

# Model 28165 DECT 6.0 2-Line, Cordless Handset Speakerphone/ Answering System User's Guide



Your new GE telephone system is **EXPANDABLE** up to a total of 6 handsets  
(by purchase of optional Model 28166 handset with charge cradle)

# Equipment Approval Information

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Your telephone equipment is approved for connection to the Public Switched Telephone Network and is in compliance with parts 15 and 68, FCC Rules and Regulations and the Technical Requirements for Telephone Terminal Equipment published by ACTA.

## 1 Notification to the Local Telephone Company

On the bottom of this equipment is a label indicating, among other information, the US number and Ringer Equivalence Number (REN) for the equipment. You must, upon request, provide this information to your telephone company.

The REN is useful in determining the number of devices you may connect to your telephone line and still have all of these devices ring when your telephone number is called. In most (but not all) areas, the sum of the RENs of all devices connected to one line should not exceed 5. To be certain of the number of devices you may connect to your line as determined by the REN, you should contact your local telephone company.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

### Notes

- This equipment may not be used on coin service provided by the telephone company.
- Party lines are subject to state tariffs, and therefore, you may not be able to use your own telephone equipment if you are on a party line. Check with your local telephone company.
- Notice must be given to the telephone company upon permanent disconnection of your telephone from your line.
- If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this product does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

**US Number is located on the cabinet bottom.**

**REN Number is located on the cabinet bottom.**

## 2 Rights of the Telephone Company

Should your equipment cause trouble on your line which may harm the telephone network, the telephone company shall, where practicable, notify you that temporary discontinuance of service may be required. Where prior notice is not practicable and the circumstances warrant such action, the telephone company may temporarily discontinue service immediately. In case of such temporary discontinuance, the telephone company must: (1) promptly notify you of such temporary discontinuance; (2) afford you the opportunity to correct the situation; and (3) inform you of your right to bring a complaint to the Commission pursuant to procedures set forth in Subpart E of Part 68, FCC Rules and Regulations.

The telephone company may make changes in its communications facilities, equipment, operations or procedures where such action is required in the operation of its business and not inconsistent with FCC Rules and Regulations. If these changes are expected to affect the use or performance of your telephone equipment, the telephone company must give you adequate notice, in writing, to allow you to maintain uninterrupted service.

# **Interference Information**

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This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference; and (2) This device must accept any interference received, including interference that may cause undesired operation.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

Privacy of Communications may not be ensured when using this product.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna (that is, the antenna for radio or television that is “receiving” the interference).
- Reorient or relocate and increase the separation between the telecommunications equipment and receiving antenna.
- Connect the telecommunications equipment into an outlet on a circuit different from that to which the receiving antenna is connected.

If these measures do not eliminate the interference, please consult your dealer or an experienced radio/television technician for additional suggestions. Also, the Federal Communications Commission has prepared a helpful booklet, “How To Identify and Resolve Radio/TV Interference Problems.” This booklet is available from the U.S. Government Printing Office, Washington, D.C. 20402. Please specify stock number 004-000-00345-4 when ordering copies.

Notice: The changes or modifications not expressly approved by the party responsible for compliance could void the user’s authority to operate the equipment.

# **Hearing Aid Compatibility (HAC)**

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This telephone system meets FCC standards for Hearing Aid Compatibility.

# **Licensing**

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Licensed under US Patent 6,427,009.

# FCC RF Radiation Exposure Statement

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This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body. This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.

For body worn operation, this phone has been tested and meets the FCC RF exposure guidelines when used with the belt clip supplied with this product. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.

# Information for DECT Product

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This telephone is compliant with the DECT 6.0 standard which operates in the 1.92GHz to 1.93GHz frequency range.

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**WARNING: TO PREVENT FIRE OR ELECTRICAL SHOCK HAZARD, DO NOT EXPOSE THIS PRODUCT TO RAIN OR MOISTURE.**

	<p><b>CAUTION:</b> RISK OF ELECTRIC SHOCK DO NOT OPEN</p>	
<p>THE LIGHTNING FLASH AND ARROW HEAD WITHIN THE TRIANGLE IS A WARNING SIGN ALERTING YOU OF "DANGEROUS VOLTAGE" INSIDE THE PRODUCT.</p>	<p>CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK). NO USER SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.</p>	<p>THE EXCLAMATION POINT WITHIN THE TRIANGLE IS A WARNING SIGN ALERTING YOU OF IMPORTANT INSTRUCTIONS ACCOMPANYING THE PRODUCT.</p>
<p>SEE MARKING ON BOTTOM / BACK OF PRODUCT</p>		

# Introduction

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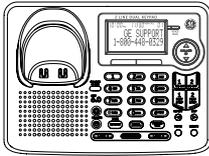
**CAUTION:** When using telephone equipment, there are basic safety instructions that should always be followed. Refer to the **IMPORTANT SAFETY INSTRUCTIONS** provided with this product and save them for future reference.

**IMPORTANT:** Because cordless phones operate on electricity, you should have at least one phone in your home that isn't cordless, in case the power in your home goes out.

# Before You Begin

## Parts Checklist

Make sure your package includes the items shown here.



Base



AC power adaptor



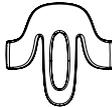
Handset battery



Handset



Battery compartment door



Belt clip



2 Telephone line cords



Wall mount bracket

For **Model 28165xx2** there will be **ONE** additional handset, charge cradle, belt clip, battery pack and cover than shown above.

For **Model 28165xx3** there will be **TWO** additional handsets, charge cradles, belt clips, battery packs and covers than shown above.

For **Model 28165xx4** there will be **THREE** additional handsets, charge cradles, belt clips, battery packs and covers than shown above.

For **Model 28165xx5** there will be **FOUR** additional handsets, charge cradles, belt clips, battery packs and covers than shown above.

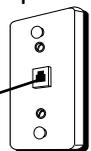
For **Model 28165xx6** there will be **FIVE** additional handsets, charge cradles, belt clips, battery packs and covers than shown above.

## Telephone Jack Requirements

To use this phone, you need two RJ11C type modular telephone jacks (one for each Line 1 and Line 2), which might look like the one pictured here, installed in your home OR a RJ14 type modular jack. If you need a modular jack, call your local phone company to find out how to get one installed.

Wall plate

Modular telephone line jack



# Installation

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## Digital Security System

Your cordless phone uses a digital security system to protect against false ringing, unauthorized access, and charges to your phone line.

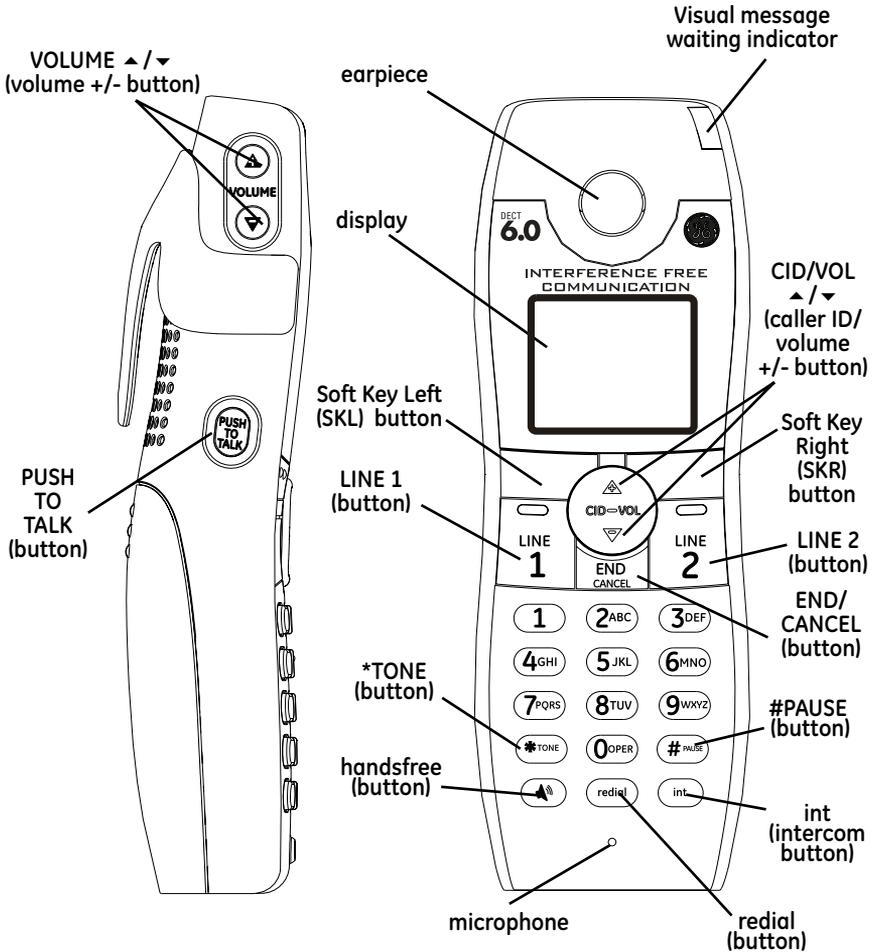
**INSTALLATION NOTE: Some cordless telephones operate at frequencies that may cause or receive interference with nearby TVs, microwave ovens, and VCRs. To minimize or prevent such interference, the base of the cordless telephone should not be placed near or on top of a TV, microwave ovens, or VCR. If such interference continues, move the cordless telephone farther away from these appliances.**

**Certain other communications devices may also use the 1.9 GHz frequency for communication, and, if not properly set, these devices may interfere with each other and/or your new telephone. If you are concerned with interference, please refer to the owner's manual for these devices on how to properly set channels to avoid interference. Typical devices that may use the 1.9 GHz frequency for communication include wireless audio/video senders, wireless computer networks, multi-handset cordless telephone systems, and some long-range cordless telephone systems.**

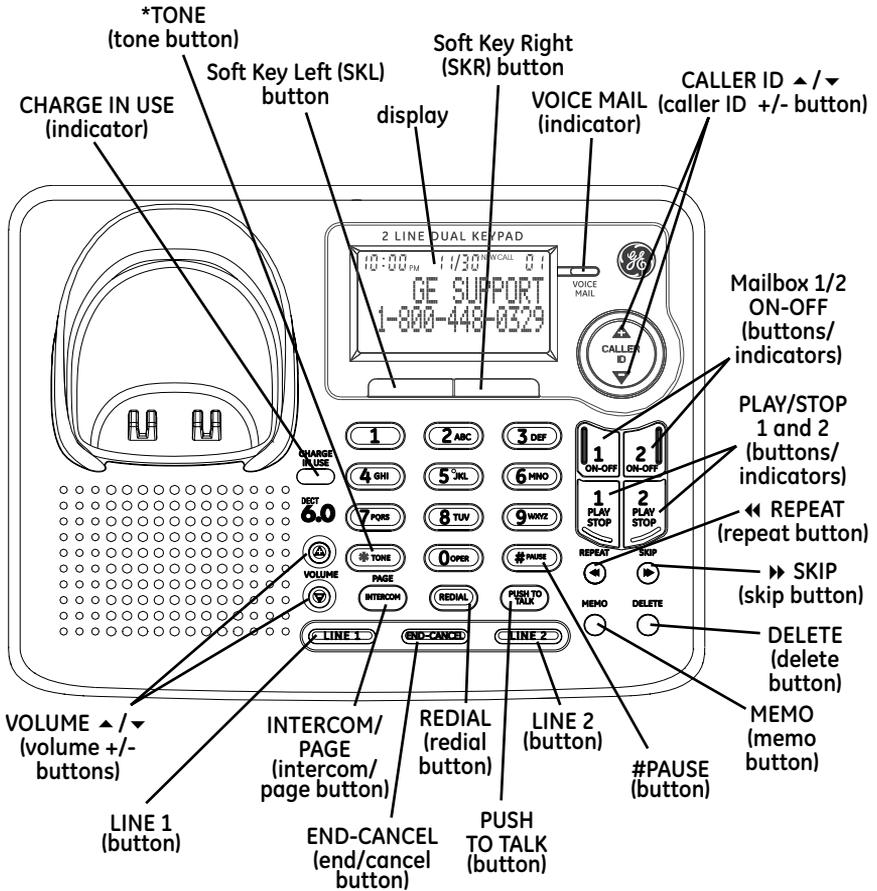
## Important Installation Guidelines

- Avoid sources of noise and heat, such as motors, fluorescent lighting, microwave ovens, heating appliances and direct sunlight.
- Avoid areas of excessive dust, moisture and low temperature.
- Avoid other cordless telephones or personal computers.
- Never install telephone wiring during a lightning storm.
- Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
- Never touch non-insulated telephone wires or terminals, unless the telephone line has been disconnected at the network interface.
- Use caution when installing or modifying telephone lines.

# Handset Layout



# Base Layout



# Installing the Phone

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## Installing the Handset Battery

**NOTE:** You must connect the handset battery before using the cordless handsets.

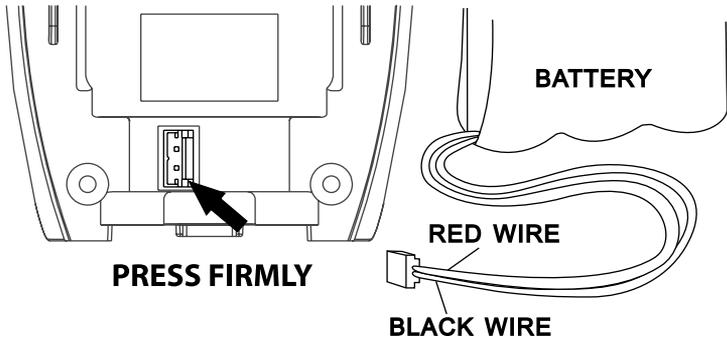


**CAUTION:** To reduce the risk of fire or personal injury, use only the Thomson Inc. approved Nickel Metal Hydride (Ni-MH) battery model 5-2721, which is compatible with this unit.

1. Locate battery and battery door which are packaged together inside a plastic bag and are separate from the handset.
2. Locate the battery compartment on the back of the handset.
3. Plug the battery pack cord into the jack inside the compartment.

**NOTE:** It is important to maintain the polarity (black and red wires) to the jack inside the compartment. To ensure proper battery installation, the connector is keyed and can be inserted only one way.

4. Insert the battery pack.



5. Close the battery compartment by pushing the door up until it snaps into place.
6. Place the handsets in the charging cradles.

**Allow handsets to charge for 16 hours prior to first use. If you don't properly charge the handsets, battery performance is compromised.**

# Installing the Base Station

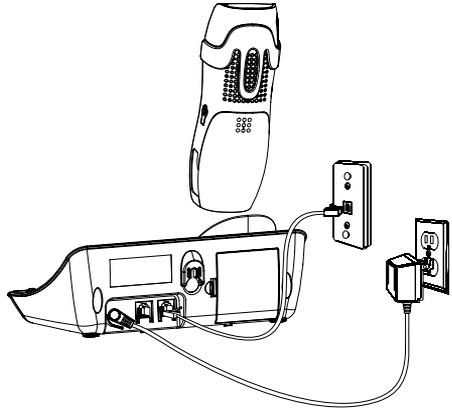
## Installing the Backup Batteries on Base Unit

To avoid power outage, you can install (four) AAA batteries (not included in sales) into the base as the backup.

1. Remove the battery compartment cover (located on the bottom of the base).
2. Follow the battery installation display and insert (four) AAA batteries inside the compartment.
3. Put the battery compartment cover back into place.

## Connecting the Base Station

1. Choose an area near an electrical outlet and a telephone wall jack (either two RJ11 or one RJ14 type), and place your cordless telephone on a level surface, such as a desktop or tabletop, or you may mount it on the wall.
2. Plug the AC power converter into the electrical outlet and the DC connector into the jack on the back of the base.
3. Plug one end of a telephone line cord into the TEL LINE 1 jack on the back of the base and the other end into the modular wall jack for Line 1. Plug the other telephone line cord into the TEL LINE 2 jack on the back of the base and the other end into modular wall jack for Line 2.



**NOTE: If you have only one wall jack for both lines, use the TEL LINE 1/L1 + L2 jack on the back of base.**

4. Place the handset in the base cradle. The charge/in use indicator turns on, verifying the battery is charging. **HANDSET 1** shows in the handset's display after approximately 2 minutes.
5. Allow the phone to **charge for 16 hours prior to first use**. If you don't properly charge the phone, battery performance is compromised.



**CAUTION: To reduce risk of personal injury, fire, or damage use only the 5-2760 power adaptor listed in the user's guide. This power adaptor is intended to be correctly orientated in a vertical or floor mount position.**

## Wall Mounting the Base

1. Turn the base over.
2. Slide the pedestal into the slots on the bottom of the base, and then push the pedestal down until it snaps into place.
3. Slip the mounting holes on the pedestal over the wall plate posts and firmly slide the unit into place. (Wall plate not included.)

## Base Speakerphone Set Up

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**NOTE: Changing menu settings on the base will only change the settings on the base and changing menu settings on the handset will only change settings on the handset. For example, if you change the language on the handset, it will not change the language on the base.**

## Speakerphone Volume

Use the **VOLUME** (▲ or ▼) buttons to adjust the speaker volume on the base to a comfortable level during a call **OR** press the **LINE 1** or **LINE 2** button on the base and then adjust the volume. VOL -1 is the minimum level and VOL-9 is the maximum.

## Using the Soft Keys

On the base, there are two buttons under the display box which represent several Soft Key (programmable) functions. Use these buttons to activate the Soft Key icons that appear in the display. You may program the following items with the Soft Keys: Caller ID, Ringer, Base Name, Date/Time, Set Language, Tone/Pulse, Room Monitor, Local Area Code and Answerer Setup.

**NOTE: During programming, you may press the END/CANCEL button at any time to exit.**

## Turning the Answerer(s) On or Off

**NOTE: The Mailbox Answerer(s) must be ON to hear the voice prompts.**

1. Make sure your phone is **OFF** (not in TALK mode).
2. Press the **MENU** (SKR) to go to the main menu.
3. Use the ▲ or ▼ buttons to scroll to **ANSWERER SETUP**.
4. Press the **SELECT** (SKL) to confirm.
5. Use the ▲ or ▼ buttons to select **MAILBOX 1** or **MAILBOX 2** for setting Mailbox 1 or Mailbox 2.
6. Press the **SELECT** (SKL) to confirm.
7. Use the ▲ or ▼ buttons to scroll to **ANSWER ON/OFF**.
8. Press the **SELECT** (SKL) to enter the menu. **ANSWER ON/ANSWER OFF** shows in display.

9. Press the ▲ or ▼ buttons to select **ANSWER ON** or **ANSWER OFF**.
10. Press the **SELECT** (SKL) to confirm. The corresponding **PLAY/STOP** indicator/button illuminates.

**NOTE: The base displays ANS 1OFF/2OFF and the corresponding PLAY/STOP indicator/button is not illuminated when the Mailbox Answerer is OFF.**

-OR-

Press the shortcut keys **1ON-OFF** or **2ON-OFF** to turn the corresponding answering system **ON** and **OFF** immediately.

## Base Voice/Display Prompt Language

The voice prompt language is the same as the display prompt language. If your voice prompt language is Spanish, the display prompt language is Spanish. If your voice prompt language is French, the display prompt language is French as well. The default prompt language is *English*.

1. Make sure your phone is **OFF** (not in TALK mode).
2. Press the **MENU** (SKR) to go to the main menu.
3. Use the ▲ or ▼ buttons to scroll to **SET LANGUAGE**.
4. Press the **SELECT** (SKL) to confirm.
5. Press the ▲ or ▼ buttons to select **ENGLISH, FRANÇAIS** or **ESPAÑOL**.
6. Press the **SELECT** (SKL) to save the selection.

## Base Name

1. Make sure your phone is **OFF** (not in TALK mode).
2. Press the **MENU** (SKR) to go to the main menu.
3. Use the ▲ or ▼ buttons to scroll to **BASE NAME**.
4. Press the **SELECT** (SKL) to enter the menu.
5. Use the touch-tone pad to enter a name (up to 12 characters). More than one letter is stored in each of the number keys. For example, to enter Bill Smith, press the 2 key twice for the letter B. Press the 4 key 3 times for the letter I. Press the 5 key 3 times for the letter L. Wait for 1 second, press the 5 key 3 times for the second letter L, and press the 1 key to insert a space between the first and last name. Press the 7 key 4 times for the letter S; press the 6 key once for the letter M; press the 4 key 3 times for the letter I. Press the 8 key for the letter T; press the 4 key twice for the letter H.

**NOTE: If you make a mistake, press the DELETE (SKR) to backspace and delete one character at a time.**

6. Press the **DONE** (SKL) to save.

## Base Date/Time

You may program the following items under the Date/Time menu; Date/Time, Set Time, Time Format, Date Format. To access the Date/Time Menu:

1. Make sure your phone is **OFF** (not in TALK mode).
2. Press the **MENU** (SKR) to go to the main menu.
3. Use the **▲** or **▼** buttons to scroll to **DATE/TIME**.
4. Press the **SELECT** (SKL) to confirm.

### Set Date/Time

**From the Date/Time Menu:**

1. Use the **▲** or **▼** buttons to scroll to **DATE/TIME**. Press **SELECT** (SKL) to enter the menu.
2. Use the touch-tone pad to enter the current time.
3. Use the **AM/PM** (SKR) to select **AM** or **PM**.

**NOTE: The AM/PM selection is not available in 24-HOUR CLOCK format.**

4. Press the **NEXT** (SKL) to save the selection and advance **SET DATE** sub-menu.
5. Use the touch-tone pad to enter current date. (for example, 31 December, 2007) key in 12/31/2007.)
6. Press the **OK** (SKL) to save the selection.

### Time Format

**From the Date/Time Menu:**

1. Use the **▲** or **▼** buttons to scroll to **TIME FORMAT**. Press **SELECT** (SKL) to enter the sub-menu.
2. Use the **▲** or **▼** buttons to select **12-HOUR CLOCK** or **24-HOUR CLOCK**.
3. Press the **SELECT** (SKL) to save the selection.

### Date Format

**From the Date/Time Menu:**

1. Use the **▲** or **▼** buttons to scroll to **DATE FORMAT**. Press **SELECT** (SKL) to enter the sub-menu.
2. Use the **▲** or **▼** buttons to select **MM/DD/YYYY** or **DD/MM/YYYY**.
3. Press the **SELECT** (SKL) to save the selection.

## Tone/Pulse

You may program independently for LINE 1 and LINE 2.

1. Make sure your phone is **OFF** (not in TALK mode).
2. Press the **MENU** (SKR) to go to the main menu.
3. Use the ▲ or ▼ buttons to scroll to **TONE/PULSE**.
4. Press the **SELECT** (SKL) to confirm.
5. Use the ▲ or ▼ buttons to scroll to **LINE 1** or **LINE 2** for setting Line 1 or Line 2.
6. Press the **SELECT** (SKL) to confirm.
7. Use the ▲ or ▼ buttons to select **TONE** or **PULSE**.
8. Press the **SELECT** (SKL) to confirm.

## Base - Set Local Area Codes

You can program the way the Caller ID records are displayed, for up to five different codes for your area. For example; if 7 digits is selected, the number will be displayed as xxx-xxxx, and etc.

1. Make sure your phone is **OFF** (not in TALK mode).
2. Press the **MENU** (SKR) to go to the main menu.
3. Use the ▲ or ▼ buttons to scroll to **SET AREA CODE** .
4. Press the **SELECT** (SKL) to confirm.
5. Use the touch-tone pad to enter your 3-digit area code.
6. Press the **DONE** (SKL) to confirm the selection.

## Base Ringers

You may program the following items independently for LINE 1 and LINE 2 under the Ringer Menu; Ringer Volume, Ringer Tone, VIP Melody and Key Tone. To access the Ringer Menu:

1. Make sure your phone is **OFF** (not in TALK mode).
2. Press the **MENU** (SKR) to go to the main menu.
3. Use the ▲ or ▼ buttons to scroll to **RINGER**.
4. Press the **SELECT** (SKL) to confirm.
5. Use the ▲ or ▼ buttons to select **LINE 1** or **LINE 2** for setting Line 1 or Line 2.
6. Press the **SELECT** (SKL) to confirm.

## Base Ringer Volume

### From the Ringer Menu:

1. Use the ▲ or ▼ buttons to scroll to **RINGER VOLUME**. Press **SELECT** (SKL) to enter the sub-menu.
2. Use the ▲ or ▼ buttons to select **HIGH, MEDIUM, LOW** or **OFF**.
3. Press the **SELECT** (SKL) to confirm.

**NOTE: If you turn the ringer OFF, the ringer off icon shows in the display.**

## Base Ringer Tone

### From the Ringer Menu:

1. Use the ▲ or ▼ buttons to scroll to **RINGER TONE**.
2. Press the **SELECT** (SKL) to select.
3. Use the ▲ or ▼ buttons to scroll to the desired setting. You will hear a sample of the ringer tone you select.
4. Press the **SELECT** (SKL) to confirm.

**NOTE: Ringer Tone 1 through 5 are for dual tone ringer tone and Melody 1 through 15 are for melodies.**

## Base VIP Melody Tone

This features allow you to assign a specific melody to someone you want to get your attention when the person calls. When a VIP melody is assigned and that person calls, the unit rings the normal ring for the first ring and then follows with VIP melody ring. You may choose from 15 different polyphonic melodies or 5 ringer tones.

**NOTE: This feature ONLY works when the following conditions are met.**

- 1. You have subscribed to Caller ID.**
- 2. You have your Caller ID record previously transferred to the memory. (Refer to Storing CID Records in Internal Memory). NO USER MEMORY will show in the display to remind the user to do CID record transfer first.**

### From the Ringer Menu:

1. Use the ▲ or ▼ buttons to scroll to **VIP MELODY**.
2. Press the **SELECT** (SKL) to select.
3. Use the ▲ or ▼ buttons to scroll to the desired setting. You will hear a sample of the ringer tone you select.
4. Press the **SELECT** (SKL) to confirm.

**NOTE: Ringer Tone 1 through 5 are for dual tone ringer tone and Melody 1 through 15 are for melodies.**

## Base Key Tone

### From the Ringer Menu:

1. Use the ▲ or ▼ buttons to scroll to **KEY TONE**.
2. Press the **SELECT** (SKL) to select **ON, OFF**.
3. Press the **SELECT** (SKL) to confirm.

## Answerer Setup

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You can program the following items independently for Mailbox 1 and Mailbox 2 under the Answerer Setup Menu; Answer ON/OFF, Outgoing Announcement, Rings to Answer, Security Code, and Forwarding Messages. To access the Answerer Setup Menu:

1. Make sure your phone is **OFF** (not in TALK mode).
2. Press the **MENU** (SKR) to go to the main menu.
3. Use the ▲ or ▼ buttons to scroll to **ANSWERER SETUP**.
4. Press the **SELECT** (SKL) to confirm.
5. Use the ▲ or ▼ buttons to select **Mailbox 1** or **Mailbox 2**.

### Answer ON/OFF

**NOTE: The Mailbox Answerer(s) must be ON to hear the voice prompts.**

1. Make sure your phone is **OFF** (not in TALK mode).
2. Press the **MENU** (SKR) to go to the main menu.
3. Use the ▲ or ▼ buttons to scroll to **ANSWERER SETUP**.
4. Press the **SELECT** (SKL) to confirm.
5. Use the ▲ or ▼ buttons to select **MAILBOX 1** or **MAILBOX 2** for setting Mailbox 1 or Mailbox 2.
6. Press the **SELECT** (SKL) to confirm.
7. Use the ▲ or ▼ buttons to scroll to **ANSWER ON/OFF**.
8. Press the **SELECT** (SKL) to enter the menu. **ANSWER ON/ANSWER OFF** shows in display.
9. Press the ▲ or ▼ buttons to select **ANSWER ON** or **ANSWER OFF**.
10. Press the **SELECT** (SKL) to confirm. The corresponding **PLAY/STOP** indicator/button illuminates.

**NOTE: The base displays **ANS 1OFF/2OFF** and the corresponding **PLAY/STOP** indicator/button is not illuminated when the Mailbox Answerer is OFF.**

-OR-

Press the shortcut keys **1ON-OFF** or **2ON-OFF** to turn the corresponding answering system **ON** and **OFF** immediately.

## Outgoing Announcement

You may program the following items under the Outgoing Announcement Menu; Reviewing the Outgoing Announcement, Recording the Outgoing Announcement and Changing the Outgoing Announcement.

### Reviewing the Outgoing Announcement

**From the Answerer Setup Menu:**

1. Use the ▲ or ▼ buttons to scroll to **ANNOUNCEMENT**.
2. Press the **SELECT** (SKL) to enter the menu.
3. Press the ▲ or ▼ buttons to select **PLAY**.
4. Press the **SELECT** (SKL) to start playing the announcement. **PLAYING MSG.** shows in display.
5. Press the **BACK** (SKR) when you have finished reviewing the announcement.

### Recording the Outgoing Announcement

For best results when recording, you should be about nine the inches from the microphone, and eliminate as much background noise as possible.

**From the Answerer Setup Menu:**

1. Use the ▲ or ▼ buttons to scroll to **ANNOUNCEMENT**.
2. Press the **SELECT** (SKL) to enter the menu.
3. Press the ▲ or ▼ buttons to select **RECORD**.
4. Press the **SELECT** (SKL) to display **RECORD**.
5. Press the **START** (SKL) to record your announcement.

**NOTE: If do not wish to record an announcement, press the BACK(SKR).**

6. Press the **STOP** (SKR) when finished with recording, announcement will play back.

**NOTE: To replay the announcement again, press the REPLAY (SKL).**

### Sample Outgoing Announcement

*Hi, this is (use your name here), I can't answer the phone right now, so please leave your name, number and a brief message after the tone, and I'll get back to you. Thanks.*

### Changing the Outgoing Announcement

**From the Answerer Setup Menu:**

1. Use the ▲ or ▼ buttons to scroll to **ANNOUNCEMENT**.
2. Press the **SELECT** (SKL) to enter the menu.
3. Press the ▲ or ▼ buttons to select **CHANGE**.
4. Press the **SELECT** (SKL) to enter the menu. **DEFAULT/RECORDED** shows in display.
5. Use the ▲ or ▼ buttons to select **DEFAULT** or **RECORDED**.
6. Press the **SELECT** button to confirm.

7. Press the **BACK** (SKR) when you have finished your selection.

## Base Rings To Answer

### From the Answerer Setup Menu:

1. Use the ▲ or ▼ buttons to scroll to **RING TO ANSWER**.
2. Press the **SELECT** (SKL) to enter the menu.
3. Press the ▲ or ▼ buttons to select **3 RINGS, 4 RINGS, 5 RINGS, 6 RINGS** or **TOLL SAVER**.
4. Press the **SELECT** (SKL) to confirm.

**NOTE: If you select Toll Saver (TS) the unit answers after the 3rd ring if there are NEW messages, OR the unit answers after the 5th ring if there are NO new messages. This is allows user to access their the answerer from another location and then hang up after 4 rings to save long distance charges.**

## Security Code

### From the Answerer Setup Menu:

1. Use the ▲ or ▼ buttons to scroll to **SECURITY CODE**.
2. Press the **SELECT** (SKL) to enter the menu. **SECURITY CODE 123** shows in display.
3. Use the touch-tone pad to enter your new 3-digit security code. For example, press the 6, 2 and 8 number keys for security code 628. The default security code is 123.
4. Press the **OK** (SKL) to confirm.

## Forwarding Messages

This function will automatically forward the answerer's messages to another phone number which allows you to receive your messages soon after they are left and eliminates the need to call periodically to check for messages remotely.

You may program the following items under the Forwarding Messages Menu; Set Forward Number, Forward ON/OFF, View Unit ID and Number of Retries.

## Set Forwarding Messages

### From the Answerer Setup Menu:

1. Use the ▲ or ▼ buttons to scroll to **FORWARD MSG**.
2. Press the **SELECT** (SKL) to enter the menu.
3. Use the ▲ or ▼ buttons to scroll to **SET FWD NUMBER**.
4. Press the **SELECT** (SKL) to enter the menu.
5. Use the touch-tone pad to enter the desired number. (Include area code if long distance number.)

**NOTE: If you make a mistake press the DELETE (SKR) to erase the wrong digit(s).**

6. Press the **DONE** (SKL) to confirm.

## Forwarding Messages ON/OFF

### From the Answerer Setup Menu:

1. Use the ▲ or ▼ buttons to scroll to **FORWARD MSG.**
2. Press the **SELECT** (SKL) to enter the menu.
3. Use the ▲ or ▼ buttons to scroll to **FORWARD ON/OFF.**
4. Press the **SELECT** (SKL) to enter the menu. **ON OFF** shows in display.
5. Use the ▲ or ▼ buttons to select **ON** or **OFF.**
6. Press the **SELECT** (SKL) to confirm.
7. To activate setting, press the **MEMO** button on the base. **FW ANS** shows in the display.

**NOTE: Apart from enabling the message forward through the menu, you have to press the MEMO button on base to activate the Message Forwarding function. Also, the Message Forwarding must be activated for each line, for example if Line 1 is set to Off and Line 2 is set to On, when the MEMO button is pressed only Line 2 will have the Message Forward function activated. F ANS1ON/2ON shows in the display if both lines are activated. If only Line 1 is activated, F ANS1ON/2OFF shows in the display.**

## View Unit ID

The unit's identification code number is for reference purposes only.

## Number of Retries

If the line of desired number is busy, answerer will continue to try to forward the messages again (up to three times, depending on selection) at a later time.

### From the Answerer Setup Menu:

1. Use the ▲ or ▼ buttons to scroll to **FORWARD MSG.**
2. Press the **SELECT** (SKL) to enter the menu.
3. Use the ▲ or ▼ buttons to scroll to **NUM OF RETRIES.**
4. Press the **SELECT** (SKL) to enter the menu.
5. Use the ▲ or ▼ buttons to select **0, 1, 2** or **3.**
6. Press the **SELECT** (SKL) to confirm.

# Handset Telephone Set Up

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**NOTE: Changing menu settings on the handset will only change the settings on the handset, and changing menu settings on the base will only change the settings on the base. For example, if you change the language on the handset, it will not change the language on the base.**

## Using the Soft Keys

On the handset, there are two buttons under the display which represent several Soft Key (programmable) functions. Use these buttons to activate the Soft Key icons that appear in the display. The following programmable menus are available: Messages, Caller ID, Ringer, Registration, Handset Name, Date/Time, Language, Room Monitor and Area Code.

**NOTE: During programming, you may press the END/CANCEL button at any time to exit.**

## Handset Display Prompt Language

The default display prompt language is *English*.

1. Make sure your phone is **OFF** (not in TALK mode).
2. Press the **MENU** (SKR) to go to the main menu.
3. Use the **▲** or **▼** buttons to scroll to **LANGUAGE**.
4. Press the **SELECT** (SKL) to confirm.
5. Press the **▲** or **▼** buttons to select **ENGLISH, FRANCAIS or ESPANOL**.
6. Press the **SELECT** (SKL) to save the selection.

## Messages

The display on the handset shows # MSG when you have messages.

1. Make sure your phone is **OFF** (not in TALK mode).
2. Press the **MENU** (SKR) to access the main menu.
3. Use the **▲** or **▼** buttons to scroll to **MESSAGES**.
4. Press the **SELECT** (SKL) to confirm.
5. Use the **▲** or **▼** buttons to scroll to desired **MAILBOX 1** or **2**.
6. Press the **SELECT** (SKL) to access the option menu. **ANSWERER REMOTE ACCESS** shows in the display and unit announces the following:
  - Press 2 to play messages.
  - Press 2 to stop.
  - Press 0 while playing a message to erase.

- Press 1 to review.
- Press 3 to skip.
- Press 4 to turn OFF/ON.
- Press 7 to review menu again.

## Caller ID

### Receiving Caller ID

1. Make sure your phone is **OFF** (not in TALK mode).
2. Press the **MENU** (SKR) to go to the main menu.
3. Use the **▲** or **▼** buttons to scroll to **CALLER ID**.
4. Press the **SELECT** (SKL) to confirm.
5. Press the **▲** or **▼** buttons to review CID.

### Delete Caller ID

1. Make sure your phone is **OFF** (not in TALK mode).
2. Press the **MENU** (SKR) to access the main menu.
3. Use the **▲** or **▼** buttons to scroll to **CALLER ID**.
4. Press the **SELECT** (SKL) to confirm.
5. Use the **▲** or **▼** buttons to scroll to desired CID record.
6. Press the **OPTION** (SKL) to access the option menu.
7. Use the **▲** or **▼** buttons to select **DELETE CID** and delete only that record. **DELETE ALL CID?** shows in the display. Press the **Yes** (SKL) to confirm the deletion and **DELETED** shows in the display.

-OR-

- Use the **▲** or **▼** buttons to select **DELETE ALL CID**.
8. Press the **SELECT** (SKL). **DELETE ALL CID?** shows in the display.
  9. Press the **Yes** (SKL) to confirm the deletion. The display shows **ALL CALLER ID DELETED**.

### Storing Caller ID

1. Make sure your phone is **OFF** (not in TALK mode).
2. Press the **▲** or **▼** buttons until the desired Caller ID record is displayed.
3. Press the **OPTION** (SKL) to access the option menu.
4. Use the **▲** or **▼** buttons to select **STORE**.
5. Press the **SELECT** (SKL) to confirm. **HANDSET BASE** shows in the display.
6. Use the **▲** or **▼** buttons to select **HANDSET** or **BASE**, and press the **SELECT** (SKL) to confirm record location.

7. **ENTER NAME** shows in the display. Use the touch-tone pad to enter a name if you want to enter or change the name.
8. Press the **DONE** button to scroll to **ENTER NUMBER**.
9. Press the **DONE** button to scroll to **VIP MELODY**.
10. Use the ▲ or ▼ buttons or **CHANGE** (SKR) to scroll to the desired melody. Press the **SELECT** (SKL) to confirm.
11. Press the **DONE** (SKL) to save the record and **MEMORY STORED** shows in the display.

## Handset Ringers

You may program the following items independently for LINE 1 and LINE 2 under the Ringer Menu; Ringer Volume, Ringer Tone, VIP Melody and Key Tone. To access the Ringer Menu:

1. Make sure your phone is **OFF** (not in TALK mode).
2. Press the **MENU** (SKR) to go to the main menu.
3. Use the ▲ or ▼ buttons to scroll to **RINGER**.
4. Press the **SELECT** (SKL) to confirm.
5. Use the ▲ or ▼ buttons to select **LINE 1** or **LINE 2** for setting Line 1 or Line 2.
6. Press the **SELECT** (SKL) to confirm.

## Handset Ringer Volume

**From the Ringer Menu:**

1. Use the ▲ or ▼ buttons to scroll to **RINGER VOLUME**. Press **SELECT** (SKL) to enter sub-menu.
2. Use the ▲ or ▼ buttons to select **HIGH, MEDIUM, LOW** or **OFF**.
3. Press the **SELECT** (SKL) to confirm.

**NOTE: If you turn the ringer OFF, the ringer off icon shows in the display.**

## Handset Ringer Tone

**From the Ringer Menu:**

1. Use the ▲ or ▼ buttons to scroll to **RINGER TONE**.
2. Press the **SELECT** (SKL) to select.
3. Use the ▲ or ▼ buttons to scroll to the desired setting. You will hear a sample of the ringer tone you select.
4. Press the **SELECT** (SKL) to confirm.

**NOTE: Ringer Tone 1 through 5 are for dual tone ringer tone and Melody 1 through 15 are for melodies.**

## Handset VIP Melody

This features allow you to assign a specific melody to someone you want to get your attention when the person calls. When a VIP melody is assigned and that person calls, the unit rings the normal ring for the first ring and then follows with VIP melody ring. You may choose from 15 different polyphonic melodies or 5 ringer tones.

**NOTE: This feature ONLY works when the following conditions are met.**

1. You have subscribed to Caller ID.
2. You have your Caller ID record previously transferred to the memory. (Refer to Storing CID Records in Internal Memory). **NO USER MEMORY** will show in the display to remind the user to do CID record transfer first.

**From the Ringer Menu:**

1. Use the ▲ or ▼ buttons to scroll to **VIP MELODY**.
2. Press the **SELECT** (SKL) to select.
3. Use the ▲ or ▼ buttons to scroll to the desired setting. You will hear a sample of the ringer tone you select.
4. Press the **SELECT** (SKL) to confirm.

**NOTE: Ringer Tone 1 through 5 are for dual tone ringer tone and Melody 1 through 15 are for melodies.**

## Handset Key Tone

**From the Ringer Menu:**

1. Use the ▲ or ▼ buttons to scroll to **KEY TONE**. Press **SELECT** (SKL) to enter sub-menu.
2. Use the ▲ or ▼ buttons to select **ON, OFF**.
3. Press the **SELECT** (SKL) to confirm.

## Handset Registration

1. Make sure your phone is **OFF** (not in TALK mode).
2. Press the **MENU** (SKR) to go to the main menu.
3. Use the ▲ or ▼ buttons to scroll to **REGISTRATION**.
4. Press the **SELECT** (SKL) to confirm. **PRESS INTERCOM ON BASE FOR 5S THEN PRESS OK** shows in the display.
5. Press and hold the **INTERCOM/PAGE** button on base unit until the charge/in use indicator flashes, then press handset **OK** (SKL). **PLEASE WAIT, REGISTING** shows in the display. **HANDBET X REGISTERED** shows in the handset display, where **X** is the handset number. You will hear a confirmation tone.

If handset displays **PLEASE REGISTER**, press the **OK** (SKL) on the handset and repeat step 5 above.

## Handset Name

1. Make sure your phone is **OFF** (not in TALK mode).
2. Press the **MENU** (SKR) to go to the main menu.
3. Use the **▲** or **▼** buttons to scroll to **HANDBOOK NAME**.
4. Press the **SELECT** (SKL) to enter the menu.
5. Use the touch-tone pad to enter a name (up to 12 characters). More than one letter is stored in each of the number keys. For example, to enter Bill Smith, press the 2 key twice for the letter B. Press the 4 key 3 times for the letter I. Press the 5 key 3 times for the letter L. Wait for 1 second, press the 5 key 3 times for the second letter L, and press the 1 key to insert a space between the first and last name. Press the 7 key 4 times for the letter S; press the 6 key once for the letter M; press the 4 key 3 times for the letter I. Press the 8 key for the letter T; press the 4 key twice for the letter H.

**NOTE: If you make a mistake, press the DELETE (SKR) to backspace and delete one character at a time.**

6. Press the **DONE** (SKL) to save.

## Handset Date/Time

You may program the following items under the Date/Time Menu; Date/Time, Time Format, Date Format. To access the Date/Time Menu:

1. Make sure your phone is **OFF** (not in TALK mode).
2. Press the **MENU** (SKR) to go to the main menu.
3. Use the **▲** or **▼** buttons to scroll to **DATE/TIME**.
4. Press the **SELECT** (SKL) to confirm.

### Set Date/Time

**From the Date/Time Menu:**

1. Use the **▲** or **▼** buttons to scroll to **DATE/TIME**. Press **SELECT** (SKL) to enter sub-menu.
2. Use the touch-tone pad to enter the current time.
3. Use the **AM/PM** (SKR) to select **AM** or **PM**.

**NOTE: The AM/PM selection is not available in 24-HOUR CLOCK format.**

4. Press the **NEXT** (SKL) to save the selection and advance **SET DATE** sub-menu.
5. Use the touch-tone pad to enter current date. (for example, 31 December, 2007) key in 12/31/2007.)
6. Press the **OK** (SKL) to save the selection.

## Time Format

### From the Date/Time Menu:

1. Use the ▲ or ▼ buttons to scroll to **TIME FORMAT**. Press **SELECT** (SKL) to enter sub-menu.
2. Use the ▲ or ▼ buttons to select **12-HOUR CLOCK** or **24-HOUR CLOCK**.
3. Press the **SELECT** (SKL) to save the selection.

## Date Format

### From the Date/Time Menu:

1. Use the ▲ or ▼ buttons to scroll to **DATE FORMAT**. Press **SELECT** (SKL) to enter sub-menu.
2. Use the ▲ or ▼ buttons to select MM/DD/YYYY or DD/MM/YYYY.
3. Press the **SELECT** (SKL) to save the selection.

## Language

1. Make sure your phone is **OFF** (not in TALK mode).
2. Press the **MENU** (SKR) to go to the main menu.
3. Use the ▲ or ▼ buttons to scroll to **LANGUAGE**.
4. Press the **SELECT** (SKL) to confirm.
5. Press the ▲ or ▼ buttons to select **ENGLISH, FRANÇAIS** or **ESPAÑOL**.
6. Press the **SELECT** (SKL) to save the selection.

## Room Monitor

Room monitoring may be done from the base or the handset. Begin with unit you want to monitor with (the microphone);

1. Make sure your phone is **OFF** (not in TALK mode).
2. Press the **MENU** (SKR) to go to the main menu.
3. Use the ▲ or ▼ buttons to scroll to **ROOM MONITOR**.
4. Press the **SELECT** (SKL) to confirm.
5. The list of registered units shows in the display.
6. Use the ▲ or ▼ buttons to select the unit you wish to monitor.
7. Press the **SELECT** (SKL) to confirm.
8. The first unit will then turn on the microphone and the second unit will turn on the earpiece to monitor the sound.

## Handset - Setting Local Area Codes

You can program the way the Caller ID records are displayed, for up to five different codes for your area. For example; if 7 digits is selected, the number will be displayed as xxx-xxxx, and etc.

1. Make sure your phone is **OFF** (not in TALK mode).
2. Press the **MENU** (SKR) to go to the main menu.
3. Use the **▲** or **▼** buttons to scroll to **SET AREA CODE**.
4. Press the **SELECT** (SKL) to confirm.
5. Use the touch-tone pad to enter your 3-digit area code.
6. Press the **DONE** (SKL) to confirm the selection.

## Basic Operation

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### Charge/In Use Indicator

The phone is **ON** when the LED indicator on the handset and the charge/in use indicator on the base is lit. The handset and base indicators flash when you receive a call.

### Answering a Call

1. To answer a call, press **LINE 1**, **LINE 2**, or the **handsfree** button before you begin speaking.
2. To hang up, press the **END/CANCEL** button on base or handset, or place the handset in the base cradle.

### Making a Call

1. Press **LINE 1**, **LINE 2**, or the **handsfree** button and dial the desired number.  
-OR-

Enter the number first, then press **LINE 1**, **LINE 2**, or the **handsfree** button and the number automatically dials.

**NOTE: Press the handsfree button on the handset during conversation to switch between handset speakerphone and handset earpiece.**

2. To hang up, press the **END/CANCEL** button on base or handset, or place the handset in the base cradle.

**NOTE: If you want to hang up during handset handsfree mode, you need to hang up by pressing the END/CANCEL button on the handset.**

**NOTE: You may enter up to 32 pre-dial digits.**

**NOTE: If you want to delete the pre-dial number you entered, press the DELETE (SKR) to erase the digit(s).**

## Flash

Use the **LINE 1** or **LINE 2** button on base or handset to activate custom calling services such as call waiting or call transfer, which are available through your local phone company.

## Number Redial

You may redial a number up to 32 digits long. To quickly redial the last number you dialed:

1. Press **LINE 1**, **LINE 2**, or the **handsfree** button.
2. Press the **redial** button.

-OR-

To choose from the last five numbers you dialed through menu:

1. Press the **redial** button first, then use the **▲** or **▼** buttons to select the desired redial number.
  - Press the **▲** button to review the oldest call and scroll toward the most recent calls (higher numbers).
  - Press the **▼** button to review the newest call and scroll to older calls (lower numbers).
2. Press **LINE 1**, **LINE 2**, or the **handsfree** button. The number dials automatically.

## Volume

### Base Speakerphone

Use the **VOLUME** (**▲** or **▼**) buttons to adjust the speaker volume on the base to a comfortable level during a call OR press **LINE 1**, **LINE 2**, or the **handsfree** button on the base and then adjust the volume. VOL -1 is the minimum level and VOL-9 is the maximum.

### Cordless Handset

Use the **VOLUME** (**▲** or **▼**) buttons on the side of the handset to adjust the volume of the handset's earpiece during a call. There are four settings. Press the **UP** (**▲**) arrow to increase the volume and **DOWN** (**▼**) arrow to decrease the volume. You will see the volume setting on the handset display. VOL 1 is the minimum and VOL 4 is the maximum.

## Mute

To have a private, off-line conversation, use the mute feature. The party on the other end of the line cannot hear you, but you can still hear them.

1. During a conversation, press the **MUTE** (SKL). **MUTED** shows in the display.
2. Press the **UNMUTE** (SKL) to cancel and return to your phone conversation.

## Hold

Press the **HOLD** (SKR) to put a call on hold. **LX ON HOLD** shows in the display, where **X** is the line number.

To take a call off hold, press the **UNHOLD** (SKR).

- To switch a call on hold from the base to the cordless handset, press **LINE 1**, **LINE 2**, or **handsfree** button on the handset.

## Paging the Cordless Handset

This feature helps you locate a misplaced handset.

Press and release the **INTERCOM/PAGE** button on the base. A list of registered handsets show in the display, use the ▲ or ▼ buttons to select the unit you wish to page, and press **SELECT** (SKL) to confirm. The cordless handset beeps intermittently and displays **PAGING FROM BASE** for about two minutes or until you press **OK** (SKL) on the handset or press **INTERCOM/PAGE** on the base.

**NOTE: You may still page the cordless handset even if the ringer is turned off.**

## Global De-registration

If one or more handsets become lost, you should de-register all handsets to ensure proper system operation. Follow the steps below to de-register all handsets at the same time.

**WARNING: It is not recommended that a handset be de-registered unless absolutely necessary because once a handset is de-registered, that handset's telephone features cannot be used until the handset is re-registered.**

1. Unplug the power from the unit.
2. Press and hold the **INTERCOM/PAGE** button.
3. Plug in power.
4. Press and hold the **INTERCOM/PAGE** button until the Charge / In-Use indicator blinks. Release.
5. Press the **INTERCOM/PAGE** button again and the Charge / In-Use indicator will blink rapidly.
6. A confirmation tone is emitted if de-registration procedure is successful, and all handsets display **PLEASE REGISTER HANDSET**. Press **OK**.

## Room Monitor

Room monitoring may be done from the base or the handset. Begin with unit you want to monitor with (the microphone);

1. Make sure your phone is **OFF** (not in TALK mode).
2. Press the **MENU** (SKR) to go to the main menu.
3. Use the **▲** or **▼** buttons to scroll to **ROOM MONITOR**.
4. Press the **SELECT** (SKL) to confirm.
5. The list of registered units shows in the display.
6. Use the **▲** or **▼** buttons to select the unit you wish to monitor.
7. Press the **SELECT** (SKL) to confirm.
8. The first unit will then turn on the microphone and the second unit will turn on earpiece to monitor sound.

**NOTE: Handsets can be on cradle or off cradle for room monitoring to work.**

**NOTE: While in room monitoring mode, the listening unit will emit an alert tone approximately every 4 seconds if there is an incoming call. You may press the LINE 1 or LINE 2 button to quit room monitor and answer the call.**

**NOTE: Press the CANCEL (SKR) or the END/CANCEL button to exit room monitor mode.**

## Call Transfer

During an external call, you may transfer the external call from base to handset(s) or vice versa.

**NOTE: To cancel the call transfer, you may press END/CANCEL button or int button on base.**

1. Press the **int** button to put the line on hold. **LX ON HOLD** shows in the display, where **X** is the Line number.
2. Use the **▲** or **▼** buttons to select the desired handset or base. Press the **SELECT** (SKL) to confirm.

**NOTE: If you only have one handset registered in the system, it is paged automatically.**

3. Press the **END/CANCEL** button to transfer the call. **TRANSFERRING FROM XXXX** (where **XXXX** is the name of the transferring unit) shows in the receiving unit's display.
4. Press the **OK** (SKL) on the receiving unit to answer the call.

**NOTE: If there is no answer within 2 minutes after transferring the call, then both units receive a call back notification. If neither unit answers within 30 seconds, then the external call will be automatically dropped.**

## Push to Talk

This feature allows you to directly talk to another registered handsets or base by pressing the **PUSH TO TALK** button on either handset or base respectively.

1. Make sure your phone is **OFF** (not in TALK mode).
2. Press the **PUSH TO TALK** button on base or handset.
3. A list of registered handsets and base shows on the display.
4. Use the ▲ or ▼ button to desired handset or base. The default setting at base is *HANDSET 1* and the default setting at handset is *BASE*.
5. Press the **SELECT** (SKL) to save your selection.
6. Press and hold the **PUSH TO TALK** button to connect with the desired handset or base.

## Intercom Operation

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A two-way intercom is possible between the base and cordless handset(s) without tying up the telephone line and since the telephone line is not used, you can still receive incoming calls.

### Making an Intercom Call

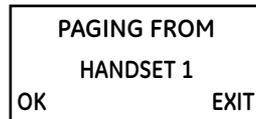
1. Make sure the phone is **OFF** (not in TALK mode).
2. Press the **int** button.
3. Use the ▲ or ▼ buttons to select the desired handset or base.

**NOTE: If you only have one handset registered in the system, it is paged automatically.**

4. Press the **SELECT** (SKL).
5. The receiving handset or base is paged, a tone is sounded and the following information shows in the display:



Originating Handset/Base



Receiving Handset/Base

When the **OK** (SKL) or **int** button on the receiving handset or base is pressed, the page is answered. If the page is not answered after two minutes, **NO ANSWER** shows in the display of the originating handset or base and the page is cancelled. The unit returns to standby mode.

**NOTE: If a personalized name is assigned to the handset during registration, then that name is displayed instead of handset number.**

**NOTE: To cancel the page, press the EXIT (SKR) or int key on the originating unit.**

## Receiving an Intercom Call

When you receive an intercom call, the handset or base beeps. To answer the intercom call, press the **OK** (SKL), **LINE 1** or **LINE 2** button or the **int** button.

## Advanced Intercom Features

### Receiving an Incoming Call During an Intercom Call

If you receive a telephone call during an intercom call, both handsets or base will emit alert tone and remain in intercom mode. Either handset or base user may press the corresponding **LINE 1** or **LINE 2** button or the **handsfree** button to answer the call.

### Using Intercom with External Telephone Calls

During an external telephone call, you can use the intercom function to;

- page another handset and set up a private (2-way) intercom conversation with another user while the telephone call is placed on hold
- create a 3-way conversation between the telephone caller, the base, and cordless handsets
- transfer the external telephone call to another handset

### Two-Way Intercom Calls

1. During an external call, press the **int** button on the handset or base and the external call is placed on hold. The list of handsets or base shows in the display.
2. Use the **▲** or **▼** button to select desired handset or base.
3. Press the **SELECT** (SKL) to page.

**NOTE: The receiving handset or base presses the int button or the OK (SKL) to answer the intercom call. Both intercom users may speak privately. The external caller will not hear the intercom conversation.**

4. When finished, press the **EXIT** (SKR) or **int** button to end the intercom call, return to the talk mode, and resume your original telephone conversation.

## Three-Way calling

### Between two handsets or a handset and base and an external call

1. During an external call, press the **int** button on the handset or base and the external call is placed on hold. The list of handsets or base show in the display.
2. Use the **▲** or **▼** button to select desired handset or base. A tone sounds and **PAGING** shows in the originating handset or base display.

**NOTE: PAGING FROM... shows in the display on the receiving handset or base, and the receiving handset or base must press the int button or the OK (SKL) to answer the intercom.**

3. When the receiving handset or base connects, press the **UNHOLD (SKR)** on the originating handset or base to conference with the receiving handset or base and the external caller. **CONFERENCE** shows in the display on the originating and receiving handsets.

**NOTE: A handset or base can enter conference mode directly by pressing the LINE 1 or LINE 2 button on the second handset or base during a call.**

### Between a handset or base and external calls on the Line 1 and Line 2

1. During an external call on either LINE 1 or LINE 2, press the **HOLD (SKR)** to put the call on hold.
2. If the originating line is LINE 1, press the **LINE 2** button. **LINE 1** icon flashes and **LINE 2** icon shows in the display steadily.
3. Press the **CONF** button to conference with the external call.

### Transferring External Call to Other Handsets or Base

**During an external call, you may transfer the external call to another handset or base.**

1. Press the **int** button on the originating handset or base to put an external call on hold, and then page the receiving handset or base.
2. The list of handsets or base shows in the display. Use the **▲** or **▼** button to select desired handset or base.
3. Press the **SELECT (SKL)** to start the page. You will hear a paging tone. **PAGING** shows on the originating handset's display or base display, and **PAGING FROM....** shows on the receiving handset's display or base display.
4. When the receiving handset connects, press the **END/CANCEL** button on the originating handset or base to transfer the call.

- OR -

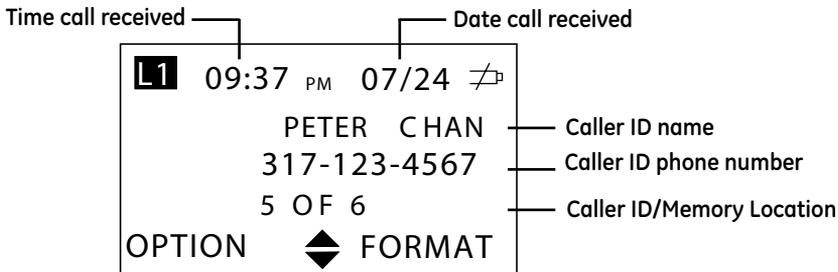
Press the **END/CANCEL** button on the originating handset or base to transfer the call.

**NOTE:** If there is no answer within 30 seconds after transferring the call, then both units receive a call back notification and **CALL BACK** shows on the display. If neither unit answers within 20 seconds, then the external call will be automatically dropped.

## Caller ID (CID)

**IMPORTANT:** In order to use this unit's Caller ID features, you must subscribe to either the standard Name/Number Caller ID Service or Call Waiting Caller ID Service. To know who is calling while you are on the phone, you must subscribe to Call Waiting Caller ID Service.

This unit receives and displays CID information transmitted by your local telephone company. This information can include the phone number, date and time; or the name, phone number, and date and time.



## Call Waiting Caller ID

Provided you subscribe to Call Waiting Caller ID service from your phone company; if you receive an incoming call and you are using the GE multi handset system, a beep indicates the presence of a Call Waiting call on the line. The Call Waiting Caller ID information will be displayed and stored in the history of all handsets in the system.

- When you hear the call waiting beep in the handset receiver, press the **LINE 1** or **LINE 2** button to put the current call on hold and answer the incoming call. Press the **LINE 1** or **LINE 2** button again to return to the original call.

## Receiving CID Records

When you receive a call, Caller ID information is transmitted by the phone company to your telephone between the first and second ring. The Caller ID information appears on your phone's display while the phone rings, giving you a chance to monitor the information and decide whether or not to answer the call.

## Storing CID Records (In CID Memory)

If you are not at home or cannot answer, your telephone's Caller ID memory stores the data for the most recent 40 calls you received so that you can see who called while you were unavailable. When the 41st call is received, the oldest Caller ID record (1st call) is automatically deleted.

You may review the stored information at any time.

## Reviewing Call Records

As calls are received and stored, the display is updated to let you know how many calls have been received.

**NOTE: The CID records can be accessed quickly by pressing the ▲ or ▼ button while the unit is in standby mode.**

1. Make sure the phone is **OFF** (not in TALK mode).
2. Press **MENU** (SKR) to access main menu.
3. Use the ▲ or ▼ button to scroll to **CALLER ID**.
4. Press the **SELECT** (SKL) to enter the menu.
5. Press the ▼ button to scroll through the call records from the most recent to the oldest. Press the ▲ button to scroll through the call records from the oldest to the newest.

## Dialing a Caller ID Number

1. Make sure the phone is **OFF** (not in TALK mode).
2. Use the ▲ or ▼ button to display the desired Caller ID record.
3. Press the **LINE 1** or **LINE 2** button or **handsfree** button to dial the number.

**NOTE: Depending on (a) how the incoming caller's phone number is formatted when it is received, and (b) whether or not you previously pre-programmed your local area code into the set up menu, you may need to adjust the format of the incoming caller's stored phone number before making the call. Press the **FORMAT** (SKR) while the number is displayed to adjust the number, and try again.**

The format option lets you change the format of the displayed number.

Available formats include:

<b>Number of digits</b>	<b>Explanation</b>	<b>Example</b>
Eleven digits	long distance code "1" + 3-digit area code + 7-digit telephone number.	1-317-888-8888
Ten digits	3-digit area code + 7-digit telephone number.	317-888-8888
Seven digits	7-digit telephone number.	888-8888

**NOTE: If the telephone number is corrupted, such as an alphabetical character in a number field, you will hear an error tone and the number is not dialed. Unit displays *UNABLE TO DIAL*.**

## Storing CID Records in Internal Memory

You may transfer a Caller ID record to your phone's memory.

**NOTE: It is important that you format CID records correctly before storing in memory. It is not possible to reformat CID records stored in memory.**

1. Make sure the phone is **OFF** (not in TALK mode).
2. Use the ▲ or ▼ button until the desired Caller ID record is displayed.
3. Press the **OPTION** (SKL) to access the option menu.
4. Use the ▲ or ▼ button to select **STORE**.
5. Press the **SELECT** (SKL) to confirm.

**NOTE: If using handset; *HANDSET BASE* shows in the display. Use the ▲ or ▼ button to select *HANDSET* or *BASE*, and press the **SELECT** (SKL) to confirm record location.**

6. **ENTER NAME** shows in the display.
7. Use the touch-tone pad to enter a name (up to 12 characters).  
**NOTE: If you make a mistake press the **DELETE** (SKR) to backspace and erase the wrong character(s) or number(s).**
8. Press the **DONE** button to scroll to **ENTER NUMBER**.  
**NOTE: The system treats **PAUSES** as delays or spaces in the dialing sequence. Each pause counts as 1 digit in the dialing sequence.**
9. Use the touch-tone pad to enter the telephone number (up to 24 digits, including pauses), and press the **DONE** button to scroll to **VIP MELODY**.
10. Press the **CHANGE** (SKR) to scroll to the desired melody. You will hear a sample of the ringer tone you select. Press **SELECT** (SKL) to confirm.
11. Press the **DONE** (SKL) to save the record and **MEMORY STORED** shows in the display.

## Deleting CID Records

1. Make sure the phone is **OFF** (not in TALK mode).
2. Press the **MENU** (SKR) to access main menu.
3. Use the **▲** or **▼** button to scroll to **CALLER ID**.
4. Press the **SELECT** (SKL) to confirm.
5. Use the **▲** or **▼** button to scroll to desired CID record.
6. Press the **OPTION** (SKL) to access the option menu.
7. Use the **▲** or **▼** button to select **DELETE CID** and delete only that record. Press the **SELECT** (SKL) to confirm. **DELETE ALL CID?** shows in the display.  
Press the **Yes** (SKL) to confirm the deletion and **DELETED** shows in the display.  
-OR-  
Use the **▲** or **▼** button to select **DELETE ALL CID**.  
Press the **SELECT** (SKL). **DELETE ALL CID?** shows in the display.  
Press the **Yes** (SKL) to confirm the deletion. The display shows **ALL CALLER ID DELETED**.

## Memory

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The cordless handset and base each have their own separate memory storage areas. Store fifty 11-character names and 24-digit telephone numbers in the handset and forty 11-character names and 24-digit telephone numbers in the base memories.

**NOTE: Memory records are stored and searched in alphabetic order. For example, if a memory record is stored with the name "Beth" and then another memory record is stored with the name "Adam", the record with the name "Adam" will be the first record in the memory storage. Each record added might change the order of the records.**

## Storing a Name and Number in Memory

1. Make sure the phone is **OFF** (not in TALK mode).
2. Press the **MEMORY** (SKL) to enter the phonebook.
3. Use the **▲** or **▼** button to scroll to **NEW ENTRY**.  
**NOTE: On the handset, you can select to store the new entry in either the Base phonebook or Handset phonebook. To choose Base phonebook, press the BASE (SKR).**
4. Press the **SELECT** (SKL) to confirm. **ENTER NAME** shows in the display.
5. Repeat Steps 7 through 11 in Storing CID Records in Internal Memory
6. To enter another name and number in a different memory location, return to Step 2 and repeat the process.

## Storing the Last Number Dialed

1. Make sure the phone is **OFF** (not in TALK mode).
2. Press the **redial** button, then use the **▲** or **▼** buttons to select the desired number.
3. Press the **STORE** (SKL) to store the number.

**NOTE: If using handset; HANDESET BASE shows in the display. Use the ▲ or ▼ button to select HANDESET or BASE, and press the SELECT (SKL) to confirm record location.**

4. Use the touch-tone to enter the name (up to 11 characters).
5. Press the **DONE** (SKL) to scroll to **ENTER NUMBER**.

**NOTE: If the redial number has more than 24 digits, the redial number cannot be stored in memory.**

6. Repeat Steps 9 through 11 in Storing CID Records in Internal Memory.

## Inserting a Pause in the Dialing Sequence

Press the **#PAUSE** button on the touch-tone pad twice to insert a delay in the dialing sequence of a stored telephone number when a pause is needed to wait for a dial tone (for example, after you dial 9 for an outside line, or wait for a computer access tone.) A pause shows on the display as a **P**. Each pause counts as 1 digit in the dialing sequence. If you need a longer pause, press the **#PAUSE** button twice again.

## Reviewing a Stored Number

1. Make sure the phone is **OFF** (not in TALK mode).
2. Press the **MEMORY** (SKL) to enter the main menu.
3. Use the **▲** or **▼** button to scroll to desired record.

-OR-

Press the 2-9 key to search for the desired record alphabetically. For example, if the record names starts with the letter "N", pressing the 6 key will automatically skip to the records starting with the letter "M". The 6 button can then be pressed multiple times until the records starting with the letter "N" are displayed. You can then use the **▲** or **▼** button to scroll to desired record.

4. Press the **VIEW** (SKR) to review the detail information of the record.

**NOTE: The handset can access the base memory as well as the handset memory. To access the base memory from the handset, press the MEMORY (SKL) and then press the BASE (SKR).**

## Changing a Stored Number

1. Make sure the phone is **OFF** (not in TALK mode).
2. Press the **MEMORY** (SKL) to enter the phone book.
3. Use the ▲ or ▼ button to scroll to desired record.
4. Press the **OPTION** (SKL) to access the option menu.
5. Use the ▲ or ▼ button to scroll to **EDIT**.
6. Press the **SELECT** (SKL) to confirm.
7. Repeat Steps 6 through 10 in Storing CID Records in Internal Memory.

## Deleting Records Stored in Memory

1. Make sure the phone is **OFF** (not in TALK mode).
2. Press the **MEMORY** (SKL) to enter the phone book.
3. Use the ▲ or ▼ button to scroll to desired record.
4. Press the **OPTION** (SKL) to access the option menu.
5. Use the ▲ or ▼ button to scroll to **DELETE**. Press the **SELECT** button. **DELETE ?** shows in the display.
6. Press the **Yes** (SKL) to confirm the deletion. **MEMORY DELETED** shows in the display.

## Dialing a Number from Memory

1. Make sure the phone is **ON** (in TALK mode) by pressing the **LINE 1** or **LINE 2** button or **handsfree** button.

**NOTE: While in TALK mode, the handset's can only access the handset memory. Make sure the memory records from the base are transferred to the handset in order to access them.**

2. Use the ▲ or ▼ button to select the desired record.  
-OR-

Press the 2-9 key to search for the desired record alphabetically. For example, if the record names starts with the letter "N", pressing the 6 key will automatically skip to the records starting with the letter "M". The 6 button can then be pressed multiple times until the records starting with the letter "N" are displayed. You can then use the ▲ or ▼ button to scroll to desired record.

**NOTE: For Chain Dialing feature, repeat Steps 2 and 3 until all sequences are entered.**

3. Press the **DIAL** (SKL) to confirm. The number dials automatically.  
-OR-

1. Make sure the phone is **OFF** (not in TALK mode).
2. Press the **MEMORY** (SKL) to enter the phone book.
3. Use the ▲ or ▼ button to select the desired number.

-OR-

Press the 2-9 key to search for the desired record alphabetically.

4. Press the **LINE 1** or **LINE 2** button or the **handsfree** button. The number dials automatically.

## Chain Dialing from Memory

Use the “Dialing a Number from Memory” feature to make calls that require a sequence of numbers, such as a frequently used long distance card number. This can be storing the various segments as a phone book record and then memory dialing in the correct sequence.

**TIP: Wait for the access tones before pressing the MEMORY button or your call might not go through.**

## Transferring Memory

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**NOTE: Transferring memory between the base and the handset can ONLY be done with the cordless handsets. The cordless handsets can save a memory record into the handset memory storage or the base. The cordless handset can also transfer a memory record from the handset to the base or from the base to the handset.**

### Transferring memory from the handset to the base:

1. Press the **MEMORY** (SKL) to enter the phone book.
2. Use the ▲ or ▼ button to select the desired memory record to be transferred.
3. Press the **OPTION** (SKL).
4. Use the ▲ or ▼ button to select **COPY TO BASE**.
5. Press the **SELECT** (SKL).
6. You will hear a confirmation tone and the display shows **COPY TO BASE**.

### Transferring memory from the base to a handset:

Memory records transferred from the base to a handset will only transfer to the handset initiating the transfer. Each handset must transfer the memory record into the handset memory individually.

1. Press the **MEMORY** (SKL).
2. Press the **BASE** (SKR) to access the base memory.
3. Use the ▲ or ▼ button to select the desired memory record to be transferred.

4. Press the **OPTION** (SKL).
5. Use the **▲** or **▼** button to select **COPY TO HS**.
6. Press the **SELECT** (SKL).
7. You will hear a confirmation tone and the display shows **MEMORY STORED**.

## **Answering System Operation**

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This section discusses the buttons and features on the answering system.

### **Handset Messages Indicator**

The handset MESSAGES indicator shows you have new messages. It blinks if there are new messages. The **1/2 ON OFF** button must be **ON** in order for the MESSAGES indicator to work.

### **Screening Calls from the Base**

1. Wait for the caller to begin leaving a message (to determine who is calling).
2. To speak to the caller, pick up the handset, and press the **LINE 1** or **LINE 2** button or **handsfree** button on the base or handset.

The answering system automatically stops recording when you activate the handset or base or pick up an extension phone.

**TIP: Make sure the volume on the base is set loud enough to hear your incoming calls.**

### **Message Playback**

#### **Base Unit**

The messages indicator on the base lets you know when you have messages. To play messages in Line 1 Mailbox or in Line 2 Mailbox, press the corresponding **PLAY/STOP 1** or **2** button.

While a message is playing, you may do the following:

- Press the corresponding **PLAY/STOP 1** or **2** button to stop the message playback.
- Press and release the **◀ (REPEAT)** button to restart the current message.
- Press and release the **◀ (REPEAT)** button twice to go to the previous message.
- Press and release the **▶ (SKIP)** button to go to the next message.
- Press the **DELETE** button to erase the current message.

## Handset

The display on the handset shows **# MSG** when you have messages.

1. Make sure the phone is **OFF** (not in TALK mode).
2. Press the **MENU** (SKR) to access main menu.
3. Use the **▲** or **▼** button to scroll to **MESSAGES**.
4. Press the **SELECT** (SKL) to confirm.
5. Use the **▲** or **▼** button to scroll to desired **MAILBOX 1** or **2**.
6. Press the **SELECT** (SKL) to access the option menu. **ANSWERER REMOTE ACCESS** shows in display and unit announces the following:
  - Press 2 to play messages.
  - Press 2 to stop.
  - Press 0 while playing a message to erase.
  - Press 1 to review.
  - Press 3 to skip.
  - Press 4 to turn OFF/ON.
  - Press 7 to review menu again.

## Memory Full

When the answering system memory is full, the system answers after 10 rings. You should erase some messages so the answering system may record new messages.

**NOTE: The maximum recording time of an incoming message is about 3 minutes per each and the total allowable recording time is about 20 minutes for 2 mailboxes to share. The total allowable number of recorded message is 50 for each mailbox. The answering system will be full when either one of the above conditions is reached.**

## Erasing Messages

You may erase messages three ways: one message at a time from the base; all messages from the base or one message at a time from the handset or a phone in another location.

**NOTE: Erased messages cannot be restored.**

**To erase one message at a time from the base:**

1. Press the **PLAY/STOP** button. The message plays.
2. Press and release the **DELETE** button. **MSG X ERASED** shows in the display.

**To erase all messages from the base:**

1. Press the **PLAY/STOP** button. The message plays.
2. Press and hold the **DELETE** button. **ERASE ALL MESSAGES?** shows in the display.
3. Press the **Yes** (SKL) to confirm the deletion. **ALL MESSAGES ERASED** shows in the display.

### To erase a message from the handset:

1. Press the **MENU** (SKR) on the handset.
2. Use the ▲ or ▼ buttons to scroll to **MESSAGES**.
3. Press the **SELECT** (SKL) to confirm. **MAILBOX 1 (XX) MAILBOX 2 (XX)** shows in display, where XX is the number of the new messages in the mail box.
4. Use the ▲ or ▼ buttons to select the desired mailbox.
5. Press the **SELECT** (SKL) to confirm. **ANSWERER REMOTE ACCESS** shows in display.
6. Press the **PLAY/STOP** on the handset (the 2 button). The message plays.
7. Press the **ERASE** (the 0 button) to erase the message during message playback.

## Leaving a Memo

### Base Unit

1. Press and hold the **MEMO** button on the base. You must hold the button until you finish recording the memo.
2. Begin speaking after you hear the beep.
3. Release the **MEMO** button when finished.

**NOTE: Message will default record in Mailbox 1.**

## Remote Access

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You can access your answering system from any touch-tone phone by entering your 3-digit security code during the playing of outgoing announcement or after you hear the outgoing announcement.

1. Dial the telephone number to which the answering system is connected.
2. Enter the security code during the outgoing announcement or after you hear the tone.
3. Follow the voice menu to use the answering system's remote functions.

The remote feature lets you perform the following functions:

- Press 2 to play messages.
- Press 2 to stop.
- Press 0 while playing a message to erase.
- Press 1 to review.
- Press 3 to skip.
- Press 4 to turn OFF/ON.
- Press 7 to review menu again.

# **Belt Clip and Optional Headset**

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## **Connecting the Belt Clip**

1. To attach the belt clip, insert the sides of the belt clip into the slots on each side of the handset.
2. Snap the ends of the belt clip into place.

## **Connecting an Optional Headset to the Handset**

Each handset can be used with an optional headset hands free operation.

1. Connect the headset to the headset jack on the side of the handset. The handset receiver and microphone are disabled when the headset is connected.
2. Adjust the headset to rest comfortably on top of your head and over your ear. Move the microphone to approximately two to three inches from your mouth.
3. Press the **LINE 1** or **LINE 2** button to answer a call or make calls using the headset.
4. To return to normal operation, unplug the headset from the jack.

# Changing the Battery

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**CAUTION:** To reduce the risk of fire or personal injury, use only the Thomson Inc. approved Nickel Metal Hydride (Ni-MH) battery model 5-2721, which is compatible with this unit.

1. Make sure the telephone is **OFF** (not in TALK mode) before you replace the battery.
2. Remove the battery compartment door.
3. Disconnect the battery plug from the jack inside the battery compartment and remove the battery pack from the handset.
4. Insert the new battery pack and connect the cord to the jack inside the battery compartment.
5. Put the battery compartment door back on.
6. Place handset in the base or handset charge cradle to charge. **Allow the handset battery to properly charge (for 16 hours) prior to first use or when you install a new battery pack. If you do not properly charge the phone, battery performance will be compromised.**

## Battery Safety Precautions

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- Do not burn, disassemble, mutilate, or puncture. Like other batteries of this type, toxic materials could be released which can cause injury.
- To reduce the risk of fire or personal injury, use only the **Nickel Metal Hydride (Ni-MH)** battery listed in the User's Guide.
- Keep batteries out of the reach of children.
- Remove batteries if storing over 30 days.

**NOTE:** The RBRC seal on the battery used in your Thomson Inc. product indicates that we are participating in a program to collect and recycle the rechargeable battery (or batteries).

For more information go to the RBRC web site at [www.rbrc.org](http://www.rbrc.org) or call 1-800-8-BATTERY or contact a local recycling center.

# Display Messages

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The following indicators show the status of a message or of the unit.

<b>BLOCKED CALL/ BLOCKED NAME/ BLOCKED NUMBER</b>	The person is calling from a name or number that has been blocked from transmission.
<b>BUSY</b>	Indicates the system is busy and not able to connect to the system.
<b>CALL WAITING</b>	Indicates a call is waiting on the line.
<b>DELETE ALL?</b>	Prompt asking if you want to erase all Caller ID records.
<b>DELETE CALL ID?</b>	Prompt asking if you want to erase the current Caller ID record that is shown on the display.
<b>DELETED</b>	Prompt confirming the Caller ID record is erased.
<b>ENTER NAME</b>	Prompt telling you to enter the name in one of the 50 memory locations.
<b>ENTER NUMBR</b>	Prompt telling you to enter a telephone number in one of the 50 memory locations.
<b>INCOMPLETE DATA</b>	Caller information has been interrupted during transmission or the phone line is excessively noisy.
<b>LOW BATTERY</b>	Indicates the battery pack needs charged.
<b>NO CALLS</b>	Indicates no calls have been received.
<b>NO DATA</b>	No Caller ID information was received.
<b>PAGING</b>	The page button on the base has been pressed.
<b>PRESS TALK KEY</b>	Indicates the CID number is a Direct Dial Number (DDN) and cannot be formatted.
<b>UNKNOWN CALL NAME/NUMBER</b>	The incoming call is from an area not serviced by Caller ID or the information was not sent.

# Handset Sound Signals

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<i>Signal</i>	<i>Meaning</i>
A long warbling tone (with ringer on)	Signals an incoming call
Three short beeps	Page signal
One short beep (every 7 seconds)	Low battery warning

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# Troubleshooting Guide

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## Caller ID Solutions

### No display

- Fully charge (for 16 hours) or replace the battery.
  - If you are using AC (electrical) power, make sure that the unit is connected to a non-switched electrical outlet. Unplug the AC power converter from the unit and plug it back in.
- 

### Caller ID Error Message

- The unit displays this message if it detects anything other than valid Caller ID information during the silent period after the first ring. This message indicates the presence of noise on the line.
- 

### No Caller ID

- In order to receive Caller ID information, you must subscribe to the standard name/number Caller ID service from your local telephone company.
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## Telephone Solutions

### No dial tone

- Check and repeat installation steps:
    - Ensure the base power cord is connected to a working outlet .
    - Ensure the telephone line cord is connected to the base and the wall jack.
  - Disconnect the base from the wall phone jack and connect another phone to the same jack. If there is no dial tone on the second phone, the problem might be your wiring or local service.
  - The cordless handset may be out of range of the base. Move closer to the base.
  - Ensure the battery is properly charged (16 hours).
  - Ensure the battery pack is installed correctly.
  - Did the handset beep when you pressed the **LINE 1**, **LINE 2** or **handsfree** button? The battery may need to be charged.
- 

### Dial tone is OK, but can't dial out

- Make sure the TONE/PULSE setting on the base is set to the type of phone service you are subscribed to.
-

Handset/Base does not ring

- Make sure the handset and base ringer is turned On.
  - The cordless handset may be out of range. Move closer to the base.
  - You may have too many extension phones on your line. Try unplugging some phones.
  - Check for dial tone. If no dial tone is heard, see solutions for "No dial tone."
- 

You experience static, noise, or fading in and out

- The cordless handset may be out of range of the base. Move closer to the base.
  - Make sure base is not plugged into an outlet with another household appliance.
  - Charge the battery.
- 

Unit beeps

- Charge battery for 16 hours.
  - See solutions for "No dial tone".
  - Replace the battery.
- 

Memory Dialing doesn't work

- Did you program the memory location keys correctly?
  - Did you follow proper dialing sequence?
- 

Phone dials in pulse with tone service

- Make sure phone is in tone dialing mode.
- 

Phone won't dial out with pulse service

- Make sure phone is in pulse dialing mode.
- 

## **Battery Solutions**

If you experience any of the following problems, even after fully recharging the battery, you may need to replace the battery pack:

- Short talk time
  - Poor sound quality
  - Limited range
-

# Answering System Solutions

Can't hear messages, beep, etc.

- Adjust speaker volume.
- 

Time/Day setting stuck at 12 a.m. Mon.

- Set the time clock.
- 

Answers on 10th ring

- Make sure answering system is turned On.
  - Answering system memory may be full. Erase some messages.
- 

Incoming messages are incomplete

- An extension phone may have been lifted as a message is received.
  - Answering system memory is full. Erase some messages.
  - You may have accidentally pressed the **play/stop** button during playback and stopped the message.
- 

Won't respond to remote commands

- You must use a tone-dial phone. This phone does not support pulse (rotary) dialing.
- Make sure to enter the correct security code.
- Did unit hang up? If you take no action for a period of time, it automatically hangs up.

## **General Product Care**

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To keep your unit working and looking good, follow these guidelines:

- Avoid putting the phone near heating appliances and devices that generate electrical noise (for example, motors or fluorescent lamps).
- DO NOT expose to direct sunlight or moisture.
- Avoid dropping the handset, as well as other rough treatment to the phone.
- Clean the phone with a soft cloth.
- Never use a strong cleaning agent or abrasive powder because this will damage the finish.
- Retain the original packaging in case you need to ship the phone at a later date.

## **Causes of Poor Reception**

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- Aluminum siding.
- Foil backing on insulation.
- Heating ducts and other metal construction that can shield radio signals.
- You're too close to appliances such as microwaves, stoves, computers, etc.
- Atmospheric conditions, such as strong storms.
- Base is installed in the basement or lower floor of the house.
- Base is plugged into AC outlet with other electronic devices.
- Baby monitor is using the same frequency.
- Handset battery is low.
- You're out of range of the base.

# Warranty Assistance

---

If trouble is experienced with this equipment, for warranty information, please contact customer service at **1-800-448-0329**. If the equipment is causing harm to the telephone network, the telephone company may require that you disconnect the equipment until the problem is resolved.

Any unauthorized repairs, changes or modifications not expressly approved by Thomson Inc. could void the user's authority to operate this product. For instructions on how to obtain a replacement unit, refer to the warranty included in this guide or call customer service at **1-800-448-0329**.

Or refer inquiries to:

**Thomson Inc.**  
**Manager, Consumer Relations**  
**P O Box 1976**  
**Indianapolis, IN 46206**

Attach your sales receipt to this booklet for future reference or jot down the date this product was purchased or received as a gift. This information will be valuable if service should be required during the warranty period.

Purchase Date \_\_\_\_\_

Name of Store \_\_\_\_\_

# Limited Warranty

---

## What your warranty covers:

- Defects in materials or workmanship.

## For how long after your purchase:

- One year, from date of purchase.  
(The warranty period for rental units begins with the first rental or 45 days from date of shipment to the rental firm, whichever comes first.)

## What we will do:

- Provide you with a new unit. The exchange unit is under warranty for the remainder of the original product's warranty period.

## How you get service:

- Properly pack your unit. Include any cables, etc., which were originally provided with the product. We recommend using the original carton and packing materials.
- "Proof of purchase in the form of a bill of sale or receipted invoice which is evidence that the product is within the warranty period, must be presented to obtain warranty service." For rental firms, proof of first rental is also required. Also print your name and address and a description of the defect. Send via standard UPS or its equivalent to:

**Thomson Inc.  
11721 B Alameda Ave.  
Socorro, Texas 79927**

- Insure your shipment for loss or damage. Thomson Inc. accepts no liability in case of damage or loss.
- A new unit will be shipped to you freight prepaid.

## What your warranty *does not* cover:

- Customer instruction. (Your Owner's Manual provides information regarding operating instructions and user controls. Any additional information, should be obtained from your dealer.)
- Installation and setup service adjustments.
- Batteries.
- Damage from misuse or neglect.
- Products which have been modified or incorporated into other products.
- Products purchased or serviced outside the USA.
- Acts of nature, such as but not limited to lightning damage.

**Product Registration:**

- Please complete and mail the Product Registration Card packed with your unit. It will make it easier to contact you should it ever be necessary. The return of the card is not required for warranty coverage.

**Limitation of Warranty:**

- **THE WARRANTY STATED ABOVE IS THE ONLY WARRANTY APPLICABLE TO THIS PRODUCT. ALL OTHER WARRANTIES, EXPRESS OR IMPLIED (INCLUDING ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE) ARE HEREBY DISCLAIMED. NO VERBAL OR WRITTEN INFORMATION GIVEN BY THOMSON INC., ITS AGENTS, OR EMPLOYEES SHALL CREATE A WARRANTY OR IN ANY WAY INCREASE THE SCOPE OF THIS WARRANTY.**
- **REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER. THOMSON INC. SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT OR ARISING OUT OF ANY BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT. THIS DISCLAIMER OF WARRANTIES AND LIMITED WARRANTY ARE GOVERNED BY THE LAWS OF THE STATE OF INDIANA. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS PRODUCT IS LIMITED TO THE APPLICABLE WARRANTY PERIOD SET FORTH ABOVE.**

**How state law relates to this warranty:**

- Some states do not allow the exclusion nor limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts so the above limitations or exclusions may not apply to you.
- This warranty gives you specific legal rights, and you also may have other rights that vary from state to state.

**If you purchased your product outside the USA:**

- This warranty does not apply. Contact your dealer for warranty information.

## Accessory Information

DESCRIPTION	MODEL NO.
AC power adaptor	5-2760
Belt Clip	5-2717
Headset	5-2425 (black)
Replacement Handset Battery	5-2721
Accy. Handset Recharge Cradle	5-2753

To place order, have your Visa, MasterCard, or Discover Card ready and call toll-free **1-800-338-0376**. A shipping and handling fee will be charged upon ordering. We are required by law to collect appropriate sales tax for each individual state, country, and locality to which the merchandise is being sent. Items are subject to availability.

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Visit the GE website at: [www.GE.com/phones](http://www.GE.com/phones)

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