



Digital Answering System Telephone with Caller ID and Speakerphone 1854

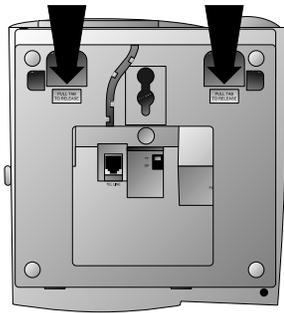
*Fold open this paper for information about this product's installation and operation. Please read **Part 1 — Important Product Information**, included in this package.*



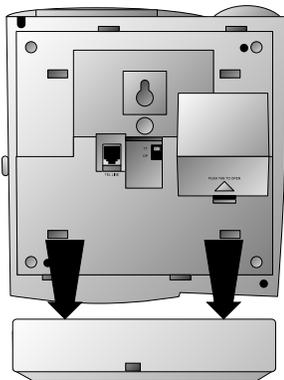
Part 2

I N S T A L L A T I O N

Remove the Base

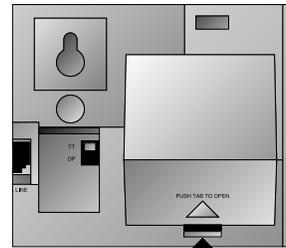


Press in on tabs.

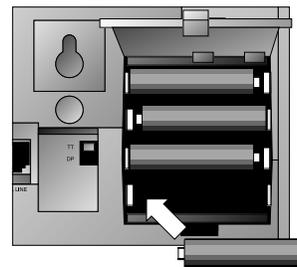


Lift base off the phone.

Install the Batteries



Open battery compartment door



Install 4 AA batteries

SET UP SYSTEM

1 Install the batteries.

- Turn the unit upside down.
- Push in on the two tabs at the large end of the base, and lift the base off the phone.
- Press the battery compartment's tab, and swing open the battery compartment door.
- Insert four AA batteries. Always use four new batteries.
- Close the battery compartment door.

*NOTE: When battery power is low, the **LOW BATTERY** light is on. Replace the batteries promptly to prevent the possibility of memory loss.*

2 Set the Dial Mode switch.

Set the switch to **TT** (touch tone) or **DP** (dial pulse) telephone service, depending on your telephone service.

TABLE/DESK INSTALLATION

1 Attach the base.

Turn the base so that the larger end is toward the top of the telephone. Re-attach the base by inserting the tabs into the slots. Push down on the large end of the base to lock the base into place.

2 Connect the line cord to the telephone.

Plug one end of the cord into the jack labeled **TEL LINE** on the bottom of the phone. Place the line cord in the channel on the base.

3 Connect the handset to the telephone.

Plug the coiled cord into the handset jack on the side of the phone. Plug the other end of the coiled cord into the handset, then hang up.

4 Connect the line cord to a modular jack.

5 Connect the power cord.



Use only the power cord supplied with your system. If you need a replacement cord, call 1 800 722 9125.

Fit the power cord behind the strain relief tab. Then, plug the smaller end of the power cord into the **POWER** jack at the back of the system.

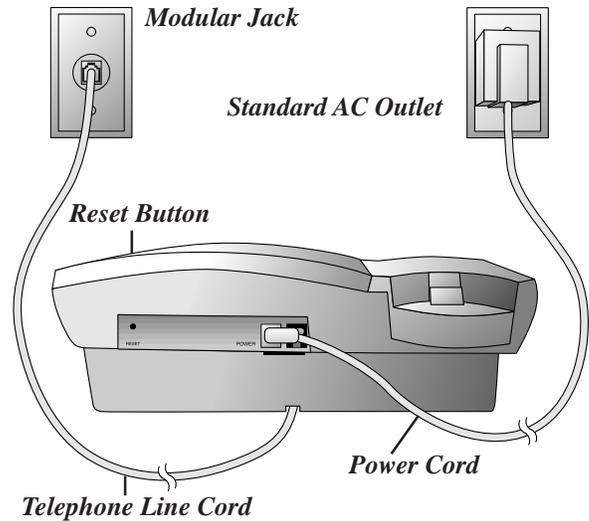
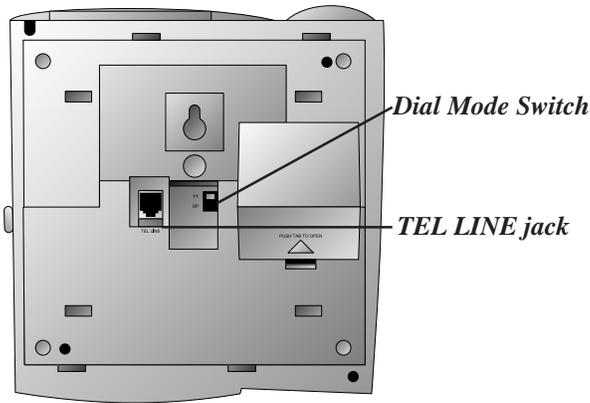
Plug the power cord into an electrical outlet not controlled by a wall switch.

6 Wait for the system to initialize.

When the system is connected to AC power, all the indicator lights flash on and off. The Message Window counts down from eight to zero.

After the system reaches zero, you can complete installation by following instructions in "Setting the Clock."

I N S T A L L A T I O N



WALL INSTALLATION

1 Wrap the line cord.

Wrap the line cord around the posts on the inside of the base. Leave at least 3 inches free at each end of the line cord.

2 Attach the base.

Turn the base so that the larger end of the base is toward the bottom of the telephone. Attach the base by inserting the tabs into the slots. Push down on the large end of the base to lock it into place.

3 Connect the line cord to the telephone.

Plug one end of the line cord into the jack labeled **TEL LINE** on the bottom of the phone.

4 Reverse the handset tab.

Hold down the switchhook, and slide the tab up and out of its slot. Turn the tab so that the end with the hook is up. Then insert the tab back into its slot.

5 Connect the line cord to modular jack and mount the phone on the wall jack.

Plug the free end of the line cord into a modular wall jack. Make sure the cord snaps firmly into place. Place the phone on the wall jack mounting studs and pull down until it is securely held.

6 Connect the handset to the telephone.

Plug the coiled cord into the handset jack on the side of the phone. Plug the other end of the cord into the handset, then hang up.

7 Connect the power cord.

 Use only the power cord supplied with your system. If you need a replacement cord, call 1 800 722-9125.

8 Wait for the system to initialize.

When the system is connected to AC power, all the indicator lights flash on and off. The Message Window counts down from eight to zero.

After the system reaches zero, you can complete installation by following instructions in "Setting the Clock."

SETTING THE CLOCK

- 1 Press **CLOCK**. The time is displayed.
- 2 Use the keypad to enter the time.
- 3 Press ***** for AM or **#** for PM.
- 4 Press **CLOCK**. The date is displayed.
- 5 Use the keypad to enter the date (for example, press **7 0 7** for July 7).
- 6 Press **CLOCK**. The year is displayed.
- 7 Use the keypad to enter the year.
- 8 Press **CLOCK**. The system announces the date and time.

SELECTABLE DIAL INFORMATION

This telephone has a push button dial which will work with tone or dial pulse (rotary) service. Even when set to dial pulse service, the phone can be switched temporarily to tone, for access to services that require tone signaling, including some tone-activated computer systems.

TELEPHONE OPERATION

MAKING/ANSWERING CALLS

- 1 Lift the handset or press **[SPEAKER]**.
- 2 To end a call, hang up or press **[SPEAKER]**.
- 3 To switch from handset to speakerphone, press **[SPEAKER]** then hang up. To switch from speakerphone to handset, lift the handset.

RINGER VOLUME

Set the switch to **LO**, **HI** or **OFF**. Other phones are not affected by this ringer setting.

HANDSET/SPEAKERPHONE VOLUME

During a call, press **[VOLUME▲]** to increase volume; press **[VOLUME▼]** to decrease volume.

REDIAL

- 1 Lift the handset or press **[SPEAKER]**.
- 2 Press **[AUTO REDIAL]** to dial the last number called from this phone.

AUTO REDIAL

- 1 When you hear a busy signal, hang up and press **[AUTO REDIAL]**. The phone will continue redialing the number every 40 seconds up to 10 times.
- 2 When you hear the far end ringing, pick up the handset or press **[SPEAKER]**.
- 3 To cancel Auto Redial at any time, press **[AUTO REDIAL]**, lift the handset, or press **[SPEAKER]**.

HOLD

- 1 To put a call on Hold, press **[HOLD]**.
- 2 To take a call off hold, press **[HOLD]**, or press **[SPEAKER]**, or lift the handset of this phone or an extension.

MUTE

- 1 Press **[MUTE]**. The far-end party will not be able to hear anything from your end, but you will be able to hear the other party.
- 2 To return to 2-way conversation, press **[MUTE]** again. Mute is also canceled when you switch from handset to speakerphone or speakerphone to handset.

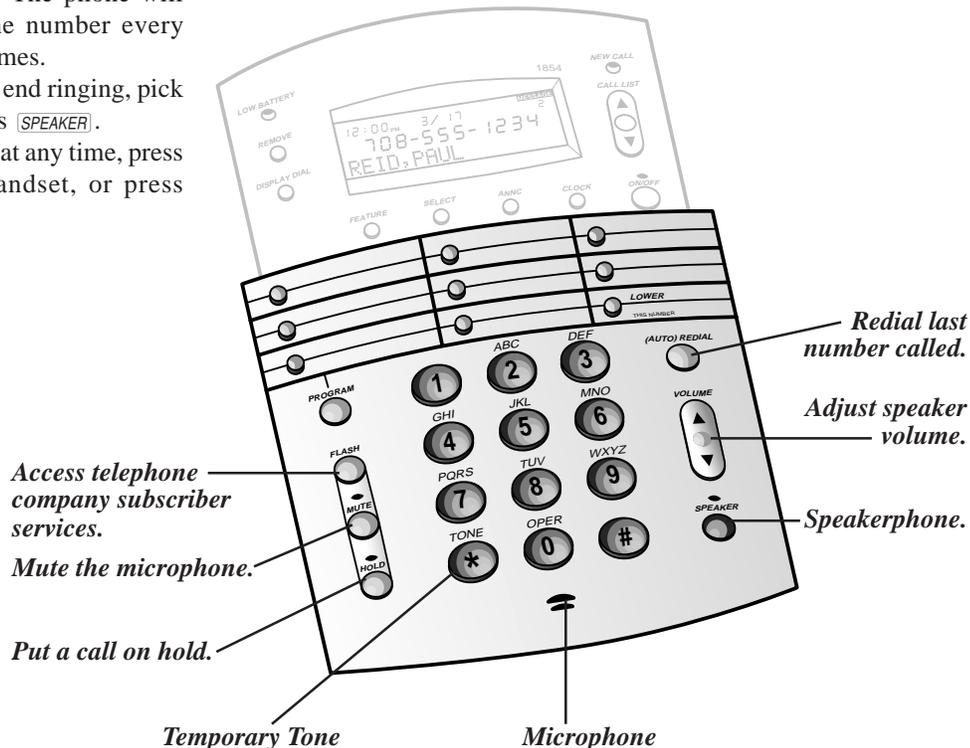
FLASH

Press **[FLASH]** when you would normally press the switchhook to activate special subscriber services such as Call Waiting or 3-Way Calling.

TEMPORARY TONE DIALING

If you have rotary telephone service, use this feature to send tone signals required by some tone activated services (such as telephone banking).

- 1 Lift the handset or press **[SPEAKER]**, and dial the number.
- 2 Press **[*]**. All buttons pressed after this will send tone signals.
- 3 When you hang up, the phone returns to rotary dialing.



TELEPHONE MEMORY

You can store up to 16 telephone numbers, each up to 24 digits long, in the 8 one-touch and 8 two-touch dialing locations. Remove the plastic cover to fill in the directory card after you store numbers in memory.

NOTE: You may choose to store emergency telephone numbers in memory locations. This feature is provided only as a convenience and the manufacturer assumes no responsibility for customer reliance upon the memory feature.

Although testing the programming of emergency numbers is not recommended, if you do make a call to an emergency number:

- You must remain on the line and briefly explain the reason for the call before hanging up.
- Programming/testing of emergency numbers should be performed in the early morning or late evening (off-peak hours).

STORING NUMBERS

- 1 Press **PROGRAM**.
- 2 Enter the telephone number. To insert a hyphen between digits, press **SELECT** once. To enter a 3-second pause, press **SELECT** twice. You can also store *, #, and **FLASH**.
- 3 Press a memory button to store a number for one-touch dialing — **OR** — Press **LOWER** and a memory button for two-touch dialing.

You will hear 2 beeps and see the display flash when the number is stored.

If you hear a long sequence of beeps and see Es on the screen, the number has not been stored. Repeat Steps 1-3.

Dialing a Memory Number

- 1 Lift the handset or press **SPEAKER**.
- 2 Press a memory button to dial a one-touch memory number — **OR** — Press **LOWER** and a memory button to press a two-touch memory number.

STORING LONG NUMBERS

You can store a number longer than 24 digits by dividing the number in half and storing it in two locations

— **OR** —

Store part of the number in a memory location and dial the rest manually.

VIEWING NUMBERS IN MEMORY

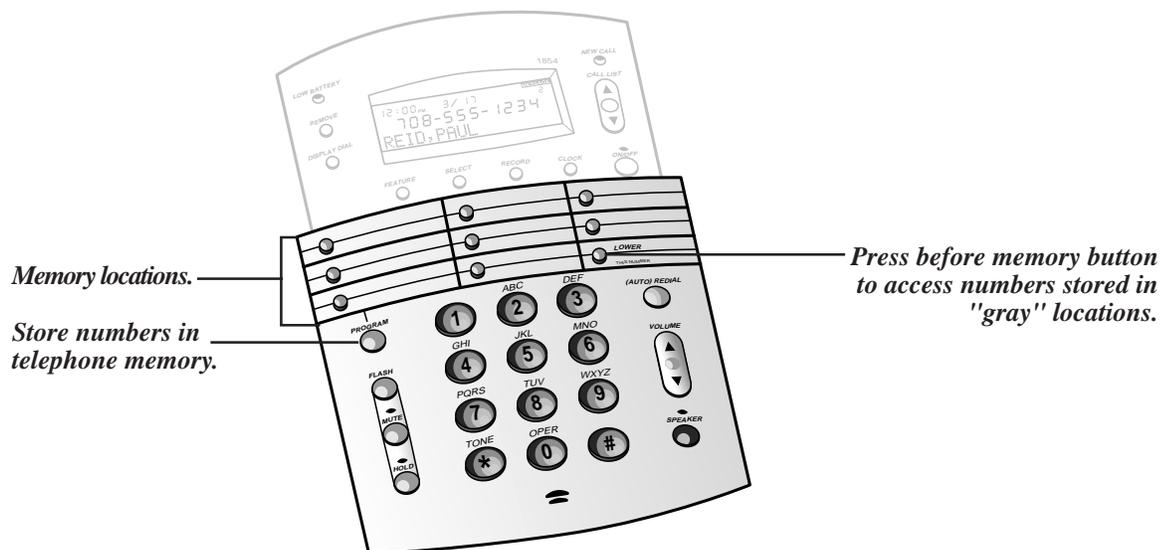
When the phone is not in use, press the memory button (or press **LOWER** and the memory button) of the location where the number is stored.

ERASING MEMORY NUMBERS

- 1 Press **PROGRAM**.
- 2 Press the memory button (or press **LOWER** and the memory button, of the location you want to erase).

STORING NUMBERS JUST DIALED

- 1 Press **PROGRAM**.
- 2 Press **(AUTO) REDIAL**.
- 3 Press the memory button (or press **LOWER** and the memory button) of the location where you want to store the number.



CALLER IDENTIFICATION

The features described in this section are available only if you subscribe to the Caller Identification Service provided by your local telephone company.

If your display shows **NO DATA SENT** when you receive a phone call, then Caller Identification Service is not active for your phone. Contact your local telephone company for further information, including information about monthly charges.

Your system may be unable to provide the phone number and name of a caller if the caller's local phone company uses equipment not compatible with your local phone company, or if the call originated in an area not covered by Caller Identification Service.

SET AREA CODE

To display local calls without an area code

- 1 Press **PROGRAM**.
- 2 Press and release **FEATURE** until the screen displays **AREA CODE:** _____.
- 3 Enter your area code.
- 4 Press **SELECT**.

REVIEW CALL LIST

When there's a new call in your call list, the **NEW CALL** light is on.

- 1 Press **CALL LIST** or **CALL LIST**.
- 2 Continue to press and release **CALL LIST** or **CALL LIST** to view all call entries.

MAKE A CALL FROM CALL LIST

- 1 Press and release **CALL LIST** or **CALL LIST** until you reach the entry you want.
- 2 Press **DISPLAY DIAL**, or lift the handset and press **DISPLAY DIAL**.
- 3 If the screen displays an area code, and you don't want to dial a "1" before the number when it's dialed, press **LOWER** before pressing **DISPLAY DIAL**.

STORE A CALL LIST NUMBER IN MEMORY

- 1 Press **CALL LIST** or **CALL LIST** until you see the call entry you want.
- 2 Press **PROGRAM**.
- 3 Press the memory button, or **LOWER** and the memory button, of the location where you want to store the number.

REMOVE CALLS FROM CALL LIST

When the call list is full, the oldest call is automatically replaced by the next incoming call.

To remove a selected call

- 1 Press **CALL LIST** or **CALL LIST** until you see the call entry you want.
- 2 Tap **REMOVE** to delete the displayed entry.
- 3 To delete all non-priority entries, press and hold **REMOVE** until you hear the beep. (For more information about priority entries, see next column).

SELECT PRIORITY ENTRIES

Your phone alerts you with a high-pitched ring when you receive a priority call (see "Priority Calling" in the Answering System section of this manual). You can have up to 50 priority entries.

To make a nonpriority call a priority entry

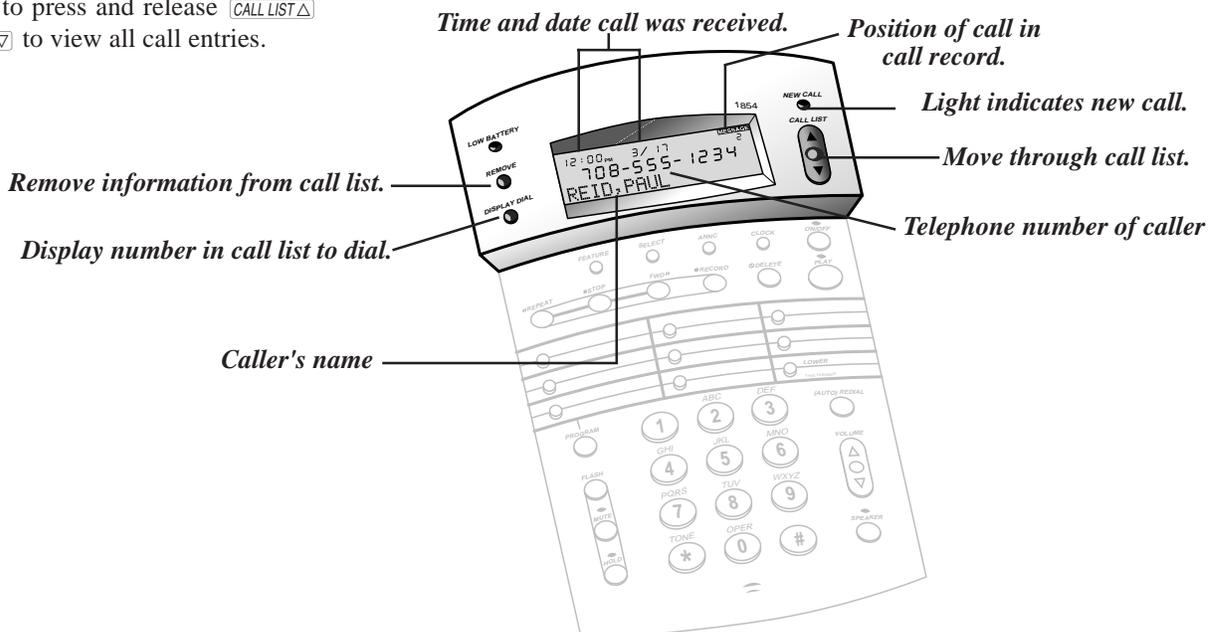
- 1 Press **CALL LIST** or **CALL LIST** until you see the call entry you want.
- 2 Press *****. The screen displays **PRIORITY**. Priority calls are not deleted, even when the call list is full.

To change a priority call to non-priority listing

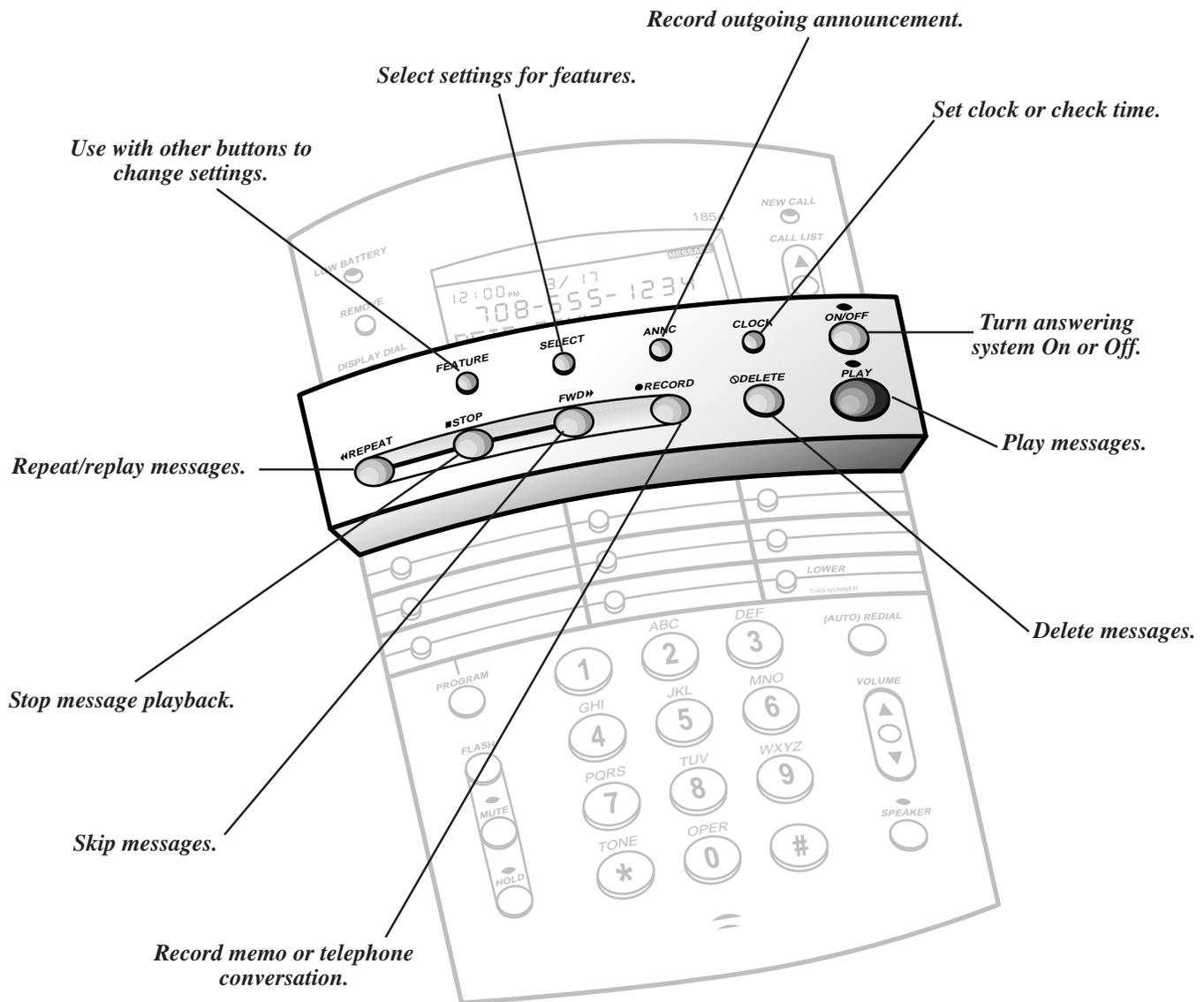
- 1 Press **CALL LIST** or **CALL LIST** until you see the call entry you want.
- 2 Press *****. The screen no longer displays **PRIORITY**, and the entry can now be erased (see "Remove Calls from Call List").

PLAY A MESSAGE FROM CALL LIST

- 1 Press **CALL LIST** or **CALL LIST** until you see the call entry you want. If a message was left with the call, the screen displays **MESSAGE** in the upper right corner.
- 2 Press **PLAY**. The system plays the message.



ANSWERING SYSTEM OPERATION



ANSWERING SYSTEM OPERATION

ANNOUNCEMENT OPTIONS

Announcements A and B are used when you want the system to record callers' messages.

Announcement AO (Announce Only) is used when you want the system to play an announcement and then hang up. This option is often used by businesses. Even if Announcement AO is selected, callers who press **[*]** on a touch tone phone can still leave a message.

Pre-Recorded Announcement

If you select Announcement A or B, but do not record your own announcement, callers will hear a prerecorded voice say, "Hello. Please leave a message after the tone." There is no prerecorded announcement for Announcement AO.

Call Match Announcement

Use Call Match announcement when you want to play a special announcement for certain callers (for example, calls from a certain number, or calls whose identifying information has been blocked). You can also choose to have the system hang up instead of letting the caller leave a message. Call Matching is available only when you subscribe to Caller Identification Service offered by your local telephone company.

RECORD AN ANNOUNCEMENT

- 1 Prepare your announcement. Each announcement can be up to 4 minutes long.
- 2 Press **[ANNC]**.
- 3 Press and release **[SELECT]** until you see the letter of the announcement you want to record (A, B, or O).
- 4 Press **[RECORD]**. Begin speaking after you hear the beep. Speak in a normal tone of voice, about 9 inches from the microphone.
- 5 Press **[STOP]**. The system plays your new announcement. To hear the announcement again, press **[PLAY]**.
- 6 Repeat Steps 3 to 5 to record another announcement, or press **[STOP]**.

REVIEW AN ANNOUNCEMENT

- 1 Press **[ANNC]**.
- 2 Press **[SELECT]** one or more times to choose the announcement you want to review (A, B, or O). Stop when the announcement you want is displayed.
- 3 Press **[PLAY]**. You will hear the announcement.
- 4 Either repeat Steps 2-3 to review another announcement, or press **[STOP]**.

DELETE AN ANNOUNCEMENT

Press **[DELETE]** while the announcement is playing.

SELECT ANNOUNCEMENT CALLERS HEAR

- 1 Press and release **[FEATURE]** until the screen displays **ANNC**.
- 2 Press and release **[SELECT]** until the screen displays the announcement you want callers to hear (A, B, or O). If you select AO, you must record an announcement, as instructed in "Record an Announcement."
- 3 Press **[STOP]** to return to the message display.

SET SYSTEM TO ANSWER CALLS

To turn the system on or off, press **[ON/OFF]**.

RING SELECT

- 1 Press and release **[FEATURE]** until the screen displays **RING SELECT**.
- 2 Use the keypad to select the number of times (1 to 7) the phone will ring before the system answers a call. For example, to select 3 rings, press **[3]**.
- 3 To select the Toll Saver, press **[8]** to have the system ring 4 times when there are no new messages, and 2 times when there are messages
— OR —
Press **[9]** to have the system ring 6 times when there are no new messages, and 4 times when there are messages.
- 4 Press **[STOP]** when you are done.

SET UP CALL MATCH ANNOUNCEMENT

- 1 Prepare your announcement.
- 2 Press **[ANNC]**.
- 3 Press and release **[SELECT]** until the screen displays **ANN: CALL MATCH**.
- 4 *To choose which callers will hear the special announcement:*
Enter the phone number of a particular caller you want to hear the announcement — OR —
Press **[#]** if you want all callers who block name and number information to hear the announcement.
- 5 Press **[RECORD]**. Begin speaking after you hear the beep. Speak in a normal tone of voice, about 9 inches from the microphone.
- 6 Press **[SELECT]**. The system plays your new announcement. To hear the announcement again, press **[PLAY]**.
- 7 Press **[SELECT]** when you are done.

REVIEW CALL MATCH ANNOUNCEMENT

- 1 Press **[ANNC]**.
- 2 Press and release **[SELECT]** until the screen displays **CALL MATCH**.
- 3 Press **[PLAY]**. You will hear the announcement.
- 4 Press **[STOP]** when you are done
— OR —
Press **[DELETE]** while the announcement is playing to delete it.

RING SELECT FOR CALL MATCHING

- 1 Press **[ANNC]**.
- 2 Press and release **[SELECT]** until the screen displays **CALL MATCH**.
- 3 Press **[FEATURE]**.
- 4 Use the keypad to select the number of times (1 to 7) the phone rings before the system answers. To choose Toll Saver, press **[8]** for 4 rings/2 rings; press **[9]** for 6 rings/4 rings. (For more information about Toll Saver, see "Ring Select.")

ANSWERING SYSTEM OPERATION

NUMBER OF CALLS ANSWERED BY CALL MATCHING

- 1 Press **[ANNC]**.
- 2 Press and release **[SELECT]** until the screen displays **CALL MATCH**.
- 3 Press **[FEATURE]** twice.
- 4 Use the keypad to enter the number of calls (1 to 9) for which you want to the announcement played. Press **[#]** if you always want the announcement played.
- 5 Press **[STOP]**.

AUDIBLE MESSAGE ALERT

Turn message alert on if you want the system to beep every 15 seconds when you have a message waiting.

- 1 Press and release **[FEATURE]** until the screen displays **ALERT**.
- 2 Press **[0]** to turn Message Alert on
— **OR** —
Press **[7]** to turn Message Alert off.
- 3 Press **[SELECT]** when you are done.

LISTEN TO MESSAGES

- 1 **To listen to all messages** press and release **[PLAY]**
— **OR** —
To listen to new messages only, press and hold **[PLAY]** until the system begins playing.
- 2 **To repeat an entire message**, during playback press **[REPEAT]**.
- 3 **To return to an earlier message**, during playback press and release **[REPEAT]** until the screen displays the number of the message you want.
- 4 **To review part of a message**, during playback press and hold **[REPEAT]** for a few seconds.
- 5 **To skip to the next message**, during playback press **[FWD]**.
- 6 **To skip part of a message**, during playback press and hold **[FWD]** for a few seconds.
- 7 **To stop playing messages**, press **[STOP]**.

SAVE/DELETE MESSAGES

The system can save about 20 minutes of announcements and messages, up to a total of 50 messages.

To delete messages, hold down **[DELETE]** until the system announces “Messages deleted.” If there are new messages among those you are trying to delete, the system beeps 5 times and does not delete any.

DELETE SELECTED MESSAGES

Press **[DELETE]** while the selected message is playing. The remaining messages are renumbered.

CALL SCREENING

Use **[VOLUME▲]** and **[VOLUME▼]** to adjust volume so you can hear a caller’s voice while he or she is recording a message. The screen displays **SPKR VOLUME** and a number from 1 to 8 when the caller’s voice is audible.

If you don’t want to hear your announcement played when the system answers a call,

- 1 Press and release **[FEATURE]** until the screen displays **ANNC MONITOR**.
- 2 Press **[0]** to turn the monitor off
— **OR** —
Press **[7]** to turn the monitor on.
- 3 Press **[STOP]** when you are done.

To take the call, lift the handset of this telephone or an extension. If the announcement does not stop immediately, press the switchhook or **[STOP]**.

PRIORITY CALLING

Callers using a touch tone phone can signal you with the Priority Calling Code you give them. **Your caller should**

- 1 Dial your telephone number.
- 2 During announcement, enter Priority Calling Code.
- 3 The system beeps twice, then pauses. This sequence is repeated for 30 seconds, until the phone is picked up.
- 4 If the phone is not picked up, the caller can press **[*]** to leave a message.

CHANGE PRIORITY CALLING CODE

The Priority Calling Code is preset to 999.

- 1 Press and release **[FEATURE]** until the screen displays **P CALLING CODE**.
- 2 The current code is displayed. Use the keypad to enter a new code, any number between 500 and 999 (except the Remote Access Code).
- 3 Press **[STOP]** when you are done.

RECORD A MEMO

- 1 Press **[RECORD]**. The system beeps and begins recording.
- 2 Press **[STOP]** when you are done. The memo is stored as a message, and can be up to 4 minutes long.

RECORD A PHONE CONVERSATION

NOTE: This unit does not sound warning beeps to let the other party know that the call is being recorded. To ensure that you are in compliance with any state and federal regulations that concern recording a telephone call, you should start the recording process and then inform the other party that you are recording the call.

- 1 Press **[RECORD]** at any time during a phone conversation. The system can record up to 4 minutes.
- 2 Press **[STOP]** to stop recording. The recording is stored as a message.

SET REMOTE ACCESS CODE

The Remote Access Code is preset to 500.

- 1 Press and release **[FEATURE]** until the screen displays **ACCESS CODE**. The current code is displayed.
- 2 Use the keypad to enter a new code, any number between 500 and 999 (except the Priority Calling Code).
- 3 Press **[STOP]** when you are done.

WHEN MEMORY IS FULL

When memory is full, the system answers calls after 10 rings and announces “Memory is full” instead of playing your announcement. When memory is full, you must delete some or all of the messages before any new messages can be recorded.

ANSWERING SYSTEM OPERATION

Away From Home

You can use many answering system features when you are away from home. To protect your privacy, most features can only be used after you enter a 3-digit Remote Access Code. Enter commands using the keys on any touch tone phone, or by using Voice Activated Commands.

CONNECT WITH THE ANSWERING SYSTEM

- 1 Dial your telephone number.
- 2 While the system is playing your announcement, enter your Remote Access Code. The system announces the number of messages in each mailbox, and beeps twice to indicate it is ready to accept a command.

CHANGE REMOTE ACCESS CODE From a Remote Location

- 1 Dial your telephone number.
- 2 During the announcement, enter your current Remote Access Code.
- 3 After the 2 beeps, press **9 9**. The system announces "Enter new code."
- 4 Enter the new Remote Access Code. If the code is valid, the system beeps twice. If the code is invalid, the system beeps 5 times.

PLAY MESSAGES

After the two-beep signal you can:

- Wait four seconds or press **7** to play all of your messages.
- Press **6** to play new messages only.

SAVE MESSAGES

The system automatically saves messages after playback.

DELETE MESSAGES

- To delete only selected messages, press **3** while that message is playing
- To delete all messages, press **33**. The system announces "Messages deleted."

NOTE: If you try to delete a group of messages that includes new messages, the system beeps five times and doesn't delete any messages.

REPEAT

To repeat an entire message, press **2** while that message is playing.

To repeat part of a message, hold down **2**. To resume playing, release **2**.

FORWARD

To skip an entire message, press **5** while that message is playing.

To skip part of a message, hold down **5**. Release **5** to resume playing.

STOP

Press **#** to stop message playback.

RECORD A MEMO

After listening to your messages, you can record a memo to be played back later.

- 1 Press *****.
- 2 Begin speaking after the beep.
- 3 Press **#** when you are done. The memo is saved as a message.

CHANGE THE ANNOUNCEMENT

- 1 Connect with the answering system.
- 2 After the two beeps, press **4 ***.
- 4 When the system beeps, begin recording your new announcement.
- 5 Press **#** when you are done. The system beeps once and plays the new announcement. To hear it again, press **47** after the 2 beeps.

TURN SYSTEM OFF

After the 2-beep signal, press **8 8**, then hang up, to turn off the answering system.

TURN SYSTEM ON

- 1 Dial your telephone number. After 10 rings, the system answers, announces "The machine is off," and beeps twice.
- 2 Press **0**. The system announces, "The machine is on," and beeps twice. Hang up.
- 3 If you hear 5 beeps instead of 2 beeps when you press **0**, the memory is full or AO has been selected.

VOICE ACTIVATED COMMANDS

When a touch tone telephone is not available, you can still call your system to listen to your messages. Use your voice to enter the Remote Access Code, to repeat a message, and to delete messages.

Speak quickly and loudly in response to the prompts presented by the system as described below. The system does not recognize the actual words you are saying; you could say any phrase that is easy for you to remember, instead of saying "Enter code," as long as you speak loudly.

You can hang up any time during the call. The system saves your messages, unless you respond to the "Delete all messages?" prompt.

- 1 Dial your telephone number, listen to the announcement, and remain silent after the beep. If the system answers after 10 rings (because it is off or the memory is full) remain silent after the two-beep signal.
- 2 After 10 seconds the system prompts "Enter remote access code." Immediately respond "Enter code."
- 3 You hear "First digit," followed by "Enter four," "Enter five," "Enter six," and so on. When you hear the first digit of the Remote Access Code, immediately respond by saying "Enter code."
- 4 For each digit in the Remote Access Code, follow the procedure in Step 3.
- 5 If you enter the code correctly, the system announces the number of messages waiting, and begins to play them. If there are no messages, the system disconnects the call.
- 6 To repeat a message, respond by saying "Repeat message."
- 7 To replay all messages, respond by saying "Replay messages."
- 8 To delete messages, remain silent until the system prompts "Delete all messages?" Respond by saying "Delete messages."
- 9 The system repeats Step 8 to verify deletion of messages. If you remain silent, messages are not deleted. The system announces "The system will now hang up," and disconnects.

IN CASE OF DIFFICULTY

If you have difficulty operating this phone, try the suggestions below. If you still have trouble, call 1 800 722-9125.

NO DIAL TONE

- ✦ Make sure all plugs are connected properly. Inspect the line cord connections at the modular jack and at the telephone. Also inspect the coiled handset cord connection at both ends.
- ✦ Unplug the telephone and connect it to another modular jack.

CALL CANNOT BE DIALED OR IS DIALED SLOWLY

If you have pulse dialing service, you cannot dial numbers with the switch set to **TT** (touch tone). Set the switch to **DP** (dial pulse, or rotary), then hang up and dial again.

LIGHTS/MESSAGE WINDOW PROBLEMS

- ✦ Make sure all plugs are connected properly. Inspect the line cord connections at the modular jack and at the telephone. Confirm that the power cord is plugged securely into an electrical outlet that is not controlled by a wall switch.
- ✦ If the ON/OFF light flashes rapidly, memory might be full. Listen to and delete messages.
- ✦ If the ON/OFF light flashes rapidly, the system might be set to Announce Only (AO), and no announcement is recorded. If you recorded Announcement AO, it might have been lost because of a power failure. Either record a new Announcement AO, or switch to a different announcement.
- ✦ If the low battery light is on, make sure the batteries are installed correctly.
- ✦ If the light remains on, replace all 4 batteries with new batteries.

TELEPHONE DOES NOT RING

- ✦ Make sure the ringer volume switch is set in the LO or HI position.
- ✦ If there are several other telephones on the same line, try disconnecting some of the other telephones. Having too many telephones connected can also create

problems such as low ringer volume, or impaired sound quality during calls.

- ✦ If AC power is disconnected, the phone will not ring.

SYSTEM ANSWERS CALLS BUT DOES NOT TAKE MESSAGES

Announce Only (AO) might be selected. Select Announcement A or B.

SYSTEM DOESN'T ANSWER AFTER CORRECT NUMBER OF RINGS

- ✦ Make sure that the ON/OFF light is on.
- ✦ If the Toll Saver feature is on, the number of rings changes from 4 to 2 or from 6 to 4 if you have a new message waiting.

SYSTEM DOES NOT DISCONNECT

The answering system will not always disconnect if you answer the call from another phone at the same time that the system answers. To stop the answering system, press **STOP** or quickly press and release the switchhook on the phone you are using.

MESSAGE WINDOW IS BLANK

Make sure the power cord is plugged securely into an electrical outlet that is not controlled by a wall switch.



Use only the power cord supplied with your system. If you need a replacement cord, call 1 800 722 9125.

TIME AND DATE FLASH IN MESSAGE WINDOW

If the clock stops running because of a power failure, the time and date flash in the Message Window to indicate that the clock should be reset.

SYSTEM DOES NOT RESPOND TO REMOTE COMMANDS

- ✦ Make sure you are entering the correct Remote Access Code.
- ✦ If using voice-activated commands, speak quickly and loudly.
- ✦ If power failed when the backup

batteries were missing, or battery power was low, the Remote Access Code might have returned to its factory setting of 500.

- ✦ If you are using dial buttons to enter remote commands, make sure you are calling from a touch tone phone. If you hear clicks when you dial, you are using a dial pulse phone.
- ✦ You might be using a telephone that transmits only brief tones when the buttons are pressed. Wait until the announcement is over, and try again.
- ✦ There might be noise interference on the line you are using. Press firmly on the buttons.

MESSAGES ARE INCOMPLETE

- ✦ If a caller leaves a message longer than 4 minutes, part of it will be lost when the system disconnects.
- ✦ If the caller pauses for more than 7 seconds, the system stops recording and disconnects.
- ✦ If the memory fills up during a message, the system stops recording and disconnects the call.

"NO DATA SENT" IS DISPLAYED

- ✦ You must be a subscriber to telephone company caller identification service. If you are not, contact your local telephone company.
- ✦ If the caller hangs up or if you answer before the second ring, no information is received from caller identification service.
- ✦ If you use Call Forwarding service to forward a call, the 1854 does not receive the caller identification information.

"ERROR" IS DISPLAYED

Static on the line might have caused an incorrect or incomplete name or phone number.

DISPLAY DIAL DOES NOT WORK

- ✦ You cannot dial "PRIVATE" or "OUT OF AREA" calls using the display.
- ✦ Before you can dial from a displayed number, you must provide your answering system with your area code. See "Set the Area Code."

IN CASE OF DIFFICULTY

✦ The system does not automatically add "1" and the area code to local long distance numbers. You cannot dial these numbers from the display.

CALL MATCH ANNOUNCEMENT NOT PLAYED

- ✦ Review the call match number and the call match announcement.
- ✦ If the call match feature is set to play the announcement 1, 2, or 3 times, it turns itself off after receiving the specified number of call match calls.

OTHER PROBLEMS

Make sure you have followed all the instructions in this manual to try to correct the problem.

If you cannot correct the problem, press the reset button, located on the back of the unit.

The button is recessed. Use the end of a paper clip or similar object to press the button.

If there is a problem with the system, pressing the reset button will reset the

system, and may delete any messages as well as your announcements. Record a new announcement and your system should be ready to answer calls and record messages.

If the system is okay, pressing the reset button has no effect on the answering system, but will disconnect any call in progress.