

# Professional High Capacity Digital Answering System

43-3803

OWNER'S MANUAL — Please read before using this equipment.

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### Important Caller ID Information

To use this Caller ID, you must be in an area where Caller ID service is available, and you must subscribe to the service.

Where Caller ID is offered, one or more of the following options are generally available:

- caller's number only
- caller's name only
- caller's name and number

For the system's Caller ID memory dial feature to operate, you must receive the caller's number.

## READ THIS BEFORE INSTALLATION

We have designed your system to conform to federal regulations and you can connect it to most phone lines. However, each device that you connect to the telephone line draws power from the line. We refer to this power draw as the system's ringer equivalence number, or REN. The REN is shown on the bottom of your system.

If you use more than one system or other device on the line, add up all the RENs. If the total is more than five (three in rural areas), your telephone might not ring. If ringer operation is impaired, remove one of the devices from the line.

## FCC STATEMENT

Your system complies with Part 68 of *FCC Rules*. You must, upon request, provide the FCC registration number and REN to your telephone company. These numbers are on the bottom of the system.

You must not connect your system to:

- coin-operated systems
- party-line systems
- most electronic key phone systems

## THE FCC WANTS YOU TO KNOW

In the unlikely event that your system causes problems on the telephone line, the telephone company can disconnect your service. The telephone company normally attempts to notify you in advance. If advance notice is not practical, the telephone company notifies you as soon as possible and advises you of your right to file a complaint with the FCC.

Also, the telephone company can make changes to its lines, equipment, operations, or procedures that could affect the operation of this telephone. The telephone company notifies you of these changes in advance so you can take the necessary steps to prevent interruption of your telephone service.

## LIGHTNING

Your system has built-in protection circuits to reduce the risk of damage from surges in telephone line current. These protection circuits meet or exceed the FCC requirements. However, lightning striking the telephone lines can damage your telephone and the system.

Lightning damage is not common. Nevertheless, if you live in an area that has severe electrical storms, we suggest that you unplug your telephone and the system when storms approach to reduce the possibility of damage.

Your RadioShack Digital Telephone Answering System with 99/99 CID Memory is a combination high-quality fully-digital answering system and Caller ID. The system prevents you from missing incoming calls and messages. Fully digital means the system stores all messages on a computer chip. This gives you capabilities that tape-based answering machine do not have. There is no tape mechanism to wear out and no tapes to bother with. Also, you can listen quickly from message to message without listening to all of them.

The system displays the caller's telephone number (and name, if available in your area) and the current date and time, as provided by your local phone company to Caller ID service subscribers. It saves up to 99 Caller ID records that you can review and call back.

## ANSWERING SYSTEM FEATURES

**Twelve Outgoing Messages** — lets you record twelve outgoing messages of up to about 30 seconds each: eleven for when you want callers to leave a message (ten VIP callers and a non-VIP caller), one for when you want to play an announcement without recording callers' messages.

**Voice Date/Time Stamp** — records the day and time each message was recorded.

**Two-Way Recording** — lets you record both sides of your phone conversation.

**Memo Recording** — lets you leave messages for yourself or others.



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**Adjustable Ring Number** — lets you set the system to answer after two, four, or seven rings.

**Toll-Saver** — lets you avoid unnecessary toll charges when you call by long-distance to check your messages.

**Remote Operation** — lets you use a touch-tone phone (or rotary phone and pocket tone dialer) to operate the system and Caller ID while you are away from your home or office.

**Phone Pick-Up Detection** — stops recording when you pick up any phone on the same line as the system.

**Call Screen** — lets you listen as a caller leaves a message so you can decide whether or not to answer the call.

**Programmable Remote Operation Security Code** — lets you set your own security code for remote operation.

**High Memory Capacity** — lets you record up to 25 minutes of messages, memos and two-way phone conversation.

**Ten VIP Memory with Mailbox and Alert Tone** — lets you save up to ten caller ID records in the VIP list and record a VIP caller's message in each VIP mailbox. Then, when a VIP caller calls, the system sounds a distinctive tone.

**Mailbox with Individual OGM** — lets you record a personalized outgoing announcement for each VIP mailbox. When a VIP caller calls, the system plays your announcement and records the caller's message in its own VIP mailbox.

**Mailbox with Audible and Visual Alert Indicator** — alerts you to a new message in a VIP mailbox with an audible tone and individual lighted indicator.

## CALLER ID FEATURES

**3-Line Display with Backlight** — lets you view an entire Caller ID record on one screen.

**Caller ID Memory** — stores up to 99 Caller ID records with name and number or name only, depending on the information your phone company provides.

**Multi-Language** — displays caller ID messages in English or Spanish.

**New Call Indicator** — lets you see at a glance that you have new calls.

**Review Scrolling** — lets you easily scroll through all records in Caller ID memory.

**Callback** — lets you dial the phone number in a Caller ID record with the touch of a button.

**Call Waiting ID** — displays information about an incoming call when you are on the phone.

## INSTALLATION

Select a location for the system that is near a modular telephone line jack, a telephone, and an AC outlet, and is not in the way of normal activities.

## CONNECTING THE SYSTEM

Your telephone connects directly to a modular telephone line jack. If your telephone wiring does not have a modular jack, you can update the wiring yourself using jacks and adapters (available at your local RadioShack store), or have the telephone company update the wiring for you. You must use compatible modular jacks that are compliant with Part 68 of *FCC Rules*.

**Note:** The USOC number of the jack to be installed is RJ11C.

Follow these steps to connect your system to the telephone line and phone.

1. Unplug the telephone's modular cord from the modular phone line jack and plug it into the **PHONE** jack on the back of the system.
2. Plug one end of the supplied modular cord into the **LINE** jack on the back of the system and plug the cord's other end into a modular phone line jack.

### Cautions:



You must use a Class 2 power source that supplies 9V DC and delivers at least 500 mA.

Its center tip must be set to positive and its plug must fit the system's **DC 9V 500 mA** jack. The supplied adapter meets these specifications. Using an adapter that does not meet these specifications could damage the system or the adapter.

- Always connect the AC adapter to the system before you connect it to AC power. When you finish, disconnect the adapter from AC power before you disconnect it from the system.
- 3. Insert the supplied AC adapter's barrel plug into the **DC 9V 500 mA** jack on the back of the system. Plug the other end of the adapter into a standard AC outlet.

**Note:** This system cannot operate without AC power.

## INSTALLING A BACKUP BATTERY

If the AC power fails or you unplug the system, you need one 9V alkaline backup battery (not supplied) to save the answering system's messages and settings for the day and time. For the best performance and longest life, we recommend you use a RadioShack alkaline battery.

**Caution:** Use only fresh batteries of the required size and recommended type.

1. Use a flat-blade screwdriver to lift up and remove the battery compartment's cover.
2. Attach a 9V alkaline battery to the terminals and place the battery in the compartment.
3. Snap the battery compartment cover into place.

Replace the battery when  appears.

**Warning:** Dispose of the old battery promptly and properly. Do not burn or bury it.

### Cautions:

- Before you replace the battery, be sure the system is properly connected to AC power. Otherwise, you might lose any stored information.
- Disconnect the telephone line cord before replacing the battery to reduce the risk of fire or injury. Use only a 9V alkaline battery.
- If you do not plan to use the system with batteries for a month, remove the battery. A battery can leak chemicals that can destroy electronic parts.

## ANSWERING SYSTEM

### PREPARATION

When you first connect power, **Initialization** and **12:00 AM** and **1/01** appears. The system runs a self test, and sets all internal default values followed by 4 tones. **Select Language**, **Area Code**, **PIN**, **Day Of Week** appear, then the system beeps twice and **0 New 0 Total** appears. To set your own language, area code pin and day of the week, see "Setting Up Your System."

## Turning the System On/Off

To turn on the system, press **ANSWER ON/OFF**. The ANSWER ON/OFF indicator lights and the system beeps once. The system is set to answer calls.

## Setting Up Your System

After you turn on the system, press **TIME SET/SKIP**. **Select Language** appears and then **ENG ESP**. Follow these steps to set up your system

1. Press **▼ VOLUME ▲**. **ENG** or **ESP** flashes to indicate which language you selected. After you select the language, press **REVIEW ▶** to confirm the language.
2. After you select the language, **AREA PIN DRY\_WK** appears. Press **▼ VOLUME ▲** to select the area code and press **REVIEW ▶** to move the cursor to the next digit. After you select the area code, press **REVIEW ▶** to confirm the area code.
3. Press **▼ VOLUME ▲** to select the PIN code (3 digit remote operation security code) and press **◀ REVIEW ▶** to move the cursor. After you select the pin code, press **REVIEW ▶** to confirm the pin.

**Note:** The preset pin code is 000.

4. The cursor is at **DRY\_WK**. Press **▼ VOLUME ▲** to enter the day of the week. Press **REVIEW ▶** to confirm the day of the week.
5. Press **▼ VOLUME ▲** to select the hour, then press **REVIEW ▶** to confirm the hour.
6. Press **▼ VOLUME ▲** to select the minute, then press **REVIEW ▶** to confirm the minute.
7. Press **▼ VOLUME ▲** to select the month, then press **REVIEW ▶** to confirm the month.
8. Press **▼ VOLUME ▲** to select the date, then press **REVIEW ▶** to confirm the date.

### Notes:

- Press **◀ REVIEW ▶** to move the cursor when setting the date and time.
- The month, day and time can be updated by the first incoming call with Caller ID information.
- After the day and time are set, they are updated by the first incoming call, the system announces the time and day when you press **TIME CHECK/REPEAT**.

- To change the above settings, press **TIME SET/SKIP** to repeat Steps 1 through 8. Press **STOP** to end setting actions.

To avoid losing the day and time settings if AC power fails, we recommend you install a backup battery before you set the day and time (see "Installing a Backup Battery" on Page 2).

## Setting the Number of Rings

Set **2/4/7/TS** located on the right side of the system to **2, 4, 7** to set how long the system waits before it answers a call (2 rings, 4 rings, 7 rings).

## Using Toll Saver

To help you avoid unnecessary long distance charges, you can set **2/4/7/TS** to **TS** (Toll Saver). Once you select **TS**, if there are new messages, the system answers on the second ring. If there are no new messages, the system answers on the fourth ring. This feature gives you time to hang up after the third ring when you are checking messages from a long-distance location.

# SYSTEM OPERATION

## RECORDING THE OUTGOING MESSAGES

### General OGM

The system has a prerecorded outgoing message that says "Hello, please leave a message after the tone." Use this message or record your own.

1. Press **ANNOUNCE** and **Pls Select OGM** appears.
2. Hold down **PLAY**, speak into the microphone. Release the button when you finish your message. The system automatically plays back your recorded message.

### Notes:

- The maximum length for an outgoing message is 30 seconds. When it reaches the maximum outgoing message length, the system sounds a tone.
- If you record your own message and subsequently decide to use the prerecorded message, press **ANNOUNCE** and then press **PLAY** to play the general OGM, then press **DELETE** during playback to erase the recorded message.
- To hear the general OGM at any time, press **ANNOUNCE** and then **PLAY**. To

stop listening to the outgoing message before it ends, press **STOP**.

- If you have recorded your OGM, **PLAY** flashes when you press **ANNOUNCE**.

## Announce Only OGM

1. Press **ANNOUNCE** and **Pls Select OGM** appears.
2. Hold down **ANNOUNCE**, speak into the microphone. Release the button when you finish your message. The system automatically plays back your recorded message.

### Note:

- The maximum length for an outgoing message is 30 seconds.
- To hear the announce-only OGM at any time, press **ANNOUNCE** twice. To stop listening to the outgoing message before it ends, press **STOP**.
- If you have not recorded an announce-only OGM and the switch is set to **ANNC ONLY**, the system answers telephone line after 2 rings and plays a prerecorded announce-only OGM that says "No one is available to take your call," then sounds 5 beeps. Enter the remote operation security code within 10 seconds, then enter **8#** to start recording your announce-only OGM. To stop recording, enter **5#**. Your OGM automatically plays back once.
- The announce-only OGM does not affect your original OGM that tells callers to leave a message. Each OGM can be recorded, played back, or deleted independently.

## Setting the VIP Number

Your system automatically saves an incoming VIP message into a specified location. You can review these VIP caller's message by pressing the VIP button. After you set a phone number as a VIP number, and the incoming call matches the VIP number, the system stores the voice message into the specified VIP mailbox. To set the VIP number:

1. Press **◀ REVIEW ▶** until the desired Caller ID memory location displays.
2. Press **VIP**, then press **VIP Mailbox 1-10** for the desired VIP location. The VIP mailbox flashes to indicate you have stored a phone number.

## Reviewing VIP Numbers

To review the VIP number you specified, make sure the system is set to answer calls. Press **VIP**, then press **◀ REVIEW ▶** to review the VIP mailbox numbers one by one. If no VIP is set in the mailbox, **VIP XX not Set** appears. You can delete the number stored in the VIP mailbox. When reviewing the VIP number, press **DELETE**.

## Recording VIP OGM

The system has ten VIP mailboxes. You can record a 30-second individual message in each VIP box.

1. Press **ANNOUNCE** and **Pls Select OGM** appears.
2. Hold down the VIP 1–10 and speak clearly into the microphone. Release VIP 1–10 when you finish your message. The system automatically plays back your recorded message.

**Note:** After you finish recording and press **ANNOUNCE**, if an VIP mailbox has a VIP OGM recorded, its indicator flashes.

## VIP Alert Tone

The system lets you store up to ten phone numbers in its VIP call list. Whenever someone calls from one of those ten numbers, if you subscribe to Caller ID, the system will sound an alert tone (single beep) in between incoming phone rings to indicate that a VIP call is coming in. This alert tone continues until the call is answered. The system sounds an alert tone (double beep) every 15 seconds to remind the user that some VIP messages in VIP mailboxes have not been reviewed.

To disable the VIP alert feature of incoming call and new message, hold down VIP for 3 seconds and the display shows the current setting of VIP alert. If **VIP ALERT ON** appears, press **◀ REVIEW ▶** to change to **VIP ALERT OFF**. Press **STOP** to exit. The system automatically exits after 15 seconds without any key being pressed.

## SETTING THE SYSTEM TO ANSWER CALLS

Set **1/5/ANNC ONLY** to 1 or 5 to select 1 minute or 5 minutes as the maximum length of incoming messages. To set the system to answer calls, press **ANSWER ON/OFF**. The **ANSWER ON/OFF** indicator turns on.

To set the system so it does not answer calls, press **ANSWER ON/OFF** so the **ANSWER ON/OFF** indicator turns off.

When there is an incoming call, **Caller ID** appears when the system is on. The outgoing message plays after the system answers, then the system beeps and begins recording. The caller can leave a message of up to 1 or 5 minutes in length, depending on the setting of **1/5/ANNC ONLY**. After the call (when the caller hangs up, or there is silence for more than seven seconds, or the recording maximum message length), the system hangs up and resets to answer the next call. The New Call indicator flashes to indicate the system recorded a new incoming message.

### Note:

- The system supports a maximum of 92 incoming messages and outgoing messages.
- If the system's memory reaches its maximum capacity while a caller is leaving a message, the system stops recording, beeps and then hangs up. If the system receives a call when its memory is full, it answers after ten rings and plays "No one is available to take your call", waits for any remote operation commands, then hangs up. The system cannot record additional messages until you delete at least some of the old ones (See "Deleting Voice Messages" on Page 5).
- If you want to record an OGM, memo or two-way phone conversation when its memory is full, the system announces "Memory is full".
- Many local phone companies use calling party control (CPC) to signal that the caller has hung up. Your system can recognize a CPC signal and release the line. If the system records phone company messages or dial tones, your local phone company probably does not use CPC.

## Using the Announce-Only Feature

Your system's announce-only feature lets you play a message for the caller then automatically hang up without letting the caller leave a message.

To select announce-only, set **1/5/ANNC ONLY** to **ANNC ONLY**. When the system receives a call, it plays the announce-only message and displays the Caller ID. After the announcement, the system sounds 5 beeps, and stays on line for 10 seconds so you can enter the remote operation security if necessary.

If the system receives no code within ten seconds, the system hangs up and resets to answer the next call. To turn off announce-only, set **1/5/ANNC ONLY** to either 1 or 5.

### Notes:

- When the system is set for announce-only, you cannot set it to record calls using the remote commands.
- You can still use remote commands to perform all operations.
- The system always answers on the second ring except when the memory is full.

## Memo Recording

Follow these steps to record a memo up to 1 minute.

1. Hold down **2 WAY/MEMO**. After the beep, speak clearly into the microphone from about ten inches in front of the system.
2. Release **2 WAY/MEMO** when you finish your message.

## Two Way Recording

**Important:** Every state has different regulations governing the recording of conversations over the telephone. Be sure to check your local, state and federal laws before using this product to record any telephone conversation in order to determine that your use is in compliance with such laws or guidelines.

You can record both sides of a conversation on any phone connected to the same phone line as the system.

At any time during a phone conversation, press **2 WAY/MEMO** to start recording. **2 Way Recording** appears. Press **2 WAY/MEMO** once to stop recording the conversation.

**Note:** The message can be as long as remaining memory allows, but eight seconds of silence terminates recording.

## Using Silence

To mute the speaker while reviewing Caller ID information, press **SILENCE**, the SILENCE indicator lights. Press **SILENCE** again to resume listening.

**Note:** You must press **SILENCE** before you review the Caller ID messages in order to use the silence feature.

## Screening Calls

To screen calls, let the system answer and you can listen to the caller's message through the answering system's speaker. If you decide to answer the call, pick up any phone connected to the same phone line as the system. The system stops recording and resets to answer the next call.

## Notes:

- If you pick up the phone just as the system answers, the system might not stop playing the OGM. If this happens, press **STOP** to stop the OGM or the switchhook on your phone to stop the OGM.
- When **▼ VOLUME ▲** is set to the minimum level, the incoming caller's messages cannot be heard. Be sure **▼ VOLUME ▲** is set to the appropriate level for screening calls.

If you do not want to take the call, let the system finish recording the caller's message.

## PLAYING INCOMING MESSAGES/ MEMOS/ 2-WAY CONVERSATIONS

**PLAY** flashes after the system has recorded one or more new incoming messages, recorded memos, or a two-way conversation.

To play the messages:

1. Press **PLAY** once, **New:XX** and **Total:XX** appear on the voice messages counter for 2 seconds.
2. The system plays back all new messages.
3. After all new messages finish playing back, press **PLAY** again. All messages will be played back, one after the other, beginning with the first message.

After playing each message, the system announces the day and time the message was recorded. After you play the voice messages, the system automatically saves the messages and resets to answer calls. The **PLAY** indicator lights.

## Notes:

- If the system sounds a double beep after you press **PLAY**, there are no messages.
- To repeat the current message, press **TIME CHECK/REPEAT**.
- To review previous message, hold down **TIME CHECK/REPEAT** for 1 second.
- To skip forward to the next message, press **TIME SET/SKIP**.
- To stop playback of any message at any time, press **STOP**.
- During playback of any incoming message, the display shows the attached Caller ID at the same time.

## Playing VIP Messages

After the VIP alert tone sounds during an incoming VIP call, the system also sounds beep tones to indicate there are new VIP messages. The VIP mailbox button flashes after the system records one or more new VIP incoming messages in those VIP mailboxes.

Follow these steps to play VIP messages.

1. Press the blinking **VIP 1-10**. The system plays each new VIP message and displays the Caller ID as you press each blinking VIP button. After playing each message, the system announces the day and time the message was recorded.
2. After the messages play, the VIP indicator lights. The system automatically saves the messages and resets to answer calls.
3. The system announces "Mail Box X" before playing VIP messages during remote operation.

## DELETING VOICE MESSAGES

To delete a specific voice message, press **DELETE** during message playback. **Del Voice Msg?** flashes on the display. Press **DELETE** to confirm deletion.

Follow these steps to delete all voice messages.

1. Press **PLAY**.
2. Press **DELETE**. **Del Voice Msg?** flashes.
3. Press **REVIEW ▶** until **Del All Voice?** flashes.
4. Press **DELETE**. The **PLAY** indicator turns off.

## Notes:

- If you decide not to delete the messages, do not press **DELETE** and wait until the system resets to answer calls.
- If you press **DELETE** to confirm deletion during **Del All Voice**, message that have been played are deleted. Messages that have not been played are retained and the **PLAY** indicator still flashes.
- You can delete a voice message and CID record at the same time (see "Deleting Caller ID Records" on Page 7).

## REMOTE OPERATION

While you are away from your home or office, you can use a touch-tone phone or a pulse (rotary) phone with a pocket tone dialer to en-

ter your remote operation security code and do any of the following:

- set the system to answer calls
- listen to your messages
- record a new OGM
- delete an individual message

## Remote Operation Security Code

To use your system from a remote telephone, you must first enter a 3-digit remote operation security code (see "Setting Up Your System" on Page 3). Enter the security code within about 8 seconds after the system answers and sounds 1 beep. Within 10 more seconds, enter a remote command.

## Operating the Answering System from a Remote Location

1. Dial your phone number.
2. After the outgoing message plays and the system beeps, enter your remote operation security code.

## Notes:

- If you do not enter each digit within 8 seconds, the system hangs up.
  - The system answers after 10 rings and beeps 5 times even if it is set to answer off.
3. Enter a remote command.
  4. When you finish, press **5#** to end remote access or simply hang up.

## Remote Commands

Use the keys on a touch-tone phone or pocket tone dialer to operate the answering system when you are away from your home or office. Enter your selection within 10 seconds, or the system automatically hangs up and resets to answer the next call.

Press	To
<b>1#</b>	Play new messages
<b>2#</b>	Play all messages
<b>3#</b>	Delete current message
<b>4#</b>	Repeat previous message
<b>5#</b>	Stop and exit
<b>6#</b>	Skip a message
<b>7#</b>	Turn the system On/Off
<b>8#</b>	Record an OGM, press <b>5#</b> when you finish
<b>9#</b>	Record a Memo, press <b>5#</b> when you finish

Press	To
1+1~0	Play new VIP messages 1–10
2+1~0	Play all VIP messages 1–10

#### Notes:

- If you enter the correct remote operation security code several times, but the system does not accept it, the code might have reset because of low battery power. Try entering the default security code 000. If this works, replace the system's backup battery and set the security code as desired when you return to the system's location.
- If you do not have CPC service and hang up while the system is playing back messages, the system might not recognize that you hung up. If someone calls while the system continues playing messages, the caller hears a busy signal. We recommend that you stop and exit remote commands until the system beeps once before you hang up.

## CALLER ID OPERATION

If you subscribe to Caller ID service from your phone company, the phone company sends information about the call, as well as the time and date between the first and second rings of every call you receive.

The system displays this information and stores up to 99 numbers only or name and number call records in its Caller ID memory, then replaces the oldest call record with each new one.

During an incoming call, **NEW** appears. If the caller's name has more than 16 characters, only the first 16 characters appear. The **NEW CALL** indicator flashes until all calls are reviewed.

If the Caller ID information received duplicates another call in memory, the system updates the time/date and **RPT** and the number of times the call was repeated appears. If no button is pressed within 30 seconds, the system returns to answer-ready mode, and displays the total call counter, new call counter, current time and date.

**Note:** If there is no voice message attached to a repeat number, the latest call appears once during CID review. For example, if you receive a call from the same number 10 times, the CID displays the number once and **RPT 10** appears.

## REVIEWING CALLER ID RECORDS

Each time you receive a call, the system stores a Caller ID record that you can review later, even during a call. A Caller ID record includes:

- call number
- time and date of the call
- callers' telephone number (if available)
- caller's name (if available)
- voice message (if the calling party leaves a message)

To review the call records:

In the answer-ready mode, press **REVIEW** ◀ to review most recent calls. Press **REVIEW** ▶ to view the oldest calls. After you view the most recent calls or oldest calls in memory, - **End of List** - appears. If there is a voice message attached to the call record, the system automatically announces the message.

#### Notes:

- The **NEW CALL** indicator flashes until all the new Caller ID records are reviewed. If no button is pressed within 15 seconds, the system returns to answer-ready mode.
- If the data in memory is reviewed for the first time, **NEW** appears during your review.

## USING THE MASTER/SECONDARY SWITCH

The system's M/S (master/secondary) switch lets you easily connect up to four system modules to the same phone line, so you can receive Caller ID and Call Waiting information at more than one phone on that line. Simply set **M/S** on the back of one system to **M**, and set **M/S** to **S** on all (up to three) other systems. Set one system to answer on; set the others to answer off.

#### Notes:

- If you connect only one system to a phone line, set its **M/S** switch to **M**. If **M/S** on more than one or none of the systems is set to **M**, incoming calls might be disconnected.
- You can also connect other caller ID modules that do not have the Call Waiting function to the same phone line as your system as long as the total number of Caller ID modules connected to the line does not exceed four.

- If you connect another type of CID module that has Call Waiting (other than this system) to the same phone line as your system, the Call Waiting signal might be garbled or not received.

## CALL BACK FROM THE CALLER ID MEMORY

Press **CALL BACK** to dial the number from the displayed record. **Dialing.....** appears and the system dials the number.

Depending on your phone system's requirements, you might need to press ◀ **REVIEW** ▶ after **CALL BACK** to change the dial format.

If the caller's phone number has the same area code as your preset area code, repeatedly press ◀ **REVIEW** ▶ to cycle through the formats below.

- Local phone number (7-digit number)
- 1 + local phone number (1+7-digit number if your system requires you to dial 1 before a 7-digit number)
- area code + local phone number (10-digit number [area code plus 7-digit number])
- 1 + area code + local phone number (1 + 10-digit number [if your local phone system requires you to dial 1 before a long-distance number]).
- If the caller's phone number has a different area code from your preset area code, repeatedly press ◀ **REVIEW** ▶ to choose a 10-digit number or 1+10-digit number. After selecting the format, press **CALL BACK** again to dial out.

#### Notes:

- If you press **CALL BACK** before picking up the phone's handset, **Pickup Phone** appears.
- If you do not pick up the handset within 10 seconds, the current CID memory reappears and you must press **CALL BACK** again.

## RECEIVING CALL WAITING CALLS

When you are on the phone and you hear the Call Waiting indication, the display shows who is calling. To talk with the person, press **FLASH** on your phone. To return to your original call, press **FLASH** again.

**Note:** Contact your local phone company to subscribe to Caller ID with Call Waiting services.

## CALLER ID MESSAGES

Display English/Spanish	Description
<b>New Total</b> <b>Nuevo Total</b>	The number of new calls and total number of incoming calls.
<b>#01</b>	Call information is stored in Caller ID memory location #01.
<b>Private</b> <b>Privado</b>	Appears when the caller has blocked Caller ID information from being sent.
<b>Unavailable</b> <b>Fuera de Zona</b>	Appears when the caller is not within a Caller ID service area. No caller information appears.
<b>CID not attached</b> <b>CID No Anadir</b>	The voice message does not have Caller ID message information.
<b>Error</b>	Appears if there was an error during the transmission of the Caller ID information.
<b>No Calls</b> <b>No Llamada</b>	No call information is stored in the Caller ID.
<b>Pickup Phone</b> <b>Levantar TEL</b>	Appears after the system dials a number when you press <b>CALLBACK</b> .
<b>AREA PIN</b> <b>DRY_WK</b> <b>AREA PIN Sem-ana</b>	Prompts you to set the area code, remote security operation PIN, date and day.
	Appears when the system or CID is inactive and a message is waiting (if you subscribe to your phone company's message waiting service).
<b>Call Waiting</b> <b>Llam.en Espera</b>	Appears when there is an incoming call when you are on the phone.
<b>Memory is Full</b> <b>Memoria Llena</b>	Appears when the Caller ID memory is full or the system reaches its maximum message counter.
<b>End of List</b> <b>Fin de La Lista</b>	Appears when you have reached the end of your call records.
<b>RPT</b>	Appears when you review a Caller ID record from someone who has called more than one time from the same number.
<b>Call Forward</b> <b>Llam Siguiente</b>	The call was forwarded from a number set to forward all calls.

Display English/Spanish	Description
<b>Forward Busy</b> <b>Ocupado Adelante</b>	The call was forwarded from a number set to forward a call if the line is busy.
<b>VIP Alert On</b> <b>Alerta VIP On</b>	The VIP alert feature is on.
<b>VIP not Set</b> <b>VIP no Ajustado</b>	Alerts you during reviewing VIP calls that the mailbox has no VIP number set.
<b>Waiting</b> <b>En Espera</b>	Appears when you press <b>STOP</b> after you delete messages or Caller ID records.

## DELETING CALLER ID RECORDS

Follow these steps to delete an individual Caller ID record.

1. Press **◀ REVIEW ▶** to recall the record.
2. Press **DELETE**. **Del CID Record?** flashes.
3. Press **DELETE** again to delete the record.

Follow these steps to delete all Caller ID records.

1. Press **◀ REVIEW ▶**.
2. Press **DELETE**. **Del CID Record?** flashes.
3. Press **REVIEW ▶** until **Del All CID?** flashes.
4. Press **DELETE**. **No Calls** appears.

Follow these steps to delete a CID and voice message.

1. Press **◀ REVIEW ▶** to recall the CID record and voice message.
2. Press **DELETE**. **Del Voice MSG?** flashes.
3. Press **REVIEW ▶** until **Del CID+Voice?** flashes.
4. Press **DELETE** to delete the CID record and voice message.

### Notes:

- If you decide not to delete the records, do not press **DELETE** and wait until the system resets to answer calls.
- If you press **DELETE** to confirm deletion during **Del All CID?**, all Caller ID records will be deleted, including records that have not been reviewed.

## TROUBLESHOOTING

We do not expect you to have any problems with your system, but if you do, try these suggestions.

Problem	Suggestion
The incoming message is incomplete.	Be sure the memory is not full.
The incoming message is unclear.	Be sure <b>▼ VOLUME ▲</b> is set to the desired sound level.
The system does not answer after two, four, or seven rings.	Be sure the system is set to answer calls.
The system does not respond to the remote operation security code.	Make sure the phone you use to dial the system is a touch-tone phone, or use a pocket-tone dialer. Re-enter your remote operation security code, pressing each number for 2 seconds. Make sure the remote operation security code you entered is correct, or try entering the default code of 000. The remote operation security code might have reset to the default code due to a power failure or a weak backup battery.
The display is blank.	The backup battery is weak. Replace the battery (see "Installing a Backup Battery" on Page 2). Make sure AC power is properly connected (see "Connecting the System" on Page 2).
The system displays and receives Caller ID records but does not operate.	Make sure the AC power is properly connected. If AC power fails, the system can receive Caller ID records but cannot operate using backup battery power.

## CARE

Keep the system dry; if it gets wet, wipe it dry immediately. Use and store the system only in normal temperature environments. Handle the system carefully; do not drop it. Keep the system away from dust and dirt, and wipe it with a damp cloth occasionally to keep it looking new.

Modifying or tampering with the system's internal components can cause a malfunction and might invalidate its warranty and void your FCC authorization to operate it. If your system is not performing as it should, take it to your local RadioShack store for assistance. If the trouble is affecting the telephone lines, the phone company can ask you to dis-

connect your system until you have resolved the problem.

#### **Limited One-Year Warranty**

This product is warranted by RadioShack against manufacturing defects in material and workmanship under normal use for one (1) year from the date of purchase from RadioShack company-owned stores and authorized RadioShack franchisees and dealers. EXCEPT AS PROVIDED HEREIN, RadioShack MAKES NO EXPRESS WARRANTIES AND ANY IMPLIED WARRANTIES, INCLUDING THOSE OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE DURATION OF THE WRITTEN LIMITED WARRANTIES CONTAINED HEREIN. EXCEPT AS PROVIDED HEREIN, RadioShack SHALL HAVE NO LIABILITY OR RESPONSIBILITY TO CUSTOMER OR ANY OTHER PERSON OR ENTITY WITH RESPECT TO ANY LIABILITY, LOSS OR DAMAGE CAUSED DIRECTLY OR INDIRECTLY BY USE OR PERFORMANCE OF THE PRODUCT OR ARISING OUT OF ANY BREACH OF THIS WARRANTY, INCLUDING, BUT NOT LIMITED TO, ANY DAMAGES RESULTING FROM INCONVENIENCE, LOSS OF TIME, DATA, PROPERTY, REVENUE, OR PROFIT OR ANY INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, EVEN IF RadioShack HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Some states do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

In the event of a product defect during the warranty period, take the product and the RadioShack sales receipt as proof of purchase date to any RadioShack store. RadioShack will, at its option, unless otherwise provided by law: (a) correct the defect by product repair without charge for parts and labor; (b) replace the product with one of the same or similar design; or (c) refund the purchase price. All replaced parts and products, and products on which a refund is made, become the property of RadioShack. New or reconditioned parts and products may be used in the performance of warranty service. Repaired or replaced parts and products are warranted for the remainder of the original warranty period. You will be charged for repair or replacement of the product made after the expiration of the warranty period.

This warranty does not cover: (a) damage or failure caused by or attributable to acts of God, abuse, accident, misuse, improper or abnormal usage, failure to follow instructions, improper installation or maintenance, alteration, lightning or other incidence of excess voltage or current; (b) any repairs other than those provided by a RadioShack Authorized Service Facility; (c) consumables such as fuses or batteries; (d) cosmetic damage; (e) transportation, shipping or insurance costs; or (f) costs of product removal, installation, set-up service adjustment or reinstallation.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

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