

Model 28031 Series 5.8 GHz Cordless Handset Speakerphone Answering System User's Guide



Your new GE telephone system is **EXPANDABLE** up to a total of 4 handsets (by purchase of optional Model 28001 handset with charge cradle)

Important Information

NOTICE: This product meets the applicable Industry Canada technical specifications. Operation is subject to the following two conditions: (1) This device may not cause interference, and (2) This device must accept any interference, including interference that may cause undesired operation of the device.

The equipment must be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe systems, if present, are connected together. This precaution may be particularly important in rural areas.

CAUTION: Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

NOTES: This equipment may not be used on coin service provided by the telephone company.

Interference Information

This equipment generates and uses radio frequency energy which may interfere with residential radio and television reception if not properly installed and used in accordance with instructions contained in this manual. Reasonable protection against such interference is ensured, although there is no guarantee this will not occur in a given installation. If interference is suspected and verified by switching this equipment on and off, the user is encouraged to try to correct the interference by one or more of the following measures: Reorient the radio/television receiver's antenna, relocate the equipment with respect to the receiver, plug the equipment and receiver into separate circuit outlets. The user may also wish to consult a qualified radio/television technician for additional suggestions. This equipment has been fully tested and complies with all limits for Class B computing devices pursuant to part 15 FCC Rules and Regulations.

Telephone Network Information

Should your equipment cause trouble on your line which may harm the telephone network, the telephone company, where practicable, may notify you that temporary discontinuance of service may be required. Where prior notice is not practicable and the circumstances warrant such action, the telephone company may temporarily discontinue service immediately.

The telephone company may make changes in its communications facilities, equipment, operations or procedures where such action is required in the operation of its business. If these changes are expected to affect the use or performance of your telephone equipment, the telephone company will likely give you adequate notice to allow you to maintain uninterrupted service.

Notice must be given to the telephone company upon termination of your telephone from your line.

REN Number

On the bottom of this equipment is a label indicating, among other information, the Ringer Equivalence Number (REN) for the equipment.

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

REN Number is located on the cabinet bottom.

Licensing

Licensed under US Patent 6,427,009.

Hearing Aid Compatibility (HAC)

This telephone system meets FCC/Industry Canada standards for Hearing Aid Compatibility.

FCC RF Radiation Exposure Statement

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

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

Introduction

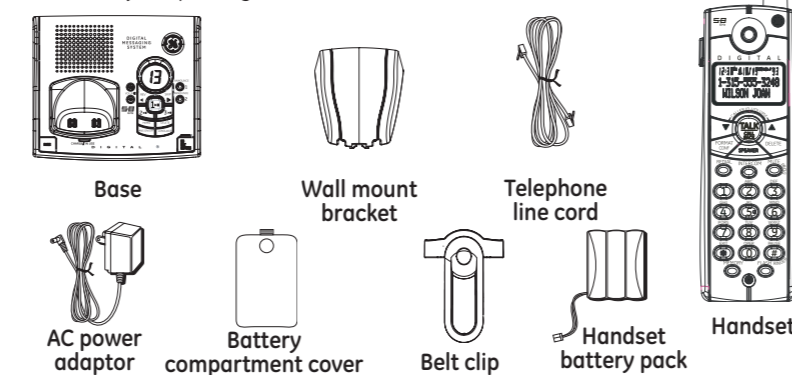
CAUTION: When using telephone equipment, there are basic safety instructions that should always be followed. Refer to the **IMPORTANT SAFETY INSTRUCTIONS** provided with this product and save them for future reference.

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

Before You Begin

Parts Checklist (for model 28031xx1)

Make sure your package includes the items shown here.



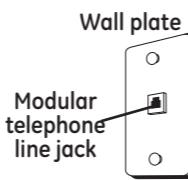
For **Model 28031xx2** there will be **ONE** additional handset, charge cradle, belt clip, battery pack and cover than shown above.

For **Model 28031xx3** there will be **TWO** additional handsets, charge cradles, belt clips, battery packs and covers than shown above.

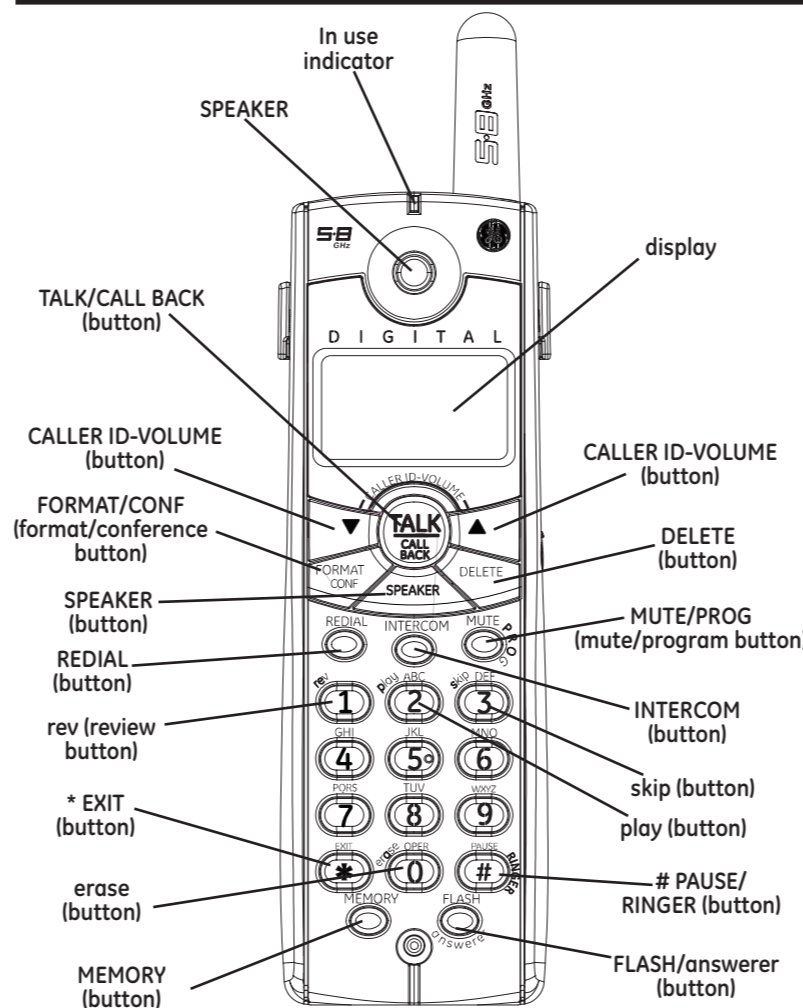
For **Model 28031xx4** there will be **THREE** additional handsets, charge cradles, belt clips, battery packs and covers than shown above.

Telephone Jack Requirements

To use this phone, you need an RJ11C type modular telephone jack, which might look like the one pictured here, installed in your home. If you don't have a modular jack, call your local phone company to find out how to get one installed.



Handset Layout



Installing the Phone

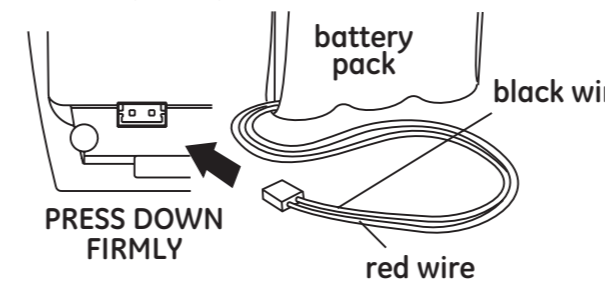
Installing the Handset Battery

NOTE: You must connect the handset battery before use.

CAUTION: To reduce the risk of fire or personal injury, use only the Thomson Inc. approved model 5-2660 Nickel-metal Hydride battery (Ni-MH), which is compatible with this unit.

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

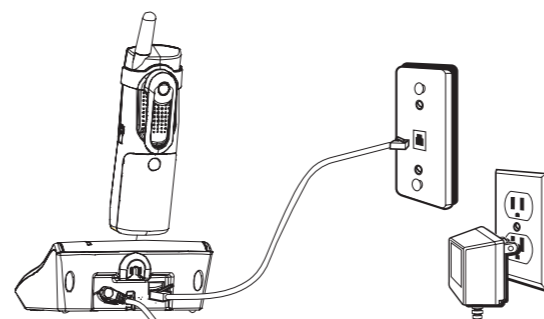
NOTE: To ensure proper battery installation, the connector is keyed and can be inserted only one way.



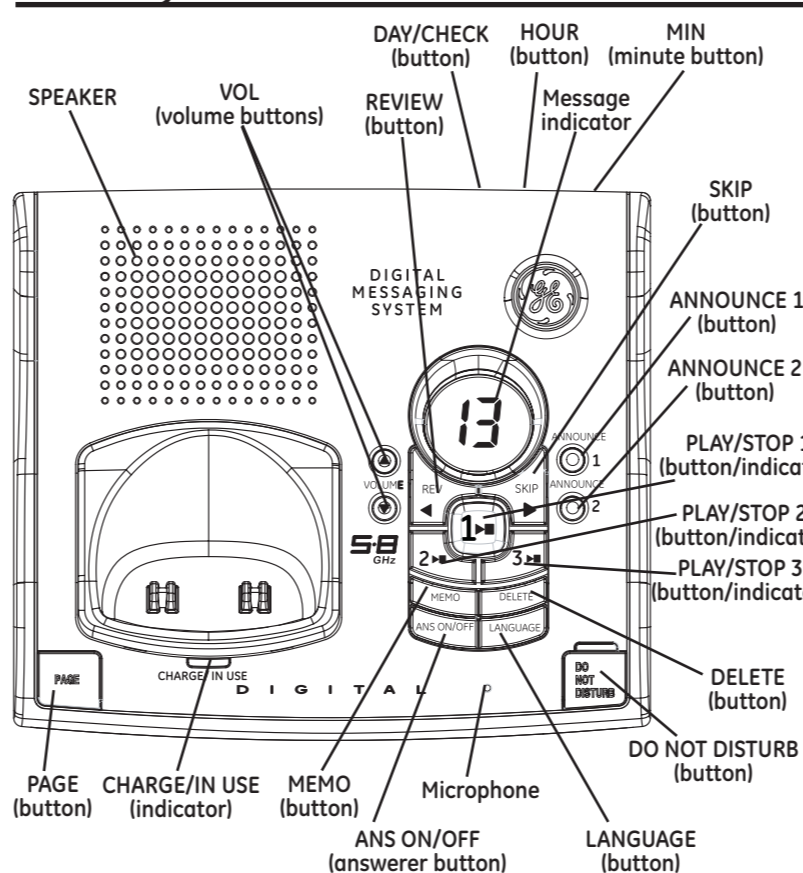
4. Insert the battery pack.
5. Close the battery compartment by pushing the door up until it snaps into place.

Base Station

1. Choose an area near an electrical outlet and a telephone wall jack (RJ11C), and place your cordless telephone on a level surface, such as a desktop or tabletop, or you may mount it on the wall.



Base Layout



2. Plug one end of the telephone line cord into the TEL LINE jack on the bottom of the base and the other end into a modular jack.
3. Plug the AC power converter into the electrical outlet and the DC connector into the jack on the bottom of the base.
4. Place the handset in the base cradle. The charge/in use indicator turns on, verifying the battery is charging.
5. Allow the phone to charge for 16 hours prior to first use. If you don't properly charge the phone, battery performance is compromised.

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

Wall Mounting

1. Turn the base over.
2. Attach the wall mounting pedestal by first inserting the tabs on the open edge of the pedestal into the slots on the lower portion of the bottom of the base. Then push down and snap the pedestal into place.
3. Slip the mounting holes (on the back of the base) over the wall plate posts, and slide the unit down into place. (Wall plate not included.)

NOTE: If desired, gather the extra telephone line and power adaptor cord and store inside the wall mounting bracket.

Answering System Setup

This section shows you how to set up your answering system to receive incoming calls. Before you begin the set up process, you must turn on the answering system.

- Press the ANS ON/OFF button to turn the answering system on and off. The MESSAGES indicator lights when the answering system is on. The indicator blinks when you have new messages.

NOTE: The answering system displays "--" when it is off.

Setting the Voice Prompt Language

The default voice prompt language is English.

To change the answering system's voice prompt language,

- Press the LANGUAGE button on front of base to change to the FRENCH voice prompt. The unit announces "OPTION FRANCAISE" and Fr shows in the message counter.
- Press the LANGUAGE button again to change to the SPANISH voice prompt. The unit announces "SELECCION ESPANOL" and SP shows in the message counter.

NOTE: To change to English, press the LANGUAGE button again.

NOTE: In remote access mode, the system follows the selected language. The voice prompt language cannot be switched remotely.

Voice Time/Day Stamp and Real Time Clock

1. Make sure the answering system is ON.
2. Press and hold the DAY/CHECK button to set the day of the week.
3. Press and hold the HOUR button to set the hour (a.m. or p.m.). Example: 12AM, 1AM, or 12PM, 1PM.
4. Press and release the MIN button to advance the clock in one minute intervals. Press and hold to increase by 5-minute increments.
5. After the time is set, the real time clock will be displayed on the handset within 1 minute.

NOTE: You must set the day manually. You may choose to set the time manually as well, although the time is automatically transmitted by your local phone company as part of Caller ID service. If you subscribe to Caller ID service, the current time is set automatically when you receive your first CID record.

Speaker Volume

Use the VOLUME (▲ or ▼) buttons to adjust speaker volume on the base to a comfortable level. L1 is the minimum speaker volume and L8 is the maximum.

Voice Instruction

If you need additional assistance, press the REV button in standby mode and follow the voice instructions.

Recording the Outgoing Announcement

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

You may record 2 outgoing announcements in the answerer or choose the default for your current outgoing announcement.

1. Make sure the answering system is ON.
2. Press and hold the ANNOUNCE 1 or ANNOUNCE 2 button until the speaker announces "RECORD ANNOUNCEMENT AFTER TONE".
3. Begin speaking after you hear the beep.
4. Release the button when you finish your announcement.

NOTE: If you choose not to record an outgoing announcement, a default announcement plays instead. To return to the default announcement after you have recorded your own outgoing announcement, press the ANNOUNCE 1 or 2 button and release it when you hear the beep. Or, press the DELETE button while the announcement is reviewing.

Sample Outgoing Announcement

1) Sample Single Mailbox Outgoing Announcement

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

NOTE: The maximum recording time for the outgoing announcement is 2 minutes.

2) Sample Multi-Mailbox Outgoing Announcement

Hi, this is (use your name here), We can't answer the phone right now, so please press 1 to direct your message to (name 1), press 2 to direct your message to (name 2), press 3 to direct your message to (name 3). Leave your name, number and a brief message after the tone, and we'll get back to you soon. Thanks.

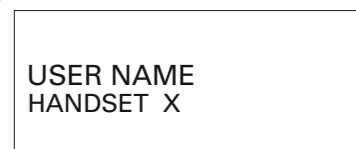
Reviewing and Choosing the Announcement

Press and release the ANNOUNCE 1 button to review and select this one as your outgoing announcement. Or, press and release the ANNOUNCE 2 button to review and select this one as your outgoing announcement.

Programming the Telephone

Standby Screen

The handset displays the handset number and user name.



Programming Functions

The system uses a menu structure to give you access to all of the built-in features. You may program the following items in main menu: Room Monitor and Handset Setup.

Room Monitor (applicable only with additional handsets)

1. Make sure your phone is OFF (not in talk mode).
2. Press the MUTE/PROG button to go to the main menu.
3. Press CALLER ID-VOLUME (▼ or ▲) button to scroll to **ROOM MONITOR**.



4. Press MUTE/PROG button to enter **ROOM MONITOR** menu, **ROOM MONITOR EXTENSION?** shows in the display.
5. Use the touch tone pad to enter the handset number to be monitored, either 1 or 2.

NOTE: When this phone system is expanded (up to 4 handsets by purchase of optional Model 28001 handset with recharge cradle), handsets are named **HANDSET 1, HANDSET 2, HANDSET 3 and HANDSET 4** respectively.

6. The receiving handset will turn on the microphone and the originating handset will turn on the speakerphone to monitor sound from the receiving handset.

NOTE: For room monitoring mode to work, the originating handset must NOT be on the cradle.

NOTE: While in room monitoring mode, the handsets will emit an alert tone approximately every 5 seconds if there is an incoming call. You may press the SPEAKER button to quit room monitor and answer the call.

NOTE: While in room monitoring mode, the originating handset can be switched to monitor by handset earpiece by pressing the TALK/CALL BACK button once. Switch back to speakerphone by pressing the SPEAKER button once.

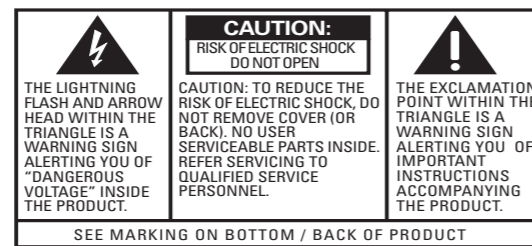
NOTE: Press the *EXIT button on the handset to exit room monitor mode.

Handset Setup

1. Make sure your phone is OFF (not in talk mode).
2. Press the MUTE/PROG button to go to the main menu.
3. Press CALLER ID-VOLUME (▼ or ▲) button to scroll to **HANDSET SETUP**.
4. Press MUTE/PROG button to confirm and you may program the following items: Language, Handset Name, Ringer Tone, Ringer Volume, VIP Melody, Key Tone, Message Alert, Rings to Answer, Security Code, Area Code, Registration, Deregistration and Default Setting.

NOTE: During programming, you may press the *EXIT button at any time to exit the sub-menu and return to the menu.

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



Belt clip and Optional Headset

Connecting the Belt Clip

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

Connecting an Optional Headset to the Handset

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

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

Changing the Battery

CAUTION: To reduce the risk of fire or personal injury, use only the Thomson Inc. approved model 5-2660 Nickel-metal Hydride battery (Ni-MH), which is compatible with this unit.

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

Battery Safety Precautions

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

NOTE: The RBRC seal on the battery used in your Thomson Inc. product indicates that we are participating in a program to collect and recycle the rechargeable battery (or batteries). For more information go to the RBRC web site at www.rbrc.org or call 1-800-8-BATTERY or contact a local recycling center.

Display Messages

The following messages shows the status of the phone, provides Caller ID information, or helps you set up and use your phone.

BLOCKED NUMBER	Indicates the person is calling from a number which is blocked from transmission.
CHARGING...	Indicates the handset needs to charge for a period of time before it can resume normal function.
DELETE ALL?	Prompt asking if you want to erase all CID records.
DELETE CALL ID?	Prompt asking if you want to erase the CID record showing on the display.
DELETE?	Prompt asking if you want to erase one of the 50 records stored in the phone's memory.
DUPLICATE NUMBER	Under VIP melody feature, if the desired number/record was selected in any one of TEN VIP melody records before, DUPLICATE NUMBER shows in the display.
END OF LIST	Indicates that there is no additional information in CID memory.
ENTER NAME	Prompt telling you to enter a name in one of the 50 memory locations.
ENTER TEL NUMBR	Prompt telling you to enter a telephone number in one of the 50 memory locations.
NEW	Indicates call or calls which have not been reviewed.
HANDSET NAME	Prompt telling you to enter the user name for the registered handset.
HANDSET NEEDS REGISTRATION	Indicates you must register a non-registered handset prior to use.
INCOMPLETE DATA	Caller information is interrupted during transmission or the phone line is excessively noisy.
LINE IN USE	Displays on handset while the line is in use.
LONG DISTANCE	Indicates CID record is from a long distance call.
LOW BATTERY	Indicates the battery needs to be charged.
NEW CALL XX	XX represents the number of new CID records not reviewed.
NO BATTERY	Indicates the battery is not properly installed in the handset, or the battery pack is not properly connected to the jack inside the battery compartment.
NO CALLS	Indicates there are no CID records in memory.
NO DATA	Indicates no CID information was received , you are not subscribed to CID service, or CID service is not working.
NO USER MEMORY	Indicates the memory location contains no user memories and the user is trying to mark a specific user record for VIP MELODY.
OUT OF RANGE	May indicate handset is too far away from the base or that the power has been interrupted. Move closer and check connections.
PAGING or PAGING FROM	Someone pressed the PAGE button on the base or INTERCOM button on the handset
REPT	Indicates a repeat call message. Indicates a new call from the same number was received more than once.
SEARCHING	Indicates handset is searching for the base.
SPKR	Indicates the handset is in speakerphone mode.
UNKNOWN CALLER/ NAME/NUMBER	Indicates incoming call is from an area not serviced by CID or the CID information was not sent.

Answering System Display Messages

The following messages show the status of the answering system or help you set up and use the system.

0-59	Indicates the total number of messages.
CL (blinking)	The voice time/day stamp needs to be set.
--	Answering system is turned off.
An (blinking)	The system is answering a call.
F (blinking)	Answering system memory is full.
Six bars (blinking)	The system is recording a memo or an announcement.
LA (Line Access)	External line remote answering system.

Handset Sound Signals

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

Troubleshooting Guide

Telephone Solutions

No dial tone

- Check or repeat installation steps:
 - Make sure the base power cord is connected to a working electrical outlet.
 - Make sure the telephone line cord is connected to the base and the wall jack.
- Connect another phone to the same jack. If it doesn't work, the problem might be your wiring or local service.
- The handset may be out of range of the base. Move closer to the base.
- Make sure the battery is properly charged (for 16 hours).
- Make sure the battery pack (in the handset) is properly installed.
- The handset should beep when you press the TALK/CALL BACK button, and the charge indicator on the base should be lit when the handset rests in the cradle. If not, the battery may need to be charged.
- Place handset in charge cradle for at least 20 seconds to reset the unit.

Handset does not ring

- Make sure the handset ringer software switch is set to on.
- The handset may be out of range of the base. Move closer to the base.
- You may have too many extension phones on your line. Try unplugging some extensions.
- Check for a dial tone.

You experience static, noise, or fading in and out

- The handset may be out of range of the base. Move closer to base.
- Make sure base is not plugged into an electrical outlet with another household appliance. If necessary, relocate the base.
- Charge the battery (for 16 hours).

Unit beeps

- Clean the charging contacts on the cordless handset and base charge cradle with a soft cloth or an eraser.
- See solutions for "No dial tone " on previous page.
- Replace the battery.

Memory dialing doesn't work

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

Unit locks up and no communication between the base and cordless handset

- Unplug the power adaptor from the electrical outlet and the back of the base. Remove the handset battery. Wait for 30 seconds and plug the power adaptor back into the base and electrical outlet. Reconnect the battery and charge for 16 hours.

Caller ID Solutions

No Display

- Charge the battery (for 16 hours). Or replace the battery.
- Make sure the unit is connected to a non-switched electrical outlet. Disconnect the power adaptor from the base and reconnect it.

Caller ID Error Message

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

No Caller ID

- You must be subscribed to the standard Name/Number Caller ID service from your local telephone company to receive CID information.

Battery

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

- Short talk time
- Poor sound quality
- Limited range
- Charge indicator fails to turn on

General Product Care

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

- Avoid dropping the handset, as well as other rough treatment to the phone.
- Clean the phone with a soft cloth.
- Never use strong cleaning agents, paint thinner, abrasive powder, alcohol, or other chemical products to clean the unit. Doing so will damage the finish.
- Retain the original packaging in case you need to ship the phone at a later date.
- Periodically clean the charge contacts on the handset and base with a clean pencil eraser.

Answering System Solutions

Can't hear messages, beep, etc.

- Adjust speaker volume.

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

- Set the time clock.

Answers on 10th ring

- Make sure answering system is turned on.

- Answering system memory may be full. Erase some messages.

Incoming messages are incomplete

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

Won't respond to remote commands

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

Causes of Poor Reception

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

Accessory Information

DESCRIPTION	MODEL NO.
Handset Replacement Battery	5-2660
AC Power adaptor	5-2760
Belt Clip	5-2703
Headset	5-2425
Handset charge cradle	5-2758

To order, call the nearest distributor for your area;
Ontario: (905) 624-8516 Manitoba: (204) 783-2088

British Columbia: (604) 438-8001 Quebec: (514) 352-9071

A shipping and handling fee will be charged upon ordering.

It is required by law to collect appropriate sales tax for each individual state, country, and locality to which the merchandise is being sent. Items are subject to availability.

Service

Thomson Digital Technologies Ltd., warrants to the purchaser or gift recipient that if any manufacturing defect becomes apparent in this product within 1 year from the original date of purchase, it will be replaced free of charge, including return transportation.

This warranty does not include damage to the product resulting from accidents, misuse or leaking batteries.

Should your product not perform properly during the warranty period, either:

- Return it to the selling dealer with proof of purchase for replacement, OR
- Remove the batteries (where applicable), and pack product complete with accessories in the original carton (or equivalent).
 - Mail prepaid (with proof of purchase) and insured to:

Thomson Digital Technologies Ltd.
6200 Edwards Boulevard
Mississauga, Ontario
Canada L5T 2V7

The provisions of this written warranty are in addition to and not a modification of or subtraction from the statutory warranties and other rights and remedies contained in any applicable legislation, and to the extent that any such provisions purport to disclaim, exclude or limit any such statutory warranties and other rights and remedies, such provisions shall be deemed to be amended to the extent necessary to comply therewith.

If you are unable to find a qualified servicer for out of warranty service, you may write to:

Thomson Digital Technologies Ltd.
c/o Thomson Inc.
P.O. Box 0944
Indianapolis, Indiana, U.S.A., 46206-0944

Attach your sales receipt to this booklet for future reference. This information is required if service is needed during the warranty period.

PURCHASE DATE _____

NAME OF STORE _____

Instructions For Optional/Additional Handset(s)

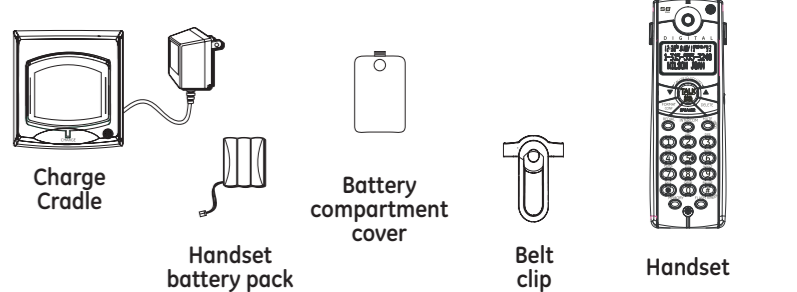
This phone is EXPANDABLE up to a total of 4 handsets (by additional purchase of the optional Model 28001 handset with charge cradle).

IMPORTANT: If you have purchased an extra handset apart from your original purchased unit you may find a detailed description of its functions in the User's Guide provided with your original purchased unit.

If you have purchased an extra handset that is not of the same type as your original handset you may still use the original User's Guide to help explain the new handsets basic functions and options.

Parts Checklist

Make sure your package includes the items shown here.



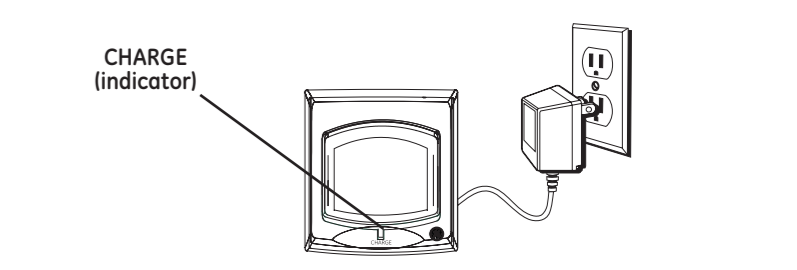
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- Locate battery and battery door which are packaged together inside a plastic bag and are separate from the handset.
- Locate the battery compartment on the back of the handset.
- Plug the battery pack cord into the jack inside the compartment.
 - NOTE:** To ensure proper battery installation, the connector is keyed and can be inserted only one way.
- Insert the battery pack.
- Close the battery compartment by pushing the door up until it snaps into place.

Extra Charging Cradle



- Plug the AC power converter of the extra charging cradle into the electrical outlet.
- Place the handset in the extra charging cradle. The charge indicator turns on, verifying the battery is charging.
- Allow the phone to charge for 16 hours.

Registration

YOU MUST REGISTER THE HANDSET TO THE MAIN BASE BEFORE USE!

After the optional handset has charged for 16 hours on the extra charger, **HANDSET NEEDS REGISTRATION** shows in the display.

- Press the MUTE/PROG button. **HOLD BASE PAGE WAIT FOR BEEP** shows in the display. (Your handset should be held near the base during registration process.)
- Press and hold the page button on the base unit until you hear a long tone at the handset. **HANDSET X REGISTERED** shows in the handset display, where X is the handset number. You may now rename your handset.