



## Caller ID with Call Waiting User's Guide

*We bring good things to life.*

### EQUIPMENT APPROVAL INFORMATION

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

#### 1 Notification to the Local Telephone Company

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

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

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

#### Notes

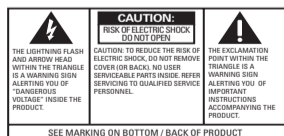
- This equipment may not be used on coin service provided by the telephone company.
- Party lines are subject to state tariffs, and therefore, you may not be able to use your own telephone equipment if you are on a party line. Check with your local telephone company.
- Notice must be given to the telephone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

#### 2 Rights of the Telephone Company

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

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

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



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

SEE MARKING ON BOTTOM / BACK OF PRODUCT

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Indianapolis, IN 46290  
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Model 29096B  
00000551 (Rev. 1 E)  
04-30  
Printed in China

### INTERFERENCE INFORMATION

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

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

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

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

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

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

### FEATURES

- Displays caller's name and number as well as time and date of the call.\*
- Displays caller's name and number of the call waiting.
- Three line display.
- Two language display - English and Spanish.
- 15 dot matrix characters used for caller Name and Number service.
- Displays total calls received in standby mode. Stores the CID information for up to 70 name and number CID records.
- Dials displayed telephone number with area code arrangement.
- Dual review buttons allow forward or backward review of call records.
- Electronic contrast control.
- Delete button allows individual or collective deletion of call records.
- Programmable area code.
- New call indicator.
- Unknown Call, Private Call, Error, and No Data Sent indication.
- Real time clock.
- \* Requires telephone company provided Caller ID Name and Number service.

### BEFORE YOU BEGIN

#### PARTS CHECKLIST

Make sure your package includes the following items:



Caller ID unit Telephone line cord

**VERY IMPORTANT:** You must call your local phone company and tell the representative that you have a Caller ID/Call Waiting device that integrates the two services (called Type II Caller ID). Some phone companies aren't equipped to integrate the two services, which means only the Caller ID part of your unit will work. The phone companies that do have the ability to integrate Call Waiting and Caller ID must program your telephone line so the two services work together. You need to call and ask them to do this.

**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.

### INTRODUCTION TO CID SERVICE

Congratulations on purchasing this Caller ID unit. This system has been designed to be simple to use, however, you can reach its full potential more quickly by taking a few minutes to read this User's Guide.

This Caller ID system is a multifunction product for use with the Call Waiting and Caller ID services available from your local telephone company.

### YOUR CALLER ID CALL WAITING UNIT ALLOWS YOU TO:

- View the telephone number and name of a waiting caller (Call Waiting Caller ID).
- Review all calls to your phone; the unit stores up to 70 call records.
- Screen unwanted calls, eliminate harassment from annoying calls, or to get prepared before answering a call.

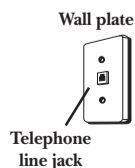
### INSTALLATION

#### IMPORTANT INSTALLATION INFORMATION

- Never install telephone wiring during a lightning storm.
- Never touch uninsulated telephone wires or terminals, unless the telephone line has been disconnected at the network interface.
- Use caution when installing or modifying telephone lines.

#### MODULAR JACK REQUIREMENTS

You need an RJ11C type modular jack, which is the most common type of phone jack and might look like the one pictured here. If you don't have a modular jack, call your local phone company to find out how to get one installed.



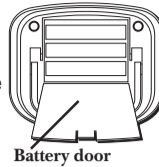
Telephone line jack

### INSTALLING THE BATTERIES

Your Caller ID uses 3 AA-size alkaline batteries (not included) for receiving and storing Caller ID records.

**IMPORTANT:** You have approximately 60 seconds to replace the batteries before the call records are lost. Please read the instructions before replacing the batteries and have them ready to be inserted beforehand. You may want to write down any stored information you do not want erased.

1. Disconnect the telephone line cord from the modular wall jack. If a phone is connected to the unit, disconnect it from the unit.
2. Use a screwdriver or other flat tool to open the battery compartment door.
3. Insert 3 AA-size alkaline batteries (not included) as shown on the diagram in the battery compartment.
4. Replace the battery compartment door securely.
5. If the line cord was previously connected, reattach it to the unit.

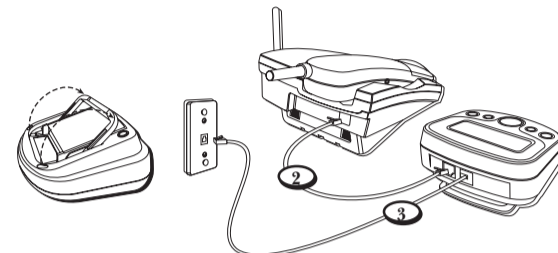


Battery door

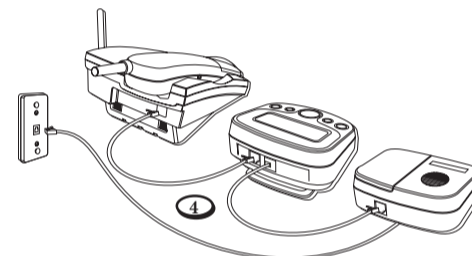
**NOTE:** If the low battery icon **LOW** appears in the display, you need to replace the batteries. It is important that you replace the batteries as soon as possible in order to maintain Caller ID operation.

**IMPORTANT:** If you're not going to use the unit for more than 30 days, remove the batteries because they can leak and damage the unit.

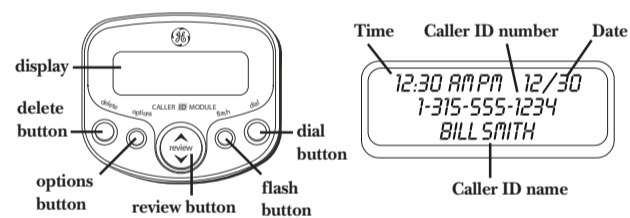
### CONNECTING A TELEPHONE



1. To install this unit, disconnect your telephone by removing the plug at the end of its line cord from the telephone wall jack.
2. Plug the line cord from your telephone into the jack marked PHONE on this unit.
3. Plug the remaining end of the line cord connected to this unit's LINE jack into the telephone wall jack.
4. If this unit is connected with an answering machine, please refer to the following drawing and set your answering machine to answer the phone for at least 2 rings. This will assure that this unit will receive the CID information correctly.



### OPTIONS MENU



If there is a transparent overlay label covering the display, remove it prior to use.

When applying power for the first time, the summary screen appears.

**NOTE:** Proceed immediately to change any of the following factory preset settings as required.

1. To enter the options menu, press the options button. **SET** ^ or v appears.
2. At this point you can press either arrow button to scroll through 5 menu screens:  
LCD CONTRAST (default 3)  
CID LANGUAGE (default English)  
LOCAL AREA CODE (default ---)  
10 DIGIT ACS (default --- --- ---)  
EXIT SETUP

**NOTE:** You have 10 seconds following any key press before the unit automatically returns to the summary screen.

**NOTE:** You can save a change by pressing the options button and then exit the menu by pressing the flash button.

### SETTING THE LCD CONTRAST

This adjustment allows you to adjust the contrast and viewing angle of the display.

1. To enter the options menu, press the options button. **SET** ^ or v appears.
2. Press the up or down arrow button until **LCD CONTRAST** appears.
3. Press the options button to show the current contrast setting. There are 5 levels of contrast, with the default set to 3.
4. To decrease the contrast, press the down arrow button. To increase, press the up arrow button.
5. Press options again to store the contrast setting and return to the **LCD CONTRAST** display.

### SETTING THE CID LANGUAGE

This adjustment let's you view the Caller ID messages in English or Spanish.

1. To enter the options menu, press the options button. **SET** ^ or v appears.
2. Press the up or down arrow button until **CID LANGUAGE** appears.
3. Press the options button to show the current language setting. The default is English.

- Press the up or down arrow button to change the language.
- Press options again to store the language and return to the *CID LANGUAGE* display.

## SETTING THE LOCAL AREA CODE

The Caller ID unit uses the programmed area code to determine the number format to display when a valid Caller ID signal is received. The programmed area code is also used for the Dial Back feature.

- To enter the options menu, press the options button. *SET*  $\wedge$  or  $\vee$  appears.
- Press the up or down arrow button until *LOCAL AREA CODE* appears.
- Press the options button to show the current local area code. The default is ---. The first digit flashes, indicating it is ready to accept the area code entry.
- Press the down arrow button to choose 9-0 for the first digit.
- When the desired number is flashing, press the up arrow button to advance to the next digit.
- Repeat steps 4 and 5 until all the digits for your area code are correct.
- Press options again to store the local area code and return to the *LOCAL AREA CODE* display.

**NOTE:** If you make a mistake while setting the local area code, you can delete the displayed area code by pressing the delete button.

## SETTING THE 10-DIGIT REGIONAL AREA CODES

Depending on your telephone company and your location, it may be required that you dial a 10-digit number (area code + local number) to complete some calls. You can store up to six regional area code prefixes in this unit.

- To enter the options menu, press the options button. *SET*  $\wedge$  or  $\vee$  appears.
- Press the up or down arrow button until *10 DIGIT AC'S* appears.
- Press the options button to show the current regional area code. The default is --- --- ---. The first digit flashes, indicating it is ready to accept the area code entry.
- Press the down arrow button to choose 9-0 for the first digit.
- When the desired number is flashing, press the up arrow button to advance to the next digit.
- Repeat steps 4 and 5 until all the digits for the regional area code are correct.
- Press options again to store the regional area code.
- Repeat steps 4-7 for any additional regional area codes needed.

**NOTE:** If you make a mistake while setting the 10-digit AC's, you can delete the selected set of digits by pressing the delete button.

## EXITING THE OPTIONS MENU

- Press the up or down arrow button until *EXIT SETUP* appears.
- Press the options button to exit the options menu.

## OPERATION

### RECEIVING CALLS

This unit has a built-in real time clock that accurately keeps the current time and date. The clock is automatically set and updated each time Caller ID information is received.

**IMPORTANT:** Allow at least two rings to occur prior to answering calls. This will assure that the unit will receive the Caller ID information correctly.

- When the telephone is not in use and a new call is received, the display displays the phone number, the caller's name, and time and date of the call for 20 seconds. The *NEW* (new call) symbol comes on.
- After 20 seconds without activity, the display changes to the summary screen which remains until another call is received or any button is pressed. The unit only displays the number of new calls received.

### FLASH

Press the flash button instead of using the hook switch to activate customer calling services such as call waiting or call transfer, which are provided by your local telephone company.

### CALL WAITING DISPLAY

To utilize the full capabilities of this unit, you must subscribe to Caller ID with name and number service and Call Waiting with Caller ID service. This unit lets you know when a call is waiting, as well as who is calling, before you answer.

This unit cannot provide Caller ID and Call Waiting features unless you are subscribed to receive the services from your local telephone company. Check with your local telephone company to confirm both of these services are available. If you only have Caller ID service, this unit will not receive and display Call Waiting with Caller ID information. If you have Call Waiting Caller ID service, a tone alerts you there is a new call coming while you are on an existing call. You will experience a short period of silence as the Caller ID information is processed by the unit.

- When a call waiting signal is received, *CALL WAITING* flashes in the display. Then the name and telephone number of the person calling appears in the display for 20 seconds.
- Press flash to put the existing call on hold and answer the new call.
- When you finish with the new call, press flash to return to the original call.
- If you choose not to answer the new call, the Call Waiting ID information is stored for future reference.

**TIP:** If you choose not to use any of the Call Waiting options, you may simply ignore the call waiting beeps and continue your conversation. The person calling will hear a continuous ring, as if you are not home, or may be transferred to a voice mail account if available.

**IMPORTANT:** To use the Call Waiting feature of this unit, the phone you are using must be connected directly to the unit.

### REVIEWING CALL RECORDS

- When you have received new incoming calls, the display will show "XX NEW CALLS". XX is the total number of new calls received. Press the up or down arrow button to review the stored calls.
- When you reach the end of the call records, the display shows *START/END*.

## DELETING CALL RECORDS

### TO DELETE AN INDIVIDUAL CALL

When reviewing calls, you may delete an individual call by pressing the delete button once. The contents of the display will be erased and the remaining Caller ID records are renumbered.

### TO DELETE ALL CALLS

- When reviewing calls, you may delete all calls by pressing and holding the delete button for more than 3 seconds. *DELETE ALL?* appears in the display.
- Press delete again to confirm.

### DIAL

If your phone and Caller ID unit is connected to a touch tone line, you may use the dial button to dial any telephone number shown in the display.

**IMPORTANT:** All phones on the line must be on the hook for this feature to work.

## CHANGING THE NUMBER FORMAT

The options button lets you change the format of the displayed number. The available formats are as follows.

- 7-digit** 7-digit telephone number.
- 10-digit** 3-digit area code+ 7-digit telephone number.
- 11-digit** long distance code "1" + 3-digit area code + 7-digit telephone number.

- Use the arrow buttons to scroll to the number you want to call back.
- Press the dial button. If the number is 7, 10, or 11 digits, *ADJUST shows in the display.*

**NOTE:** If the number does not dial as shown, press the options button. Repeat if necessary, until the correct number of digits is shown.

- If the phone is off the hook, the display counter counts down from three to zero seconds. During this time you may press the options button and adjust the number format. When you are finished the number automatically dials.

**IMPORTANT:** All phones on the line must be on the hook for this feature to work.

- If the phone is on the hook, the counter counts down from ten to zero seconds. During this time, you may press the options button to adjust the number format. Pick up the handset before the phone turns to idle mode and the phone number automatically dials.
- Press the flash button to exit and return to review mode.

## CALLER ID MESSAGES

The following special messages indicate the status of a message or the unit:

<i>NO CALLS</i>	The call record log is empty.
<i>UNKNOWN NAME</i>	The incoming call does not have Caller ID service or its service area is not linked to yours. If <i>UNKNOWN NAME</i> appears along with a calling number, the name information for that number is not available.
<i>BLOCKED CALL</i>	The caller is registered as "Private Number" and the Caller ID information is withheld.
<i>NO DATA</i>	No Caller ID signal was detected, or Caller ID service was not activated.
<i>START/END</i>	Indicates you are at the beginning or the end of the call record log.
<b>[LOW]</b>	Battery power is low.

## TROUBLESHOOTING TIPS

### NO INFORMATION IS SHOWN AFTER THE PHONE RINGS

- Be sure to wait until the second ring before answering.
- Check all cabling to make sure all connections are secure and not damaged.
- Did you order Caller ID service from your local telephone company? This unit requires that you subscribe to Caller ID service in order to work.

## GENERAL PRODUCT CARE

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

- Avoid putting it near heating appliances and devices that generate electrical noise (for example, motors or fluorescent lamps).
- DO NOT expose to direct sunlight or moisture.
- Avoid dropping the unit and other rough treatment.
- Clean with a soft cloth.
- Never use a strong cleaning agent or abrasive powder because it will damage the finish.
- Retain the original packaging in case you need to ship it at a later date.

## SERVICE

If trouble is experienced with this equipment, for repair or warranty information, please contact customer service at 1-800-448-0329. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

This product may be serviced only by the manufacturer or its authorized service agents. Changes or modifications not expressly approved by ATLINKS USA, Inc. could void the user's authority to operate this product. For instructions on how to obtain service, refer to the warranty included in this guide or call customer service at 1-800-448-0329.

Or refer inquiries to:  
 ATLINKS USA, Inc.  
 Manager, Consumer Relations  
 P O Box 1976  
 Indianapolis, IN 46206

Attach your sales receipt to the booklet for future reference or jot down the date this product was purchased or received as a gift. This information will be valuable if service should be required during the warranty period.  
 Purchase date \_\_\_\_\_

## LIMITED WARRANTY

### What your warranty covers:

- Defects in materials or workmanship.

### For how long after your purchase:

- One year, from date of purchase.  
 (The warranty period for rental units begins with the first rental or 45 days from date of shipment to the rental firm, whichever comes first.)

### What we will do:

- Provide you with a new or, at our option, a refurbished unit. The exchange unit is under warranty for the remainder of the original product's warranty period.

### How you get service:

- Properly pack your unit. Include any cables, etc., which were originally provided with the product. We recommend using the original carton and packing materials.
- "Proof of purchase in the form of a bill of sale or receipted invoice which is evidence that the product is within the warranty period, must be presented to obtain warranty service." For rental firms, proof of first rental is also required. Also print your name and address and a description of the defect. Send via standard UPS or its equivalent to:  
**ATLINKS USA, Inc.**  
**c/o Thomson**  
**11721 B Alameda Ave.**  
**Socorro, Texas 79927**
- Pay any charges billed to you by the Exchange Center for service not covered by the warranty.
- Insure your shipment for loss or damage. ATLINKS accepts no liability in case of damage or loss.
- A new or refurbished unit will be shipped to you freight prepaid.

### What your warranty does not cover:

- Customer instruction. (Your Owner's Manual provides information regarding operating instructions and user controls. Any additional information, should be obtained from your dealer.)
- Installation and setup service adjustments.
- Batteries.
- Damage from misuse or neglect.
- Products which have been modified or incorporated into other products.
- Products purchased or serviced outside the USA.
- Acts of nature, such as but not limited to lightning damage.

### Product Registration:

- Please complete and mail the Product Registration Card packed with your unit. It will make it easier to contact you should it ever be necessary. The return of the card is not required for warranty coverage.

### Limitation of Warranty:

- THE WARRANTY STATED ABOVE IS THE ONLY WARRANTY APPLICABLE TO THIS PRODUCT. ALL OTHER WARRANTIES, EXPRESS OR IMPLIED (INCLUDING ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE) ARE HEREBY DISCLAIMED. NO VERBAL OR WRITTEN INFORMATION GIVEN BY ATLINKS USA, INC., ITS AGENTS, OR EMPLOYEES SHALL CREATE A GUARANTY OR IN ANY WAY INCREASE THE SCOPE OF THIS WARRANTY.
- REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER. ATLINKS USA, INC. SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT OR ARISING OUT OF ANY BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT. THIS DISCLAIMER OF WARRANTIES AND LIMITED WARRANTY ARE GOVERNED BY THE LAWS OF THE STATE OF INDIANA. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS PRODUCT IS LIMITED TO THE APPLICABLE WARRANTY PERIOD SET FORTH ABOVE.

### How state law relates to this warranty:

- Some states do not allow the exclusion nor limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts so the above limitations or exclusions may not apply to you.
- This warranty gives you specific legal rights, and you also may have other rights that vary from state to state.

### If you purchased your product outside the USA:

- This warranty does not apply. Contact your dealer for warranty information.

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