OWNER'S INSTRUCTION MANUAL

Colleague

CALLER ID TYPE II
LINE POWERED TELEPHONE
2211

CORTELCO

THANK YOU
FOR PURCHASING THE
COLLEAGUE CALLER ID TYPE II
LINE POWERED TELEPHONE

We want you to know all about your new Colleague Telephone, how to install it, the features it provides, and the services you can expect from its use. We have included this information in your Owner's Instruction Manual.

**PLEASE READ BEFORE INSTALLING
AND USING YOUR NEW TELEPHONE EQUIPMENT.**

TABLE OF CONTENTS

IMPORTANT SAFETY INSTRUCTIONS

Always follow basic safety precautions when using your telephone equipment to reduce the risk of fire, electrical shock, and injury.

1. **Read and understand all instructions** in the Owner's Instruction Manual.

2. **Read all warnings** and follow all instructions marked on the product.

3. **Unplug this product from the wall outlet before cleaning**. Use a damp cloth for cleaning. Do not use liquid or aerosol cleaners.

4. **Do not use the telephone near water**. For example, do not use near a bathtub, wash bowl, kitchen sink, laundry tub, swimming pool, or in a wet basement.

5. **Do not place this product on an unstable cart or stand**. The product may fall causing serious damage to the product.

6. **Use only the type power source indicated on the label.** If you are not sure of the type power supply to your home, consult your dealer or local power company.

7. **Do not place any objects on the telephone line cord**. Do not locate the telephone where the line cord will be walked on.

8. **Do not block or cover ventilation slots and openings** in the bottom of the telephone. The openings should never be blocked by placing the telephone on a bed, sofa, rug, or other similar surfaces. The telephone should never be placed near or over a radiator or heat register. The telephone should never be placed in a built-in installation unless proper ventilation is provided.

9. **Never spill liquid on the telephone or push objects of any kind through ventilation slots**. Liquid or objects may touch dangerous voltage points or short out parts that could result in a risk of fire or electrical shock.

10. **Do not disassemble this product**. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electrical shock when the product is subsequently used.

11. **Do not overload outlets and extension cords.** Some telephones require AC power from an outlet. Overloading the outlets can result in the risk of fire or electric shock.

12. **Avoid using a telephone during a local thunderstorm**. There may be a remote risk of electrical shock from lightning.

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

14. **Unplug the telephone from the wall outlet and refer servicing to qualified service personnel** under the following conditions:

    • When the line cord is frayed or plugs damaged.

    • If liquid has been spilled into the telephone.

    • If the telephone has been exposed to rain or water.

    • If the telephone does not operate properly by following the operating instructions. (Adjust only those controls covered by the operating instructions. Improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.)

    • If the telephone has been dropped or the housing damaged.

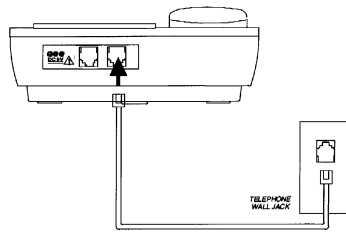   • If the telephone exhibits distinct change in performance.

SAVE THESE INSTRUCTIONS
15-101-613

TELEPHONE USAGE

SET UP/INSTALLATION

1. Connect the telephone line cord.
   a. To connect without an answering machine.
      - Use the new line cord to connect the PHONE jack of your new caller ID phone to the modular wall jack.

   b. To connect with an existing answering machine.
      - Use the existing line cord supplied to connect the LINE jack of your answering machine to the wall modular line jack.
      - Use the new line cord supplied to connect the telephone's jack of your new Caller ID phone to the PHONE jack of your answering machine.
      - Set your answering machine to answer the phone after 2 or more rings.
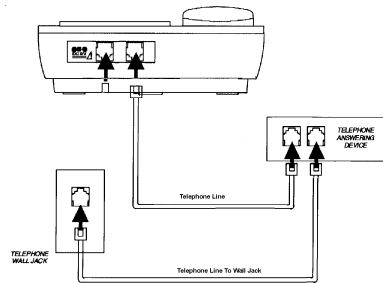
2. Place the unit on a flat table or mount it on a wall. If you desire to place it on a wall, use the wall mount bracket and short line cord supplied to accomplish the wall mounting.

4

WALL MOUNT INSTRUCTIONS

1. Install the wall mount bracket in wall mount position and route cords as shown in diagram below.
2. Connect the line cord. See Step 1 on preceding page for specific instructions.
3. Push out the handset hook and reattach in opposite direction for the wall mount position, plug the coiled cord into the handset, and then plug the other end of the cord into the base.
4. Place the handset on the base.

1 Desk Wall
Wall Mounting Bracket Positions

2 Wall Jack
Wall Jack Mounting Views

3 Desk top position Wall mount position

4
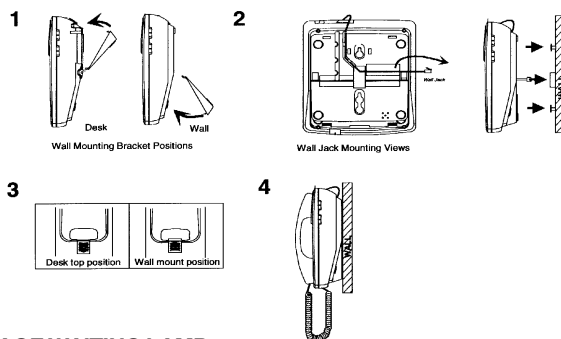
24/90V MESSAGE WAITING LAMP

If your phone is installed behind a Message Waiting enabled PBX, you will need to set the MW switch in order to receive the Message Waiting indication.

1. Locate the switch under the plastic cover on the right hand side of the faceplate where the memory keys are located.
2. For 90V PBX Message Waiting Indication, move the switch to the position marked "90V". For 24V PBX Message Waiting Indication, move the switch to the position marked "24V".

Note: The unit is shipped in the off position.

INITIAL DISPLAY

When the unit is first connected to the telephone line, the information shown below will be displayed. The time and date are automatically set when a Caller ID (CID) call is received. The unit will keep the current time accurately, and will update each time a CID call is received.

```
1/01  AM   12:00


CORTELCO
```
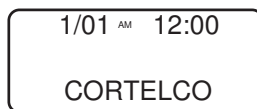
TELEPHONE PART IDENTIFICATION
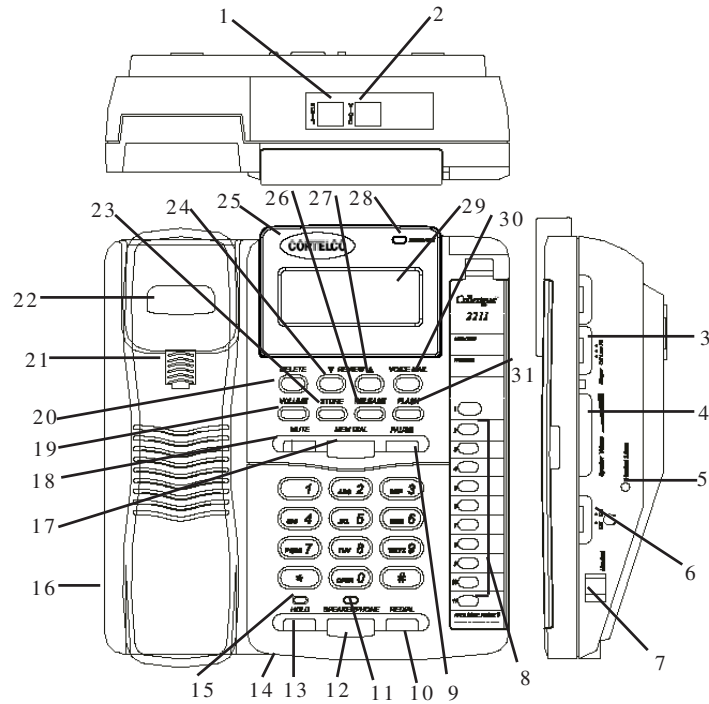
1	Line Jack	15	Hold LED	29	LCD Display
2	Data Jack	16	Handset Cord Jack	30	VM Button
3	Ringer Switch	17	Mem Dial Button	31	Flash Button
4	Speaker Volume	18	Mute Button w/ LED		
5	2.5mm Headset Jack	19	Volume Button		
6	Headset Off/On Switch	20	Delete Button		
7	RJ45 Headset Jack	21	Handset Hook		
8	One-Touch Memory	22	Hook Switch		
9	Pause Button	23	Store Button		
10	Redial Button	24	Review Down Button		
11	Speakerphone LED	25	Customized Logo		
12	Speakerphone Button	26	Release Button		
13	Hold Button	27	Review Up Button		
14	Memory Index	28	Message LED		

TELEPHONE FEATURES

TONE DIALING
This unit is capable of only DTMF dialing. This phone is not compatible with pulse dialing.

RECEIVING A PHONE CALL
1.   Be sure the **RINGER** switch is set to the **HI** or **LOW** position.

2.   When the phone rings and the caller's information shows on the display window (refer to Using the Caller ID Function), lift the handset or press the **SPEAKER-PHONE** button and begin your conversation.

3.   Set the Ringer switch to the **OFF** position when you do not want to be interrupted by the phone ringing. Remember to set the ringer switch back to Hi or Low when you want to receive calls again.

PLACING A PHONE CALL
1.   Lift the handset or press the **SPEAKERPHONE** button and wait for a dial tone.

2.   Dial the telephone number you wish to call. The number will appear on the display window.

SPEAKERPHONE BUTTON
1.   Receiving Incoming Calls
      a.   When the phone rings and the caller's information shows on the display window (refer to *Using the Caller ID Function),* press and release the Speakerphone button and talk normally into the built-in microphone from a distance of 5-6 inches.
      b.   You can adjust the volume of the caller's voice by sliding the **VOLUME CONTRO**L on the right side of the phone.
      c.   After the conversation has finished, press the SPEAKERPHONE button to hang up.

2.   To Make A Call
      a.   Press and release the **SPEAKERPHONE** button.
      b.   When you hear a dial tone, dial the number or press the auto memory button just as you would on any other push-button telephone. The number will appear on the display window.

c. When your party answers, adjust the sound level of his or her voice by sliding the **VOLUME CONTROL** located on the right side of the phone.

d. After the conversation has finished, press **SPEAKERPHONE** to hang up.

Note:
1. *If you wish to switch from speakerphone to handset, simply lift the handset.*
2. *If you wish to switch from handset to speakerphone, press and release Speakerphone and then hang up the handset.*

MEMORY

To Store A Number In Memory:

Note: Must be off-hook to store a number in memory

1. Press the **STORE** button, **[*SAVE TO?*]** appears on the display window.

2. Press the desired memory location.
   - To store in an auto memory button (located on right-hand side of base) - Press 1, 2, 3, or 11).
   - To store in a keypad memory location - Press one of the keypad buttons (l, 2, 3, or 0).

3. **[*ENTER NUM >*]** appears in the display. Dial the telephone number (24 digits maximum) to store in **memory.**
   Note: The memory locations can be chained together to store numbers of longer length.

4. Press **STORE** again.

5. Use pull out memory index to write in name and the memory button where it is stored.

To Dial A Phone Number In Memory

1. Lift the handset and wait for a dial tone.

2. Press any memory location.
   - To dial an auto memory button (located on right-band side of base) - Press the desired auto memory button (1, 2, 3.... or 11).
   - To dial a keypad memory location - press the **MEM DIAL** button first, and then the desired keypad button (1, 2, 3.... or 0).

3. The number will be displayed and dialed automatically.

VOLUME BUTTON

A built-in amplifier feature allows you to increase the listening volume in the receiver of the handset when speaking with your party. When needed, press the **VOLUME** button to achieve four different levels. The volume remains the same between calls. It does not return to a nominal level.

REDIAL BUTTON

1. If the number you dialed is busy, or you want to call the last number dialed again, lift the handset, or press and release the hookswitch for a new dial tone.

2. Press **REDIAL**. The number will appear on the display window.

3. The last number called (32 digits maximum) will automatically be redialed.

PAUSE BUTTON

The **PAUSE** button allows you to insert a 3.6-second pause in the dialing sequence. This is particularly useful if you are connected to a PABX system where you must dial an access code (usually the number 9) to obtain an outside line.

1. Press the **PAUSE** button once and release at any point in the dialing sequence where a pause is desired.
2. The **PAUSE** button can be pressed more than once to create a longer pause.

HOLD BUTTON

1. To place a call on hold, press the **HOLD** button and hang up the handset. The **HOLD** Indicator will light up and remain lighted until you resume your conversation.

2. To resume your conversation, lift the handset or that of any extension phone on the same line or press and release **SPEAKERPHONE**. The **HOLD** indicator will go out and your call can continue.

FLASH BUTTON

This telephone provides a line break signal for accessing PABX service or for convenient use of Call Waiting from your local telephone company. If you have Call Waiting service, you can alternate the Call Waiting function per the following instructions.

1. While having a conversation, another party calls and you hear a tone.

2. Press the **FLASH** button once and release. The first conversation is placed on hold and the second call can be answered.

3. To return to the original conversation, press the **FLASH** button again and release.The first caller can be spoken to again and the second call is placed on hold.

DATA PORT
This is a connection which is in parallel with the telephone line. It allows the connection of a device such as a modem, caller ID, or an answering machine.

MUTE BUTTON
Press **MUTE** to speak without the person on the phone hearing your conversation. The **MUTE** Indicator will light up and remain lighted until you resume your conversation. To resume your conversation, press **MUTE**. The **MUTE** indicator will go out and your call can continue.

RELEASE BUTTON
To end a conversation, press the RELEASE button once.

VOICEMAIL BUTTON
Press the VOICE MAIL button to dial the voicemail access number.

Note: To store the Voice Mail Number, press STORE. Then press the VOICE MAIL button. Enter the desired Voice Mail Number (max of 24 digits). Press store again to save the number into memory.

HEADSET COMPATIBLE
The slide switch must be located in the proper position for this feature to work. The headset can be turned on and off by using the handsfree button. Compatible with 2.5mm and RJ45 headsets.

Note: Use the Slide Switch located on the right side of the phone base to set On or Off.

CALLER ID FEATURES

CALL WAITING DISPLAY
In the past, if you had call-waiting service, a tone alerted you there was a new call coming while you were on an existing call.

Now our Call Waiting Caller ID not only tells you there is another call waiting, but lets you know who the caller is before you answer it. The call waiting information will be shown on the unit's display.

Press the FLASH button to put the existing call on hold and answer the new call. No matter whether you answer the call or not, the Call Waiting Caller ID will store the call information for future reference.

```
┌─────────────────────────┐
│  4/15 PM 01:45      ℂ   │
│     123-456-7891        │
│     JOHN  SMITH         │
└─────────────────────────┘
```
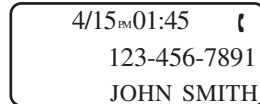
Note*: Make sure you have subscribed to both Call Waiting Caller ID and Caller ID service from your local telephone company. If you only have Caller ID service, the unit works for Caller ID only.*

MESSAGE WAITING
This unit's **MESSAGE WAITING DETECTION** is for FSK, 24 and 90 Volt.

IF YOUR SERVICE IS FSK:
1.   If you have a voice mailbox service from the phone company, the **MESSAGE** light indicator will flash (green) and the message envelope icon will blink in the display when a message waiting signal (on) from the Central Office is received.

2.   The **MESSAGE** light indicator will go off and the message envelope icon will disappear if the message waiting off signal is sent from the Central office.

IF YOUR SERVICE IS 24V OR 90V:
Note: The Message Waiting switch must be in the proper position under the plastic memory insert on the right side of the base.

1.   If you receive a voice mail, the red MESSAGE LED will flash (red).

2.   After the message is retrieved, the MESSAGE LED will go off.

This unit may not be activated or deactivated under certain conditions. For example, when you retrieve your message from an outside phone (not your own telephone number), the **MESSAGE** indicator may not be canceled when you return home. If you experience this situation, pick up the receiver and hang up. The **MESSAGE** indicator will cancel.

RECEIVING CALLS

1. When the telephone is not in use and a new call is received, the display will show the phone number, the caller's name, and time and date of the call.

```
 _____
|  4/15 PM 01:45          |
|          123-456-7891   |
|          JOHN  SMITH    |
|_____|
```

2. After 16 seconds with no activity, the display will default to the Stand-By screen and remain on until another call is received or a button is pressed. This will show you the total number of calls stored and the number of new calls that have not been reviewed.

```
 _____
|  4/15 PM 01:45          |
|    60          60       |
|    NEW      TOTAL       |
|_____|
```
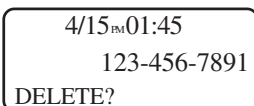
REVIEWING CALLS

1. Press the **REVIEW UP** (▲) or **REVIEW DOWN** (▼) button to review the incoming stored calls.

2. When you have reached the end of the call records, the display will start at the beginning of the call list again.

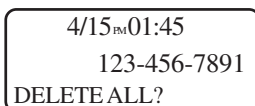**NOTE: A MAXIMUM OF 60 CALLER ID RECORDS CAN BE STORED.**

DELETING CALLS

1. To delete an individual call: When reviewing calls, you can delete an individual call by pressing the **DELETE** button once. The display will show DELETE?. Press Delete again to confirm the deletion. The display will be erased and the rest of the records will be renumbered.

```
┌─────────────────────────┐
│  4/15ᴘᴍ01:45            │
│        123-456-7891     │
│ DELETE?                 │
└─────────────────────────┘
```

2. To delete all calls: When reviewing calls, you can delete all calls by pressing and holding **DELETE** for more than 3 seconds. Then [*DELETE ALL*]' will appear. Press DELETE to confirm you really want to erase all records. [-*EMPTY LIST*-] appears on the display to show there are no calls stored in memory.

```
┌─────────────────────────┐
│  4/15ᴘᴍ01:45            │
│        123-456-7891     │
│ DELETE ALL?             │
└─────────────────────────┘
```

```
┌─────────────────────────┐
│                         │
│                         │
│      - EMPTY LIST -     │
└─────────────────────────┘
```

MESSAGE ERROR

-   The display indicates [-*ERROR*-]*" if* your unit receives a call that has an error in the transmission or reception.

```
┌─────────────────────────┐
│                         │
│                         │
│      - DATA ERROR -     │
└─────────────────────────┘
```

PRIVATE CALLS

- If the caller has exercised the option to block his number from being sent, only his name will display on the screen when this information is received.

```
┌─────────────────────────┐
│ 4/15 PM 01:45           │
│                         │
│        JOHN  SMITH      │
└─────────────────────────┘
```

- If the caller has exercised the option to block his name from being sent, [*PRIVATE CALLER*] and his telephone number will be displayed on the screen.

```
┌─────────────────────────┐
│ 4/15 PM 01:45           │
│         123-456-7891    │
│ - PRIVATE  CALLER -     │
└─────────────────────────┘
```

- If the caller has exercised the option to block his name and number from being sent, then [*PRIVATE CALLER*] will be displayed on the screen.

```
┌─────────────────────────┐
│ 4/15 PM 01:45           │
│                         │
│ - PRIVATE  CALLER -     │
└─────────────────────────┘
```

UNKNOWN CALLS

- When the telephone company is unable to provide information of the caller's telephone number, only his name will display on the screen when this information is received.

```
┌─────────────────────────┐
│ 4/15 PM 01:45           │
│                         │
│        JOHN  SMITH      │
└─────────────────────────┘
```

- When the telephone company is unable to provide information of the caller s name, [*UNAVAILABLE*] and his telephone number will be displayed on the screen.

```
┌─────────────────────────┐
│ 4/15 PM 01:45           │
│         123-456-7891    │
│ - UNAVAILABLE -         │
└─────────────────────────┘
```

- When the telephone company is unable to provide information of the caller s name and number, [*UNAVAILABLE*] will be displayed on the screen.

```
┌─────────────────────────┐
│ 4/15 PM 01:45           │
│                         │
│ - UNAVAILABLE -         │
└─────────────────────────┘
```

TELEPHONE SERVICE PROBLEMS

If you have any problems with your telephone equipment service, determine if the problem is with your unit or the telephone company lines. BEFORE CALLING THE TELEPHONE COMPANY, be aware that they may charge you for a service call if the problem is caused by your telephone equipment.

TROUBLESHOOTING

PHONE DOES NOT RING
1. **HI/LOW/OFF** ringer switch is set to **OFF** position
2. Line cord is disconnected at telephone outlet or at telephone end.
3. Phone is **OFF HOOK**. Make certain the hookswitch is depressed when the handset is in the cradle.
4. **SPEAKERPHONE** indicator is on. Turn off speakerphone.

NO DIAL TONE
Wire is disconnected at telephone jack or at wall jack. Test the telephone in a different wall jack. If it works, the first jack may be defective.

HAVE DIAL TONE BUT CANNOT DIAL OUT
Check if the PULSE/TONE switch is at the correct position.

REDIAL BUTTON DOES NOT FUNCTION
The telephone may have been momentarily disconnected from the telephone jack.

CALLERS ARE NOT DISPLAYED ON THE SCREEN
1. Verify that you have subscribed to the appropriate service (Caller ID and Call Waiting Caller ID) from your telephone company. If you only subscribed to the Caller ID service this unit will not display the call waiting caller ID information.

2. Check if your answering machine is set to answer the call before 2 rings.

NO CALLER INFORMATION IS DISPLAYED WHEN HEARING THE CALL WAITING AUDIO SOUND
1. Verify that you have subscribed to the Call Waiting Caller ID service from your telephone company.

MESSAGE ERROR HAPPENS FREQUENTLY
1. Caller information was not transmitted properly. Check with your telephone company to see if there is a problem with your phone line.

    Since our special design will always retain your stored call records, we encourage you to disconnect all the telephone cords and adapter; and then reinstall the unit step by step per this instruction manual before you ask for service.

MAINTENANCE INFORMATION

Treat your telephone equipment with care for trouble-free performance. Avoid dropping the handset. Carefully place the handset on-hook after use.

Avoid putting near heating appliances and devices that generate electrical noise (for example, motors and florescent lamps).

Clean your telephone equipment with a damp cloth. Stains may be removed with a mild soap. Do not use liquid or aerosol detergents or cleaning agents.

Do not expose to direct sunlight or moisture

Retain the original package in case you need to ship it at a later date.

TELEPHONE REPAIR

DO NOT ATTEMPT TO REPAIR THIS PRODUCT YOURSELF. Call Waiting Caller ID Telephones manufactured by CORTELCO must be returned to us for repair.

You can return your telephone to CORTELCO for repair or replacement in accordance with our LIMITED WARRANTY.

CORTELCO warrants **THIS PRODUCT** against defects in material and workmanship in accordance with our LIMITED WARRANTY. If your telephone is returned for repair, include a copy of your sales receipt containing the date-of-purchase. DO NOT INCLUDE THE ORIGINAL SALES RECEIPT.

If date-of-purchase is not included, the factory date printed on the label on the bottom of your telephone will be used as the date-of-purchase. The factory date allows six months for distribution and sale of this product.

If you return your telephone for repair, the warranty period is not extended. The original date-of-purchase continues to apply to your warranty.

OUT-OF-WARRANTY REPAIR We will repair this product for a nominal fee after the LIMITED WARRANTY has expired if you send it to us in a complete and undamaged condition. The repaired Call Waiting ID will be shipped to you C.O.D., freight collect.

RETURN-FOR-REPAIR PACKAGING If you are returning a unit to us for repair, package it carefully, preferably in the original carton. Be sure to include your return address, a copy of the sales receipt showing date-of-purchase, and a note describing the problem you have with your Call Waiting Caller ID Telephone. Shipping must be prepaid. If the telephone is in warranty, it will be repaired or replaced, at our option, at no cost to you, and it will be returned shipping prepaid.

Ship your Call Waiting Caller ID (shipping prepaid) to:

CORTELCO REPAIR CENTER
1703 SAWYER ROAD
CORINTH, MS 38834

FCC INFORMATION

DESIGN COMPLIANCE Your telephone is designed to comply with FCC Rules and Regulations, Part 68. It can be connected to the telephone network as FCC-registered terminal equipment. The registration number is printed on the label on the bottom of your telephone.

NOTIFICATION TO THE TELEPHONE COMPANY As a customer of the local Telephone company, you must, if they ask, tell them before connecting your telephone to the telephone company lines. The telephone company may need the FCC registration number and the ringer equivalence of the telephone. This information is printed on a label on the bottom of your telephone.

RINGER EQUIVALENCE The ringer equivalence indicates the amount of power that your telephone draws from the telephone company line during ringing. The number is printed on the label on the bottom of your telephone.
If you have more than one telephone (or other terminal device) connected to the telephone company line, you should total the ringer equivalence numbers (REN s), and be sure that the total is not more than five. Your telephones may not ring if the total is more than five. Also, in some rural locations, your telephone may not ring if the REN total is more than three.

RESTRICTIONS You must not connect your telephone to coin-operated lines or party lines.

INTERFERENCE POTENTIAL Your telephone has a push-button dial that generates radio frequency energy. If not properly used, it may interfere with radio and television reception. If the telephone does cause interference with reception, move the radio or television to another electrical circuit or another location. If necessary, you may need to seek advice from an experienced technician.

INSTALLATION This model telephone must be connected to the telephone company lines through a modular jack. The required USOC for the modular jack is RJ11C for desk mounting and RJ11W for wall mounting. The USOC number is printed on the label on the bottom of your telephone.

TYPE OF DIALING Your telephone has a push-button TONE dial. You must have TONE service from your telephone company to use your telephone for dialing. Note that you will usually be charged extra for TONE service.

HEARING-AID COMPATIBILITY The handset on your telephone will work with mag-netically-coupled hearing aids. You can use a hearing aid equipped with a T (Telephone) switch.

IN CASE OF TROUBLE If your telephone should cause problems on the telephone line, the telephone company can temporarily disconnect your service. The telephone company must then notify and allow you to correct the problem.
The telephone company may from time to time change its lines or equipment. They must notify you if planned changes will affect your telephone service, to allow you to take steps to prevent interruptions.

LIMITED WARRANTY

If you purchased this product new in the U.S. or Puerto Rico, **CORTELCO** warrants it against defects in material and workmanship for a period of two (2) years from the date of original purchase. This warranty is in lieu of all other express warranties. During the warranty period, **CORTELCO** agrees to repair or, at its option, replace the defective product, or any part of it without charge for parts or labor. This is your exclusive remedy. This warranty does not cover damage resulting from accident, misuse, abuse, improper installation or operation, lack of reasonable care, the affixing of any attachment not provided by **CORTELCO** with the product and loss of parts. The warranty is voided in the event any unauthorized person alters or repairs the unit.

Telephone companies use different types of equipment and offer various types of services to customers. **CORTELCO does not warrant that this product is compatible with the type of equipment of any particular phone company or the services provided by it**.

CORTELCO DISCLAIMS ANY IMPLIED WARRANTY, INCLUDING THE WARRANTY OF MERCHANTABILITY AND THE WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, AS OF THE DATE ONE YEAR FROM THE ORIGINAL PURCHASE OF THE PRODUCT. **CORTELCO** ASSUMES NO RESPONSIBILITY FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF SPECIAL, INCIDENTAL OR CONSE-QUENTIAL DAMAGES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE EXCLUSION AND LIMITATION MAY NOT APPLY TO YOU.

If failure occurs and your Call Waiting ID is in warranty, service shall be provided by returning it to **CORTELCO - Repair Center, 1703 Sawyer Road, Corinth, Mississippi 38834, shipping prepaid**. The product will be repaired or re-placed if examination by us determines the product to be defective. Call Waiting IDs received damaged as a result of shipping will require you to file a claim with the carrier.