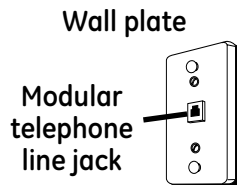
Installation

Digital Security System

Your cordless phone uses a digital security system to protect against false ringing, unauthorized access, and charges to your phone line.

INSTALLATION NOTE: Some cordless telephones operate at frequencies that may cause or receive interference with nearby TVs, microwave ovens, and VCRs. To minimize or prevent such interference, the base of the cordless telephone should not be placed near or on top of a TV, microwave ovens, or VCR. If such interference continues, move the cordless telephone farther away from these appliances.

Certain other communications devices may also use the 1.9 GHz 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. Typical devices that may use the 1.9 GHz frequency for communication include wireless audio/video senders, wireless computer networks, multi-handset cordless telephone systems, and some long-range cordless telephone systems.

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Important Installation Guidelines

- Avoid sources of noise and heat, such as motors, fluorescent lighting, microwave ovens, heating appliances and direct sunlight.
- Avoid areas of excessive dust, moisture and low temperature.
- Avoid other cordless telephones or personal computers.
- 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.

Handset Layout

display

Voice Mail Waiting Indicator (VMWI) / Visual Ringer

TALK (button)

DECT 6.0

00:00 PM 11/30 NEW CALL 01
GE SUPPORT
1-800-448-0329

CALLER ID-VOLUME
▾ (caller id/volume down button)

CALLER ID-VOLUME
▴ (caller id/volume up button)

SPEAKER (button)

CALLER ID-VOLUME

END/cancel (button)

delete/intercom/conf (delete/intercom/conference button)

phonebook (button)

review (button)

skip (button)

play/stop (button)

erase (button)

* tone (button)

#pause (button)

mute/menu OK (button)

redial/format (button)

microphone

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Base Layout (Top & Front Views)

delete (button)

volume ▲ / ▼ (buttons)

skip (button)

repeat (button)

vol ▼   vol ▲

delete   skip ►

speed   PLAY STOP   repeat ◄

speed (button)

PLAY/STOP (button)

Message Counter (indicator)

memo (button)

announce (button)

ans on/off (answerer on/off button)

find

do not disturb

charge/in use voicemail

DECT 6.0

do not disturb (do not disturb button)

charge/in use voicemail (indicator)

find (button)

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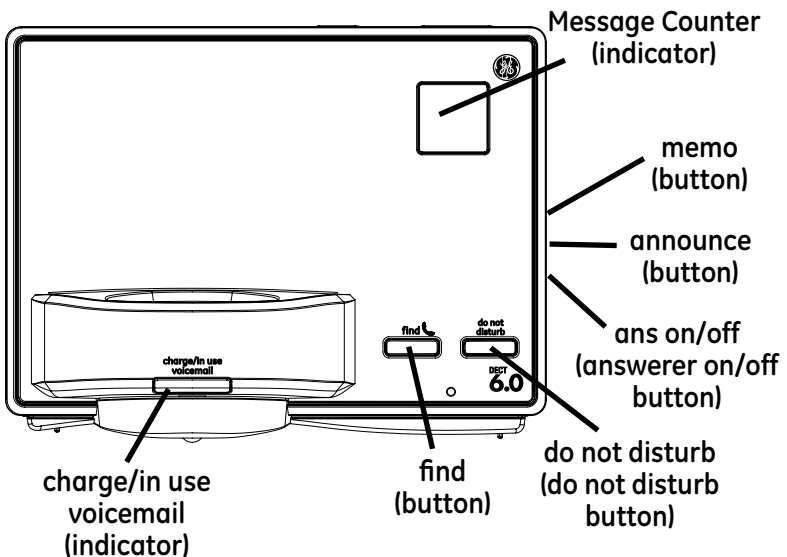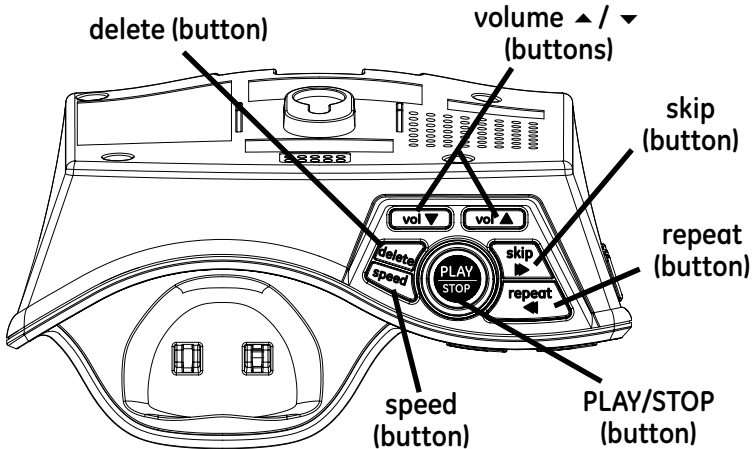
Installing the Phone

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 Model 5-2814 Nickel-metal Hydride battery (Ni-MH), which 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.

BATTERY

PRESS DOWN FIRMLY

BLACK

RED WIRE
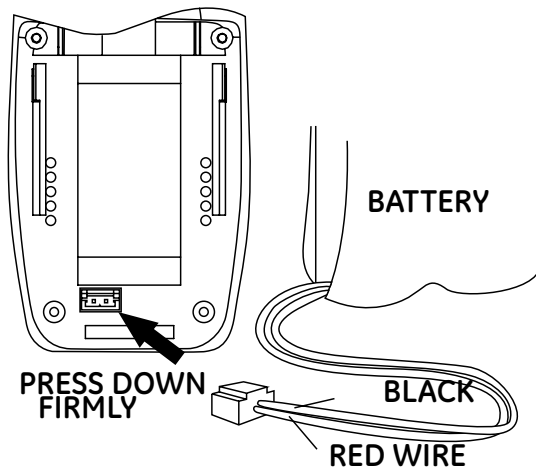
4. Insert the battery pack.
5. Close the battery compartment by pushing the door up until it snaps into place.

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Base Station

1. Choose an area near an electrical outlet and a telephone wall jack (RJ11C), and place your cordless telephone on a level surface, such as a desktop or tabletop, or you may mount it on the wall.
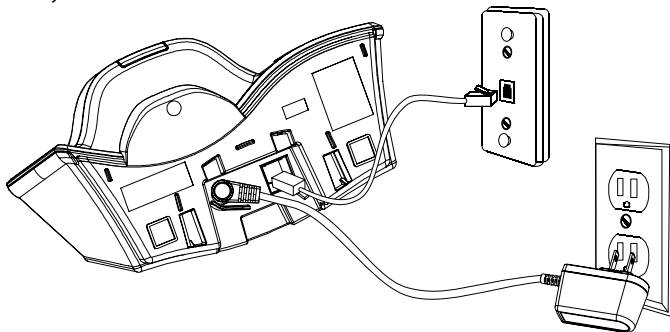
2. Plug one end of the telephone line cord into the TEL LINE jack on the back of the base and the other end into a modular jack.
3. Plug the AC power converter into the electrical outlet and the DC connector into the jack on the back of the base.
4. Place the handset in the base cradle. The charge/in use voicemail indicator turns on, verifying the battery is charging.
5. Allow the phone to charge for 16 hours prior to first use. If you don't properly charge the phone, battery performance is compromised.

⚠ **CAUTION: To reduce risk of personal injury, fire, or damage use only the 5-2812 power adaptor listed in the user's guide. This power adaptor is intended to be correctly orientated in a vertical or floor mount position.**

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Answering System Setup

This section shows you how to set up your answering system to receive incoming calls. Before you begin the set up process, you must turn on the answering system.

- Press the ans on/off button to turn the answering system on and off. The MESSAGES indicator lights when the answering system is on. The indicator blinks when you have new messages.

   NOTE: The answering system displays "- -" when it is off.

Answerer

In the Answerer Menu, there are five programmable submenus: Handset Access, Set Prompt Language, Rings to Answer, Message Alert and Security Code.

1. Make sure your phone is **OFF** (not in TALK mode).
2. Press the mute/menu OK button to go to the main menu.
3. Press CALLER ID-VOLUME (▲ or ▼) button to scroll to ***ANSWERER***.
4. Press mute/menu OK button to enter the submenu.

Handset Access

Use the corresponding handset keys just like you would use the base buttons (see "Answering System Setup"). The button functions are located on the handset above each number key. For example, to play messages:

1. Press the mute/menu OK button to go to the main menu.
2. Press the CALLER ID-VOLUME (▼ or ▲) button to scroll to ***ANSWERER***.
3. Press the mute/menu OK button to enter the menu, press the CALLER ID-VOLUME (▼ or ▲) to select **HANDSET ACCESS** submenu.
4. Press the mute/menu OK button to access the answering system. ***ANSWERER REMOTE ACCESS*** shows on the display.
- Press the PLAY/STOP button to play the message.
- When you are finished listening to your messages, press the END/cancel button to exit.

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Set Prompt Language

From the Answerer Menu:

1. Press the CALLER ID-VOLUME (▲ or ▼) button to scroll to *PROMPT LANG*.
2. Press the mute/menu OK button to enter the menu. *PROMPT LANG 1ENG 2FRA 3ESP* shows in the display.
3. Use the touch tone pad on the handset to select **1ENG, 2FRA, 3ESP**, or use the CALLER ID-VOLUME (▲ or ▼) button to scroll to the desired language. *English* is the default setting.
4. Press the mute/menu OK button to save your selection. You will hear a confirmation tone.

Rings to Answer

This feature lets you select the number of times you want the phone to ring before the answering system answers a call.

From the Answerer Menu:

1. Press the CALLER ID-VOLUME (▲ or ▼) button to scroll to the *RING TO ANSWER* sub-menu.
2. Press mute/menu OK button to enter the menu. *RING TO ANSWER 3 4 5 6 TS* shows in the display.
3. Use the CALLER ID-VOLUME (▲ or ▼) button to scroll to the your selection. The default setting is *5*.
4. Press the mute/menu OK button to confirm. You will hear a confirmation tone and the new setting shows in the display.

   NOTE: If you select Toll Saver (TS) the unit answers after the 3rd ring if there are NEW messages, OR the unit answers after the 5th ring if there are NO new messages. This allows user to access their answerer from another location and then hang up after 4 rings to save long distance charges.

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Message Alert

This feature sets your answering system to give an alert tone every 10 seconds when there are new messages.

From the Answerer Menu:

1. Press the CALLER ID-VOLUME (▲ or ▼) button to scroll to the *MESSAGE ALERT* sub-menu.
2. Press mute/menu OK button to enter the menu. *NEW MSG ALERT 1ON 2OFF* shows in the display.
3. Use the touch-tone pad to enter the selection, or use the CALLER ID-VOLUME (▲ or ▼) button to scroll to the *1ON* or *2OFF*. The default setting is *2OFF*.
4. Press the mute/menu OK button to confirm. You will hear a confirmation tone and the new setting shows in the display.

Security Code

You can access the answering system from a tone dialing telephone in another (remote) location. The security code is required for remote access, and it prevents unauthorized access to your answering system.

From the Answerer menu:

1. Press the CALLER ID-VOLUME (▲ or ▼) button to scroll to the *SECURITY CODE* sub-menu.
2. Press mute/menu OK button to enter the menu. *SECURITY CODE 1 2 3* shows in the display.
3. Use the touch-tone pad to enter your new 3-digit security code. The default setting is *123*.
4. Press the mute/menu OK button to confirm. You will hear a confirmation tone and the new security code shows in the display.

   NOTE: If you make a mistake, use the delete/intercom/conf button to delete the security code and begin again.

Speaker Volume

Use the volume (▲ or ▼) buttons to adjust speaker volume on the base to a comfortable level. L1 is the minimum speaker volume and L5 is the maximum.

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Voice Instruction

If you need additional assistance, press the repeat button in standby mode and follow the voice instructions.

Recording the Outgoing Announcement

For best results when recording, you should be about nine inches from the microphone, and eliminate as much background noise as possible.

You may record an outgoing announcement in the answerer or choose the default for your current outgoing announcement.

1. Make sure the answering system is **ON**.
2. Press and hold the announce button until the speaker announces "***RECORD ANNOUNCEMENT AFTER TONE***".
3. Begin speaking after you hear the beep.
4. Release the button when you finish your announcement.

   NOTE: If you choose not to record an outgoing announcement, a default announcement plays instead. To return to the default announcement after you have recorded your own outgoing announcement, press the announce button and release it when you hear the beep. Or, press the delete button while the announcement is reviewing.

Sample Outgoing Announcement

Hi, this is (use your name here), I can't answer the phone right now, so please leave your name, number and a brief message after the tone, and I'll get back to you. Thanks.

   NOTE: The maximum recording time for the outgoing announcement is 2 minutes.

Reviewing and Choosing the Announcement

Press and release the announce button to review and select this one as your outgoing announcement.

   NOTE: Press the PLAY/STOP button at any time to stop playing the announcement.

Programming the Telephone

Standby Screen

The handset displays the handset number and user name.

```
12:18 AM

USER NAME
HANDSET  X
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Programming Functions

The system uses a menu structure to give you access to all of the built-in features. You may program the following items in main menu: Phonebook, Room Monitor, Answerer, Set Alarm Clock and Handset Setup.

Phone Book

Each handset can store up to fifty records in phone book for quick dialing; each record can contain a maximum of 20-digit numbers and 15-character names.

Review Records

1. Make sure the phone is **OFF** (not in TALK mode).
2. Press the mute/menu OK button to go to the main menu.
3. Press CALLER ID-VOLUME (▼ or ▲) button to scroll to *PHONEBOOK*.
4. Press mute/menu OK button to enter **PHONEBOOK** menu.
5. Use the CALLER ID-VOLUME (▼ or ▲) button to scroll to *VIEW RECORDS*.
6. Press the mute/menu OK button to confirm, all records are shown in alphabetical order.
7. Press the CALLER ID-VOLUME (▼ or ▲) button or key in alphabet to view the records.

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Add Records

1. Make sure the phone is **OFF** (not in TALK mode).
2. Press the mute/menu OK button to go to the main menu.
3. Press CALLER ID-VOLUME (▼ or ▲) button to scroll to *PHONEBOOK*.
4. Press mute/menu OK button to enter **PHONEBOOK** menu.
5. Use the CALLER ID-VOLUME (▼ or ▲) button to scroll to *ADD RECORDS*.
6. Press the mute/menu OK button to confirm. *ENTER NAME* shows on the display.
7. Use the touch-tone pad to enter a name (up to 15 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.
   NOTE: If you make a mistake press the delete/intercom/conf button to backspace and erase the wrong character(s) or number(s).
8. Press the mute/menu OK button again to save your selection. The display shows *ADD TEL NUMBER*.
9. Use the touch-tone pad to enter the telephone number (up to 20 digits, including pauses), and press the mute/menu button to confirm, The records are stored alphabetically in the phone book.

Inserting a Pause in the Dialing Sequence (of a Stored Number)

Press the #pause button on the handset's touch-tone pad to insert a delay in dialing sequence when a pause is needed to wait for a dial tone (for example, after you dial 9 for an outside line, or to wait for a computer access tone.) Each pause counts as one digit in the dialing sequence.

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Edit Records

1. Make sure the phone is **OFF** (not in TALK mode).
2. Press the mute/menu OK button to go to the main menu.
3. Press CALLER ID-VOLUME (▼ or ▲) button to scroll to *PHONEBOOK*.
4. Press mute/menu OK button to enter **PHONEBOOK** menu.
5. Use the CALLER ID-VOLUME (▼ or ▲) button to scroll to *EDIT RECORDS*.
6. Press the mute/menu OK button to confirm, display will show the records.
7. Use the CALLER ID-VOLUME (▼ or ▲) button or key in alphabet to move to desired record, press mute/menu OK button to confirm, *ENTER NAME* shows on the display.
8. Repeat Steps 7 through 9 in "Add Records" section.

Delete Records

1. Make sure the phone is **OFF** (not in TALK mode).
2. Press the mute/menu OK button to go to the main menu.
3. Press CALLER ID-VOLUME (▼ or ▲) button to scroll to *PHONEBOOK*.
4. Press mute/menu OK button to enter **PHONEBOOK** menu.
5. Use the CALLER ID-VOLUME (▼ or ▲) button to scroll to *DELETE RECORDS*.
6. Press the mute/menu OK button to confirm, display will show the records.
7. Use the CALLER ID-VOLUME (▼ or ▲) button or key in alphabet to move to desired record, press the delete/intercom/conf button, *DELETE?* shows on the display.
8. Press the delete/intercom/conf button or mute/menu OK button again to confirm.

   NOTE: If you don't want to change or delete a record, simply press the END/cancel button, or wait for one minute to exit automatically.

Dialing a Number from Internal Memory

1. Make sure the phone is **OFF** (not in TALK mode).
2. Press the mute/menu OK button to go to the main menu.
3. Press CALLER ID-VOLUME (▾ or ▴) button to scroll to *PHONEBOOK*.
4. Press mute/menu OK button to enter **PHONEBOOK** menu.
5. Use the CALLER ID-VOLUME (▾ or ▴) button to scroll to *VIEW RECORDS*.
6. Press the mute/menu OK button to confirm.
7. Use the CALLER ID-VOLUME (▾ or ▴) button or key in alphabet to move to the desired number.
8. Press the TALK or SPEAKER buttons, the number dials automatically.

Ignore The Incoming Call

With this feature, you can transfer all the incoming calls to the answering system. When the phone rings, press the END/cancel button on the handset. The answering system will answer the call for you.

Room Monitor (applicable only with additional handsets)

1. Make sure your phone is **OFF** (not in TALK mode).
2. Press the mute/menu OK button to go to the main menu.
3. Press CALLER ID-VOLUME (▾ or ▴) button to scroll to *ROOM MONITOR*.
4. Press mute/menu OK button to enter *ROOM MONITOR* menu. *ROOM MONITOR EXTENSION?* shows in the display.

```
ROOM MONITOR
EXTENSION?
```

5. Use the touch tone pad to enter the handset number to be monitored.
   NOTE: When this phone system is expanded (up to 6 handsets by purchase of optional Model 28801 handset with recharge cradle), handsets are named HANDSET 1, HANDSET 2, HANDSET 3 and so on respectively.

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6. The receiving handset will turn on the microphone and the originating handset will turn on the speakerphone to monitor sound from the receiving handset.

NOTE: For room monitoring mode to work, the originating handset must NOT be on the cradle.

NOTE: While in room monitoring mode, the handsets will emit an alert tone approximately every 5 seconds if there is an incoming call. You may press the SPEAKER button to quit room monitor and answer the call.

NOTE: While in room monitoring mode, the originating handset can be switched to monitor by handset earpiece by pressing the TALK button once. Switch back to speakerphone by pressing the SPEAKER button once.

NOTE: Press the END/cancel button on the handset to exit room monitor mode.

Answerer

In the Answerer Menu, there are two programmable submenus: Set Alarm Clock and Handset Setup.

1. Make sure your phone is **OFF** (not in TALK mode).
2. Press the mute/menu OK button to go to the main menu.
3. Press CALLER ID-VOLUME (▲ or ▼) button to scroll to **ANSWERER**.
4. Press mute/menu OK button to enter the submenu.

Set Alarm Clock

1. Make sure your phone is **OFF** (not in TALK mode).
2. Press the mute/menu OK button to go to the main menu.
3. Press CALLER ID-VOLUME (▼ or ▲) button to scroll to **ALARM**.
4. Press mute/menu OK button to enter the submenu, **ALARM 1ON 2OFF** shows on the display.
5. Use the touch-tone pad to enter the selection, or use the CALLER ID-VOLUME (▼ or ▲) button to scroll to **1ON** or **2OFF**.
6. If you select **ON**, press the mute/menu OK button to confirm and advance **Set Alarm Time** sub-menu.
7. Use the number keys to enter the time, then press the #/pause button to toggle between **AM** and **PM**.

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8. Press the mute/menu OK button to confirm and advance *Set Cycle Time* sub-menu.
9. Use the CALLER ID-VOLUME (▼ or ▲) button to select *Once* or *Daily*. The default setting is *Once*.
10. Press the mute/menu OK button to save your selection. You will hear a confirmation tone.
   NOTE: If you select Daily, the system will follow the current time setting to turn on the alarm.

Handset Setup

1. Make sure your phone is **OFF** (not in TALK mode).
2. Press the mute/menu OK button to go to the main menu.
3. Press CALLER ID-VOLUME (▼ or ▲) button to scroll to *HANDSET SETUP*.
4. Press mute/menu OK button to confirm and you may program the following items: Language, Handset Name, Ringer Tone, Ringer Volume, VIP Melody, Key Tone, Set Day/Time, Equalizer, Area Code, Tone/Pulse, Registration, Deregistration and Default Setting.
   NOTE: During programming, you may press the END/cancel button at any time to exit the sub-menu and return to the menu.

Language

From the Handset Setup Menu:

1. Press the CALLER ID-VOLUME (▼ or ▲) button to scroll to the *SET LANGUAGE* sub-menu.
2. Press mute/menu OK button to enter the menu. *SET LANGUAGE 1ENG 2FRA 3ESP* shows in the display.
3. Use the touch tone pad on the handset to select *1ENG, 2FRA, 3ESP*, or use the CALLER ID-VOLUME (▼ or ▲) button to scroll to the desired language. *English* is the default setting.
4. Press the mute/menu OK button to save your selection. You will hear a confirmation tone and the selected language shows in the display.

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Handset Name

From the Handset Setup Menu:

1. Press the CALLER ID-VOLUME (▼ or ▲) button to scroll to the *HANDSET NAME* sub-menu.
2. Press mute/menu OK button to enter the menu. *HANDSET NAME* shows in the display.
3. Use the touch-tone pad to enter a name (up to 15 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.

   NOTE: If you make a mistake, use the delete/intercom/conf button to backspace and delete one character at a time.
4. Press the mute/menu OK button to save your name. You will hear a confirmation tone and the handset name shows in the display.

Ringer Tone

You may choose from ten different ringer tones and ten different melodies.

From the Handset Setup Menu:

1. Press the CALLER ID-VOLUME (▼ or ▲) button to scroll to the *RINGER TONE* sub-menu.
2. Press mute/menu OK button to enter the menu. *SET RINGER TONE 01* shows in the display. *01* is default setting.
3. Use the CALLER ID-VOLUME (▼ or ▲) button to scroll to the desired setting (1 through 20). You will hear a sample of the ringer tone/melody you select.
4. Press the mute/menu OK button to save your selection. You will hear a confirmation tone and the selected ringer tone shows in the display.

   NOTE: You must have the Ringer Volume set to ON for ring tone to signal an incoming call.

Ringer Volume

From the Handset Setup Menu:

1. Press the CALLER ID-VOLUME (▼ or ▲) button to scroll to the *RINGER VOLUME* sub-menu.
2. Press mute/menu OK button to enter the menu. *SET RINGER LEVEL 5* shows in the display.
3. Use the CALLER ID-VOLUME (▼ or ▲) button to scroll to your selection. *LEVEL 5* is the default setting.
4. Press the mute/menu OK button to save your selection. You will hear a confirmation tone and the new volume setting shows in the display.

   NOTE: If you turn the ringer OFF, the ringer off icon shows in the display.

VIP Melody

This features allows you to assign a specific melody to someone you want to get your attention when the person calls. When a VIP melody is assigned and that person calls, the unit rings the normal ring for the first ring and then follows with VIP melody ring. You may choose from ten different polyphonic melodies and may store up to 10 VIP records.

NOTE: This feature ONLY works when the following conditions are met.
1. You have subscribed to Caller ID.
2. You have your Caller ID record previously transferred to the memory. (Refer to Storing CID Records in Internal Memory). *NO USER MEMORY* **will show in the display to remind the user to do CID record transfer first.**

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Storing VIP Melody

From the Handset Setup Menu:

1. Press the CALLER ID-VOLUME (▼ or ▲) button to scroll to *VIP MELODY* sub-menu.
2. Press mute/menu OK button to select VIP melody feature and then display VIP 1 record.

   - If VIP1 does NOT contain any specific number/records, it will display *EMPTY*.
3. Press CALLER ID-VOLUME (▼ or ▲) button to select the specific VIP melody memory location (10 VIP locations) that does not contain any record.
4. Press mute/menu OK button to display *SELECT MEMORY*.

   NOTE: If the memory location does not contain any CID memory records and you are trying to mark a specific record as VIP MELODY, then *SELECT MEMORY* will not be displayed. Instead, *NO USER MEMORY* will display in prompt to alert the user.
5. Press CALLER ID-VOLUME (▼ or ▲) button to view the records from memory to be selected as VIP.
6. Press mute/menu OK button to confirm and then display *VIP MELODY 01* to wait for the melody tone selection.
7. Press CALLER ID-VOLUME (▼ or ▲) button to select from melody 01 to melody 10 (a testing tone is generated while making melody selection).
8. Press mute/menu OK button to confirm.

   NOTE: If the desired number/record was previously stored in any one of the ten VIP melody records, *DUPLICATE NUMBER* shows in the display.

Changing a Stored VIP Melody Record

Use the Storing VIP Melody procedure to change the number of a selected record and replace the old phone number with new phone number.

When *REPLACE VIP# ?* shows in the display, you must press mute/menu OK button on the handset to confirm replacement.

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Reviewing And Deleting Stored VIP Melody Record

From the Handset Setup Menu:

1. Press the mute/menu OK button to enter to *VIP MELODY* menu.
2. Use the CALLER ID-VOLUME (▾ or ▴) button to scroll to the desired *VIP Melody Record*.
3. If you want to delete the information, press the delete/intercom/conf button on the handset while the entry displays. The display show *DELETE VIP# ?*.
4. Press delete/intercom/conf again to confirm. You will hear a confirmation tone and *VIP# DELETED* shows in the display.

Key Tone

From the Handset Setup Menu:

1. Press the CALLER ID-VOLUME (▾ or ▴) button to scroll to the *KEY TONE* sub-menu.
2. Press mute/menu OK button to enter the menu. *SET KEY TONE 1ON 2 OFF* shows in the display.
3. Use the touch tone pad on the handset to select 1 or 2, or use the CALLER ID-VOLUME (▾ or ▴) button to scroll to your selection. *1ON* is the default setting.
4. Press the mute/menu OK button to confirm and the key tone setting shows in the display.

Set Day/Time

From the Handset Setup Menu:

1. Press the CALLER ID-VOLUME (▾ or ▴) button to scroll to the *SET DAY/TIME* sub-menu.
2. Press mute/menu OK button to enter the menu. *SET DAY MONDAY* shows in the display. *MONDAY* is default setting.
3. Press the CALLER ID-VOLUME (▾ or ▴) button to select from **MONDAY** to **SUNDAY**.
4. Press mute/menu OK button to confirm your selection and advance *SET TIME* sub-menu.
5. Use the number keys to enter the current hour and minute, then press the #/pause button to toggle between **AM** and **PM**.

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6. Press the mute/menu OK button to save your selection. You will hear a confirmation tone and the current time shows in the display.

Equalizer

This feature lets you to adjust the audio quality.

From the Handset Setup Menu:

1. Press the CALLER ID-VOLUME (▼ or ▲) button to scroll to *Equalizer*.
2. Press the mute/menu OK button to enter the menu.
3. Use the CALLER ID-VOLUME (▼ or ▲) button to scroll to desired selection. The default is *Natural*.
4. Press the mute/menu OK button to save your selection. You will hear a

   confirmation tone.

Area Code

From the Handset Setup Menu:

1. Press the CALLER ID-VOLUME (▼ or ▲) button to scroll to the *AREA CODE* sub-menu.
2. Press mute/menu OK button to enter the menu. *SET AREA CODE - - -* shows in the display.
3. Use the touch-tone pad to enter your 3-digit area code.
4. Press the mute/menu OK button to confirm. You will hear a confirmation tone and the new area code shows in the display.

   NOTE: To restore the default setting to - - -, press and release delete/ intercom/conf when *SET AREA CODE* shows in the display.

Tone/Pulse

From the Handset Setup Menu:

1. Press the CALLER ID-VOLUME (▲ or ▼) button to scroll to the *TONE PULSE* sub-menu.
2. Press mute/menu OK button to enter the menu. *TONE/PULSE ▶ 1TONE 2PULSE* shows in the display. The default setting is *"1 TONE"*.
3. Use the touch-tone pad or CALLER ID-VOLUME (▲ or ▼) to enter *1 TONE* or *2 PULSE*.

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4. Press the mute/menu OK button to confirm. You will hear a confirmation tone and your selection shows in the display.

Registration

Your packaged handset(s) are pre-registered and ready to use. It is not recommended that a handset be registered again unless absolutely necessary.

From the Handset Setup Menu:

1. Press the CALLER ID-VOLUME (▼ or ▲) button to scroll to the *REGISTRATION* sub-menu.
2. Press the mute/menu OK button to enter the menu. *REGISTRATION 1YES ▸ 2NO* shows in the display. The default setting is *2NO*.
3. Use the touch-tone pad to select 1 for **YES** or 2 for **NO**. Or use the CALLER ID-VOLUME (▼ or ▲) button to scroll to *1YES* or *2NO*.
4. If you select *1YES*, press the mute/menu OK button. *HOLD BASE PAGE FOR 5 SECONDS, THEN PRESS HANDSET PROGRAM* shows in the display. (Your handset should be held near the base during registration process.)
5. Press and hold the find button on the base unit, the charge/in use voicemail indicator flashes. Press the handset mute/menu OK button. *REGISTERING* shows in the display. *HANDSET X REGISTERED* shows in the handset display, where X is the handset number. You may now rename your handset. (Refer to Step 3 & 4 of Handset Name Section)

   NOTE: IF you are re-registering the handset through the handset menu; to rename your handset you must go to the Handset Name Section and start from the beginning step.

De-Registration

De-registration cancels registration. During the de-registration process, keep the handset near the base.

From the Handset Setup Menu:

1. Press the CALLER ID-VOLUME (▼ or ▲) button to scroll to the *DEREGISTRATION* sub-menu.
2. Press the mute/menu OK button to enter the menu. *DEREGISTRATION 1YES ▸ 2NO* shows in the display The default setting is *"2NO"*.

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3. Use the touch-tone pad to select 1 for **YES** or 2 for **NO**. Or use the CALLER ID-VOLUME (▾ or ▴) button to scroll to *1YES* or *2NO*.

   WARNING: It is not recommended that a handset be de-registered unless absolutely necessary because once a handset is de-registered, that handset's telephone features cannot be used until the handset is re-registered.

4. Select *2NO*, if you do not want to de-register.

5. If you select *1YES*, press the mute/menu OK button and *MOVE NEAR TO BASE* displays for 2 seconds, then *CONFIRM? 1YES 2NO* appears in the display.

6. Press the touch-tone pad to select *1YES* or *2NO*, or use the CALLER ID-VOLUME (▾ or ▴) button to scroll to *1YES* or *2NO*.

7. If you select YES, press the mute/menu OK button to confirm. *DE-REGISTER...* shows in the display. You will hear a confirmation tone. Then *HANDSET X DEREGISTERED* shows in the display to confirm the handset is deregistered.

   NOTE: When you complete the de-registration process, *HANDSET NEEDS REGISTRATION* shows in the display. To use the handset, you MUST re-register the handset using the Registration process.

Global De-registration

If one or more handsets becomes lost, you should de-register all handsets to ensure proper system operation.

   WARNING: It is not recommended that a handset be de-registered unless absolutely necessary because once a handset is de-registered, that handset's telephone features cannot be used until the handset is re-registered.

1. Disconnect power from the base by pulling the plug out of the back of the unit.

2. Press and hold the find button and while holding the find button reconnect the power.

3. Continue to hold the find button until the charge/in use voicemail light flashes rapidly.

4. Release the find button.

5. Press and release the find button on the base once. All handsets are de-registered and *HANDSET NEEDS REGISTRATION* shows in the display.

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Default Setting

As you become familiar with this system, you may prefer to use the system's original settings. Follow the steps below to return to the factory default settings.

From the Handset Setup Menu:

1. Press the CALLER ID-VOLUME (▼ or ▲) button to scroll to the *DEFAULT SETTING* sub-menu.
2. Press the mute/menu OK button to enter the menu. *DEFAULT SETTING 1YES 2NO* shows in the display. The default setting is *2NO*.
3. Use the touch-tone pad to select *1YES* or *2NO*, or use the CALLER ID-VOLUME (▼ or ▲) button to move the cursor to *1YES* or *2NO*.

   NOTE: If you choose *YES* all the settings in the programmable menu are returned to factory default setting.
4. Press the mute/menu OK button to save your selection. You will hear a confirmation tone.

Telephone Operation

Visual Indicators

Base

The charge/in use voicemail indicator on the base will flash to alert you to an incoming call, during paging, or if you have a message waiting from your service provider. The indicator will remain lit when a handset is in the base charging or when the line is in use.

Handset

The TALK and SPEAKER indicator buttons flash when you receive a call and remain lit during a call.

The keypad and CID will also light when a call is received.

VMWI / Visual Ringer Indicator on Handset

IMPORTANT: In order to use this unit's Voice Mail Waiting Indicator (VMWI) feature, you must subscribe to this service from your phone company.

The VMWI indicator on the top of the handset flashes when you receive a new message from your service provider. Also, it serves as a Visual Ringer function. It will flash when there is an incoming call.

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Speakerphone Operation.

NOTE: If you are using the speakerphone, remain close to handset so the party you are speaking to can hear you.

If you are using the handset and want to switch to the speakerphone, press the SPEAKER button, press END/cancel to end conversation.

If you are using the speakerphone and want to switch to the handset, press the TALK button, press END/cancel again to end conversation.

Making a Call

1. Press the TALK or SPEAKER button. Dial the desired number.

    - OR -

    Dial the number first, then press the TALK or SPEAKER button.

    - OR -

    Press the CALLER ID-VOLUME (▼ or ▲) button to select the desired record, then press the TALK or SPEAKER button.

2. When finished, press the END/cancel button to hang up.

    NOTE: You may enter up to 25 pre-dial digits.

    NOTE: If you want to delete the pre-dial number you entered, press the delete/intercom/conf button until all of the digits are erased.

Answering Calls

1. When the phone rings, press the SPEAKER button on the handset.

    - OR -

    Pick up the handset and press the TALK button.

2. When finished, press END/cancel to hang up.

NOTE: Adjust the handset volume by pressing the CALLER ID-VOLUME (▼ or ▲) button during a call.

Ignore The Incoming Call

With this feature, you can transfer all the incoming calls to the answering system. When the phone rings, press the END/cancel button on the handset. The answering system will answer the call for you.

Call Timer

After you press the TALK or SPEAKER button on the handset, the built-in call timer shows on the display and counts the length of time of the call in minutes and seconds.

Auto Standby

If you place the handset in the cradle while the handset is off the hook (during a call), the call is automatically disconnected.

Ringer Volume (Shortcut)

There are two ways to set the ringer volume. One is the traditional way as described in the Programming Functions; Handset Setup; Ringer Volume menus. The other one is this short cut to ringer menu.

1. Make sure the phone is **OFF** (not in TALK mode).
2. Press the #pause button to display *SET RINGER LEVEL 5*.
3. Use the CALLER ID-VOLUME (▼ or ▲) button to scroll to your selection. *LEVEL 5* is the default setting.
4. Press #pause button again to save and display the new selection for a few seconds.

Flash/Call Waiting

If you subscribe to the combined Call Waiting Caller ID service from your local telephone company, you will receive Caller ID information (if available) on Call Waiting calls. During a phone call, you will hear a beep to indicate another call is waiting on the line and Caller ID information for the waiting call shows on the handset display.

• To connect to the waiting call, press the TALK or SPEAKER button on the handset, and your original call is put on hold.
• To switch between the two calls, press the TALK or SPEAKER button.

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Last Number Redial

You may redial a number up to 25 digits long. To quickly redial the last number you dialed:

1. Press the TALK or SPEAKER button.

2. Press the redial/format button.

    -OR-

3. Press the redial/format button first, then use the CALLER ID-VOLUME (▼ or ▲) button to select the desired redial number.

    - Press the CALLER ID-VOLUME (▲) to review the oldest call and scroll toward the most recent calls (higher numbers).

    - Press the CALLER ID-VOLUME (▼) to review the newest call and scroll to older calls (lower numbers).

    NOTE: You may choose from three last dialed numbers.

4. Press the TALK or SPEAKER button. The number dials automatically.

If you get a busy signal and want to keep dialing the number, press the redial/format button to quickly redial the number.

Exit

Press the END/cancel button to exit a menu function and return to the standby screen.

Page

The page feature helps you locate a misplaced handset. To send and receive pages, all handsets must be registered. If your handset is not registered, follow the instructions in the Registration section of this manual.

Handset to Handset Paging
(applicable only with additional handsets)

1. Make sure the phone is **OFF** (not in TALK mode).

2. Press and release the delete/intercom/conf button on a handset. *PAGING EXTENSION?* shows in the display.

3. Use the touch-tone pad to enter the handset number you want to page.

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4. To cancel the page, press the END/cancel, delete/intercom/conf, or TALK button on the originating handset, or press the END/cancel button on the receiving handset.

Paging All Handsets from a Handset
(applicable only with additional handsets)

1. Make sure the originating phone is **OFF** (not in TALK mode).
2. Press and release the delete/intercom/conf button on a handset. ***PAGING EXTENSION?*** shows in the display.
3. Use the touch-tone pad to enter the handset number you want to page. (1= to page Handset 1, 2=to page handset 2, etc., and * tone=to page all handsets)
4. To cancel the page, press the END/cancel, delete/intercom/conf, or TALK button on the originating handset, or press the END/cancel button on the receiving handset.

Paging from the Base/Group Page

Use the base-only to page all registered handsets at the same time.
1. Press the find button on the base. All handsets beep for two minutes, and ***PAGING FROM BASE*** shows on each handset's display.
2. To cancel the page, press the find button on the base, or press the TALK button or the END/cancel button on each handset.

Mute

To have a private, off-line conversation, use the MUTE feature. The party on the telephone line cannot hear you, but you can hear them.
1. Press the mute/menu OK button. The handset display shows ***MUTE ON***.
2. Press the mute/menu OK button to cancel and return to your phone conversation.

Receiver Volume Control

When the handset is **ON** (in TALK mode) you may adjust the receiver volume by pressing the CALLER ID-VOLUME (▾ or ▴) button. There are five volume levels to choose from. When the maximum or minimum volume level is reached, the phone beeps twice. VOL 1 is minimum and VOL 5 is maximum.

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Do Not Disturb (D-N-D)

This feature allows you to turn off all the handset ringer(s) at once, by pressing one button at the base unit, even though the ringer volume of handset(s) has been preset.

1. In the standby mode, press the do not disturb button on the base.
2. The DND indicator will light and **DO NOT DISTURB** shows in each handset display.
3. To cancel, press the do not disturb button again.

   NOTE: You can press the do not disturb button and activate the function immediately, even when there is incoming call ringing in, or during call screening after the call is taken by the answerer.

Intercom Operation
(applicable only with additional handsets)

The intercom feature allows you to have a conversation with another registered handset without tying up the telephone line, allowing you to still receive incoming calls.

Making an Intercom Call

1. Make sure the handset is **OFF** (not in TALK mode).
2. Press the delete/intercom/conf button on the handset.
3. Use the touch-tone pad to select the handset you want to page.

   NOTE: To cancel page, press the delete/intercom/conf button again or the END/cancel button on the sending handset.

4. Wait for the person at the receiving handset to press the delete/intercom/conf button.

   NOTE: If the receiving handset does not answer within two minutes, the intercom call is automatically canceled. The originating handset displays *NO ANSWER*.

5. When finished, press the END/cancel button or delete/intercom/conf button on either handset to deactivate the intercom.

   NOTE: The system is expandable up to 6 handsets (by purchase of optional Model 28801 handset with recharge cradle). When 4 handsets are registered, the system can handle 2 separate intercom operations at once, for example, 1st handset intercoms with 2nd handset while 3rd handset intercoms with 4th handset.

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Receiving an Intercom Call

When you receive an intercom call, your handset beeps. To answer the call press the delete/intercom/conf button or TALK button.

Advanced Intercom Features

Receiving an Incoming Call During an Intercom Call

If you receive a telephone call during an intercom call, the intercom call is immediately terminated and both handsets ring. Either handset user may press the TALK or SPEAKER button to answer the call.

Using Intercom with External Telephone Calls

During a telephone call, you may use the intercom/paging function to page another handset and have an off line, private (two-way) intercom conversation. You may also have a three-way conversation between the external caller and the handsets, or you may transfer the external telephone call to another handset.

NOTE: Before you intercom/page another handset, you must decide whether you want to create a two-way or a three-way conversation.

Two-Way Calling

1. During an external call, press the delete/intercom/conf button, and use the touch-tone pad to enter the handset number you want to call.

   NOTE: The receiving handset presses the delete/intercom/conf button to answer the intercom call. Both intercom users may speak privately. The external caller will not hear the intercom conversation.

2. When finished, press the END/cancel button or delete/intercom/conf button to end the intercom call, return to the talk mode, and resume your original telephone conversation.

Three-Way Calling

1. During an external call, press the delete/intercom/conf button. ***LINE ON HOLD EXTENSION?*** shows in the display.

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2. Use the touch-tone pad to select Handset #. You will hear a paging tone and *PAGING* shows in the originating handset's display.

   NOTE: *PAGING FROM...* shows in the display on the receiving handset, and the receiving handset presses the delete/intercom/conf or TALK button to answer the intercom.

3. When the receiving handset connects, press the delete/intercom/conf button on the originating handset to conference with the receiving handset and the external caller. *CONFERENCE* shows in the display on the originating and receiving handsets.

   NOTE: A handset can enter conference mode directly by pressing TALK or SPEAKER on the second handset during a call.

Transferring External Calls to Other Handsets

During an external call, you may transfer the external call to another handset.

1. Press the delete/intercom/conf button on the originating handset to put an external call on hold, and then page the receiving handset.

2. Use the touch-tone pad on the handset to select Handset #. You will hear a paging tone. *PAGING* shows on the originating handset's display, and *PAGING FROM...* shows on the receiving handset's display.

3. When the receiving handset connects, press the TALK or SPEAKER button on the originating handset to transfer the call.
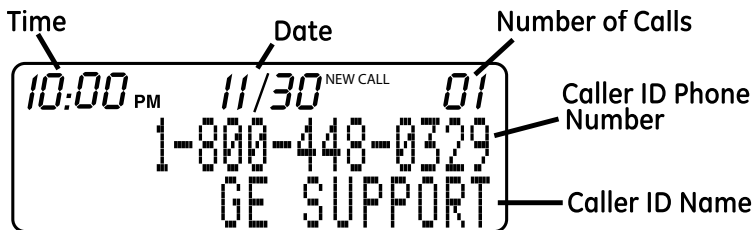
   > -OR-

4. Press the TALK or SPEAKER button on the originating handset to transfer the call. If the receiving handset does not answer within 30 seconds, the originating handset rings back and displays *CALLBACK*. If the originating handset does not answer within 30 seconds, the call is automatically dropped.

Caller ID (CID)

IMPORTANT: In order to use this unit's Caller ID features, 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.

This unit receives and displays information transmitted by your local phone company. This information can include the phone number, date, and time; or the name, phone number, date, and time.

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Time   Date   Number of Calls

```
10:00 PM   11/30 NEW CALL   01      Caller ID Phone
                                     Number
1-800-448-0329
                                     Caller ID Name
        GE SUPPORT
```

Call Waiting Caller ID

Provided you subscribe to Call Waiting Caller ID service from your phone company; if you receive an incoming call and you are using the GE multi handset system, a beep indicates the presence of a Call Waiting call on the line. The Call Waiting Caller ID information will be displayed and stored in the history of all handsets in the system.

• When you hear the call waiting beep in the handset receiver, press the TALK or SPEAKER button to put the current call on hold and answer the incoming call. Press TALK or SPEAKER again to return to the original call.

Receiving CID Records

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

Storing CID Records (In CID Memory)

If you are not at home or cannot answer, your telephone's Caller ID memory stores the data for the 40 most recent calls you received so you can see who called while you were unavailable. When the 41st call is received, the oldest Caller ID record (1st call) is automatically deleted.

You may review the stored information at any time. Calls received since your last review show as *NEW* in the display. Calls that have not been previously reviewed but were received from the same number more than once show as *REPT* in the display.

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Reviewing CID Records

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

1. Make sure the phone is **OFF** (not in TALK mode).
2. Press the CALLER ID-VOLUME (▼) button to review the newest CID record.
3. Press the CALLER ID-VOLUME (▲) button to review the oldest CID record first.

Dialing a CID Number

1. Make sure the phone is **OFF** (not in TALK mode).
2. Use the CALLER ID-VOLUME (▼ or ▲) button to display the desired record.
3. Press the TALK or SPEAKER button. The number dials automatically.

   NOTE: Depending on (a) how the incoming caller's phone number is formatted when it is received, and (b) whether or not you previously pre-programmed your local area code into the set up menu, you may need to adjust the format of the incoming caller's stored phone number before making the call, press the redial/format button to adjust the number, and try again.

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

Storing CID Records in Internal Memory

You may also store CID information in the phone's internal memory.

   NOTE: It is important that you format CID records correctly BEFORE storing in internal memory as you cannot reformat CID records stored in memory.

1. Make sure the phone is **OFF** (not in TALK mode).
2. Use the CALLER ID-VOLUME (▼ or ▲) button to scroll to the desired CID record.

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3. Press mute/menu OK button to go to the main menu.
4. Press CALLER ID-VOLUME (▼ or ▲) button to scroll to **PHONEBOOK**.
5. Press mute/menu OK button to store the number.

   NOTE: Press the END/cancel button once to keep the previous setting (making no changes) and return to the menu.
   NOTE: If the selected CID record contains any information that is non-numeric, the unit will not allow this record to transfer to the internal user memory. The handset will display *UNABLE TO STORE*.

Deleting a CID Record

1. Make sure the phone is **OFF** (not in TALK mode).
2. Use the CALLER ID-VOLUME (▼ or ▲) button to display the CID record you want to delete.
3. Press the delete/intercom/conf button. The display shows **DELETE CALL ID?**
4. Press the delete/intercom/conf button to erase the record showing in the display. The display shows **DELETED**.

   NOTE: Press the END/cancel button to return to the standby mode without deleting any CID records.

Deleting All CID Records

1. Make sure the phone is **OFF** (not in TALK mode).
2. Use the CALLER ID-VOLUME (▼ or ▲) button to display any Caller ID record.
3. Press and hold the delete/intercom/conf button until **DELETE ALL?** shows in the display.
4. Press delete/intercom/conf button to erase all of the current CID records. The display shows **DELETED** followed by **NO CALLS**.

   NOTE: Press the END/cancel button to return to the standby mode without deleting any CID records.

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Answering System Operation

This section discusses the buttons and features on the answering system.

Message Counter Indicator

The message counter gives you a numeric display of how many messages you have. The new message indicator flashes to indicate you have new messages. See below for the details.

a) Message counter has a number displayed without flashing - No new messages. Shows total number of old messages.

b) Message counter has a flashing number displayed - There are new messages. Shows total number of old and new messages.

c) Message counter has bars (- -) - Answerer is off.

d) Message counter has an "F" flashing on the display - Memory is full.

e) Message counter has a "CL" flashing on the display - Clock is not set since power up or after power failure.

f) Message counter has six horizontal bars flashing on the display - MEMO recording.

g) Message counter has a "An" flashing on the display - Answering incoming calls and recording an incoming call.

h) Message counter has "LA" - The answering system is being accessed remotely.

NOTE: While the messages are playing, the message counter will display the messages in the order they were received.

NOTE: The maximum recording time for each message is 3 minutes and the total recording time of this unit is 12 minutes.

Leaving a Message/Memo

Use the memo feature to leave a message.

1. Press and hold the memo button.

2. Begin speaking after you hear "*RECORD MESSAGE*" and start tone.

3. Release the memo button when you are finished recording the memo.

NOTE: Maximum recording time for memo is 3 minutes.

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Screening Calls from the Base

1. When the answering system answers the call, listen while the caller leaves a message (to determine who is calling).
2. To speak to the caller, pick up the handset, and press the TALK or SPEAKER button.

The answering system automatically stops recording when you activate the handset or pick up an extension phone.

TIP: Make sure the volume on the base is set loud enough to hear your incoming calls.

Message Playback

The message counter lets you know when you have message(s) or new message(s). To play the messages, press the PLAY/STOP button.

While a message is playing, you may do the following:

- Press the corresponding PLAY/STOP button to stop the message playback.
- Press and release speed button to listen to the message playback at half of its normal speed. Press again to cancel and return to standard playback mode.
- Press and release the repeat button to restart the current message.
- Press and release the repeat button twice to go to the previous message.
- Press and release the skip button to go to the next message.
- Press the delete button to erase the current message.

Memory Full

When the answering system memory is full, the system answers after 10 rings. You should erase some messages so the answering system may record new messages.

Erasing Messages

You may erase messages in the following three ways:

To erase a message while it is playing

1. Press and release PLAY/STOP button.
2. Press the repeat and skip buttons to select and play the message you want to erase.

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3. Press the delete button, the current message is erased, and the next message plays.

To erase all previously played Messages in a mailbox

1. Make sure the phone is **OFF** (not in TALK mode)
2. Press and hold the delete button until "***ALL OLD MESSAGES ERASED***" is announced.

To erase a message from the handset :

1. Press the mute/menu OK button to go to the main menu.
2. Press the CALLER ID-VOLUME (▾ or ▴) button to scroll to ***ANSWERER***.
3. Press the mute/menu OK button to enter the menu, press the CALLER ID-VOLUME (▾ or ▴) to select **HANDSET ACCESS** submenu.
4. Press the mute/menu OK button to access the answering system. ***ANSWERER REMOTE ACCESS*** shows on the display.
5. Press the play/stop (key 2) on the handset.
6. Press the erase (key 0) on the handset to erase a message during playback.
   NOTE: Erased messages cannot be restored.

Remote Access

You may access the answering system with the cordless handset or from any tone-dial compatible telephone.

Cordless Handset

Use the corresponding handset keys just like you would use the base buttons (see "Answering System Setup"). The button functions are located on the handset above each number key. For example, to play messages:

1. Press the mute/menu OK button to go to the main menu.
2. Press the CALLER ID-VOLUME (▾ or ▴) button to scroll to ***ANSWERER***.
3. Press the mute/menu OK button to enter the menu, press the CALLER ID-VOLUME (▾ or ▴) to select **HANDSET ACCESS** submenu.
4. Press the mute/menu OK button to access the answering system. ***ANSWERER REMOTE ACCESS*** shows on the display.
• Press the PLAY/STOP button to play the message.
• When you are finished listening to your messages, press the END/cancel button to exit.

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Screening Calls from the Handset

Use the handset to screen calls even when you can't hear the answering system.

When the answering system picks up:

1. Press the mute/menu OK button to go to the main menu.
2. Press the CALLER ID-VOLUME (▼ or ▲) button to scroll to **ANSWERER**.
3. Press the mute/menu OK button to enter the menu, press the CALLER ID-VOLUME (▼ or ▲) to select **HANDSET ACCESS** submenu.
4. Press the mute/menu OK button to access the answering system.
5. Listen as the caller leaves a message.
6. Press the TALK or SPEAKER buttons to speak to the person or press the END/cancel button to stop screening the call.

Accessing the Answering System from Another Location

You can access your answering system from any touch-tone phone by entering your 3-digit security code during the playing of outgoing announcement or after you hear the outgoing announcement.

1. Dial the telephone number to which the answering system is connected.
2. While the outgoing announcement is playing, enter the security code "123"
      -OR-
   After the announcement has played and you hear a tone, enter security code "123"
3. Follow the voice menu to use the answering system's remote functions.

The remote feature lets you perform the following functions:

To	*Press this button*
Review message	1
Play back messages	2
Stop message playback	2
Erase message	0 (during message playback)
Skip message	3
Turn off/on answerer	4
Review voice menu options	7

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Memory Full

When the answering system memory is full, the system answers after 10 rings, beeps and waits for you to enter the 3-digit security code. If you don't enter the security code within 8 seconds, the phone hangs up.

You should erase some messages so the answering system can record new messages.

NOTE: The unit also answers after the 10th ring if it is turned off. To access the answering system, enter your 3-digit security code.

Belt Clip and Optional Headset

Connecting the Belt Clip

1. To attach the belt clip, insert the sides of the belt clip into the slots on each side of the handset.
2. Snap the ends of the belt clip into place.

Connecting an Optional Headset to the Handset

Each handset can be used with an optional headset hands free operation.

1. Connect the headset to the headset jack on the side of the handset. The handset receiver and microphone are disabled when the headset is connected.
2. Adjust the headset to rest comfortably on top of your head and over your ear. Move the microphone to approximately two to three inches from your mouth.
3. Press the TALK button to answer a call or make calls using the headset.
4. To return to normal operation, unplug the headset from the jack.

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Changing the Battery

CAUTION: To reduce the risk of fire or personal injury, use only the Thomson Inc. approved Model 5-2814 Nickel-metal Hydride battery (Ni-MH), which is compatible with this unit.

1. Make sure the telephone is **OFF** (not in TALK mode) before you replace the 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.

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Display Messages

The following messages shows the status of the phone, provides Caller ID information, or helps you set up and use your phone.

ANSWERER REMOTE ACCESS Indicates the answering system is being accessed remotely.

ANSWERING CALL Indicates the answering system is answering the incoming call.

BLOCKED NUMBER Indicates the person is calling from a number which is blocked from transmission.

CHARGING... Indicates the handset needs to charge for a period of time before it can resume normal function.

DELETE ALL? Prompt asking if you want to erase all CID records.

DELETE CALL ID? Prompt asking if you want to erase the CID record showing on the display.

DELETE? Prompt asking if you want to erase one of the 50 records stored in the phone's memory.

DUPLICATE NUMBER Under VIP melody feature, if the desired number/record was selected in any one of TEN VIP melody records before, *DUPLICATE NUMBER* shows in the display.

END OF LIST Indicates that there is no additional information in CID memory.

ENTER NAME Prompt telling you to enter a name in one of the 50 memory locations.

ENTER TEL NUMBR Prompt telling you to enter a telephone number in one of the 50 memory locations.

NEW Indicates call or calls which have not been reviewed.

HANDSET NAME Prompt telling you to enter the user name for the registered handset.

HANDSET NEEDS REGISTRATION Indicates you must register a non-registered handset prior to use.

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INCOMPLETE DATA	Caller information is interrupted during transmission or the phone line is excessively noisy. Indicates no CID information was received, you are not subscribed to CID service, or CID service is not working.
LINE IN USE	Displays on handset while the line is in use.
LONG DISTANCE	Indicates CID record is from a long distance call.
LOW BATTERY	Indicates the battery needs to be charged.
NEW VOICE MAIL	Indicates voice mail has not been retrieved from service provider.
CALL SCREENING	Indicates you may use the handset to screen calls before answering the call.
MSG WAITING OFF	Indicates voice mail has been retrieved from service provider.
NEW CALL XX	XX represents the number of new CID records not reviewed.
NO CALLS	Indicates there are no CID records in memory.
NO USER MEMORY	Indicates the memory location contains no user memories and the user is trying to mark a specific user record for VIP MELODY.
OUT OF RANGE	May indicate handset is too far away from the base or that the power has been interrupted. Move closer and check connections.
PAGING or PAGING FROM	Someone pressed the find button on the base or delete/intercom/conf button on the handset.
REPT	Indicates a repeat call message. Indicates a new call from the same number was received more than once.
SEARCHING	Indicates handset is searching for the base.
SPKR	Indicates the handset is in speakerphone mode.
UNKNOWN CALLER/ NAME/NUMBER	Indicates incoming call is from an area not serviced by CID or the CID information was not sent.

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Answering System Display Messages

The following messages show the status of the answering system or help you set up and use the system.

0-59	Indicates the total number of messages.
CL (blinking)	The voice time/day stamp needs to be set.
- -	Answering system is turned off.
An (blinking)	The system is answering a call.
F (blinking)	Answering system memory is full.
Six bars (blinking)	The system is recording a memo or an announcement.
LA (Line Access)	External line remote answering system.

Handset Sound Signals

Signal	*Meaning*
A long warbling tone (with ringer on)	Signals an incoming call
Three short beeps (several times)	Page signal
One beep every 7 seconds	Low battery warning

Troubleshooting Guide

Telephone Solutions

No dial tone

- Check or repeat installation steps:
  Make sure the base power cord is connected to a working electrical outlet.
  Make sure the telephone line cord is connected to the base and the wall jack.
- Connect another phone to the same jack. If it doesn't work, the problem might be your wiring or local service.
- The handset may be out of range of the base. Move closer to the base.

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- Make sure the battery is properly charged (for 16 hours).
- Make sure the battery pack (in the handset) is properly installed.
- The handset should beep when you press the TALK button, and the charge indicator on the base should be lit when the handset rests in the cradle. If not, the battery may need to be charged.
- Place handset in charge cradle for at least 20 seconds to reset the unit.

Handset does not ring
- Make sure the handset ringer software switch is set to on.
- The handset may be out of range of the base. Move closer to the base.
- You may have too many extension phones on your line. Try unplugging some extensions.
- Check for a dial tone.

You experience static, noise, or fading in and out
- The handset may be out of range of the base. Move closer to base.
- Make sure base is not plugged into an electrical outlet with another household appliance. If necessary, relocate the base.
- Charge the battery (for 16 hours).

Unit beeps
- Clean the charging contacts on the cordless handset and base 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 power adaptor from the electrical outlet and the back of the base. Remove the handset battery. Wait for 30 seconds and plug the power adaptor back into the base and electrical outlet. Reconnect the battery and charge for 16 hours.

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Caller ID Solutions

No Display
- Charge the battery (for 16 hours). Or replace the battery.
- Make sure the unit is connected to a non-switched electrical outlet. Disconnect the power adaptor from the base and reconnect it.

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

No Caller ID
- You must be subscribed to the standard Name/Number Caller ID service from your local telephone company to receive CID information.

Battery Solutions

If you experience any of the following problems, even after recharging the battery, you may need to replace the battery pack:
- Short talk time
- Poor sound quality
- Limited range
- Charge indicator fails to turn on

Answering System Solutions

Can't hear messages, beep, etc.
- Adjust speaker volume.

Time/Day setting stuck at 12 a.m Mon.
- Set the time clock.

Answers on 10th ring
- Make sure answering system is turned on.
- Answering system memory may be full. Erase some messages.

Incoming messages are incomplete
- An extension phone may have been lifted as a message is received.
- Answering system memory is full. Erase some messages.

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- You may have accidently pressed the play/stop button during playback and stopped the message.

Won't respond to remote commands

- You must use a tone-dial phone. This phone does not support pulse (rotary) dialing.
- Make sure to enter the correct security code.
- Did unit hang up? If you take no action for a period of time, it automatically hangs up.

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.

General Product Care

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

- Avoid dropping the handset, as well as other rough treatment to the phone.
- Clean the phone with a soft cloth.
- Never use strong cleaning agents, paint thinner, abrasive powder, alcohol, or other chemical products to clean the unit. Doing so 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 base with a clean pencil eraser.

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Warranty

Thomson Multimedia Ltd., warrants to the purchaser or gift recipient that if any manufacturing defect becomes apparent in this product within 1 year from the original date of purchase, it will be replaced free of charge, including return transportation.

This warranty does not include damage to the product resulting from accidents, misuse or leaking batteries.

Should your product not perform properly during the warranty period, either:

1. Return it to the selling dealer with proof of purchase for replacement,
        OR
2. Call 1-800-522-0338 (English) or 1-800-522-0445 (French) for instructions concerning where to mail the product.

The provisions of this written warranty are in addition to and not a modification of or subtraction from the statutory warranties and other rights and remedies contained in any applicable legislation, and to the extent that any such provisions purport to disclaim, exclude or limit any such statutory warranties and other rights and remedies, such provisions shall be deemed to be amended to the extent necessary to comply therewith.

Attach your sales receipt to this booklet for future reference. This information is required if service is needed during the warranty period.

PURCHASE DATE _____

NAME OF STORE _____

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Accessory Information

DESCRIPTION	MODEL NO.
Handset Replacement Battery	5-2814
AC Power adaptor	5-2812
Belt Clip	5-2813
Headset	5-2425
Accessory Handset w/Charge Cradle	28801

To order, call the nearest distributor for your area;

Ontario: (905) 624-8516   **Manitoba: (204) 783-2088**
British Columbia: (604) 438-8001   **Quebec: (514) 352-9071**

A shipping and handling fee will be charged upon ordering. It is 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.

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