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CORDLESS HEADSET TELEPHONE
CT11/12

CT11

CT12

PRODUCT INFORMATION BOOKLET
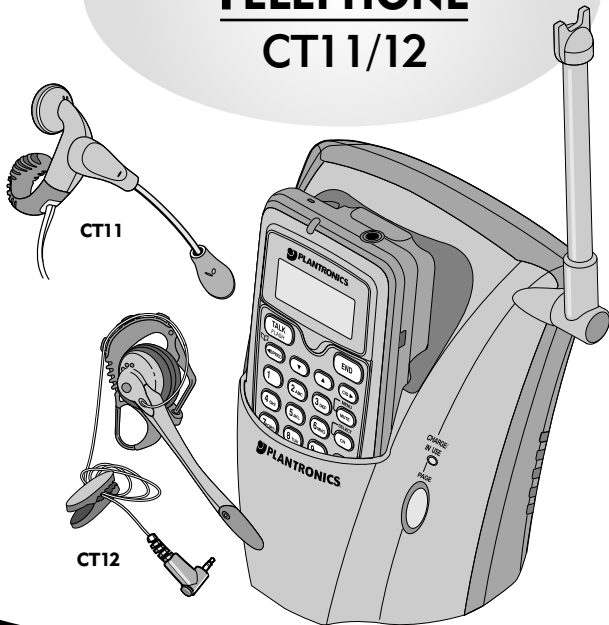
WELCOME

This Product Information Booklet contains features and operations not described in the Quick Start Guide (QSG). The QSG also includes warranty information, FCC and the Industry Canada Notice.

There are three Caller ID setup options available: *AUTOTALK, CIDCW* (Caller ID on Call Waiting), and *AREA CODE*.

AUTOTALK allows you to answer the phone without

```
▶Auto Talk
 CIDCW
 Area Code
```

pressing *TALK/FLASH*. If the phone rings when AutoTalk is On, simply remove the remote from the base and the phone automatically answers the call. Or if the remote is not in the base, press any number key, ✱/*TONE*, or # to answer the call. If you set AutoTalk to Off, you must press talk/flash to answer the call. Setting AutoTalk follows in this section.

CIDCW (Caller ID on Call Waiting) performs the same as regular Caller ID on a call waiting number.

```
 Ringer Tones
 Distinct. Ring
▶Caller ID Setup
```
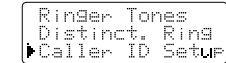
CW Deluxe allows you to handle call waiting calls in seven different ways. See page 28 for the Caller ID (CID) section and page 35 for CW Deluxe.

You must subscribe to CID and CIDCW from your phone company in order to use this feature.

The CW Deluxe is a separate service available through your phone company.

TIP

Any key answer can be used only when AutoTalk is set to On.

AREA CODE allows you to enter your local area code so CID will not show the area code from local callers. See the next page for area code instructions.

To change your Caller ID options:

1) When the phone is in the standby mode, press *MENU/MUTE*.

> ▸Ringer Volume
> Ringer Tones
> Distinct. Ring

2) Press ▲ or ▼ to move the pointer to "Caller ID Setup", then press *SELECT/CH*.

> Ringer Tones
> Distinct. Ring
> ▸Caller ID Setup

3) Press ▲ or ▼ to choose "Auto Talk" or "CIDCW", then press *SELECT/CH*.

> ▸Auto Talk
> CIDCW
> Area Code

4) Press ▲ or ▼ to change the selection.

AutoTalk: "Auto Talk On" or "Auto Talk Off"

> Auto Talk On
> ▸Auto Talk Off

CIDCW: "CIDCW On", "CW Deluxe On" or "CIDCW Off"

> ▸CIDCW On
> CW Deluxe On
> CIDCW Off

5) Press *SELECT/CH*, and you will hear a confirmation tone.

6) Press *END* to exit.

ENTERING YOUR AREA CODE

If you enter a 3-digit area code number in the "Area Code" option, your local area code does not appear in Caller ID messages. For calls received from outside your local area code, you will see a full 10-digit number.

1) When the phone is in the standby mode, press *MENU/MUTE*.

> ▸Ringer Volume
> Ringer Tones
> Distinct. Ring

2) Press ▲ or ▼ to move the pointer to "Caller ID Setup", then press *SELECT/CH*.

> Ringer Tones
> Distinct. Ring
> ▸Caller ID Setup

3) Press ▲ or ▼ to move the pointer to "Area Code", then press *SELECT/CH*.

> Auto Talk
> CIDCW
> ▸Area Code

4) Use the number keypad (0 to 9) to enter a 3-digit area code.

> ▪   Area Code

5) Press *SELECT/CH*, and you will hear a confirmation tone.
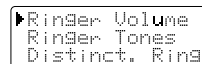
6) Press *END* to exit.

MAKING AND RECEIVING CALLS

To make or receive a call, you need to connect the Firefly™ headset to the remote unit. (See the Quick Start Guide.)

Put on the headset.		
	Remote On Base	**Remote Off Base**
To answer	Pick up the remote and press *TALK/FLASH* OR (AutoTalk) Pick up the remote.	Press *TALK/FLASH* OR (AutoTalk) Press any number key, *✻/TONE*, or *#* .
To make a call *NOTE:* The remote must be out of the base during calls. Replacing the remote will cause the call to disconnect.	1) Pick up the remote. 2) Dial the number, then press *TALK/FLASH*. OR 1) Pick up the remote. 2) Press *TALK/FLASH*. 3) Listen for the dial tone. 4) Dial the number.	Dial the number, then press *TALK/FLASH*. OR 1) Press *TALK/FLASH*. 2) Listen for the dial tone. 3) Dial the number.
To hang up	Press *END*, or return the remote to the base.	
To enter a pause within the dialing sequence	When you dial the number, press *PAUSE/REDIAL*. "P" appears in the display which represents a pause.	
The headset LED will continue flashing during Talk Mode.		

When you press *DELETE* during a call, the call will be placed on hold and you will hear a ring tone. To resume the call, press *TALK/FLASH* or *DELETE*. If the remote remains idle for 5 minutes, the phone hangs up and returns to the Standby automatically.
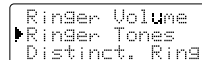
RINGER TONE SETTING

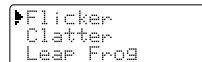1) When the phone is in the standby mode, press *MENU/MUTE*.

> ▶Ringer Volume
> Ringer Tones
> Distinct. Ring

2) Press ▲ or ▼ to move the pointer to "Ringer Tones".

> Ringer Volume
> ▶Ringer Tones
> Distinct. Ring

You can choose from 6 ringers or 4 melodies:

> ▶Flicker
> Clatter
> Leap Frog

Ringers [Flicker, Clatter, Leap Frog, Ping Ball, Reminder, Soft Alert]

Melodies [Beethoven 9, For Elise (Elise), Merry Christmas (Merry-Xmas), Home Sweet Home (Hm Swt Hm)]

3) You will hear the ringer or the melody as you scroll through the options.

4) Press *SELECT/CH* and you will hear a confirmation tone.
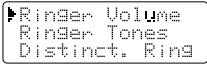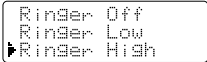
5) Press *END* to exit.

TIPS

Standby mode is when the remote is charged and the Talk button has not been pressed. The display is blank.

If you set the ringer to Off, the ringer tone will not sound.

RINGER VOLUME SETUP

1) When the phone is in the standby mode, press *MENU/MUTE*.

2) Press ▲ or ▼ to move the pointer to "Ringer Volume", then press *SELECT/CH*.

```
▶Ringer Volume
 Ringer Tones
 Distinct. Ring
```

3) Press ▲ or ▼ to move the pointer through the ringer settings (Ringer Off, Ringer Low, or Ringer High). You will hear a ringer or melody

```
 Ringer Off
 Ringer Low
▶Ringer High
```

at the selected volume (or does not ring when you select "Ringer Off").

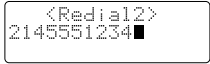4) Press *SELECT/CH,* and you will hear a confirmation tone.

5) Press *END* to exit.

RINGER MUTE (TEMPORARILY)

You can temporarily mute the ringer tone. When the remote is off the base and the phone is ringing, press *END.* The ringer tone will return to the previous setting starting with the next incoming call.

REDIALING A CALL

The last three phone numbers dialed can be quickly redialed.

REDIALING FROM STANDBY MODE

1) Press *PAUSE/ REDIAL.* The phone number that was last dialed appears on the display.

```
<Redial1>
8002971023■
```
PAUSE/REDIAL

2) Press *PAUSE/ REDIAL* again. Each press of *PAUSE/REDIAL* will display one of the last three numbers dialed.

```
<Redial2>
2145551234■
```
PAUSE/REDIAL

```
<Redial3>
9725554321■
```
PAUSE/REDIAL

3) Press *TALK/FLASH.* The selected number is dialed.

4) Press *END* to hang up.
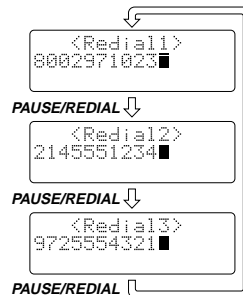
REDIALING FROM TALK MODE

1) Press *TALK/FLASH.*

2) Press *PAUSE/REDIAL.* The last number dialed will be displayed and redialed.
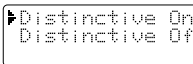
3) Press *END* to hang up.

DISTINCTIVE RINGER SETUP

"Distinctive Ringer" allows you to preset memory locations with a designated ring tone. When an incoming call is received and the Caller ID information matches the information in one of the memory locations, the Distinctive Ring that has been stored for that particular caller will sound.

If you have set multiple memory locations with distinctive rings, switching the setting to "Distinctive Off" will result in no distinctive ringing. All incoming calls will have a normal ring tone. Switching to "Distinctive On" will activate all programmed distinctive ring memory locations.

1) When the phone is in the standby mode, press *MENU/MUTE.*

```
▶Ringer Volume
 Ringer Tones
 Distinct. Ring
```

2) Press ▲ or ▼ to move the pointer to "Distinct. Ring", then press *SELECT/CH*.

```
 Ringer Volume
 Ringer Tones
▶Distinct. Ring
```

3) Press ▲ or ▼ to choose "Distinctive On" or "Distinctive Off".

```
▶Distinctive On
 Distinctive Off
```

4) Press *SELECT/CH,* and you will hear a confirmation tone.

5) Press *END* to exit.

ADJUSTING THE HEADSET VOLUME

The remote headset volume settings (Volume Low, Volume Medium, Volume High, and Volume Maximum) can only be adjusted during a call. Press ▲ or ▼ to select the volume setting. When you hang up, the phone keeps the last volume setting selected.

MUTE MICROPHONE

You can temporarily turn Off the microphone so that the person you are talking with cannot hear you.

1) During a telephone call press and hold *MENU/MUTE* for a few seconds to turn Off the microphone, and "Mute" appears on the display.
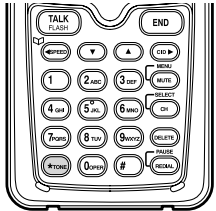
2) Press *MENU/MUTE* again to cancel muting.
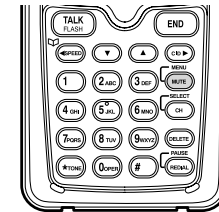
TONE DIALING SWITCH-OVER

Some telephone companies use equipment that require pulse dialing (sometimes referred to as rotary dialing). If you need to enter tone dialing digits, you can switch-over to tone dialing during the call. For example, entering your bank account number after you have called your bank.

Initially make your call with the pulse dialing mode. Once your call connects, press ✶/*TONE*. Enter the desired number. These digits will be sent as tone dialing. Once the call ends, the tone mode is canceled and pulse dialing mode resumes.

TRAVELING OUT-OF-RANGE

During a call, as you begin to move your remote too far from your base unit, static increases. If you pass the range limits of the base unit, your call will terminate within 30 seconds.

SELECTING A DIFFERENT CHANNEL

If you encounter interference while using your phone, you can manually change the phone's channel for clear operation. This function works only when the phone is in use.

Press *SELECT/CH*. "Scanning" appears on the display, indicating the phone is changing to another channel.

FIND REMOTE

To locate the remote, press *PAGE* on the base. The remote beeps for 60 seconds, and "Paging" appears on the display.
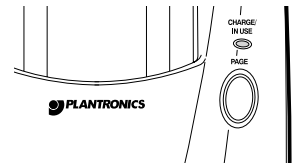
Paging is canceled when pressing any key on the remote or *PAGE* on the base. Additionally, if you receive an incoming call, *PAGE* is canceled.

BASICS

FLASH AND CALL WAITING

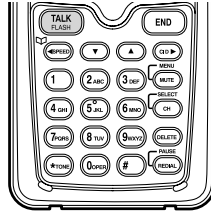If you have Call Waiting service and a call waiting tone sounds while you are on a call, press *TALK/FLASH* to accept the waiting call. There is a short pause, then you will hear the new caller. To return to the original caller, press *TALK/FLASH* again.

MESSAGE LED

The message waiting LED on the remote is designed to work with your voice mail service provided by your local telephone company. The LED flashes when you have new incoming messages in the voice mail service.
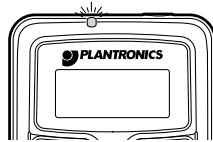
You may need to occasionally reset the indicator if it remains On after you've retrieved your messages. To reset the indicator, when the phone is in the standby mode press and hold *PAGE* on the base until the paging sound stops (about 5 seconds).

USING THE PHONEBOOK

Phonebook allows you to dial a number using just a few key presses. It stores names/numbers in the Phonebook memory location, and you can search names in alphabetical order. You have a total of 100 locations that can be used for the Phonebook (including the Speed dials) and Caller ID messages.

If any of the following occurs while using the Phonebook function, operation will be canceled.

• Press *END*. The phone will return to the standby mode (or the call will be disconnected).

• Press *TALK/FLASH*.

• Place the remote in the base.

• Press *DELETE*, or receive an incoming call or *PAGE* (from the standby mode only).

• Receive a CIDCW (Caller ID on Call Waiting) (during a call only).

PHONEBOOK

Steps to Enter Names and Special Characters Using the Keypad

Refer to the letters on the number keys to select the desired characters. With each press of a number key (0–9), the displayed character appears in the following order: Upper case letters first, lower case letters next and finally the number corresponding to the key.

keys	Number of times key is pressed								
	1	2	3	4	5	6	7	8	9
1	1								
2 (ABC)	A	B	C	a	b	c	2		
3 (DEF)	D	E	F	d	e	f	3		
4 (GHI)	G	H	I	g	h	i	4		
5 (JKL)	J	K	L	j	k	l	5		
6 (MNO)	M	N	O	m	n	o	6		
7 (PQRS)	P	Q	R	S	p	q	r	s	7
8 (TUV)	T	U	V	t	u	v	8		
9 (WXYZ)	W	X	Y	Z	w	x	y	z	9
0 (OPER)	*	#	–	&	(	)	(blank)	0	

IF YOU MAKE A MISTAKE WHILE ENTERING A NAME

Use /◀SPEED or CID▶ to move the cursor to the incorrect character. Press DELETE to erase the wrong character, then enter the correct character. To delete all characters, press and hold DELETE.

Using the Phonebook

When entering names and/or phone numbers, each of the four steps in the entry process must be completed. A "Done" message and a beep indicate the name/phone number is complete.

When the phone is in the standby mode (Talk button not pressed), press /◀SPEED.

The remote displays the number of the Phonebook locations used, and information on searching and storing Phonebook locations.

(1ST LINE) The number of the Phonebook entries

```
Phonebook : 85
Search [A-Z/↑/↓]
Store  [select]
```

(2ND LINE) Press the number keypad, ▲ or ▼ to search

(3RD LINE) Press SELECT/CH button to begin the storage process.
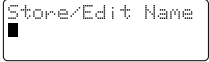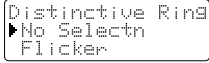
PHONEBOOK STORAGE PROCESS
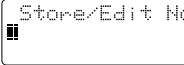
STEP 1: STORING NAMES

1) From Standby (the Remote charged and the Talk Button not pressed—display is blank), press the ✆/◄ *SPEED* button.

2) Press the *SELECT/CH* button to begin the storage process. "Store/Edit Name" appears.

   `Store/Edit Name`

3) Enter the name (up to 16 characters) by using the number keypad.
   • See the "Steps for entering names and special characters" (see the previous table).
   • Use ▶ and ◄ to move the cursor to the desired location.
   • Use *DELETE* to delete characters as needed.
   • Press and hold *DELETE* to delete all the characters.
   • If a name is not required, skip step 3 and go to step 5.

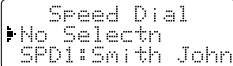4) Press *SELECT/CH* to store the name, then "Store/Edit No." appears ready for the next step.

STEP 2: STORING PHONE NUMBERS

5) From the "Store/Edit No." display. press the number keypad to enter the phone number (up to 20 digits).

   `Store/Edit No.`

6) Press *SELECT/CH* to store the number.

STEP 3: DISTINCTIVE RINGS

7) "Distinctive Ring" appears. Then press ▲ or ▼ to move the pointer to hear and choose one of the distinctive ring options.

   `Distinctive Ring`
   `►No Selectn`
   ` Flicker`

8) Press *SELECT/CH* to store the distinctive ring.

STEP 4: SPEED DIAL

9) "Speed Dial" appears. Then press ▲ or ▼ to move the pointer to select the speed dial location (10 locations: SPD1–SPD0).

   `    Speed Dial`
   `►No Selectn`
   ` SPD1:Smith John`

10) Press *SELECT/CH* to store. You will hear a confirmation tone and "Done!" appears on the display.

This completes your entry into the Phonebook. Now in the standby mode when you press the ✆/◄ *SPEED* button, the Phonebook will show another entry.

PHONEBOOK

VIEWING THE PHONEBOOK

Your phone stores names/numbers in the Phonebook memory locations, and you can search names in alphabetical order. You can view the Phonebook during a call as well as when the phone is in the standby mode.

1) Press 📖/◀SPEED. If you press 📖/◀SPEED during a call, the screen on the right appears.

```
Phonebook : 85
Search [A-Z/↑/↓]
Store  [select]
```

2) Press ▲ or ▼, or the number keypad to view the Phonebook locations.

```
Phonebook : 85
Search [A-Z/↑/↓]
```

A) ALPHABETICAL ORDER

Ascending order: Press ▼ to view locations. The location in the One Touch Dial appears first in the display. Each time ▼ is pressed, Phonebook locations appear in ascending order.

Descending order: Press ▲ to view locations. A name starting with a number or a mark, or <No Name> appears first. Each time ▲ is pressed, Phonebook locations appear in descending order.

B) FROM A NUMBER KEY

Refer to the letters on the number keys to select the first letter of the desired name. Press a number key until any name with the same initial is displayed (See the table in "Steps for Entering Names and Special Characters" on page 16).

For example, to search for "John" press 5 once. Press ▼ or ▲ until the name is displayed. If you press ▲ while the first name in "J" is displayed, a name starting with "I" will appear, or if you press ▼ while the last name in "J" is displayed, a name starting with "K" will appear.
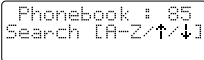
3) To end viewing your Phonebook, press 📖/◀SPEED (if you view the Phonebook during a call) or END.

MAKING CALLS USING THE PHONEBOOK

FROM STANDBY MODE

1) When the phone is in the standby mode, press ▯ / ◀ SPEED.

```
Phonebook : 85
Search [A-Z/↑/↓]
Store  [select]
```

2) Press ▲ or ▼ to view the Phonebook locations (see "Viewing the Phonebook" on page 19).

3) Press TALK/FLASH. The displayed number is dialed.

4) To hang up, press END.

FROM TALK MODE

1) Press TALK/FLASH.

2) Press ▯ / ◀ SPEED.

```
Phonebook : 85
Search [A-Z/↑/↓]
```

3) Press ▲ or ▼ to view the Phonebook locations (see "Viewing the Phonebook" on page 19).

4) Press SELECT/CH. The number in the displayed Phonebook location is dialed.

5) To hang up, press END.

SPEED DIALING

If you have selected a speed dial memory location (10 locations: SPD1–SPD0) when storing a phone number in the Phonebook dial location, you can use the speed dialing feature.

1) When the phone is in the standby mode, press and hold a number key (0–9) associated with the speed dial.

   The number stored in the speed dial appears.

2) Press TALK/FLASH. The phone number in the speed dial (SPD1–SPD0) is dialed.

3) Press END to end the call.

EDITING THE PHONEBOOK

1) When the phone is in the standby mode, press ▯ / ◀ SPEED.

```
Phonebook : 85
Search [A-Z/↑/↓]
Store  [select]
```

2) Press ▲ or ▼, or the number keypad to view the Phonebook locations (see "Viewing the Phonebook" on page 19).

3) When the Phonebook location to be edited appears, press *SELECT/CH*. "Store/Edit Name" appears.

```
Store/Edit Name
Smith John▪
```

4) Follow the steps 3 to 7 under "Storing Phone Numbers, Names, Distinctive Rings and Speed Dial" starting on page 17 to complete the editing operation.

5) Press *SELECT/CH*. You will hear a confirmation tone and "Done!" appears on the display.

DELETING THE STORED DATA

1) Select the Phonebook location to be deleted. Press *DELETE*.

```
Delete Memory?
 Yes
▶No
```

"Delete Memory?" appears.

2) Press ▲ to move the pointer to "Yes".

```
Delete Memory?
▶Yes
 No
```

3) Press *SELECT/CH* or delete. You hear a confirmation tone. "Deleted!" appears in the display.

```
   Deleted!
```

CHAIN DIALING

The memory locations in the remote are not limited to phone numbers. You can also store a group of numbers (up to 20 digits), that you need to enter once your call connects. This is referred to as Chain Dialing.
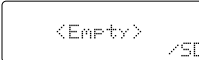
An example of this is a bank account number. Store the special number in the Phonebook location (refer to "Storing Phone Numbers, Names, Distinctive Rings and Speed Dial" on page 17).

Once you have called your bank, and when you are prompted to enter the account number, press ▯/◀*SPEED* and use ▲ or ▼ to select the number in the Phonebook location, then press *SELECT/CH*.

PHONEBOOK

ONE TOUCH DIALING FOR ONE NUMBER

You can store one number that you dial often in the One Touch Dial. The one touch dialing allows you to dial that number with one key press.
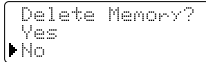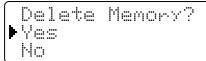
STORING THE ONE TOUCH DIAL

1) When the phone is in the standby mode, press ☎/◀SPEED.

```
Phonebook : 85
Search [A-Z/↑/↓]
Store  [select]
```

2) Press ▼ once to display the One Touch Dial menu.

```
<Empty>      /SD
```

3) Press *SELECT/CH*.

4) Store the name, phone number, and distinctive ring by following the steps 3 to 6 under "Storing Phone Numbers, Names, Distinctive Rings and Speed Dial" on page 17.

3) Press *SELECT/CH*. You will hear a confirmation tone and "Done!" appears on the display.

MAKING CALLS WITH THE ONE TOUCH DIAL

When the phone is in the standby mode, press and hold ☎/◀SPEED. The number in the one touch location is dialed.

DELETING THE ONE TOUCH DIAL

1) When the phone is in the standby mode, press ☎/◀SPEED.

```
MOM AND DAD
817-555-1212
♪Flicker     /SD
```

2) Press ▼ once to display the One Touch Dial menu.

```
Delete Memory?
 Yes
▶No
```

3) Press *DELETE*.

4) Press ▲ to move the pointer to "Yes".

```
Delete Memory?
▶Yes
 No
```

5) Press *SELECT/CH* or *DELETE*. You hear a confirmation tone. "Deleted!" appears in the display.

```
Deleted!
```

CALLER ID

If you answer a call before the Caller ID message is received (Example: before the second ring), the Caller ID message will not appear.

When a call is received via a telephone company that does not offer Caller ID service, the caller´s phone number and name do not appear. (This includes some international calls.)

When the call is via a private branch exchange (PBX), the caller´s phone number and name may not appear.

YOU MUST SUBSCRIBE TO CALLER ID SERVICE TO USE THIS FEATURE.

When the telephone rings, the Caller ID feature allows you to view the caller's name and phone number on the display before you answer the phone. Additionally, you can dial the displayed number and store the information for memory dialing.

Make sure you have turned on the Caller ID/Call Waiting feature. (See page 4.)

Important:
The total memory locations for Caller ID messages and Phonebook locations (including Speed Dials) is 100 in total. When the memory locations (Phonebook and Caller ID) is 100, new Caller ID messages will overwrite the oldest Caller ID messages.

If any of the following occurs during Caller ID, operation will be canceled.
- Press *END*. The phone will return to the standby mode (or the call will be disconnected).
- Press *TALK/FLASH* or *DELETE*.
- Place remote in base.
- Receiving an incoming call or page (from the standby mode only).
- Receive a CIDCW (Caller ID on Call Waiting) (during a call only).

The idle time is 30 seconds. If the remote remains idle for 30 seconds, the phone will return to the standby mode (or back to the call).

1) When the Caller ID message is received, the display shows the caller's phone number along with the date and time. The incoming call information is stored in the Caller ID record. If the Caller ID service includes the caller's name, the name will appear on the display. (up to 15 characters.)

The date and time received ———— `12/12 12:30PM`
Caller's name ———— `Smith John`
Caller's phone number ———— `800-555-1234`

The headset LED will continue flashing during Talk Mode.

28

29

CALLER ID DISPLAYS

You may receive any one of the following messages:

When invalid data is received:
"Incomplete Data"

When a private name is received:
"Private Name"

When a private number is received:
"Private Number"

When a unknown name is received:
"Unknown Name"

When a unknown number is received:
"Unknown Number"

2) When you pick up the phone, the display changes to "Talk".
(AutoTalk feature is set to On.)

VIEWING THE CALLER ID LIST

The Caller ID list stores information for incoming calls—even unanswered calls. You can store 100 of the Caller ID messages and Phonebook locations (including Speed Dials) in total. You can view the Caller ID list during a call or when the phone is in the standby mode.

1) Press *CID▶*.
The summary screen appears. The screen

```
Caller ID
New  :  1
Total:  2
```

shows the number of new messages and the total number of messages.

2) View Caller ID messages by following the procedure below.

FROM NEW TO OLD:
a. Press ▼ to display the latest Caller ID message.
b. Press ▼ to see the previous message.

FROM OLD TO NEW:
a. Press ▲ to display the earliest Caller ID message.
b. Press ▲ to see the next message.

IN ALPHABETIC ORDER:
Press the number keypad (*2–9* and *0*) to display the Caller ID messages in alphabetical order. Refer to the letters on the number keys to select the desired letter.

3) Press *CID▶* (if you view the Caller ID list during a call) or end.

CALLER ID

DELETING INFORMATION FROM THE CALLER ID LIST

DELETING A CALLER ID MESSAGE

1) While the incoming Caller ID information is displayed, press *DELETE*. "Delete Message?" appears.

2) Press ▲ or ▼ to choose "Yes" or "No".

3) Press *SELECT/CH* or *DELETE*.

```
Delete Message?
▶Yes
 No
```

WHEN THE POINTER IS AT "Yes": A tone sounds and the Caller ID message is deleted. The next or previous Caller ID message is then displayed.

WHEN THE POINTER IS AT "No": The display returns to the Caller ID message.

Deleting All Caller ID Names/Numbers

1) Press *CID▶*.

2) Press *DELETE*.

```
    Caller ID
    New  :  1
    Total:  2
```

3) Press ▲ or ▼ to choose "Yes" or "No".

```
Delete All?
 Yes
▶No
```

4) Press *SELECT/CH* or *DELETE*.

WHEN THE POINTER IS AT "Yes": A tone sounds and all stored Caller ID messages are deleted.

WHEN THE POINTER IS AT "No": The display returns to the summary screen.

USING THE CALLER ID MESSAGE LIST

CALLING A PARTY FROM THE CALLER ID LIST

FROM STANDBY MODE

1) Press *CID▶*. The summary screen appears. The screen shows the number of new messages and the total number of messages.

```
    Caller ID
    New  :  1
    Total:  2
```

2) Use the number keypad (*2–9* and *0*), ▲, or ▼ to view the Caller ID message list.

3) Press *TALK/FLASH*. The displayed phone number dials automatically.

```
   -Talk-
8005551234
```

FROM TALK MODE

1) Press *TALK/FLASH*.

2) Press *CID▶*. The summary screen appears.

3) View the Caller ID message you want to dial.

4) Press *SELECT/CH*. The displayed phone number will be dialed.

CALLER ID

You cannot store a Caller ID message in the Phonebook if a phone number does not appear in the message.

You cannot set the Distinctive Ring or Speed dial in this step. If you would like to set these options, edit the stored data.

Even if the memory locations are full, the message will be stored in the Phonebook, however, the message will be erased from the Caller ID List.

If data is already stored in the One Touch Dial, the old data will be over-written by the new data.

LONG DISTANCE CALLS AND AREA CODE SETTING/CANCELLATION

While the incoming Caller ID information is displayed, pressing ✱/*TONE* will place or remove the prefix "1" in the display to set the call for a long distance call, or pressing # will set or cancel an area code. (See page 5.)

STORING CALLER ID MESSAGES IN THE PHONEBOOK/ONE TOUCH DIAL

Messages shown in the Caller ID list can be stored in the Phonebook. Using the incoming call information (i.e., Caller ID list), the phone number of the party on the Caller ID list can be stored in memory.

1) When the phone is in the standby mode, while the incoming Caller ID information is displayed, press 📖/◀*SPEED*.

```
12/12 12:30PM
Smith John
800-555-1234
```

2) Press ▲ or ▼ to choose "Store in PB?" (Phonebook locations) or "Store in SD?" (One Touch Dial location). To cancel Storing, select "Cancel".

```
▸Store in PB?
 Store in SD?
 Cancel
```

3) Press *SELECT/CH*. You will hear a confirmation tone.

Your CT12 gives you new options for Call Waiting. At the touch of a button, you can place the caller on hold, send them to your voice mail service, or conference them into your current call. You may be required to subscribe to Call Waiting and Call Waiting Deluxe to use these features. Not all features are available in all areas. Check with your local telephone company for details.

1) When you receive a Call Waiting call, press *MENU/MUTE* for a list of options.

2) Press ▲ or ▼, or the number keypad (*1–7*) to select an option. For example:

```
1▸Ask to Hold
2 Tell Busy
3 Forward Call
```

Press ▼ 4 times

```
3 Forward Call
4 Answer/Drop 1
5▸Conference
```

Press ▼ 2 times

```
5 Conference
6 Drop First
7▸Drop Last
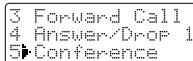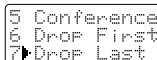```

3) Press *SELECT/CH*. A confirmation screen will appear.

**To activate features, select "CW Deluxe On" in the Caller ID setup. See page 3.**

**You can also answer a waiting call immediately by pressing *TALK/FLASH*, the first caller will be placed on hold. To return to the original caller, press *TALK/FLASH* again.**

**CALLER ID**

# MORE

## CHANGING THE DIGITAL SECURITY CODE

The digital security code is an identification code used to connect the remote and the base unit. Normally, setting the code is not necessary. In the rare situation that you suspect another cordless telephone is using the same security code, you can change the code. To change the digital security code, deregister the code, then register a different code.

### DE-REGISTER THE SECURITY CODE

1) Remove the remote from the base. In the standby mode, press and hold *DELETE* and *END* for about 10 seconds until you hear a confirmation tone. "De-Register?" appears.

2) Press ▲ to select "Yes", then *SELECT/CH*. You will hear a confirmation tone, and "Deregistration Complete" appears.

### REGISTER THE SECURITY CODE

1) Unplug the AC adapter. Do not replace the remote to the base.

2) Press and hold *PAGE* on the base, while you plug in the AC Adapter, hold page until the *CHARGE/IN USE* LED on the base flashes.

3) Press *TALK/FLASH*. "Remote Registering" appears. When the registration operation is finished "Registration Complete" appears and the *CHARGE/IN USE* LED is no longer illuminated. You will hear a confirmation tone and the phone returns to the standby mode.

# INSTALLING THE BELTCLIP

### TO ATTACH THE BELTCLIP

Insert the beltclip into the holes on each side of the remote. Press down.

### TO REMOVE THE BELTCLIP

Pull one side of the beltclip to release the tab from the hole.
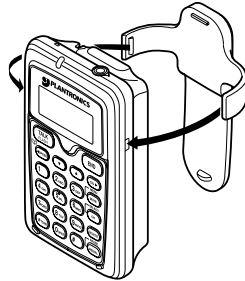
# NOTE ON POWER SOURCES

## OUT OF RANGE WARNING

If you walk away from the base unit you will eventually exceed the maximum operating range for the CT12 cordless headset system. Any active call will be suspended and a double beep will sound in your headset every 10 seconds to warn you that you are out of range. The double beep will cease once you return within range and any active call will be taken off mute allowing you to resume your conversation.

## LOW BATTERY WARNING

When the headset is running low (approx. 5 minutes talk time remaining), an audible warning will be heard through the headset as a single beep repeating every 10 seconds. Soon after hearing this warning, you should recharge the remote pack.

MORE

*BATTERY REPLACEMENT AND HANDLING*
When the operating time becomes short, even after a battery is recharged, please replace the battery. With normal usage, your battery should last about one year.

*WARNING:*
To avoid the risk of personal injury or property damage from fire or electrical shock, only use the battery model and adapter model specifically designated for this product.

*POWER FAILURE*
During the period that the power is off, you will not be able to make or receive calls with the telephone.

## MAINTENANCE

| | |
|---|---|
| *When slightly dirty* | Wipe with a soft, dry cloth. |
| *When very dirty* | Wipe with a soft cloth that has been damp-ened with diluted, neutral detergent. Dry with a dry cloth. |
| *When the charging terminals become dirty* | Wipe with a dry cloth or a pencil eraser, if necessary. |

# GENERAL INFORMATION

The phone complies with FCC Parts 15 and 68. Operating temperature: 0 °C to +50 °C (+32 °F to +122 °F)

*AC ADAPTER INFORMATION*
AC Adapter part number:        63539-01
Input Voltage:        120V AC 60Hz
Output Voltage:        9V DC 350 mA

*BATTERY INFORMATION*
Battery part number:        63421-01
Capacity:        800 mAH, 3.6 V
Battery use time (per charge)
From fully charged
Talk mode duration:        5.5 hours
Standby mode duration:        10 days

Recharge your phone on a regular basis by returning the remote to the base after each phone call. When the operating time becomes short, even after the battery is recharged, please replace the battery. With normal usage, the battery should last about one year.

Specifications, features, and availability of optional accessories are all subject to change without prior notice.

**MORE**
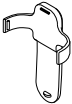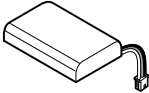
# TROUBLESHOOTING
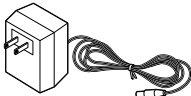
| SYMPTOM | SUGGESTION |
|---------|------------|
| The *CHARGE/IN USE* LED light won't illuminate when the remote is placed in the base | • Make sure the AC adapter is plugged into base and wall outlet.<br>• Make sure the remote is properly seated in the base.<br>• Make sure the charging contacts on the remote and base are clean. |
| The audio sounds weak and/or scratchy. | • Move the remote and/or base to a different location away from metal objects or appliances and try again.<br>• Press *SELECT/CH* to help eliminate background noise.<br>• Make sure that you are not too far from the base. |
| Can't make or receive calls. | • Check both ends of the base telephone line cord.<br>• Make sure the AC adapter is plugged into the base and wall outlet.<br>• Disconnect the AC adapter for a few minutes, then reconnect it.<br>• Change the digital security code (See page 37).<br>• Make sure that you are not too far from the base.<br>• Make sure battery is charged. |

The Plantronics Technical Assistance Center (TAC) is ready to assist you! Dial (800) 544-4660 x5538 Sunday 5 P.M. through Friday, 5 P.M. Pacific Time or visit the Support section of our website at **www.plantronics.com**. For accessibility information also call the TAC.

| SYMPTOM | SUGGESTION |
|---------|------------|
| The remote doesn't ring or receive a page. | • The battery pack may be weak. Charge the battery on the base unit for 15 hours.<br>• The remote may be too far away from the base unit<br>• Place the base unit away from appliances or metal objects.<br>• Change the digital security code (See page 37). |
| Severe noise interference. | • Keep the remote away from microwave ovens, computers, remote control toys, wireless micro phones, alarm systems, intercoms, room monitors, fluorescent lights, and electrical appliances.<br>  Move to another location or turn off the source of interference. |
| The Caller ID does not display. | • The remote was picked up before the second ring.<br>• The call was placed through a switchboard<br>• Call your local telephone company to verify your Caller ID service is current. |
| The remote doesn't communicate with the base. | • Change the digital security code (See page 37). |

# Parts & Accessories

| P/N | DESCRIPTION | |
|---|---|---|
| 64375-01 | BELT CLIP | |
| 64376-01 | BATTERY | |
| 64377-01 | REMOTE UNIT | |
| 64378-01 | CT12 FIREFLY HEADSET | |
| 66523-01 | CT11 IN-THE-EAR HEADSET | |
| 64406-01 | PRODUCT INFORMATION BOOKLET | |

| P/N | DESCRIPTION | |
|---|---|---|
| 63539-01 | AC ADAPTER | |
| 64460-01 | BATTERY COVER | |
| 42157-01 | NECK STRAP/LANYARD | |
| 46186-01 | CT12 REPLACEMENT LEATHERETTE EAR CUSHION | |
| 45651-01 | CT12 REPLACEMENT EAR LOOP | |
| 45650-01 | CT12 PIVOT BALL RING | |
| 61764-01 | CT11 REPLACEMENT EAR CUSHIONS | |

**For information on spare parts and accessories, call Plantronics at (800) 544-4660 x5538, or visit the Plantronics website at www.plantronics.com**

*Quick Start Guide

# PLANTRONICS®

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