

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

- Repeat steps 1 through 3 in Storing CID Records in Internal Memory. After you enter the memory location, **REPLACE MEMO?** shows in the display.
- Press the mem button again, and the new CID record replaces the old memory in that location. You will hear a confirmation tone.

Deleting a CID Record

- Make sure the phone is **OFF** (not in TALK mode).
- Use the CALLER ID-VOLUME (▲ or ▼) button to display the CID record you want to delete.
- Press delete. The display shows *DELETE CALL ID?*
- Press delete again to erase the record and *DELETED* shows in the display. You will hear a confirmation tone.

NOTE: Press the *EXIT/tone button to return to the standby mode.

Deleting All CID Records

- Make sure the phone is **OFF** (not in TALK mode).
- Use the CALLER ID-VOLUME (▲ or ▼) button to display any Caller ID record.
- Press and hold the delete button until *DELETE ALL?* shows in the display.
- Press delete again to erase all records. You will hear a confirmation tone. The display shows *NO CALLS*.

NOTE: Press the *EXIT/tone key to return to the standby mode.

Memory

Each handset can store up to ten 24-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 Memory

- Make sure the phone is **OFF** (not in TALK mode).
- Press the mem button.
- Press the desired memory location (0 through 9) or use CALLER ID-VOLUME (▲ or ▼) to scroll to the desired 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.

- Press the mem button again. The display shows *ENTER NAME*.

NOTE: If you don't want to enter the name, skip step 5.

- Use the touch-tone pad on the handset to enter the name (up to 15 characters) and press the memory button to save. More than one letter is stored in each of the number keys. For example, to enter the name 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. Wait for one second. Press the 5 key 3 times for the second letter L. Press the 1 key to insert a space between the L and the S. Press the 7 key 4 times for the letter S; press the 6 key once for the letter M; press the 4 key 3 times for the letter I; press the 8 key for the letter T; press the 4 key twice for the letter H.

NOTE: If you make a mistake press the delete button to backspace and erase the wrong character(s) or number(s).

- Press the mem button to save the name. The display shows *ENTER TEL NUMBR*.
- Use the touch-tone pad to enter the telephone number you want to store (up to 24 digits).
- Press mem again to store the number. You will hear a confirmation tone.

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

Storing the Last Number Dialed

- Repeat steps 1 through 6 in Storing a Name and Number in Memory.
- Press the redial button.

To replace an old number with a new redial number:

- Repeat steps 1 through 6 in Storing a Name and Number in Memory.
- Press the redial button.
- Press the mem button, and **REPLACE MEMO?** shows in the display.
- Press the mem button again to replace the old number with the new 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/ringer 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). Pause shows in the display as *P*, and each pause counts as one digit in the dialing sequence.

Changing a Stored Number

- Repeat steps 1 through 7 in Storing a Name and Number in Memory.
- Press the mem button, and **REPLACE MEMO?** shows in the display.
- Press the mem button to store the number. You will hear a confirmation tone.

Reviewing and Deleting Stored Numbers

- To review stored numbers, press the mem button, and use the CALLER ID-VOLUME (▲ or ▼) button to scroll to the memory location, or press the corresponding number key for a desired memory location (0-9).
- When the data shows in the display, press the delete button. The display shows *DELETE?*
- Press delete again to delete the data. The display shows *DELETED*.

Dialing a Stored Number

- Make sure the phone is **ON** by pressing the TALK/CALL BACK button.
- Press the mem button.
- Press the memory location (0-9). The number dials automatically.

– OR –

- Make sure the phone is **OFF** (not in TALK mode).
- Press the mem button.
- Use the touch-tone pad or the CALLER ID-VOLUME (▲ or ▼) button to scroll to the number you want to dial.
- Press the TALK/CALL BACK button. 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:

<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).
- Press the mem button and then press 7.
- When you hear the access tone, press the mem button and then press 8.
- 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.

Answering System Operation

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

Messages Indicator

The messages indicator shows you how many messages you have received, and the indicator blinks when new messages are received. The answerer must be **ON** in order for the messages indicator to work.

NOTE : The answering system displays “- -” when it is turned off.

Screening Calls from the Base

- Wait for the caller to begin leaving a message (to determine who is calling).
- To speak to the caller, pick up the handset, and press the TALK/CALL BACK button.

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

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

Message Playback

The messages indicator on the base lets you know when you have messages. To play messages, press **PLAY/STOP**.

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

- Press **PLAY/STOP** to stop the message playback.
- Press and release ◀ repeat to restart the current message; continue pressing and releasing ◀ repeat to review previous messages.
- Press and release ▶ skip to go to the next message.

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 7 seconds, the phone hangs up.

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

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 after you hear the beep.

Erasing Messages

You may erase messages three ways: one message at a time from the base; all messages from the base; or one message at a time from the handset or a phone in another location.

To erase one message at a time from the base:

- Press **PLAY/STOP**. The message plays.
- Press and release the erase button.

To erase all reviewed messages from the base:

- Press and hold the erase button until the unit beeps.

To erase a message from the handset:

- Press flash/answerer/call waiting button to enter into the handset remote access operation.
- Press **PLAY/STOP** on the handset (the 2 button). The message plays.
- Press erase (the 0 button) to erase the message during message playback.

NOTE: Erased messages cannot be restored.

Leaving a Memo

Use the memo feature to leave a message.

- Make sure hold the memo button on the base. **You must hold the button until you finish recording the memo.**
- Begin speaking after you hear the beep.
- Release the memo button when finished.

Remote Access

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

Cordless Handset

- Press the flash/answerer/call waiting button to access the answering system.
- 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. For example, to play messages:
 - Press the flash/answerer/call waiting button. The display shows *ANSWERER REMOTE*.
 - Press 2 (PLAY/STOP).
 - When you are finished listening to your messages, press the flash/answerer/call waiting 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/answerer/call waiting button to access the answering system.
- Listen as the caller leaves a message.
- Press the TALK/CALL BACK button to speak to the person or press the flash/answerer/call waiting 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 after you hear the outgoing announcement.

- Dial the telephone number to which the answering system is connected to.
- Enter the security code after you hear the tone.
- 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 answerer on/off	4
Review voice menu options	7

TIP: You can bypass the outgoing announcement by pressing any numbered key on the touch-tone pad while the announcement is playing. Then, you can enter your security code to access the answering system.

Changing the Security Code

The default security code for accessing the answering system from another location is **1 2 3**. You must use the handset to change the security code. With the phone **OFF** (not in TALK mode), follow these steps:

- Press the flash/answerer/call waiting button to display *ANSWERER REMOTE*. The handset beeps once and announces the Remote Access menu.
- Press the *EXIT/tone button.
- Enter the new 3-digit security code.
- Press the *EXIT/tone button again. The unit announces the new code, pauses, beeps, and then announces the menu options again.

Changing the 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 are compatible with this unit.

- Make sure the telephone is **OFF** (not in TALK mode) before you replace battery.
- Remove the battery compartment door.
- Disconnect the cord attached to the battery pack and remove the battery pack from the handset.
- Insert the new battery pack and connect the cord to the jack inside the battery compartment.
- Put the battery compartment door back on.
- Place battery 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.**

Answering system is being accessed remotely from another location.

Handset Sound Signals

<i>Signal</i>	<i>Meaning</i>
A long warbling tone (with ringer on)	Signals an incoming call
Three short beeps (several times)	Page signal
One long tone	Confirmation tone
Two short beeps	Error tone
One beep every 7 seconds	Low battery warning

NOTE: The RBRC seal on the battery used in your Thomson Inc. product indicates that we are participating in a program to collect and recycle the rechargeable battery (or batteries). For more information go to the RBRC web site at www.rbrc.org or call 1-800-8-BATTERY or contact a local recycling center.

Display Messages

The following messages show the status of the phone or help you set up and use your phone.

ANSWERER REMOTE	Indicates the handset is accessing the answering system.
BLOCKED CALL	Caller information is blocked from transmission.
BLOCKED NAME/NUMBER	Caller name and number is blocked from transmission.
DELETE ALL?	Prompt asking if you want to erase all Caller ID records.
DELETE CALL ID?	Prompt asking if you want to erase the current Caller ID record that is shown on the display.
DELETE?	Prompt asking if you want to erase one of the 10 numbers stored in the phone's outgoing memory.

DELETED	Prompt confirming a CID record is erased.
EMPTY	Indicates a memory location is vacant.
END OF LIST	Indicates there is no additional information in the Caller ID memory log.
ENTER NAME	Prompt telling you to name the handset or enter a name for one of the 10 memory locations.
INCOMPLETE DATA	Caller information is interrupted during transmission or the phone line is excessively noisy.
LOW BATTERY NEW	Indicates the handset battery is low and needs charging. Indicates call or calls have not been reviewed.
NO DATA	No Caller ID information was received.
NO CALLS	Indicates no calls have been received.

PAGING FRM BASE	Someone is paging the handset from the base.
PUT IN MAINBASE	Indicates the handset needs to be registered before use.
PRESS TALK KEY	Indicates the CID number is a Directory Dial Number (DDN) and cannot be formatted.

READY	Indicates the handset is registered and available for use.
REPT	Repeat call message. Indicates that a new call from the same number was received more than once.
TRANSFERRING	Indicates the call is being transferred from one handset to another.
UNABLE TO DIAL	Indicates the CID or memory contents cannot be dialed.
UNABLE TO STORE	Indicates the CID or memory contents cannot be stored.
UNAVAILABLE	Indicates the handset is out of range. Or an additional handset is in use.

Unit beeps	Or there has been a base power failure, in which case you must place all handsets on the main base cradle for 20 seconds to re-register.
UNKNOWN NAME/CALLER/NUMBER	The incoming call is from an area not serviced by Caller ID or caller information is not sent.

Answering System Display Messages

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

0-59	Indicates the total number of messages.
CL (blinking)	The voice time/day stamp needs to be set.
--	Answering system is turned off.
An (blinking)	The system is answering a call and recording an incoming call.

F (blinking)	Answering system memory is full.
Six bars (blinking)	The system is recording a memo or an announcement.
LA (Line Access)	Answering system is being accessed remotely from another location.

Handset Sound Signals

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

Troubleshooting Tips

Caller ID Solutions

- No display
- Fully charge (for 16 hours) or replace the battery.
 - If you are using AC (electrical) power, make sure that the unit is connected to a non-switched electrical outlet. Unplug the AC power converter from the unit and plug it back in.
 - To see Caller ID information in your display, you must be subscribed to Caller ID service through your local telephone company.

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

- Handset can not link.
- If any handsets become inoperable, place it on the main base cradle for 20 seconds to re-register.

- No dial tone
- Check or repeat installation steps
 - Make sure the base power cord is connected to a working electrical outlet.
 - Make sure the telephone line cord is connected to the base 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	<ul style="list-style-type: none">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.
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Phone with tone service dials out in pulse mode	<ul style="list-style-type: none">Make sure phone is in tone dialing mode.
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Phone won't dial out with pulse service	<ul style="list-style-type: none">Make sure phone is in pulse dialing mode.
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Handset displays UNAVAILABLE	<ul style="list-style-type: none">Place the handset on the main base for re-register.An additional handset is in use.Move closer to the base.
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Answering System Solutions

Can't hear messages, beep, etc.

- Adjust speaker volume.

Time/Day setting is incorrect.

- Set the time clock.

Answers on 10th ring

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

- Incoming messages are incomplete
- An extension phone may have been lifted as a message is received.
 - Answering system memory is full. Erase some messages.
 - You may have accidentally pressed the PLAY/STOP button during playback and stopped the message.

Won't respond to remote commands

- You must use a tone-dial phone. This phone does not support pulse (rotary) dialing.
- Make sure to enter the correct security code.

- Did unit hang up? If you take no action for a period of time, it automatically hangs up.

Causes of Poor Reception

- Aluminum siding.
- Foil backing on insulation.
- Heating ducts and other metal construction 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.
- 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.

Warranty Assistance

If trouble is experienced with this equipment, for 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 require that you disconnect the equipment until the problem is resolved.

Any unauthorized repairs, 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 a replacement unit, 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 this 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 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.
Socorro, Texas 79927

- Insure your shipment for loss or damage. Thomson Inc. accepts no liability in case of damage or loss.

- A new 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.**

Accessory Information

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