

# Model 21905 Series True Digital User's Guide



Your new GE telephone system is **EXPANDABLE up to a total of 4 handsets (by purchase of optional Model 21920 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.

## 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 Numbers** is located on the cabinet bottom.

## Licensing

Licensed under US Patent 6,427,009.

## Hearing Aid Compatibility (HAC)

This telephone system meets FCC/Industry Canada standards for Hearing Aid Compatibility.

## 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."

## Introduction

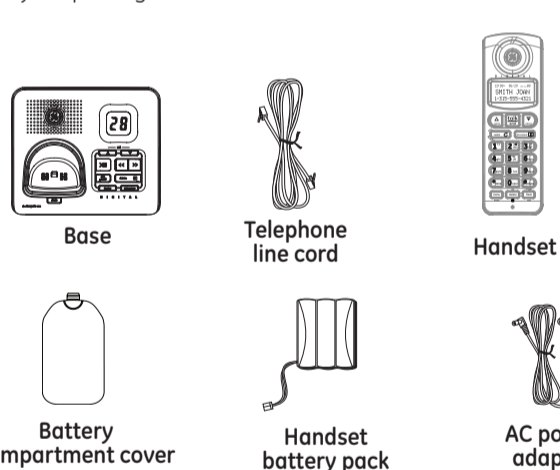
**CAUTION:** When using telephone equipment, there are basic safety instructions that should always be followed. Refer to the **IMPORTANT SAFETY INSTRUCTIONS** provided with this product and save them for future reference.

**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 21905xx-1)

Make sure your package includes the items shown here.



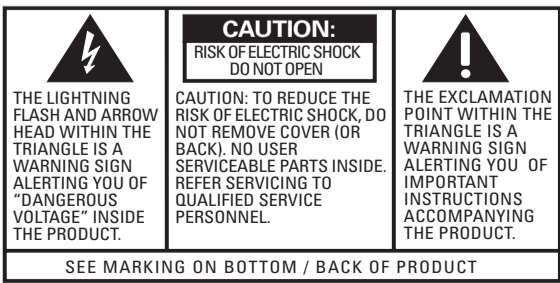
For **Model 21905xx2** there will be **ONE** additional handset, charge cradle, battery pack and cover than shown above.

For **Model 21905xx3** there will be **TWO** additional handsets, charge cradles, battery packs and covers than shown above.

For **Model 21905xx4** there will be **THREE** additional handsets, charge cradles, 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.



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

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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 2.4 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 2.4 GHz frequency for communication include wireless audio/video senders, wireless computer networks, multi-handset cordless telephone systems, and some long-range cordless telephone systems.

### 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

## Installing the Phone

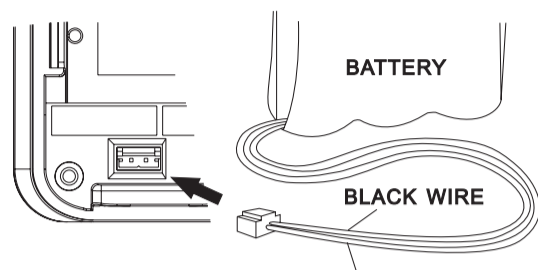
### Installing the Handset Battery

**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 5-2721 Nickel-metal Hydride battery (Ni-MH), which is compatible with this unit.

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

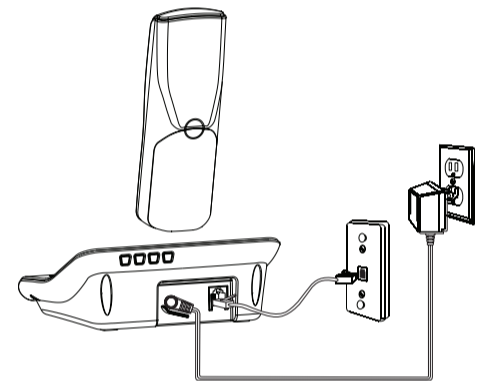
**NOTE:** To ensure proper battery installation, the connector is keyed and can be inserted only one way.



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

### Base Station

- 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.
- 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.
- Plug the AC power converter into the electrical outlet and the DC connector into the jack on the back of the base.



- Place the handset in the base cradle. The charge/in use indicator turns on, verifying the battery is charging.
- 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 5-2760 power adaptor listed in the user's guide. This power adaptor is intended to be correctly orientated in a vertical or floor mount position.

## 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.

### Setting the Voice Prompt Language

The default voice prompt language is English.

To change the answering system's voice prompt language,

- Press the language button on front of base to change to the FRENCH voice prompt. The unit announces "OPTION FRANCAISE" and Fr shows in the message counter.
- Press the language button again to change to the SPANISH voice prompt. The unit announces "SELECCION ESPANOL" and SP shows in the message counter.

**NOTE:** To change to English, press the language button again. En shows in the message counter.

**NOTE:** In remote access mode, the system follows the selected language. The voice prompt language cannot be switched remotely.

### Voice Time/Day Stamp and Real Time Clock

The default voice prompt language is ON.

- Make sure the answering system is ON.
- Press and hold the day/check button to set the day of the week.
- Press and hold the hour button to set the hour (a.m. or p.m.). Example: 12AM, 1AM, or 12PM, 1PM.
- Press and release the min button to advance the clock in one minute intervals. Press and hold to increase by 5-minute increments.
- After the time is set, the real time clock will be displayed on the handset within 1 minute.

**NOTE:** You must set the day manually. You may choose to set the time manually as well, although the time is automatically transmitted by your local phone company as part of Caller ID service. If you subscribe to Caller ID service, the current time is set automatically when you receive your first CID record.

### Speaker Volume

Use the cid/vol (▲ or ▼) buttons to adjust speaker volume on the base to a comfortable level. L1 is the minimum speaker volume and L8 is the maximum.

### Voice Instruction

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

### Recording the Outgoing Announcement

If you choose not to record an outgoing announcement, a default announcement plays instead. For best results when recording, you should be about nine inches from the microphone, and eliminate as much background noise as possible.

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

**NOTE:** 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.

**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.



### Handset Setup

- Make sure your phone is OFF (not in talk mode).
- Press the menu/mute button to go to the main menu. **HANDSET SETUP** shows in the display.
- Press menu/mute button to confirm and you may program the following items: Set Language, Handset Name, Ringer Tone, Ringer Volume, Key Tone, Message Alert, Ring to Answer, Security Code, Area Code, Tone/Pulse, Registration, Deregistration and Default Setting.
- Use the touch-tone pad to enter your new 3-digit security code.
- Press the menu/mute button to confirm.

### Language

#### From the Handset Setup Menu:

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

### Handset Name

#### From the Handset Setup Menu:

- Press the cid/vol (▲ or ▼) button to scroll to the **HANDSET NAME** sub-menu.
- Press menu/mute button to enter the menu. **HANDSET NAME** shows in the display.
- 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 L, 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/int button to backspace and delete one character at a time.

- Press the menu/mute 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.

#### From the Handset Setup Menu:

- Press the cid/vol (▼ or ▲) button to scroll to the **RINGER TONE** sub-menu.
- Press menu/mute button to enter the menu. **SET RINGER TONE 01** shows in the display. 01 is default setting.
- Use the cid/vol (▼ or ▲) button to scroll to the desired setting (1 through 10). You will hear a sample of the ringer tone you select.
- Press the menu/mute 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:

- Press the cid/vol (▼ or ▲) button to scroll to the **RINGER VOLUME** sub-menu.
- Press menu/mute button to enter the menu. **SET RINGER 1HI 2LOW 3OFF** shows in the display.
- Use the touch-tone pad on the handset to select 1, 2 or 3, or use the cid/vol (▼ or ▲) button to scroll to your selection. HI is the default setting.

- Press the menu/mute 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.

### Key Tone

#### From the Handset Setup Menu:

- Press the cid/vol (▼ or ▲) button to scroll to the **KEY TONE** sub-menu.
- Press menu/mute button to enter the menu. **SET KEY TONE 1ON 2 OFF** shows in the display.
- Use the touch-tone pad on the handset to select 1 or 2, or use the cid/vol (▼ or ▲) button to scroll to your selection. 1ON is the default setting.
- Press the menu/mute button to confirm.

### Message Alert

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

#### From the Handset Setup Menu:

- Press the cid/vol (▼ or ▲) button to scroll to the **MESSAGE ALERT** sub-menu.
- Press menu/mute button to enter the menu. **NEW MSG ALERT 1ON 2 OFF** shows in the display.
- Use the touch-tone pad on the handset to select 1 or 2, or use the cid/vol (▼ or ▲) button to scroll to your selection. 2OFF is the default setting.
- Press the menu/mute button to confirm.

### Ring 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 Handset Setup Menu:

- Press the cid/vol (▼ or ▲) button to scroll to the **RING TO ANSWER** sub-menu.
- Press menu/mute button to enter the menu. **RING TO ANSWER 3 4 5 6 TS** shows in the display.
- Use the cid/vol (▼ or ▲) button to select from 3 to 6 rings or the Toll Saver (TS).
- Press the menu/mute button to confirm.

**NOTE:** If you select TOLL SAVER (TS), the unit answers after the 3rd ring if there are NEW messages in the answering system, OR the unit answers after the 5th ring if there are NO new messages. Then, when you access the answering system from another remote location, you may hang up after 4 rings to save long distance charges.

### 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 Handset Setup Menu:

- Press the cid/vol (▼ or ▲) button to scroll to the **SECURITY CODE** sub-menu.
- Press menu/mute button to enter the menu. **SECURITY CODE 1 2 3** shows in the display.
- Use the touch-tone pad to enter your new 3-digit security code.
- Press the menu/mute button to confirm.

### Area Code

#### From the Handset Setup Menu:

- Press the cid/vol (▼ or ▲) button to scroll to the **AREA CODE** sub-menu.
- Press menu/mute button to enter the menu. **SET AREA CODE --** shows in the display.
- Use the touch-tone pad to enter your 3-digit area code.
- Press the menu/mute 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/int when SET AREA CODE shows in the display.

### Tone/Pulse

#### From the Handset Setup Menu:

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

- Press the cid/vol (▼ or ▲) button to scroll to the **REGISTRATION** sub-menu.
- Press the menu/mute button to enter the menu. **REGISTRATION 1YES ▶ 2NO** shows in the display. The default setting is "2NO".
- Use the touch-tone pad to select **1 for YES** or **2 for NO**. Or use the cid/vol (▼ or ▲) button to scroll to **1YES** or **2NO**.
- If you select **1YES**, press the menu/mute button. **HOLD BASE PAGE WAIT FOR BEEP** shows in the display. (Your handset should be held near the base during registration process.)
- Press and hold the page button on the base unit until the charge/in use indicator flashes. You will hear a confirmation tone and **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

This feature allows you to remove a registered handset from base. During the de-registration process, keep the handset near the base.

#### From the Handset Setup Menu:

- Press the cid/vol (▼ or ▲) button to scroll to the **DEREGISTRATION** sub-menu.
- Press the menu/mute button to enter the menu. **DEREGISTRATION 1YES ▶ 2NO** shows in the display. The default setting is "2NO".
- Use the touch-tone pad to select **1 for YES** or **2 for NO**. Or use the cid/vol (▼ 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.

- Select **NO**, if you do not want to de-register.
- If you select **1YES**, press the menu/mute button and **MOVE NEAR TO BASE** displays for 2 seconds, then **CONFIRM? 1YES 2NO** appears in the display.
- Press the touch-tone pad to select **1YES** or **2NO**, or use the cid/vol (▼ or ▲) button to scroll to **1YES** or **2NO**.
- If you select YES, press the menu/mute 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. Follow the steps below to de-register all handsets at the same time.

**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.

- Press and hold the page button on the base until the **CHARGE/IN USE** indicator on the base flashes.
- Press and hold the page button on the base again until the **CHARGE/IN USE** indicator on the base flashes rapidly.
- Press and release the page button on the base once.
- All handsets are de-registered and **HANDSET NEEDS REGISTRATION** shows in the display.

### 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:

- Press the cid/vol (▼ or ▲) button to scroll to the **DEFAULT SETTING** sub-menu.
- Press the menu/mute button to enter the menu. **DEFAULT SETTING 1YES 2NO** shows in the display. The default setting is "2NO".
- Use the touch-tone pad to select **1YES** or **2NO**, or use the cid/vol (▼ 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.

- Press the menu/mute button to save your selection. You will hear a confirmation tone.

### Telephone Operation

#### Visual Indicators

##### Charge/In use Indicator on Base

The charge/in use 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.

### Making a Call

4. Wait for the person at the receiving handset to press the delete/int 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 flash/exit button or delete/int button on either handset to deactivate the intercom.

**NOTE: The system is expandable up to 4 handsets (by purchase of optional Model 21920 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.**

### Receiving an Intercom Call

When you receive an intercom call, your handset beeps. To answer the call press the delete/int button or talk/end 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 phones ring. Either handset user may press the talk/end 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.

#### Two-Way Calling

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

**NOTE: The receiving handset presses the delete/int 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 flash/exit button or delete/int 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/int button. *LINE ON HOLD EXTENSION?* shows in the display.

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/int or talk/end button to answer the intercom.**

3. When the receiving handset connects, press the redial/format/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/end on the second handset during a call.**

#### Call Transfer

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

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

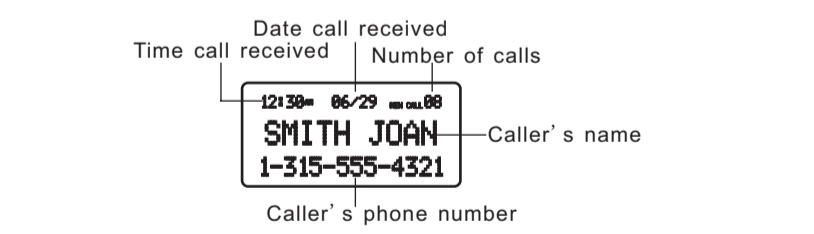
2. Use the touch-tone pad on the handset to select Handset #. You will hear a paging tone. *PAGING* shows on the originating handset's display, and *PAGING FROM...* shows on the receiving handset's display.

3. When the receiving handset connects, press the talk/end button on the originating handset to transfer the call.

## 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.



### 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 flash/exit button to put the current call on hold and answer the incoming call. Press flash/exit 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.

### 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:

- Make sure the phone is **OFF** (not in talk mode).
- Press the cid/vol ( **v** ) button to review the newest CID record.
- Press the cid/vol ( **▲** ) button to review the oldest CID record first.

### Dialing a CID Number

- Make sure the phone is **OFF** (not in TALK mode).
- Use the cid/vol ( **v** or **▲** ) button to display the desired record.
- Press the talk/end 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/conf button to adjust the number, and try again.**

Available formats include:

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

- Make sure the phone is **OFF** (not in talk mode).
- Use the cid/vol ( **v** or **▲** ) button to scroll to the desired CID record.
- Press the phonebook button to display *SELECT MEMORY 01-50*.
- Use the touch-tone pad to enter a memory location to store the number in that memory location. You will hear a confirmation tone.

**NOTE: If the memory location is occupied, *REPLACE MEMO?* is displayed, and you must confirm replacement by pressing the phonebook button.**

**NOTE: Press the flash/exit 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*.**

### To Replace a Stored CID Record

1. Repeat steps 1 through 3 in Storing CID Records in Internal Memory. After you enter the memory location, *REPLACE MEMO?* shows in the display.

2. Press the phonebook button again, and the new CID record replaces the old memory in that location. You will hear a confirmation tone.

### Deleting a CID Record

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

2. Use the cid/vol ( **v** or **▲** ) button to display the CID record you want to delete.

3. Press the delete/int button. The display shows *DELETE CALL ID?*

4. Press the delete/int button to erase the record showing in the display. The display shows *DELETED*.

**NOTE: Press the flash/exit button to return to the standby mode without deleting any CID records.**

### Deleting All CID Records

- Make sure the phone is **OFF** (not in TALK mode).
- Use the cid/vol ( **v** or **▲** ) button to display any Caller ID record.
- Press and hold the delete/int button until *DELETE ALL?* shows in the display.
- Press delete/int button to erase all of the current CID records. The display shows *DELETED* followed by *NO CALLS*.

**NOTE: Press the flash/exit button to return to the standby mode without deleting any CID records.**

## Memory

Each handset can store up to fifty 20-digit numbers with up to 15-character names in memory for quick dialing. This memory feature is in addition to the CID memory log, which stores up to 40 CID records in each handset.

### Storing a Name and Number in Phonebook

- Make sure the phone is **OFF** (not in talk mode).
- Press the phonebook button to display *SELECT MEMORY 01-50*.
- Press the desired memory location button (01 through 50) or use the cid/vol ( **v** or **▲** ) button to scroll to desired the memory location.

**NOTE: If the memory location is occupied, the memory location number and stored name and telephone number shows in the display. If the memory location is empty, *EMPTY* shows in the display.**

4. Press the phonebook button. The display shows *ENTER NAME*.

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 1. 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 1; 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/int button to backspace and erase the wrong character(s) or number(s).**

6. Press the phonebook button to confirm and save the record. The display shows *ENTER TEL NUMBR*.

- Make sure the phone is **OFF** (not in talk mode).
  - Press the cid/vol ( **v** ) button to review the newest CID record.
  - Press the cid/vol ( **▲** ) button to review the oldest CID record first.
- NOTE: The system treats PAUSES as delays or spaces in the dialing sequence.**

### Storing the Last Number Dialed

You may transfer all three redial numbers to internal user memory.

- Make sure the phone is **OFF** (not in TALK mode).
- Press redial button to display the most recent redial number.
- Use the cid/vol ( **v** or **▲** ) button to scroll to desired redial number.
- Press phonebook button to display *SELECT MEMORY 01 - 50*.
- Use touch-tone pad to enter two digit desired memory location (01 through 50). Display will show *ENTER NAME*.
- Follow step 5 in the "Storing a Name and Number in Phonebook" section to enter name.

**NOTE: If the memory location is occupied, *REPLACE MEMO?* is displayed, and you must confirm replacement by pressing the phonebook button.**

- Press phonebook button to save.
- To enter another name and number in a different memory location, return to step 2 and repeat the process.

**NOTE: If the redial number has more than 20 digits, it cannot be stored in memory.**

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

Press the #pause/ringer 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.

### Reviewing Records Stored in Phonebook

- Make sure the phone is **OFF** (not in talk mode).
- Press the phonebook button to display *SELECT MEMORY 01-50*.
- Press the cid/vol ( **v** or **▲** ) buttons to scroll the records, or use the handset's touch-tone pad to enter the memory location number.

### Changing Records Stored in Phonebook

Follow the procedure for Storing Names and Numbers in Phonebook, except replace a stored telephone number with a new one.

## Deleting Records Stored in Phonebook

- Make sure the phone is **OFF** (not in talk mode).
- Press the phonebook button to display *SELECT MEMORY 01-50*.
- Press the cid/vol ( **v** or **▲** ) button to scroll to the record you want to delete or use the touch-tone pad to enter the desired memory location.
- Press the delete/int button to mark the record for deletion. The display shows *DELETE?*
- Press the delete/int button to delete the record. *DELETED* shows in the display.

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

### Dialing a Number from Phonebook

- Make sure the phone is **ON** (in talk mode) by pressing the talk/end button.
- Press the phonebook button to display *MEMO # - -*.
- Use the touch tone pad to enter the memory location number. The number dials automatically.

-OR-

- Make sure the phone is **OFF** (not in talk mode).
- Press the phonebook button to display *SELECT MEMORY 01-50*.
- Press the memory location for the phone number you want to dial, or use the cid/vol ( **v** or **▲** ) button to scroll to the number you want to dial.
- Press the talk/end button. The number dials automatically.

### Chain Dialing from Memory

Use this feature to make calls from records stored in memory which require a sequence of numbers, such as a calling card number used for a frequently called long distance number. The following example shows how you can store each part of the dialing sequence and use chain dialing to make a call through a long distance service:

<i>The Number For</i>	<i>Memory Location</i>
Long Distance Access Number	7
Authorization Code	8
Frequently called long distance number	9

- Make sure the phone is **ON** (in talk mode) by pressing the talk/end button.
- Press the phonebook button, and then press 07.
- When you hear the access tone, press the phonebook button, and then press 08.
- At the next access tone, press the phonebook button and then 09.

## 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.

- Message counter has a number displayed without flashing - No new messages. Shows total number of old messages.
- Message counter has a flashing number displayed - There are new messages. Shows total number of old and new messages.
- Message counter has bars ( -- ) - Answerer is off.
- Message counter has an "F" flashing on the display - Memory is full.
- Message counter has a "C" flashing on the display - Clock is not set since power up or after power failure.
- Message counter has six horizontal bars flashing on the display - MEMO recording.
- Message counter has a "An" flashing on the display - Answering incoming calls and recording an incoming call.
- Message counter has "LA" - The answering system is being accessed remotely.
- Message counter has "En" on the display - English is selected as the current voice prompt during language selection.
- Message counter has "Fr" on the display - French is selected as the current voice prompt during language selection.
- Message counter has "SP" on the display - Spanish is selected as the current voice prompt during language selection.

**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.

- Press and hold the memo button.
- Begin speaking after you hear "*RECORD MESSAGE*" and start tone.
- Release the memo button when you are finished recording the memo.

**NOTE: Maximum recording time for memo is 3 minutes.**

### 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/end 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.**

## Messages Playback

The message counter let 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 the review button to restart the current message.
- Press and release the review 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**

- Press and release play/stop button.
- Press the review and skip buttons to select and play the message you want to erase.
- Press the delete button, the current message is erased, and the next message plays.

**To erase all previously played Messages in a mailbox**

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

**To erase a message from the handset :**

- Press the flash/exit button on the handset
- Press the play/stop (key 2) on the handset.
- 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:

- Press the flash/exit button. The display shows *ANSWERER REMOTE ACCESS*.
- Press the play/stop button to play the message.
- When you are finished listening to your messages, press the flash/exit button again.

### 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:**

- Press the flash/exit button to access the answering system. *CALL SCREENING* shows on the display.
- Listen as the caller leaves a message.
- Press the talk/end buttons to speak to the person or press the flash/exit 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.

- Dial the telephone number to which the answering system is connected.
- Enter the security code during the outgoing announcement or after you hear the tone.

**NOTE: The default security code is 123**
- Follow the voice menu to use the answering system's remote functions.

**The remote feature lets you perform the following functions:**

<i>To</i>	<i>Press this button</i>
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

### Memory Full

When 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.**

## Changing the Battery

**CAUTION: To reduce the risk of fire or personal injury, use only the Thomson Inc. approved model 5-2721 Nickel-metal Hydride battery (Ni-MH), which is compatible with this unit.**

- Make sure the telephone is **OFF** (not in TALK mode) before you replace the battery.
- Remove the battery compartment door.
- Disconnect the cord attached to the battery pack and remove the battery pack from the handset.
- Plug the battery pack cord into the jack inside the compartment.
- Put the battery compartment door back on.
- 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](http://www.rbrc.org) or call 1-800-8-BATTERY or contact a local recycling center.**

## Display Messages

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

<b>BLOCKED NUMBER</b>	Indicates the person is calling from a number which is blocked from transmission.
<b>CHARGING...</b>	Indicates the handset needs to charge for a period of time before it can resume normal function.
<b>DELETE ALL?</b>	Prompt asking if you want to erase all CID records.
<b>DELETE CALL ID?</b>	Prompt asking if you want to erase the CID record showing on the display.
<b>DELETE?</b>	Prompt asking if you want to erase one of the 50 records stored in the phone's memory.
<b>DUPLICATE NUMBER</b>	Under VIP melody feature, if the desired number/record was selected in any one of TEN VIP melody records before, <i>DUPLICATE NUMBER</i> shows in the display.
<b>END OF LIST</b>	Indicates that there is no additional information in CID memory.
<b>ENTER NAME</b>	Prompt telling you to enter a name in one of the 50 memory locations.
<b>ENTER TEL NUMBR</b>	Prompt telling you to enter a telephone number in one of the 50 memory locations.
<b>NEW</b>	Indicates call or calls which have not been reviewed.

<b>HANDESET NAME</b>	Prompt telling you to enter the user name for the registered handset.
<b>HANDESET NEEDS REGISTRATION</b>	Indicates you must register a non-registered handset prior to use.
<b>INCOMPLETE DATA</b>	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.
<b>LINE IN USE</b>	Displays on handset while the line is in use.
<b>LONG DISTANCE</b>	Indicates CID record is from a long distance call.
<b>LOW BATTERY</b>	Indicates the battery needs to be charged.
<b>NEW VOICE MAIL</b>	Indicates voice mail has not been retrieved from service provider.
<b>CALL SCREENING</b>	Indicates you may use the handset

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