

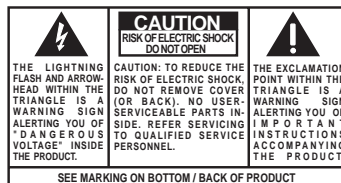
## INTRODUCTION

Your GE answering system is designed to give you flexibility in use and quality performance. To get the most from your answerer, we suggest that you take a few minutes right now to read through this User's Guide.

## TABLE OF CONTENTS

<b>GETTING STARTED</b> .....	<b>2</b>
DESKTOP INSTALLATION .....	3
WALL MOUNT INSTALLATION .....	4
ANSWERING SYSTEM SET UP .....	5
THE OUTGOING ANNOUNCEMENT (OGA) .....	5
<b>ANSWERER OPERATION</b> .....	<b>6</b>
TURNING THE ANSWERER ON AND OFF .....	6
MESSAGE PLAYBACK .....	6
SAVING MESSAGES .....	6
CALL SCREENING/AUTO DISCONNECT .....	7
THE MEMO BUTTON .....	7
REMOTE ACCESS .....	9
<b>TELEPHONE OPERATION</b> .....	<b>11</b>
PLACING AND ANSWERING CALLS .....	11
REDIAL .....	11
FLASH BUTTON .....	11
<b>MEMORY DIALING</b> .....	<b>12</b>
STORING A NUMBER IN MEMORY .....	12
CHANGING A STORED NUMBER .....	12
DIALING A STORED NUMBER .....	13
CHAIN DIALING .....	14
<b>TROUBLESHOOTING GUIDE</b> .....	<b>15</b>
<b>CARE AND MAINTENANCE</b> .....	<b>16</b>
<b>SERVICE</b> .....	<b>16</b>
<b>INDEX</b> .....	<b>17</b>
<b>WARRANTY</b> .....	<b>18</b>

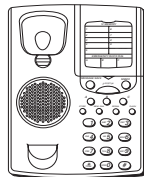
**WARNING: TO PREVENT FIRE OR ELECTRICAL SHOCK HAZARD, DO NOT EXPOSE THIS PRODUCT TO RAIN OR MOISTURE.**



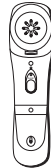
## GETTING STARTED

---

Make sure your package contains the following items:



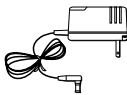
Base unit



Handset



Handset cord



AC power supply 5-2378



Telephone line cord

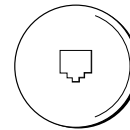


Tape

## BEFORE YOU BEGIN

### MODULAR JACK REQUIREMENTS

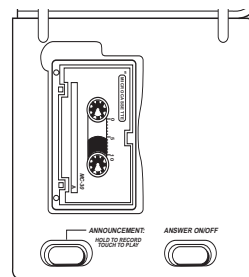
You need an RJ11 type modular jack, which is the most common type of phone jack and might look like the one pictured here. If you don't have a modular jack, call your local phone company to find out how to get one installed.



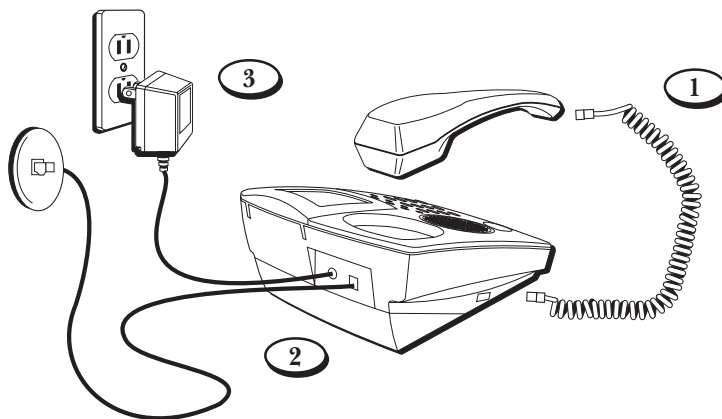
### INSERTING A TAPE

Open the tape compartment and gently insert a tape facing the direction shown in this diagram (make sure that Side A is showing).

Don't force the tape into position—it could damage the unit.



## DESKTOP SYSTEM INSTALLATION

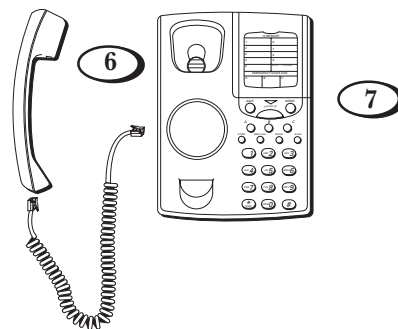
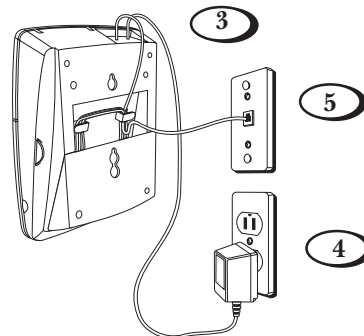
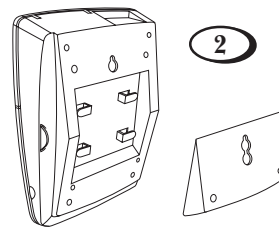


1. Connect the handset cord into the handset and into the jack on the left side of the base unit.
2. Plug one end of the telephone line cord into the jack marked PHONE LINE on the back of the unit and plug the other end into a modular wall jack.
3. Plug the smaller end of the power supply cord into the POWER jack on the back of the answerer; plug the larger end into an AC power outlet.
4. Set the TONE/PULSE switch (on the right side of the unit) to TONE if you have touch-tone service or to PULSE if you have rotary dial service.

**NOTE:** Only use the Thomson power supply that came with this unit (5-2378). Using other adapters may damage the unit.

## WALL MOUNT INSTALLATION

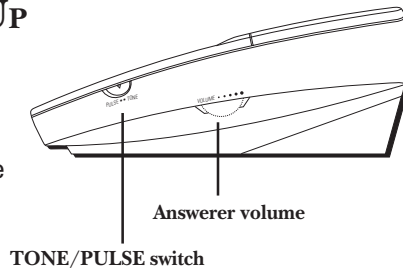
1. Rotate the handset hook one-half turn.
2. Remove the base plate from the back by pressing down on the snap tabs and then reverse the direction of the base plate.
3. Plug one end of the telephone line cord into the jack marked PHONE LINE on the back of the unit. Wrap the excess cord around the plastic tabs. Plug the other end of the telephone line cord into a modular wall jack. Replace the base plate by putting the tabs into the slots and snapping them into place.
4. Connect the power supply adapter to the POWER 9V DC jack on the back of the unit and plug it into an AC outlet.
5. Slip the mounting holes over the wall plate posts and slide the unit down firmly into place. (Wall plate not included.)
6. Plug the handset cord into the handset and into the unit and then hang up the handset.
7. Set the TONE/PULSE switch to TONE you if have touch-tone service or to PULSE if you have rotary dial service.



## ANSWERING SYSTEM SET UP

### SETTING THE ANSWERER VOLUME

Set the volume for answering system playback to desired level. Turn knob away from you to increase the volume and toward you to decrease the volume.

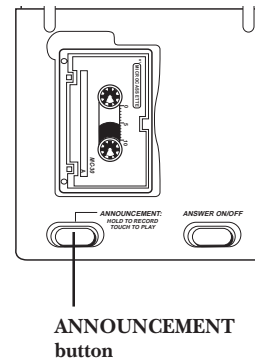


## THE OUTGOING ANNOUNCEMENT (OGA)

### RECORDING THE OGA

When recording, your mouth should be about eight inches from the unit, and you should eliminate as much background noise as possible.

1. Open the door on the front of the unit.
2. Press and hold the ANNOUNCEMENT button. You need to hold the button until you finish the announcement.
3. Begin talking after you hear the beep.
4. Release the button when you finish your announcement.
5. Announcement plays back automatically.



### OUTGOING ANNOUNCEMENT SAMPLE

*Hello, this is \_\_\_\_\_.*

*I can't answer the phone right now, so if you leave your name, number, and a brief message at the tone, I'll contact you as soon as possible. Thank you.*

### REVIEWING THE OGA

To review your outgoing announcement, press and quickly release the ANNOUNCEMENT button.

## **ANSWERER OPERATION**

---

### **TURNING THE ANSWERER ON AND OFF**

Open the door on the front of the unit and press the ANSWER ON/OFF button to turn the answerer on (so that it answers phone calls). The answering machine normally answers on the fifth ring, unless you have saved messages. If you have saved messages, the machine answers on the second ring.

### **MESSAGE PLAYBACK**

To hear messages left on your answering machine, press the PLAY/STOP button. The tape rewinds and begins playing all messages. When all messages have been played, the machine automatically rewinds the tape and is ready for additional incoming messages. New messages will record over the old messages unless you use the save feature (see "Saving Messages" section).

**NOTE:** There is no time limit for incoming messages. A caller can leave a message that is the length of the tape. The tape provided holds 15 minutes of recording time on each side, including the outgoing announcement.

### **SAVING MESSAGES**

Press MESSAGE SAVE if you want to save all messages. The answering machine will save those messages on the tape and begin recording new messages after the old messages you have saved.

**Note:** The MESSAGE SAVE key can be pressed any time during or after message playback.

### FULL TAPE

When the tape is full, the Messages indicator light flashes rapidly. The machine answers on the 10th ring and emits a tone. To clear the tape, play the messages and **do not** save them.

## THE MESSAGES INDICATOR LIGHT

The following table tells you what the Messages indicator light is doing.

<i>What the light is doing</i>	<i>Meaning</i>
Continuously OFF	Answering machine is off.
Blinks steadily	Each blink represents a message that someone has left on the machine.
Flashes rapidly	No tape inserted, tape is full or jammed, or you haven't recorded a valid outgoing announcement. See applicable sections throughout this manual to correct condition.
Continuously ON	Machine is ON and there are no new messages or memos on the answering machine.

## CALL SCREENING/AUTO DISCONNECT

Because the answerer automatically stops recording when any extension phone is picked up (Auto Disconnect feature), you can screen incoming calls. Listen as the caller leaves a message and pick up the handset (or any extension phone) if you want to talk to that caller.

## MEMO BUTTON

The MEMO button serves two purposes:

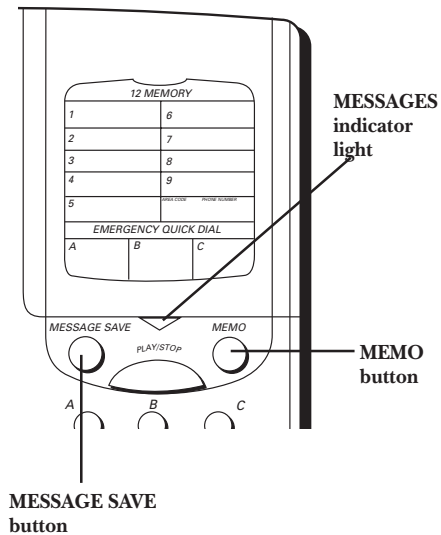
- Enables you to leave a message on the answering machine.
- Enables you to activate the Instant Replay feature, which repeats the previous 10 seconds of the message you are playing back.

### LEAVING A MEMO

Leaving a memo is just like recording an OGA, except you use the MEMO button instead of the ANNOUNCEMENT button.

1. Press and hold down MEMO.
2. When you hear a beep, continue holding MEMO and leave your message.
3. Release MEMO when you finish your message.

The memo is included in the message count represented by the number of times the MESSAGES indicator light flashes.



### INSTANT REPLAY

Instant Replay is used to repeat the previous 10 seconds of the message you are playing. Use Instant Replay when you want to quickly repeat information like a phone number or address.

1. Press MEMO while you are playing the message.
2. Tape rewinds for 10 seconds and resumes playing.



## REMOTE ACCESS

---

You can access your answering machine from any touch-tone phone by entering the 3-digit security code on the bottom of the unit. You can complete more than one remote function when you access your answering machine since the machine gives you several seconds after completing one task for you to request another.

## SECURITY CODE


A 3-digit, factory-assigned security code is listed on the bottom of the unit. You must enter this number to obtain remote access to your answering machine.

## TOLL SAVER FEATURE

If you call to retrieve messages and there are no saved messages or new messages, the unit answers on the 5th ring. If there are saved messages or new messages, the unit answers on the 2nd ring. If you call from a remote location and you hear 3 rings, you can hang up knowing you have no new messages and avoid the toll charges.

## ACCESSING YOUR ANSWERING MACHINE

### PLAYING MESSAGES AND CLEARING MESSAGES

1. Dial your phone number.
2. After the OGA, enter your 3-digit security code.
3. After you enter your security code, the answering machine automatically rewinds and plays the messages.
4. To clear messages, press the () TONE button.
5. To play all of the messages again, press 2.

**TIP:** You can bypass the outgoing announcement by pressing any number key while it is playing.

#### **ACTIVATING INSTANT REPLAY FROM A REMOTE LOCATION**

After you have accessed the answering machine (dial your phone number, enter your security code after the OGA, and the messages start playing) you can replay the previous 10 seconds of the message that is playing by pressing 5.

#### **RECORDING AN OGA FROM A REMOTE LOCATION**

1. Dial your phone number
2. Enter your 3-digit security code
3. Press 4 (you will hear a series of short tones and a long tone)
4. After the long tone, record your new OGA
5. Press 4 when finished recording
6. The machine automatically plays the new OGA

#### **ACCESSING THE ANSWERING MACHINE WHEN THE TAPE IS FULL**

When the tape is full, the machine answers on the 10th ring and emits a tone. The machine gives you several seconds to enter your 3-digit security code to access your messages.

It is a good idea to clear messages and reset the tape so that you are able to receive more messages. Refer to the Remote Operation cards for details on resetting the tape.

#### **TURNING THE MACHINE ON AND OFF FROM A REMOTE LOCATION**

After you have accessed the answering machine by dialing your phone number and entering your 3-digit security code, you can turn the machine on by pressing 5 and you can turn it off by pressing 6.

**TIP:** The machine tells you when a command has been completed by emitting 3 short beeps (i.e., when the last message has finished playing, the machine beeps 3 times). After the 3 beeps, you can choose another remote command (i.e., recording a new outgoing announcement).

## TELEPHONE OPERATION

---

### MAKING A CALL

1. Pick up the handset to get a dial tone.
2. Dial the number.

### RECEIVING A CALL

Make sure that the RINGER (on the back of the unit) is set to LO or HI.

1. Pick up the handset when the phone rings.
2. Put handset in cradle when finished with conversation.

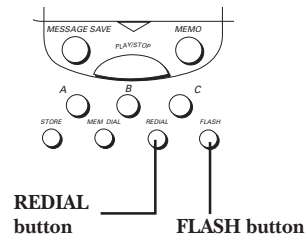
### REDIAL

Redial the last number you called by pressing the REDIAL button after you get a dial tone.

**NOTE:** The Redial feature holds in memory the last numbers that you pressed. If you pressed any numbers after dialing a phone number (for example, when accessing a voice-menu system) those numbers are redialed.

### FLASH BUTTON

Press the FLASH button instead of pressing the hook switch to activate custom calling services such as call waiting or call transfer, which are provided by your local phone company.



## MEMORY DIALING

---

Store as many as 12 numbers in memory for easy dialing. Three numbers can be stored in the Emergency Quick Dial locations (A, B, C) located above the number keypad. Nine additional numbers can be stored in the numbered keys (1-9).

**NOTE:** Be careful when you store numbers because you might actually call someone instead of storing their number in memory. Follow the correct procedures in the "Storing A Number in Memory" section.

### STORING A NUMBER IN MEMORY

1. Pick up the handset to get a dial tone.
2. Press the STORE button.
3. Dial the number to be stored.
4. Press the STORE button and then press a memory location (A, B, C, or 1-9).
5. Record whose phone number it is on the memory directory (located under the plastic cover on the front of the unit).

### STORING THE LAST NUMBER DIALED

1. Pick up the handset to get a dial tone.
2. Press the STORE button twice.
3. Press a memory location (A, B, C, or 1-9).
4. Record whose phone number it is on the memory directory (located under the plastic cover on the front of the unit).

### CHANGING A STORED NUMBER

To change a stored number, replace it with a different number by using the procedure for storing a number. Just make sure that you update your memory directory on the front of the unit when you make changes.

#### **ADDING A PAUSE TO THE DIALING SEQUENCE**

Use the REDIAL button to insert a delay in the dialing sequence when storing a number. For example, when you need to dial 9 to get an outside line, press REDIAL at the point in the dialing sequence in which a pause is required.

1. Pick up the handset to get a dial tone.
2. Press the STORE button.
3. Press 9.
4. Press REDIAL to add a pause, and then dial the number.
5. Press the STORE button and then press a memory location (A, B, C, or 1-9).

#### **CLEARING A STORED NUMBER**

1. Pick up the handset to get a dial tone.
2. Press STORE.
3. Press the REDIAL button.
4. Press the STORE button and then press a memory location (A, B, C, or 1-9).

#### **DIALING A STORED NUMBER**

To dial numbers from memory, pick up the handset to get a dial tone. Press the MEM DIAL (Memory Dial) button followed by the memory location (1-9) for the number you want to dial.

#### **DIALING THE EMERGENCY QUICK DIAL NUMBERS (A, B, C)**

Because the Emergency Quick Dial buttons are the quickest to dial, you may want to use them to store emergency numbers.

To dial one of these numbers, just press the A, B, or C button after you get a dial tone.

**CAUTION:** If you make test calls to emergency numbers, remain on the line and explain the reason for the call to the dispatcher. Also, make these calls in off-peak hours, such as early morning or late evening.

## CHAIN DIALING

Use this feature if you make calls that require you to dial a sequence of numbers, for instance if you use a calling card for a frequently called long distance number. Basically, you store each number in a different memory location, and then dial the memory buttons instead of each number separately.

The following example shows how you can use chain dialing to make a call through a long distance service.

<i>Number is For</i>	<i>Memory Location</i>
Long distance access number	7
Authorization code	8
Frequently called long distance number	9

1. Pick up the handset to get a dial tone.
2. Press MEM DIAL and then press 7.
3. When you hear the access tone, press MEM DIAL and then press 8.
4. At the next access tone, press MEM DIAL and then 9.

## TROUBLESHOOTING GUIDE

---

<i>Problem</i>	<i>Solution</i>
No dial tone/won't dial out	<ul style="list-style-type: none"><li>• Check phone line connection and handset cord connection.</li><li>• Check hook switch to make sure it pops up.</li><li>• Make sure TONE/PULSE switch is in correct position.</li></ul>
Phone doesn't ring	<ul style="list-style-type: none"><li>• Adjust the RINGER VOLUME level.</li><li>• Could have too many phones on one line. (See FCC registration information regarding REN)</li></ul>
Volume is low	<ul style="list-style-type: none"><li>• Check the VOLUME setting. Turn up if necessary.</li></ul>
Memory dialing problems	<ul style="list-style-type: none"><li>• Make sure you entered numbers correctly. Review memory dialing section.</li></ul>
Unit doesn't answer calls	<ul style="list-style-type: none"><li>• Make sure that the ANSWER ON/OFF button is on.</li><li>• Make sure unit is connected to a working AC outlet.</li></ul>
Unit answers after 10 rings	<ul style="list-style-type: none"><li>• Tape is full or jammed, or ANSWER ON/OFF button is off.</li></ul>
Unit answers after two rings	<ul style="list-style-type: none"><li>• There are new or saved messages. Play messages and do not save them to restore the unit to answer on the fifth ring.</li></ul>
Unit does not respond to any buttons	<ul style="list-style-type: none"><li>• Unplug unit and wait at least one minute. Then, restore power.</li></ul>

## CARE AND MAINTENANCE

---

To keep your GE telephone working and looking good, follow these few simple guidelines:

- Avoid putting the unit near heating appliances and devices that generate electrical noise. (i.e., motors, fluorescent lamps.)
- The unit should not be exposed to direct sunlight or moisture.
- Avoid dropping the unit and/or other rough treatment of the unit.
- Clean with a soft cloth. (Remember to first unplug the unit from the wall outlet.)
- Never use a strong cleaning agent or abrasive powder, as this can damage the finish.
- Retain the original packaging for future use.

## SERVICE

---

FCC requires this product be serviced only by the manufacturer or its authorized service agents. In accordance with FCC requirements, changes or modifications not expressly approved by Thomson Consumer Electronics could void the user's authority to operate this product. For instructions on how to obtain service, refer to the warranty included in this guide or call customer service, telephone number: 800-448-0329.

Attach your sales receipt to the 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 \_\_\_\_\_



## INDEX

---

### A

ANSWER ON button 6  
Auto Disconnect feature 7

### C

Call Screening 7  
Changing a Stored Number 12

### D

DIAL button 13  
Display messages 0, 7

### E

Emergency Quick Dial  
locations (A, B, C) 12, 13

### F

FLASH button 11  
Full Tape 7, 10

### I

Inserting a Tape 2

### M

MEMO button 7  
used to leave a message 8  
Memory directory 12  
Memory Feature 12  
Memory feature  
clearing a number 13  
dialing a number 13  
Message Playback 6  
Message playback 6

### O

OGA. *See* Outgoing announcement  
recording 5  
reviewing 5

### P

PLAY/STOP button 6  
Playing Messages 9  
Playing messages 6

### R

REDIAL button 11  
used when storing numbers  
in memory 12  
Redial feature 11  
Remote Access 9  
clearing messages 9  
playing messages 9  
turning machine on/off 9  
when tape is full 9  
RINGER switch 11

### S

Screening calls 7  
Security Code 9  
STORE/IN button 12, 13  
Storing a Number in Memory 12

### T

Tape  
full 7, 10  
inserting 2  
TONE/PULSE switch 3, 4

## LIMITED WARRANTY

---

**What your warranty covers:**

- Any defect in materials or workmanship.

**For how long after your purchase:**

- One year.

(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, or at our option, a refurbished unit.
- The exchange unit is under warranty for the remainder of the original product's warranty period.

**How to make a warranty claim:**

- Properly pack your unit. Include any cables, etc., which were originally provided with the product. We recommend using the original carton and packing materials.
- Include in the package evidence of purchase date such as the bill of sale. Also print your name and address and a description of the defect. Send standard UPS or its equivalent to:

**Thomson Consumer Electronics, Inc.**

**Product Exchange Center**

**32 Spur Drive**

**El Paso, Texas 79906**

- Pay any charges billed to you by the Exchange Center for service not covered by the warranty.
- A new or refurbished unit will be shipped to you prepaid freight.

**What your warranty *does not* cover:**

- Customer instruction. (Your Owner's Manual provides information regarding operating instructions and user controls. For additional information, ask your dealer.)
- Installation and set-up 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 God, 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.

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

- This warranty gives you specific legal rights, and you may have other rights which vary from state to state.

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

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

Model 2-9824  
343A6610-0001 (Rev. 1 E/S)  
96-25  
Printed in Philippines

 **THOMSON CONSUMER ELECTRONICS**  
P.O. Box 1976, Indianapolis, IN 46206  
© 1996 Thomson Consumer Electronics, Inc.  
Trademark(s) ® Registered  
Marca(s) Registrada(s)