

Telstra

Telstra Colombo

Digital cordless phone
with integrated answering
machine

User Guide

This telephone has been designed for ease of use. Please read the instructions in (Getting started) and keep it handy for future reference.

If you have any problems with your phone, refer to the Help section of this User Guide.



Introduction

To your Telstra Colombo Digital Cordless Phone with Integrated Answering Machine

- Phonebook - lets you store up to 100 names and numbers for easy dialling.
- Calling Number Display* - lets you see who's calling. Your phone stores details of the last 10 callers in a Calls list.
- Hands-free facility allows you to talk to callers without holding the handset.
- Integrated Digital Answering Machine

* IMPORTANT You need to subscribe to Telstra's Calling Number Display service to be able to see the caller's number or name when called, or in the Missed and Received Calls logs. See page 41 for more details.

IMPORTANT
This equipment requires electricity to work. You will not be able to make any telephone calls when the power fails. Alternative arrangements should be made to access emergency services in times of power failure.

As a Digitally Enhanced Cordless Telecommunications (DECT) product, your Telstra Colombo provides:

- Digital clarity
- Digital range
- Digital security

This User Guide provides you with all the information you need to get the most from your phone. Before you make your first call you will need to set up your phone. Follow the simple instructions on the next few pages.

Some Telstra services such as Message Bank® and Calling Number Display may attract feature and usage charges. Please visit Telstra.com for details.

Need help?

SHOULD YOU EXPERIENCE ANY OPERATIONAL DIFFICULTIES WITH YOUR TELSTRA PRODUCT, PLEASE CONTACT THE TECHHELP INFORMATION LINE 1300 369 193, OR CONTACT US BY E-MAIL AT: tcpsupport@ingrammicro.com.au.

You may also find assistance in the Help section at the end of this user guide.

Hearing aid?

Please note that the Telstra Colombo works by sending radio signals between the base and handset. These signals may interfere with some hearing aids, causing a humming noise.

Got everything?

The package contains the following items:

- Telstra Colombo handset
- Telstra Colombo base unit
- AC power adapter
- Telephone line cord
- Telephone adaptor plug
- 2 NiMH batteries
- 1 User manual
- Wall mounting bracket

If you have purchased a Telstra Colombo multi handset pack you will also have the following for each additional handset:

- Telstra Colombo handset
- Telstra Colombo charger
- 2 x NiMH batteries
- AC power adaptor (for the charger)

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Important safety instructions

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury, including the following:

- 1 Read and understand all the instructions.
- 2 Follow all warnings and instructions marked on the product.
- 3 Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
- 4 Do not use this product near water (for example, near a bath tub, kitchen sink, swimming pool).
- 5 Do not overload wall outlets and extension cords as this can result in the risk of fire or electric shock.
- 6 Unplug this product from the wall outlet

and contact TechHelp on 1300 369 193 under the following conditions:

- When the power supply cord or plug is damaged or frayed.
 - If the product does not operate normally by following the operating instructions.
 - If the product has been dropped and the outer casing has been damaged.
 - If the product exhibits a distinct change in performance.
- 7 Avoid using a telephone during an electrical storm. There may be a remote risk of electric shock from lightning.

Important safety instructions

- 8 Do not use the telephone to report a gas leak in the vicinity of the leak.
- 9 Use only the supplied 550mAh NiMH (Nickel Metal Hydride) batteries. The operation periods for the handsets are only applicable with the default battery capacities
- 10 The use of other battery types or non-rechargeable batteries/primary cells can be dangerous. These may cause interference and/or unit damage. The manufacturer will not be held liable for damage arising from such non-compliance.
- 11 Use only the AC power adaptors supplied with this product. Please contact TechHelp on 1300 369 193 for replacement adaptors.
- 12 Please note the correct polarity while inserting the batteries.
- 13 Do not immerse batteries in water, do not place in fire.

Getting started

WARNING

Do not place your Telstra Colombo in the bathroom or other humid areas.

Location



You need to place your Telstra Colombo base within 2 metres of the mains power socket and telephone socket so that the cables will reach.

Make sure it is at least 1 metre away from other electrical appliances to avoid interference. Your Telstra Colombo works by sending radio signals between the handset and base. The strength of the signal depends on where you locate the base. Putting it as high as possible ensures the best signal.

Handset range

The Telstra Colombo has a range of up to 300 metres outdoors when there is a clear line of sight between the base and handset. Any obstruction between the base and handset will reduce the range significantly. With the base indoors and handset either indoors or outdoors, the range will normally be up to 50 metres. Thick stone walls can severely affect the range.

Signal strength

The  icon on your handset indicates when you are in range. When out of range of the base, the screen shows SEARCHING, the  icon flashes and the handset gives an out-of-range warning tone every minute. This tone is repeated until you move back into range. The handset will automatically reconnect - to the base when you move back in range. If you

Getting started

move out of range during a call, the call will be terminated.


IMPORTANT

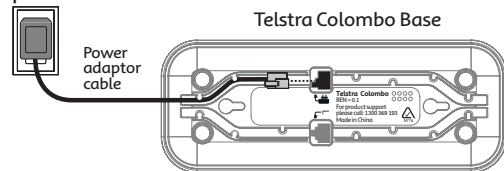
The base must be plugged into the mains power at all times. Do not connect the telephone line cord into the wall socket until the handset is fully charged. Only use the power and telephone cables supplied with the product.

Which power adaptor?


The power adaptor with a clear connector is for the base unit and the power adaptor with a red colour connector is for the charger unit (multi-packs only).

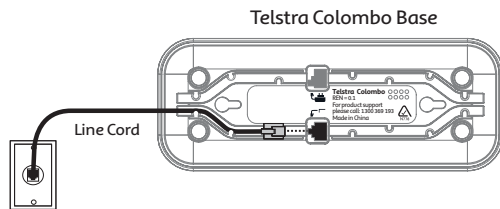
Connecting up the base

Plug the mains power cable with clear connector into the socket marked  on the underside of the base, plug the other end into the mains power wall socket and switch the power on.




Connecting the handset

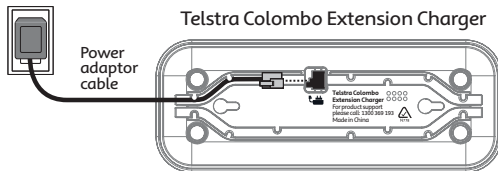
1. Insert the 2 x AAA NiMH batteries supplied into the handset. Then slide the compartment cover into place.
2. Place the handset on the base to charge for at least **24 hours**. When the handset is fully charged the  icon will indicate that it is fully charged.
3. After 24 hours, plug the telephone line cord from the base into the telephone wall socket.




Connecting multipacks

If you have purchased a multiple pack, this process will need to be carried out for all handsets and chargers

1. Plug the mains power cable with the red connector into the socket marked  on the underside of the charger.



Battery low warning

If the  icon flashes in the display, you will need to recharge the handset before you can use it again.

Battery performance

In ideal conditions, fully charged batteries should give about 10 hours talk time or 100 hours standby time on a single charge.

Note that new batteries do not reach full capacity until they have been in normal use for several days.

To keep your batteries in the best condition, leave the handset off the base for a few hours at a time.

Running the batteries right down at least once a week will help them last as long as possible.

The charge capacity of rechargeable batteries will reduce with time as they wear out,








giving the handset less talk/standby time. Eventually they will need to be replaced. Batteries and handset may become warm during charging. This is normal.

Date and time

Providing you have subscribed to Telstra's Calling Number Display service, the date and time is set automatically for all handsets every time a call is received.

If you do not subscribe to Calling Number Display you can set the date and time manually.

Set date and time manually

1. Press  and scroll using  to CLOCK/ALARM. Press . Display shows DATE & TIME, then press .
2. Enter the date using the format DD-MM e.g. 04-08 for 4th August.
3. Press  and enter the time using the 24 hour format HH-MM, e.g. 14-45 for 2.45pm.
4. Press  to confirm or  to return to standby.

Your Telstra Colombo is now ready for use.

Getting to know your phone



Overview of your handset

1. Earpiece

2. Menu/tick

Enter the main menu from standby mode. Select the function displayed on the handset screen.

3. Handset hook

Engages with base when wall mounting.

4. Navigation button UP

Enter the Calls List from standby mode. Scroll through menu options in on-screen menu. Increase the volume when on a call.

5. Talk/Recall

Answer an incoming call. Initiate an outgoing call. Access Recall whilst on a call.

6. Navigation button DOWN

Enter the Phonebook from standby mode. Scroll through menu options in on-screen menu. Decrease the volume when on a call.

7. Star button

Long press to lock and unlock keypad in standby mode.

8. Handsfree

Answer call in handsfree mode. Initiate an outgoing call in handsfree mode. Switch between normal and handsfree mode whilst on a call.

9. Microphone

10. Redial/X

Enter the Redial list from standby mode. Mutes the microphone during a call. Return to the previous menu level.

11. Hangup

End a call. Returns to standby mode from menu list. Long press in standby mode turns handset ON or OFF.

12. Keypad

13. Hash button

Long press to silence ring for incoming calls.

14. Int

For internal calls or call transfers with multi handset packs.

15. 1-key

Long press to auto dial Telstra MessageBank® or Telstra Home Messages 101®

16. 2-key

Long press to answer a Call Waiting call during a call

17. 3-key

Long press to activate 3-Way Chat after initiating a second call

Handset display



Handset Battery Level

Displays the current power levels of your handset battery.



In Use

Displayed when the line is in use and flashes when there is an incoming call.



Missed Calls

Displayed when you have missed calls and new number(s) in the Calls list.



Phonebook

Displayed when you are viewing the phonebook list.



Answering machine

Displayed when the answering machine is on. Flashes slowly when you have new messages. Flashes quickly when the memory is full.



Flashing Message Indicator (FMI)

Indicates new message on MessageBank® or Telstra Home Messages 101®.



Alarm

The alarm clock has been set.



Handsfree

Displayed when in handsfree mode.



Silent

Handset ringer is off/set to silent.




Signal

Steady when the handset is registered and within range of the base. Flashes when the handset is out of range or searching for base.





OK

Press the  key to select and confirm a setting or an option on screen.




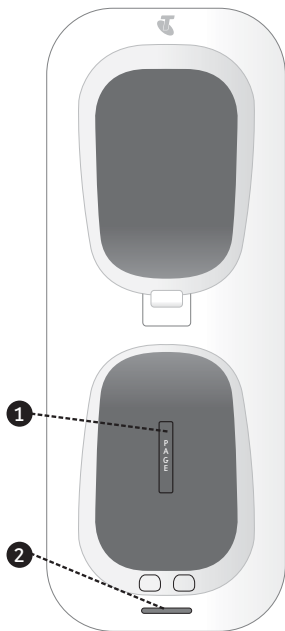
UP and Down

Press  or  to scroll through the options in a menu, to open the phonebook or calls list when in standby.



Back

Press  to go back to the previous menu option, to cancel an action or to delete a character.



Overview of the base

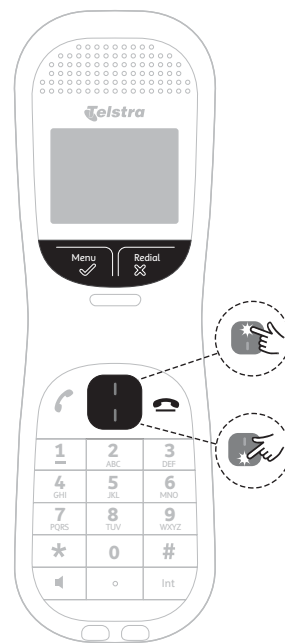
1. Page button

In standby, press to ring the handset(s).

Press and *hold* to enter registration mode when registering handsets.

2. LED indicator

Flashes if you have received a new answering machine message.



Navigating the menu

The basic steps of navigating through the menu and on-screen options.

1. From the standby screen, press . The main menu is opened.
2. Use the or keys to scroll through the menu.
3. Soft key options OK and BACK are displayed. Press to select OK and open a submenu or validate an option.

4. Press to select BACK and go back to previous menu level, correct a character or cancel an action.
5. Press to return to standby.

If you do not press any button on the handset for 15 seconds the display will automatically return to standby.

It will also return to standby when the handset is placed on the base or charger.

Menu Map

**Phonebook**

New entry
List entry
Name
Edit entry
Delete entry
Delete all
Direct mem.

Clock/alarm

Date & time
Set alarm
Off
On once
On daily
Alarm tone

Personal set

Handset tone
Ring volume
Ring melody
Group melody
Key tone
Handset name
Auto pickup
Auto hang-up
Language
Babysit mode
Backlight

Advanced set

Call barring
Baby call
Registration
Select base
Regist. base
Unregister
PIN
Reset unit
Intrusion

Answ Machine



Play
Delete all
Record memo
Answer mode
Answer & rec.
Predefined
Play
Personalized
Play
Record mess.
Delete
Answer only
Predefined
Play
Personalized
Play
Record mess.
Delete
Answ on/off
Answ setting
Ring delay
Remote acc
HS screening

Using the phone

To make a call

1. Press .
2. Dial the telephone number.





To make a call by pre-dialling

1. Enter the phone number (maximum 24 digits). If you make a mistake press .
2. Press to  dial the phone number entered.

To make a call by speed dial (keypad 1 to 9)

1. Press and *hold* a key from **1** to **9** until the number is displayed and dialled. If no number is stored, you hear a beep.



Call from the phonebook

1. Press . The first entry in the phonebook is displayed.
2. Scroll  or  to the entry you want.
3. Press  to dial the number.




TIP Instead of scrolling to browse the phonebook entries, press the numeric key corresponding to the first letter of the entry you wish to locate. For example, pressing 2 will show the entries starting with A. Pressing 2 again will show the entries starting with B and so on.

Call from the calls list



NOTE You need to subscribe to Telstra's Calling Number Display service to be able to see the caller's number for received calls in the calls list. See page 41.

1. Press  to enter CALL LOG menu. You have the options to access CALL LIST or ANSWER MACHINE. Press  to enter

CALL LIST. The first entry in the call list is displayed.


2. Scroll  or  to the entry you want.
3. Press  to dial the number.

Answer a call

1. When the phone rings and flashes in the display, press  or press  to answer the call via the loudspeaker. When answering the handset from the base with 'Auto Pick up mode' set to ON, nothing needs to be pressed.



WARNING: When the phone is ringing, avoid holding the earpiece too close to your ear as it may damage your hearing. Handsfree activation can suddenly increase the volume in the earpiece to a very high level. Make sure the handset is not too close to your ear.

NOTE: If you have subscribed to Telstra's Calling Number Display service and assigned a VIP Group to the caller's number, the caller's details are displayed before the phone starts ringing. You can set your phone to give the default ringtone as soon as the call is received then once the caller's identity is displayed, the assigned ringtone will start.

TIP: If Auto Pick up mode is on, simply lift up the handset from its base to answer the call. The default setting is OFF. If Auto Pick up mode is set to OFF, you will need to press  to answer a call.



NOTE: An incoming call has priority over other events. Whenever there is an incoming call, other operations in progress such as phone settings, menu navigation, etc. will be ended.

To adjust the volume


1. During a call, press  or  to adjust the earpiece or loudspeaker volume. - The volume level is shown in the handset display.

To mute the microphone

Mute the microphone so that you can talk to someone else in the room without your caller hearing you.



1. During a call, press . The microphone is muted.
2. Press  again to turn the microphone back on.

To end a call

1. Press . After you hang up, the duration of your call is displayed on the handset display for 5 seconds.








NOTE If auto hang-up is on, replace the handset on the base to end the call. The default setting is ON.

To switch handset on/off

1. Press and hold  until the handset switches off.
2. Press and hold  again to switch the handset back on.

To call a second external number


Put an external caller on hold to make a second external call. You can then switch between both callers or hold a 3-Way Chat.

1. During your call, press . Scroll  to INIT 2ND CALL.
2. Press . Display shows CALLING R.
3. Enter the second number.
4. When your second caller answers, press  to open the option menu:
CONFERENCE - press  to initiate a 3-Way Chat with the two external callers.
SWITCH CALLS - press  to switch between the two callers.
5. Press  to hang up both of the external calls during a 3-Way Chat.


Using multiple handsets

If you have purchased a multi-handset pack you are able to make internal calls, transfer external calls from one handset to another and use the conference option.


To call another handset: intercom

1. Press **Int** on the handset.
 - If you have two handsets, the other handset is called automatically.
 - If more than two handsets are registered to the base, their numbers are displayed, e.g. 2345*. Enter the number of the handset you want to call or press ***** to ring all handsets.
2. Press  to hang up.


To transfer an external call to another handset

1. During an external call, press **Int**. Your caller is put on hold.
2. Enter the number of the handset you want to call or press ***** to ring all handsets. If there are only two handsets, the other handset is called automatically.
3. When the other handset answers, announce the caller then press  to transfer the call. If the other handset does not answer, press **Int** to talk to your caller again.

To switch between an internal and external call

1. During an external call, press **Int**. Your caller is put on hold.
2. Enter the number of the handset you want to call or press ***** to ring all handsets. If there are only two handsets, the other handset is called automatically.
3. When the other handset answers you can speak privately to your internal caller.
4. Press **Int** to switch between both callers.
5. Press  to hang up the external call and end the internal call.

To make a three way conference call










1. During an external call, press **Int**. Your caller is put on hold.
2. Enter the number of the handset you want to call or press ***** to ring all handsets. If there are only two handsets, the other handset is called automatically.
3. When the other handset answers, announce the call then press and *hold* **Int** to connect both calls. If the other handset does not answer, press **Int** to talk to your caller again.
4. Press  to hang up both of the external calls.

Personal settings











WARNING

When the phone is ringing, avoid holding the earpiece too close to your ear as it may damage your hearing.

To set the ring volume

1. Press , scroll  to PERSONAL SET and press .
2. HANDSET TONE is displayed. Press .
3. RING VOLUME is displayed. Press .
4. Scroll  or  to adjust the ringer volume level. Choose from: Ringer Off, Low, Medium, High, Boost and Progressive (increasing ring volume). The default setting is High.
5. Press  to save the settings.
6. Press  to return to standby.














To set the ring melody

1. Press , scroll  to PERSONAL SET and press .
2. HANDSET TONE is displayed. Press .
3. Scroll  to RING MELODY. Press .
4. Press  or  to select the ringtone. Choose from 10 ringer melodies. A sample of the ringtone is played.
5. Press  to confirm.
6. Press  to return to standby.

To set a group melody

To benefit from this feature, you must subscribe to Telstra Calling Number Display. This menu enables you to select and set the melodies to be played when there is an external incoming call from a contact whose name is stored in your phonebook and is part of a group. You can associate one ring melody








to each group. There are three phonebook groups (Group A, B, C) available for you to organize your contacts. Each group can be assigned a unique melody.

1. Press , scroll  to PERSONAL SET and press .
2. HANDSET TONE is displayed. Press  and scroll  to GROUP MELODY. Press .
3. Scroll  or  to select: GROUP A, B or C, then press .
4. Press  or  to select the ringtone you want for the group and press .
5. Press  to return to standby.

To set the key tones on/off









When you press a key on the handset you hear a beep. You can switch beeps on or off.

1. Press , scroll  to PERSONAL SET and press .


2. HANDSET TONE is displayed. Press  and scroll  to KEY TONE. Press .
3. Scroll  or  to select ON or OFF.
4. Press  to confirm.
5. Press  to return to standby.










To change the handset name

Personalise your handset, with a name or location for example *Peter* or *Bedroom*. Maximum 10 characters.


1. Press , scroll  to PERSONAL SET and press .
2. Scroll  to HANDSET NAME and press .
3. Press  to delete the current name.
4. Enter the name you want, maximum 10 characters and press  to save.
5. Press  to return to standby.










To set auto pick up answer

With auto pick up switched on, you can answer a call just by lifting the handset off the base or charger. If switched off, you will have to press  to answer a call. The default setting is OFF.

1. Press , scroll  to PERSONAL SET and press .
2. Scroll  to AUTO PICK UP. Press .
3. Scroll  or  to select ON or OFF.
4. Press  to confirm.
5. Press  to return to standby.










To set auto hang up

With auto hang up switched on, you can end a call just by replacing the handset on the base or charger. If switched off, you have to press  to hang up. The default setting is ON.

1. Press , scroll  to PERSONAL SET and press .
2. Scroll  to AUTO HANG UP. Press .
3. Scroll  or  to select ON or OFF.
4. Press  to confirm.
5. Press  to return to standby.









NOTE If auto hang up is set to OFF then placing the handset in the charge cradle whilst on a call will activate handsfree mode on the handset.

To set the display language



1. Press , scroll  to PERSONAL SET and press .
2. Scroll  to LANGUAGE. Press .
3. Scroll  or  to select the language you want.
4. Press  to confirm.
5. Press  to return to standby.

To set babysit mode on









Leave one handset in a room and use another handset to hear sounds in that room.

1. Press , scroll  to PERSONAL SET and press .
2. Scroll  to BABYSIT MODE. Press .
3. Press  or  to select ON or OFF.
4. Press  to confirm.

When switched on, you can leave this handset in the room you wish to monitor. Only the microphone is on. Anyone in the room cannot hear you.



5. Place that handset in the room.
 6. At a second handset, press  and enter the number of the handset you are using as a room monitor. You can now hear sounds coming from the room.
- To stop room monitoring at any time, press .

To set the backlight on/off

1. Press , scroll  to PERSONAL SET and press .
2. Scroll  to BACKLIGHT. Press .
3. Press  or  to select ON or OFF.
4. Press  to confirm.

To lock the keypad

Prevent accidental dialling while carrying the handset by locking the keypad.

1. Press and hold . The display shows KEYS LOCKED.
2. To unlock the handset, press and hold  again.

NOTE While the keypad is locked, you can answer incoming calls as normal.

Advanced settings












Call barring

This feature has been disabled in the Telstra Colombo. Turning this feature ON will not bar outgoing calls or affect the telephone functionality or your ability to make calls. It is highly recommended that you leave this feature switched OFF. If you wish to bar outgoing calls call Telstra on 13 2200 to make use of Telstra's network call barring feature.

NOTE If you switch Call barring on, BARR MODE ON will be displayed on your screen in standby mode however call barring will not be activated.

If you have turned on the Call Barring feature follow the instructions below to turn the feature off. It is important to note that turning this feature on will no effect as this feature has been disabled in the Telstra Colombo.

To switch call barring on/off


1. Press , scroll  to ADVANCED SET and press .
2. Scroll  to CALL BARRING. Press .
3. Enter the master PIN (default setting 0000) and press .
4. MODE is displayed. Press .
5. Press  or  to select ON or OFF. Press  to confirm.
6. Press  to return to standby..

Registration









Your Telstra Colombo handsets are pre-registered to the base. If however a handset loses its registration to the base you can re-register the handset as follows.

To register a handset

At the base:

1. Press and *hold* the  button on the base station for at least 3 seconds. You will then have 90 seconds in which to register a handset.

At the handset:

1. Press , scroll  to ADVANCED SET and press .
2. Scroll  to REGISTRATION and press .
4. If necessary, scroll  or  to display REGIST. BASE and press .





5. BASE 1 2 3 4 is displayed and the registered base number is flashing.
6. Enter the number of the base on which you wish to register your handset. If you have only 1 base station, press 1. If you have 2 base stations, press 1 or 2, etc.
7. When the display shows PIN----, enter the base PIN (Default is 0000).
8. When the handset registers with the base, it is assigned a handset number.

To select a base







You can register your Telstra Colombo handset with up to 4 bases. Once registered, you can switch between bases, for example, bases at home and at work.




1. Press , scroll  to ADVANCED SET and press .

Using the phone

2. Scroll  to REGISTRATION and press .
3. SELECT BASE is displayed. Press . The available bases are displayed with the current base number flashing.
4. Enter the number of the base you want 1,2,3 or 4 and press . When the base is found you hear a beep. If not found, the display shows UNREGISTERED.

To unregister a handset

1. Press , scroll  to ADVANCED SET and press .
2. Scroll  to UNREGISTER and press .
3. Enter the 4 digit master PIN (Default is 0000) and press . Display shows the registered handset numbers.

4. Scroll  or  to select the handset you want to delete and press . UNREGISTERED is displayed on the handset screen.

To set the PIN

The 4-digit master PIN is used when registering or unregistering a handset and when changing some settings on your Telstra Colombo. The default setting is 0000. You can change this PIN for more security.







1. Press , scroll  to ADVANCED SET and press .
2. Scroll  to PIN. Press .
3. Enter the current 4 digit master PIN and press . (Default setting 0000).
4. Enter the new PIN and press .

NOTE Make a note of your PIN. If you forget your PIN you will need to reset your product.

Using the phone


To reset your Telstra Colombo










This will reset your Telstra Colombo to its default settings.

1. Press , scroll  to ADVANCED SET and press .
2. Scroll  to RESET UNIT. Press .
3. CONFIRM? is displayed. Press .

NOTE Entries stored in the phonebook and new answering machine messages are retained when the phone is reset.

To turn intrusion on

When an external call is taking place, another handset registered to the base can join in, making the call a 3-way conference, just by pressing . To enable this, Intrusion must be switched On.

1. Press , scroll  to ADVANCED SET and press .
2. Scroll  to INTRUSION. Press .
3. Scroll  or  to ON or OFF.
4. Press  to confirm.
5. Press  to return to standby.

Phonebook

The Colombo handset phonebook can store up to 100 names and numbers.

NOTE Numbers can be up to 24 digits long and names up to 12 characters long. Entries are stored in alphabetical order.

To view and dial phonebook entries

1. Press . Display shows the first entry.
2. Scroll or to the entry you want. Or
To search alphabetically, press then press the key with the first letter of the name, e.g. if the name begins with N, press 6 twice. The display shows the first entry beginning with N. If required, press or to scroll to the exact entry.
3. Press to dial the entry displayed.

To store an entry

1. Press . PHONEBOOK is displayed.
2. Press . NEW ENTRY is displayed.
3. Press . ENTER NAME is displayed.
4. Enter a name and press .
5. Enter a number. Press to save. Press or to select NO GROUP, GROUP A, B or C and press to confirm.
6. Press to return to standby.

NOTE: You can assign individual contacts to specific groups of your choice. For example, Group A contains phone numbers of all your co-workers. You can also assign a specific ring melody to that group (see Group melody). You can benefit from this feature only if you have subscribed to Telstra's Calling Number Display service. If it is the case, every time someone from that group calls you, you will hear the designated ringtone for that group. Cancel storing an entry by pressing at any time during the process.

Phonebook

Entering names

Use the alphanumeric keypad to enter names in the phonebook.

For instance to enter the name *Paul*

P Press **7** once

A Press **2** once

U Press **8** twice

L Press **5** three times

To enter a space press **1**

Press to delete a character or press and hold to delete all characters.

Character map

Key	characters & symbols					
1	Space	1	-	<	>	*
2	A	B	C	2		
3	D	E	F	3		
4	G	H	I	4		
5	J	K	L	5		
6	M	N	O	6		
7	P	Q	R	S	7	
8	T	U	V	8	?	
9	W	X	Y	Z	9	
0	-	/	\	#	+	







Enter a pause

If your Telstra Colombo is connected to a PABX, you may need to enter a pause in a stored number. This gives the PABX time to get an outside line. A pause is normally stored after the PABX access code (e.g. 9).


1. When storing a number, press and hold **#** until the display shows P. You can then continue storing the phone number.





To view an entry



In standby:

1. Press .
2. Enter the first letter of the name to search alphabetically then scroll  or  to the exact entry. The name is displayed.
3. Press  to display the number. If there are more than 12 digits, press  again to see the rest of the number.
4. Press  to return to standby.










During a call:





1. Press  twice to open the phonebook menu.
2. Enter the first letter of the name you want

then scroll  or  if necessary to the exact name. Press  to display the number. If there are more than 12 digits, press  again to see the rest of the number.








3. Press  to cancel the phonebook display.
4. Press  again to end the call.

To edit an entry






1. Press .
2. Scroll  or  to the entry you want to edit and press . EDIT ENTRY is displayed. Press  again.
3. Edit the name and press  to confirm. Use  to delete characters.
4. Press  and edit the number.
5. Press  to confirm.

6. Scroll  or  to select NO GROUP, GROUP A, B or C and press  to confirm.
7. Press  to return to standby.








To delete an entry

1. Press .
2. Scroll  to the entry you want to delete and press .
3. Scroll  to DELETE ENTRY and press .
4. Display shows CONFIRM?. Press .
5. Press  to return to standby.

To delete all entries

1. Press  twice.
2. Scroll  to DELETE ALL and press .
3. Display shows CONFIRM?. Press .
4. Press  to return to standby.













To copy the phonebook to another handset

1. Press  twice.
2. Scroll  to PB TRANSFER and press .
3. Scroll  or  to the number of the handset you want the phonebook copied to. Press .
4. When the message "TRANS. FROM HANDSET X" appears on the destination handset, press OK on the handset to start the copy process.
5. When "DONE!" appears on both handsets press  to return to standby.













NOTE If an entry with the same name and number is already stored in the receiving handset, it will not be copied across.

To store a phonebook entry as a speed dial number

The keys **1** to **9** enable one touch speed dialling of entries stored in the phonebook.

1. Press  twice.
2. Scroll  to DIRECT MEM and press .
3. Press  or  to select KEY 1 - 9 and press . The current entry, if any, is displayed.
4. Press  again to open the options menu.
5. Press  to add an entry from the phonebook.
6. Scroll  or  to the entry you want. Press  to confirm or  to return to standby.

To delete a speed dial number

1. Press  twice then scroll  or  to DIRECT MEM and press .
2. Scroll  or  to select KEY 1- 9.
3. Press  to display the current entry. Press  again to open the options menu.
4. Scroll  to DELETE and press .
5. Display shows CONFIRM?. Press .
6. Press  to return to standby.

Telstra network services

The Telstra Colombo includes the following one-touch feature keys:

Messagebank®

If you are a Telstra Home Messages 101® or MessageBank® user, it's now even easier to retrieve your messages.

Your Telstra Colombo is programmed to access Telstra Home Messages 101® or MessageBank®.

To retrieve a message from your message service

1. Long press the **1** key and follow the message service prompts.

Flashing Message Indicator (FMI)

The Telstra Colombo is designed to provide visual message indication (QQ).

To arrange the connection to the Flashing Message Indicator feature, simply call Telstra on 13 2200.


When a message is left in your MessageBank service, a signal is sent to your telephone and the QQ icon will be displayed on the handset. The QQ icon will disappear a short time after you have listened to all your messages.

Call Waiting

If you have Call Waiting turned on the earpiece will emit a beep tone to inform you when there is a second incoming call.

The number or name of the second caller will also be displayed if you have subscribed to Telstra Calling Number Display and the caller's number is not blocked.

Please contact Telstra on 13 2200 for more information on this service.


1. To answer the second call and put your first call on hold, *long press* the **2** key.
2. To switch between both callers, *long press* the **2** key.
3. Press  to hang up on the person you are talking to and return to the caller on hold.

3-Way Chat

This service is available on most lines ready for you to use! If you are already on a call, you can add another person and then have a 3-Way Chat.

How to use 3-Way Chat

To put existing call on hold and make a new call then to 3-Way Chat

1. Press .
2. Dial the second phone number.
3. *Long press* the **3** key.

To split a 3-Way Chat or switch between callers

1. *Long press* the **2** key.

Calling Number Display


If you have subscribed to Telstra Calling Number Display*, and provided the caller has not blocked their number, the caller's number will be displayed.

NOTE If the caller's number, together with the area code, is stored in your phonebook along with a name, the name will also be displayed.

If the telephone number is not available for incoming calls, the handset will display UNAVAILABLE. The calls list contains details of missed and received calls. Details include the date and time of the call. Entries are displayed in chronological order with the most recent call at the top of the list. When the calls list is full, a new call replaces the oldest in the list. The received and missed calls log holds details of up to 50 calls.

* Call features and charges may apply.



If you receive more than one call from the same number, only the most recent call is kept in the calls list.


When you have missed calls (incoming calls that you haven't answered) the  icon will be displayed in the display on all handsets registered to the base.






If one handset is used to view the calls log, the icon on the other handsets continue to flash (Multipack user only).


Calls List

To view the calls list







1. Press  to enter CALL LOG option menu, then press  to enter CALL LIST.

The most recent number or name if stored in the phonebook is displayed. New calls are marked with  icon flashing.














2. Scroll  or  through the calls log. At the end of the log, you will hear a beep.
3. Press  to see any number. If the number has more than 12 digits, press  to see the rest of the number.
4. Press  to return to standby.

NOTE The  icon stops flashing once all new calls have been viewed.











To dial from the calls list

1. Press  to enter the **CALL LOG** option menu, then press  to enter **CALL LIST**. The most recent call is displayed.
2. Scroll  or  to the entry you want.
3. Press  or  to dial.








To save a number from the calls list to the phonebook

1. Scroll  or  to enter the **CALL LOG** option menu, then press  to enter **CALL LIST**. The most recent call is displayed.
2. Scroll  to the number you want.
3. Press . **SAVE NUMBER** is displayed.
4. Press . **ENTER NAME** is displayed. Use the keypad to enter the name.
5. Press . The number will then be displayed, and the user can then edit the number if required and must press  to save the number (even if has not been edited).
6. Press  or  to select **NO GROUP**, or **GROUP A**, **B** or **C** and press  to confirm.
7. Press  to confirm.
8. Press  to return to standby.

To delete a calls list entry





1. Scroll  or  to enter the **CALL LOG** option menu, then press  to enter **CALL LIST**. The most recent call is displayed.
2. Scroll  or  to the number you want.
3. Press  then scroll  to **DELETE** and press .
4. Display shows **CONFIRM?**. Press  to confirm.
5. Press  to return to standby.

To delete entire calls list





1. Scroll  or  to enter the **CALL LOG** option menu, then press  to enter **CALL LIST**. The most recent call is displayed.
2. Scroll  to **DELETE ALL** and press .
3. Display shows **CONFIRM?**. Press  to confirm.
4. Press  to return to standby.

To redial the last number












The Telstra Colombo lets you redial any of the last 10 numbers called. Numbers can be up to 24 digits long.

1. Press . The last number dialled is displayed.
If the number has more than 12 digits, the display shows  and the cursor blinks. Press  to display the rest. If the number is stored in the phonebook, the name is displayed as well.
2. Press  to dial.









To view and dial a number in the redial list

Press . The last number dialled is displayed. If required, scroll  or  to display the number you want. Press  to dial the number.







To copy a redial number to the phonebook

1. Press  and scroll  or  to the entry you want.
2. Press .
3. Display shows SAVE NUMBER. Press .
4. Enter the name and press .
5. Edit the number if required and press .
6. Press  or  to select NO GROUP, or GROUP A, B or C and press  to confirm.
7. Press  to return to standby.

To delete a redial list entry

1. Press . Scroll  or  to display the number you want.
2. Press  and scroll  to DELETE then press .
3. Display shows CONFIRM?. Press  to confirm, then  to return to standby.








To delete entire redial list

1. Press  then press .
2. Scroll  to DELETE ALL and press .
3. Display shows CONFIRM?. Press  to confirm. Press  to return to standby.

Clock & alarm








If you subscribe to Telstra Calling Number Display, the time on your Telstra Colombo may be set automatically each time you receive a call. You can also set or adjust the time using the Clock & Alarm menu.


To set date and time



1. Press  and scroll  to CLOCK/ALARM. Press . Display shows DATE & TIME, then press .
2. Enter the date using the format DD/MM e.g. 04/08 for 4th August.
3. Press  and enter the time using the 24 hour format HH:MM, e.g. 14:45 for 2.45pm.
4. Press .
5. Press  to return to standby.



NOTE The date and time is retained during a power failure or when the batteries are discharged.

To set alarm

1. Press , scroll  to CLOCK/ALARM and press .
2. Scroll  to SET ALARM and press .
3. Scroll  or  to OFF, ON ONCE or ON









DAILY and press .

4. If you select ON ONCE or ON DAILY, enter the time using the 24 hour format HH - MM e.g. 14:45 for 2:45pm and press .
5. Press  to return to standby. When the alarm goes off, press any key to stop the ring.

NOTE Once the alarm is set to on, the  icon is displayed. The alarm will ring at the medium level. ALARM ON and the  icon will flash on the display.

To set alarm melody

There are three alarm ringtones.

1. Press  and scroll  to CLOCK/ALARM. Press .
2. Scroll  to ALARM TONE and press .
3. Scroll  or  and press .

The answering machine

Your Telstra Colombo answering machine records unanswered calls when it is activated. It can store up to 59 messages within the maximum recording time of 12 minutes. Each message can be up to 3 minutes long. Your personal outgoing messages can be up to 1 minute long.

NOTE Your answering machine is designed to answer calls after 14 rings even when it is switched off. This is to enable you to operation the remote access functions of your answering machine in the event you answering machine is switched off.

To switch the answering machine on/off

1. Press scroll or to ANSW MACHINE and press .
2. Scroll to ANSW ON / OFF and press .
3. Scroll or to display ON or OFF.
4. Press to confirm.
5. Press to return to standby.

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New message

When you have received a new message the will flash on the handset screen and the LED light on the base will also flash.

To play messages

1. Press and scroll or to ANSW MACHINE and press . PLAY is displayed.
2. Press to play new messages. The display shows the number of new messages. If there are no new messages, all stored messages are played.
3. Press to display the caller's identification. Press again to see the date and time of the call. (This only works if you subscribe to Telstra Calling Number Display)

The answering machine

NOTE If you have not subscribed to Calling Number Display, this option is not available.

4. During playback, press to display a list of options. Use the or keys to change the options:

REPEAT press to repeat current message

NEXT MESSAGE press to play next message

PREV MESSAGE press to play previous message

DELETE press to delete the current message.

SAVE NUMBER press to store the number, if available, in the phonebook.

5. Press to stop playback and return to standby.

To delete all messages

1. Press scroll to ANSW MACHINE and press .
2. Scroll to DELETE ALL and press .
3. Display shows CONFIRM?. Press to confirm.

To record a memo

You can record a memo which is stored on your answering machine and played back like a normal message.

1. Press scroll or to ANSW MACHINE and press .
2. Scroll to RECORD MEMO and press . Display shows RECORDING.
3. Speak your message. Press to end recording.

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Outgoing messages

This is the message your callers hear on the answering machine. There are two pre-recorded outgoing messages, or you can record your own.

Answer & Record













The caller can leave a message. The pre-recorded message is *'Hello, your call cannot be taken at the moment, so please leave your message after the tone.'*

Answer Only

The caller can listen to your announcement but cannot leave a message. The pre-recorded message is *'Hello, your call cannot be taken at the moment, and you cannot leave a message, so please call later.'*










To set answer mode

Set your machine to Answer & Record or Answer Only.














1. Press  scroll  or  to ANSWER MACHINE and press .
2. Scroll  to ANSWER MODE and press .
3. Scroll  or  to select ANSWER & REC or ANSWER ONLY and press .
4. Scroll  or  to display the message type you want: PERSONALISED to set your own recorded message or PREDEFINED for the pre-recorded message.
5. Press  to confirm.

If you select personalised you can record, play or delete your own outgoing message.













1. Press  scroll  or  to ANSWER MACHINE and press .

2. Scroll  to ANSWER MODE and press .
3. Scroll  or  to select ANSWER & REC or ANSWER ONLY and press . Scroll  or  key to select PERSONALISED then press .
4. PLAY is displayed. Press . Current message is played back.

To record an outgoing message

1. Press  scroll  or  to ANSWER MACHINE and press .
2. Scroll  to ANSWER MODE and press .
3. Scroll  or  to select ANSWER & REC or ANSWER ONLY and press . Scroll  or  key to select PERSONALISED then Press .
4. PLAY is displayed. Scroll  to RECORD MESS.

To delete a personalised outgoing message

1. Press  scroll  or  to ANSWER MACHINE and press .
2. Scroll to ANSWER MODE and press .
3. Scroll  or  to select ANSWER & REC or ANSWER ONLY and press . Scroll  or  key to select PERSONALISED then Press .
4. PLAY is displayed. Scroll  to DELETE.



Ring delay

Select the duration of rings before your answering machine picks up the call. Choose from 2-9 rings or Toll Saver.

If Toll Saver is selected, then:

- If you have new messages your phone answers after 2 rings.
- If there are no new messages it will answer after 6 rings. So you have the option to hang up, saving the time and cost of a call.
- If the memory is full, it will answer after 20 rings in Answer Only mode.

1. Press  scroll  or  to ANSWER MACHINE and press .

2. Scroll  to ANSWER SETTINGS and press .

3. RING DELAY is displayed. Press .

4. Scroll  or  to select 2-9 RINGS or TOLL SAVER.


5. Press .

NOTE When the answering machine is switched off it will still answer after 20 rings.

Remote access

Remote access allows you to operate your answering machine and listen to your messages by calling your Telstra Colombo from another phone.








The default setting is ON.

1. Call your Telstra Colombo. When you hear your outgoing message, press .

2. Enter your 4 digit PIN. The default code is 0000. You will hear a confirmation beep.

NOTE Change this code for increased security. See the section headed 'PIN'.



3. After entering your PIN as stated above, use the keypad to operate your Telstra Colombo answering machine:

-  Play messages
-  Play previous message
-  Play next message
-  Delete message playing
-  Switch answer machine on
-  Stop playback
-  Switch answering machine off

NOTE When the answering machine is switched off it will still answer after 20 rings.

To turn remote access on/off

1. Press  scroll  or  to ANSWER MACHINE and press .

2. Scroll  to ANSWER SETTINGS and press .

3. Scroll  to REMOTE ACC and press .

4. Scroll  or  to select ACTIVATED or DEACTIVATED.

5. Press .

Call screening

Use your handset or base speaker to hear a caller leaving a message. You can then choose to ignore the caller or pick up the call.












The default settings are:

- Handset call screening: ON




To interrupt at the handset





1. If you want to interrupt and take the call press  or .


Switch handset call screening on/off

1. Press  scroll  or  to ANSW MACHINE and press .
2. Scroll  to ANSW SETTINGS and press .
3. Scroll  to HS SCREENING and press .
4. Scroll  or  to select ON or OFF.
5. Press  to confirm.

To access the answering machine menu via the Calls list.

When the  is flashing to indicate new messages you can see caller details via  or . Press again to go to ANSW MACHINE to play new messages.


1. Press , CALL LIST is displayed.
2. Press , ANSW MACHINE is displayed.
3. Press , PLAY is displayed.
4. Press , the handset will start the new message playback. Once all messages are played, the handset will return to standby.

NOTE During message playback, press  anytime to return to standby.

Memory full

The memory is full if there is less than 15 seconds of recording time left or if the maximum total of 59 messages has been reached.

When the memory becomes full:

- The LED will flash quickly.
- The  flashes quickly on the handset display.
- The machine will automatically switch to Answer Only mode.

If the memory becomes full while a caller is leaving a message, they will hear a beep and the call is ended.

No display

- The batteries may be dead. Recharge or replace the batteries, see 'Replacing the handset batteries', page 56.
- Is the handset switched off? To switch the handset on, see page 23.

No dial tone

- Check that the telephone line cord is plugged into the phone socket.
- Check that the base is connected to the mains power and switched on.
- Are the batteries low or flat? If so, charge the batteries or replace them if necessary.

You cannot link up with the base

- Check that the base is connected to the mains power and switched on.
- Are you are out of range? Move the handset closer to the base.
- Are the batteries low or flat? If so, charge the batteries or replace them if necessary.
- If using more than one base, check that you are connected to the correct base, see page 31.

No ring on the handset

- Check that the ringer volume is switched on, see page 26.
- Check that the base is plugged into the phone socket and that it is also connected to the mains power and switched on.

Buzzing noise on my radio, TV, computer or hearing aid

- Sometimes, your Telstra Colombo and other cordless telephones can interfere with other electrical equipment if placed too close. Try moving it at least one metre away from such appliances.

The phone does not appear to be working

- Check that the base is plugged into the mains socket and switched on.
- Check that you are using the correct mains power adaptor.
- Check that the handset has slotted correctly into the base.
- Check that the handset batteries have been correctly fitted.

Interference on my cordless handset

- Move the base unit at least 1 metre away from other electrical appliances.
- If you have an ADSL internet service ensure correct filters are installed to prevent interference.

TecHelp line 1300 369 193

Call the Colombo Helpline:

- if you are having difficulties using your Telstra Colombo.
- if you need replacement batteries or mains power lead.

General information

Replacing the handset batteries

After a time, you may find that the handset batteries are running out of charge more quickly. This is a standard sign of wear and the batteries will need replacing. Rechargeable Nickel Metal Hydride (NiMH) 550mAh batteries can be purchased from TechHelp line on 1300 369 193 or your local electrical retailer. Slide off the battery compartment cover and remove existing batteries. Insert new batteries and replace the compartment cover.

IMPORTANT

This equipment requires electricity to work. You will not be able to make any telephone calls when the power fails. Alternative arrangements should be made for access to emergency services in times of power failure.

Safety

- Only use the power supply included with the product. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone.
- Use only the approved rechargeable batteries supplied. Spare rechargeable batteries can be purchased from TechHelp line on 1300 369 193 or your local electrical retailer.

Please note

Telstra accepts no responsibility for damage caused to your Telstra Colombo handset by using any other type of batteries.

- Do not open the handset (except to replace the handset batteries) or the base. This could expose you to high voltages or other risks. You may contact TechHelp for all repairs.

General information

- Radio signal transmitted between the handset and base may cause interference to hearing aids.
- It is recommended that advice from a qualified expert be sought before using this product in the vicinity of emergency/intensive care medical equipment.
- Your product may interfere with other electrical equipment, e.g. TV and radio sets, clock/alarms and computers if placed too close. It is recommended that you place your product at least one metre away from such appliances to minimise any risk of interference.

Please note

Telstra accepts no responsibility for damage caused to your Telstra Colombo handset by using any other type of batteries.

- Never dispose of batteries in a fire. There is a

serious risk of explosion and/or the release of highly toxic chemicals.

- Dispose of batteries as per local/state requirements.

Cleaning

Simply clean the handset and base with a damp (not wet) cloth, or an anti-static wipe. Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

Environmental

- Do not expose to direct sunlight.
- The product may heat up when the batteries are being recharged or during prolonged periods of use. This is normal. However, we recommend that to avoid damage you do not place the product on antique/veneered wood.
- Do not stand your product on carpets or

other surfaces, which generate fibres, or place it in locations preventing the free flow of air over its surface.

- Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms.
- Do not expose your product to fire, explosive or other hazardous conditions.
- There is a slight chance that your phone could be damaged by an electrical storm.

We recommend that you unplug the power and telephone line cord from the base for the duration of the storm.

Telstra accessories and replacement items

For a full range of accessories and replacement items for Telstra products, please call 1300 369 193.

How many telephones can you have?

All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items, which may be connected to any other telephone line. Your Telstra Colombo has a REN of 0.1. A total REN of 3 is allowed, if the total REN of 3 is exceeded, the telephone may not ring. With different telephone types there is not guarantee of ringing, even when the REN is less than 3.

Product warranty & Customer service

IMPORTANT

Please retain this booklet with your sales receipt as proof of the date of purchase.

Customer Service

If you require assistance in operating this product please call the TechHelp Information Line on 1300 369 193 or contact us by e-mail at: tcpsupport@ingrammicro.com.au

If you are trying to access a Telstra Network Service and require assistance specifically related to the network service or would like to subscribe to the service, contact Telstra on 132200 for residential or 132000 for business.

Product Warranty

Subject to the conditions below, Telstra guarantees this product against any defect in materials or workmanship under conditions of normal use for a period of 24 months from

date of purchase. The benefits conferred by this warranty are in addition to other warranties and remedies that are implied under the Trade Practices Act and similar State and Territory laws (Statutory Rights). Subject to your Statutory Rights, the goods will not be eligible for service under this warranty if:

- a. Proof of purchase cannot be provided;
 - b. The defect was caused by an accident, misuse, abuse, improper installation or operation, vermin infestation, lack of reasonable care, unauthorised modification, loss of parts, tampering or attempted repair by a person not authorised by Telstra; or
 - c. The product has been damaged by lightning or a mains power surge.
- To obtain service during the terms of this

Product warranty and Customer service

warranty call the TechHelp Information Line on 1300 369 193 or contact us by e-mail at: tcpsupport@ingrammicro.com.au

If it is necessary to have the product serviced, the Customer Service Representative will inform you of the product return process.

Please ensure that:

- You provide proof of purchase;
- Your product is suitably packaged; and
- You have included all components from the original purchase.

Subject to your Statutory Rights:

- Any claim under this warranty is limited to the cost of repair or replacement of the product; and
- If the goods are found to be in sound working order by the authorised service centre, you may be charged a fee for service

and for any other direct costs associated with having the product delivered for service.

For your records

Date of purchase:

Place of purchase:

Serial number:

For guarantee purposes proof of purchase is required so please keep your receipt.

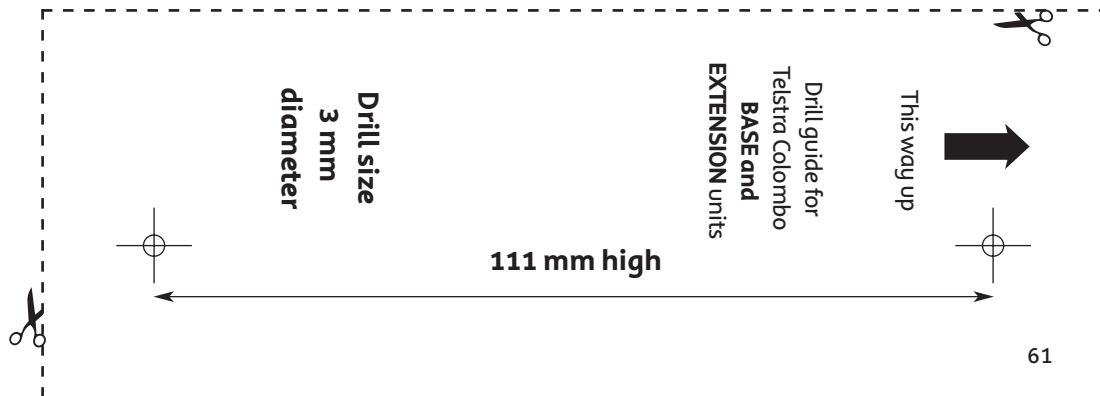
Wall mounting template

Your Telstra Colombo base unit (or extension handset charger if you have purchased one) can be wall mounted directly on to a wall.

- Use this template to drill 2 holes in your desired location. These holes should be made 25mm deep using a 3mm diameter drill.

- Insert the wall plugs and insert a screw into each hole. Leave 3mm between the head of the screw and the wall.
- Position the base unit or extension charger on to the screws and slide down to secure.

NOTE: Check and ensure before drilling that you will not be drilling into any hidden wiring or pipes.





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