

# Digital Answering Machine User Guide



*We bring good things to life*



# Getting started

Thank you for purchasing your new GE digital answering machine.

Please record the following for your future reference:

Serial Number: \_\_\_\_\_  
(found on the bottom of the unit)

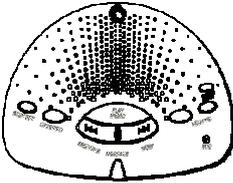
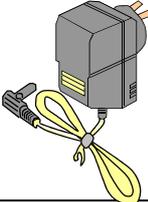
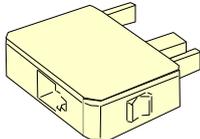
Name of store: \_\_\_\_\_

Date of purchase: \_\_\_\_\_

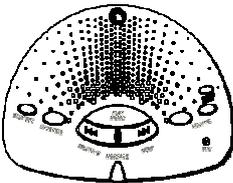
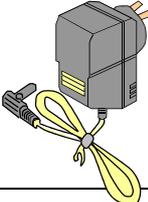
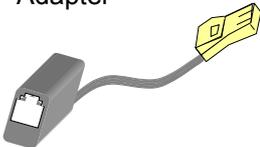
Attach or keep your receipt to assist with any repair under warranty. This product is warranted for a period of 12 months from the date of purchase.

## Package contents

### For Australia only

<ul style="list-style-type: none"><li>• Answerer</li></ul> 	<ul style="list-style-type: none"><li>• AC Adapter</li></ul> 	<ul style="list-style-type: none"><li>• Telephone Plug Adapter</li></ul> 
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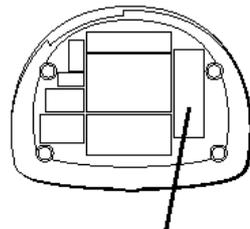
### For New Zealand only

<ul style="list-style-type: none"><li>• Answerer</li></ul> 	<ul style="list-style-type: none"><li>• AC Adapter</li></ul> 	<ul style="list-style-type: none"><li>• Telephone Plug Adapter</li></ul> 
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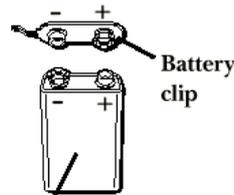
## Battery Back-up installation

In the event of a power loss, a 9-volt alkaline battery (not included) will enable the answerer to retain messages stored in memory. To install a battery:

1. Remove the battery compartment door in the bottom of the unit by loosening the screw with a Phillips screwdriver. Lift the door.
2. Connect a new 9-volt alkaline battery. The large and small contacts on the battery clip and the battery will interlock. Once connected, place the battery inside the battery compartment.
3. Replace the battery compartment door and tighten the screw.



Battery compartment door



Battery

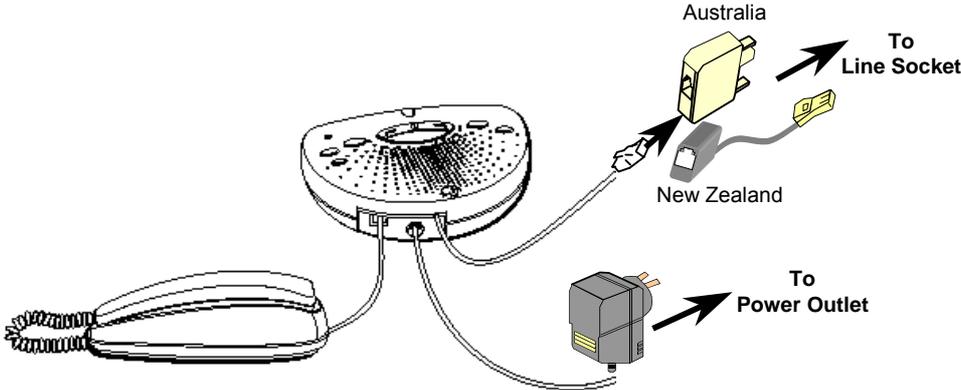
**Note:** If the battery is low or not installed the unit announces "low battery" at the end of your messages.

## Installation

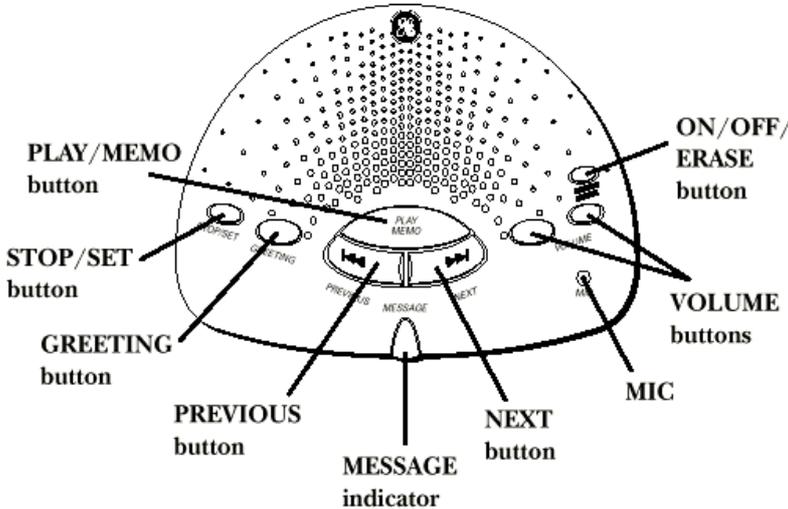
1. Plug the telephone line cord from the back of the answerer into the telephone line socket.
2. Connect the telephone line cord from your telephone into the socket marked **PHONE** in the back of the answerer. (You don't have to connect your telephone in order for the answerer to record incoming messages.)
3. Connect the plug of the power supply into the **POWER 9V AC** socket in the back of the answerer. Plug the other end into an AC Power outlet. The unit plays a long beep and announces "please wait" After the pause; the unit beeps again and is ready for setup or to answer calls with the default greeting and settings.

(See page 4 for a diagram of the connections)

# Connections



# Controls and functions



## Recording a greeting

When recording the greeting you should be about 20cms from the unit. Eliminate as much background noise as possible. The default greeting is "Record after tone".

1. Prepare your greeting.  
Sample greeting: "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. Thank you."
2. Hold down the [**GREETING**] button. After the tone, you have 30 seconds to record your greeting.
3. Release the [**GREETING**] button when you finish. The greeting will playback automatically.

**Note:** Your recording time must not be less than 2 seconds, otherwise the unit will revert back to the default greeting.

## Setting the day and time

The day and time is played automatically after each message. To set the day and time:

### DAY

1. Press and hold the [**STOP/SET**] button for two seconds, then release. The unit announces, "Time (the current day setting) To set day, press next...press set to continue"
2. To change the day, press and release quickly the [**NEXT**] or [**PREVIOUS**] button until the desired setting is announced.
3. To store the day, press and release the [**STOP/SET**] button. The unit confirms the setting and enters the Hour menu.

### HOUR

1. The unit announces, "(the current hour setting) To set hour, press next... press set to continue."
2. To change the hour, press and release the [**NEXT**] or [**PREVIOUS**] button until the desired setting is announced.
3. To store the hour, press and release the [**STOP/SET**] button. The unit confirms the setting and enters the Minutes menu.

### MINUTES

1. The unit announces, "(the current minutes setting) To set minute, press next... press set to continue."

2. To change the minutes, press and release the **[NEXT]** or **[PREVIOUS]** button until the desired setting is announced.
3. To store the minutes, press and release the **[STOP/SET]** button. The unit confirms the setting and enters the Rings to answer menu.

### **Setting the Rings to Answer**

This setting allows you to select the number of rings before the unit answers a call. The default setting is 4.

1. The unit announces, "*Ring to answer* (the current ring to answer setting) *To set ring, press next... press set to continue.*"
2. To change the ring to answer, press and release the **[NEXT]** or **[PREVIOUS]** button until the desired setting is announced.  
*(Available options are 2, 4 or Toll Saver)*
3. To store the number of rings to answer, press and release the **[STOP/SET]** button. The unit confirms the setting and enters the Security Code menu.

### **Toll Saver**

The toll saver allows you to save the cost of making a call when you are accessing your messages remotely.

- If you have new messages, the unit will answer after the 2<sup>nd</sup> ring.
- If you have no new messages, the unit will answer after the 5<sup>th</sup> ring.

Therefore if you have no messages you can hang up after the 3<sup>rd</sup> ring and save the cost of making a call.

## Setting the security code

This setting allows you to change the security code used to access your answerer from a remote location. The default setting is 123.

1. The unit announces, “*Security code (the current code setting) To set security code, press next... press set to continue.*”
2. To change the first security code number, press and release the [NEXT] or [PREVIOUS] button until the desired setting is announced. The unit announces all three numbers, but only the first number will change.
3. To store the first number, press and release the [STOP/SET] button. A short tone is heard.
4. To change the second and third number, follow steps 2 and 3 above. After the third number is stored, the unit announces all the stored settings.

## Reviewing the settings

This function allows you to review the current time, rings to answer, and security code.

- Press and release the [STOP/SET] button to start the review. The unit announces the current settings.

## Adjusting the Volume

Use the [VOLUME] + and – buttons to increase or decrease the volume. Three quick beeps are heard when the minimum and maximum levels are reached.

## Message Indicator

The Message Indicator lets you know the status of the unit.

STATUS	EXPLANATION
Message indicator flashes continuously.	New messages have been received; press [PLAY /MEMO] to hear your messages.
Message indicator flashes rapidly.	Memory is full. Erase one message.
Message indicator is on and not flashing.	No action required, unit is ready to receive calls.
Message indicator is off.	Answerer is off. Press [ON/OFF] to turn unit on.

## Playing messages

When the message indicator flashes continuously you have received new messages.

- To play messages, press and release the [**PLAY/MEMO**] button.
- To stop play, press and release the [**STOP/SET**] button.
- To restart the message, press and release the [**PREVIOUS**] button.
- To go back to the beginning of a previous message, press and release the [**PREVIOUS**] button twice within one second.
- To skip the beginning of the next message, press and release the [**NEXT**] button.
- To erase a message while it is playing, press and release the [**ERASE**] button. The answerer announces, "*Message Erased*".

## Erasing all messages

When the answerer is not playing or recording, press and hold the [**ERASE**] button until you hear, "*Messages Erased*". If you do not have any messages, the answerer will announce "*Zero message*".

## Leaving a memo

1. Press and hold the [**PLAY/MEMO**] button.
2. Record your message after the announcement and the beep are heard. The maximum recording time for MEMO is 60 seconds.
3. Release the [**PLAY/MEMO**] button after you have finished talking. The unit treats the memo as a message, and the MESSAGE indicator starts to flash.

## Calls Screening

You can screen incoming calls by listening as the caller leaves a message and if you want to talk to that caller, pick up any extension telephone.

The answerer will automatically stop the recording when you start talking.

## Remote access

You can access your answerer from any touch-tone telephone by entering your 3-digit security code (the default security code is 123 – see Setting Security Code).

The remote function will not work with rotary or pulse dialling telephones. Also some dialling telephones only output tones for a fraction of a second. If you experience difficulty with remote access operation, try another telephone, or use a separate tone generator.

Cut out the wallet-size remote access instruction card on page 11 for reference during remote access.

To access your answerer remotely:

1. Call your telephone number.
2. After you hear the beep that follows the greeting, enter your 3-digit security code. To by-pass the greeting, you can enter your security code any time while the greeting is playing.
3. The unit plays the remote menu after the correct security code has been entered. Menu selection can be made while the menu is playing.

**Note:**

The unit answers on the 10<sup>th</sup> ring if the unit is turned off or the memory is full.

To access the answerer, enter the 3-digit security code after the beeps. If the memory is full, play your messages and erase some of them to restore memory. If the answerer is off press 2 to turn it on.

After the unit plays the remote menu, it will wait 10 seconds for a command. If no command is entered, the unit disconnects.

## General Product Care

- You can clean your answering machine with a damp cloth. Do not use abrasives, spray polish or solvents, which may cause permanent damage not covered by warranty.
- Do not expose the product to extreme temperatures such as a hot radiator or direct sunlight.

## Troubleshooting Tips

Problem	Possible solution/cause
Does not answer or answers on 10 <sup>th</sup> ring	<ul style="list-style-type: none"> <li>• Turn unit on.</li> <li>• Memory is full, erase some messages.</li> <li>• Check AC power and telephone line connection.</li> </ul>
Incoming messages are incomplete	<ul style="list-style-type: none"> <li>• Extension phone picked up while caller is leaving a message (call screening)</li> <li>• Message left is longer than 60 seconds.</li> <li>• Memory is full.</li> </ul>
Does not respond to remote commands	<ul style="list-style-type: none"> <li>• Use a touch-tone telephone.</li> <li>• Enter correct security code.</li> </ul>
Answerer does not work	<ul style="list-style-type: none"> <li>• Check AC power and telephone line connection.</li> <li>• Reset the unit by switching AC power off and on again.</li> </ul>
Cannot hear messages	<ul style="list-style-type: none"> <li>• Adjust the volume.</li> </ul>
Unit announces "Low Battery"	<ul style="list-style-type: none"> <li>• Install a new 9-volt alkaline battery.</li> </ul>
Cannot restart the message	<ul style="list-style-type: none"> <li>• You must play the message at least 5 seconds before pressing the <b>[PREVIOUS]</b> button.</li> </ul>
Message indicator flashes rapidly	<ul style="list-style-type: none"> <li>• Memory is full, erase some messages.</li> </ul>
Greeting continues to play even after an extension telephone is picked up	<ul style="list-style-type: none"> <li>• This is normal operation. Auto disconnect is delayed for 2 seconds after the unit answers a call. If you are near the unit, press the <b>[STOP]</b> button to stop the greeting.</li> <li>• Telephone extension is picked up before the 2<sup>nd</sup> ring and the answerer is set to answer after 2 rings. Set rings to answer to 4.</li> </ul>

## Warranty

This product is warranted for a period of 12 months from the date of purchase.

In the event of equipment failure, please return this product with the proof of purchase to the store where it was purchased.

This warranty does not cover damage caused by lightning, power surge, misuse or neglect, vermin infestation, accidental damage or any alteration that affects the performance or reliability of the product.

## Remote Access Instruction Card

Please cut out the remote access card below and keep it for reference during remote access.

*Fold here*

 <div style="text-align: center;">  <b>29878 GE Answerer</b> </div> <ol style="list-style-type: none"> <li>1. Dial phone number of the answerer.</li> <li>2. Enter 3-digit security code during greeting or after the beep.</li> <li>3. Enter touch-tone command</li> <li>4. Hang up.</li> </ol> <p><i>Record your 3-digit security code here.</i></p> <p style="text-align: center;">_____</p>	<table border="1"> <tr><td>Play messages</td><td style="text-align: right;">1</td></tr> <tr><td>Repeat current message <i>(press 2 times to play previous)</i></td><td style="text-align: right;">7</td></tr> <tr><td>Skip to next message <i>(press 2 times to play previous)</i></td><td style="text-align: right;">9</td></tr> <tr><td>Erase message <i>(press 2 times to play previous)</i></td><td style="text-align: right;">0</td></tr> <tr><td>Turn answerer on</td><td style="text-align: right;">2</td></tr> <tr><td>Turn answerer off</td><td style="text-align: right;">3</td></tr> <tr><td>Leave a memo</td><td style="text-align: right;">4</td></tr> <tr><td>Record greeting</td><td style="text-align: right;">5</td></tr> <tr><td>Stop playback</td><td style="text-align: right;">6</td></tr> <tr><td>To set security code</td><td style="text-align: right;">7</td></tr> <tr><td>Play greeting</td><td style="text-align: right;">8</td></tr> </table>	Play messages	1	Repeat current message <i>(press 2 times to play previous)</i>	7	Skip to next message <i>(press 2 times to play previous)</i>	9	Erase message <i>(press 2 times to play previous)</i>	0	Turn answerer on	2	Turn answerer off	3	Leave a memo	4	Record greeting	5	Stop playback	6	To set security code	7	Play greeting	8
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## **Notice – New Zealand only**

This equipment may not provide for the effective hand-over of a call to another device connected to the same line.

The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with minimum condition for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty.

Above all, it provides no assurance that any item will work correctly in all respects with another item of Telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services.

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