

# Model 28851 Series DECT 6.0 Cordless Handset Speakerphone Answering System User's Guide



Your new GE telephone system is **EXPANDABLE** up to a total of 6 handsets  
(by purchase of optional Model 28801 handset with charge cradle or 28108 speaker box)

# Equipment Approval Information

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

## 1 Notification to the Local Telephone Company

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

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

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

### Notes

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

**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 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**

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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."



For body worn operation, this phone has been tested and meets the FCC RF exposure guidelines when used with the belt clip supplied with this product. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.

## Information for DECT Product



This telephone is compliant with the DECT 6.0 standard which operates in the 1.92GHz to 1.93GHz frequency range. Installation of this equipment is subject to notification and coordination with UTAM. Any relocation of this equipment must be coordinated through and approved by UTAM. UTAM may be contacted at 1-800-429-8826.

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

 <p>THE LIGHTNING FLASH AND ARROW HEAD WITHIN THE TRIANGLE IS A WARNING SIGN ALERTING YOU OF "DANGEROUS VOLTAGE" INSIDE THE PRODUCT.</p>	<p><b>CAUTION:</b> RISK OF ELECTRIC SHOCK DO NOT OPEN</p> <p>CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK). NO USER SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.</p>	 <p>THE EXCLAMATION POINT WITHIN THE TRIANGLE IS A WARNING SIGN ALERTING YOU OF IMPORTANT INSTRUCTIONS ACCOMPANYING THE PRODUCT.</p>
<p>SEE MARKING ON BOTTOM / BACK OF PRODUCT</p>		

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# Introduction

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**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.

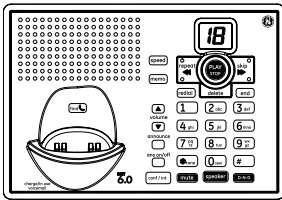
**IMPORTANT:** Because cordless phones operate on electricity, you should have at least one phone in your home that isn't cordless, in case the power in your home goes out.

## Before You Begin

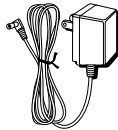
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### Parts Checklist (for model 28851)

Make sure your package includes the items shown here.



Base



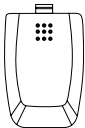
AC power adaptor



Handset battery pack



Handset



Battery compartment cover



Belt clip



Wall mount bracket



Telephone line cord

For **Model 28851xx2** there will be **ONE** additional handset, charge cradle, belt clip, battery pack and cover than shown above.

**NOTE: If a speaker box is included in your package, it replaces one set of a handset, belt clip, battery pack and cover.**

For **Model 28851xx3** there will be **TWO** additional handsets, charge cradles, belt clips, battery packs and covers than shown above.

For **Model 28851xx4** there will be **THREE** additional handsets, charge cradles, belt clips, battery packs and covers than shown above.

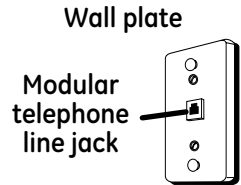
For **Model 28851xx5** there will be **FOUR** additional handsets, charge cradles, belt clips, battery packs and covers than shown above.

For **Model 28851xx6** there will be **FIVE** additional handsets, charge cradles, belt clips, battery packs and covers than shown above.

## Telephone Jack Requirements

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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

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## Digital Security System

Your cordless phone uses a digital security system to protect against false ringing, unauthorized access, and charges to your phone line.

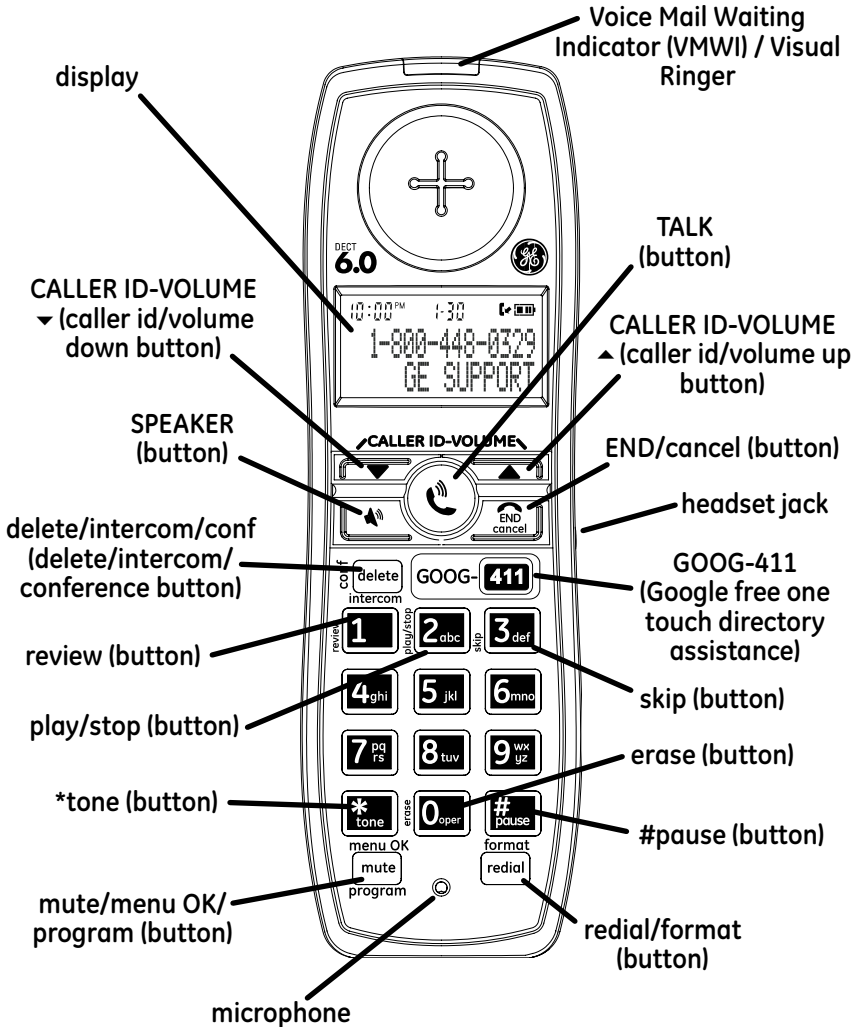
**INSTALLATION NOTE: Some cordless telephones operate at frequencies that may cause or receive interference with nearby TVs, microwave ovens, and VCRs. To minimize or prevent such interference, the base of the cordless telephone should not be placed near or on top of a TV, microwave ovens, or VCR. If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

**Certain other communications devices may also use the 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, multi-handset cordless telephone systems, and some long-range cordless telephone systems.**

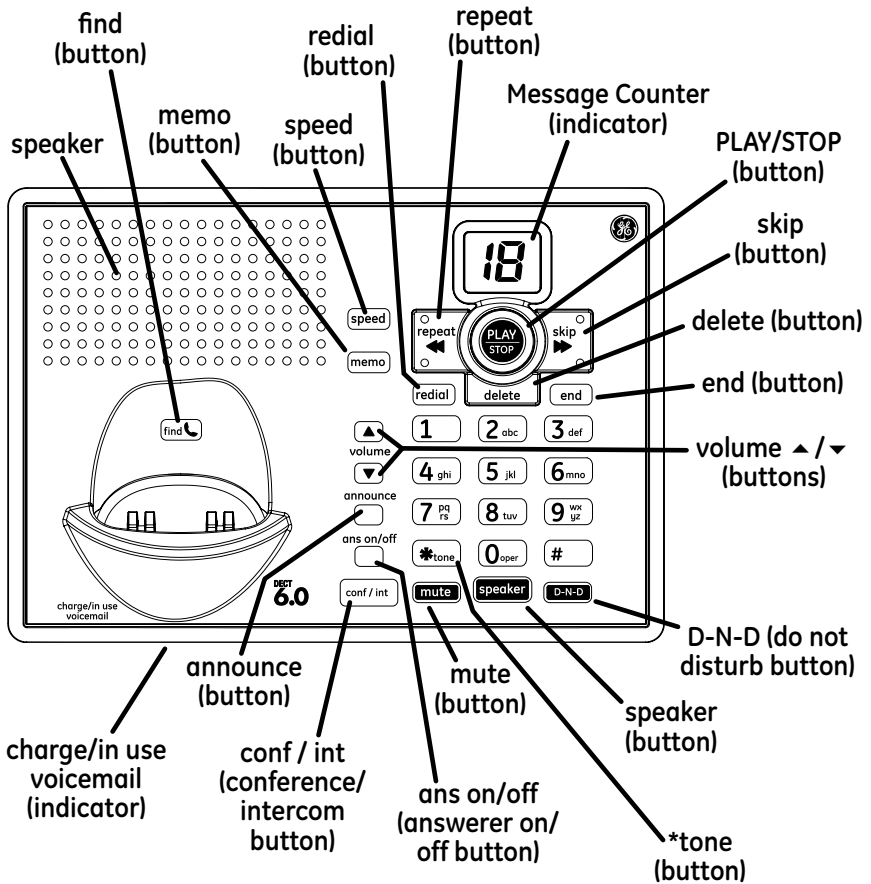
## Important Installation Guidelines

- 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.

# Handset Layout



# Base Layout



# Installing the Phone

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## Installing the Handset Battery

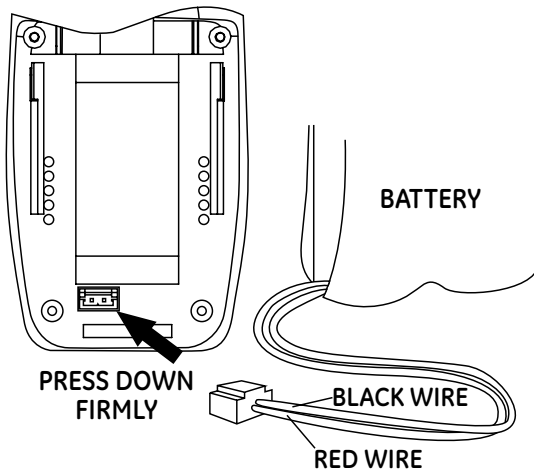
**NOTE:** You must connect the handset battery before use.



**CAUTION:** To reduce the risk of fire or personal injury, use only the Thomson Inc. approved Model 5-2814 Nickel-metal Hydride battery (Ni-MH), 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.

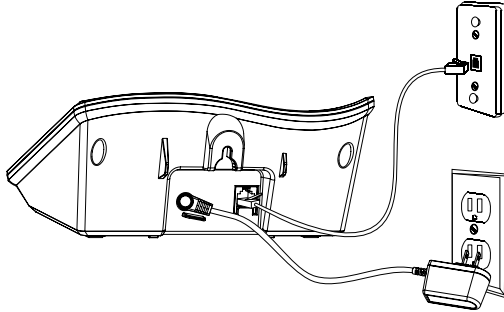
**NOTE:** To ensure proper battery installation, the connector is keyed and can be inserted only one way.



4. Insert the battery pack.
5. Close the battery compartment by pushing the door up until it snaps into place.

## Base Station

1. 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.



2. Plug one end of the telephone line cord into the TEL LINE jack on the back of the base and the other end into a modular jack.
3. Plug the AC power converter into the electrical outlet and the DC connector into the jack on the back of the base.
4. Place the handset in the base cradle. The charge/in use voicemail indicator turns on, verifying the battery is charging.
5. Allow the phone to charge for 16 hours prior to first use. If you don't properly charge the phone, battery performance is compromised.



**CAUTION: To reduce risk of personal injury, fire, or damage use only the 5-2812 power adaptor listed in the user's guide. This power adaptor is intended to be correctly orientated in a vertical or floor mount position.**

# Answering System Setup

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This section shows you how to set up your answering system to receive incoming calls. Before you begin the set up process, you must turn on the answering system.

- Press the **ans on/off** button to turn the answering system on and off. The MESSAGES indicator lights when the answering system is on. The indicator blinks when you have new messages.

**NOTE: The answering system displays "--" when it is off.**

## Answerer

In the Answerer Menu, there are five programmable submenus: Handset Access, Set Prompt Language, Rings to Answer, Message Alert and Security Code.

1. Make sure your phone is **OFF** (not in TALK mode).
2. Press the **mute/menu OK/program** button to go to the main menu.
3. Press **CALLER ID-VOLUME** (▲ or ▼) button to scroll to **ANSWERER**.
4. Press **mute/menu OK/program** button to enter the submenu.

## Handset Access

Use the corresponding handset keys just like you would use the base buttons (see "Answering System Setup"). The button functions are located on the handset above each number key. For example, to play messages:

1. Press the **mute/menu OK/program** button to go to the main menu.
  2. Press the **CALLER ID-VOLUME** (▼ or ▲) button to scroll to **ANSWERER**.
  3. Press the **mute/menu OK/program** button to enter the menu, press the **CALLER ID-VOLUME** (▼ or ▲) to select **HANDSET ACCESS** submenu.
  4. Press the **mute/menu OK/program** button to access the answering system. The screen displays **ANSWERER REMOTE ACCESS**.
- Press the **PLAY/STOP** button to play the message.
  - When you are finished listening to your messages, press the **END/cancel** button to exit.

## Set Prompt Language

From the Answerer Menu:

1. Press the **CALLER ID-VOLUME** (▲ or ▼) button to scroll to **PROMPT LANG**.
2. Press the **mute/menu OK/program** button to enter the menu. The screen displays **PROMPT LANG 1ENG 2FRA 3ESP**.
3. Use the touch tone pad on the handset to select **1ENG**, **2FRA**, **3ESP**, or use the **CALLER ID-VOLUME** (▲ or ▼) button to scroll to the desired language. *English* is the default setting.
4. Press the **mute/menu OK/program** button to save your selection. You will hear a confirmation tone.

## Rings 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 Answerer Menu:

1. Press the **CALLER ID-VOLUME** (▲ or ▼) button to scroll to the **RING TO ANSWER** sub-menu.
2. Press **mute/menu OK/program** button to enter the menu. The screen displays **RING TO ANSWER 3 4 5 6 TS**.
3. Use the touch tone pad on the handset to enter the selection, or the **CALLER ID-VOLUME** (▲ or ▼) button to scroll to your selection. The default setting is 5.
4. Press the **mute/menu OK/program** button to confirm. You will hear a confirmation tone and the screen displays the new setting.

**NOTE: If you select Toll Saver (TS) the unit answers after the 3rd ring if there are NEW messages, OR the unit answers after the 5th ring if there are NO new messages. This allows user to access their answerer from another location and then hang up after 4 rings to save long distance charges.**

## Message Alert

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

### From the Answerer Menu:

1. Press the **CALLER ID-VOLUME** (▲ or ▼) button to scroll to the **MESSAGE ALERT** sub-menu.
2. Press **mute/menu OK/program** button to enter the menu. The screen displays **NEW MSG ALERT 1ON 2OFF**.
3. Use the touch-tone pad to enter the selection, or use the **CALLER ID-VOLUME** (▲ or ▼) button to scroll to the **1ON** or **2OFF**. The default setting is **2OFF**.
4. Press the **mute/menu OK/program** button to confirm. You will hear a confirmation tone and the screen displays the new setting.

## Security Code

You can access the answering system from a tone dialing telephone in another (remote) location. The security code is required for remote access, and it prevents unauthorized access to your answering system.

### From the Answerer menu:

1. Press the **CALLER ID-VOLUME** (▲ or ▼) button to scroll to the **SECURITY CODE** sub-menu.
2. Press **mute/menu OK/program** button to enter the menu. The screen displays **SECURITY CODE 1 2 3**.
3. Use the touch-tone pad to enter your new 3-digit security code. The default setting is **123**.
4. Press the **mute/menu OK/program** button to confirm. You will hear a confirmation tone and the screen displays the new security code.

**NOTE: If you make a mistake, use the delete/intercom/conf button to delete the security code and begin again.**

## Speaker Volume

Use the **volume** (▲ or ▼) buttons to adjust speaker volume on the base to a comfortable level. L1 is the minimum speaker volume and L5 is the maximum.



## Voice Instruction

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

## 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.

You may record an outgoing announcement in the answer or choose the default for your current outgoing announcement.

1. Make sure the answering system is **ON**.
2. Press and hold the announce button until the speaker announces "**RECORD ANNOUNCEMENT AFTER TONE**".
3. Begin speaking after you hear the beep.
4. Release the 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.**

### Sample Outgoing Announcement

*Hi, this is (use your name here), I can't answer the phone right now, so please leave your name, number and a brief message after the tone, and I'll get back to you. Thanks.*

**NOTE: The maximum recording time for the outgoing announcement is 2 minutes.**

## Reviewing and Choosing the Announcement

Press and release the announce button to review and select this one as your outgoing announcement.

**NOTE: Press the PLAY/STOP button at any time to stop playing the announcement.**

# GOOG411

GOOG-411 is Google's new 411 service. With GOOG-411, you can find local business information completely free, directly from your phone. With purchasing the GE phone, you can access 1-800-GOOG-411 service at anytime by simply pressing the **GOOG-411** button.

1. In standby mode or dialing mode, press the **GOOG-411** button, the preset GOOG-411 service number is dialed out immediately. The screen displays "**GOOG-411: Free 411 by Google**".
2. Speak into the phone and say where you are and what you're looking for. GOOG-411 will connect you with the business you choose.
3. When finished, press **END/cancel** button to hang up.

## At any point in the call:

- To go back say **"go back"**
- To start over say **"start over"** or press \*

## When asked for a city and state:

- To enter city and state say the full names  
(for example, "Palo Alto California")
- To enter a zip code say it or enter with keypad

## When asked for business name or category:

- To enter a business name or category say the full names  
(for example, "Joe's Pizzeria" or "Pizza")
- To spell a business name press **1** and spell with keypad  
(for example, *TOYS would be 8697*)

## When given results:

- To navigate between results say or press the listing number
- To get more details say **"details"**
- To get help say **"help"**

# Programming the Telephone

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## Standby Screen

The handset displays the handset number and user name.



## 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: Phonebook, Room Monitor, Answerer, Set Alarm Clock and Handset Setup.

### Phone Book

Each handset can store up to fifty records in phone book for quick dialing; each record can contain a maximum of 20-digit numbers and 15-character names.

### Review Records

1. Make sure the phone is **OFF** (not in TALK mode).
2. Press the **mute/menu OK/program** button to go to the main menu.
3. Press **CALLER ID-VOLUME** (▼ or ▲) button to scroll to **PHONEBOOK**.
4. Press **mute/menu OK/program** button to enter **PHONEBOOK** menu.
5. Use the **CALLER ID-VOLUME** (▼ or ▲) button to scroll to **VIEW RECORDS**.
6. Press the **mute/menu OK/program** button to confirm, all records are shown in alphabetical order.
7. Press the **CALLER ID-VOLUME** (▼ or ▲) button or select a starting letter to view the records.

## Add Records

1. Make sure the phone is **OFF** (not in TALK mode).
2. Press the **mute/menu OK/program** button to go to the main menu.
3. Press **CALLER ID-VOLUME** (▼ or ▲) button to scroll to **PHONEBOOK**.
4. Press **mute/menu OK/program** button to enter **PHONEBOOK** menu.
5. Use the **CALLER ID-VOLUME** (▼ or ▲) button to scroll to **ADD RECORDS**.
6. Press the **mute/menu OK/program** button to confirm. The screen displays **ENTER NAME**.
7. Use the touch-tone pad to enter a name (up to 15 characters). More than one letter is stored in each of the number keys. For example, to enter Bill Smith, press the 2 key twice for the letter B. Press the 4 key 3 times for the letter I. Press the 5 key 3 times for the letter L. Press the 5 key 3 times for the second letter L, and press the 1 key to insert a space between the first and last name. Press the 7 key 4 times for the letter S; press the 6 key once for the letter M; press the 4 key 3 times for the letter 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/intercom/conf button to backspace and erase the wrong character(s) or number(s).**

8. Press the **mute/menu OK/program** button again to save your selection. The screen displays **ENTER TEL NUMBER**.
9. Use the touch-tone pad to enter the telephone number (up to 20 digits, including pauses), and press the **mute/menu OK/program** button to confirm. The records are stored alphabetically in the phonebook.

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

Press the **#pause** button on the handset's touch-tone pad to insert a delay in dialing sequence when a pause is needed to wait for a dial tone (for example, after you dial 9 for an outside line, or to wait for a computer access tone.) Each pause counts as one digit in the dialing sequence.

## Edit Records

1. Make sure the phone is **OFF** (not in TALK mode).
2. Press the **mute/menu OK/program** button to go to the main menu.
3. Press **CALLER ID-VOLUME** (▼ or ▲) button to scroll to **PHONEBOOK**.
4. Press **mute/menu OK/program** button to enter **PHONEBOOK** menu.
5. Use the **CALLER ID-VOLUME** (▼ or ▲) button to scroll to **EDIT RECORDS**.
6. Press the **mute/menu OK/program** button to confirm, display will show the records.
7. Use the **CALLER ID-VOLUME** (▼ or ▲) button or key in alphabet to move to desired record, press **mute/menu OK/program** button to confirm. The screen displays **ENTER NAME**.
8. Repeat Steps 7 through 9 in “Add Records” section.

## Delete Records

1. Make sure the phone is **OFF** (not in TALK mode).
2. Press the **mute/menu OK/program** button to go to the main menu.
3. Press **CALLER ID-VOLUME** (▼ or ▲) button to scroll to **PHONEBOOK**.
4. Press **mute/menu OK/program** button to enter **PHONEBOOK** menu.
5. Use the **CALLER ID-VOLUME** (▼ or ▲) button to scroll to **DELETE RECORDS**.
6. Press the **mute/menu OK/program** button to confirm, display will show the records.
7. Use the **CALLER ID-VOLUME** (▼ or ▲) button or key in alphabet to move to desired record, press the **delete/intercom/conf** button. The screen displays **DELETE?**.
8. Press the **delete/intercom/conf** button or **mute/menu OK/program** button again to confirm.

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

## Dialing a Number from Internal Memory

1. Make sure the phone is **OFF** (not in TALK mode).
2. Press the **mute/menu OK/program** button to go to the main menu.
3. Press **CALLER ID-VOLUME** (▼ or ▲) button to scroll to **PHONEBOOK**.
4. Press **mute/menu OK/program** button to enter **PHONEBOOK** menu.
5. Use the **CALLER ID-VOLUME** (▼ or ▲) button to scroll to **VIEW RECORDS**.
6. Press the **mute/menu OK/program** button to confirm.
7. Use the **CALLER ID-VOLUME** (▼ or ▲) button or key in alphabet to move to the desired number.
8. Press the **TALK** or **SPEAKER** buttons, the number dials automatically.

## Ignore The Incoming Call

With this feature, you can transfer all the incoming calls to the answering system. When the phone rings, press the **END/cancel** button on the handset. The answering system will answer the call for you.

## Room Monitor (applicable only with additional handsets)

1. Make sure your phone is **OFF** (not in TALK mode).
2. Press the **mute/menu OK/program** button to go to the main menu.
3. Press **CALLER ID-VOLUME** (▼ or ▲) button to scroll to **ROOM MONITOR**.
4. Press **mute/menu OK/program** button to enter **ROOM MONITOR** menu. The screen displays **ROOM MONITOR EXTENSION?**.



5. Use the touch tone pad to enter the handset number to be monitored.  
**NOTE: When this phone system is expanded (up to 6 handsets by purchase of optional Model 28801FE1 handset with recharge cradle), handsets are named HANDSET 1, HANDSET 2, HANDSET 3, and etc.**

6. The receiving handset will turn on the microphone and the originating handset will turn on the speakerphone to monitor sound from the receiving handset.

**NOTE: For room monitoring mode to work, the originating handset must NOT be on the cradle.**

**NOTE: While in room monitoring mode, the handsets will emit an alert tone approximately every 5 seconds if there is an incoming call. You may press the SPEAKER button to quit room monitor and answer the call.**

**NOTE: While in room monitoring mode, the originating handset can be switched to monitor by handset earpiece by pressing the TALK button once. Switch back to speakerphone by pressing the SPEAKER button once.**

**NOTE: Press the END/cancel button on the handset to exit room monitor mode.**

## Set Alarm Clock

1. Make sure your phone is **OFF** (not in TALK mode).
2. Press the **mute/menu OK/program** button to go to the main menu.
3. Press **CALLER ID-VOLUME** (▼ or ▲) button to scroll to **ALARM**.
4. Press **mute/menu OK/program** button to enter the submenu, the screen displays **ALARM 1ON 2OFF**.
5. Use the touch-tone pad to enter the selection, or use the **CALLER ID-VOLUME** (▼ or ▲) button to scroll to **1ON** or **2OFF**.
6. If you select **ON**, press the **mute/menu OK/program** button to confirm and advance **Set Alarm Time** sub-menu.
7. Use the number keys to enter the time, then use the **#pause** button to select AM or PM.
8. Press the **mute/menu OK/program** button to confirm and advance **Set Cycle Time** sub-menu.
9. Use the **CALLER ID-VOLUME** (▼ or ▲) button to select **Once** or **Daily**. The default setting is **Once**.
10. Press the **mute/menu OK/program** button to save your selection. You will hear a confirmation tone.

**NOTE: If you select Daily, the system will follow the current time setting to turn on the alarm.**

# Handset Setup

1. Make sure your phone is **OFF** (not in TALK mode).
2. Press the **mute/menu OK/program** button to go to the main menu.
3. Press **CALLER ID-VOLUME** (▼ or ▲) button to scroll to **HANDSET SETUP**.
4. Press **mute/menu OK/program** button to confirm and you may program the following items: Language, Handset Name, Ringer Tone, Ringer Volume, VIP Melody, Key Tone, Set Day/Time, Equalizer, Area Code, Tone/Pulse, Registration, Deregistration and Default Setting.

**NOTE: During programming, you may press the END/cancel button at any time to exit the sub-menu and return to the menu.**

## Language

**From the Handset Setup Menu:**

1. Press the **CALLER ID-VOLUME** (▼ or ▲) button to scroll to the **SET LANGUAGE** sub-menu.
2. Press **mute/menu OK/program** button to enter the menu. The screen displays **SET LANGUAGE 1ENG 2FRA 3ESP**.
3. Use the touch tone pad on the handset to select **1ENG, 2FRA, 3ESP**, or use the **CALLER ID-VOLUME** (▼ or ▲) button to scroll to the desired language. *English* is the default setting.
4. Press the **mute/menu OK/program** button to save your selection. You will hear a confirmation tone and the screen displays the selected language.

## Handset Name

**From the Handset Setup Menu:**

1. Press the **CALLER ID-VOLUME** (▼ or ▲) button to scroll to the **HANDSET NAME** sub-menu.
2. Press **mute/menu OK/program** button to enter the menu. The screen displays **HANDSET NAME**.
3. Use the touch-tone pad to enter a name (up to 15 characters). More than one letter is stored in each of the number keys. For example, to enter Bill Smith, press the 2 key twice for the letter B. Press the 4 key 3 times for the letter I. Press the 5 key 3 times for the letter L. Press the 5 key 3 times for the second letter L, and



press the 1 key to insert a space between the first and last name. Press the 7 key 4 times for the letter S; press the 6 key once for the letter M; press the 4 key 3 times for the letter I; press the 8 key for the letter T; press the 4 key twice for the letter H.

**NOTE: If you make a mistake, use the delete/intercom/conf button to backspace and delete one character at a time.**

4. Press the **mute/menu OK/program** button to save your name. You will hear a confirmation tone and the screen displays the handset name.

## Ringer Tone

You may choose from ten different ringer tones and ten different melodies.

**From the Handset Setup Menu:**

1. Press the **CALLER ID-VOLUME** (▼ or ▲) button to scroll to the **RINGER TONE** sub-menu.
2. Press **mute/menu OK/program** button to enter the menu. The screen displays **SET RINGER TONE 01**. 01 is default setting.
3. Use the **CALLER ID-VOLUME** (▼ or ▲) button to scroll to the desired setting (1 through 20). You will hear a sample of the ringer tone/melody you select.
4. Press the **mute/menu OK/program** button to save your selection. You will hear a confirmation tone and the screen displays the selected ringer tone.

**NOTE: You must have the Ringer Volume set to ON for ring tone to signal an incoming call.**

## Ringer Volume

**From the Handset Setup Menu:**

1. Press the **CALLER ID-VOLUME** (▼ or ▲) button to scroll to the **RINGER VOLUME** sub-menu.
2. Press **mute/menu OK/program** button to enter the menu. The screen displays **SET RINGER LEVEL 5**.
3. Use the **CALLER ID-VOLUME** (▼ or ▲) button to scroll to your selection. **LEVEL 5** is the default setting.
4. Press the **mute/menu OK/program** button to save your selection. You will hear a confirmation tone and the screen displays the new volume setting.

**NOTE: If you turn the ringer OFF, the screen displays the ringer off icon.**

## VIP Melody

This feature allows you to assign a specific melody to someone you want to get your attention when the person calls. When a VIP melody is assigned and that person calls, the unit rings the normal ring for the first ring and then follows with VIP melody ring. You may choose from ten different polyphonic melodies and may store up to 10 VIP records.

**NOTE: This feature ONLY works when the following conditions are met.**

- 1. You have subscribed to Caller ID.**
- 2. You have your Caller ID record previously transferred to the memory. (Refer to Storing CID Records in Internal Memory). NO USER MEMORY will show in the display to remind the user to do CID record transfer first.**

## Storing VIP Melody

**From the Handset Setup Menu:**

1. Press the **CALLER ID-VOLUME** (▼ or ▲) button to scroll to **VIP MELODY** sub-menu.
2. Press **mute/menu OK/program** button to select VIP melody feature and then display VIP 1 record.  
- If VIP1 does NOT contain any specific number/records, it will display **EMPTY**.
3. Press **CALLER ID-VOLUME** (▼ or ▲) button to select the specific VIP melody memory location (10 VIP locations) that does not contain any record.
4. Press **mute/menu OK/program** button to display **SELECT MEMORY**.

**NOTE: If the memory location does not contain any CID memory records and you are trying to mark a specific record as VIP MELODY, then SELECT MEMORY will not be displayed. Instead, NO USER MEMORY will display in prompt to alert the user.**

5. Press **CALLER ID-VOLUME** (▼ or ▲) button to view the records from memory to be selected as VIP.
6. Press **mute/menu OK/program** button to confirm and then display **VIP MELODY 01** to wait for the melody tone selection.
7. Press **CALLER ID-VOLUME** (▼ or ▲) button to select from melody 01 to melody 10 (a testing tone is generated while making melody selection).

8. Press **mute/menu OK/program** button to confirm.

**NOTE: If the desired number/record was previously stored in any one of the ten VIP melody records, The screen displays *DUPLICATE NUMBER*.**

## Changing a Stored VIP Melody Record

Use the Storing VIP Melody procedure to change the number of a selected record and replace the old phone number with new phone number.

When the screen displays **REPLACE VIP# ?**, you must press **mute/menu OK/program** button on the handset to confirm replacement.

## Reviewing And Deleting Stored VIP Melody Record

**From the Handset Setup Menu:**

1. Press the **mute/menu OK/program** button to enter to **VIP MELODY** menu.
2. Use the **CALLER ID-VOLUME** (▼ or ▲) button to scroll to the desired **VIP Melody Record**.
3. If you want to delete the information, press the **delete/intercom/conf** button on the handset while the entry displays. The display show **DELETE VIP# ?**.
4. Press **delete/intercom/conf** again to confirm. You will hear a confirmation tone and the screen displays **VIP# DELETED**.

## Key Tone

**From the Handset Setup Menu:**

1. Press the **CALLER ID-VOLUME** (▼ or ▲) button to scroll to the **KEY TONE** sub-menu.
2. Press **mute/menu OK/program** button to enter the menu. The screen displays **SET KEY TONE 1ON 2 OFF**.
3. Use the touch tone pad on the handset to select 1 or 2, or use the **CALLER ID-VOLUME** (▼ or ▲) button to scroll to your selection. **1ON** is the default setting.
4. Press the **mute/menu OK/program** button to confirm and the screen displays the key tone setting.

## Set Day/Time

### From the Handset Setup Menu:

1. Press the **CALLER ID-VOLUME** (▼ or ▲) button to scroll to the **SET DAY/TIME** sub-menu.
2. Press **mute/menu OK/program** button to enter the menu. The screen displays **SET DAY MONDAY**. *MONDAY* is default setting.
3. Press the **CALLER ID-VOLUME** (▼ or ▲) button to select from **MONDAY** to **SUNDAY**.
4. Press **mute/menu OK/program** button to confirm your selection and advance **SET TIME** sub-menu.
5. Use the number keys to enter the current hour and minute, then use the **#pause** button to select AM or PM.
6. Press the **mute/menu OK/program** button to save your selection. You will hear a confirmation tone and the screen displays the current time.

## Equalizer

This feature lets you to adjust the audio quality.

### From the Handset Setup Menu:

1. Press the **CALLER ID-VOLUME** (▼ or ▲) button to scroll to **Equalizer**.
2. Press the **mute/menu OK/program** button to enter the menu.
3. Use the **CALLER ID-VOLUME** (▼ or ▲) button to scroll to desired selection. The default is *Natural*.
4. Press the **mute/menu OK/program** button to save your selection. You will hear a confirmation tone.

## Area Code

### From the Handset Setup Menu:

1. Press the **CALLER ID-VOLUME** (▼ or ▲) button to scroll to the **AREA CODE** sub-menu.
2. Press **mute/menu OK/program** button to enter the menu. The screen displays **SET AREA CODE - - -**.
3. Use the touch-tone pad to enter your 3-digit area code.
4. Press the **mute/menu OK/program** button to confirm. You will hear a confirmation tone and the screen displays the new area code.

**NOTE: To restore the default setting to - - -, press and release delete/intercom/conf when the screen displays SET AREA CODE.**

## Tone/Pulse

### From the Handset Setup Menu:

1. Press the **CALLER ID-VOLUME** (▲ or ▼) button to scroll to the **TONE/PULSE** sub-menu.
2. Press **mute/menu OK/program** button to enter the menu. The screen displays **TONE/PULSE ▶ 1TONE 2PULSE**. The default setting is "1 TONE".
3. Use the touch-tone pad or **CALLER ID-VOLUME** (▲ or ▼) to enter **1 TONE** or **2 PULSE**.
4. Press the **mute/menu OK/program** button to confirm. You will hear a confirmation tone and the screen will display your selection.

## Registration

Your packaged handset(s) are pre-registered and ready to use. It is not recommended that a handset be registered again unless absolutely necessary.

### From the Handset Setup Menu:

1. Press the **CALLER ID-VOLUME** (▼ or ▲) button to scroll to the **REGISTRATION** sub-menu.
2. Press the **mute/menu OK/program** button to enter the menu. The screen displays **REGISTRATION 1YES ▶ 2NO**. The default setting is **2NO**.
3. Use the touch-tone pad to select 1 for **YES** or 2 for **NO**. Or use the **CALLER ID-VOLUME** (▼ or ▲) button to scroll to **1YES** or **2NO**.
4. If you select **1YES**, press the **mute/menu OK/program** button. The screen displays **HOLD BASE PAGE FOR 5 SECONDS, THEN PRESS HANDSET PROGRAM**. (Your handset should be held near the base during registration process.)
5. Press and hold the **find** button on the base unit, the charge/in use voicemail indicator flashes. Press the handset **mute/menu OK/program** button. The screen displays **REGISTERING**. The screen will then display **REGISTERED**. You may now rename your handset. (Refer to Step 3 & 4 of Handset Name Section)

**NOTE: IF you are re-registering the handset through the handset menu; to rename your handset you must go to the Handset Name Section and start from the beginning step.**

## De-Registration

De-registration cancels registration. During the de-registration process, keep the handset near the base.

### From the Handset Setup Menu:

1. Press the **CALLER ID-VOLUME** (▼ or ▲) button to scroll to the **DEREGISTRATION** sub-menu.
2. Press the **mute/menu OK/program** button to enter the menu. The screen displays **DEREGISTRATION 1YES ▶ 2NO**. The default setting is "2NO".
3. Use the touch-tone pad to select 1 for **YES** or 2 for **NO**. Or use the **CALLER ID-VOLUME** (▼ or ▲) button to scroll to **1YES** or **2NO**.



**WARNING: It is not recommended that a handset be de-registered unless absolutely necessary because once a handset is de-registered, that handset's telephone features cannot be used until the handset is re-registered.**

4. Select **2NO**, if you do not want to de-register.
5. If you select **1YES**, press the **mute/menu OK/program** button and **MOVE NEAR TO BASE** displays for 2 seconds, then **CONFIRM? 1YES 2NO** appears in the display.
6. Press the touch-tone pad to select **1YES** or **2NO**, or use the **CALLER ID-VOLUME** (▼ or ▲) button to scroll to **1YES** or **2NO**.
7. If you select **YES**, press the **mute/menu OK/program** button to confirm. **DE**-The screen displays **REGISTER...** You will hear a confirmation tone. Then the screen displays **DEREGISTERED** to confirm the handset is deregistered.

**NOTE: When you complete the de-registration process, The screen displays *HANDBSET NEEDS REGISTRATION*. To use the handset, you MUST re-register the handset using the Registration process.**

## Global De-registration

If one or more handsets becomes lost, you should de-register all handsets to ensure proper system operation.



**WARNING: It is not recommended that a handset be de-registered unless absolutely necessary because once a handset is de-registered, that handset's telephone features cannot be used until the handset is re-registered.**

1. Disconnect power from the base by pulling the plug out of the back of the unit.
2. Press and hold the **find** button and while holding the **find** button reconnect the power.
3. Continue to hold the **find** button until the charge/in use voicemail light flashes rapidly.
4. Release the **find** button.
5. Press and release the **find** button on the base once. All handsets are de-registered and the screen displays **HANDBSET NEEDS REGISTRATION**.

## Default Setting

As you become familiar with this system, you may prefer to use the system's original settings. Follow the steps below to return to the factory default settings.

**From the Handset Setup Menu:**

1. Press the **CALLER ID-VOLUME** (▼ or ▲) button to scroll to the **DEFAULT SETTING** sub-menu.

2. Press the **mute/menu OK/program** button to enter the menu. The screen displays **DEFAULT SETTING 1YES 2NO**. The default setting is **2NO**.
3. Use the touch-tone pad to select **1YES** or **2NO**, or use the **CALLER ID-VOLUME** (▼ or ▲) button to move the cursor to **1YES** or **2NO**.  
**NOTE: If you choose YES all the settings in the programmable menu are returned to factory default setting.**
4. Press the **mute/menu OK/program** button to save your selection. You will hear a confirmation tone.

## Telephone Operation

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### Visual Indicators

#### Base

The charge/in use voicemail indicator on the base will flash to alert you to an incoming call, during paging, or if you have a message waiting from your service provider. The indicator will remain lit when a handset is in the base charging or when the line is in use.

#### Handset

The TALK and SPEAKER indicator buttons flash when you receive a call and remain lit during a call.

The keypad and CID will also light when a call is received.

#### VMWI / Visual Ringer Indicator on Handset

**IMPORTANT: In order to use this unit's Voice Mail Waiting Indicator (VMWI) feature, you must subscribe to this service from your phone company.**

The VMWI indicator on the top of the handset flashes when you receive a new message from your service provider. Also, it serves as a Visual Ringer function. It will flash when there is an incoming call.



## Speakerphone Operation.

**NOTE: If you are using the speakerphone, remain close to handset so the party you are speaking to can hear you.**

If you are using the handset and want to switch to the speakerphone, press the **SPEAKER** button, press **END/cancel** to end conversation.

If you are using the speakerphone and want to switch to the handset, press the **TALK** button, press **END/cancel** again to end conversation.

## Making a Call

1. Press the **TALK** or **SPEAKER** button. Dial the desired number.

- OR -

Dial the number first, then press the **TALK** or **SPEAKER** button.

- OR -

Press the **CALLER ID-VOLUME** (▼ or ▲) button to select the desired record, then press the **TALK** or **SPEAKER** button.

2. When finished, press the **END/cancel** button to hang up.

**NOTE: You may enter up to 25 pre-dial digits.**

**NOTE: If you want to delete the pre-dial number you entered, press the delete/intercom/conf button until all of the digits are erased.**

## Answering Calls

1. When the phone rings, press the **SPEAKER** button on the handset.

- OR -

Pick up the handset and press the **TALK** button.

2. When finished, press **END/cancel** button to hang up.

**NOTE: Adjust the handset volume by pressing the CALLER ID-VOLUME (▼ or ▲) button during a call.**

## Ignore The Incoming Call

With this feature, you can transfer all the incoming calls to the answering system. When the phone rings, press the **END/cancel** button on the handset. The answering system will answer the call for you.

## Call Timer

After you press the **TALK** or **SPEAKER** button on the handset, the screen displays the built-in call timer and counts the length of time of the call in minutes and seconds.

## Auto Standby

If you place the handset in the cradle while the handset is off the hook (during a call), the call is automatically disconnected.

## Ringer Volume (Shortcut)

There are two ways to set the ringer volume. One is the traditional way as described in the Programming Functions; Handset Setup; Ringer Volume menus. The other one is this short cut to ringer menu.

1. Make sure the phone is **OFF** (not in TALK mode).
2. Press the **#pause** button to display **SET RINGER LEVEL 5**.
3. Use the **CALLER ID-VOLUME** (▼ or ▲) button to scroll to your selection. *LEVEL 5* is the default setting.
4. Press **#pause** button again to save and display the new selection for a few seconds.

## Flash/Call Waiting

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 the screen displays Caller ID information for the waiting call.

- To connect to the waiting call, press the **TALK** or **SPEAKER** button on the handset, and your original call is put on hold.
- To switch between the two calls, press the **TALK** or **SPEAKER** button.

## Last Number Redial

You may redial a number up to 25 digits long. To quickly redial the last number you dialed:

1. Press the **TALK** or **SPEAKER** button.
2. Press the **redial/format** button.

-OR-

3. Press the **redial/format** button first, then use the **CALLER ID-VOLUME** (▼ or ▲) button to select the desired redial number.
  - Press the **CALLER ID-VOLUME** (▲) to review the oldest call and scroll toward the most recent calls (higher numbers).
  - Press the **CALLER ID-VOLUME** (▼) to review the newest call and scroll to older calls (lower numbers).

**NOTE: You may choose from three last dialed numbers.**

4. Press the **TALK** or **SPEAKER** button. The number dials automatically.

If you get a busy signal and want to keep dialing the number, press the **redial/format** button to quickly redial the number.

## Exit

Press the **END/cancel** button to exit a menu function and return to the standby screen.

## Page

The page feature helps you locate a misplaced handset. To send and receive pages, all handsets must be registered. If your handset is not registered, follow the instructions in the Registration section of this manual.

## Handset to Handset Paging (applicable only with additional handsets)

1. Make sure the phone is **OFF** (not in TALK mode).
2. Press and release the **delete/intercom/conf** button on a handset. The screen displays **PAGING EXTENSION?**
3. Use the touch-tone pad to enter the handset number you want to page.
4. To cancel the page, press the **END/cancel**, **delete/intercom/conf**, or **TALK** button on the originating handset, or press the **END/cancel** button on the receiving handset.

## Paging All Handsets from a Handset (applicable only with additional handsets)

1. Make sure the originating phone is **OFF** (not in TALK mode).
2. Press and release the **delete/intercom/conf** button on a handset. The screen displays **PAGING EXTENSION?**
3. Use the touch-tone pad to enter the handset number you want to page. (1= to page Handset 1, 2=to page handset 2, etc., and \* tone=to page all handsets)
4. To cancel the page, press the **END/cancel**, **delete/intercom/conf**, or **TALK** button on the originating handset, or press the **END/cancel** button on the receiving handset.

## Paging from the Base/Group Page

Use the base-only to page all registered handsets at the same time.

1. Press the **find** button on the base. All handsets beep for two minutes, and the screen displays **PAGING FROM BASE**.
2. To cancel the page, press the **find** button on the base, or press the **TALK** button or the **END/cancel** button on each handset.

## Mute

To have a private, off-line conversation, use the MUTE feature. The party on the telephone line cannot hear you, but you can hear them.

1. Press the **mute/menu OK/program** button. The handset screen displays **MUTE ON**.
2. Press the **mute/menu OK/program** button to cancel and return to your phone conversation.

## Receiver Volume Control

When the handset is **ON** (in TALK mode) you may adjust the receiver volume by pressing the **CALLER ID-VOLUME** (▼ or ▲) button. There are five volume levels to choose from. When the maximum or minimum volume level is reached, the phone beeps twice. VOL 1 is minimum and VOL 5 is maximum.

## Do Not Disturb (D-N-D)

This feature allows you to turn off all the handset ringer(s) at once, by pressing one button at the base unit, even though the ringer volume of handset(s) has been preset.

1. In the standby mode, press the **D-N-D** button on the base.
2. The DND indicator will light and the screen displays **DO NOT DISTURB** on each handset.
3. To cancel, press the **D-N-D** button again.

**NOTE: You can press the do not disturb button and activate the function immediately, even when there is incoming call ringing in, or during call screening after the call is taken by the answerer.**

# Intercom Operation

## (applicable only with additional handsets)

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The intercom feature allows you to have a conversation with another registered handset without tying up the telephone line, allowing you to still receive incoming calls.

### Making an Intercom Call

1. Make sure the handset is **OFF** (not in TALK mode).
2. Press the **delete/intercom/conf** button on the handset.
3. Use the touch-tone pad to select the handset you want to page.

**NOTE: To cancel page, press the delete/intercom/conf button again or the END/cancel button on the sending handset.**

4. Wait for the person at the receiving handset to press the **delete/intercom/conf** button.

**NOTE: If the receiving handset does not answer within two minutes, the intercom call is automatically canceled. The originating handset displays NO ANSWER.**

5. When finished, press the **END/cancel** button or **delete/intercom/conf** button on either handset to deactivate the intercom.

**NOTE: The system is expandable up to 6 handsets (by purchase of optional Model 28801FE1 handset with recharge cradle or 28108 speaker box). When 4 handsets are registered, the system can handle 2 separate intercom operations at once, for example, 1st handset intercoms with 2nd handset while 3rd handset intercoms with 4th handset.**

### Receiving an Intercom Call

When you receive an intercom call, your handset beeps. To answer the call press the **delete/intercom/conf** button or **TALK** button.

# Advanced Intercom Features

## Receiving an Incoming Call During an Intercom Call

If you receive a telephone call during an intercom call, the intercom call is immediately terminated and both handsets ring. Either handset user may press the **TALK** or **SPEAKER** button to answer the call.

## Using Intercom with External Telephone Calls

During a telephone call, you may use the intercom/paging function to page another handset and have an off line, private (two-way) intercom conversation. You may also have a three-way conversation between the external caller and the handsets, or you may transfer the external telephone call to another handset.

**NOTE: Before you intercom/page another handset, you must decide whether you want to create a two-way or a three-way conversation.**

## Two-Way Calling

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

**NOTE: The receiving handset presses the delete/intercom/conf button to answer the intercom call. Both intercom users may speak privately. The external caller will not hear the intercom conversation.**

2. When finished, press the **END/cancel** button or **delete/intercom/conf** button to end the intercom call, return to the talk mode, and resume your original telephone conversation.

## Three-Way Calling

1. During an external call, press the **delete/intercom/conf** button. The screen displays **LINE ON HOLD EXTENSION?**
2. Use the touch-tone pad to select Handset #. You will hear a paging tone and the screen displays **PAGING** on the originating handset.

**NOTE: The screen displays PAGING FROM... on the receiving handset, and the receiving handset presses the delete/intercom/conf or TALK button to answer the intercom.**

- When the receiving handset connects, press the **delete/intercom/conf** button on the originating handset to conference with the receiving handset and the external caller. The screen displays **CONFERENCE** on the originating and receiving handsets.

**NOTE: A handset can enter conference mode directly by pressing TALK or SPEAKER on the second handset during a call.**

## Transferring External Calls to Other Handsets

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

- Press the **delete/intercom/conf** button on the originating handset to put an external call on hold, and then page the receiving handset.
- Use the touch-tone pad on the handset to select Handset #. You will hear a paging tone. The screen displays **PAGING** on the originating handset's display, and the screen displays **PAGING FROM...** on the receiving handset's display.
- When the receiving handset connects, press the **TALK** or **SPEAKER** button on the originating handset to transfer the call.

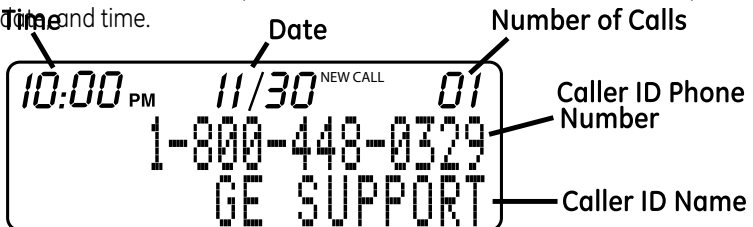
-OR-

- Press the **TALK** or **SPEAKER** button on the originating handset to transfer the call. If the receiving handset does not answer within 30 seconds, the originating handset rings back and displays **CALLBACK**. If the originating handset does not answer within 30 seconds, the call is automatically dropped.

## Caller ID (CID)

**IMPORTANT: In order to use this unit's Caller ID features, you must subscribe to either the standard Name/Number Caller ID Service or Call Waiting Caller ID Service. To know who is calling while you are on the phone, you must subscribe to Call Waiting Caller ID Service.**

This unit receives and displays information transmitted by your local phone company. This information can include the phone number, date, and time; or the name, phone number, and time.





## Call Waiting Caller ID

Provided you subscribe to Call Waiting Caller ID service from your phone company; if you receive an incoming call and you are using the GE multi handset system, a beep indicates the presence of a Call Waiting call on the line. The Call Waiting Caller ID information will be displayed and stored in the history of all handsets in the system.


- When you hear the call waiting beep in the handset receiver, press the **TALK** or **SPEAKER** button to put the current call on hold and answer the incoming call. Press **TALK** or **SPEAKER** again to return to the original call.

## Receiving CID Records

When you receive a call, the Caller ID information is transmitted between the first and second ring. The Caller ID information appears on the display while the phone rings, giving you a chance to monitor the information and decide whether or not to answer the call.



## Storing CID Records (In CID Memory)

If you are not at home or cannot answer, your telephone's Caller ID memory stores the data for the 40 most recent calls you received so you can see who called while you were unavailable. When the 41st call is received, the oldest Caller ID record (1st call) is automatically deleted.

You may review the stored information at any time. Calls received since your last review show as  in the display.

## Reviewing CID Records

As calls are received and stored, the display is updated to let you know how many calls have been received. To scroll CID records:

1. Make sure the phone is **OFF** (not in TALK mode).
2. Press the **CALLER ID-VOLUME** (  ) button to review the newest CID record.
3. Press the **CALLER ID-VOLUME** (  ) button to review the oldest CID record first.

## Dialing a CID Number

1. Make sure the phone is **OFF** (not in TALK mode).
2. Use the **CALLER ID-VOLUME** (▼ or ▲) button to display the desired record.
3. Press the **TALK** or **SPEAKER** button. The number dials automatically.

**NOTE: Depending on (a) how the incoming caller's phone number is formatted when it is received, and (b) whether or not you previously pre-programmed your local area code into the set up menu, you may need to adjust the format of the incoming caller's stored phone number before making the call, press the redial/format button to adjust the number, and try again.**

Available formats include:

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

## Storing CID Records in Internal Memory

You may also store CID information in the phone's internal memory.

**NOTE: It is important that you format CID records correctly BEFORE storing in internal memory as you cannot reformat CID records stored in memory.**

1. Make sure the phone is **OFF** (not in TALK mode).
2. Press the **CALLER ID-VOLUME** (▼ or ▲) button, the screen displays **NEW CALL XX**.
3. Use the **CALLER ID-VOLUME** (▼ or ▲) button to scroll to the desired CID record.
4. Press **mute/menu OK/program** button to store the number and the screen displays **SAVE TO MEMORY**.

**NOTE: Press the END/cancel button once to keep the previous setting (making no changes) and return to the menu.**

**NOTE:** If the selected CID record contains any information that is non-numeric, the unit will not allow this record to transfer to the internal user memory. The handset will display *UNABLE TO STORE*.

**NOTE:** If the number has been previously saved, the screen displays *RECORD ALREADY SAVED TO MEMORY*.

## Deleting a CID Record

1. Make sure the phone is **OFF** (not in TALK mode).
2. Use the **CALLER ID-VOLUME** (▼ or ▲) button to display the CID record you want to delete.
3. Press the **delete/intercom/conf** button. The screen displays *DELETE CALL ID?*
4. Press the **delete/intercom/conf** button to erase the record showing in the display. The screen displays *DELETED*.

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

## Deleting All CID Records

1. Make sure the phone is **OFF** (not in TALK mode).
2. Use the **CALLER ID-VOLUME** (▼ or ▲) button to display any Caller ID record.
3. Press and hold the **delete/intercom/conf** button until the screen displays *DELETE ALL?*
4. Press **delete/intercom/conf** button to erase all of the current CID records. The screen displays *DELETED* followed by *NO CALLS*.

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

# Answering System Operation

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

## Message Counter Indicator

The message counter gives you a numeric display of how many messages you have. The new message indicator flashes to indicate you have new messages. See below for the details.

- a) Message counter has a number displayed without flashing - No new messages. Shows total number of old messages.
- b) Message counter has a flashing number displayed - There are new messages. Shows total number of old and new messages.
- c) Message counter has bars ( - - ) - Answerer is off.
- d) Message counter has an "F" flashing on the display - Memory is full.
- e) Message counter has a "CL" flashing on the display - Clock is not set since power up or after power failure.
- f) Message counter has six horizontal bars flashing on the display - MEMO recording.
- g) Message counter has a "An" flashing on the display - Answering incoming calls and recording an incoming call.
- h) Message counter has "LA" - 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 minutes and the total recording time of this unit is 12 minutes.**

## Leaving a Message/Memo

Use the memo feature to leave a message.

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

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

## Screening Calls from the Base

1. When the answering system answers the call, listen while the caller leaves a message (to determine who is calling).
2. To speak to the caller, pick up the handset, and press the **TALK** or **SPEAKER** 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 message counter lets you know when you have message(s) or new message(s). To play the messages, press the **PLAY/STOP** button.

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

- Press the corresponding **PLAY/STOP** button to stop the message playback.
- Press and release **speed** button to listen to the message playback at half of its normal speed. Press again to cancel and return to standard playback mode.
- Press and release the **repeat** button to restart the current message.
- Press and release the **repeat** button twice to go to the previous message.
- Press and release the **skip** button to go to the next message.
- Press the **delete** button to erase the current message.

## Memory Full

When the answering system memory is full, the system answers after 10 rings. You should erase some messages so the answering system may record new messages.

## Erasing Messages

You may erase messages in the following three ways:

### To erase a message while it is playing

1. Press and release **PLAY/STOP** button.
2. Press the **repeat** and **skip** buttons to select and play the message you want to erase.
3. Press the **delete** button, the current message is erased, and the next message plays.

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

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

### To erase a message from the handset:

1. Press the **mute/menu OK/program** button to go to the main menu.
2. Press the **CALLER ID-VOLUME** (▼ or ▲) button to scroll to **ANSWERER**.
3. Press the **mute/menu OK/program** button to enter the menu, press the **CALLER ID-VOLUME** (▼ or ▲) to select **HANDSET ACCESS** submenu.
4. Press the **mute/menu OK/program** button to access the answering system. The screen displays **ANSWERER REMOTE ACCESS**.
5. Press the **play/stop** (key 2) on the handset.
6. Press the **erase** (key 0) on the handset to erase a message during playback.

**NOTE: Erased messages cannot be restored.**

# Remote Access

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You may access the answering system with the cordless handset or from any tonal compatible telephone.

## Cordless Handset

Use the corresponding handset keys just like you would use the base buttons (see "Answering System Setup"). The button functions are located on the handset above each number key. For example, to play messages:

1. Press the **mute/menu OK/program** button to go to the main menu.
2. Press the **CALLER ID-VOLUME** (▼ or ▲) button to scroll to **ANSWERER**.
3. Press the **mute/menu OK/program** button to enter the menu, press the **CALLER ID-VOLUME** (▼ or ▲) to select **HANDSET ACCESS** submenu.
4. Press the **mute/menu OK/program** button to access the answering system. The screen displays **ANSWERER REMOTE ACCESS**.
  - Press the **play/stop** button to play the message.
  - When you are finished listening to your messages, press the **END/cancel** button to exit.

## 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:

1. Press the **mute/menu OK/program** button to go to the main menu.
2. Press the **CALLER ID-VOLUME** (▼ or ▲) button to scroll to **ANSWERER**.
3. Press the **mute/menu OK/program** button to enter the menu, press the **CALLER ID-VOLUME** (▼ or ▲) to select **HANDSET ACCESS** submenu.
4. Press the **mute/menu OK/program** button to access the answering system.
5. Listen as the caller leaves a message.
6. Press the **TALK** or **SPEAKER** buttons to speak to the person or press the **END/cancel** button to stop screening the call.

## Accessing the Answering System from Another Location

You can access your answering system from any touch-tone phone by entering your 3-digit security code during the playing of outgoing announcement or after you hear the outgoing announcement.

1. Dial the telephone number to which the answering system is connected.
2. While the outgoing announcement is playing, enter the security code "123"

-OR-

After the announcement has played and you hear a tone, enter security code "123"

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

The remote feature lets you perform the following functions:

<b>To</b>	<b>Press this button</b>
Review message	1
Play back messages	2
Stop message playback	2
Erase message	0 (during message playback)
Skip message	3
Turn off/on answerer	4
Review voice menu options	7



## Memory Full

When the answering system memory is full, the system answers after 10 rings, beeps and waits for you to enter the 3-digit security code. If you don't enter the security code within 8 seconds, the phone hangs up.

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

**NOTE: The unit also answers after the 10th ring if it is turned off. To access the answering system, enter your 3-digit security code.**

## Belt Clip and Optional Headset

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### Connecting the Belt Clip

1. To attach the belt clip, insert the sides of the belt clip into the slots on each side of the handset.
2. Snap the ends of the belt clip into place.

### Connecting an Optional Headset to the Handset

Each handset can be used with an optional headset hands free operation.

1. Connect the headset to the headset jack on the side of the handset.  
The handset receiver and microphone are disabled when the headset is connected.
2. Adjust the headset to rest comfortably on top of your head and over your ear.  
Move the microphone to approximately two to three inches from your mouth.
3. Press the **TALK** button to answer a call or make calls using the headset.
4. To return to normal operation, unplug the headset from the jack.

# Changing the Battery

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**CAUTION:** To reduce the risk of fire or personal injury, use only the Thomson Inc. approved Model 5-2814 Nickel-metal Hydride battery (Ni-MH), which is compatible with this unit.

1. Make sure the telephone is **OFF** (not in TALK mode) before you replace the battery.
2. Remove the battery compartment door.
3. Disconnect the battery plug from the jack inside the battery compartment 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 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

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- Do not burn, disassemble, mutilate, or puncture. Like other batteries of this type, toxic materials could be released which can cause injury.
- To reduce the risk of fire or personal injury, use only the **Nickel-metal Hydride** battery listed in the User's Guide.
- Keep batteries out of the reach of children.
- Remove batteries if storing over 30 days.


**NOTE:** The RBRC seal on the battery used in your Thomson Inc. product indicates that we are participating in a program to collect and recycle the rechargeable battery (or batteries).

For more information go to the RBRC web site at [www.rbrc.org](http://www.rbrc.org) or call 1-800-8-BATTERY or contact a local recycling center.

# Display Messages

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

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

<b>REGISTRATION</b>	registered handset prior to use.
<b>INCOMPLETE DATA</b>	Caller information is interrupted during transmission or the phone line is excessively noisy. Indicates no CID information was received, you are not subscribed to CID service, or CID service is not working.
<b>LINE IN USE</b>	Displays on handset while the line is in use.
<b>LONG DISTANCE</b>	Indicates CID record is from a long distance call.
<b>LOW BATTERY</b>	Indicates the battery needs to be charged.
<b>NEW VOICE MAIL</b>	Indicates voice mail has not been retrieved from service provider.
<b>CALL SCREENING</b>	Indicates you may use the handset to screen calls before answering the call.
<b>MSG WAITING OFF</b>	Indicates voice mail has been retrieved from service provider.
<b>NEW CALL XX</b>	XX represents the number of new CID records not reviewed.
<b>NO CALLS</b>	Indicates there are no CID records in memory.
<b>NO USER MEMORY</b>	Indicates the memory location contains no user memories and the user is trying to mark a specific user record for VIP MELODY.
<b>OUT OF RANGE</b>	May indicate handset is too far away from the base or that the power has been interrupted. Move closer and check connections.
<b>PAGING or PAGING FROM</b>	Someone pressed the find button on the base or <b>delete/intercom/conf</b> button on the handset.

<b>SEARCHING</b>	Indicates handset is searching for the base.
<b>SPKR</b>	Indicates the handset is in speakerphone mode.
<b>UNKNOWN CALLER/ NAME/NUMBER</b>	Indicates incoming call is from an area not serviced by CID or the CID information was not sent.

## **Answering System Display Messages**

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

<b>0-59</b>	Indicates the total number of messages.
<b>CL (blinking)</b>	The voice time/day stamp needs to be set.
<b>--</b>	Answering system is turned off.
<b>An (blinking)</b>	The system is answering a call.
<b>F (blinking)</b>	Answering system memory is full.
<b>Six bars (blinking)</b>	The system is recording a memo or an announcement.
<b>LA (Line Access)</b>	External line remote answering system.

## **Handset Sound Signals**

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

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# Troubleshooting Guide

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## 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 might be your wiring or local service.
  - The handset may be out of range of the base. Move closer to the base.
  - Make sure the battery is properly charged (for 16 hours).
  - Make sure the battery pack (in the handset) is properly installed.
  - The handset should beep when you press the TALK button, and the charge indicator on the base should be lit when the handset rests in the cradle. If not, the battery may need to be charged.
  - Place handset in charge cradle for at least 20 seconds to reset the unit.
- 

### Handset does not ring

- Make sure the handset ringer software switch 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.
- 

### 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 16 hours).
- 

### Unit beeps

- Clean the charging contacts on the cordless handset and base charge cradle with a soft cloth or an eraser.
  - See solutions for "No dial tone " on previous page.
  - Replace the battery.
-

Memory dialing doesn't work

- Did you program the memory location keys correctly?
  - 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 back 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 16 hours.
- 

## Caller ID Solutions

No Display

- Charge the battery (for 16 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.
- 

Caller ID Error Message

- 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.
- 

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 Solutions

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
- Charge indicator fails to turn on

# Answering System Solutions

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Can't hear messages, beep, etc.

- Adjust speaker volume.
- 

Time/Day setting stuck at 12 a.m Mon.

- 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 accidently 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**

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- Aluminum siding.
- Foil backing on insulation.
- 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.
- Handset battery is low.
- You're out of range of the base.

## **General Product Care**

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To keep your unit 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 the unit and other rough treatment.
- 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.
- Periodically clean the charge contacts on the handset and base with a soft cloth.

## Warranty Assistance

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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

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## 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 WARRANTY 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.

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## Accessory Information

DESCRIPTION	MODEL NO.
Handset Replacement Battery	5-2814
AC Power adaptor	5-2812
Belt Clip	5-2813
Headset	5-2425
Accessory Handset w/Charge Cradle	28801

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.

Visit the GE website at: [www.GE.com/phones](http://www.GE.com/phones)

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