
Using the Answering System

Each line has a separate answering system. Whenever you access the answering system, the phone prompts you to choose a line. After that, any settings or operations will affect only the answering system for that line. For example, deleting all the messages from the answering system from line 1 does not affect any messages on the answering system for line 2.

Setting Up Your Answering System

Recording your outgoing message

Your personal outgoing message or greeting can be between 2 seconds and 30 seconds long. If you don't want to record an outgoing message, the system will use its pre-recorded greeting:

Hello, no one is available to take your call. Please leave a message after the tone.

To record your greeting:

1. Open the menu and select *Ans. Setup*.
2. Select *Line 1* or *Line 2*, then select *Record Greeting*.
3. Press **START**. Wait for the system to say "Record greeting" and then begin your recording.
4. When you're finished, press **STOP**. The system plays back your new greeting.
5. To keep this greeting, press **OK** again. To delete it and try again, press **DELETE**.

Switch between the pre-recorded greeting and your greeting

1. Open the menu and select *Ans. Setup*.
2. Select *Line 1* or *Line 2*, then select *Greeting Options*.
3. The system plays back the current greeting (personal or pre-recorded) for this line. Press **CHANGE** to switch greetings or **OK** to keep the current greeting.

Delete your greeting

1. Open the menu and select *Ans. Setup*.
2. Select *Line 1* or *Line 2*, then select *Greeting Options*.
3. While the system plays back the current greeting, press **DELETE** to erase the personal greeting for this line. (You can't erase the pre-recorded greeting.)

Ans. Setup menu options

You can change the answering system options separately for each line. When you select the *Ans. Setup* menu, the phone prompts you to select *Line 1* or *Line 2*. Then, you can choose one of the following options to change the answering system settings for that line:

<i>Security Code</i>	Enter a 2-digit PIN so you can access your answering system from any touch-tone phone (see page 44).
<i>Ring Time</i>	Set the number of rings (6, 9, or 12) before the answering system answers the phone. Choose <i>Toll Saver</i> to have the system pick up after 2 rings if you have new messages or after 4 rings if you don't.
<i>Record Time</i>	Set the amount of time callers have to leave a message, either 1 minute or 4 minutes. Choose <i>Announce Only</i> if you don't want the system to let callers to leave a message.
<i>Message Alert</i>	Have the system beep every 15 seconds when you have a new message; the beeping stops when you listen to all your new messages. (To mute the alert without listening to your messages, press any key on the base.)
<i>Call Screen</i>	Turn on the call screen feature so you can hear callers as they leave messages on the base speaker (see page 43).
<i>Ans. On/Off</i>	Turn your answering system on or off. (To turn your system on or off from the base, just press ON/OFF .)
<i>Record Greeting</i>	Record a personal greeting (see page 40).
<i>Greeting Options</i>	Switch between your personal greeting and the pre-recorded greeting or delete your personal greeting (see page 40).

Getting Your Messages

Accessing your system from a handset (remote operation)

You can access your system from a handset whenever the phone is in standby. Only one handset at a time can access the system through remote operation, and you can't use remote operation if the base is using the answering system.

- ◆ To start remote operation, open the menu and select *Retrieve Msg.* When the phone prompts you to select a line, press **LINE1** or **LINE2**.
- ◆ During remote operation, the handset beeps to let you know it's waiting for your next command. If you don't press any keys for 30 seconds, the phone returns to standby.
- ◆ The icons on the handset's number keys and display show you which number key activates each answering system command; these commands correspond to the answering system keys on the base:

Icon	Command Name	Handset key	Base key
	Play	2	PLAY/STOP
	Stop	5	PLAY/STOP
	Repeat	1	PHONEBOOK/LEFT
	Skip	3	CALLER ID/RIGHT
	Delete	4	DELETE

How to operate your answering system

To...	From the base	From a handset (during remote operation)
play new messages	Press PLAY/STOP then select a line. The system announces the number of new and old messages, then plays the first new message followed by the day and time it was received. Then the system plays the new messages in the order they were received.	Press 2 .
restart the current message	Press PHONEBOOK/LEFT .	Press 1 .

To...	From the base	From a handset (during remote operation)
replay previous messages	Press PHONEBOOK/LEFT repeatedly until you hear the message you want to replay.	Press 1 repeatedly until you hear the message you want to replay.
skip a message	Press CALLER ID/RIGHT .	Press 3 .
delete a message	While the message is playing, press DELETE .	While the message is playing, press 4 .
delete all of your messages	With the phone in standby, press DELETE . When the system prompts you to select a line, press LINE1 or LINE2 .	Not available.
play old messages	After the system plays the new messages, press PLAY/STOP again. When the system prompts you to select a line, press LINE1 or LINE2 .	press 2 .
exit the system	Press PLAY/STOP .	Press END .

Screening Your Calls

Another feature your answering system gives you is *call screening*. While the system is taking a message, you can hear the caller on the base speaker (if you turn on *Call Screen*) or from a handset.

To...	From the base	From a handset
hear the caller leaving a message	Just listen to the caller over the speaker.	Press SCREEN .
answer the call	Press SPEAKER .	Press TALK/FLASH .
mute the call screen without answering	Press MUTE/EXIT .	Press MUTE

- ◆ If you mute the call screen, the system continues taking the message: it just stops playing through the speaker.
- ◆ Up to four handsets at a time can screen calls. If a fifth handset tries to screen the call, the handset sounds an error tone and displays a *System Busy* message.

Using the System While You're Away from Home

You can also operate your answering system from any touch-tone phone. Before you can use this feature, you have to program a security code.

Programming a security code

1. With the phone in standby, open the menu and select *Ans. Setup*.
2. When the phone prompts you to select a line, select **Line 1** or **Line 2**, then select *Security Code*.
3. Use the number keypad to enter a two-digit security code (00 to 99). Press **OK** when you're finished.

Remember to make a note of your new security code!

Dialing in to your system

1. Call your telephone number and wait for the system to answer. (If your answering system is off, it will answer after about fifteen rings and sound a series of beeps instead of your greeting.)
2. During the greeting (or beeps), press # and immediately enter your security code. (You have 3 tries to enter you security code: if you enter it wrong 3 times, the system hangs up and returns to standby.)
3. The system announces the current time, the number of messages stored in memory, and a help prompt. Then it starts beeping intermittently to let you know it's waiting for your command.
4. When you hear the intermittent beeping, enter a command from the chart to the right.

If you don't press any keys for 15 seconds, the phone will hang up and return to standby.

#-1	Repeat message
#-2	Play message
#-3	Skip message
#-4	Delete message
#-5	Stop playback
#-6	Turn the system on
#-9	Turn the system off
#-0	Hear help prompts

Solving Problems

If you have any trouble with your phone, try these simple steps first. If you still have a question, call our Customer Care Line listed on the front cover.

If...	Try...
No stations can make or receive calls.	<ul style="list-style-type: none"> - Checking the telephone cord connection. - Disconnecting the base AC adapter. Wait a few minutes, then reconnect it.
One cordless handset can't make or receive calls.	<ul style="list-style-type: none"> - Moving the handset closer to the base. - Resetting the handset.
A station can make calls, but it won't ring.	<ul style="list-style-type: none"> - Making sure the ringer is turned on. - Making sure Do Not Disturb is turned off (see page 36).
I can't make or receive calls on line 2.	<ul style="list-style-type: none"> - Making sure line 2 is properly connected (see page 2). - Seeing if another station has activated Privacy Mode on line 2. - Making sure you have subscribed to 2 separate lines from your phone company.
I can't conference line 1 and line 2 together.	<ul style="list-style-type: none"> - Seeing if another station has activated Privacy Mode on one of the lines (see page 34).
A cordless handset's display won't turn on.	<ul style="list-style-type: none"> - Charging the battery for 15-20 hours. - Checking the battery pack connection.
A cordless handset is not working.	<ul style="list-style-type: none"> - Charging the battery for 15-20 hours. - Checking the battery pack connection. - Resetting the handset.
A cordless handset says <i>Unavailable</i> .	<ul style="list-style-type: none"> - Moving the handset closer to the base. - Seeing if another station has Privacy Mode on (see page 34). - Making sure the base is plugged in.

If...	Try...
No stations will display any Caller ID information.	<ul style="list-style-type: none"> - Letting calls ring at least twice before answering. - Seeing if the call was placed through a switchboard. - Checking with your telephone service provider to make sure your Caller ID service is active.
Caller ID displays briefly and then clears.	<ul style="list-style-type: none"> - You may have to change the line mode. Contact customer service for more information.
I can't transfer calls.	<ul style="list-style-type: none"> - Resetting all the handsets (see page 49).
I can't get two cordless handsets to talk to the caller.	<ul style="list-style-type: none"> - Making sure both handsets are registered to this base. - Making sure no station is in Privacy Mode (see page 30).
The phone keeps ringing if I answer on an extension.	<ul style="list-style-type: none"> - You may have to change the line mode. Contact customer service for more information.
I can't save a number to an existing phonebook entry.	<ul style="list-style-type: none"> - Seeing if the number is already in the phonebook. - Seeing if that entry already has two phone numbers.
The answering system does not work.	<ul style="list-style-type: none"> - Making sure the answering system is turned on. - Making sure the base AC adapter is not plugged into an that's controlled by a wall switch.
The answering system won't record messages.	<ul style="list-style-type: none"> - Making sure the Record Time is not set to Announce Only (see page 41). - Deleting messages (the memory may be full).
A handset can't access the answering system.	<ul style="list-style-type: none"> - Making sure no other handset is using the system. - Making sure the phone is in standby.
My outgoing message is gone.	<ul style="list-style-type: none"> - Seeing if there was a power failure. You may have to re-record your personal outgoing message.
I can't hear the base speaker.	<ul style="list-style-type: none"> - Making sure call screening is turned on (see page 41). - Changing the base speaker volume.

If...	Try...
Messages are incomplete.	<ul style="list-style-type: none"> - The incoming messages may be too long. Remind callers to leave a brief message. - Deleting messages (the memory may be full).
The system keeps recording if I answer on an extension.	<ul style="list-style-type: none"> - You may have to change the line mode. Contact customer service for more information.
I can't register a handset.	<ul style="list-style-type: none"> - Seeing if there are 10 handsets registered to this base. - Resetting the handset.
My alarm rings at the wrong time.	<ul style="list-style-type: none"> - Making sure the time is set correctly (see page 22).
My alarm won't ring on the right day(s).	<ul style="list-style-type: none"> - Making sure the days are selected (see page 38). - Making sure the date is set correctly (see page 22).

Weak or Hard To Hear Audio

If a caller's voice sounds weak or soft, the signal might be blocked by large metal objects or walls; you might also be too far from the base, or the handset's battery may be weak.

- ◆ Try moving around while you're on a call or moving closer to the base to see if the sound gets louder.
- ◆ Make sure the handset's battery is fully charged.
- ◆ Try adjusting the earpiece volume.

Noise or Static On The Line

Interference is the most common cause of noise or static on a cordless phone. Here are some common sources of interference:

- ◆ electrical appliances, especially microwave ovens
- ◆ computer equipment, especially wireless LAN equipment and DSL modems

- ◆ radio-based wireless devices, such as room monitors, wireless controllers, or wireless headphones or speakers
- ◆ large fluorescent light fixtures (especially if they give off a buzzing noise)
- ◆ other services that use your phone line, like alarm systems, intercom systems, or broadband Internet service

Do you use a T-Coil hearing aid?

If you have a hearing aid equipped with a telecoil (T-coil) feature, the interaction between the hearing aid and digital cordless phones can cause noise in the handset. If you have a T-coil hearing aid and you have problems with noise on the line, try turning on *T-coil* mode. Open the menu; select *Handset Setup*, then select *T-coil*.

Using T-coil mode can shorten the handset's talk time; make sure to watch the battery status and keep the battery charged.

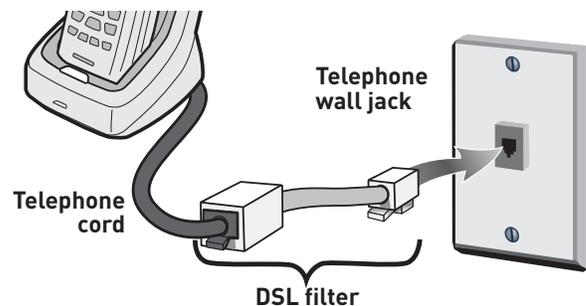
Here are some hints for when the static is...

on 1 handset or in 1 location:	on all handsets or in all locations:
<ul style="list-style-type: none"> - Check nearby for one of the common interference sources. - Try moving the handset away from a suspected source, or try moving the suspected source so it's not between the handset and the base. - Try moving closer to the base. There is always more noise at the edges of the base's range. If the handset displays an Out of Range message, you need to move closer to the base. 	<ul style="list-style-type: none"> - Check near the base for the source of interference. - Try moving the base away from a suspected source, or turn off the source if possible. - If the base has an adjustable antenna, try raising the antenna so it stands straight up. - If you have any service that uses the phone line, you might need a filter (see below).

Installing a line filter or DSL filter

Sometimes, broadband Internet services that use the telephone line can interfere with phones. One of these services -DSL- often causes static on telephones. A DSL filter or telephone line filter usually solves this problem. The technician who installed your DSL service might have left some filters for you; if not, call your DSL provider or look in any electronics store.

Plug the DSL filter into the telephone wall jack and plug your phone's base into the filter. Make a test call to make sure the noise is gone.



Resetting and Registering Handsets

If you are having trouble with a cordless handset or if you want to replace one, you need to clear the registration information from the base and the handset:

Do you have the base the handset is registered to?	
Yes	No
<ol style="list-style-type: none"> 1. Press and hold END and # until the <i>System Reset</i> menu appears (about 5 seconds). 2. Select <i>Deregister HS</i>. The display lists all registered handsets. 3. Select the handset you want to reset. 4. When the handset asks you to confirm, select <i>Yes</i>. (It may ask you twice, just to be sure.) The handset clears its information from the base and deletes its own link to the base. 	<ol style="list-style-type: none"> 1. Press and hold END and # until the <i>System Reset</i> menu appears (about 5 seconds). 2. Select <i>Base Unavailable</i>. 3. When the handset asks you to confirm, select <i>Yes</i>. (It may ask you twice, just to be sure.) The handset deletes its own link without contacting the base.

When you reset a handset (or if you buy a new one), that handset displays a *Handset Not Registered* message. If you see this message on a handset, you need to register it to a base before you can use it.

Registering a handset

Does the handset fit in the base cradle?	
Yes	No
Place the handset in the base. The display should say <i>Handset Registering</i> .	<ol style="list-style-type: none"> 1. On the base, open the menu and select <i>Register Handset</i>. 2. On the handset you want to register, press and hold # until the display says <i>Handset Registering</i> (about 2 seconds).

In about 30 seconds, the handset display should say *Registration Complete*. Press **TALK/FLASH** and make sure you get a dial tone.

If...	Try...
<ul style="list-style-type: none"> - you don't hear a dial tone - the display says <i>Registration Failed</i> 	Making sure the handset is fully charged, then start over at step 1.

To register a handset to a different base, see the section "Expanding Your Phone" in the owner's manual for the other base.

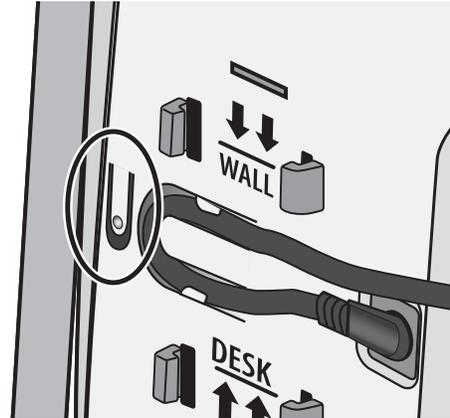
Registering Repeaters

If you are having trouble with a repeater or if you want to replace one, you need to register the repeater to the base.

TIP: Connect the repeater close to the base for easy access to the necessary buttons and indicators. Locate the repeater in the desired position after registration is complete.

1. On the base, open the menu and select *Register Handset*.

2. On the bottom of the repeater you want to register, press and hold the registration button until the **LINK** light blinks rapidly.



3. In about 90 seconds, the **LINK** light on the repeater will turn on. The repeater has been registered to the base.



If the **LINK** light doesn't turn on, try these steps again.

- Only register one repeater at a time. If more than one repeater is in registration mode at the same time then they can interfere with each other.

- Only register a repeater to one base at a time. If more than one base is in registration mode at the same time then you can't control which base the repeater registers to.

Handling Liquid Damage

Moisture and liquid can damage your cordless phone.

- ◆ If the handset or base is exposed to moisture or liquid, but only the exterior plastic housing is affected, wipe off the liquid, and use as normal.
- ◆ If moisture or liquid has entered the plastic housing (i.e. liquid can be heard in the phone or liquid has entered the handset battery compartment or vent openings on the base), follow these steps:

Handset	Base
<ol style="list-style-type: none">1. Remove the battery cover and disconnect the battery.2. Let dry for at least 3 days with the battery disconnected and the cover off for ventilation.3. After the handset dries, reconnect the battery pack and replace the cover. Recharge the battery fully (15-20 hours) before using.	<ol style="list-style-type: none">1. Disconnect the AC adapter to cut off the power.2. Disconnect the telephone cord.3. Let dry for at least 3 days before reconnecting.

IMPORTANT: You must unplug the telephone line while recharging the battery pack to avoid charge interruption.

CAUTION! DO NOT use a microwave oven to speed up the drying process. This will cause permanent damage to the handset, base and the microwave oven.
