

# swissvoice

## eSense

Cordless analogue telephone (DECT)  
WITH COLOUR DISPLAY



User manual

## **Welcome to Swissvoice**

The eSense is a cordless telephone designed for connection to an analog telephone network. International DECT (GAP)-standard digital technology offers excellent voice quality.

You can register up to 5 handsets to your base and make internal calls free of charge.

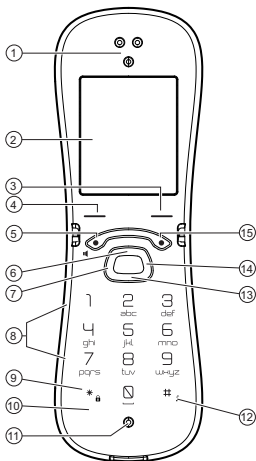
Please read these operating instructions carefully to familiarise yourself with and take full advantage of the benefits of your new eSense.

## Contents

Keys	2
Display symbols	3
Range / Location	3
Battery advice	3
Insert the battery	4
Connecting the phone	5
Set date and time	5
Agenda	6
Set language	6
Telephoning	6
Keypad lock	8
Redial	8
PBX operation	8
Paging – Locate mislaid handsets	8
Phonebook	9
Fast Call	10
Calls list	10
Text Messaging - SMS	12
Extending the eSense	14
Telephoning with several call partners	15
Set handset	16
Set base	17
Appendix	17

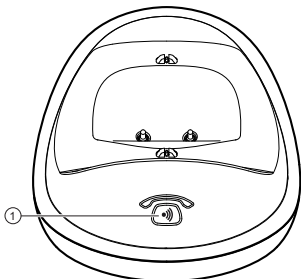
## Keys

### Handset



- 1 Earpiece
- 2 Color display
- 3 Right softkey / Open menu "Edit Phonebook" / Delete / Back
- 4 Left softkey / Menu/OK / Mute microphone
- 5 Talk key / Loudspeaker/Handsfree
- 6 Open redial list / Long press to insert a dial pause / Increase volume / Scroll up in lists and menus
- 7 Key R
- 8 Digit keys
- 9 Star key  
In standby: Long press to activate the keypad lock.
- 10 Key 0: Insert a space
- 11 Microphone
- 12 Hash key  
Switches between lower and upper case letters / Switches ringer on/off
- 13 Open phonebook / Decrease volume / Scroll down in lists and menus
- 14 Internal key
- 15 End call key / Long press to switch handset off

### Base



- 1 Paging key

## Display symbols



Steady on: batterie's charge level.  
Flashing: batteries have to be charged.



Steady on : the caller's list is open.  
Flashing : new calls in the caller's list.



Ringer off.



Handsfree active.



Alarm is set.



Steady on, when the handset is near the base. Flashes, if out of range or not registered.



Keypad locked.

## Range / Location

To obtain the best possible range, we recommend positioning the telephone in a location central to your sphere of activity. Avoid positioning the telephone in niches, recesses and behind steel doors.

The maximum range between base station and handset is approximately 300 meters outdoors. Depending on the surrounding conditions as well as spatial and structural factors, the range may be smaller. Silent zones can occur due to the digital transmission in the frequency range used – even within the range, depending on the structural environment. In this case the transmission quality may be reduced through the increased incidence of short breaks in transmission. Normal call quality can be restored if you move slightly out of the silent zone. If the range is exceeded, the call will be disconnected unless you move back into range within ten seconds.

## Battery advice

Use only the original battery (Li-Ion 3.7 V / 550 mAh) as well as the original power supply (6.5 VDC, 300 mA or 7.5 VDC, 200 mA).

The handset operating times (standby 150 hours/active 10 hours) and charging times apply only if the battery is charged to the defined minimum capacity.

Charging is electronically controlled to ensure optimal charging and care of battery in different charge states. Full capacity is achieved only after several charging cycles.

**Note:**

Using other rechargeable battery or non-rechargeable battery/primary cells can be dangerous and cause malfunctions or damage to the telephone. Do not short-circuit the battery (danger). In particular, avoid inadvertent short-circuits during storage and transport e.g. bunch of keys, metal panels or similar objects, and make sure the battery do not come into contact with greasy materials. When not in the handset, therefore, battery should be stored only in insulating packaging. Ensure also that the contacts do not touch greasy parts.

Rechargeable battery can become warm while recharging. This is a normal occurrence and is not dangerous.

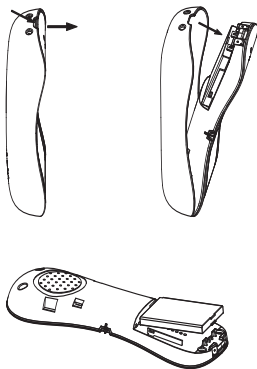
## Insert the battery

The battery compartment is situated in the handset.

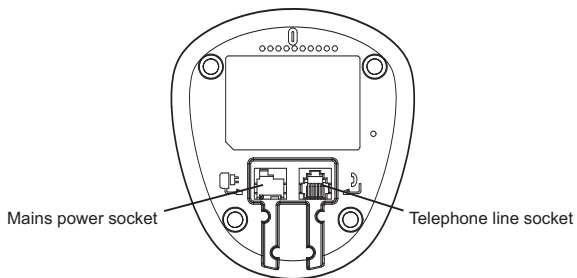
Open the handset cover.

Insert the battery in the battery compartment.

Replace the handset cover.









## Connecting the phone



- Before you can start using your telephone you must plug in the telephone connector cable and the mains cable.
- When the phone is delivered, the battery is not yet charged.
- To charge the battery, insert the handset in the base station. The battery will take around 8 hours to fully charge (initial charge).






## Set date and time

After setting up the telephone first, date and time are not set.

- Press left softkey , select **Clock & Alarm** with the **navigation key (up/down)** and press left softkey .
- Select **Date&Time** and press left softkey .
- Enter date and press left softkey .
- Enter the time and press left softkey .
- Set the time format (12 or 24 h) and press left softkey .

## Agenda

Your telephone also acts as an appointments reminder: You can set 5 different appointment reminders. An alarm is played on the handset at the defined time.

- Press left softkey , select **Agenda** with the **navigation key (up/down)** and press left softkey .
- Select **Add Event** and press left softkey .
- Enter a subject, set date and time and save every setting by pressing the left softkey .
- Select **Silent** (the appointment will appear on your display, but no alarm tone will sound)  
or
- select **Alarm and Once/Daily** and save every setting by pressing the left softkey .

**In the menu Agenda you have the following options:**

- Add Event
- Show Details
- Edit Event
- Send as a Text - Send as a SMS text message
- Delete Event
- Del. All Events

## Set language

- The language of the display texts can be changed in the menu:  
`Settings/Set Handset/Language`

## Telephoning


- Dial the desired number using the keypad.
- Press the **Talk key** .

End the call


Press the **End call key** .



## Accepting a call


- Incoming calls are signalled by a ring tone and the caller's number is displayed.
- Press the **Talk key**  and conduct your conversation.

End the call

Press the **End call key** .

**Calls cannot be made if the battery is almost discharged or the handset is out of range of the base station.**

## Switch ringer off

Press and hold the  key for approx. 3 seconds to switch the ringer off.

## Set speaker/loudspeaker volume





You can adjust the speaker/loudspeaker volume during a conversation.


Set the desired volume using the **navigation key (up/down)** .

## Switch handset off

- Press and hold the **End call key** (approx. 5 sec).
- Press and hold again the **End call key** to reactivate the handset.


## Set alarm

- Press left softkey , select **CLock & ALarm** using the **navigation key (up/down)** and press left softkey .
- Select **ALarm** using the **navigation key (up/down)** and press left softkey .
- Activate the alarm (On) and select the desired alarm function (e.g. On daily), enter the alarm time and press left softkey .

The activated alarm is displayed in standby mode by . The alarm sounds for 60 seconds or can be deactivated immediately by pressing any key.

## Keypad lock

### Activate keypad lock

- Press  approx. 3 sec. All keys are locked.

### Deactivate keypad lock


- Press the softkey under **Unlock** and then press key .

## Redial

The Redial list contains up to 20 entries.

- Press the **navigation key (up)** and select the desired entry using the **navigation key (up/down)**.
- Press the **Talk key**.

### Edit redial list

- Open the Redial list, select the desired entry and press left softkey . You have the following options:
  - Show Details
  - Save Number – Add number to the phonebook.
  - Send Message – Send a SMS message.
  - Delete Call

## PBX operation

Your telephone is designed for use in the analogue telephone network and can be operated on a PBX that supports DTMF dialling and flash signalling. To enter the R key (e.g. needed to establish a connection) press the **navigation key left**.

You can adjust the flash/recall time for key R (see chapter "Set base").

## Paging – Locate mislaid handsets

All registered handsets ring for one minute, when the **Paging key** on the base is pressed. To stop the ring press the **End call key** on the handset or the **Paging key** on the base.

## Phonebook




You can store up to 250 names and numbers in the phonebook on each handset.

### Digits / Characters




Different characters are printed on each key. The entries in the phonebook are sorted alphabetically.

Key #	Change from upper case to lower case letters (ABC/abc).
Navigation key up	Press and hold key to insert a pause inside a phone number ("P" appears).
Key 0	Insert a space.

### Add new entries in the phonebook

- Press right softkey .
- Select Add Entry and press left softkey .
- Enter the desired name, number and melody and press left softkey  after each input.

### Edit entry

- Press the **navigation key (down)**, select the desired entry and press left softkey .
- Select Edit Entry and press left softkey .
- Edit the entry and press left softkey .

**When pressing the right softkey  you can edit the phonebook and you have the following options:**

- Search - Search an entry in the phonebook.
- Add Entry
- Copy Phonebk - Copy phonebook to another handset.
- Memory Status - Display the used and free phonebook memory.
- Del. Phonebook - Delete the entire phonebook.





**When pressing the navigation key down, you open the menu "Names" and you have the following options:**

- Show Details
- Send Message - Send a SMS message
- Edit Entry
- Copy Entry - Copy entry to another handset
- Ringtone - Select the desired ringtone
- Delete Entry
- Fast Call - see below

## Fast Call

Phone numbers from the phonebook can be assigned to numerical keys 1 to 9.


### Programming fast call keys

- Press **navigation key down**, select the desired entry and press left softkey .
- Select **Fast Call** and press left softkey .
- Select the desired fast call key and press left softkey .
- Select **Assign** and press left softkey .

### Calling a fast call number



To call a fast call number, press the corresponding key for approx. 3 seconds. The programmed number is called.

## Calls list

The symbol  appears when you have new calls. The calls list can contain up to 50 entries.




**To use this function, the caller's number must be transmitted (CLIP). Contact your network operator for further information.**

### Open calls list

- Press left softkey , select **Calls Lists** and press left softkey .

- You can now access the following calls lists/options:
  - Missed Calls
  - Received Calls
  - Dialed Calls
  - Delete Calls - Delete all calls in the desired list or delete all calls in all lists.

### Call a number from the calls lists

- Open the calls list.
- Select the desired list and press left softkey .
- Select the desired entry using the **navigation key (up/down)**.
- Press the **Talk key**  to call the number.
- or
- press left softkey  and select a function from the list.


**If the caller's number is suppressed, only Withheld is displayed. The call is not entered in the call list.**

### Options in a call list

You have the following options:





- Show Details
- Save Number – Save number in the phonebook.
- Send Message – Send SMS message
- Delete Call

## Text Messaging - SMS




You can receive, save and send SMS messages with your eSense. Your telephone supports SMS messages up to 612 characters in length. You can save up to 50 SMS messages. When receiving a new SMS message the symbol  is displayed.


**To send and receive SMS messages, your telephone line must have active Calling Line Identification Presentation (CLIP) and activated Connected Line Presentation. Make sure these functions are activated on your line. Various functions are available depending on the network operator/service provider. For more information, contact your network operator/service provider. If you receive a call while composing an SMS message, the SMS is automatically saved as a draft. You can accept the call and continue composing or sending the SMS message later by selecting " Write Message ".**

### Read new SMS messages / Inbox

- Press left softkey , select **Text Messaging** and press left softkey .
- Select **Inbox** and press left softkey .
- Select the desired SMS message. Press softkey **Read**.
- You can now read the message. Press softkey **Options**.
- Select a function from the list.
- Press left softkey  and follow the instructions on the display.

### Write and send SMS messages / Outbox

- Press left softkey , select **Text Messaging** and press left softkey .
- Select **Write Message** and press left softkey .
- Enter the text using the keypad.
 

Key <b>0</b>	Enter a space
Key <b>#</b>	Commutation between upper and lower case (ABC/abc/Abc)
- Press softkey **Options**. Select **Send**. Press left softkey .
- Enter the destination number with the exchange access number or select an entry from the phonebook.
- Press softkey **Send**.
- When sending a message failed, the SMS is stored in the outbox.

## Delete SMS messages

To always have enough storage capacity delete regularly messages you have already read.

You can delete SMS messages from In-/Outbox, from Drafts or all messages at the same time.




## Drafts

When writing a SMS message, press Options/Save to save your text as draft for later use.

## Templates

You can store 3 templates to save time when sending text messages that have the same content.

## Text Settings (SMS settings)

- Press left softkey , select **Text Messaging** and press left softkey .
- Select **Text Settings** and press left softkey .

You have the following options:

- **Service Centers** - Before you can send and receive SMS messages, SMS service centres for sending and receiving must be programmed.
- **Mailbox No.** - Assign the number of your personal mailbox.
- **Message Size** - Adjust SMS length (Long Message = 612 characters, Short Message = 160 characters)
- **Message Alert** - A brief beep is heard every time a new SMS message is received.
- **Users** - Your telephone is set to enable all users to access all SMS messages. To enable each user to have his own private inbox you can set up 4 specific users with PIN code protection.

## Extending the eSense











The delivered handset is already registered on to base station. In standby the internal number of the handset is displayed.

You can register up to 5 handsets to your base station.

If you register your eSense handset with a "third party" base station or a "third party" handset on your eSense base station (GAP), you may not be able to use some functions or only to a limited extent.

### Register new handsets

Registering an additional handset with the main base station (the base station you have connected to the telephone network):

- Before registering an additional handset, you first need to unregister it from its original base station:
  - Press left softkey , select **Registration** and press left softkey .
  - Select **De-register** and press left softkey .
  - The eSense may now ask for the PIN. If so, enter the PIN (default 0000) and press left softkey .
  - Press left softkey  again to confirm.  
Your handset is now no longer registered with any base station.
- Preparing the main base station (base you have connected to the telephone network) for registering additional handsets:
  - On the base station you want to use as the main base station, press and hold down the **Paging key** for around 10 seconds.
- Registering an additional handset:
  - Press left softkey , select **Registration** and press left softkey .
  - Select **Register HS** and press left softkey .
  - Base 1 2 3 4** is displayed on the handset. Select the main base station (default 1).
  - After a few seconds you will be asked to enter the PIN.
  - Enter the PIN (default 0000) and press left softkey .
  - If registration is successful you will hear the dialling tone when you press the Talk key , and after one minute the handset will go to standby mode.

Repeat this procedure for every additional handset.



If the registration is not successful:

- Interrupt power supply of base and handset (disconnect power adapter/remove battery).
- Repeat the registration procedure.

## Telephoning with several call partners

During a call you can make a second internal call (enquiry call), switch between call partners (brokering) or simultaneously converse (3-way conference call) without the need for two telephone lines.

### Internal conversation / Internal call

- Press the **navigation key (right)** and enter the desired internal party. If only two handsets are registered, pressing the **navigation key (right)** will automatically call the other handset.

If you receive an external call while you are on the phone to an internal call partner, you will hear an incoming call alert. End the internal call by pressing the **End call key**. Press the **Talk key**. You are connected to the external party.

### Call transfer to another handset

You are conducting an external call and you want to transfer it to another handset.




- Press the **navigation key (right)**.
- Enter the desired internal number.
- When the internal party responds press the **End call key** to transfer the call to the other party.

### Brokering / Conference




You are conducting an external call.

- Call another internal party (see above).
- The internal party answers.
- Press the **navigation key (right)** to switch between the calls.
- Long press the **navigation key (right)** to start a conference call. If one of the handsets presses the End call key, the other handset will be connected to the external call.

## Set handset

- Press left softkey , select **Settings/Set handset** and press left softkey .
- Select a function from the list using the **navigation key (up/down)** and press left softkey .
  - Ringtone - Select the desired ringtone for internal and external calls
  - Ringer Volume
  - Receiver Vol.
  - Handset Name - To better distinguish between handsets, you can give each handset a name.
  - Language
  - Wallpaper
  - Menu Colour
  - Screensaver - Activate or deactivate the clock screensaver
  - Light Timeout - Set the display backlight timeout
  - Disp. Contrast
  - Auto Talk - Just pick up the handset from the base to answer a call (without pressing any key).
  - Key Beep - Every time a key is pressed, a brief beep is heard.
  - PBX Access Code - You may need to enter an access code (e.g. 0) to allow the public exchange to assign an external line for external calls or for calling back numbers in the calls list. For further information, refer to your PBX operating instructions.

## Set base

- Press left softkey , select **Settings/Set base** and press left softkey .
- Select a function from the list using the **navigation key (up/down)** and press left softkey .
  - Ringtone
  - Ringer Volume
  - Dialling Mode – Tone: Normal dialling procedure on analog lines. Pulse: May be required for connecting older telephone systems. Please refer to the relevant documentation.
  - Ring Priority – If you have more than one handset registered with you base you can set that one of the handsets will ring first or that all handsets will ring at the same time.
  - Recall Mode – Set the recall time (flash time) for the analogue network. Select Recall 1 (100ms) or Recall 2 (270 ms).
  - First Ring – The first ring is suppressed.
  - System PIN – You can modify the PIN code (0000 on delivery).
  - Master Reset - Reset of the base station.
  - ECO Mode – ECO: the handset's power transmission is regulated and a radiation reduction is achieved when it is near the base station. ECO PLUS: Multi Handset ECO Mode.

## Appendix

### Using Internet/cable telephone adapters on an analog port

When using an analog telephone on the analog connection of an Internet or cable telephone adapter, not all the described features (in particular calling line display) may function in the same way as with a standard analog telephone line. This does not cause the eSense to malfunction.

Several factors can cause a failure of specific features to function:

- The Internet/cable telephony provider may not provide the function on its Internet/cable telephony connection.
- The adapter used to convert Internet/cable telephony to analog telephony (usually supplied by the provider) may not forward the functions to connected telephones or may forward them in a non-analog format.

If this happens, please check the eSense on an analog fixed line and/or contact your Internet/cable telephony provider.

## Care

Your telephone is a sophisticated product in terms of design and construction, and should therefore be handled with care.

To clean the telephone, wipe first with an antistatic cloth or a damp, soft leather cloth and then dry using a dry cloth.

## Recycling (environmental protection)



At the end of the product's life cycle, the telephone must not be disposed of in normal domestic waste. Please take it to a collection point for processing electrical and electronic equipment: see symbol on the product, in the user manual and/or packaging.

Some materials used in this product can be recycled if you take it to a recycling depot. By recycling parts or raw materials from used products you will be making an important contribution to environmental protection. Please contact your local authority if you require information about collection points in your neighbourhood.

## Disposing of the rechargeable battery

By law, all used batteries and accumulators must be recycled and not disposed of in domestic waste. Please dispose of them according to the official regulations. Take them to a recycling depot. The batteries/accumulators will be recycled since they may, for example, contain lithium (Li), nickel cadmium (Ni - Cd), lead (Pb), cadmium (Cd) or mercury (Hg). The batteries and accumulators are labelled with symbols and information on their contents,

e.g.:



NI-CD  
NI-MH

## Warranty conditions

Your telephone is subject to a guarantee from the date of purchase in accordance with the legal provisions of the country in which the telephone was purchased. As evidence of the date of purchase, please keep the receipt or the warranty card completed by the retailer. All defects attributable to material and manufacturing faults will be corrected free of charge within the warranty period, either by repairing or replacing the defective equipment.

The warranty does not cover expendable materials (battery cells), defects which affect the value or use of the equipment only insignificantly, and damage caused by incorrect use, ordinary wear and tear, or manipulation by third parties.

This warranty does not cover consequential damage caused by the use, failure or defectiveness of the product. In particular, no liability whatsoever is accepted for damage to property and pecuniary loss.

To claim under this warranty, please contact the retailer where you purchased your telephone.

## Warranty information for Germany

If the good evinces a defect due to manufacturing or materials faults within 24 months of purchase, please send the entire product including accessories and sales receipt to

**Swissvoice Service Center**

**Im Frauental 14**

**92224 Amberg.**

The Swissvoice Service Center will replace it with an equivalent good or perform a repair. In the case of components subject to wear (e. g. batteries) this period lasts for 6 months from the date of purchase.

## Technical Support telephone number (Germany)

For Hotline, repairs, spare parts, technical support and warranty

From Monday to Friday from 09:00 AM to 06:00 PM

Please call **0180 55 82 888** (Euro 0,14 / Minute)

E-mail: [support-de@swissvoice.net](mailto:support-de@swissvoice.net)

## Approval and conformity

This analog telephone DECT complies with the basic requirements contained in the R&TTE Directive 1999/5/EC on radio equipment and telecommunications terminal equipment and is suitable for connection and operation in the member state indicated on the base station and/or packaging.

The declaration of conformity may be viewed at: [www.swissvoice.net](http://www.swissvoice.net).



The CE symbol confirms the conformity of the telephone with the above directive.

# Warranty Certificate

## swissvoice *Warranty Certificate*

*Garantieschein, Bon de garantie, Certificato di garanzia,  
Garantiebewijs, Takuutodistus, Garantibevís, Garantisedel,  
Garantibevís, Certificado de Garantía, Talão de garantia*

**device type:** (Gerätetyp, type d'appareil, tipo di apparecchio, toesteltype, laitetyyppi, maskintype, apparattyp, apparattype, modelo del aparato, modelo do aparelho):

**serial number:** (Seriennummer, numéro de série, numero di serie, seriennummer, sarjanumero, seriennummer, seriennummer, número de serie, número de série):

**dealer's stamp:** (Händlerstempel, sceau du vendeur, timbro del rivenditore, stempel van de dealer, kauppiaan leima, forhandlerens stempel, försäljarens stämpel, forhandlerstempel, sello del comerciante, carimbo do vendedor):

**dealer's signature:** (Unterschrift des Händlers, signature du vendeur, firma del rivenditore, handtekening van de dealer, kauppiaan allekirjoitus, forhandlerens underskrift, försäljarens underskrift, forhandlers underskrift, firma del comerciante, assinatura do vendedor):

\_\_\_\_\_

**date of purchase:** (Kaufdatum, date d'achat, data d'acquisto, datum van aankoop, ostopäiväys, kjøpsdato, datum för köpet, salgsdato, fecha de adquisición, data de compra):



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