# Model 27909 DECT6.0 Cordless Handset with Answering System & Speakerphone User's Guide





# EOUIPMENT 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.
- This equipment may not be used on coin service provided by the telephone • 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 vou have questions about what will disable alarm equipment, consult your telephone company or a qualified installe US Number is located on the cabinet bottom.
- REN Number is located on the cabinet bottom 2 Rights of the Telephone Company
- Should your equipment cause trouble on y our 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

# NTERFERENCE INFORMATION

allow you to maintain uninterrupted service.

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 augrantee 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.

or transmitter.

Model 27909

Printed in China

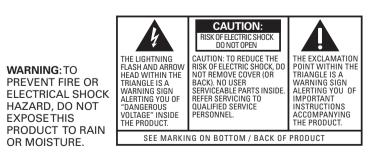
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FCC RF RADIATION EXPOSURE STATEMENT This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body. This transmitter must not be co-located or operated in conjunction with any other antenna

# INFORMATION FOR DECT PRODUCT

This 27909 telephone is compliant with the DECT 6.0 standard which operates in the 1.92GHz to 1.93GHz frequency range.



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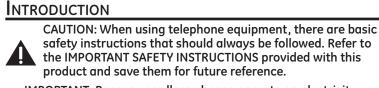
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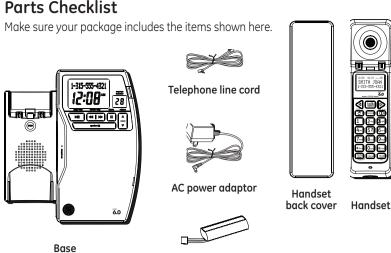
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## IMPORTANT: Because cordless phones operate on electricity, you should have at least one phone in your home that isn't cordless, in case the power in your home goes out

# **BEFORE YOU BEGIN**



Handset battery pack

Wall plate

# **Telephone Jack Requirements**

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

## NSTALLATION

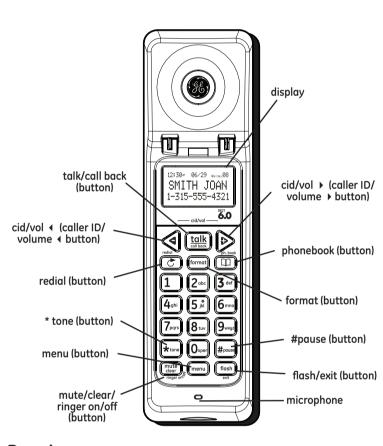
**Digital Security System** 

- Your cordless p hone uses a digital security system to protect against false ringing, unauthorized access, and charges to your phone line. INSTALLATION NOTE: Some cordless telephones operate at frequencies that may cause or receive interference with nearby TVs, microwave ovens, and VCRs. To minimize or prevent such interference, the base of the cordless telephone should not be placed near or on top of a TV. microwave ovens, or VCR. If such interference continues, move the cordless telephone farther away from these appliances
- Certain other communications devices may also use the 1.9 GHz frequency for communication, and, if not properly set, these devices may interfere with each other and/or your new telephone. If you are concerned with interference, please refer to the owner's manual for these devices on how to properly set channels to avoid interference. Typical devices that may use the 1.9 GHz frequency for communication include wireless audio/video senders, wireless computer networks, multihandset cordless telephone systems, and some long-range cordless telephone systems

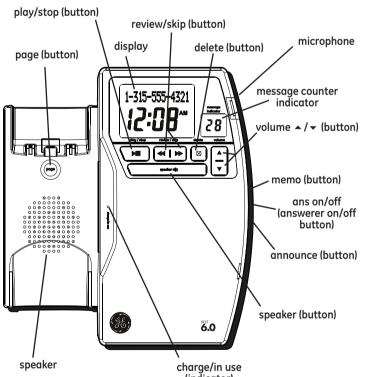
## Important Installation Guidelines

- 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. HANDSET LAYOUT

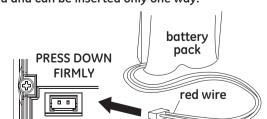


# BASE LAYOUT



# 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-metal Hydride (Ni-MH) battery model 5-2734, that is compatible with this unit.
- Locate battery which is packaged inside a plastic bag and is 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.

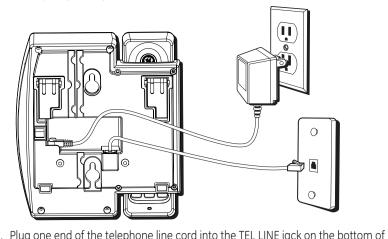




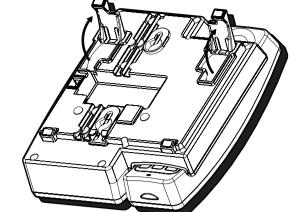
higher than the handset and then sliding the cover down into position.

# **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, or you may mount it on the wall.



- ne base and the other end into a modular jack
- Plug the AC power adaptor into the electrical outlet and the DC connector into the jack on the bottom of the base.
- 4. You can stretch out the kick-stand on the bottom of the base for a better viewing angle when placed on desk-top.



5. Place the handset in the base cradle. The charge/in use indicator turns on verifying the battery is charging. 6. Allow the phone to charge for 14 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 5-2757 power adaptor listed in the user's guide. This power adaptor is intended to be correctly orientated in a vertical or floor mount position.

- Wall Mounting
- 1. Plug the AC power adaptor into the electrical outlet and the DC connector into the jack on the back of the base.
- 2. Plug one end of the straight telephone line cord into the jack on the bottom of
- 3. Close the kick-stands on the bottom of the base unit if you've opened them
- 4. Feed the line cord through the groove and plug the end into the modular telephone jack
- 5. Slip the mounting holes (on the bottom of the base) over the wall plate posts and firmly slide the unit down into place.

# 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 • Press the ans on/off button to turn the answering system on and off. The
- Message 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.

## Voice Instructions If you need additional assistance; while in standby mode, press the review button on the base and follow the voice instructions.

# Speaker Volume

Use the volume ( $\blacktriangle$  or  $\checkmark$ ) buttons to adjust speaker volume on the base to a omfortable level. L1 is the minimum speaker volume and L8 is the maximur Recording the Outgoing Announcement

- For best results when recording, you should be about nine inches from the microphone, and eliminate as much background noise as possible.
- 1. Make sure the answering system is **ON**. 2. Press and hold the announce button on the base until the speaker announce "RECORD ANNOUNCEMENT AFTER TONE".
- 3. Begin speaking after you hear the beep.
- 4. Release the announce button when you finish your announcement. NOTE: If you choose not to record an outgoing announcement. a default announcement plays instead. To return to the default announcement after you have recorded your own outgoing announcement, press the announce button and release it when you hear the beep. Or, press the delete button while the announcement is reviewing. NOTE: The maximum duration allowed for outgoing message is 2 minutes

# **PROGRAMMING THE TELEPHONE**

# Standby Screen

- The handset displays the handset name, date, time, signal and battery status. The base displays the current date and time.
- NOTE: If the clock is not set, the date and time display will blink The blinking will stop when user updates the date/time from the Handset menu, or the base receives a call with CID having date and time stamp.

# **Programming Functions**

- The system uses a menu structure to give you access to all of the built-in features. You may program the following items in main menu: Intercom, Setup HS, Setup
- BS, Date/Time, Registration and Answer machine. NOTE: If the handset is not registered, or is out of range, Setup BS and Date/Time are not programmable, and *Unavailable* displays as you try to enter these two menus. NOTE: During programming, you may press the mute/clear
- button at any time to exit the sub-menu and return to the main menu, or press flash/exit to exit programming and return to standby screen. NOTE: If no key is pressed for 60 seconds, the handset will

## automatically exit programming and return to standby screen. Handset Setup

- 1. Make sure your phone is **OFF** (not in talk mode).
- 2. Press the menu button to go to the main menu.
- 3. Press cid/vol ( ◀ or ▶ ) button to scroll to Setup HS.
- 4. Press menu button to confirm and you may program the following items: Ring Volume, Tones, Auto Talk, Handset Name and Language.

# Language

From the Setup HS Menu:

shows in the display.

From the Setup HS Menu:

Battery, No Coverage and Key Tone.

setting. The default setting is On.

Unavailable then returns to Searching.

to save the setting. The default setting is On.

press menu button to enter.

Tones

- From the Setup HS Menu: 1. Press the cid/vol ( or ▶ ) button to scroll to the *Language* sub-menu.
- 2. Press menu button to enter the menu. 3. Use the cid/vol ( ∢ or ▶ ) button to select English, Français or Espanol. The
- default setting is English. 4. Press the menu button to save your selection.
- Ring Volume There are 4 volume levels for your selection. They are Volume 1 to 3 and Ringer off respectively.

to your selection. The default setting is VOL 3.

1. Press the cid/vol ( ◀ or ▶ ) button to scroll to the *Ring Volume* sub-menu.

3. Press the menu button to save your selection and the new volume setting

NOTE: Ringer can be disabled by pressing the mute/clear/ringer

2. Press menu button to confirm and you may program the following items: Low

3. Use the cid/vol ( < or > ) button to scroll to the item you want to program and

**Low Battery -** You may set the warning beep to "On" when your handset

battery is low, so as to alert you to charge the battery. Press the cid/vol

**No Coverage -** You may set the warning beep to "On" or "Off" when the

then press menu button to save the setting. The default setting is On.

handset is out of range. Press the cid/vol ( ∢ or ▶ ) button to scroll to **On** or **Off**,

on/off button in standby mode, please refer to "Ringer On/Off".

1. Press the cid/vol (- or +) button to scroll to the **Tones** sub-menu.

2. Press menu button to enter the menu. Use the cid/vol ( ◀ or ► ) button to scroll

# and the display shows **Saved**.

Auto Talk

From the Setup HS Menu:

Handset Name

From the Setup HS Menu:

Base Station Setup 1. Make sure your phone is OFF (not in talk mode).

4 kev twice for the letter H

2. Press the menu button to go to the main menu.

and low case of characters during text edit.

4. Press menu button to confirm and you may program the following items: Area

## Code, Dial mode and BS Backlight. Area Code

The telephone uses the pre-programmed area code to determine the number format to display when a valid Caller ID record is received. The pre-programmed area code is also used for the Dialback feature.

This option allows you to pick up the handset from base to answer an incoming

2. Press menu button to enter the menu. Use the cid/vol ( < or ▶ ) button to scroll

1. Press the cid/vol ( or ▶ ) button to scroll to the *Handset name* sub-menu.

3. Use the touch-tone pad to enter a name (up to 13 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

Press the 7 key 4 times for the letter S; press the 6 key once for the letter M;

NOTE: If you make a mistake, press cid/vol (- or +) button to

button to backspace and delete one character at a time.

move the cursor forward or backward, then use the mute/clear

NOTE: \* key is a function key to toggle between the upper case

4. Press the menu button to save your name. You will hear a confirmation tone

letter L, and press the 1 key to insert a space between the first and last name.

press the 4 key 3 times for the letter I; press the 8 key for the letter T; press the

2. Press menu button to enter the menu. The default setting is Handset.

1. Press the cid/vol ( ◀ or ▶ ) button to scroll to the **Auto Talk** sub-menu.

call without pressing the talk/call back button.

to your selection. The default setting is On.

3. Press the menu button to save your selection.

## From the Setup BS Menu:

- 1. Press the cid/vol ( < or > ) button to scroll to the *Area code* sub-menu. 2. Press menu button to enter the menu. *Enter area code* shows in the display.
- 3. Use the touch-tone pad to enter your 3-digit area code. 4. Press menu button to save the setting.

## Dial Mode

## From the Setup BS Menu:

- Press the cid/vol ( 

   or 
   ) button to scroll to the *Dial mode* sub-menu.

  2. Press menu button to enter the menu and use the cid/vol ( ∢ or ▶ ) button to
- select **Tone** or **Pulse**. Press menu button to save your selection.

## BS Backlight

## From the Setup BS Menu

- 2. Press menu button to enter the menu and use the cid/vol ( ∢ or ▶ ) button to select **On** or **Off**.
- 3. Press menu button to save your selection.

## Date/Time

NOTE: Time set on handset will be transferred to the base unit automatically

## L. Make sure your phone is **OFF** (not in talk mode).

- 2. Press the menu button to go to the main menu and use cid/vol ( ∢ or ▶ ) button to scroll to **Date/Time**. 3. Press menu button to enter the menu. Year 2006 shows in the display.
- 4. Use the touch-tone pad to enter the last two digits of the current year (range: 00 to 99). 5. Press menu button to save the year setting and proceed to date setting. 6. Date 01/01 shows in the display. Use the touch-tone pad to enter two digits for
- current month and day respectively. 7. Press menu button to save the month/date setting and proceed to time
- 8. *Time 12:01p* shows in the display. Use the touch-tone pad to enter four digits for current time and use cid/vol ( ◀ or ▶ ) button to toggle between "p" (pm) and "a" (am). 9. Press menu button to save the setting. Saved shows in the display.

## NOTE: If you subscribe to Caller ID service, the current date/ time is set automatically when you receive your first CID record and will override manually set date/time.

## Registration

NOTE: The following procedures can ONLY be done with 27909 or 27911 Accessory Handsets. A cordless handset will not operate until it is registered to the base. During the registration process, keep the handset near the base. Up to 4 cordless handsets can be reaistered to one base.

## NOTE: If a handset is not registered; *Not Register* flashes on the display and if the TALK button on the handset is pressed, it will display Unavailable.

- 1. Make sure your phone is **OFF** (not in talk mode).
- 2. Press the menu button to go to the main menu and use cid/vol ( ∢ or ▶ ) button to scroll to **Registration**. . Press menu button to confirm and you may program the following items:
- Register and Remove handset.

## Register From the Registration Menu:

- 1. Press the cid/vol ( ◀ or ▶ ) button to scroll to the *Register* sub-menu.
- 2. Press menu button to enter the menu.
- 3. Press and hold the page button on base for 5 seconds. 4. The charge/in use indicator will flash slowly for 2 minutes which shows the
- base is in registration mode.
- 5. If the registration is successful, the handset shows *Successful* and emits a confirmation tone for 3 seconds.
- 6. If the registration is failed (i.e. timeout), the handset shows "No base" and emits

## an error tone. De-register

Deregistration cancels registration. During the deregistration process, keep the handset near the base. WARNING: It is not recommended that a handset be deregistered unless absolutely necessary because once a handset is dereaistered, that handset's telephone features

## cannot be used until the handset is re-registered. From the Registration Menu:

2. Press menu button to enter the menu. *Remove handset?* shows on the display. 3. Press menu button again to confirm de-registration.

# Answer Machine

- 1. Make sure your phone is **OFF** (not in talk mode).
- 2. Press the menu button to go to the main menu.
- 4. Press menu button to confirm and you may program the following items: Answer on/off, Ring to answer, Voice language, and Security code.

# Answer on/off

- This menu allows you to set the answering system on or off. From the Answer machine Menu:
- 1. Press the cid/vol ( ◀ or ▶ ) button to scroll to the **Answer on/off** submenu.
- 2. Press menu button to enter the menu and use the cid/vol ( $\triangleleft$  or  $\blacktriangleright$ ) button to select **On** or **Off**.

## 3. Press menu button to save your selection. 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 Answer machine Menu:

1. Press the cid/vol ( < or > ) button to scroll to the *Ring to answer* submenu. 2. Press menu button to enter the menu and use the cid/vol ( ◀ or ▶ ) button to

# scroll to your selection. The default setting is 5 *Rings*.

3. Press menu button to save your selection. NOTE: If you select TOLL SAVER, the unit answers after the 3rd ring if there are NEW messages in the answering system, OR the unit answers after the 6th 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. Voice language

- From the Answer machine Menu
- Press the cid/vol ( 
   or ) button to scroll to the Voice language submenu.
  2. Press menu button to enter the menu and use the cid/vol ( ◀ or ▶ ) button to

# select the desired language.

- 3. Press menu button to save your selection.
- Security code You can access the answering system from a tone dialing telephone in another

### NOTE: When the handset is in the idle (off) mode and is out of range from the base unit the display shows Searching. If the talk/call back button is pressed, the display briefly shows

- (remote) location. The security code is required for remote access, and it prevents unauthorized access to your answering system. Key Tone - You may set the key tone to "On" or "Off" when you press buttons. From the Answer machine Menu: Press the cid/vol ( ◀ or ▶ ) button to scroll to **On** or **Off**, then press menu button

  - 2. Press menu button to show the current security code on the display.
  - 3. Use the number keys to enter your new 3-digit security code. The default setting is 1 2 3.
  - 4. Press menu button to save the setting.

# Telephone Operation

Charge/In Use Indicator on Base he charge/in use indicator on the base will flash to alert you to an incoming call, during paging, or registration. The indicator will remain lit when a handset is in the base charging or when the line is in use.

intercom.

Three-way Conferencing

show Line in use.

CALLER ID (CID)

Caller ID Service.

|SMITH JOAN ~

תרירו

CID display 1 on base

1-312-555-1324

Í**⊆ • Ĵ**∐ ¤™

CID display 2 on base

Call Waiting Caller ID

**Receiving CID Records** 

**Reviewing CID Records** 

most recent calls.

in the display.

Available formats include:

Number of digits

Eleven digits

Ten digits

Seven digits

3. Press menu button.

shows in the display.

6. Press the menu button to save

internal user memory.

3. Press the menu button.

Deleting a CID Record

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

without deleting any CID records.

without deleting any CID records.

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

Deleting All CID Records

3. Press the menu button.

display.

Dialing a CID Number

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

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

records stored in Phone Book.

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

Explanation

+7-digit telephone number.

7-digit telephone numbe

long distance code "1"

-3-digit area code

3-digit area code +

older calls.

calls have been received. To scroll CID records:

1. Make sure the phone is **OFF** (not in talk mod

flash/exit again to return to the original call.

handsets in the system.

to answer the call.

deleted

display.

13.30

override the telephone Date/Time setting.

press the Speaker button on the base.

the 3 parties will hear conference alert tone.

## Making a Call

- 1. Press the talk/call back button. Dial the desired number. - OR -
- Dial the number first, then press the talk/call back button 2. When finished, press the talk/call back button or put the handset back into the base cradle to hang up
- NOTE: If you want to delete the pre-dial number you entered. press the mute/clear button until all of the digits are erased. Answering Calls

## 1. When the phone rings, press the talk/call back button.

- OR -

the conversation.

- Press the speaker button on the base. 2. When finished, press the talk/call back button on handset or the speaker button on base, or put the handset back into the base cradle to hang up. NOTE: If you have turned the Auto Talk function on, you can pick up the handset from the base to answer the incoming call directly, without pressing any buttons NOTE: Adjust the handset volume by pressing the cid/vol ( < or > )
- button during a call. NOTE: If you press the speaker button to answer a call while the handset is not in the base cradle, the call will not be ended even when you place the handset back into the base cradle during

## Inserting a Pause in the Dialing Sequence

Press the #pause button twice 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.) Pause shows in the display as a **P**, and each pause counts as one digit in the dialing sequence

## Redial

- To quickly redial a number you dialed:
- 1. Make sure the phone is **OFF** (not in talk mode).
- 2. Press the talk/call back buttor 8. Press the redial button first, then use the cid/vol ( ∢ or ▶ ) button to select the
- desired redial number NOTE: You may choose from 10 last dialed numbers.
- 4. Press the menu button. The number dials automatically. -OR-
- 1. Make sure the phone is **OFF** (not in talk mode).
- 2. Press the redial button. Then use the cid/vol ( $\triangleleft$  or  $\blacktriangleright$ ) button to select the desired redial number
- NOTE: You may choose from 10 last dialed numbers. 3. Press the talk/call back button. The number dials automatically.

# Editing a Redial Record Before Dialing

1. Make sure the phone is **OFF** (not in talk mode). 2. Press the redial button first, then use the cid/vol ( < or ▶ ) button to select the desired redial number.

After editing, press talk/call back to dial the modified redial number.

6. *Enter name* shows in the display. Input a name. Please refer to section

NOTE: A name must be input otherwise the record cannot be

7. Press the menu button to save. *Saved* shows in the display. Repeat steps 2

2. Press the redial button first, then use the cid/vol ( $\triangleleft$  or  $\blacktriangleright$ ) button to select the

5. Press the menu button to delete the record showing in the display. Confirm?

Press the menu button again to confirm the deletion. **Deleted** shows in the

NOTE: Press the flash/exit button to return to the standby mode

6. Press the menu button again to confirm the deletion. All deleted shows in the

NOTE: Press the flash/exit button to return to the standby mode

After you press the talk/call back button on the handset, the built-in call timer shows on

If you place the handset in the cradle while the handset is off the hook (during a

the display and counts the length of time of the call in minutes and seconds.

2. Press the mute/clear/ringer on/off button to switch the ringer on or off.

NOTE: If you turn the ringer OFF, RINGER OFF shows in the

If you subscribe to the combined Call Waiting Caller ID service from your local

telephone company, you will receive Caller ID information (if available) on Call

Waiting calls. During a phone call, you will hear a beep to indicate another call

is waiting on the line and Caller ID information for the waiting call shows on the

• To connect to the waiting call, press the flash/exit button on the handset, and

TIP: Do not press the talk/call back button on the handset to

activate a custom calling service, such as call waiting, or call

To have a private, off-line conversation, use the MUTE feature. The party on the

2. Press the mute/clear button to cancel and return to your phone conversation.

1. Press the page button on the base. The charge/in use indicator on the base

flashes; the handset beeps and **Page from base** shows in the handset display.

2. To cancel the page, press the page button on the base, or press any key on the

When the handset is **ON** (in talk mode) you may adjust the receiver volume by

pressing the cid/vol ( ◀ or ▶ ) button. There are five volume levels to choose from.

The intercom feature allows you to have a conversation with another registered

NOTE: The function is applicable only with additional handsets.

NOTE: The following procedures can ONLY be done with Model

2. Press the menu button and use the cid/vol ( < or > ) button to scroll to

3. Press the menu button to enter the menu. *INT - Number?* shows on the

4. Use the touch-tone pad to input the number of the handset you want to page.

NOTE: To cancel the page, press the talk/call back button on the

handset without tying up the telephone line, allowing you to still receive incoming

• To switch between the two calls, press the flash/exit button.

telephone line cannot hear you, but you can hear them.

The page feature helps you locate a misplaced handset.

handset. Otherwise the paging will last for 2 minutes.

Receiver Volume Control

VOL 1 is minimum and VOL 5 is maximum.

Handset to Handset Intercom Call

(For example: press 1 to page handset 1.)

originating handset.

5. The receiving handset is paged and emits a tone.

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

Intercom Operation

279XX handset.

Intercom

1. Press the mute/clear button. The handset display shows MUTE.

Storing a Redial Record in Phone Book

touch-tone pad to add digits or press the mute/clear button to backspace and

2. Press the redial button first, then use the cid/vol ( < or ▶ ) button to scroll to the

3. Press the menu button.

delete one digit at a time.

desired redial number.

Press the menu button.

- 4. Press cid/vol (- or +) button to scroll to **Select**.
- 5. Press the menu button to enter edit mode.

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

5. Press the menu button to enter edit mode

through 7 to save other records.

Deleting a Redial Record

desired redial number.

Press the menu button.

shows in the display.

3. Press the menu button.

Call Timer

Auto Standby

Ringer On/Off

display

handset display.

your original call is put on hold.

will disconnect.

Flash

"Handset Name" for name editing method.

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

4. Use the cid/vol ( or ▶ ) button to scroll to *Delete*?.

without deleting any redial records.

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

2. Use the cid/vol ( $\triangleleft$  or  $\blacktriangleright$ ) button to display any redial record.

4. Use the cid/vol (  $\triangleleft$  or  $\blacktriangleright$  ) button to scroll to **Delete all?**.

5. Press the menu button. **Confirm?** shows in the display.

without deleting any redial records.

call), the call is automatically disconnected.

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

Deleting All Redial Records

## 8. Wait for the person at the receiving handset to press the talk/call back button. NOTE: If the receiving handset does not answer within two minutes, the intercom call is automatically canceled and the originating handset displays NO ANSWER. 9. When finished, press the talk/call back on either handset to deactivate the

Phone Book

ascending order.

Adding Phone Book Entries

2. Press the ph. book button.

number if necessary

7. Press the menu button to save

. Press the ph. book button.

corresponding character

5. Press menu button to save.

-OR

method

record

record

enter edit mode

- OR -

continue the call record storage.

Editing a Phone Book Record

number keys to scroll to the desired record.

Deleting a Phone Book Record

Dialing a Phone Book Record

Dial a phone book record while in talk mode:

4. Press the menu button to dial the number.

Dial a phone book record while reviewing it:

Make sure the phone is OFF (not in talk mode).

If you want to edit the number before dialing:

Chain Dialing from Phone Book

Answering System Operation

have and some other information of the answering system.

in talk mode" to dial them one by one.

total number of old messages.

recording an incoming call.

Messages Playback

Erasing Messages

erase.

announced.

hear the tone.

Review message

Erase message

Skip message

Play back messages

Stop message playback

Turn off/on answerer

Memory Full

Review voice menu options

To erase a message while it is playing

you hear the outgoing announcement.

1. Press and release the play/stop button.

total number of old and new messages.

d) F flashing on the display -- Memory is full.

c) Two bars - - display steadily -- Answerer is off.

i) SP displays steadily -- Base speaker is turned on.

Message Indicator

2. Press the ph. book button to access the phone book.

the number keys to scroll to the desired record.

3. Press menu button. **Confirm?** shows in the display

4. Press menu button to confirm. **Deleted** shows in the display

. Press the ph. book button to access the phone book.

Reviewing Phone Book Records

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

3. Press the cid/vol ( $\triangleleft$  or  $\blacktriangleright$ ) button to scroll through the records,

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

4. Press the menu button. *Enter number* shows in the display.

5. Use the touch-tone pad to input a telephone number.

section "Handset Name" for name editing method.

ach handset can store up to fifty 24-digit numbers with up to 15-character

3. Press the menu button and use the cid/vol ( ◀ or ▶ ) button to scroll Add new.

TIP: Press the #pause button twice to insert a pause in a

6. Press the menu button. *Enter name* shows in the display. Please refer to

NOTE: If Memory full shows in the display, you should delete

one or more unnecessary records and repeat above steps to

Press the number keys to go to the name of the records started with the

TIP: Press the \*tone button to show the person's telephone

1. When reviewing the phone book records, use the cid/vol ( < or > ) button or the

3. Press menu button to enter edit mode. You may now change the number, if

4. Press menu button to proceed to name change. You may now change the

name, if desired. Please refer to section "Handset Name" for name editing

NOTE: Press the flash/exit button to keep the previous setting

1. When reviewing the phone book records list, use the cid/vol ( ◀ or ▶ ) button or

2. Press menu button and use the cid/vol ( < or ▶ ) button to scroll to **Delete?**.

NOTE: If you don't want to delete the record when the display

shows DELETE?, simply press the flash/exit button, or wait for

. Make sure the phone is **ON** (in talk mode) by pressing the talk/call back button.

3. Use the cid/vol ( ◀ or ▶ ) button or the number keys to scroll to the desired

3. Use the cid/vol ( ◀ or ▶ ) button or the number keys to scroll to the desired

Use this feature to make calls which require a sequence of numbers, such as a

You can store each part of the dialing sequence (such as Long Distance Access

Number, Authorization Code, and a frequently called long distance number) in the

phone book and simply repeat step 2 through 4 in "Dial a phone book record while

calling card number used for a frequently called long distance number.

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

The message counter gives you a numeric display of how many messages you

a) A number displayed without flashing -- No new messages. The number is the

b) A flashing number displayed -- There are new messages. The number is the

e) CL flashing on the display -- Clock is not set since power up or after power

g) AN flashing on the display – The system is answering an incoming call and

h) LA displays steadily -- The answering system is being accessed remotely.

NOTE: While the messages are playing, the message counter

will display the messages in the order they were received.

NOTE: The maximum recording time for each message is 3

The message counter lets you know when you have message(s) or new

• Press and release the review button to restart the current message.

• Press and release the review button twice to go to the previous message.

2. Press the review and skip buttons to select and play the message you want to

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

. Press and hold the delete button until "ALL OLD MESSAGES ERASED" is

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

1. Dial the telephone number to which the answering system is connected.

2. Enter the security code during the outgoing announcement or after you

3. Follow the voice menu to use the answering system 's remote functions.

When answering system memory is full, the system answers after 10 rine

announces "Memory full" and waits for you to enter 3-digit security code. If you

Press this button

0 (during message playback)

The remote feature lets you perform the following functions:

message(s). To play the messages, press the play/stop button.

• Press the play/stop button to stop the message playback.

• Press and release the skip button to go to the next message.

• Press the delete button to erase the current message.

You may erase messages in the following two ways:

To erase all previously played messages in a mailbox

Answering System Remote Access

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

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

f) Six horizontal bars flashing on the display – MEMO is recording.

4. Press the talk/call back button. The number dials automatically.

1. Press the menu button when reviewing phone book records.

3. When finished editing, press talk/call back to dial the number.

one minute to exit to the standby mode automatically.

(making no changes) and return to the standby mode.

number whose name is current shown in the display.

2. Press menu button and use the cid/vol ( ◀ or ▶ ) button to scroll to *Edit*.

names in memory for quick dialing. The records are stored by alphabetic

# You may have a 3-way conversation using the handset, the base and an open

- 1. When the phone rings, press the talk/call back button on the handset and
- Conference shows on the handset display. And when the conference starts, all 3. When finished, press the talk/call back button (or put the handset back into the base cradle) and press the Speaker button again to hang up.
- NOTE: If the phone system is expanded to more than one handset, only 2 handsets and the base will be allowed in a telephone line conference. When the third handset trys to join
- the conference, Unavailable will be shown with error beeps. When a handset is in use (in talk mode), the other handset(s) will
- 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
- 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. The incoming date/time information will



## CID display on handset Caller ID phone number

- 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
- 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

## 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

- 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 30 most recent calls (up to 20 digits and 15 characters for each record) you received so you can see who called while you were unavailable And the display shows **New calls**, as a reminder that there are unanswered calls.
- When the 31st call is received, the oldest Caller ID record (1st call) is automatically 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 *RPT* in the
- As calls are received and stored, the display is updated to let you know how many
- 2. Press the cid/vol ( ) button to review the oldest call and scroll toward the
- 3. Press the cid/vol ( 4 ) button to review the newest call and scroll toward the
- NOTE: When you reach the end of records, --End of list-- shows
- NOTE: If no calls have been received, Empty shows in the display for 2 seconds at the time the cid/vol (  $\triangleleft$  or  $\triangleright$  ) button is pressed.

## 2. Use the cid/vol ( or ▶ ) button to display the desired record. 3. Press the talk/call back button. The number dials automatically. Formatting a CID Number Before Dialing 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 format button to adjust the number, and try again. 2. Use the cid/vol ( or ▶ ) button to scroll to the desired CID record.
- 3. Press the format button to scroll to the desired format 4. Press the talk/call back button. The formatted number dials automatically
  - Example 1-317-888-8888
  - 317-888-8888
  - 7-digit telephone number. 888-8888

## Storing CID Records into Phone Book You may also store CID information in the Phone Book.

- NOTE: It is important that you format CID records correctly BEFORE storing in Phone Book as you cannot reformat CID
- 2. Use the cid/vol ( ◀ or ▶ ) button to scroll to the desired CID record.
- 5. Press menu button to enter edit mode. You may now change the name, if desired. Please refer to section "Handset Name" for name editing method. NOTE: If the CID record does not include a name. Enter name
- NOTE: If *Memory full* shows in the display and the unit emits 3 beeps, you should delete one or more unnecessary records and repeat above steps to continue the call record storage.
- NOTE: Press the flash/exit button to keep the previous setting (making no changes) and return to the standby mode. NOTE: If the selected CID record contains any information that is
- non-numeric, the unit will not allow this record to transfer to the
- 2. Use the cid/vol ( < or ▶) button to display the CID record you want to delete.
- **4.** Use the cid/vol ( **4** or **▶** ) button to scroll to **Delete?**. 5. Press the menu button. **Confirm?** shows in the display
- 6. Press the menu button again to confirm the deletion. *Deleted* shows in the NOTE: Press the flash/exit button to return to the standby mode
- 2. Use the cid/vol ( ◀ or ▶ ) button to display any CID record.
- **4.** Use the cid/vol ( **4** or **▶** ) button to scroll to **Delete all**?. 5. Press the menu button. *Confirm?* shows in the display. 6. Press the menu button again to confirm the deletion. **All deleted** shows in the
- NOTE: Press the flash/exit button to return to the standby mode

## 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 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

- Leaving a Memo
- This feature lets you record a memo up to 3 minutes long to store as an incoming
- message. 1. Press and hold the memo button
- 2. Begin speaking after it announces "Record message". 3. Release the memo button when finished.

# CHANGING THE BATTERY

- CAUTION: To reduce the risk of fire or personal injury, use only the Thomson Inc. approved Nickel-metal Hydride (Ni-MH) battery model 5-2734, that is compatible with this unit.
- 1. Make sure the telephone is **OFF** (not in TALK mode) before you replace battery. 2. Remove the battery compartment door. 3. Disconnect the cord attached to the battery pack and remove the battery pack
- from the handset 4. Insert the new battery pack and connect the cord to the jack inside the battery
- compartment. 5. Put the battery compartment door back on.
- 6. Place handset in the base or handset charge cradle to charge. Allow the handset battery to properly charge (for 14 hours) prior to first use or when you install a new battery pack. If you do not properly charge the phone, battery performance will be compromised.

# **Battery Safety Precautions**

- Do not burn, disassemble, mutilate, or puncture. Like other batteries of this type, toxic materials could be released which can cause injury • To reduce the risk of fire or personal injury, use only the **Nickel-metal** Hydride battery listed in the User's Guide.
- Keep batteries out of the reach of children. Remove batteries if storing over 30 days.
- NOTE: The RBRC seal on the battery used in your Thomson Inc. product
- indicates that we are participating in a program to collect and recycle the rechargeable battery (or batteries). For more information go to the RBRC web site at www.rbrc.org
- or call 1-800-8-BATTERY or contact a local recycling center.

# Display Messages

	ou set up and use your phone.
BLOCKED	Indicates the person is calling from a number which is blocked from transmission.
DELETE ALL?	Prompt asking if you want to erase all records.
DELETE?	Prompt asking if you want to erase the current record.
END OF LIST	Indicates that it is the end of the list.
ENTER NAME	Prompt telling you to enter a name.
ENTER NUMBER	Prompt telling you to enter a telephone number.
NEW CALLS	Indicates call or calls which have not been reviewed.
HANDSET NAME	Prompt telling you to enter a user name for the handset.
UNAVAILABLE	The handset is not yet registered or is out of range.
No line	Indicates that the telephone line is not connected.
Line in use	Indicates that the telephone line is in use.
Empty	Indicates there are no CID records in memory.
Searching	Indicates handset is too far away from the base, and the handset is searching for the base.
Page from base	Someone pressed the PAGE button on the base.
RPT	Indicates a repeat call message. Indicates a new call from the same number was received more than once.
Unknwon	Indicates incoming call is from an area not serviced by
	DELETE ALL? DELETE? END OF LIST ENTER NAME ENTER NUMBER NEW CALLS HANDSET NAME UNAVAILABLE No line Line in use Empty Searching Page from base RPT

# Handset Sound Signals

Signal	Meaning
A long warbling tone (with ringer on)	Signals an incoming call
Three short beeps (several times)	Page signal
One beep every 14 seconds	Low battery warning

# Troubleshooting Guide

- **Telephone Solutions** No dial tone
- Check or repeat installation steps:
- Make sure the base power cord is connected to a working electrical outlet. Make sure the telephone line cord is connected to the base and the wall jack. • Connect another phone to the same jack. If it doesn't work, the problem

CID or the CID information was not sent.

- The handset may be out of range of the base. Move closer to the base Make sure the battery is properly charged (for 14 hours).
- ial tone is ok. but can't dial out • Make sure the type of phone service you are subscribed to is TONE or PULSE,
- and that the unit is SET TO MATCH the dialing mode. Handset does not ring
- Make sure the handset ringer is set to on.
- The handset may be out of range of the base. Move closer to the base. • You may have too many extension phones on your line. Try unplugging some extensions.
- Check for a dial tone. If no dial tone is heard, see "No dial tone". You experience static, noise, or fading in and out
- The handset may be out of range of the base. Move closer to base.
- Make sure base is not plugged into an electrical outlet with another household appliance. If necessary, relocate the base.
- Charge the battery (for 14 hours). Memory dialing doesn't work

# • Did you follow proper dialing sequence?

- Unit locks up and no communication between the base and cordless handset • Unplug the power adaptor from the electrical outlet and the bottom of the base. Remove the handset battery. Wait for 30 seconds and plug the power adaptor back into the base and electrical outlet. Reconnect the battery and charge for 14 hours.
- *Searching....* shows in the handset display Move the handset closer to the base.
- Make sure the base power cord is connected to a working electrical outlet.
- Date/Time setting is restored to default setting • May be caused by power failure. Set Date/Time again.
- **Caller ID Solutions**
- No Display Charge the battery (for 14 hours). Or replace the battery. Make sure the unit is connected to a non-switched electrical outlet
- Disconnect the power adaptor from the base and reconnect it. No Caller ID
- You must be subscribed to the standard Name/Number Caller ID service from your local telephone company to receive CID information.
- Battery If you experience any of the following problems, even after recharging the battery, you may need to replace the battery pack:
- Short talk time
- Poor sound quality Limited range

# General Product Care

- To keep your unit working and looking good, follow these guidelines:
- Avoid dropping the handset, as well as other rough treatment to the phone. Clean the phone with a soft cloth.
- Never use strong cleaning agents, paint thinner, abrasive powder, alcohol, or other chemical products to clean the unit. Doing so will damage the finish.
- Retain the original packaging in case you need to ship the phone at a later
- Periodically clean the charge contacts on the handset and base with a clean pencil eraser.

# Causes of Poor Reception

 Aluminum sidina. • Foil backing on insulation.

Handset battery is low.

• You're out of range of the base.

- Heating ducts and other metal construction that can shield radio signals.
- You 're too close to appliances such as microwaves, stoves, computers, etc. • Atmospheric conditions, such as strong storms.
- Base is installed in the basement or lower floor of the house.
- Base is plugged into AC outlet with other electronic devices. Baby monitor is using the same frequency.

f trouble is experienced with this equipment, for repair or warranty informatior 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 ne 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

Attach your sales receipt to the booklet for future reference or iot down the date this product was purchased or received as a gift. This information will be valuable if service

## Defects in materials or workmanship

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-**

Service

Or refer inquiries to:

Thomson Inc.

P O Box 1976

Purchase date \_

Name of store \_

What we will do:

How you get service:

UPS or its equivalent to:

of damage or loss.

Batteries.

Product Registration:

Limitation of Warranty

that varv from state to state.

Handset Replacement Battery

DESCRIPTION

Handset

AC Power adaptor

toll-free 1-800-338-0376.

Thomson Inc.

11721 B Alameda Ave.

Socorro, Texas 79927

What your warranty does not cover:

obtained from your dealer.)

• Damage from misuse or neglect.

Indianapolis, IN 46206

Manager, Consumer Relations

Limited Warranty

What your warranty covers:

For how long after your purchase:

One year, from date of purchase

should be required during the warranty period.

(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.)

• 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.

 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

• Pay any charges billed to you by the Exchange Center for service not covered by • Insure your shipment for loss or damage. Thomson Inc. accepts no liability in case • A new or refurbished unit will be shipped to you freight prepaid.

 Customer instruction. (Your Owner's Manual provides information regarding operating instructions and user controls. Any additional information, should be • Installation and setup service adjustments.

 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

• 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.

• 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

If you purchased your product outside the USA: • This warranty does not apply. Contact your dealer for warranty information.

Accessory Information MODEL NO. 5-2734 5-2757 27911

To place order, have your Visa, MasterCard, or Discover Card ready and call

A shipping and handling fee will be charged upon ordering. It is required by law to collect appropriate sales tax for each individual state, country, and locality to which the merchandise is being sent Items are subject to availability.