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vtech
we've got people talking

Mirage A100



Your Mirage digital phone gives you the convenience of a cordless phone with high quality sound and advanced features.

Your handset must be charged for at least 24 hours before it's ready for use.

You can connect up to five additional handsets to your base station and these can be purchased separately.

With more than one handset, you can make internal calls between the handsets.

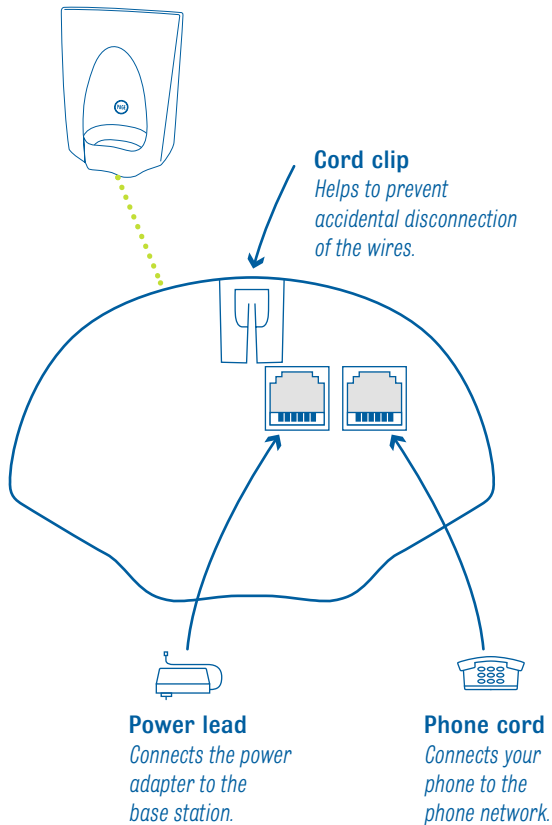
With three or more handsets, you can use one of the handsets for a normal call at the same time as making an intercom call.

The Mirage A100 is GAP compliant.

Compliant to R&TTE Directive 1999/5/EC



DECT Digital Cordless Telephone System



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- ▶ Do not use your phone in damp, humid places such as bathrooms.
- ▶ Do not dispose of batteries with normal household waste. Your local council will be able to give you advice on how to dispose of them.
- ▶ Do not use your phone in places where there may be volatile or explosive materials.
- ▶ Clean your phone with a damp cloth. Cleaning it with a dry cloth may give you an electric shock.
- ▶ Never spray cleaning fluids directly onto the phone.
- ▶ Do not expose the batteries to fire or water.

If you have a heart pace maker

You should talk to your doctor before using this phone if you have a heart pace maker.

If you have a hearing aid

Your phone works by transmitting radio waves between the base station and the handset. You may find that these waves interfere with your hearing aid and cause a humming noise.

Caring for your phone

- 1 Batteries not approved by us may damage your phone. Your warranty may be affected if you use batteries that we do not approve.
- 2 There is a slight chance that your phone could be damaged during electrical storms. We recommend removing the telephone cord and mains plug during a storm.
- 3 Avoid standing the phone on antique, veneered or delicate surfaces as it may become warm during use.
- 4 Make sure that the power cord is connected into the power socket on the base station and not the phone socket.
- 5 Your phone gives off radio signals that could interfere with other electronic equipment such as computers, radios and televisions. Leave at least one metre between the base station and other equipment to minimise the risk of interference.

Warranty information

Your phone is covered by a 12 month warranty. The warranty does not cover the batteries, misuse or damage caused by a storm.

If you have any problems using the phone, check the Troubleshooting section at the back of this guide. If this does not solve your problem, call us on the Helpline number given in Troubleshooting. This will not affect your statutory rights.

Your phone details

We may need to ask for these if you call us.

Date you bought the phone / /

Where you bought the phone

Price you paid £

Serial number
Written on the bottom of the base station.

PIN — — — —

We have pre-set your PIN to 0000 but you can change this if you want (see page ??). If you make a note of your PIN here, be sure to keep this guide in a safe place.

You can add up to 6 handsets to your base station with no need for more phone sockets or extension leads. All you need is a normal 13 amp socket where you put a charging station.

You can choose a name for each handset. This could be anything such as the room where the phone is normally kept or a person's name.

With two or more handsets you can make free intercom calls between the handsets, transfer external calls between handsets or call all the handsets at once.

You can even make 3 party calls between another handset and an external call or between a handset and two external calls.

You can use up to four base stations with one system but we recommend just one base station for most home systems.

And every handset brings the same superb **Mirage features you'd expect from a Vtech phone** ▶

Innovation

- ▶ Up to 300 metre range
- ▶ Digital DECT technology for high voice quality
- ▶ Set the base and handset features to suit you, including:
 - ring volume
 - ring melody
 - earpiece volume
- ▶ Intercom calls
- ▶ Call barring with PIN access to stop external and internal calls
- ▶ Keyguard prevents accidental calls
- ▶ Advanced NiMH batteries give 12 hours talk time; 100 hours stand-by
- ▶ Last number redial with 5 number memory
- ▶ Call log of up to 10 calls you don't answer
- ▶ Mute feature for privacy during calls

Style

- ▶ Ergonomic design
- ▶ 'Jelly' coloured handsets
- ▶ Different coloured clip-on covers

Simplicity

- ▶ Easy to install – wall fix or table top
- ▶ Easy-use menus
- ▶ Simple and informative display screens
- ▶ Reassuring confirmation tones
- ▶ User editable network codes

7 ways to dial

- ▶ key and check the number before you dial
- ▶ connect to the line before you dial
- ▶ from Last number redial
- ▶ from your favourites list
- ▶ from your quick dial list
- ▶ from your call log, if you have caller identity*
- ▶ mix of above – good for extension numbers and home banking type services

Network services

- ▶ Factory set BT and cable codes that you can edit
- ▶ Auto redial
- ▶ Call waiting

Favourites and quick dial

- ▶ Store up to 20 numbers for quick and easy dialling.
- ▶ Name each number.
- ▶ Up to 24 digits for each number – ideal for international numbers or home banking type services.
- ▶ Pause facility for home banking numbers.
- ▶ No need to keep re-programming the numbers – all the handsets share the numbers.
- ▶ With caller identity*, caller's names will be shown when they call if you've programmed their name and number.

* Caller identity is a chargeable network service available from your phone company.

Setting up

What's in this pack

- ▶ one Mirage handset
- ▶ one Mirage base station
- ▶ user guide
- ▶ power adapter
- ▶ telephone line cord
- ▶ two handset batteries
- ▶ two spare clip on covers
- ▶ two wall fitting screws and plugs

If any of these are missing, please return the complete pack to your retailer as soon as you can.

If you want to add more handsets, follow these instructions to set up your first handset and then follow the instructions on page ?? of your user guide.

Your handset must be charged for at least 24 hours before it's ready for use.

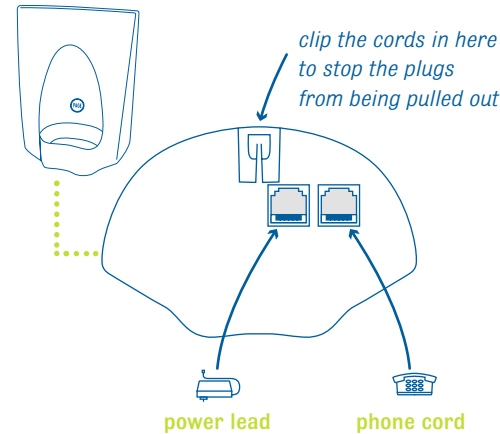
Choose a good position for your phone. To improve reception, it should be:

- ▶ as high as possible – a second floor is best
- ▶ within three metres of the mains socket and phone socket so that you don't have to use extension leads
- ▶ away from large metal objects like radiators, fridges or filing cabinets
- ▶ away from metal framed windows
- ▶ away from hidden metal pipes
- ▶ away from electrical equipment, such as a TV or microwave.

Reception may be poor if the building's walls are very thick or metal framed.

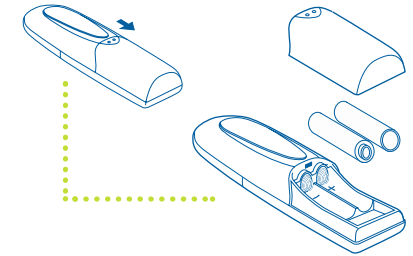
This phone is not designed for making emergency telephone calls when the power fails. You should make alternative arrangements for calls to emergency services.

- 1 Plug the power lead into the sockets on the bottom of the base station.
- 2 Plug the adapter into a mains power socket and switch the power on.



- 3 Fit the handset batteries – making sure they're the correct way around.

The handset uses the two AA size NiMH (Nickel Metal Hydride) batteries supplied.



- 4 Sit the handset on the base station and leave for the batteries to charge for at least 24 hours before you try to use your phone. The display will say SEARCHING and then switch to the stand-by display. There's more detail about the display in your user guide. It's normal for the handset to get a little warm as it charges.
- 5 After the batteries have charged, plug the phone cord into the base station and into a phone socket. Only use the phone cord supplied. Others may not work.
- 6 Your phone is now ready to use. Follow the instructions in this guide.

Fixing your Mirage phone to a wall

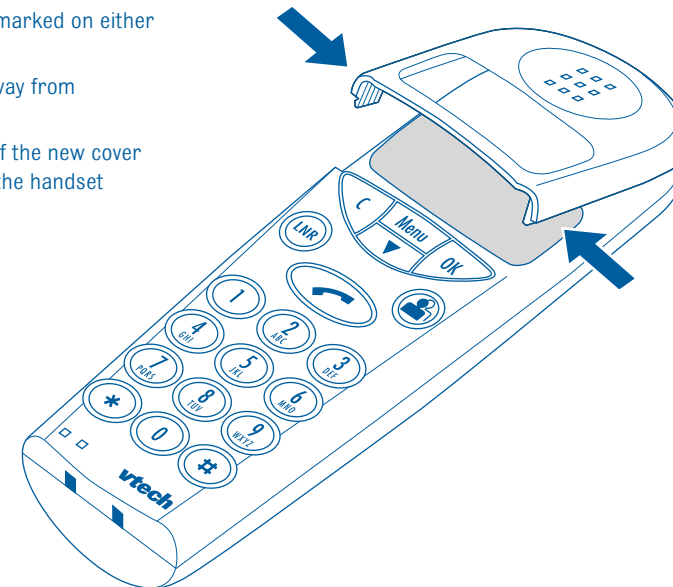
Your phone comes with two wall fitting screws and plugs. Make sure the plugs supplied are suitable for your wall.

To fix your Mirage phone to a wall:

- 1 Use this template as a guide to mark the wall before drilling
 - Check**
 - ▶ *that the leads reach your telephone socket and mains power supply*
 - ▶ *that the handset will not be damaged or cause damage if it is accidentally knocked off it's base station*
 - ▶ *the position guidelines given in this setting up guide*
- 2 Use a spirit level or plumb line to ensure the phone will hang straight
- 3 Drill two holes where you have marked, insert the wall plugs and screws – leaving a 3mm gap between the head of the screw and the wall
- 4 Slide the base station onto the screws
 - ▶ *make sure you don't cut the telephone line or power cord, this will damage your phone and invalidate your warranty*

Your phone comes with three different coloured handset covers. To change a cover:

- 1 Gently squeeze the arrows marked on either side of the screen
- 2 Lift the cover and slide it away from the keypad
- 3 Fit the two tabs at the top of the new cover into the slots on the top of the handset
- 4 Click the cover into place.





Basic functions

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1 	Switching the handset on Press and hold until the display flashes as the phone searches for the selected base station signal  When it finds the signal, the display shows the normal screen 
4 	Press and the display will ask you to confirm you want to switch off 
5 	<i>When the handset is off, it will not respond to pages or incoming calls.</i>
1	Switching the handset off <i>You should normally leave the handset on ready to answer calls.</i> 
2 	Press
3 	Press several times until the display says 
1	Making a call by pre-dialling <i>When you predial, you can correct the phone number if you dial it incorrectly.</i> 
2 	Key in the number 
3 	If you need to correct a number, press once for each incorrect digit and then continue to dial  Press to dial if the number is correct

Ending a call

- 1  01234567890
- 2  **Press** or replace the handset on the base station to end the call

Post dialling a number

This method dials straight through, but you can't correct the number if you dial incorrectly.



- 1  1 LOUNGE
- 2  **Press**
- 3  **Dial** the number
0121123

If you make a mistake, you'll need to end the call and dial again.

Answering a call when the handset is on the base

The base station and handset will ring.

If you pay for caller display from your phone company, the display will show their name if you've programmed it as one of your favourite or quick dial numbers.

- 1  ANDY
- 2  Pick up the handset to answer the call

Answering a call when the handset is not on the base

- 1  ANDY
- 2  **Press** to take the call

Answering a call when the handset is switched off




Only the base station will ring if the handset is off.

- 1  **Press** twice

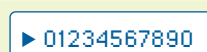




Muting a call

This stops the other person hearing you but you can still hear them.

You can't mute a call while you are using a menu.









- 1  01234567890
- 2  **Press** during the call. The display will show 
- 3  **Press** again to cancel mute




Changing the earpiece volume during a call

- 1  01234567890
- 2  **Press**
- 3  **Press** several times until the screen says  VOLUME
- 4  **Press**
- 5  **Press** to select the volume you want
- 6  **Press** to confirm the setting  STORED
Volume setting now active.

Changing the handset name

You can choose any name – up to 8 characters – for the handset, such as a room or person's name.

- 1 
- 2  **Press**
- 3  **Press** several times until the display says

- 4  **Press**

- 5  **Press** several times until the display says


- 6  **Press** The display shows the current name
- 7  **Press** and hold until the current name is deleted
- 8  Use the keypad to enter the new name
- 9  **Press** to confirm the new name
- 10  **Press** and hold to return to the stand-by display

Entering letters



Each key selects several letters.

Press a key repeatedly to choose the letters on it. If the letter you need is on the same key, wait about four seconds between presses. If you make a mistake, press C. Press 0 for a space.

Switching the keyguard on

The keyguard stops your phone accidentally dialling numbers while in a pocket or bag and stops young children dialling too. It does not stop emergency calls.

- 1 
- 2  **Press**
- 3  **Press** several times until the display says

- 4  **Press**

- 5  **Press**
The display shows


Switching the keyguard off

- 1 Key 159 before you dial



You'll need to switch the keyguard back on again when you've finished.



Calling numbers from the call log

If you pay for caller display from your phone company, your phone logs the numbers of up to 10 recent **unanswered** calls so that you can return them.

It won't store numbers that weren't available or if the caller withheld their number when they called you.


If someone calls you twice or more, only the last call is logged.


- 1 If there are any new calls, the display says

NEW CALLS

It will continue to say new calls until you have scrolled through the full list

- 2  **Press**

- 3  **Press** to scroll through the list of names and numbers

- 4  **Press** to dial a number or press OK to edit the number and then press OK again to dial

1234567890


Accessing the all log

You can access the call log even when there have been no new calls. the call log lists the 10 most recent unanswered calls.

- 1 1 LOUNGE

- 2  **Press**

- 3  **Press** once
▼CALL LOG


- 4  **Press**
Now you can dial, edit or delete the numbers.


Deleting entries from the call log


- 1 1 LOUNGE

- 2  **Press**

- 3  **Press** once
CALL LOG

- 4  **Press** to choose the call log

- 5  **Scroll** through the numbers and names to the one you want to delete

- 6  **Press** for the delete option


▼DELETE

Scroll down again if you want to delete all the numbers from the log

▼DELETE LIST

- 7  **Press** to delete






?--DELETE--?

- 8  **Press** to confirm that you want to delete







DELETED

Using redial

You can redial any of the last five numbers you dialled. The numbers are stored in a list.

- 1  1 LOUNGE
- 2  **Press**
 01234567890
- 3  **Press** to scroll through the numbers
- 4  **Press** to dial the number or press OK to edit the number before you dial and then press OK again to dial

Editing a number on your redial list

- 1  1 LOUNGE
- 2  **Press**
 01234567890
- 3  **Press** to scroll to the number you want
- 4  **Press** once
 EDIT
- 5  **Press**
 Use the C button to delete the numbers and key in the new number – up to 24 digits long
- 6  **Press** to dial the number – or you can press OK to dial

Deleting a redial number





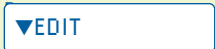


- 1  1 LOUNGE
- 2  **Press**
 01234567890
- 3  **Press** to scroll through the numbers
- 4  **Press** once
 EDIT
- 5  **Press** once
 DELETE
Scroll down again if you want to delete all the numbers from the log
 ▼DELETE LIST








- 6  **Press** to delete
 ?--DELETE--?
- 7  **Press** to confirm
 DELETED




Favourite numbers button

This lets you store up to 10 numbers that you can call without dialling the number.

- 1  1 LOUNGE
- 2  **Press**
 0 ▼EMPTY
The display shows the phone number or name if there's already one stored.
- 3  **Scroll** to the location where you want to store the number or press the number on the keypad
- 4   ▼EDIT
- 5   NUMBER

- 6  Key in the phone number
Press the C button if you want to delete digits of an existing number.
- 7  **Press**
The display shows STORED and asks for you to enter a name
 NAME
The display shows the name if there's already one stored.
- 8  Key in the name – this can be up to 10 letters – see the blue panel
If you don't want to enter a name, press the C button.
- 9  **Press**
 STORED
- 10  **Press** to finish, or **scroll** to the next location and store another number.

Dialling a favourite number

- 1  1 LOUNGE
- 2  **Press** The display shows the first favourite number
 0 ▼KAREN
- 3  **Scroll** to the number you want or press the favourite number location on the keypad
- 4  **Press** or press OK to edit the number and OK again to dial

Entering letters










Each key selects several letters.

Press a key repeatedly to choose the letters on it. If the letter you need is on the same key, wait about four seconds between presses. If you make a mistake, press C. Press 0 for a space.



SALLY







Deleting a favourite number

- 1  1 LOUNGE
- 2  **Press**
- 3  **Scroll** to the number that you want to delete
- 4  **Press**
- 5  **Press** once
 ▼ DELETE
- 6  **Press** to delete
 ?--DELETE--?
- 7  **Press** and scroll to the next number you want to delete or press and hold the C button to finish





Storing or changing a quick dial number

You can store up to 10 numbers in your phone's memory to save you having to key them in each time you call them.

- 1
- 2  **Press**
- 3  **Press** for the first location
The display shows the phone number if there's already one stored.
- 4  **Scroll** to the location you want
- 5  **Press**

- 6  **Press**
- 7  Key in the phone number – this can be up to 24 digits
Use the C button if you want to delete digits of an existing number. If you want a pause, press and hold the # button until a P appears.
- 8  **Press**
The display shows STORED and asks you to enter a name
- 9  Key in the name – this can be up to 10 letters
- 10  **Press**
- 11  **Press** to finish, or **scroll** to the next location and store another number

Dialling a quick dial number

- 1
- 2  **Press**
- 3  **Press**
- 4  **Scroll** to the number you want or press the quick dial number if you know it
- 5  **Press**

Deleting a quick dial number

- 1


- 2  **Press**
- 3  **Press** for the first location
- 4  **Scroll** to the number you want to delete
- 5  **Press**
- 6 
- 7  **Press** The handset will ask you to confirm
- 8  **Press** and scroll to the next number you want to delete or press and hold the C button to finish


Calling anonymously


You can call anonymously if you don't want people with caller display phones or return services to know your number.


Only the next call you make will be anonymous

- 1

- 2  **Press**

- 3  **Press** several times until the display says

- 4  **Press** and your next call will be anonymous

- 5  **Dial** the number on the keypad or use one of your favourite or quick dial numbers


- 6  **Press**


Cancelling the anonymous call feature


- 1  **Press** twice quickly

Redialling a number if it's busy

The phone network will call back when the number is free.

- 1  **Press** when you hear the engaged tone

- 2  **Press** several times until the display shows

- 3  **Press** listen to the message and then hang up.

Paging your handsets

Any handsets connected to the base station will ring for up to 1 minute.

This is especially useful for finding lost handsets.



- 1  **Press** the Page button on the base station

- 2  **To stop the ringing Press** again or
 **Press** on any handset

Handsets that are switched off will not respond to paging.

Choosing your handset settings

pg26

The HS SETTING menu lets you choose how your handset works

You can

- ▶ set the handset ringer volume
- ▶ choose the handset ring melody
- ▶ set the earpiece volume
- ▶ decide when tones are used
- ▶ select a base station
- ▶ reset to the factory settings
- ▶ change the handset name
- ▶ choose English or German for the display messages

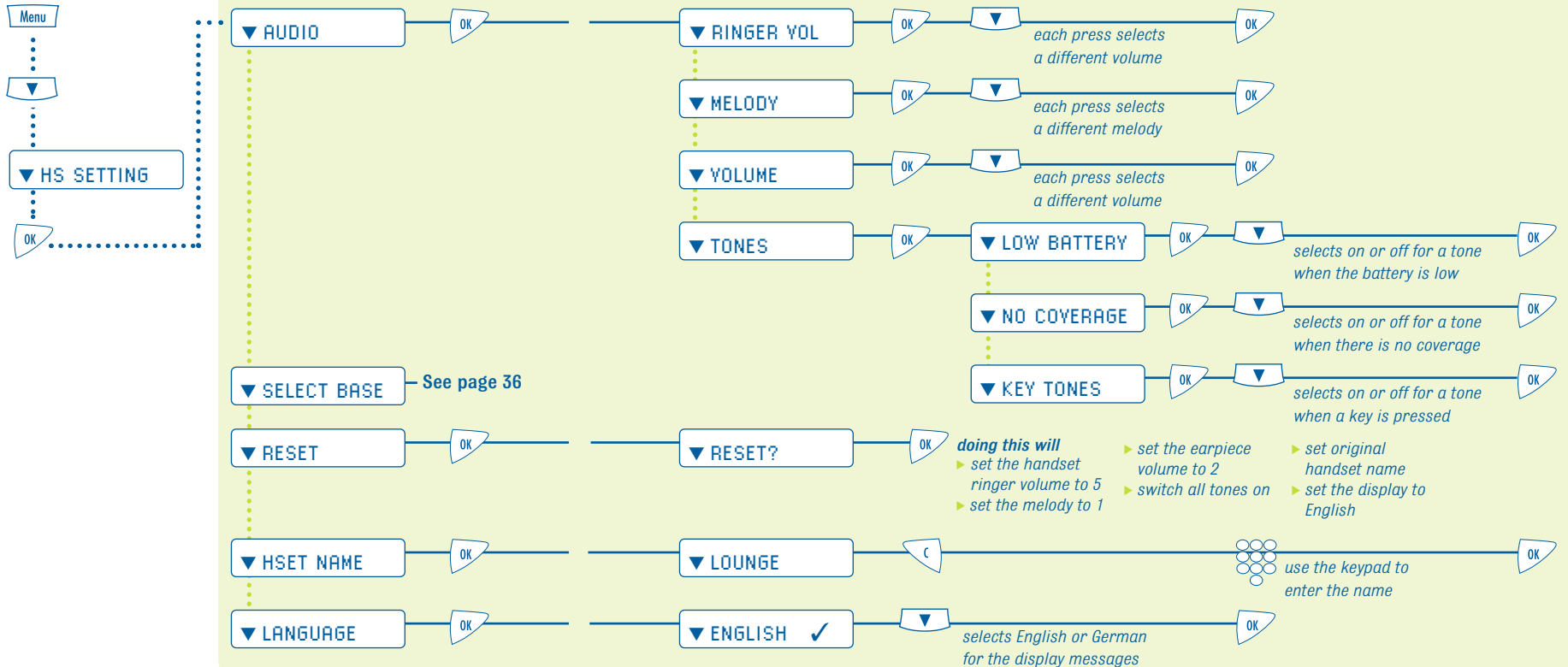
✓ Shows a current setting

▼ Press to scroll through menus

OK Press to select the feature you want

C Press and hold after setting a feature to leave the HS SETTING menu

STORED Confirms a setting you make



pg27

Choosing your base settings

The BS SETTING menu lets you choose how your base station works

You can

- ▶ set the base ringer volume
- ▶ choose the base ring melody
- ▶ bar external and intercom calls from being made – see page 4
- ▶ change your PIN
- ▶ de-register any handset from this base station
- ▶ reset to the factory settings
- ▶ set your phone to wait for a dial tone after the access code on a PABX switchboard

✓ Shows a current setting

▼ Press to scroll through menus

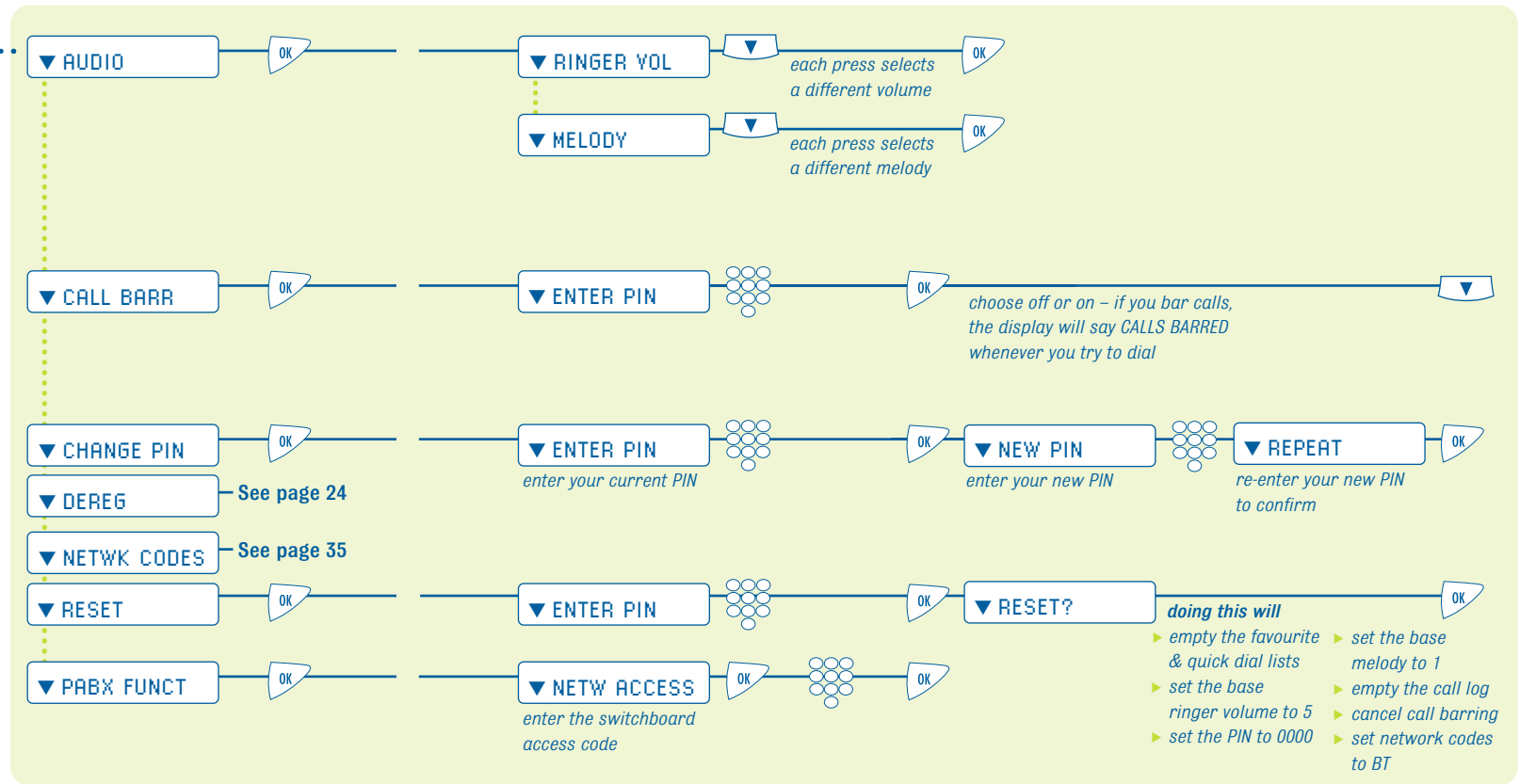
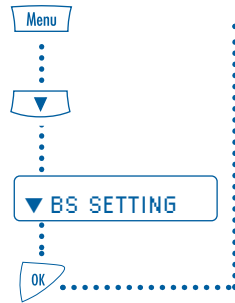
OK Press to select the feature you want

C Press and hold after setting a feature to leave the BS SETTING menu

STORED

Confirms a setting you make

pg28



pg29

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- ▶ Rejecting a call waiting call [pg 25](#)
- ▶ Setting network codes [pg 26](#)




Network services are available from BT and most cable companies.







Contact your phone company for more information on the services they offer.

See page 32 for information on changing network service codes.




Switching call waiting on or off

Call waiting is a chargeable network service available from your phone service supplier.

- 1
- 2  **Press**
- 3  **Press** several times until the display says
- 4  **Press**




- 5  **Press** several times until the display says
- 6  **Press**
- 7  **Press**
The  shows the current setting
- 8  **Scroll** between on or off and **press** OK to confirm the setting you want
- 9  Listen to the message and then hang up

Answering a call waiting call

- 1  **Press** when you hear the call waiting beeps during a call
- 2  **Press** several times until the display says
- 3  **Press** and then use the menu button to handle your calls

Rejecting a call waiting call

BT customers can simply ignore the call. Cable customers may need to speak to their service provider..

- 1  **Press** when you hear the call waiting beeps during a call
- 2  **Press** several times until the display says
- 3  **Press**

Editing network codes

Your phone uses the standard BT and most cable company access codes for network services.

Some network services are chargeable.

You can alter the pre-set codes for:

- ▶ inquiry calls
- ▶ auto redial calls
- ▶ call waiting accept
- ▶ call waiting reject
- ▶ 3 party calls
- ▶ single calls
- ▶ switching calls
- ▶ call waiting on
- ▶ call waiting off
- ▶ anonymous calls
- ▶ recall

- 1


- 2  **Press**


- 3  **Press**
Press several times until the display says


- 4  **Press**


- 5  **Press** several times until the display says



- 6  **Press** several times until the display says

- 7  **Press**

- 8  **Scroll** to the code you want to set

- 9  **Press**
Use the C button to delete the current code. Use the keypad to enter the new code.
To include a recall in the code, press the menu button and scroll for a PBX or network recall, then press OK.





- 10  **Press**

- 11  **Scroll** to set another code or press and hold the C button to finish.






Making an inquiry call

An inquiry call lets you talk to two callers at the same time or switch between two calls. This is a network service which your phone company may charge you for.

- 1 Make your first call
- 2  **Press** during your first call

- 3  **Press**
- 4  **Dial** the second number
When you get through, the first call is put on hold and you are connected to the second call.
Now you can:
 - ▶ Set up a three party call
 - ▶ Switch between the two callers
 - ▶ Hang up

To set up a three party call


This lets all three people talk together.

- 1  **Press** when you're talking to one call and the other is on hold

- 2  **Press**
The 3 party call is set up.
Now you can:
 - ▶ Go back to a single call
 - ▶ Hang up

To go back to a single call


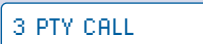


This puts the second call on hold again while you talk to the first call.


- 1  **Press** during the 3 party call


- 2  **Press**
The second call is put on hold while you talk to the first.
Now you can:
 - ▶ Set up a three party call again
 - ▶ Switch between the two callers
 - ▶ Hang up


To switch between two calls

This puts the current call on hold while you talk to the other call.



- 1  **Press**

- 2  **Press** once


- 3  **Press**
The current call is put on hold while you talk to the other caller.
Now you can:
 - ▶ Set up a three party call
 - ▶ Hang up

To hang up during a 3 party call

- 1  **Press**
You're disconnected from the 3 party call. The other two callers can continue talking.

To hang up while a call is on hold

- 1  **Press**
The current call ends and the call on hold rings you back.
- 2  **Press** to answer the call that was on hold


Adding and using additional handsets

You can use up to six handsets with a base station

Section contents

- ▶ Registering a handset [pg 28](#)
- ▶ Using two or more handsets [pg 30](#)
- ▶ Making an intercom call [pg 30](#)
- ▶ Answering an intercom call [pg 31](#)
- ▶ Answering an external call during an intercom call [pg 31](#)
- ▶ Making an intercom call during an external call [pg 31](#)
- ▶ Transferring an external call to another handset [pg 32](#)
- ▶ Switching between an external call and an intercom call [pg 32](#)
- ▶ Setting up 3 way calling [pg 32](#)
- ▶ Calling all your handsets at once – group call [pg 33](#)


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1  **Press** the page button on the base station and hold it down for about 10 seconds until it beeps

The base station will send out a registration signal for 15 minutes.


The signal will stop if:


- ▶ you successfully register a handset
- ▶ you enter your PIN incorrectly three times
- ▶ the base station already has six handsets
- ▶ a call comes in.


2  **Press**





Registering a handset


3  **Press** several times until the display says





4  **Press**





5  If you have more than one base station, scroll to the one you want to register to

6  **Press**





7  Enter your PIN – the factory setting is 0000


8  **Press**



This may take up to 2 minutes.

9  **Scroll** to the handset number you want

10  **Press**



11 *The display changes to the handset name. Instructions on changing the handset name are on page??*

Your phone will only allow you three attempts at entering your PIN before stopping the registration. If you enter the wrong PIN three times, you will need to start again.



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Using two or more handsets




If you have two or more handsets, you can make free intercom calls between them.

If you have three or more handsets, you can have one handset on an external call while the other two are on an intercom call.

Making an intercom call

You can only make intercom calls between handsets that are registered to the same base station.

- 1
- 2  **Press**
- 3  **Press twice**

- 4  **Press**
- 5  **Enter** the handset number
If the handset is already on a call, you will hear 3 beeps.
- 6  **Press** to end the call

Answering an intercom call



- 1
- 2  **Press** to answer the call

Calling all your handsets at once – group call

If you have three or more handsets registered to one base station, you can call them all at once.


This is useful if you don't know where someone is.

The first handset to answer your call will be connected.

- 1
- 2  **Press**
- 3  **Press** several times until the display says

Answering an external call during an intercom call

If a call comes in during an intercom call, both handsets will beep and the displays will say CALL or show the caller's number if you have caller display.

- 1  **Press**
The intercom call will be put on hold
Now you can:
 - ▶ Set up a 3 party call
 - ▶ Switch between the two calls
 - ▶ Hang up

Please turn the page for details.


Making an intercom call during an external call

The external call is put on hold while you make the intercom call. Then you can talk to the intercom and external call at the same time or switch between the two calls.


1 

Press during the external call

 INQUIRY

2  Press several times until the display says

3  Press

4  Enter the handset number 1-6 you want to intercom
Now you can:


- ▶ Transfer the external call
- ▶ Set up a 3 party call
- ▶ Switch between the two calls
- ▶ Hang up


To transfer the external call

1 

2  Press

To set up a three party call

This lets all 3 people talk together.
1  Press twice


2  Press The 3 party call is set up.
Now you can:

- ▶ Go back to a single call
- ▶ Hang up

To go back to a single call

This puts the second call on hold again while you talk to the first call.

1  Press during the 3 party call


2  Press
The external call is put on hold while you talk to the intercom call.
Now you can:


- ▶ Set up a three party call again
- ▶ Switch between the two callers
- ▶ Hang up

To switch between an external call and intercom call

This puts the current call on hold while you talk to the other call.


1  Press

2  Press once


3  Press The current call is put on hold while you talk to the other caller.
Now you can:


- ▶ Switch between calls again
- ▶ Set up a three party call
- ▶ Hang up

To hang up during a 3 party call

1  Press You're disconnected from the call. The other 2 callers can continue.

To hang up while a call is on hold

1  Press The current call ends and the call on hold rings you back.

2  Press to answer the call that was on hold

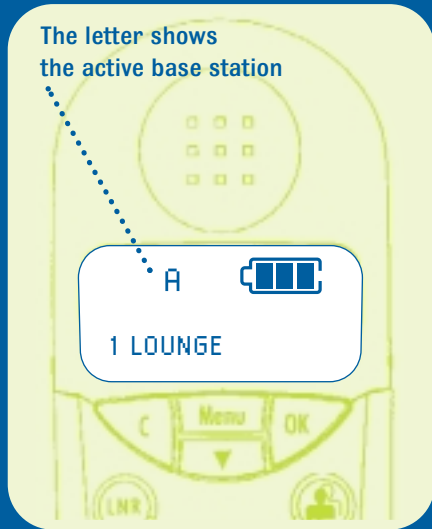
Adding and using additional base stations

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Section contents

- ▶ De-registering a handset from a base station [pg 35](#)
- ▶ Choosing the active base station [pg 36](#)

The letter shows the active base station



You can register each handset with up to four base stations – perhaps if you use your phones across a large area or you have several different phone lines. For home use, we recommend that you have one base station with additional handsets and chargers.

The handset will only work with one base station at a time – the active base station.

Use the HS SETTINGS menu to choose which base station you want a handset to work with.

If you move out of range of the active base station, the handset will not work and you will need to make a base station that's within range active.

Follow these stages if you buy a new handset and base station:

- ▶ De-register your new handset
- ▶ Register the new handset at your existing base station and register both handsets at the new base station.
- ▶ Choose the letter for the new base station.
- ▶ Use the HS SETTINGS menu to choose the base that you want each handset to work with.

Remember if you move out of range of this base station, the handset will not work.

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De-registering a handset from a base station

These instructions are to de-register a handset from a base station.









- 1
- 2 Press
- 3 Press several times until the display says
- 4 Press
- 5 Press several times until the display says

- 6 Press
- 7 Enter your PIN – the factory setting is 0000
- 8 Press
- 9 Press until the display shows the handset you want to de-register
- 10 Press
- 11 Press to confirm

Choosing the active base station

You can only make intercom calls between handsets that are registered to the same base station.

- 1  1 LOUNGE
- 2  **Press**
- 3  **Press** several times until the display says
 ▼ HS SETTINGS
- 4  **Press**
 ▼ AUDIO
- 5  **Press**

- 6  **Press** once
 ▼ SELECT BASE
- 7  **Press**
- 8  **Press** until the display shows the base station you want to be active
- 9  **Press**
 STORED
The base letter flashes and the display says
 B SELECT BASE
- 10  **Press and hold** to leave the HS SETTING menu

Troubleshooting

There's no dial tone

Check

- the phone line cord is securely connected at the handset and base station
- the phone cord is not damaged
- the power at the base station is on
- the handset batteries are properly fitted and fully charged
- the handset is registered to the base station. Press the page button on the base station to ensure the handset responds. If the handset responds, it is registered to the base station
- you have paid your phone bill.

If none of these checks work, ask your service provider to test the line.

There's no display on the handset

Check the handset battery is properly fitted and fully charged. See page 11 for details on switching the handset on.

My handset doesn't ring

Check

- the handset is switched on
- the handset is registered to the base station
- the handset is within range of the base station
- the base station is active – check the correct base station is active if you have more than one.

My base station doesn't ring

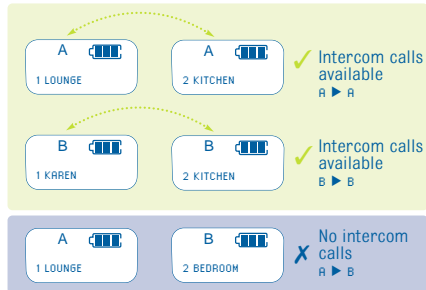
Check:

- the power switch at the base station is on and live
- the base ringer is set to ON
- the phone line cord is securely connected and not damaged.

I cannot make intercom calls

Check

- at least two handsets are registered to the same base station



- you are calling the correct handset number
- the handset you are calling is not busy.

I cannot register an extra handset to a base station

Check

- you have pressed the Page button to send out the signal
- there is a free slot available on the base – you can register six handsets to each base station
- there is a free slot available on the handset. You can register a handset to four different base stations
- the correct PIN was entered

The battery icon shows a low charge

Put the handset in the base station to recharge the battery. When the battery is fully charged the battery icon will show all three segments.

The battery icon will stop flashing when the battery is fully charged.



Helpline – If you cannot solve a problem with your phone, phone our helpline on **0870 013 32 32**

I can hear the caller but they can't hear me

Check

- the handset microphone is not covered
- that the mute function is not on. There are details about this on page 10.

I cannot store my favourite or quick dial numbers

You may have pressed the OK button instead of the Menu button when the display showed the location where you want to store the numbers. When you press Menu, the display says EDIT and you can store your number.

I cannot edit my favourite or quick dial numbers

You may have pressed the OK button instead of the Menu button when the display showed the name or number that you want to edit.

I have spilled liquid on my handset

Remove the battery at once and shake off any excess liquid. Dry the handset with a towel and then allow to dry naturally. Do not apply heat to the handset.

If your handset still does not work, return it to your supplier to repair. Any damage is not covered by warranty.

My phone doesn't work after an electrical storm

There may have been a power surge through your telephone line or electrical mains. Disconnect the power line from your base station and then reconnect it. The telephone may reset itself.

If this does not work, return the phone to your supplier to repair. Any damage is not covered by warranty.

The base letter in the display flashes

The handset is searching for a base. It is out of range or the base station has no power.



Troubleshooting

The handset flashes REGISTER!

Register the handset or select a different base..

The display says SAME PIN

You tried to change the PIN and used the old PIN again.

The handset seems to be locked

You cannot make calls if:

- ▶ call barring is switched on
- ▶ you are trying to access an external line when another handset is already using it.
- ▶ one handset is on an external call while another two are on an intercom call.

Batteries

Make sure you use only the correct batteries – AA size NiMH (nickel metal hydride).

Your phone at a glance

Removable cover

Earpiece

Display

Menu
Lets you access the main menu when the phone is in standby or other menus while you're using the phone.

OK
Press to confirm a command or setting you've changed.

Favourites
Access your favourite numbers by pressing this button.

Scroll
Scrolls down through menus or lists of options.

Cancel

- ▶ A short press deletes the last digit entered.
- ▶ A long press deletes all digits.
- ▶ If you press and hold while you're using a menu, the handset returns to standby.
- ▶ If you press this button during a call it will mute the microphone so the other person can't hear you.

Last Number Redial
Lets you access a list of the last five numbers dialled.

Talk
Press to make a call, answer a call when the handset is not on the base and to end a call.

Charging contacts
These touch the contacts on the base station to charge the batteries – you must keep them clean and dry.

Microphone

Display
The display gives you information about the current status of the handset.

Standby display. This shows the handset is ready for use.

The active base station.
You can have up to four base stations, A – D.

Handset number. You can have up to six handsets.

Lounge is the factory setting. You can change the name to your own choice.

The handset is connected to a call.

The microphone is muted so the other caller can't hear you.

The battery is fully charged ...

... when it needs to be charged, one flashing segment shows.

The base station

Page
Press this button to page all your handsets for one minute. This is can help you find any lost handsets. You also use this button to register additional handsets.