



Telstra V950a

Digital DECT 6.0 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.



Introduction

To your Telstra V950a Digital DECT 6.0 Cordless Telephone with Answering Machine

- Phonebook – lets you store up to 100 contact numbers for easy dialling.
- Store a phonebook entry then copy it – or the entire phonebook – to another Telstra handset.
- Send and receive text messages.
- Quick access to a range of Telstra Network Features including Call Waiting and Call Forward.
- 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 15 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 35 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 V950a 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. Some Telstra features such as SMS, Message Bank® and Calling Number Display may attract feature and usage charges. Please visit Telstra.com for details.

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

Hearing aid?

Please note that the Telstra V950a 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 V950a handset
- Telstra V950a answering machine base unit
- AC power adapter
- Telephone line cord
- 1 NiMH rechargeable battery
- 1 User manual

If you have purchased a Telstra V950a multi handset pack you will also have the following for each additional handset:

- Telstra V950a handset
- Telstra V950a charger
- 1 NiMH rechargeable battery
- 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) or in humid areas.
- 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.
- 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

Important safety instructions

- 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 that the polarity plug is inserted correctly.
- 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 V950a 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 V950a 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 into the mains power wall socket and switch the power on. The base indicator will light up and the answering machine will be switched on.

Getting started

2. To fit the NiMH battery into the handset, remove the battery compartment cover by sliding it out. Place the battery pack as indicated, following the polarity. Slide the battery compartment cover back on until it clicks into place.
3. Place the handset on the base to charge for at least 14 hours. When the handset is fully charged the  will be displayed. A beep indicates that the handset is properly placed on the base or charger.
4. 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.

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.

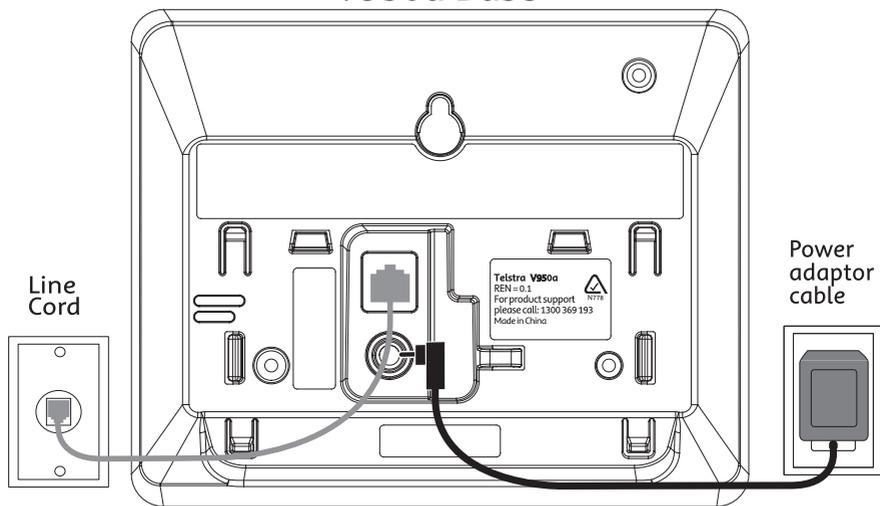
Running the battery right down at least once a week will help it last as long as possible.

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

V950a Base



Wall mounting

Your Telstra V950a is designed to mount on a standard wall mounting plate. Reverse the desk stand on your V950a base and attach to your wall mount plate.

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, telephone cables and NiMH battery pack supplied with the product.

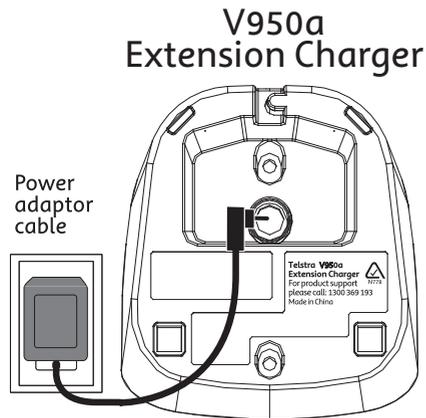
hours a day. The battery and handset may become warm during charging, however, this is normal.

Setting up for multiple packs

If you have purchased a Telstra V950a 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 power socket on 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, remove the battery compartment cover by sliding it out. Place the battery pack as indicated, following the polarity. Slide the battery compartment cover back on until it clicks into place.
3. Place the handset on the base to charge for at least 14 hours. When the handset is fully charged the  will be displayed.

Using your Telstra V950a 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

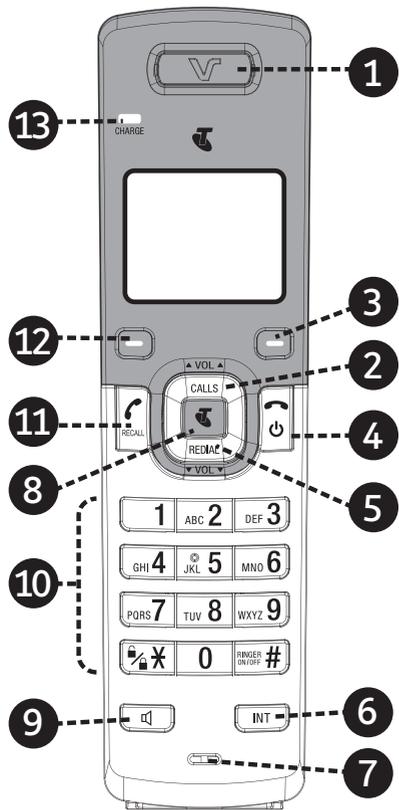
If you have subscribed to Telstra's Calling Number Display service, the date and time is set automatically for all handsets when you receive your first call. The date and time is recorded with each answering machine message you receive. If you have not subscribed to Telstra Calling Number Display you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

Set date manually

1. Choose **Menu** and press  or  to select **CLOCK/ALARM**. Choose **Select**.
2. Press  or  to select **DATE & TIME**. Choose **Select**.
3. Press  or  to select **SET DATE**. Choose **Select**.
4. Enter the date according to DD-MM-YYYY or MM-DD-YYYY format. (To change date format, see page 33)
5. Choose **OK** to confirm.
6. Press  to return to standby.

Set time manually

1. Choose **Menu** and press  or  to select **CLOCK/ALARM**. Choose **Select**.
 2. Press  or  to select **DATE & TIME**. Choose **Select**.
 2. Press  or  to select **SET TIME**. Choose **Select**.
 3. Enter the date according to 12 Hours or 24 Hours format. (To change time format, see page 33)
 4. Press  to select AM OR PM. (If time format is set to 12 hours)
 5. Choose **OK** to confirm.
 6. Press  to return to standby.
- If you have entered incorrectly, an error tone will be emitted and the cursor will stop at the incorrect input.



Handset buttons

1. Earpiece

2. UP/ Call list

In standby mode, press to open and move through the Call list.

When on a call, press to increase volume.
In menu mode, press to scroll up.
through the options displayed on-screen.

3. Option button (Right)

Press to select options displayed on the screen above the right option button.

In standby mode, press to access the phonebook.

In sub-menu mode, press to go back to previous level.

In editing / pre-dialling mode, press to clear a character / digit; press *and hold* to delete all characters / digits.

4. TALK OFF

When on a call, press to end a call and go back to standby screen.

In menu / editing mode, press to return to standby.

In standby mode, press *and hold* to switch the handset off/on.

5. DOWN / Redial list

In standby mode, press to access the redial list.

When on a call, press to decrease volume.

In menu mode, press to scroll down through the options displayed on-screen.

In Phonebook list / Redial list / Call List, press to scroll down the list.

6. INTERCOM

In menu mode, press to access the intercom list to make an internal call.

When in an external call, press *and hold* to initiate conference between the external call and the internal call.

7. MICROPHONE

8. TELSTRA

Press to open a list of Telstra network features.

9. SPEAKERPHONE

When on a call, press to turn the speakerphone on / off.

When a Call List / Phonebook entry is selected, press to make a call using speakerphone.

When the phone rings, press to answer a call with speakerphone.

Press to play a message via speaker during answering machine message playback / call screening.

10. ALPHANUMERIC KEYPAD, * (STAR), # (HASH)

Press to insert a digit / character / * / #

* key in standby mode: Press *and hold* to turn the keypad lock on/off.

* key in editing mode: Press *and hold* to switch character set.

key in editing mode: Press *and hold* to toggle between uppercase or lowercase character input.

key in standby mode: Press *and hold* to turn the ringer on / off.

0 key in standby / pre-dialling / number editing mode: Press *and hold* to insert a pause.

11. TALK ON

In standby / pre-dialling mode, press to make a call.

When a Redial list / Call List/ Phonebook entry is selected, press to make a call to the selected entry.

When the phone rings, press to answer a call.
Press to intercept the call during call screening.

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

12. Option button (Left)

Press to select options displayed on the screen above the left option button.

In standby mode, press to access the main menu.

In sub-menu mode, press to confirm the selection.

When on a call, press to mute/unmute the microphone.

Press to intercept the call during call screening.

13. CHARGE LED**Handset display****Display icons**

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

On – indicates the handset is within the range of the base. More bars indicates stronger signal.

Flashing – indicates that you are moving out of range or when the handset is not registered to the base.

On – alarm is set.
Flashing – alarm time has reached.
Off – alarm off.

On – an intercom is in progress.

On – Indicates a call is in progress.
Flashing – handset is ringing during incoming call.

On – handsfree speaker is switched on.

On – handset ringer is switched off.

On – answering machine is switched on.
Off – answering machine is switched off.
Flashing – answering machine memory is full.

On – a new text message has been received.
Flashing – the text message mailbox is full.
Off – all text messages have been read.

On – a new Telstra Home Messages 101® message has been received.

On – the keypad is locked.

Battery is fully charged.

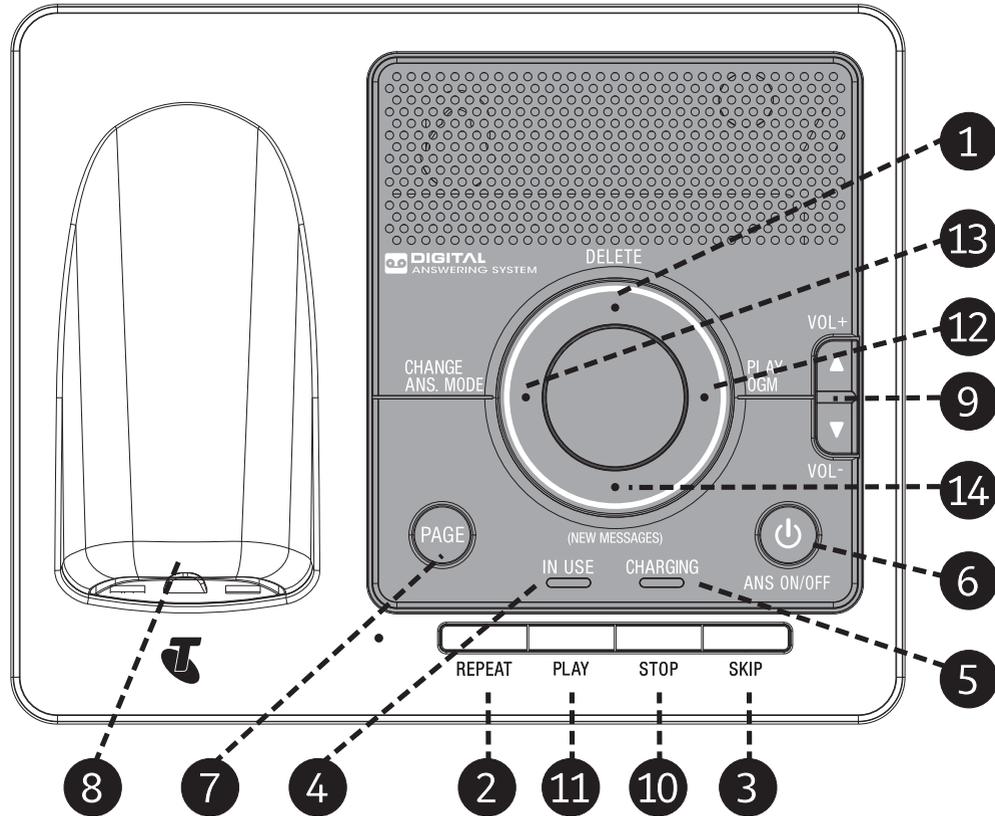
Battery is 1/3 charged.

Battery is 2/3 charged.

Flashing – battery needs charging.

Battery is charging

Answering machine base

**1. DELETE**

In standby mode, press *and hold* to delete all old messages.
During answering message playback, press to delete the current playing message.

2. REPEAT

During answering message playback, press to repeat the message.

3. SKIP FORWARD

During answering message playback, press to play the next message.

4. IN USE Light

Turn On when the handset has answered a call or is making a call.

5. CHARGING Light**6. ANSWER ON/OFF**

Press to switch answering machine on or off.

7. PAGE

Press to ring all registered handsets. This is helpful for finding a missing handset. (see page 24)
Also used during registration process. (see page 55)

8. CHARGING CRADLE**9. VOLUME +/-**

Press to increase or decrease the speaker volume during message playback or call screening.

10. STOP

Press to stop playback.

11. PLAY

Press to play both new and old messages.

12. Play selected OGM (Outgoing Message)**13. Change answer mode**

Press to switch between Answer off, OGM1 and OGM2

14. Press to play new messages only

Navigating the menus

Your Telstra V950a 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 **Menu** to open the main menu.
2. Then press  or  buttons to move through the available options.
3. Choose the **OK** or **Select** option button to select a **Menu** option or the **Back** option button to return to the previous screen. To exit a menu and return to standby, press .

Option buttons

Press  or  to select the option shown on the screen. If no buttons are pressed for 30 seconds, the handset returns to standby automatically.



Menu layout



SMS	Calls List	Phonebook	Clock/Alarm	HS Settings	Base Settings	Registration	Info Services	Ans. Machine
Write Inbox Outbox SMS Settings	Received Call Dialed Call (List Empty) OR (Display Call List Entries) Add to PB Delete Delete All	View Add Edit Delete Delete All PB Status PB Transfer OR (List Empty) Add PB Status	Date & Time Alarm	Audio Setup Ring Setup Tone Setup Rename HS Contrast Auto Answer Select Base HS Default	Delete HS Ring Setup Flash Time Modify PIN BS Default	See page 55	Feat. Assist C.W. On C.W. Off Chk Call Wait Call Return Chk CF Imm. Chk CF Busy Chk CF No Ans C.B. Off TechHelp Line	Playback Delete All Memo TAM On/Off TAM Settings

Note: Phonebook transfer will function on the Multi-handset version only

Using the phone

Switch handset on or off

To switch the handset off:

1. Press **and hold** .

To switch the handset on:

1. Press **and hold**  again.

Make an external call

1. Press  or  to access the line.
2. When you hear the dial tone, dial the number.

Pre-dialling

1. Enter the number. If you make a mistake, choose **CLEAR** to delete the last digit.
2. Press  to dial.

End a call

1. Press  or put the handset back on the base station.

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 antenna icon flashes. If you are on a call, the line will hang up. 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. If you do not subscribe to Telstra Calling Number Display, the screen shows **INCOMING CALL**.

1. Press ,  or choose **ACCEPT** to answer the incoming call.

Auto answer

As long as you have auto answer set to ON you can answer a call by lifting the handset off the base. If you have switched auto answer off, you will need to press  as well. Auto answer ON is the default setting. See page 28.

Earpiece / handsfree volume

During a call, you can adjust the volume of the earpiece or loudspeaker. There are 5 volume levels.

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

Using the phone

Mute

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

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

Silent

In standby mode, press **and hold**  to turn off the ringer. The display shows .

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.

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, delete or copy to the phonebook.

Redial the last number called

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

Save a number from the redial list to the phonebook

1. Press  then press  or  to move to the number you want to save.
2. Choose **Select** to select the redial number.
3. Choose **Menu** and press  or  to select **ADD TO PB**. Choose **Select**.

- Use the keypad to enter the name. Choose **OK**.
- Edit the number (if required). Choose **OK**.
- Press  or  to select the melody. Choose **OK**.
- The entry is saved.

If the phonebook is full, the display shows MEMORY FULL and the number will not be saved. You will need to delete a number in the phonebook first (see page 27).

Delete a redial number

- Press  then press  or  to move to the number you want to delete.
- Choose **Select** to select the redial number.
- Choose **Menu** and press  or  to select **Delete**.
- Choose **OK** to confirm.

Delete all redial numbers

- Press . The last number dialed will be displayed.
- Choose **Select** to select the redial number.
- Choose **Menu** and press  or  to select **DELETE ALL**.
- Choose **OK** to confirm.
- Press  to exit and return to standby mode.

Keypad lock

You can lock the keypad so that it cannot be used accidentally while carrying it around.

To lock the keypad:

- Press and hold  while in standby mode. The  is displayed onscreen.

To unlock the keypad:

- Press and hold  while in standby mode. The  disappears.

WARNING

If the keypad is locked you will still be able to dial the emergency numbers 000 and 106. When the keypad is locked you can still answer incoming calls and operate the handset as normal during those calls. When the call ends, the keypad lock comes on again.

Find handset (Paging)

You can ring a handset to help locate it.

- Press  on the base. All handsets registered to the base will ring for up to 60 seconds. The display shows --PAGING--
- Press  on the base again to stop the paging, or press a button on any handset (except **SILENT**/).

Note - If there is an incoming call during paging, paging will cease and the phone will ring with the incoming call instead

Phonebook

You can store up to 100 names and numbers in the phonebook. Names can be up to 12 characters long and numbers up to 24 digits.

Store a name and number

- In standby mode, choose **Menu** and press  or  to select **PHONEBOOK**.
 - Choose **Select** to access the Phonebook menu.
 - Press  or  to select **ADD**. Choose **Select**.
 - Enter the name and choose **OK**.
 - Enter the number and choose **OK**.
 - Press  or  to select a melody and choose **OK** 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  8 once to enter T.

Press  6 three times to enter o.

Press  6 once to enter m.

Writing tips

Press **Clear** to delete the last character or digit. Press and hold **Clear** to delete all characters or digits. Press  or  to move backward or forward through the characters/digits. Press and hold  to switch between upper and lower case. Press and hold  to switch among different character sets.

To enter a pause in a phonebook number

When storing a number press and hold  and a P will be displayed.

View an entry

- In standby mode, press right . The first entry in the phonebook will be displayed.
 - Press  or  to select the phonebook entry that you want.
 - Choose **Select** to view the phonebook entry.
- OR
- Choose **Menu** and press  or  to select **PHONEBOOK**.
 - Choose **Select** to access the Phonebook menu.
 - Choose **Select** to select **VIEW**.
 - Press  or  to select the phonebook entry that you want.
 - Choose **Select** to confirm.

View Phonebook capacity

1. In standby mode, choose **Menu** and press or to select Phonebook.
2. Choose **Select** to access the Phonebook menu.
3. Press or to select PB STATUS.
4. Choose **Select** to display the number of entries remaining in the phonebook memory.

Dial an entry

1. In standby mode, press right 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 **Menu** and press or to select Phonebook.
2. Choose **Select** to access the Phonebook menu then choose **Select**.
3. Press or to select the entry that you want. Choose **Select**.
4. Choose **Menu**, then press or to select Edit. Choose **Select**.
5. Use the keypad to enter a new name and phone number and then select the melody.
6. Choose **OK** to save.

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

Copy all entries

1. In standby mode, choose **Menu** and press or to select Phonebook.
2. Choose **Select** to access the Phonebook menu.
3. Press or to select PB TRANSFER. Choose **Select**. (Note: if you only have one handset registered to the base station, PB Transfer menu will not appear)
4. Press or to select the handset that you want to copy to and choose **Select**. (Note: if you only have one additional

handset, the additional handset will be selected automatically)

At the receiving handset:

5. The handset will sound a tone and you will be prompted to accept the phonebook transfer.
6. Choose **OK** to start or choose **BACK** to abort.
7. If the transfer is successful, the display will show FINISHED on both handsets.

You can copy the entire phonebook to another handset registered to the base.

If the phonebook becomes full during copying, the display shows "MEMORY FULL" on the receiving handset and **ABORTED** in the sending handset. If copying is interrupted, the display shows **ABORTED**.

If you copy an entry that already exists in the receiving Handset, a duplicate entry will be created.

Delete an entry

1. In standby mode, choose **Menu** and press or to select PHONEBOOK.
2. Choose **Select** to access the Phonebook menu.
3. Press or to select **DELETE**. Choose **Select**.
5. Press or to select the entry that you want to delete. Choose **Select** to delete.

Delete entire phonebook

1. In standby mode, choose **Menu** and press or to select PHONEBOOK.
2. Choose **Select** to access the Phonebook menu.
3. Press or to select **DELETE ALL**. Choose **Select**.
4. Choose **OK** to reconfirm or choose **BACK** to cancel.

Handset settings

Display contrast

1. In standby mode, choose **Menu** and press or to select HS SETTINGS. Choose **Select**.
2. Press or to select CONTRAST. Choose **Select**.
3. Press or to select the contrast setting. (Note: There are 5 contrast levels and the contrast effect will display while you are selecting them)
4. Choose **Select** to confirm.

Handset name

1. In standby mode, choose **Menu** and press or to select HS SETTINGS. Choose **Select**.
2. Press or to select RENAME HS. Choose **Select**.
3. Enter the handset name with the keypad. (Note: Press CLEAR to delete one character or press *and hold* CLEAR to clear the entire entry. You can enter a maximum of 12 characters)
4. Choose **OK** to confirm.

Auto answer

1. In standby mode, choose **Menu** and press or to select HS SETTINGS. Choose **Select**.
2. Press or to select AUTO ANSWER. Choose **Select**.
3. Press or to turn the Auto Answer feature On or Off.
4. Choose **Select** to confirm.

As long as you have auto answer set to ON you can answer a call by lifting the handset off the base. If you have switched auto answer off, you will need to press when you lift up the handset. Auto answer ON is the default setting.

Handset reset

1. In standby mode, choose **Menu** and press or to select HS SETTINGS. Choose **Select**.
2. Press or to select HS DEFAULT. Choose **Select**.
3. Enter the 4-digit system PIN. (Default 4-digit system PIN is 0000)
4. Choose **OK** to confirm.
5. Choose **OK** to reconfirm.

If you restore your handset to its original factory settings, this will not affect:

- The phonebook

Select Base Station

1. In standby mode, choose **Menu** and press or to select HS SETTINGS. Choose **Select**.
2. Press or to select SELECT BASE. Choose **Select**.
3. Press or to select the base station that you want. (Note: The currently used base is indicated with an *)
4. Choose **Select** to confirm.

Sounds

Audio Volume

1. In standby mode, choose **Menu** and press or to select HS SETTINGS. Choose **Select**.
2. Press or to select AUDIO SETUP. Choose **Select**.
3. Press or to select SPEAKER VOLUME or EAR VOLUME. Choose **Select**.
4. Press or to select the volume level that you want. (Level 1 to Level 5)
4. Choose **OK** to confirm.

Internal Ringer Melody

1. In standby mode, choose **Menu** and press or to select HS SETTINGS. Choose **Select**.
2. Press or to select RING SETUP. Choose **Select**.
3. Press or to select INTERNAL RING. Choose **Select**.
4. Press or to select the internal ringer melody that you want. (10 ringer melodies and 5 standard tones)
5. Choose **Select** to confirm.

External Ringer Melody

1. In standby mode, choose **Menu** and press or to select HS SETTINGS. Choose **Select**.
2. Press or to select RING SETUP. Choose **Select**.
3. Press or to select EXTERNAL RING. Choose **Select**.
4. Press or to select the external ringer melody that you want. (10 ringer melodies and 5 standard tones)
5. Choose **Select** to confirm.

Ringer Volume

1. In standby mode, choose **Menu** and press  or  to select **HS SETTINGS**. Choose **Select**.
2. Press  or  to select **RING SETUP**. Choose **Select**.
3. Press  or  to select **RING VOLUME**. Choose **Select**.
4. Press  or  to select the ringer volume that you want. (Level 1 to Level 5 or Ringer Off)
5. Choose **OK** to confirm.

You can set different ringtones for external calls and internal calls. Choose from 10 ringer melodies and 5 standard tones. The handset also has 5 ringer volume settings plus Off. You can also switch the handset ringer off by pressing and holding .

Alert Tones

1. In standby mode, choose **Menu** and press  or  to select **HS SETTINGS**. Choose **Select**.
2. Press  or  to select **TONE SETUP**. Choose **Select**.
3. Press  or  to select **KEY TONE / BATTERY LOW / OUT OF RANGE**. Choose **Select**.
4. Press  or  to turn these tones on or off.

5. Choose **Select** to confirm.

Your handset can give alert tones when you are going out of range and when the battery is low. It can also beep every time you press a button. You can switch these tones on or off individually as set out above.

Base settings Ringer

1. In standby mode, choose **Menu** and press  or  to select **BASE SETTINGS**. Choose **Select**.
2. Press  or  to select **RING SETUP**. Choose **Select**.
3. Press  or  to select **RING MELODY**. Choose **Select**.
4. Press  or  to select the ringer melody that you want.
5. Choose **Select** to confirm.

Ringer Volume

1. In standby mode, choose **Menu** and press  or  to select **BASE SETTINGS**. Choose **Select**.
2. Press  or  to select **RING SETUP**. Choose **Select**.
3. Press  or  to select **RING VOLUME**. Choose **Select**.

4. Press  or  to select the ringer volume that you want.

5. Choose **Select** to confirm.

Choose from 5 base melodies. There are 5 volume levels including Volume Off.

Change Recall (Flash) Time

The default Recall Time is 100msec.

1. In standby mode, choose **Menu** and press  or  to select **BASE SETTINGS**. Choose **Select**.
2. Press  or  to select **FLASH TIME**. Choose **Select**.
3. Press  or  to select the recall (flash) time that you want (Short, Medium, Long)
4. Choose **Select** to confirm.

The recall time should not normally need to be adjusted from the default 100msec unless you are advised to do so.

The Recall button is used to access certain Telstra Network Features such as Call Waiting.

System PIN

1. In standby mode, choose **Menu** and press  or  to select **BASE SETTINGS**. Choose **Select**.
2. Press  or  to select **MODIFY PIN**. Choose **Select**.
3. You will be prompted to enter the 4-digit system PIN.
4. Enter the old system PIN and choose **OK**. (Default 4-digit system PIN is 0000)
5. Enter the new system PIN and choose **OK**.
6. Re-enter the new system PIN and choose **OK**.
7. Choose **OK** to confirm.

The System PIN is used when changing certain settings and registration / deregistration. The default setting is 0000. You can change this to your own preferred 4-digit number. If you make a mistake, choose **Clear** to delete digits.

System reset

This resets your Telstra V950a to its original settings. (But does not delete the Phonebook)

1. In standby mode, choose **Menu** and press  or  to select **BASE SETTINGS**. Choose **Select**.
2. Press  or  to select **BS DEFAULT**. Choose **Select**.
3. Enter the 4-digit system PIN. (Default 4-digit system PIN is 0000)
4. Choose **OK** to confirm.
5. Choose **OK** to reconfirm.

Deregister a handset

1. In standby mode, choose **Menu** and press  or  to select **BASE SETTINGS**. Choose **Select**.
2. Press  or  to select **DELETE HS**. Choose **Select**.
3. Enter the 4-digit system PIN. (Default 4-digit system PIN is 0000)
4. Choose **OK** and press  or  to select the handset that you want to de-register.
5. Choose **Select** to confirm.

You cannot deregister the handset that you are currently using. If de-registration is successful, the de-registered handset will display **UN-REGISTERED**

Registration

Your handset and base station is pre-registered. Up to five handsets can be registered to a single base station.

If for some reason, the handset is not registered to the base station (Y flashes), register your handset according to the following procedure

1. Press *and hold*  on the base station for about five seconds. The base station enters registration mode.
2. Choose **Menu** and press  or  to select **Registration**. Choose **Select**.
3. Press  or  to select the base station. Choose **Select**.
4. Enter the 4-digit system PIN. (Default 4-digit system PIN is 0000)
5. Choose **OK** to confirm.

If the handset registration is successful, you will hear a confirmation tone and will return to idle screen. The Y will stop flashing. The handset will automatically be allocated the next available handset number. This handset number is shown in the handset display in standby mode. The base station that is successfully registered is bold in the Registration menu.

Date/Time/Alarm

Set date and time

If you have subscribed to Telstra's Calling Number Display service, the date and time is set automatically when you receive your first call.

Date Format

1. In standby mode, choose **Menu** and press  or  to select **CLOCK/ALARM**. Choose **Select**.
2. Press  or  to select **DATE & TIME**. Choose **Select**.
3. Press  or  to select **DATE FORMAT**. Choose **Select**.
4. Press  or  to select the date format that you want. (DD-MM-YYYY or MM-DD-YYYY)
5. Choose **Select** to confirm.

Time Format

1. In standby mode, choose **Menu** and press  or  to select **CLOCK/ALARM**. Choose **Select**.
2. Press  or  to select **DATE & TIME**. Choose **Select**.
3. Press  or  to select **TIME FORMAT**. Choose **Select**.

4. Press  or  to select the date format that you want. (12 Hours or 24 Hours)
5. Choose **Select** to confirm.

Set date manually

1. Choose **Menu** and press  or  to select **CLOCK/ALARM**. Choose **Select**.
2. Press  or  to select **DATE & TIME**. Choose **Select**.
3. Press  or  to select **SET DATE**. Choose **Select**.
4. Enter the date according to DD-MM-YYYY or MM-DD-YYYY format.
5. Choose **OK** to confirm.

Set time manually

1. Choose **Menu** and press  or  to select **CLOCK/ALARM**. Choose **Select**.
2. Press  or  to select **DATE & TIME**. Choose **Select**.
3. Press  or  to select **SET TIME**. Choose **Select**.
4. Enter the time according to time format.
5. Press  to select **AM OR PM**, if time format is set to 12 hour.
6. Choose **OK** to confirm.

Set and turn on the alarm

1. In standby mode, choose **Menu** and press  or  to select **CLOCK/ALARM**. Choose **Select**.
2. Press  or  to select **ALARM**. Choose **Select**.
3. Press  or  to select **ALARM ON**. Choose **Select**.
4. Enter the alarm time. (Using 12 hour format or 24 hour format, depends on the time format setting)
5. Choose **OK** to confirm the alarm time.
6. Press  or  to select **SNOOZE ON OR SNOOZE OFF**.
7. Choose **Select** to confirm.

Turn off the alarm

1. In standby mode, choose **Menu** and press  or  to select **CLOCK/ALARM**. Choose **Select**.
2. Press  or  to select **ALARM**. Choose **Select**.
3. Press  or  to select **ALARM OFF**.
4. Choose **Select** to confirm.

Select alarm melody

1. In standby mode, choose **Menu** and press  or  to select **CLOCK/ALARM**. Choose **Select**.
2. Press  or  to select **ALARM**. Choose **Select**.
3. Press  or  to select **ALARM MELODY**. Choose **Select**.
4. Select the alarm melody that you want.
5. Choose **Select** to confirm.

Stop alarm ring

When the alarm rings, the  and **ALARM ON** flash on the screen. The alarm rings for 45 seconds. You can press any key to disable the alarm. If snooze function is activated, the alarm will sound again at the end of the snooze period of two minutes. When the alarm time is reached, you can choose **OFF** or  to disable the alarm or choose **SNOOZE** to activate the snooze.

Telstra Network Features

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, including area code, matches with one of the entries in your phonebook, the caller's name stored in the phonebook will be displayed with the number.

Missed calls are marked with an "*" at the beginning of the missed call entry. Once the missed call has been read, the "*" will be removed.

If the caller number is withheld, "PRIVATE" will display.

If the caller number is unavailable, "UNAVAILABLE" will display.

When the list is full, and a new call is received, the oldest entry will be deleted automatically. The Calls list can hold numbers up to 24 digits and names up to 12 characters.

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

- In standby mode, choose **Menu** and press  or  to select CALL LIST. Choose **Select**.
- Select RECEIVED CALL
- Press  or  to select the entry that you want.
- Choose **Select** to view the details of the call list entry.

Dial from the Calls list

1. Press  to access the call list.

OR

- In standby mode, choose **Menu** and press  or  to select CALL LIST. Choose **Select**.
- Select RECEIVED CALL
- Press  or  to select the entry that you want.
- Press  to call the number.

Store a Call list number into the phonebook

1. Press  to access the call list.

OR

- In standby mode, choose **Menu** and press  or  to select CALL LIST. Choose **Select**.
- Select RECEIVED CALL
- Press  or  to select the entry that you want.
- Choose **Menu** and press  or  to select Add to PB. Choose **Select**.
- Enter the name and choose **OK**.

Note: You can press *and hold*  to toggle between uppercase and lowercase letters. When editing the name, you can also press *and hold*  to toggle among different character sets.

- Edit the number if necessary and choose **OK**.
- Press  or  to select the melody and choose **OK** to confirm.

When the Call list is opened, press  to move from the newest call to the oldest, or press  to move from the oldest call to the newest. If you need to edit the number or name, choose **CLEAR** to delete any unwanted characters, then enter new ones using the keypad.

Delete an Entry in the Call List

1. Press  to access the call list.

OR

- In standby mode, choose **Menu** and press  or  to select CALL LIST. Choose **Select**.
- Select RECEIVED CALL
- Press  or  to select the entry that you want.
- Choose **Menu** and press  or  to select DELETE.
- Choose **Select** to confirm.

Delete the Entire Call List

1. Press  to access the call list.

OR

- In standby mode, choose **Menu** and press  or  to select CALL LIST. Choose **Select**.
- Select RECEIVED CALL
- Choose **Menu** and press  or  to select DELETE ALL.
- Choose **Select** to confirm.
- Choose **OK** to reconfirm.

Flashing Message Indicator (FMI)

The Telstra V950a is designed to provide visual indication when a new message is left in your Telstra Home Messages 101® or MessageBank® 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®

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 standard greeting inviting them to leave a message.

To call Telstra Home Messages 101®

Press  and dial 101.

OR

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

OR

Press  and then press *and hold* the  key. The handset will dial 125101.

By pressing the Telstra Network Features key, you can access a range of useful pre-stored Telstra Network Features. You can also access the TechHelp number.

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 .
2. Dial the second phone number
3. Long press .

To split a 3-Way Chat or switch between callers

1. Long press .

Pre-stored Telstra Network Features:

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)
Chk CF Imm.	(To check Call Forward Immediate)
Chk CF Busy	(To check Call Forward Busy)
Chk CF No Ans	(To check Call forward No Answer)
C.B. Off	(To turn Call Back off)
TecHelp Line	(To call TechHelp Line)

To use Feature Assistant

1. Press .
2. Choose **Select** to call. Listen for voice instructions.

To check or turn Call Waiting on/off

1. Press .
2. Press  to select C. W. ON; C. W. OFF OR CHK CALL WAIT.
3. Choose **Select** to call. Follow the spoken instructions, or listen for confirmation/status of your instructions.

To use Call Return

1. Press .
2. Press  to select CALL RETURN.
3. Choose **Select** to call. Listen for voice instructions.

To check Call Forward Immediate

1. Press .
2. Press  to select CHK CF IMM.
3. Choose **Select** to call. Listen for confirmation/status of your instructions.

To check Call Forward on Busy

1. Press .
2. Press  to select CHK CF BUSY.
3. Choose **Select** to call. Listen for confirmation/status of your instructions.

To check Call Forward on No Answer

1. Press .
2. Press  to select CHK CF NO ANS.
3. Choose **Select** to call. Listen for confirmation/status of your instructions.

To turn Call Back off

If you have activated the Call Back feature using Recall * 3 7 # after you hear busy tone, you can turn the feature off as follows:

1. Press .
2. Press  to select C.B. OFF.
3. Choose **Select** to call. Listen for confirmation/status of your instructions.

To call the TechHelp Helpdesk

1. Press .
2. Press  to select TECHHELP LINE.
3. Choose **Select** to call. Listen for confirmation/status of your instructions.

Answering machine

Your Telstra V950a can digitally record up to 59 individual messages within the maximum recording time of approximately 15 minutes. Each incoming message can last up to a maximum of 2 minutes. You can operate your answering machine from:

- the handset.
- the base.
- remotely, from any other Touchtone™ telephone (see page 45).

Your Telstra V950a comes with two pre-recorded outgoing messages, **Answer and Record** or **Answer Only**, alternatively you can record your own message.

Your answering machine is designed to answer calls after 14 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.

You will need to set the day, date and time (if you have not already done so) so that you will know when each message was received.

If you have subscribed to Telstra Calling Number Display, the date and time is set automatically when you receive your first call. To set the date and time manually, see page 33.

Using the answering machine from the handset

Switch the answering machine on / off

1. In standby mode, choose **Menu** and press  or  to select ANSWER MACHINE. Choose **Select**.
2. Press  or  to select TAM ON/OFF. Choose **Select**.
3. Press  or  to select ON OR OFF.
4. Choose **OK** to confirm. When set to On, the handset display shows .

Answering machine

Outgoing messages

The outgoing message is the message a caller first hears when the answering machine answers their call. There are 2 pre-recorded outgoing messages to choose from or you can record your own.

Record Your Own Outgoing Message (OGM)

1. In standby mode, choose **Menu** and press  or  to select ANSWER MACHINE. Choose **Select**.
2. Press  or  to select TAM SETTINGS. Choose **Select**.
3. Press  or  to select OGM SETTINGS. Choose **Select**.
4. Press  or  to select ANSWER & RECORD OR ANSWER ONLY. Choose **Select**.
5. Press  or  to select RECORD.
6. Choose **Select** to start recording your personalized OGM and “RECORDING” is displayed on the screen.
7. Choose **OK** to stop and save your personalized OGM or choose **Cancel** to return to previous screen without saving the personalized OGM.

Any subsequent newly recorded OGM will overwrite the previously recorded OGM. After the recorded OGM is saved, the phone will playback the newly recorded OGM automatically.

Check your outgoing message

1. In standby mode, choose **Menu** and press  or  to select ANSWER MACHINE. Choose **Select**.
2. Press  or  to select TAM SETTINGS. Choose **Select**.
3. Press  or  to select OGM SETTINGS. Choose **Select**.
4. Press  or  to select ANSWER & RECORD or ANSWER ONLY. Choose **Select**.
5. Press  or  to select PLAYBACK.
6. Choose **Select** to playback your personalized OGM (if you have recorded a personalized OGM before) and “PLAYING” is displayed on the screen.
7. Choose **Back** to stop the OGM playback and return to the previous menu.

If a personalized OGM has not been recorded, the pre-set OGM will be played.

Restore your outgoing message to default

1. In standby mode, choose **Menu** and press  or  to select ANSWER MACHINE. Choose **Select**.
2. Press  or  to select TAM SETTINGS. Choose **Select**.
3. Press  or  to select OGM SETTINGS. Choose **Select**.
4. Press  or  to select ANSWER & RECORD or ANSWER ONLY. Choose **Select**.
5. Press  or  to select DEFAULT. Choose **Select**.
6. Press **OK** to confirm restoring to default OGM.

Answer and Record

The pre-set Answer and Record outgoing message, which allows your caller to leave a message, is *“Hello, your call cannot be taken at the moment, so please leave your message after the tone”*. Your Answer and Record outgoing message can be up to 1 minute long and will replace the pre-recorded message.

Answer Only

The pre-set Answer Only outgoing message, where callers hear an announcement but cannot leave a message, is *“Hello, your call cannot be taken at the moment and you cannot leave a message, so please call later”*.

When recording your Answer Only message, remember to advise your caller that they will not be able to leave a message. Your own Answer Only message can be up to 1 minute long and will replace the pre-recorded message. To reinstate the pre-recorded messages, restore your outgoing message to default.

When your answering machine memory is full and the answer mode is in Answer & Record, the answer mode will change to Answer Only automatically. It will change back to Answer & Record mode automatically after some messages have been deleted.

Answer Settings

1. In standby mode, choose **Menu** and press  or  to select ANSWER MACHINE. Choose **Select**.
2. Press  or  to select TAM SETTINGS. Choose **Select**.
3. Press  or  to select ANSWER MODE. Choose **Select**.
4. Press  or  to select the outgoing message type, ANSWER & RECORD or ANSWER ONLY.
5. Choose **Select** to confirm.

Set Answer Delay

1. In standby mode, choose **Menu** and press  or  to select ANSWER MACHINE. Choose **Select**.
2. Press  or  to select TAM SETTINGS. Choose **Select**.
3. Press  or  to select ANSWER DELAY. Choose **Select**.
4. Choose **Select** and press  or  to select the answer delay that you want. (2 Rings to 9 Rings or Time Saver).
5. Choose **Select** to confirm.

Set Recording Time of Incoming Message

1. In standby mode, choose **Menu** and press  or  to select ANSWER MACHINE. Choose **Select**.
2. Press  or  to select TAM SETTINGS. Choose **Select**.
3. Press  or  to select RECORDING TIME. Choose **Select**.
4. Choose **Select** and press  or  to select the recording time that you want. (60 Sec, 120 Sec, 180 Sec, or Unlimited).
5. Choose **Select** to confirm.

Answer and Record

You cannot delete a pre-recorded message. If you delete your personal outgoing message the pre-recorded outgoing message will be automatically reinstated as your outgoing message.

Answer mode

Choose which outgoing message you want played to callers.

Answer delay

Answer delay sets the number of times your Telstra V950a will ring before the answering machine answers your call and starts playing the outgoing message. You can choose a Answer Delay setting from 2 to 9 rings or Time Saver.

Time Saver

When you ring in to access your messages remotely, if your answering machine is set to Time Saver and you have new messages it will answer after 2 rings. If you do not have any new messages, it will answer after 4 rings. This means you can hang up knowing you have no new messages, saving you time and the cost of the call.

Recording time

Set the maximum message length: 60, 120 or 180 seconds or unlimited.

Call Screening

When the answering machine is on and takes a call, you can listen to the caller leaving a message. You can then identify the caller and decide whether to take the call in person.

The call can be heard through the base speaker, or the handset as follows:

1. When your Telstra V950a rings, wait for the answering machine to answer the call. When the caller begins leaving a message, the display shows **SCREEN?** Choose **OK** to hear the caller.
Press  to stop screening without talking to the caller.
2. To interrupt and speak to the caller directly, press .

During call screening, you can adjust the volume by pressing  or .

Message playback

1. In standby mode, choose **Menu** and press  or  to select **ANSWER MACHINE**. Choose **Select**.
2. Press  or  to select **PLAYBACK**.
3. Choose **Select** to start new message playback.

The handset displays the date and time the message was received.

During playback you have the following options:

1. Press  or  to adjust the volume.
2. Press  **4** once to repeat the message.
3. Press  **6** to play the next message.
4. Press  **5** to stop message playback.
5. Press  **2** to delete the current message playback.
6. Press  to cancel playback and return to standby mode. At the end of playback the handset will return to standby mode.

New (unplayed) messages cannot be deleted.

Delete All old messages

1. In standby mode, choose **Menu** and press  or  to select **ANSWER MACHINE**. Choose **Select**.
2. Press  or  to select **DELETE ALL**.
3. Choose **Select** to confirm.
4. Choose **OK** to delete all old messages.

Using the answering machine at the base

Switch on/off

1. Press .

Message playback

Press **PLAY**. New messages are played first.

Press **NEW MESSAGES**. Only new messages are played.

During playback:

Press **DELETE** to delete the current message.

Press **REPEAT** to repeat the message.

Press **REPEAT** twice to play the previous message.

Press **SKIP** to play the next message.

Press **STOP** to stop playback.

Press **VOL+ ** to adjust the speaker volume up or down during playback.

In standby mode, press *and hold* **DELETE** to delete all old messages.

Answering machine messages that are not deleted are automatically saved.

Memory full

If the caller is still talking when the memory becomes full the caller hears “Thank you for calling” and the machine will hang up. You must delete messages before your machine will be able to record new ones. To delete old (played) messages, see page opposite.

Remote access

You can operate your answering machine from most Touchtone™ phones by calling your Telstra V950a and entering a 4 digit security code.

To enable/disable remote access

1. In standby mode, choose **Menu** and press  or  to select **ANSWER MACHINE**. Choose **Select**.
2. Press  or  to select **TAM SETTINGS**. Choose **Select**.
3. Press  or  to select **REMOTE ACCESS**. Choose **Select**.
4. Press  or  to select **ON OR OFF** to turn the remote access on or off respectively.
5. Choose **Select** to confirm.

Remote access

When enabled, you can call in from another phone to listen to your messages and operate your answering machine. You are asked to set a Remote Access PIN so that other people cannot ring up and listen to your messages.

Change the 4-Digit Remote Access PIN

1. In standby mode, choose **Menu** and press  or  to select ANSWER MACHINE. Choose **Select**.
2. Press  or  to select TAM SETTINGS. Choose **OK**.
3. Press  or  to select CHG REMOTE PIN. Choose **Select**.
4. Enter the Old remote access PIN (Default Remote Access PIN is 0000).
5. Press  to enter the new remote access PIN.
6. Press  to enter the new remote access PIN again.
7. Choose **OK** to confirm.

If you forget to switch on your answering machine

1. Call your number from another phone and let it ring. After 14 rings, the machine will switch on and answer your call.
2. Enter your Remote Access PIN. Play back your messages as shown below in 'Operating your answering machine remotely'. If you do not choose to switch your answering machine On, it will switch off when the call has ended.

IMPORTANT

You must change the security PIN from the original setting of 0000 to enable this feature. It is advisable to make a note of your new PIN code and keep it somewhere safe.

Operating your answering machine remotely

1. Dial your phone number. When you hear your outgoing message, press .
2. Enter your 4 digit Remote Access PIN.

If you press  key after OGM has finished playing, you will not be able to access your answering machine remotely.

If the 4-digit Remote Access PIN is entered incorrectly three times consecutively, the line will be released automatically.

When you have remotely accessed your Telstra V950a, you can use the keypad to operate your answering machine.

Press  **2** to delete the current message playback.

Press  **4** once to repeat the message or twice to play the previous message.

Press  **5** to play the message or stop the current message playback.

Press  **6** to play the next message.

Press  **7** to turn on the answering machine.

Press  **9** to turn off the answering machine.

Press  to enter the 4-digit remote access PIN.

Memo

Record Memo

You can record your memo message for another user. When you record a memo, the message counter will increase by one and the message can be played back in the same way as answering machine messages. Memo recording can still function even when the answering machine is turned off.

1. In standby mode, choose **Menu** and press  or  to select ANSWER MACHINE. Choose **Select**.
 2. Press  or  to select MEMO.
 3. Choose **Select** to start memo recording and RECORDING is displayed.
 4. Choose **OK** to stop memo recording and save the memo.
- OR
4. Choose **Cancel** to stop memo recording without saving and return to the Answer Machine menu.

Text messaging

When you send your first text message from your Telstra V950a, you will automatically be registered with the Telstra Text Messaging service.

In order to send and receive text messages you must ensure you have not blocked your number.

If you have a Silent Line or have blocked Calling Line Identification and attempt to send a message, your message will be rejected. To alter your service so that you can send text messages, call the Telstra Fixed Phone text services on 0198339999 and use the set up menu to turn off Silent Line or Calling Line Identification blocking for text messaging ONLY.

At any time, choose **Back** to go back to the previous screen, or press  to cancel and return to standby mode.  or 

Sending messages

Send a text message

1. In standby mode, choose **Menu** and press  or  to select SMS.
Choose **Select**.
2. Press  or  to select WRITE.
Choose **Select**.
3. Use the keypad to enter your message.
4. Choose **Send** to send your message or choose **Menu** and press  or  to select:

Send

Choose **OK**. Enter the phone number, or choose **PB** to select an entry from the phonebook. After the number has been entered, choose **Send** to send the message.

Save

Choose **OK** to save the SMS in the Outbox for sending later.

If the SMS memory is full, "SMS FULL" will be displayed.

Notify

This feature is not currently available on the Telstra Network.

Text messaging

5. When sending a message, the display shows SENDING and then SENT.
6. Press  to cancel at any time and return to standby mode.

If the text is not sent, the display shows SENDING FAILED!. The failed message will then be stored in the Outbox.

Writing tips

Use the keypad to enter letters and numbers, e.g. to write 2day:

Press  four times to enter 2.

Press  once to enter d.

Press  once to enter a.

Press  three times to enter y.

Press  to enter a space

Press  to enter other symbols.

Choose **Clear** to delete incorrect characters.

Press  or  to move the cursor to the point you want.

Press  or  to move the cursor to the beginning or end of the text.

Press and hold  to switch character set.

Upper & lower case

Press and hold  to change between upper (ABC) and lower (abc) case letters.

Maximum number of characters in a text message is 160. The display shows a character countdown from 160 down to 0.

Sent and saved texts are stored in the Outbox

Your Telstra V950a outbox is like a redial list. It holds copies of sent and saved messages. When the Outbox is full, a new message replaces the oldest. Your Telstra V950a can store up to a total of 30 text messages in the Inbox and Outbox combined.

Using the Outbox

Saved draft text messages and messages you have sent are kept in the Outbox. If a text message you tried to send was not successful, it is stored in the Outbox.

1. In standby mode, choose **Menu** and press  or  to select SMS. Choose **Select**.
2. Press  or  to select Outbox. Choose **Select**.
3. Press  or  to select the message you want and choose **Select** to view the message content.
4. Choose **Menu** and press  or  to select the following options:

Forward

Choose **Select** to display the original SMS text of the sender. You can edit the message or send to other respondents directly.

Delete

Choose **Select** to delete the selected SMS.
Choose **OK** to confirm deletion.

Delete List

Choose **Select** to delete all the SMS stored in the Outbox. Choose **OK** to confirm deletion.

- Press  to cancel at any stage and return to standby mode.

Receiving Messages

When you receive new text messages,  and "NEW SMS" will be displayed on the screen.

Read messages

- In standby mode, choose **Menu** and press  or  to select SMS. Choose **Select**.
- Press  or  to select INBOX. Choose **Select**.
If there is no message, "MAILBOX EMPTY" will display, choose **OK** to go back to previous menu.
- Press  or  to select the message you want and choose **Select** to view the message content.
- Choose **Menu** and press  or  to select the following options:

Details

Choose **Select** to view the name, number of the sender and date/time of the received SMS.

Reply

Choose **Select** to type a SMS to reply the sender.

Forward

Choose **Select** to display the original SMS text of the sender. You can edit the message or send to other respondents directly.

Save Number

Choose **Select** to save the number in the phonebook. The number of the sender is displayed. Enter the name, edit the number (if necessary) and select a melody to save it as a phonebook entry.

Delete

Choose **Select** to delete the selected SMS.
Choose **OK** to confirm deletion.

Delete All

- Choose **Select** to delete all the SMS stored in the Inbox. Choose **OK** to confirm deletion.
- Press  to cancel at any stage and return to standby mode.

Service Centre numbers

To send and receive text messages you need the telephone number of Telstra's Text Messaging Service Centre. If you accidentally delete the Outgoing or Incoming Telstra Service Centre numbers, you will need to re-enter them in order for your text service to work.

The Outgoing Service number is: 01983391

The Incoming Service number is: 01983391

Add or change Service Centre numbers

- In standby mode, choose **Menu** and press  or  to select SMS. Choose **Select**.
- Press  or  to select SMS SETTINGS. Choose **Select**.
- Press  or  to select SMS CENTRE 1 or SMS CENTRE 2, then choose **Select**.
- Press  or  to select SEND NUMBER and choose **Select** to enter the number of the selected SMS Centre.
- Choose **Save** to confirm the settings.
- Repeat Step 4 and 5 to set the Receive Number of the selected SMS Centre.

If you have more than one 'Service Centre' stored on your Telstra V950a you will need to select which one you want to use for sending (see next section).

Select Send Service Centre

- In standby mode, choose **Menu** and press  or  to select SMS. Choose **Select**.
- Press  or  to choose SMS SETTINGS. Choose **Select**.
- Press  or  to select SEND SERVICE. Choose **Select**.
- Press  or  to choose SMS CENTRE 1 or SMS CENTRE 2.
- Choose **Select** to confirm.

Set Switch Receiving SMS

- In standby mode, choose **Menu** and press  or  to select SMS. Choose **Select**.
- Press  or  to select SMS SETTINGS. Choose **Select**.
- Press  or  to select RECEIVING SMS. Choose **Select**.
- Press  or  to select ON or OFF to enable or disable SMS respectively.
- Choose **Select** to confirm.

Set Box Number

1. In standby mode, choose **Menu** and press  or  to select **SMS**. Choose **Select**.
2. Press  or  to select **SMS SETTING**. Choose **Select**.
3. Press  or  to select **BOX NUMBER**. Choose **Select**.
4. Enter the Box number 0 to 9 and choose **Save**.

Note: The default box number is 0, user can set between box number 0 to 9. The phone will reject SMS other than the box number being set. This setting enables different mails with different box numbers to different phones connected in parallel.

Set SMS Default

You can reset all the SMS settings to default settings.

1. In standby mode, choose **Menu** and press  or  to select **SMS**. Choose **Select**.
2. Press  or  to select **SMS SETTINGS**. Choose **Select**.
3. Press  or  to select **SMS DEFAULT**. Choose **Select**.
4. Enter the 4-digit system PIN and choose **OK** to reset the SMS settings to default settings.

During the SMS function, when an internal or external incoming call is received, the call will have the higher priority and the SMS function is interrupted.

Multiple SMS Devices

If you have more than one text messaging capable phone on the same line you may not be able to receive text messages. To prevent this you can change the Terminal number (Box number) of one or more of the phones to prevent interference. Your Telstra V950a is set-up with Terminal number (Box number) '0' by default. To change the Terminal number:

1. In standby mode, choose **Menu** and press  or  to select **SMS**. Choose **Select**.
2. Press  or  to select **SMS SETTINGS**. Choose **Select**.
3. Press  or  to select **BOX NUMBER**. Choose **Select**.
4. Enter the new Box Number 0-9 and select **Save** to set the new Box Number.

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 **INT** and if you have only one other handset, it will ring. If you have extra handsets, enter the handset number or press  or  to select the handset (1-5) you want to call, then choose **Select**.

Press **INT** to call all the registered handsets.

Transfer a call

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

1. During your call, press **INT**. 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 or press  or  to select the handset (1-5) you want to transfer to, then choose **Select**.
3. Press  on the called handset to answer

the call.

4. When the called handset answers, you can announce the caller.
5. Press  on the calling handset 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 your call, press **INT**. 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 or press  or  to select the handset (1-5) you want, then choose **Select**.
3. Press  on the called handset to answer the call.
4. When the other handset answers, you can announce the call. Then press *and hold* **INT** to join all callers.

Deregister a handset

1. In standby mode, choose **Menu** and press  or  to select **BASE SETTINGS**. Choose **Select**.

Additional handsets

2. Press  or  to select **DELETE HS**. Choose **Select**.
3. Enter the 4-digit system PIN. (Default 4-digit system PIN is 0000)
4. Choose **OK** and press  or  to select the handset that you want to de-register.
5. Choose **Select** to confirm.

You cannot deregister the handset that you are currently using. If de-registration is successful, the de-registered handset will display **UN-REGISTERED**

Registering an additional handset

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

1. Press *and hold* **PAGE** on the base station for about five seconds. The base station enters registration mode.
2. Choose **Menu** and press  or  to select **REGISTRATION**. Choose **Select**.
3. Press  or  to select the base station. Choose **Select**.
4. Enter the 4-digit system PIN.
5. Choose **OK** to confirm.

If the handset registration is successful, you will hear a confirmation tone and will return to idle screen. The  will stop flashing. The handset will automatically be allocated the next available handset number. This handset number is shown in the handset display in standby mode. The base station that is successfully registered is bold in the Registration menu.

Select Base

1. In standby mode, choose **Menu** and press  or  to select **HS SETTINGS**. Choose **Select**.
2. Press  or  to select **SELECT BASE**. Choose **Select**.
3. Press  or  to select the base station that you want.
(Note: The currently used base is indicated with an *)

If registration is not successful first time, please repeat the process again in case the base registration period ran out of time. If there are already 5 handsets registered to the base, the registration will fail. You must de-register another handset before you can register the new one. If your Telstra V950a handset is registered to more than one base, you can select which base to use. If you have a handset registered to more than one base and then deregister it from one of them, you will need to re-select which base to use.

Phone does not work

- Have you installed the battery correctly? See page 11.
- Check that the mains power is correctly connected.
- 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.

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 29.
- Check that the mains power is correctly connected.
- Make sure the handset is registered to the base. See page 55.

No display

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

Antenna icon flashes

- Is the handset registered correctly to the base? See page 55.
- Check that the mains power is correctly connected.
- Check that the handset is within range of the base.
- Is the battery low? Place the handset on the base/charger to recharge.

battery icon does not appear to be filling

- Try cleaning the charging contacts.
- Check that the mains power is correctly connected.

You hear the busy tone when you press

- Make sure the handset is in range of the base.
- Another handset registered to your Telstra V950a base may be on the line.

Answering machine does not record any messages

- The memory may be full. Play and delete old messages. See page 45.
- Check answering machine is switched on. See page 45.
- Make sure answering machine is set to “Answer and record”. See page 42.

Answering machine messages have the wrong date and time

- Have you manually set the date and time? See page 33.

Cannot access your messages from another phone

- Have you changed the remote access security PIN code? See page 46. Always keep a note of the new PIN code in a safe place.
- Has remote access been disabled? To enable remote access, see page 45.

No Calling Number Display number/name displayed

- Have you subscribed to Telstra Calling Number Display? See page 35.
- 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.

Base unit does not ring, but the lights are on

- Have you connected the telephone line correctly?
- Is the base ringer set to off?
- 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 V950a can interfere with other electrical equipment if it is placed too close. It is recommended that you place your Telstra V950a 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

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 V950a 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

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

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:

Place of purchase:

Serial number:

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



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