

# Model 25912 Series 5.8 GHz Cordless User's Guide



## 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.

## 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.

Privacy of Communications may not be ensured when using this product.

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.

Notice: The changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

## 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.

## 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.

## Introduction

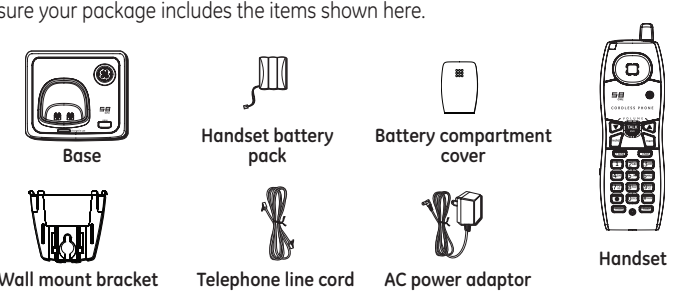
**CAUTION:** When using telephone equipment, there are basic safety instructions that should always be followed. Refer to the IMPORTANT SAFETY INSTRUCTIONS provided with this product and save them for future reference.

**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

Make sure your package includes the items shown here.



### 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.

### 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.

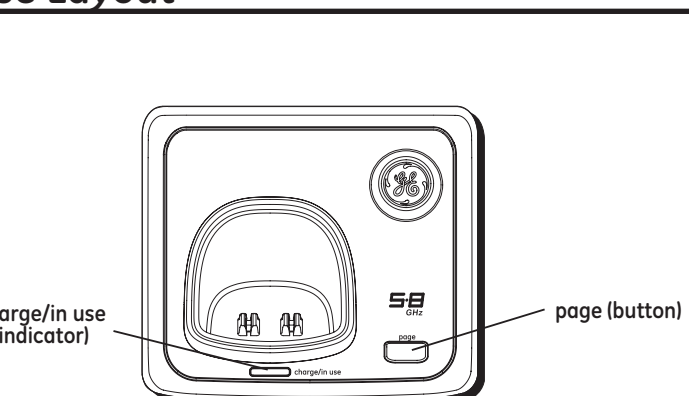
**INSTALLATION NOTE: Some cordless telephones operate at frequencies that may cause or receive interference with nearby TVs, microwave ovens, and VCRs. To minimize or prevent such interference, the base of the cordless telephone should not be placed near or on top of a TV, microwave ovens, or VCR. If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

**Certain other communications devices may also use the 5.8 GHz / 900 MHz 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 5.8 GHz frequency for communication include wireless audio/video senders, wireless computer networks, multi-handset cordless telephone systems, and some long-range cordless telephone systems.**

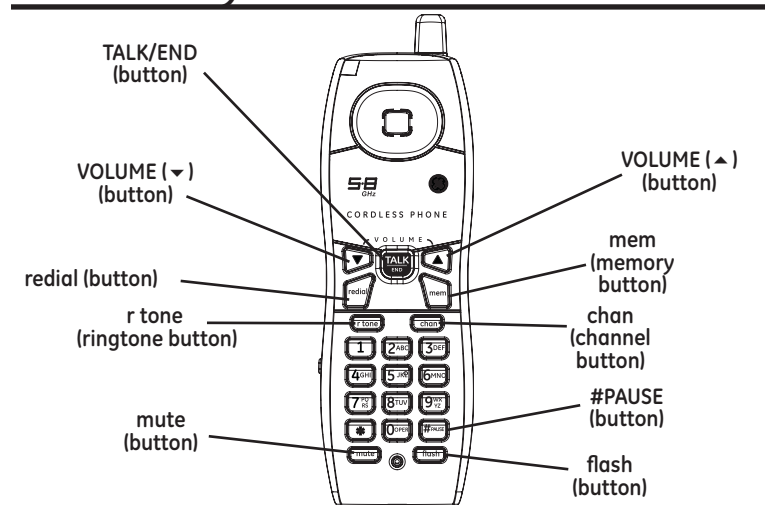
### Important Installation Guidelines

- 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.

### Base Layout



## Handset Layout



### Installing the Phone

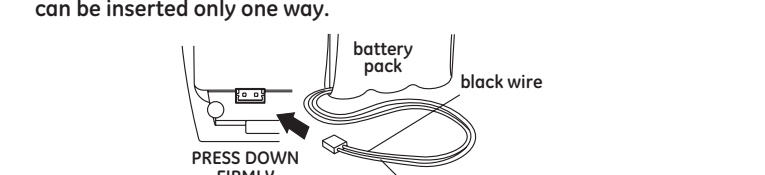
#### Installing the Handset Battery

**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 Nickel-Cadmium (Ni-Cd) battery model 5-2729 or Nickel-Metal Hydride (Ni-MH) battery model 5-2522, 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.**



4. Insert the battery pack.

#### Channel Button

While talking on the phone, it may be necessary for you to manually change the channel to improve reception and reduce noise or static on the line. Press and release the chan button to move to the next clear channel.

#### Page

This feature assists in locating a misplaced handset. Press the page button on the base. The handset beeps continuously for about 2 minutes until you press the TALK/END button on the handset or the page button on the base.

**NOTE: You may still page the handset when the ringer is off.**

#### Ringtone

1. Make sure the phone is OFF (not in TALK mode).
2. Press the r-tone button.
3. Use touch-tone pad 1, 2 or 3 to select the ring tone 1, 2 or 3. You will hear selected ring tone.
4. Press the r-tone button to confirm the selection. You will hear a confirmation tone.

#### Ringer Switch

The ringer switch is located on the side of handset, it has two positions, on/off.

#### Volume

When the phone is ON (in TALK mode) press the VOLUME (+ or -) button to adjust the listening level. Choose from five volume settings. VOL 1 is the lowest volume and VOL 5 is the highest volume.

**NOTE: The phone will automatically reset VOL 5 to VOL 4 after you hang up.**

#### Wall Mounting

1. Turn the base over.
2. Attach the wall mounting pedestal by first inserting the tabs on the open edge of the pedestal into the slots on the lower portion of the bottom of the base. Then push down and snap the pedestal into place.
3. Slip the mounting holes (on the back of the base) over the wall plate posts, and slide the unit down into place. (Wall plate not included.)

**NOTE: If desired, gather the extra telephone line and power adaptor cord and store inside the wall mounting pedestal.**

## Cordless Phone Basics

### Charge/In Use Indicator

The phone is ON when the charge/in use indicator on the base is lit. The base indicator will flash when you receive a call.

### Answering a Call

1. When the phone rings, pick up the handset and press the TALK/END button.
2. When finished, press the TALK/END button again or place the handset on the base cradle to hang up.

### Making a Call

1. Pick up the handset and press the TALK/END button. Wait for the dial tone.
2. Dial a telephone number.
3. When finished, press the TALK/END button again or place the handset on the base cradle to hang up.

**NOTE: In case of power failure, the handset may emit error tone when the TALK/END button is pressed. You must then place the handset on the main base for 20 seconds to reset the unit.**

### Redial

While the phone is ON (in TALK mode), press the redial button to redial the last number you dialed (up to 32 digits).

### Flash

Use the flash button to activate custom calling services such as call waiting, which are available through your local phone company.

**TIP: Do not use the TALK/END button to activate custom calling services such as call waiting or you'll hang up the phone.**

### Deleting Stored Numbers

1. Make sure the phone is OFF (not in TALK mode).
2. Press the mem button.
3. Press the desired memory location (0 through 9).
4. Press the mem button twice.

### Dialing a Stored Number

1. Make sure the phone is ON by pressing the TALK/END button.
2. Press the mem button.
3. Press the memory location (0-9). The number dials automatically.

### Chain Dialing from Memory

Use this feature to make calls which require a sequence of numbers, such as calling card calls to a frequently called long distance number. Each part of the sequence is dialed from memory. The following example shows you how to use chain dialing to make a call through a long distance service:

The Number For	Memory Location
Long distance access number	7
Authorization code	8
Frequently called long distance number	9

1. Make sure the phone is ON (in TALK mode).
2. Press the mem button and then press 7.
3. When you hear the access tone, press the mem button and then press 8.
4. At the next access tone, press the mem button and then 9.

**TIP: Wait for the access tones before pressing the next mem button, or your call may not go through.**

#### Mute

Use mute during a phone conversation to speak privately and off-line with a third party.

1. Press the mute button. MUTE shows in the display. The party on the telephone will not hear you.
2. Press the mute button when finished.

#### Memory

Each handset can store up to ten 20-digit numbers in memory for quick dialing.

#### Storing a Number in Memory

1. Make sure the phone is OFF (not in TALK mode).
2. Press the mem button.
3. Press the desired memory location (0 through 9)
4. Press the mem button again.
5. Use the touch-tone pad to enter the telephone number you want to store (up to 20 digits).

**NOTE: The system treats PAUSES as delays or spaces in the dialing sequence.**

6. Press mem again to store the number. You will hear a confirmation tone.

#### Storing the Last Number Dialed

1. Repeat steps 1 through 4 in Storing a Name and Number in Memory.
2. Press the redial button.
3. Press the mem button to store the number. You will hear a confirmation tone.

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

If a pause is needed to wait for a dial or access tone, press the #PAUSE button to insert a delay in dialing sequence of a stored number (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.

#### Changing a Stored Number

Use the same procedure to change a stored number as you do to store a number, just replace the old phone number with a new one.

## Changing the Battery

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

**CAUTION: To reduce the risk of fire or personal injury, use only the Thomson Inc. approved Nickel-Cadmium (Ni-Cd) battery model 5-2729 or Nickel-Metal Hydride (Ni-MH) battery model 5-2522, which is compatible with this unit**

1. Remove the battery compartment door.
2. Disconnect the cord attached to the battery pack and remove the battery pack from the handset.
3. Insert the new battery pack and connect the cord to the jack inside the battery compartment.
4. Put the battery compartment door back on.
5. Place handset in the base 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-Cadmium (Ni-Cd)** or **Nickel-Metal Hydride (Ni-MH)** 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.**

## Handset Sound Signals

Signal	Meaning
A long warbling tone (with ringer on)	Signals an incoming call
One long beep tone	Confirmation tone
Two short beeps	Error tone
One beep every 7 seconds	Low battery warning

## Troubleshooting Tips

### Telephone Solutions

Handset can not link.

- If any handsets become inoperable, place it on the main base cradle for 20 seconds to re-register.

- 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 unit and the modular phone jack?

- Disconnect the base from the wall phone jack and connect another phone to the same jack. If there is no dial tone on the second phone, the problem might be your wiring or local service.
- The handset might be out of range of the base. Move closer to the base.
- Make sure the battery is properly charged (for 16 hours).
- Ensure the battery pack is installed correctly.

- Did the handset beep when you pressed the TALK/CALL BACK button? Did the in use indicator come on? The battery may need to be charged.

Handset does not ring

- Make sure the ringer is set to ON, this can be done through the handset setup menu Ringer Volume.
- You may have too many extension phones on your line. Try unplugging some phones.
- See solutions for "No dial tone."

You experience static, noise, or fading in and out

- Change channels
- The handset may be out of range. Move closer to the base.
- Relocate the base.
- Charge the battery.
- Make sure base is not plugged into an electrical outlet with another household appliance.

Unit beeps

- Place handset in base cradle for 20 seconds to reset the security code. If that doesn't work, charge the battery for 16 hours.

- See solutions for "No dial tone."
- Replace the battery.

### Memory dialing

- Make sure you correctly program the memory location keys.
- Make sure you follow the proper dialing sequence.
- You may need to reprogram numbers into memory after a power outage or battery replacement.

Out of range

- Move closer to the base.
- Reset the battery. Unplug the battery and plug it in again after five seconds.
- Reset the power supply. Unplug the supply and plug it in again after five seconds.

## Causes of Poor Reception

- Aluminum siding.
- Foil backing on insulation.
- Heating ducts and other metal construction 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 an 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 telephone working and looking good, follow these guidelines:

- Avoid putting the phone 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 and other rough treatment to the phone.
- Clean with a soft cloth and never use a strong cleaning agent or abrasive powder because this will damage the finish.
- Retain the original packaging in case you need to ship the phone 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 Thomson 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:

**Thomson 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 \_\_\_\_\_

Name of store \_\_\_\_\_

## 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:

**Thomson Inc.**  
11721 B Alameda Ave.  
Scottsdale, 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. Thomson Inc 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 Thomson 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. Thomson 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.

## Accessory Information

DESCRIPTION	MODEL NO.
Handset Replacement Battery	5-2729 (Ni-Cd) / 5-2522 (Ni-MH)
Power adaptor	5-2748 (grey) / 5-2749 (black)

To place order, have your Visa, MasterCard, or Discover Card ready and call toll-free 1-800-338-0376. A shipping and handling fee will be charged upon ordering. We are 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.

