



# Telstra Long Range 9750

DECT 360 cordless phone with  
integrated answering machine



## User Guide

This telephone has been designed for ease of use. Please read the instructions and keep it handy for future reference. If you have any problems with your phone, refer to the Help section of this User Guide.



**TechHelp**  
1300 369 193

# Introduction

## To your Telstra Long Range 9750 DECT 360 Cordless Telephone with Answering Machine

- Phonebook – lets you store up to 250 contact numbers for easy dialling.
- Quick access to a range of Telstra Network Services including Call Waiting and Call Forward Immediate.
- Telstra Calling Number Display\* lets you see who's calling. Your phone stores details of the last 30 callers in a Calls list.
- Answering machine, with up to 55 minutes digital recording time and helpful voice prompts.

\* Call features and charges may apply.

\* **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 Calls list. See page 30 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 Long Range 9750 provides:

- Digital clarity
- Digital range
- Digital security

This product has been designed and tested for Australian conditions for use with Telstra's network.

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.

### Need help?

PLEASE LOOK IN THE HELP SECTION AT THE END OF THE USER GUIDE IF YOU EXPERIENCE ANY OPERATIONAL DIFFICULTIES WITH YOUR TELSTRA PRODUCT, OR PLEASE CONTACT THE TECHHELP INFORMATION LINE 1300 369 193 OR CONTACT US BY EMAIL AT: [tcpsupport\\_au@vtech.com](mailto:tcpsupport_au@vtech.com)

### Hearing aid?

Please note that the Telstra Long Range 9750 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 Long Range 9750 handset
- Telstra Long Range 9750 answering machine base unit
- AC power adapter
- Telephone line cord
- 1 NiMH rechargeable battery pack
- 1 User manual

If you have purchased a Telstra Long Range 9750 multi handset pack you will also have the following for each additional handset:

- Telstra Long Range 9750 handset
- Telstra Long Range 9750 charger
- 1 NiMH rechargeable battery pack
- 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 TecHelp 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.

8 Do not use the telephone to report a gas leak in the vicinity of the leak.

9 Use only the supplied NiMH (Nickel Metal Hydride) battery. The operation periods for the handsets are only applicable with the default battery capacity

- 10 The use of other battery types or non rechargeable battery/primary cell can be dangerous. These may cause interference and/or unit damage. Telstra will not be held liable for damage arising from such noncompliance.
- 11 Use only the AC power adaptors supplied with this product. Please contact TechHelp on 1300 369 193 for replacement adaptors.
- 12 Please ensure the battery is inserted according to the correct polarity.
- 13 Do not immerse the battery in water, and do not place it in a fire.
- 14 Telephone receivers produce magnetic fields that can attract small metallic objects such as pins or staples. To avoid injury, do not place the handset where such objects can be picked up.

## Getting started

### Location

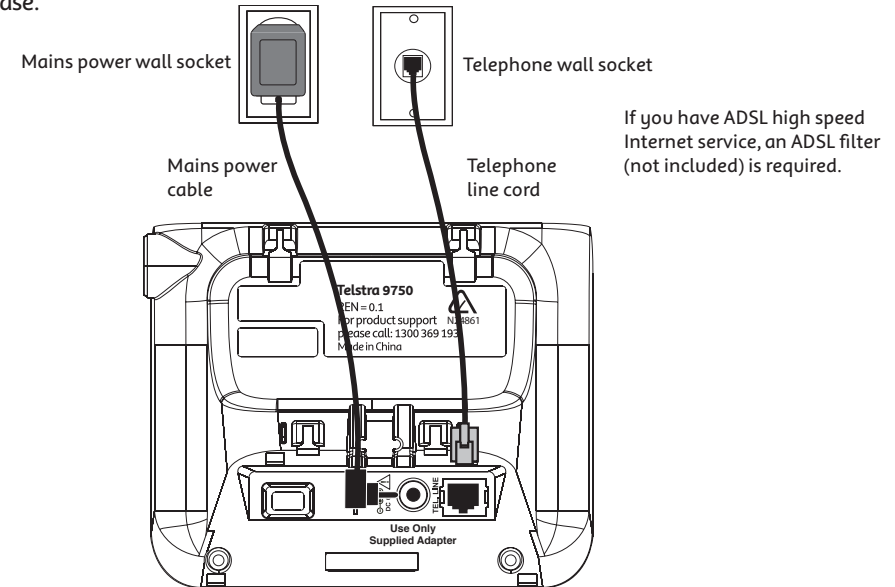
Place your Telstra Long Range 9750 within 2 metres of the mains power socket and telephone socket so that the cables will reach.

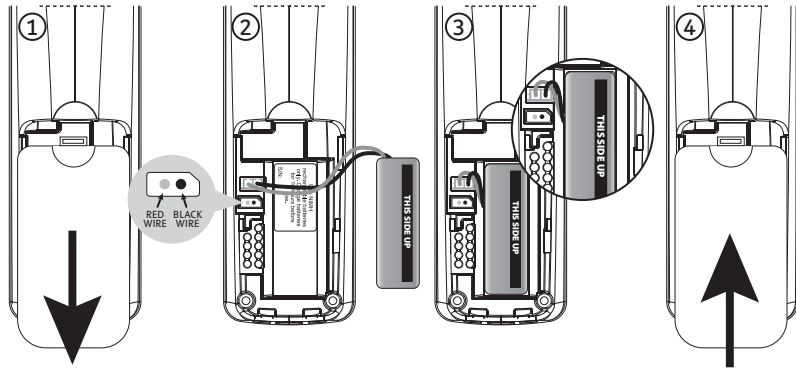
Make sure it is at least 1 metre away from other electrical appliances to avoid interference. Your Telstra Long Range 9750 works by sending radio signals between the handset and base. The strength of the signal depends on where you locate the base.


Putting it as high as possible ensures the best signal.

### Setting up

1. Plug the mains power cable into the base station, plug the other end of the mains power cable into mains power wall socket and switch the power on.





- To fit the NiMH battery into the handset, slide out the battery compartment cover. Place the supplied rechargeable battery pack in the battery compartment, with the battery connector plugged in, as shown. Slide the battery compartment cover back.
- Place the handset on the base to charge for at least 24 hours. When the handset is fully charged the  will be displayed. The Charging LED lighting up indicates that the handset is properly placed on the base.
- When the battery is fully charged, plug one end of the telephone line cord into the base station and the other end into the telephone wall socket.


### WARNING


Do not place your Telstra Long Range 9750 in the bathroom or other humid areas.

### IMPORTANT

The base station must be plugged into the mains power socket at all times. Do not connect the telephone line until the handset is fully charged. Only use the power adaptor, telephone cables and NiMH battery pack supplied with the product.

### Battery low warning

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

During charging, the  will appear to be filling in the display.

### Battery performance

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

Note that a new battery will not reach full capacity until it has been in normal use for several days.

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

Running the battery right down at least once a week will help it last as long as possible. The charge capacity of the rechargeable battery will reduce with time as it wears out, giving the handset less talk/standby time.

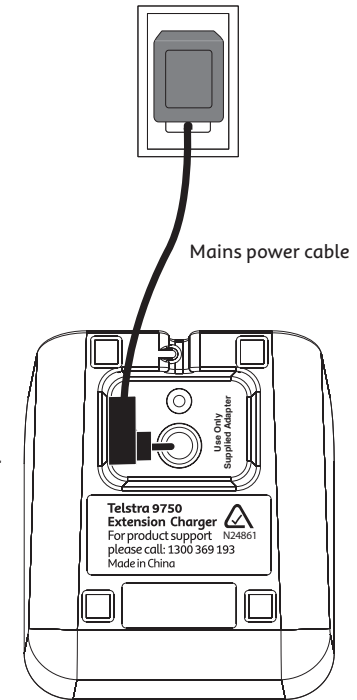
Eventually it will need to be replaced. A replacement battery pack can be obtained by contacting TechHelp on 1300 369 193 or from your local electrical retailer.


After charging your handset for the first time, subsequent charging time is about 6–8 hours a day. The battery and handset may become warm during charging, however, this is normal.

### Setting up for multiple packs

If you have purchased a Telstra Long Range 9750 multiple pack, you will need to prepare additional handsets and chargers for use.

### For each additional handset and charger



1. Plug the mains power cable into the charger base, plug the other end into the mains power wall socket and switch the power on.
2. To fit the NiMH battery into the handset, slide out the battery compartment cover. Place the supplied rechargeable battery pack in the battery compartment, with the battery connector plugged in, as shown on page 10. Slide the battery compartment cover back.
3. Place the handset on the base to charge for at least 24 hours. When the handset is fully charged the  will be displayed.









### Using your Telstra Long Range 9750 phone on a Broadband ADSL line?

If this product is to be used on a broadband ADSL line, then you must ensure that it is connected via an ADSL filter. Using this product on a Broadband line without an ADSL filter may cause problems with this product and your Broadband service.



### Date and time

If you have subscribed to Telstra's Calling Number Display service, the date and time is set automatically for all handsets when you receive your first call. The date and time is recorded with each answering machine message you receive. If you have not subscribed to Telstra Calling Number Display you can set the date and time manually.

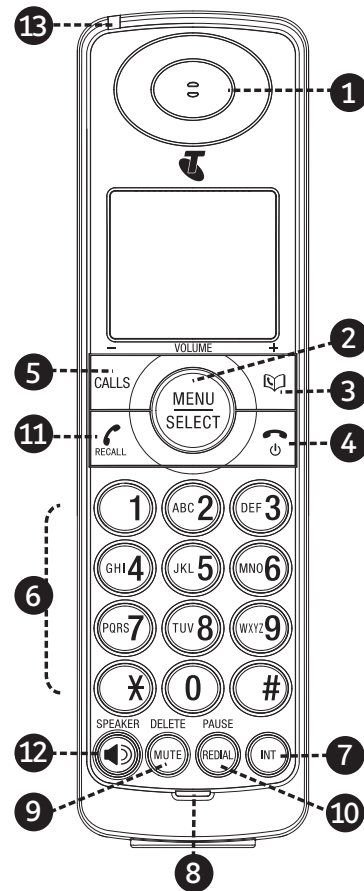
### Set date and time manually

1. Press  when in idle mode to enter the feature menu.
2. Press  or  to scroll to SET DATE/TIME.
3. Press  and then edit the date.
4. Press the dialing keys (0-9) to enter a two-digit number or press  or  until the screen displays the correct value. Press  to advance.
5. Repeat step 3 until the date and time are set.
6. Press  to save.

#### NOTE

Press  or  to toggle AM/PM when moving the cursor to the AM/PM setting field.

## Getting to know your phone



### Handset buttons

#### 1. EARPIECE

#### 2. MENU / SELECT

In idle mode:  
press to access main menu. Press *and hold* to access Telstra Service Number list.

In menu/editing mode:  
press to confirm and save the settings.

During a call:  
press to access the sub-menu list.

In phonebook/call list entry:  
press to edit the entry.

#### 3. VOLUME UP/ PHONEBOOK / SCROLL UP

In idle mode:  
press to access the phonebook.

In menu mode:  
press to scroll up.

In editing mode:  
press to move the cursor to the right.

During a call:  
press to increase volume.

Call list/phonebook/redial list entry:  
press to scroll up the list.

#### 4. TALK OFF

In idle mode:  
press *and hold* to power on/off the handset.

In menu mode:  
press to exit to previous level.

In pre-dial mode:  
press to backspace.

#### 5. VOLUME DOWN / PHONEBOOK / SCROLL DOWN

In idle/pre-dial mode:  
press to access the call list.

In menu mode:  
press to scroll down.

In editing mode:  
press to move the cursor to the left.

During a call:  
press to decrease volume.

Call list/phonebook/redial list entry:  
press to scroll down the list.

#### 6. ALPHANUMERIC KEYPAD

In idle/pre-dial/editing mode/during a call:  
press to enter characters/ numbers.

##### # Hash key

In idle/pre-dial/during a call mode:  
press to insert a “#”.

In phonebook entry name editing mode:  
press *and hold* to toggle between uppercase and lower case.

In phonebook entry view mode:  
press to view the next digits when the number is longer than a line to display.

##### \* Star key

In idle/pre-dial/during a call mode:  
press to insert a “\*”.

In phonebook entry view mode:  
press to view the previous digits when the number is longer than a line to display.

##### Key 1, 2 and 3

In Idle:  
press *and hold* KEY 1 to dial Telstra Home Messages 101® or MessageBank® service

During a call:  
press *and hold* KEY 2 to access a Call Waiting Call.  
Press *and hold* KEY 3 to commence 3-Way Chat

#### 7. INTERCOM

Press to make an intercom conversation between handsets or transfer a call.

#### 8. MICROPHONE

During a call:  
press to mute/un-mute the microphone.

Call list/phonebook/redial list entry:  
press to delete the selected entry.

In editing/pre-dial mode:  
press to backspace.

During message playback:  
press to delete the message currently playing.

#### 10. REDIAL/PAUSE

In idle mode:  
press to view the redial list.

In editing/pre-dial mode:  
press *and hold* to insert a dialing pause.

#### 11. TALK ON/RECALL

In idle/menu/pre-dial mode:  
press to make a call.

In phonebook number editing mode:  
press to insert a recall.

Call list/phonebook/redial list entry:  
press to make a call to the selected entry.

Press during a call to activate Recall for use with Telstra Network Features such as Call Waiting.

#### 12. SPEAKER

In idle/menu/pre-dial mode/during a call:  
press to turn on/off the speakerphone.

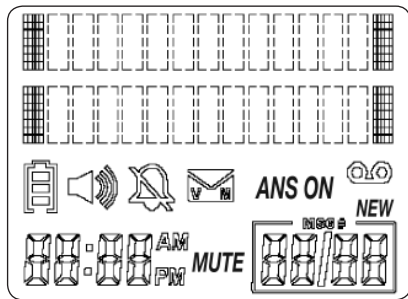
Call list/phonebook/redial list entry:  
press to make a call with speakerphone.

#### 13. CHARGE LIGHT

Lights up when placed on charger.



## Handset display



### Display icons

Icons can be *On* (visible),  
*Flashing* or *Off* (not visible):

**ANS ON** On when answering machine is turned on.  
Off when answering machine is turned off.



On when new answering machine message is received.  
Off when no new answering machine message.



On when speaker phone is in use.  
Off when speaker is off.



On when ringer is turned off.  
Off when ringer is turned on.

**NEW** On when a new call is received.  
Off when there is not a new call.

**MUTE** On when microphone is mute during a call.  
Off when microphone is unmute during a call.



On when new voicemail received on Telstra Home Messages 101® or MessageBank® service.  
Off when there is not new voicemail.



Full battery power level.



2/3 battery power level.



1/3 battery power level.

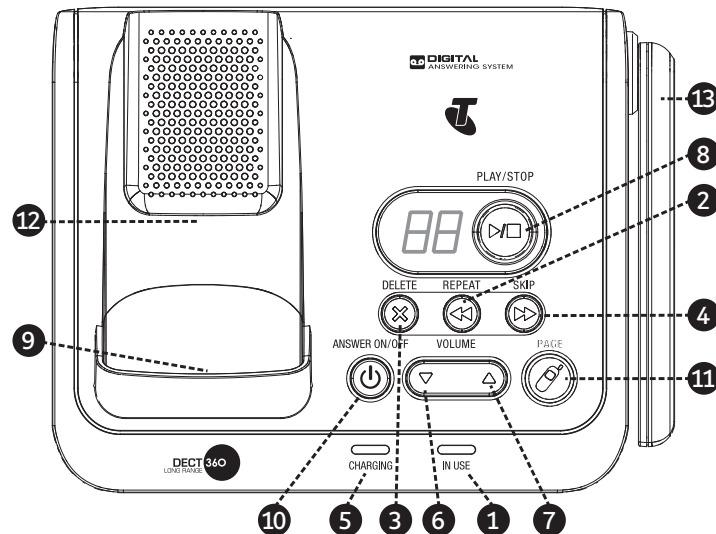


Flashes when low battery power level is detected, needs charging.



Animation in cycle.  
Battery is charging.

## Answering machine base



### 1. IN USE LED

Flashes when there is an incoming call.  
Steadily on when the handset is in use.

### 2. SKIP BACKWARD

Press to repeat playing the current message.  
Press twice to playback the previous message.

### 3. DELETE

During message playback: press to delete the current message.  
In idle: press *and hold* to delete all previously reviewed messages.

**4. SKIP FORWARD**

During message playback:  
press to skip to the next message.

**5. CHARGING LED**

Steadily On:  
when the handset is put into base cradle for charging.

**6. VOLUME –**

During message playback:  
press to decrease the speaker volume.  
In idle:  
press to decrease the base ringer volume.

**7. VOLUME +**

During message playback:  
press to increase the speaker volume.  
In idle:  
press to increase the base ringer volume.

**8. PLAY/ STOP**

In message playback mode:  
press to playback or stop playing messages.

**9. CHARGING CRADLE****10. ANSWER ON/OFF**

Press to switch the answering machine on/off.

**11. PAGE**

Press to page all registered handsets.

**12. SPEAKER****13. BASE ANTENNA****Message counter display****Display Description**






0F->--	When answering machine is OFF.
- -	When answering machine is OFF and no new TAM messages received.
0F/XX	Flashing XX alternatively with 0F: Answering machine is OFF and there are XX new voice messages received where XX is from 01 to 59.
0N-XXX	When answering machine is ON where XX is number of messages in TAM memory.
00	Steadily ON: No voice messages in TAM.
XX	Flashing: There are XX new voice messages received where XX is from 01 to 59.
ZZ	Steadily ON: There are ZZ old voice messages kept in the TAM memory (no new voice messages).

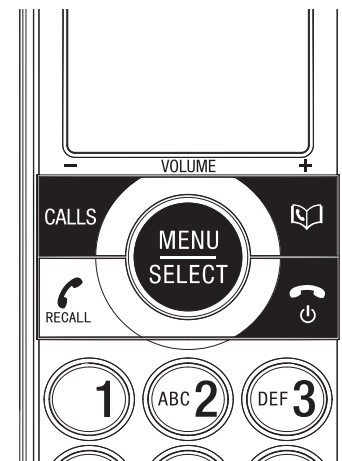
**Display Description**

XX/FF	Flashing XX alternatively with FF: There are XX new voice messages received where XX is from 01 to 59 and the TAM memory is full.
FF	Flashing FF: TAM memory is full and there are no new messages, only old messages are kept in TAM memory.
--/XX	Flashing XX alternatively with --: Time is not set and there are XX new voice messages received where XX is from 01 to 59.
--	Flashing --: Time is not set and there are old voice messages kept in the TAM memory only (no new voice messages).
XX	Steadily ON: Playing the current XX incoming message.
A1	Steadily ON: Playing the current outgoing message (OGM).
XX/AN	Flashing XX alternatively with AN: XX new incoming message is now recording. AN denotes that the incoming message recording is in progress.
RA	Flashing: Remote access is in progress.

**Navigating the menus**

Your Telstra Long Range 9750 has an easy to use menu system. Each menu has a list of options, as outlined on the following page. When the handset is switched on and in standby:

1. Choose  to open the main menu.
2. Then press  or  buttons to move through the available options.
3. Choose  to select a menu option or the  to return to the previous screen.



## Menu layout



Ans.System	Phonebook	Call Log	Ringer Volume	Ringer Tone	Tones	Register HS	De-register HS
Play message Del all old Record memo Settings Remote access Remote pin MSG alert tone	Review Store	Review Del all calls	Ringer off Level 1-6	Ringer tone 1-10	Key tone Battery low Out of range	System PIN	System PIN
Flash Time	Set Date/Time	Time format	Date format	Clear Voicemail	System PIN	Reset	
Short Medium Long	Set date	12 hour 24 hour	DD/MM/YY MM/DD/YY	Turn off indicator?	Old PIN	Reset?	

## Keystroke table

## Upper case

1	[space] 1 @ _ # = < > ( ) & £ \$ ¥ € [ ] { } ▣
2	A B C 2 À Á Ç Â Æ
3	D E F 3 É È Δ Φ
4	G H I 4 Ì Ï
5	J K L 5 Λ
6	M N O 6 Ñ Ò Ö
7	P Q R S 7 β Π Θ Σ
8	T U V 8 Ù Û
9	W X Y Z 9 Ø Ω Ξ Ψ
0	. 0 , / : ; " ' ! ; i ? * + - % \ ^ ~
*	*

## Lower case



1	[space] 1 @ _ # = < > ( ) & £ \$ ¥ € [ ] { } ▣
2	a b c 2 à á ç â æ
3	d e f 3 é è Δ Φ
4	g h i 4 ì ï
5	j k l 5 λ
6	m n o 6 ñ ò ö
7	p q r s 7 β π θ σ
8	t u v 8 ù û
9	w x y z 9 ø ω ξ ψ
0	. 0 , / : ; " ' ! ; i ? * + - % \ ^ ~

Highlighted characters: Only upper case supported.

# Using the phone

## Switch handset off



To switch the handset off:

1. Press *and hold* .
2. Press  to confirm.






## To switch the handset on

1. Press *and hold*  again.


## Make an external call

1. Press  or , and then enter the telephone number.

## Pre-dialling

1. Enter the telephone number. Press  or  to make corrections when entering the phone number. Press *and hold*  to insert a dialing pause (a P appears).
2. Press  or  to dial.

## End a call

1. Press  or put the handset in the telephone base or charger.

The screen displays the elapsed time as you talk (in hours, minutes and seconds).

### Call timer

Your handset will automatically time the duration of all external calls. The handset display shows the call duration both during and for a few seconds after your call is terminated.

### Out of range warning

When the handset goes out of range of the base, the line will hang up if you are on a call. When you move back within range, the handset will automatically reconnect to the base.



## Receive a call



When you receive a call, the phone rings. The display will show the caller's number if available or the caller's name if it matches an entry in the phonebook.

1. Press  or  to answer the call.

## Using the phone

### Earpiece/ handsfree volume

Press  or  to adjust the listening volume of the earpiece or loudspeaker with five levels when during a call. Each press of the button increases or decreases the volume level by one increment.



1. Press  or  to increase or decrease the volume level while in a call.

#### NOTE:

1. All volume settings (handset and speakerphone) are independent.
2. When the volume reaches the minimum or maximum setting, you will hear two beeps.

### Mute





During a call, you can talk to someone nearby without your caller hearing.



1. Choose  while in the call. The display shows **MUTED** and your caller cannot hear you.
2. Choose  again to unmute the microphone.

### Handsfree

Handsfree lets you talk to your caller without holding the handset to your ear. It also enables other people in the room to join in the conversation over the loudspeaker.


### Make a handsfree call

1. Dial the number then press  on the handset.  is displayed. You will then hear your call over the handset loudspeaker. Press  to switch the call between the earpiece and the loudspeaker.
2. Press  to end the call.



**NOTE:** During a handsfree call, press  or  to adjust the volume.

### Answer a call in handsfree mode

When the phone rings:

1. Press  on the handset. The call is transferred to the handset loudspeaker.




### Switch to handsfree mode during a call

1. When in a call, press  on the handset to put the call on the loudspeaker.  
To switch handsfree off and return the call to the earpiece, press  again.





## Redial

Up to 20 of the last telephone numbers called are saved in the redial list. You can select any of the numbers to redial or delete.

### Redial the last number called





1. Press . The last number you called will be displayed.
2. Press  or  to dial the number displayed.

### Delete a redial number

1. Press  then press  or  to move to the number you want to delete.
2. Choose  to delete the selected entry



### Find handset (Paging)



You can ring a handset to help locate it.

1. Press  on the base. All handsets registered to the base will ring for up to 60 seconds. The display shows --PAGING--
2. Press  on the base again to stop the paging if handsets are on the base or press  or  or any dial pad key (0-9, \*, or #) on any handset, if it's off the base.

**NOTE:** If there is an incoming call during paging, paging will cease and the phone will ring with the incoming call instead.

## Temporary ringer silencing

Press  or  while the telephone is ringing to silence the ringer temporarily. This will silence the ringer without disconnecting the call. The next incoming call will ring normally at the preset volume.

**NOTE:** Each handset will ring when there is an incoming call unless the ringer volume is turned off. Pressing  or  on one handset will only silence the ringer of that particular handset.

## Chain dialing











This feature allows you to initiate a dialing sequence from numbers stored in the phonebook, call list history or redial list while you are on a call.

Chain dialing can be useful if you wish to access numbers other than phone numbers (such as bank account information or access codes) from the phonebook, call list history or redial list.

# Phonebook

You can store up to 250 names and numbers in the phonebook. Names can be up to 15 characters long and numbers up to 30 digits.


### Store a name and number


1. In standby mode, choose  and press  or  to select PHONEBOOK
2. Choose  to access the Phonebook menu.
3. Press  or  to select STORE.  
Choose .
4. Enter the number and choose .
5. Enter the name and choose .
6. Choose  to save the phonebook entry.  
You must enter a name to go with a number in order to save the entry.


### Entering names

Use the keypad letters to enter names, e.g. to store


Tom:


Press  once to enter T.




Press  three times to enter o.

Press  once to enter m.





### Writing tips

Press  to delete the last character or digit.









Press *and hold*  to delete all characters or digits.

Press  or  to move backward or forward through the characters/digits. Press  to switch between upper and lower case.






### Review an entry

1. In standby mode, press . The first entry in the phonebook will be displayed.
2. Press  or  to select the phonebook entry that you want.
3. Choose  to view the phonebook entry.




OR

1. Choose  and press  or  to select PHONEBOOK
2. Choose  to access the Phonebook menu.
3. Choose  to select REVIEW.
4. Press  and  or  to browse the phonebook entry









### Dial an entry


1. In standby mode, press  to access the Phonebook.
2. Press  or  to select the entry you want, or search alphabetically using the alphanumeric keypad (see tip below).
3. Press  or  to dial the desired number.

### To search alphabetically








Press the relevant keypad button, e.g. for the entries beginning with T press  once then press  or  to scroll through the entries.

## Edit a name and number

1. In standby mode, choose  and press  or  to select PHONEBOOK.
2. Press  twice to review phonebook entries.
3. Press  or , or use the alphabetical search to browse.
4. Press  to select an entry.  
The screen shows EDIT NUMBER.
5. Use the dialing keys to edit the number and the name.
6. Press  to save.

When editing a name or number, choose  to delete characters and digits





## Delete an entry



1. In standby mode, choose  and press  or  to select PHONEBOOK.
2. Press  twice to review phonebook entries.
3. Press  or , or use the alphabetical search to browse.
4. Press  to remove the selected entry.

# Settings


## Handset settings




Using the feature menu, you can customize many of the telephone's settings.





1. Press  when in idle mode (when the phone is not in use) to enter the feature menu.
2. Use  or  to scroll to the feature to be changed. When scrolling through the menu, the top menu item is always highlighted with a > symbol.
3. Press  to select the highlighted item.

**NOTE:** Press  to cancel an operation, back up to the previous menu or exit the menu display. Press and hold  to return to idle mode.

## Ringer volume








Using this menu, you can set the ringer volume level (1-6), or turn the ringer off. When the ringer is turned off,  icon appears on the handset screen.

1. Press  when in idle mode to enter the feature menu.
2. Press  or  to scroll to RINGER VOLUME.

3. Press  and  or  to browse each volume level. A sample of each ringer volume plays as you scroll through the choices. Level 1 to 6 and Ringer Off are available.
4. Press  to save your preference and return to the feature menu.

















## Ringer tone

You can select different ringer tones.







1. Press  when in idle mode to enter the feature menu.
2. Press  or  to select RINGER TONE.
3. Press  and  or  to select the desired ringer tone. A sample of each ringer tone plays as you scroll through the choices.
4. Press  to save your preference and return to the feature menu.

## Alert tones

You can turn on or off the alert tones of key press, battery low and out of range.

1. Press  when in idle mode to enter the feature menu.
2. Press  or  to scroll to TONES.
3. Press  and  or  to select KEY TONE. Or
3. Press  and  or  to select BATTERY LOW.
- Or
3. Press  and  or  to select OUT OF RANGE.
4. Press  and  or  to select ON or OFF.
5. Press  to save your preference and return to the feature menu.








## Handset reset

1. Press  when in idle mode to enter the feature menu.
2. Press  or  to scroll to RESET.
3. Press  and enter the system PIN. Default is 0000.
4. Press  and RESET? will be prompted.
5. Press  to confirm and reset all the personalized settings of handset to default.








## Base settings

### Set the recall time



The default recall (flash) time is suitable for the Telstra network. It is unlikely that you should need to change this setting unless advised to do so.

1. Press  when in idle mode to enter the feature menu.
2. Press  or  to scroll to FLASH TIME.
3. Press  and  or  to select SHORT, MEDIUM or LONG.
4. Press  to save your preference and return to the feature menu.

### Change system PIN

1. Press  when in idle mode to enter the feature menu.
2. Press  or  to scroll to SYSTEM PIN.
3. Press  and enter the old system PIN. Default is 0000.
4. Press  and enter the new system PIN.
5. Press  to confirm the new system PIN.
6. Press  to save settings.









### Ringer volume

Press  or  on the base unit to increase or decrease volume (0 to 6).



## Date/Time

### Set date and time

Provided you have subscribed to the Telstra's Calling Number Display service, the date and time will be set automatically with every incoming call.

1. Press  when in idle mode to enter the feature menu.
2. Press  or  to scroll to SET DATE/TIME.
3. Press  and then edit the date.
4. Press the dialing keys (0-9) to enter a two-digit number or press  or  until the screen displays the correct value. Press  to advance.
5. Repeat step 3 until the date and time are set.
6. Press  to save.








#### NOTE

Press  or  to toggle AM/PM when moving the cursor to the AM/PM setting field.







#### NOTE

For the answering machine to announce the correct day of the week, the Year must be set correctly.

## Time format

1. Press  when in idle mode to enter the feature menu.
2. Press  or  to scroll to TIME FORMAT.
3. Press  and  or  to select 12-HOUR or 24-HOUR.
4. Press  to save.

## Date format

1. Press  when in idle mode to enter the feature menu.
2. Press  or  to scroll to DATE FORMAT.
3. Press  and  or  to select DD/MM/YY or MM/DD/YY

## Calling Number Display\*

If you have subscribed to Telstra's Calling Number Display service, you will be able to see your caller's number on your handset display (provided it is not blocked) prior to answering the call. If your caller's name is stored in the phonebook and a number match is found, you will see the caller's name on the display instead.

\*Call features and charges may apply.

## Call list

When Telstra Calling Number Display is active on your service, dialled numbers will be saved in the telephone's Calls list. Your phone can store up to 30 answered calls and unanswered with date/time information in the call list. The number will be shown on the display when the phone is ringing. If the number matches with one of the entries in your private phonebook, the caller's name stored in the private phonebook will be displayed with the number.

Missed calls are marked with **XX MISSED CALL(S)**. Each time you review a call list entry marked with **NEW**, the number of missed calls decreases by one. When you have reviewed all the missed calls, the missed calls indicator no longer shows. You can review, redial, and copy an entry into the phonebook. Entries appear in

reverse chronological order. Only one handset can review the call list at a time. If a handset tries to enter the call list while another handset is already in it, **NOT AVAILABLE AT THIS TIME** appears.

The call list information might not be available for every incoming call. The callers might intentionally block their telephone numbers.

## Call list display screen messages

PRIVATE	The caller is blocking the telephone number.
UNAVAILABLE	This caller's number is unavailable.

When the list is full, and a new call is received, the oldest entry will be deleted automatically.

## IMPORTANT

To use Telstra Calling Number Display you must first subscribe to the service from Telstra.

For more information on Telstra Network Features call Telstra on 13 22 00.

To ensure the caller's name is displayed, make sure you have stored the full telephone number, including the area code, in the phonebook.

## View call details

1. Press to access the call list.

OR

1. Press when the handset is not in use.

2. Press or to select **CALL LOG**.

3. Press to select **REVIEW**, and then press .

4. Press or to browse through the call list.

**NOTE:** The name (if available), telephone number, date and time of all incoming calls are shown on the screen.

You hear a double beep when the list reaches the beginning or end of the call list.

## Dial from the Call list

1. When in the call list, press or to browse.

2. Press or to dial the entry.

## Store a call list entry to the phonebook

1. When in the call list, press or to browse.

2. Press to select an entry. The screen displays **EDIT NUMBER**.

3. Use the dialing keys to edit the number.

- Press to backspace and erase a digit.

- Press **and hold** to erase the entire entry.

- Press to move the cursor to the left or to move the cursor to the right.

- Press **and hold** to insert a dialing pause (a P appears).

4. Press to move to the name. The screen displays **EDIT NAME**.

5. Use the dialing keys to edit the name.

- Press to backspace and erase a character.

- Press **and hold** to erase the entire entry.

- Press to move the cursor to the left or to move the cursor to the right.

6. Press to save.

- If the entry is already saved in the phonebook, the handset shows **ALREADY SAVED**.

- If there is no call list information, the handset shows **UNABLE TO SAVE**.









## Delete an Entry in the Call list

1. When in the call list, press or to browse.



2. Press to delete the selected entry.



## Delete the Entire Call list

1. Press  when the handset is not in use.
2. Press  or  to select CALL LOG, and then press .
3. Press  or  to select DEL ALL CALLS, then press .
4. The screen shows DELETE ALL CALLS?  
Press  to confirm.


## Flashing Message Indicator (FMI)

The Telstra Long Range 9750 is designed to provide visual indication when a new message is left in your Telstra Home Messages 101<sup>®</sup> or MessageBank<sup>®</sup> service. To arrange connection of the Flashing Message Indicator service, simply call Telstra on 13 2200. When a new message is left, the  will be displayed on the handset. After you have listened to your message(s) the  will disappear.


## Telstra Home Messages 101<sup>®</sup> or Telstra MessageBank<sup>®</sup>

You can get messages from your Telstra fixed home phone when you are away from the phone, busy on another call or using the Internet. Callers will hear a greeting inviting them to leave a message.

## To call Telstra Home Messages 101<sup>®</sup> or Telstra MessageBank<sup>®</sup>

Press  and dial 101.

OR







When the handset is in standby mode, press *and hold* the  key, the handset will dial 125101.

## Clear flashing message indication

After you have listened to all new messages, the indicator on the handset should turn off automatically.

However if this does not occur (for example, when you have accessed your Telstra MessageBank<sup>®</sup> service while away from home), use the clear voicemail feature. Clearing the flashing message indication only turns off the indicators, it does not delete your messages. As long as you have new messages, Telstra will continue to send the signal to turn on the indicators.



## To manually turn off the new voicemail indicator:

1. Press  when in idle mode to enter the feature menu.
2. Press  or  to scroll to CLR VOICEMAIL.
3. Press , the screen shows "TURN OFF INDICATOR?".
4. Press  again to turn the voicemail indication off, or press  to cancel the procedure.

**NOTE:** For information about using your message service, please contact Telstra on 13 2200 for assistance.

## Call Waiting



Call Waiting tells you if a new caller is trying to contact you when you are already on the phone. A discreet tone alerts you to the new caller, so you can answer your second incoming call by putting the first caller on hold.

1. Press *and hold* the  button. Your first caller is put on hold and you can talk to your second caller.
2. To revert back to the original caller, press *and hold* the  button again.

## 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.

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


1. Press  (this dials recall), then listen for dial tone
2. Dial the second phone number.
3. After the second call is answered press *and hold* .

## To Split a 3-Way Chat or switch between callers

1. Press *and hold* .

**Pre-stored Telstra Network Features:**

In idle,

1. Press and hold  key to access 10 Telstra services number (non-user programmable)

FEAT. ASSIST. (To call Feature Assist)

C.W. ON (Turn Call Waiting on)

C.W. OFF (Turn Call Waiting off)

CHK CALL WAIT (To check Call waiting status)






CALL RETURN (To use Call Return)

CF IMM. ON (Turn Call Forward Immediate on)






CF IMM. OFF (Turn Call Forward Immediate off)

CHK CF IMM. (To check Call Forward Immediate)






**To use Feature Assistant**

1. Press and hold  and press  or  to select FEAT. ASSIST
2. Press  or  to call the number.







**To check or turn Call Wait on/off**

1. Press and hold  and press  or  to Select C.W. ON, C. W. OFF or CHK CALL WAIT.
2. Press  or  to call the number.






**To use Call Return**

1. Press and hold  and press  or  to select CALL RETURN.
2. Press  or  to call the number.

**To turn Call Forward Immediate On**

1. Press and hold  and press  or  to select CF IMM. ON.
2. Press  and enter the forward number.
3. Press  or  to call the number.

**To check or turn Call Forward Immediate Off**

1. Press and hold  and press  or  to select CF IMM. OFF or CHK CF IMM.
2. Press  or  to call the number.

## Answering machine


The answering machine records unanswered calls when it is activated. It can store up to 99 messages within the maximum recording time of 55 minutes. Total recording time includes all voice prompts, outgoing messages and incoming call messages.










Your answering machine is designed to answer calls after 10 rings when it is switched off. This is to enable you to operate the remote access functions of your answering machine in the event your answering machine is switched off.

### Using the Answering machine from the handset

**Switch the answering machine on/ off**




The answering system must be turned on to answer and record messages.

When the answering system is turned on, the  light on the telephone base will be on and **ANS ON** will display on the handset.








1. Press  when in idle mode to enter the feature menu.
2. Press  to select **ANS. SYSTEM**.
3. Press  or  to select **SETTINGS**, then press .
4. Press  to select **ANSWER ON/OFF**.
5. Press  or  to choose **ON** or **OFF**, then press .

**Play Messages**

If you have new messages, the telephone plays only the new messages (oldest first). If there are no new messages, the telephone plays back all messages (oldest first).

1. Press  when in idle mode to enter the feature menu.
2. Press  to select **ANS. SYSTEM**.
3. Press  to select **PLAY MESSAGE**.

Options during playback:

- Press  or  to adjust the speaker volume.
- Press  to skip to the next message.
- Press  to repeat the message currently playing. Press  twice to listen to the previous message.
- Press  to delete the current message. The system advances to the next message.
- Press  to stop and revert to the previous menu.

## Delete all old messages

1. Press when in idle mode to enter the feature menu.
2. Press to select **ANS. SYSTEM**.
3. Press or to select **DEL ALL OLD**, then press .
4. The handset shows **DELETE ALL OLD MSGS?**  
Press to confirm your selection.

## Record and play memos

Memos are your own recorded messages used as reminders for yourself or others using the same answering system. You can record your own memos using a system handset. Playback and delete them in the same way as incoming messages.

1. Press when in idle mode to enter the feature menu.
2. Press to select **ANS. SYSTEM**.
3. Press or to select **RECORD MEMO**, and then press . Speak towards the microphone of the handset after a beep tone.
4. Press when finished recording. The recorded memo will be played automatically.

5. Press to stop playing, press or to delete the memo.

**NOTE:** Memos shorter than one second are not recorded.

## Answer machine settings

### Set the answer delay

1. Press when in idle mode to enter the feature menu.
2. Press to select **ANS. SYSTEM**.
3. Press or to select **SETTINGS**, then press .
4. Press or to select **ANSWER DELAY**.
5. Press and or to select **TOLL SAVER, 2 RINGS, 4 RINGS, 6 RINGS or 8 RINGS**.
6. Press to save your preference and return to the feature menu.

**NOTE:** If Toll Saver setting is selected, the answering machine will pick up after two rings if there are new messages and after four rings if there are no messages.

## OGM settings

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

### Record the outgoing message

1. Press when in idle mode to enter the feature menu.
2. Press to select **ANS. SYSTEM**.
3. Press or to select **SETTINGS**, and then press .
4. Press or to select **OGM SETTINGS**.
5. Press to select **RECORD**.
6. Press to start recording after a “beep” sound is heard.
7. Press to stop recording and save the message. The just saved message is played automatically.
8. Press at any time to stop playing.

**NOTE:** When playing the message, pressing or will delete it.

## Play the outgoing message

1. Follow steps 1 to 4 in the previous section.
  2. Press and or to select **PLAY**.
  3. Press and the message will be played.
  4. Press to stop playing.  
Or press to delete the current playing OGM recorded by yourself.
- Only available when there is an OGM you recorded before.)

## Turn on/off the message alert

If the message alert is turned on, this telephone can beep every 10 seconds to alert you of new messages. The tone stops when all new messages have been reviewed.

1. Press when in idle mode to enter the feature menu.
2. Press to select **ANS. SYSTEM**.
3. Press or to select **MSG ALERT TONE**, and then press .
4. Press or to select from **ON** or **OFF**, then press to confirm your selection.

### Remote access

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

1. Press when in idle mode to enter the feature menu.
2. Press to select **ANS. SYSTEM**.
3. Press or to select **REMOTE ACCESS**, and then press .
4. Press or to select from **ON** or **OFF**, then press to confirm your selection.

### To remotely access your answering system

1. Dial your telephone number from another telephone.
2. When the system answers, press then enter the four-digit remote access code (default remote access code is 0000). If there are any messages, it will begin to play them.
3. You can also enter the following remote commands.
4. Hang up to end the call and save all undeleted messages.

### Keys Description

	During message playback	Message is not playing
		Play all messages
		Play new messages
	Delete message	Press twice to delete
	<ul style="list-style-type: none"> <li>• Press <i>once</i> to repeat playing the current message from the beginning.</li> <li>• Press <i>twice</i> to skip backward to the previous message.</li> </ul>	
	Stop playing message	Press  and then  to listen to the remote main menu
	Skip forward	
		Toggle on/off the answer machine
		Enter the remote access code if the answering machine is on and during OGM playing.

### Set the remote access code

1. Press to show the menu when the handset is not in use.
2. Press to select **ANS. SYSTEM**.
3. Press or to select **REMOTE PIN**, and then press .
4. Enter your 4-digit security code. Default is 0000. Press to delete digit while entering.
5. Press to enter the new PIN code.
6. Press to confirm the new PIN code.
7. Press to save the settings.

### Using the answering machine at the base

#### Switch on/off

Press to turn the answering system on or off. The light behind the key will be on when answering system is turned on.

#### Call screening

You can listen at the telephone base to a caller leaving a message. If you want to turn off the call screening feature, set the telephone base volume to zero. Remember to raise the volume in order to hear your messages during playback.

### Play Messages

If you have new messages, the telephone plays only the new messages (oldest first). If there are no new messages, the telephone plays back all messages (oldest first).

1. Press .
2. During message playback, use below keys to perform the following functions:
  - : Press to stop playing messages or resume playback.
  - : Press *once* to replay current message from the beginning. Press *twice* to playback the previous message.
  - : Skip to play the next message.
  - : Delete the current message.
  - : Increase the loudspeaker volume by one level (1 to 8).
  - : Decrease the loudspeaker volume by one level (1 to 8).

#### Delete all old messages


In idle mode, press *and hold* and all previously heard messages will be erased.

## Additional handsets (multi handset packs only)

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.



### Call another handset


You can make internal calls between two handsets.

1. Press  and if you have only one other handset, it will ring.
2. If you have extra handsets, enter the handset number to select the other handset you want to call.

### Transfer a call

You can transfer an external call to another handset registered to the base.




1. During external call, press . Your external caller is put on hold.
2. If you have only one other handset, it will ring. If you have extra handsets, enter the handset number to select the other handset you want to transfer to.
3. Press  on the called handset to answer the call.

4. Press  on the calling handset or place your handset back in the telephone base or charger to transfer the external call to the called handset.

### 3-Way conference call









You can hold a 3-way conference call between 2 internal callers and 1 external caller.

No subscription is required.

1. During the external call, press . Your external caller is put on hold.
2. If you have only one other handset, it will ring. If you have extra handsets, enter the handset number to select the other handset you want.
3. Press  on the called handset to answer the call.
4. Press *and hold*  on the calling handset to setup the conference call.

## Additional handsets

### De-register a handset






1. In standby mode, press  to enter the feature menu.
2. Press  or  to select DE-REGISTER HS.
3. Enter the system PIN. (Default is 0000.) Press  to confirm.
4. Press  or  to select the desired handset.
5. Press , and display will show DE-REGISTER?
6. Press  to confirm. Display will show DE-REGISTERED if it is successful.

#### NOTE:

You cannot de-register a handset if any other system handset is in use.

### Register an additional handset

Your additional handset(s) will come pre-registered but should you need to register a handset, follow these steps.

1. Press  when in idle mode to enter the feature menu.
2. Press  or  to select REGISTER HS.
3. Enter the system PIN. (Default is 0000.)
4. Press , and display will show PRESS AND HOLD PAGE BUTTON!
5. Press *and hold*  on the base. until **In Use** light illuminates.

#### NOTE:

If the registration is not successful, the display will show NO BASE FOUND. To reset the handset, remove the handset from the telephone base and place it back in. Try the registration process again.

## Phone does not work

- Have you installed the battery correctly? See page 10.
- Check that the mains power is correctly connected. See page 9.
- Is the handset switched off? To switch the handset on, see page 22.

## No dial tone

- Is the telephone cord of the base plugged into the phone socket?
- Check that the mains power is switched on at the power point.
- Only use the telephone cord supplied with the phone.
- The telephone line cord might be malfunctioning. Install a new telephone line cord.
- Move the handset closer to the telephone base. It might be out of range.
- Disconnect the telephone base from the telephone wall socket and connect a different telephone. If there is no dial tone on this telephone either, the problem is in your wiring or local service. Contact your telephone service provider.

## Cannot dial out or receive calls

- Check that the mains power is correctly connected.
- The battery may need recharging.
- Has there been a power cut? If so, place the handset back on the base for 10 seconds and try again. If it still does not work disconnect the battery and mains power for 10 minutes, then reconnect and try again.

## You have a dial tone, but the phone will not dial out

- If you are connected to a PABX, check whether you need to dial an access code.

## Handset does not ring

- The ringer volume may be switched off. See page 27.
- Check that the mains power is correctly connected.
- Make sure the handset is registered to the base. See page 40.

## No display

- The battery may be flat, dead or incorrectly inserted.
- Recharge or replace the battery.

## Battery icon does not appear to be filling

- Try cleaning the charging contacts.
- Check that the mains power is correctly connected.
- If the above measures do not correct the problem, replace the battery.

## You hear the busy tone when you

press 

- Make sure the handset is in range of the base.
- Another handset registered to your Telstra Long Range 9750 base may be on the line.

## Answering machine does not record any messages

- Make sure the answering machine is switched on. See page 35.
- The memory may be full, please delete some old messages to free up space. See page 36.

## Answering machine messages have the wrong date and time

- Have you manually set the date and time? See page 12.

## Cannot access your messages from another phone

- Have you changed the remote access security PIN code? See page 39. Always keep a note of the new PIN code in a safe place.
- Has remote access been disabled? To enable remote access, see page 38.
- Make sure you are calling from a touch-tone telephone. When dialing a number, there should be tones. If there are clicks, then it is not a touch-tone telephone and cannot activate the answering machine.
- The answering machine might not detect the remote access code when your announcement is playing. Wait until the announcement is over before entering the code.
- There might be interference on the telephone line you are using. Press the dial pad keys firmly when dialing.

### No Calling Number Display number/ name displayed

- Have you subscribed to Telstra Calling Number Display? See page 30.
- The caller may have blocked their number.
- An exact name/number match was not found in your phonebook. Check that you have stored the complete number including area code.
- The caller might not be calling from an area which supports Calling Number Display.
- Both you and the caller's telephone companies must use equipment compatible with the Calling Number Display service.
- The Calling Number Display information shows after the first or second ring.

### Base unit does not ring, but the lights are on

- Have you connected the telephone line correctly?
- Is the base ringer set to off? See page 28.
- You may have a faulty line or socket. Try using another socket.

### Buzzing noise on my phone or on other electrical equipment nearby

- Sometimes your Telstra Long Range 9750 can interfere with other electrical equipment if it is placed too close. It is recommended that you place your Telstra Long Range 9750 at least one metre away from electrical appliances or metal obstructions to avoid any risk of interference.
- If you have an ADSL internet service ensure correct filters are installed to prevent interference.

### Customer Helpline

If you are still experiencing difficulties please call TechHelp on 1300 369 193 or email: [tcpsupport\\_au@vtech.com](mailto:tcpsupport_au@vtech.com)

## General information

### Replacing the handset batteries

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

### 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 battery supplied. A spare rechargeable battery can be purchased from TechHelp Information Line on

1300 369 193 or your local electrical retailer.

- Do not open the handset (except to replace the handset battery) or the base. This could expose you to high voltages or other risks. Contact TechHelp Information Line on 1300 369 193 for all repairs.
- 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.
- 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 TechHelp Information Line on 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 Long Range 9750 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.

## Customer service & Product warranty

### 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\\_au@vtech.com](mailto:tcpsupport_au@vtech.com)

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

### 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 term of this warranty call the TechHelp Information Line on 1300 369 193 or contact us by e-mail at: [tcpsupport\\_au@vtech.com](mailto:tcpsupport_au@vtech.com)

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

Please ensure that:

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

### Subject to your Statutory Rights:

- a. Any claim under this warranty is limited to the cost of repair or replacement of the product; and
- b. 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:

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Place of purchase:

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Serial number:

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





[www.telstra.com](http://www.telstra.com)

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