

CT250 TELEPHONE



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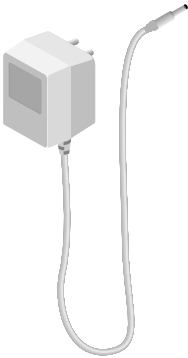
INSTALLING YOUR CT250

Before you begin using your CT250, you need to install it properly. There are three steps to install your phone:

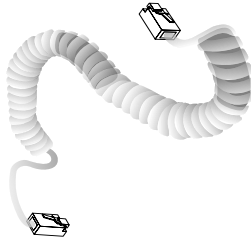
1. Checking the Contents.
2. Hooking Up Your Phone.
3. Personalizing Your Phone.

CHECKING THE CONTENTS

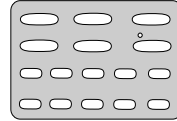
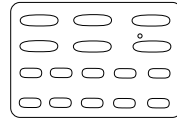
Make sure that you have the following:



AC Adapter



Handset Cord



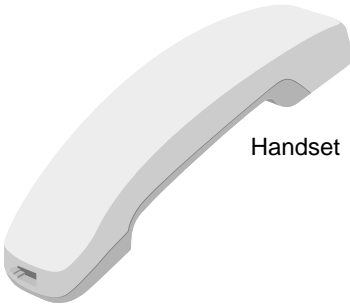
Paper and Clear Plastic Templates



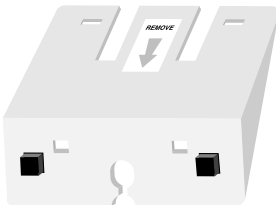
4-Inch Line Cord



6-Foot Line Cord



Handset



Mounting Bracket



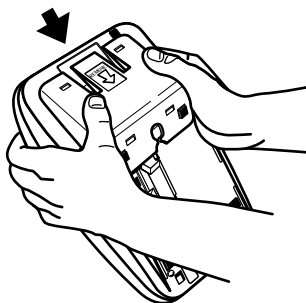
Console

HOOKEING UP YOUR PHONE

A. REMOVE THE MOUNTING BRACKET

The CT250 comes with a pre-attached mounting bracket. In order to install the line cords and AC adapter, you need to remove the mounting bracket.

1. Turn the phone over.
2. Remove the wall mount bracket by pushing in the direction of the arrow.

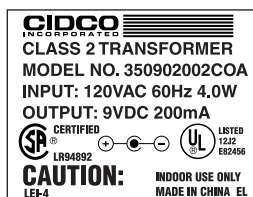


B. CONNECT THE AC ADAPTER

CAUTION

Use only a Class 2 AC adapter conforming to the specifications indicated. Incorrect polarity or voltage can seriously damage the unit.

1. Insert the adapter tip into the power jack. Make sure that the tip is secure.
2. Secure the adapter cord into the channel notch.
3. Plug the adapter into an electrical outlet.

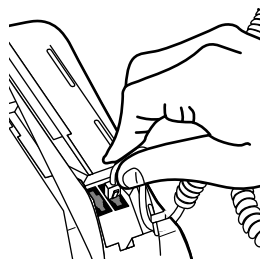


C. ATTACH THE CORDS

The CT250 comes with a handset and a telephone line cord.

Attach the Handset

1. Take the end of the handset cord with the long straight end and plug it into the jack labeled HANDSET CORD.
2. Plug the other end into the jack of the handset.
3. Thread the cord through the notch next to the HANDSET CORD jack to prevent the connection from becoming loose.



Attaching the Line Cords

1. Take the line cord (the six-foot cord for desk mounting or the four-inch cord for wall mounting) and plug it into the phone jack marked LINE CORD.

If you are using the six-foot line cord, thread the cord through the channel above the LINE CORD jack to prevent it from coming loose.

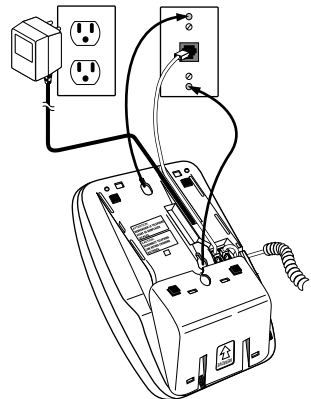
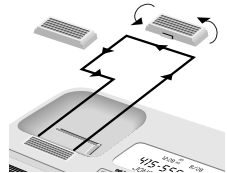
2. Use either the Desk-Top Installation or the Wall-Use Installation procedures below to install your telephone.
3. Lift the handset and check for a dial tone once you have installed your phone. If there is no dial tone, see *Troubleshooting* on page 29.

For Desk Use:

- a. Replace the wall mount bracket. Place the bracket over the top half of the phone with the hooks in the square slots. The arrow should point down. Push the bracket up until it snaps into place.
- b. Place the phone on a desk or tabletop.
- c. Take the remaining end of the six-foot line cord and plug it into the wall jack.

For Wall Use:

- a. Replace the wall mount bracket. Place the bracket over the bottom half of the phone with the hooks in the square slots. The arrow should point up. Push the bracket down until it snaps into place.
- b. Locate the handset hook. (It is a small square plastic piece located at the bottom of the handset receiver well.) Slide the handset hook up and turn it around so that the tab is on the top. Reinsert the handset hook with the tab exposed.
- c. Take the remaining end of the four-inch line cord and plug it into the wall jack.
- d. Slide the phone on the wall jack's installation hooks and press down to secure it to the wall.



FOR WALL MOUNTING

PERSONALIZING YOUR PHONE

To ensure your Caller ID Telephone works properly, you must set your options correctly.

1. BEGINNING THE PROGRAMMING SEQUENCE

Most of the programming options appear in two screens. The programming option appears in Screen 1, and your choices appear in Screen 2. The two screens flash back and forth until you make a selection. When you make a selection, the check mark, “✓”, moves to the selection you have made, and you hear a “beep”. After making a selection, the next programming screens appear. If you make a mistake, press **DE-LETE** to go back to the previous prompt or start the programming sequence again.

To begin the programming sequence, press and hold both **◀REVIEW▶** keys until you see **SELECT LANGUAGE**.

2. SELECTING YOUR LANGUAGE

You can choose between two different languages, English or Spanish.

The screen **SELECT LANGUAGE** appears.

- ☐ Press **◀REVIEW** to select **ENG**.
- ☐ Press **REVIEW▶** to select **ESP**.

PRGM

SELECT LANGUAGE

PRGM

✓ENG
ESP

3. USING *CALLER ID*

You must subscribe to *Caller ID* services from your local telephone company in order for the following features to work on your phone. Please contact your local telephone company for more information about *Caller ID*.

A. Turning Caller ID ON or OFF

If you subscribe to *Caller ID* service from your local telephone company, *Caller ID* must be set to **ON** in order for your Caller ID Telephone to work properly.

If you do not subscribe to *Caller ID* service, turn your *Caller ID* setting **OFF**. Setting this feature does not subscribe or cancel *Caller ID* service. You must contact your local telephone company to request a change in services.

- ☐ Press **◀REVIEW** to select **ON**.
- ☐ Press **REVIEW▶** to select **OFF**.

If you set this option to **OFF**, you can skip ahead to *Section 4. Select Between Tone and Pulse* on page 10.

PRGM

CALLER ID?

PRGM

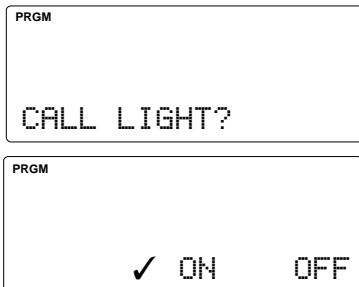
✓ ON
OFF

B. Turning on the Call Light

If you set **CALLER ID** to **OFF**, this screen does not appear.

If you turn this option **ON**, the LED at the top of your phone flashes whenever you have new call information.

- ☐ Press **◀REVIEW** to turn **ON** the light.
- ☐ Press **REVIEW▶** to turn **OFF** the light.



C. Setting Area Codes

If you set **CALLER ID** to **OFF**, these screens do not appear.

Many regions are changing how customers use their area codes. In order to dial from your call records and directory records, the *CT250* needs to distinguish between local and long distance numbers.

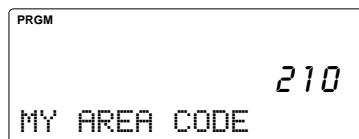
- ☐ If your region has seven digit dialing (you don't need to dial your area code when making a local call), enter **YOUR** local area code as described in *To Set Your Local Area Code* below.
- ☐ If your region requires that you always dial ten digits when making local calls, also follow the procedure under *To Set Other Local Area Codes*.

If you are unsure on how your region works, please contact your local telephone company.

To enter an area code, use the keypad. If you make a mistake, retype the area code. You can program up to five different area codes, including your area code. You do not need to program all five different area codes.

To Set Your Local Area Code

The first screen prompt asks you to enter your area code.



To Set Other Local Area Codes

These area codes also allow the CT250 to distinguish between local and long-distance calls. If you live in an area where you dial ten digits for telephone numbers in other local area codes (without dialing a “1”), you can program your other local area codes in this section.

After you enter your area code, you can enter up to four other local area codes.

Press **REVIEW** to skip an area code

PRGM

LOCAL AREA CODE1

PRGM

LOCAL AREA CODE3

PRGM

LOCAL AREA CODE2

PRGM

LOCAL AREA CODE4

D. Setting 1+Dialing

If you set CALLER ID to OFF, this screen does not appear.

If you dial “1” before long distance calls, you need to set this option to YES.

- ☐ Press **◀REVIEW** to select YES.
- ☐ Press **REVIEW▶** to select NO.

PRGM

1 + DIALING?

PRGM

✓ YES NO

4. SELECT BETWEEN TONE AND PULSE

The CT250 can dial in either tone or pulse/rotary mode.

- ☐ Press **◀REVIEW** to select TONE.
- ☐ Press **REVIEW▶** to select PULSE.

PRGM

DIALING METHOD

PRGM

✓ TONE PULSE

5. SELECT A RING SOUND

You can choose from ten different ring sounds for when the phone rings.

To hear or select a different ring sound,

press a digit key 0 to WXYZ9. When you are finished, the next screen appears after several seconds.

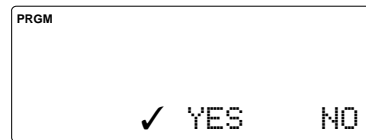
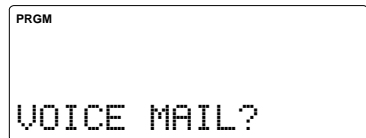


6. SET VOICE MAIL

If you subscribe to *Voice Mail* service from your local telephone company, the CT250 can automatically alert you whenever you have new voice mail messages in your mailbox.

- ☐ Press **◀REVIEW** to set Voice Mail to YES.
- ☐ Press **REVIEW▶** to set Voice Mail to NO.

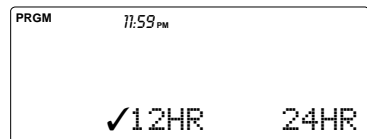
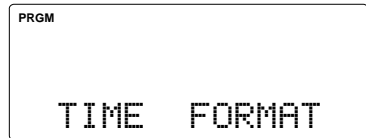
Setting this feature does not subscribe or cancel *Voice Mail* service. You must contact your local telephone company to request a change in services.



7. SET A TIME FORMAT

The time and date are automatically set by the first call record that you receive. You cannot manually set the time and date. However, you can choose between a 12-hour format and a 24-hour (military) format.

- ☐ Press **◀REVIEW** to select 12HR, or standard time.
- ☐ Press **REVIEW▶** to select 24HR, or military time.



8. ADVANCED SETUP

Use **ADVANCED SETUP**:

- to turn on *Call Waiting ID*, OR
- to reset your blue keys
- ☐ Press **◀REVIEW** to select YES.
- ☐ Press **REVIEW▶** to select NO.

A. Turning on *Call Waiting ID*

If you choose not to do **ADVANCED SETUP** or if you set **CALLER ID** to OFF, this screen does not appear.

If you subscribe to *Call Waiting ID*, turn this option ON.

- ☐ Press **◀REVIEW** to select ON.
- ☐ Press **REVIEW▶** to select OFF.

Setting this feature does not subscribe or cancel *Call Waiting ID* service. You must contact your local telephone company to request a change in services.

B. Adding More Units

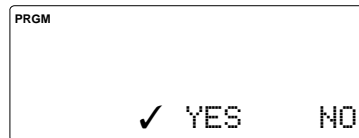
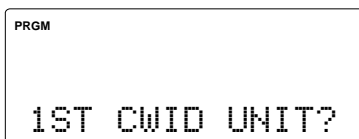
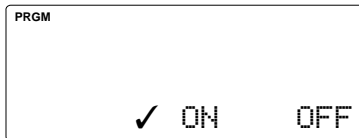
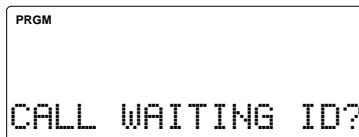
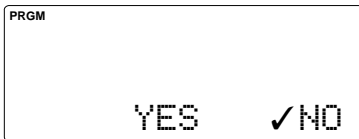
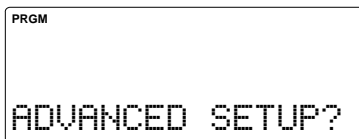
If you choose not to do **ADVANCED SETUP** or if you set **CALL WAITING ID** to OFF, this screen does not appear.

If you subscribe to *Call Waiting ID* and this is your **FIRST** *Call Waiting ID* unit (the display appears as **1ST CWID UNIT?**), you must select YES.

However, if you already have a *Call Waiting ID* unit, you must select NO.

If you do not program this option correctly, you might not receive *Call Waiting ID* records consistently.

- ☐ Press **◀REVIEW** to select YES.
- ☐ Press **REVIEW▶** to select NO.



C. Resetting Your Blue Keys

If you choose not to do **ADVANCED SETUP**, this screen does not appear.

If you have changed your blue keys into Speed Dial keys (see *Creating a Speed Dial Key* on page 16.), you can reset them back to their original programming with this option.



CAUTION

If you reset the blue keys, all your speed dial keys will be lost.

- ☐ Press **◀REVIEW** to select **YES**.
- ☐ Press **REVIEW▶** to select **NO**.

PRGM

RESET BLUE KEYS?

PRGM

YES ✓ NO

9. COMPLETED SETUP

Once you have finished installing your CT250, the screen remains blank until you receive your first call record.

We hope that you enjoy your new phone.

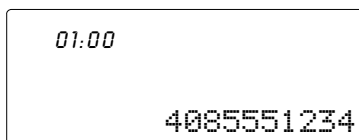
SETUP COMPLETE

OPERATING YOUR CT250

The CT250 is as easy to use as your basic telephone except that it also handles *Caller ID* and *Call Waiting ID* information. You can make calls using traditional dialing or using short-cut dialing.

USING TRADITIONAL DIALING

1. Lift the handset or press **SPEAKER**.
2. Use the keypad to dial the phone number. The number is displayed on the screen.



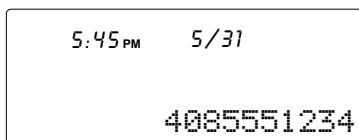
If you make a mistake, hang up and dial again.

USING DIAL

You can enter the telephone number and verify it on the display before you place the call.

1. Enter the telephone number.

The number appears on the display as it is entered. (For long distance calling, you might need to enter a 1 first.)



If you make a mistake, quickly press **DELETE** twice to erase the entire phone number, or press **◀REVIEW** to move back over the last digits.

2. Press **DIAL** to dial the phone number from the speakerphone or lift the handset to speak with your caller privately.

USING SHORT-CUT DIALING

There are several types of short-cut dialing. You can dial using:

- ☐ Your call records.
- ☐ Your directory records.
- ☐ The **REDIAL** key.
- ☐ Your speed dial keys.

USING DIAL WITH CALL RECORDS

You can use **DIAL** to call any number in your *Caller ID* list.

1. Press **◀REVIEW▶** until you come to the call record. See *Receiving Call Records* on page 20 for more information.
2. Press **DIAL** to place the call.

USING DIAL WITH DIRECTORY RECORDS

You can use **DIAL** to call any number in your directory.



1. Press **DIRECTORY**.
2. Press **◀REVIEW▶** until you come to the desired directory record. See *Reviewing Directory Records* on page 23 for more information.
3. Press **DIAL** to place the call.

USING REDIAL

Press **REDIAL** and the last telephone number you called is displayed and automatically dialed.

USING SPEED DIAL KEYS

If you are not subscribing to a particular service from your local telephone company, you can change your blue key into a speed dial key.

However, you cannot change the first blue key () or the Directory key (), into a speed dial key.

Creating a Speed Dial Key




Your speed dial key is a dual-function key. It can store two different numbers.



Pressing the key once dials the First Number. Quickly pressing the key twice dials the Second Number.

You can create up to 8 different speed dial keys, each holding two different numbers. You can store up to 16 different telephone numbers into the keys using this method.

To Program the First Number:

1. Enter the telephone number you want to speed dial. You can enter up to 16 digits maximum for your speed dial key.

You can also program symbols like , , flashes (“F”), or pauses (shown as a comma “,”) using the  key.

- Press and release  to add a flash (“F”). Repeat to add more flashes. A flash hangs up the phone momentarily to access some of the custom calling services provided by your local telephone company, such as Call Waiting.
- Press and hold  to add a 3-second pause (“,”). Keep holding to insert multiple pauses. A pause allows time for the phone number to be dialed and the line answered.

2. Verify that the numbers are correct.
3. Press and hold the blue key until you see NUMBER STORED and hear a beep.

NUMBER STORED

To Program the Second Number:

1. Follow steps 1-2 in the above procedure.
2. Press the blue key once, and then quickly press and hold the blue key until the phone beeps and NUMBER STORED is displayed on the screen.

NUMBER STORED

USING THE SPEAKERPHONE

You can hold a conversation without using a handset.

Press **SPEAKER** to turn on or off the speakerphone. The Speakerphone light comes on when the speakerphone is in use.

ADJUSTING VOLUME

You can adjust the volume for the speakerphone, handset, and ringer to a louder or quieter sound for specific calls.

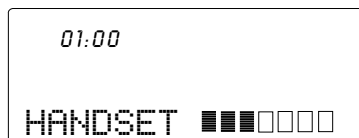
Adjusting the Speakerphone Volume

To adjust the Speakerphone Volume, press **SPEAKER** and use the **VOLUME** to adjust the volume.



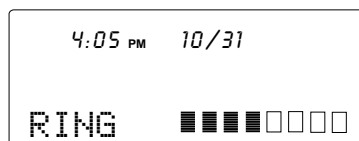
Adjusting the Handset Volume

To adjust the Handset Volume, lift the handset and press **VOLUME** to adjust the volume.



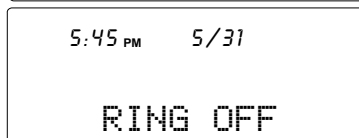
Adjusting the Ringer Volume

To adjust the Ringer Volume, press **VOLUME** to adjust the volume while the phone is not in use.



Turning the Ringer Off

To turn off the Ringer, adjust the volume down key until you see RING OFF.



USING MUTE

The mute function allows you to block your side of the conversation. Press **MUTE** to turn mute on or off. The light blinks when mute is in use.

USING HOLD


You can place a call on hold.

1. Press **HOLD** to place the call on hold. The Hold light blinks.
2. Hang up the handset.
3. To take the call off hold, you can:
 - pick up the handset.
 - press **HOLD**.
 - press **[SPEAKER]** to use the speakerphone.
 - pick up the call on another extension.

GETTING TEMPORARY TONE SERVICE

If you have Rotary/Pulse service, you can temporarily set your CT250 phone to tone service for banking and other automated telephone services.



Press  after the service prompt and proceed. The phone automatically returns to Rotary/Pulse after you hang up.

ADJUSTING THE CONTRAST



CAUTION

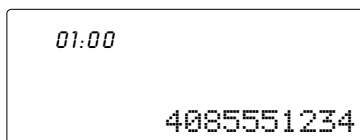
*Do not press and hold the **DELETE** key without simultaneously pressing either **◀REVIEW▶**. You could accidentally erase the call memory if you press only the **DELETE** key.*

To lighten the display, press and hold the **DELETE** key while also pressing **◀REVIEW▶** repeatedly until you get the desired result.

To darken the display, press and hold the **DELETE** key while also pressing **REVIEW▶** repeatedly until you get the desired result.

READING THE CALL TIMER

The call timer starts automatically when you make or receive a call. It times the call up to a maximum of 99 minutes and 59 seconds, then starts again at zero.



INTERPRETING THE INDICATOR LIGHTS

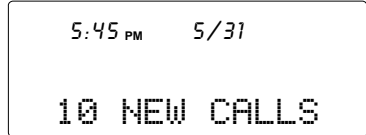
The lights on your CT250 have many uses.

☐ Activity Light Indicator

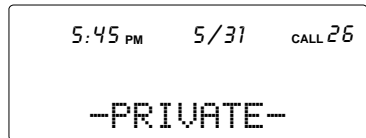
The red light at the top of your phone has several functions. However, in order for this light to work, it requires the use of the AC adapter.

- Line in Use Light—becomes lit whenever the CT250 or another phone on the same telephone line is being used. The light remains lit until the line is no longer in use.

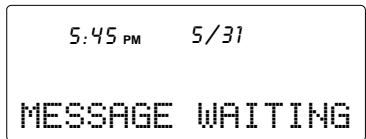
- New Calls Indicator—flashes slowly when you receive new calls. This light continues to flash until you review the new calls. The display indicates how many new calls you have received.



- Private Calls Indicator—flashes rapidly while the phone rings when you receive a “private” call. A “private” call is a caller blocking the transmission of his/her name and telephone number. PRIVATE appears on the phone.



- Voice Mail Messages Indicator—flashes slowly to alert you when you receive new messages in your Voice Mail Messages mailbox. MESSAGE WAITING appears on the display.



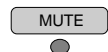
- ☐ Hold Indicator—flashes slowly when you place a call on hold.



- ☐ Speakerphone In Use—becomes lit when the speakerphone is in use.



- ☐ Mute Indicator—flashes slowly when mute is in use.



USING *CALLER ID* AND *CALL WAITING ID* OPTIONS

Caller ID and *Call Waiting ID Options* services from your local telephone company give the CT250 additional features that are powerful and easy to use.

- ☐ *Caller ID* allows you to see information about an incoming call BEFORE you answer the phone.
- ☐ *Call Waiting ID* lets you see information about a *Call Waiting* call when you are on the phone.

You must subscribe to these services from your local telephone company for all the features of the CT250 to be used fully.

RECEIVING CALL RECORDS

If you subscribe to *Caller ID* or *Call Waiting ID* services from your local telephone company, the CT250 displays information, called a *call record*, about a new call so you can choose whether to answer a call.

- ☐ *Caller ID* lets you know who is calling before you pick up the phone.
- ☐ *Call Waiting ID* lets you know who is calling when you hear the Call Waiting beep.

After you receive a new call, the indicator light flashes and the CT250 displays the call record information. A call record consists of the following:

- ☐ The caller's name (if available)
- ☐ The telephone number
- ☐ The time and date of the call
- ☐ A record number to show the sequence of calls

5:45 PM	5/31	CALL 23
408-555-1234		
MICHAELS CHARLIE		

Caller ID and *Call Waiting ID* are not available in all areas on all calls, and these messages are marked UNAVAILABLE. Some numbers might be blocked, and marked PRIVATE. You must subscribe to *Caller ID* or *Call Waiting ID* service in order to receive call records.

REVIEWING CALL RECORDS

- ☐ Press **REVIEW▶** to see the most recent call record.
- ☐ Press **◀REVIEW** to see earlier calls.

The message, END OF LIST, indicates that you have reached the end of list. Press either **◀REVIEW▶** to see more records.


END OF LIST

SAVING CALL RECORDS

Your CT250 saves up to 50 call records. When the memory is full and you receive a new call record (#51st), the oldest record (#1st) is deleted to make room for the newest call record. To save specific calls, transfer call records to the directory or delete old and unnecessary call records.

Storing Call Records in the Directory

For more information about storing call records in the directory, please see *Making Your Directory List* on page 21.

1. Press either ◀**REVIEW**▶ until you find the correct call record.
2. Press and hold  .

DELETING CALL RECORDS

You can delete a single call record or you can delete all call records at one time.

To delete a single record:

1. Press either ◀**REVIEW**▶ until the call record you want to delete appears in the display.
2. Press **DELETE** twice. (Pressing the key twice protects you against accidentally deleting a record.)

To delete all records at once:

1. Press either ◀**REVIEW**▶ until a call record appears in the display.
2. Press and hold **DELETE** until you hear a beep and the message NO CALLS appears on the display.

READING DISPLAY MESSAGES

Display messages provide additional information about your *Caller ID* records.

MESSAGE	DISPLAY
You reached the end of call records or the end of the Directory. Press either ◀REVIEW▶ key to continue.	END OF LIST
The call record information was distorted before reaching the phone. See <i>Troubleshooting</i> on page 29 for more information.	INCOMPLETE DATA
The call is a long distance call.	5:45 PM 5/31 CALL 26 LONG DISTANCE
You received new messages in your <i>Voice Mail</i> box.	5:45 PM 5/31 MESSAGE WAITING
There are no calls in the <i>Caller ID</i> memory.	NO CALLS
The phone did not receive <i>Caller ID</i> information. Verify that your service is activated. See <i>Troubleshooting</i> on page 29.	NO DATA SENT

MESSAGE	DISPLAY
The caller chose to block transmission of his/her name and phone number.	<div> 5:45 PM 5/31 CALL 26 -PRIVATE- </div>
<i>Caller ID</i> number or name service is not available in the caller's area.	<div> 5:45 PM 5/31 CALL 26 UNAVAILABLE </div> <div> 5:45 PM 5/31 CALL 26 NAME UNAVAILABLE </div>

USING YOUR CUSTOM CALLING SERVICES




The Caller ID Telephone is programmed so that you have all the convenience of your local telephone company's Custom Calling Services at the touch of a button. You must subscribe to each service in order for all of the features of your Caller ID Telephone to work. For more information on these services and availability in your area, contact your local telephone company representative for more details and package offerings.

3-WAY CALLING

3-Way Calling allows you to talk to two different parties at the same time. You can use this service for local, regional, or long-distance calls. However, you are only charged for the calls you make.

To Use 3-Way Calling:

After connecting to the first party,

1. Press  to place the first call on hold.
2. Wait for the dial tone.
3. Dial the second number. Wait for the second party to answer.
4. Press  to connect all three parties.
 - If the second number is busy or there is no answer, press  to reconnect to the original call.
 - To end either call, ask one person to hang up the phone. You can continue the conversation with the other person.
 - To end both calls, you must hang up the telephone.

AUTO CALL RETURN

Auto Call Return remembers the number of the person who called you last and automatically dials that number. While *Auto Call Return* works, you can place and receive calls. For all calls placed using this service, local and long-distance charges might apply.

If you are calling a number that is in an area not served by *Auto Call Return*, a recorded message tells you that your call cannot be completed.

To Use *Auto Call Return*:

1. Press  .

2. You hear the call ringing.





If the number is busy, a recorded message tells you the line is busy. Hang up. *Auto Call Return* keeps trying the number for 30 minutes.

3. Answer the phone when you hear the special ring (short-short-long). The special ring notifies you that the line is now available.




When you pick up the handset, you then hear your call ringing back, and the connection is made. If you don't pick up the phone, the special ring repeats every few minutes for up to 30 minutes.

To Cancel *Auto Call Return*:

1. Lift the handset, or press  , and listen for a dial tone.

2. Press    .

A recorded message confirms cancellation of *Auto Call Return*.

If you have Rotary/Pulse service, use   instead of .

BUSY REDIAL

Busy Redial calls back the last number that you dialed for up to 30 minutes. When the number is busy, *Busy Redial* monitors the busy number, and lets you know when the line is free with a special ring. *Busy Redial* lets you call back more than one number at a time, and you can make and receive calls while *Busy Redial* works.

To Use *Busy Redial*:

1. Hang up the phone after hearing the busy signal.




2. Press  and hang up. *Busy Redial* keeps trying for 30 minutes.




3. Lift the handset when you hear the special ring (short-short-long). You hear the

other phone ringing. If you don't answer the special ring immediately, it repeats every few minutes for up to 30 minutes.

To Cancel *Busy Redial*:

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


2. Press   .

If you have Rotary/Pulse service, use   instead of .

CALL BLOCK

Call Block blocks calls from a specified list of numbers that you create. Or you can block the number of your last caller; you don't even need to know their telephone number. Callers on your list hear a message that you are not receiving calls at this time. The telephone doesn't ring on your end of the line.

To Use *Call Block*:

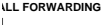
1. Press .
2. Listen to the voice recording for instructions on how to turn your *Call Block* service on or off, and how to change or review your *Call Block* list.

The phone numbers you enter on your *Call Block* list are repeated to you. You can even add the blocked number (marked *PRIVATE*) of the last person who called you. When the list is read back to you, the number is designated as a "private" entry.


CALL FORWARDING

Call Forwarding allows you to send calls to another phone number. You can make outgoing calls while *Call Forwarding* works. If you forward a call to a long-distance number, local and long-distance charges might apply.

To Turn *Call Forwarding On*:

1. Press .
2. Listen for the dial tone and dial the number where you want to forward your calls. Two short tones followed by ringing confirms your request. If the person answers or you receive a dial tone, *Call Forwarding* is on.
3. Repeat steps 1-3, if no one answers or if the number is busy. On the second try, *Call Forwarding* is established even if there is no answer or if the line is still busy.



To Turn *Call Forwarding Off*:

1. Press .
2. Listen for two short tones, followed by the dial tone. These tones confirm that *Call Forwarding* is off.

CALL WAITING


Call Waiting Service from your local telephone company tells you when you have a call while you are on the phone. *Call Waiting* sends you the *Call Waiting Tone*, when you have another call. If you don't want to be disturbed during a call, you can temporarily *Cancel Call Waiting*.

To Use *Call Waiting*:




1. Press and release  after you hear the *Call Waiting Tone*. The first call is placed on temporary hold and you are connected to the new call.
2. Press and release  to return to the first call and put the second call on hold. You can alternate between calls as often as necessary.

To *Cancel Call Waiting*:

If you don't want to be interrupted during an important call, you can temporarily *Cancel Call Waiting* before you dial or during a conversation. However, you must subscribe to *Three-Way Calling* in order to *Cancel Call Waiting* during a conversation.

Before making your call, press  then hang up.

During a call:

1. Press , which puts the call on temporary hold.
2. Press  to turn *Call Waiting* off.
3. Press  again to return to your caller.



Call Waiting is off for this phone call only. *Call Waiting* resumes automatically when you hang up.

VOICE MAIL

Voice Mail Service takes your calls when you are away from your phone or even while you are on the phone. The Indicator Light flashes whenever you have messages in your mailbox. And once you have programmed your *Voice Mail* key with your personal access codes, you can get your messages at the touch of a button. You must subscribe to *Voice Mail* Service in order for this feature to work on your phone.

To Program the *Voice Mail* Key:



Your *Voice Mail* key is a dual-function key. You can store two different telephone numbers in the key. Pressing the key once dials the First Number. Pressing the key twice dials the Second Number.

Using this method, you can store up to 32 characters—16 characters per key. You can program digits, flashes, pauses, , or  in either the First or Second Number, such as your mailbox number, your PIN, and any other additional codes that you need.

If you can program all the necessary information into the First Number, you do not need to program the Second Number.

Please see *Creating a Speed Dial Key* on page 16 to see how to program your Voice Mail key.

To Use *Voice Mail*:

Once you have programmed your *Voice Mail* key, you can access your mail box by pressing  once to activate the First Number. Quickly press  twice to activate the Second Number.

TROUBLESHOOTING

Are you having trouble with your phone? Here are some of the most common problem areas and tips on how to resolve them.

SYMPTOM	CORRECTIVE ACTION
<i>Caller ID</i> does not work properly	<p>Check that you have turned on Caller ID as a setting. See <i>Step A. Turning Caller ID ON or OFF</i> on page 8.</p> <p>Check the AC adapter. Be sure that the adapter is not damaged and that it is securely plugged into a working outlet. Also check that the wall plug is not controlled by a wall switch or a power strip.</p> <p>Check your service. Call your local telephone company to ensure that your <i>Caller ID</i> service is active.</p> <p>Check for a power outage in your home or area.</p>
<i>Call Waiting ID</i> does not work properly.	<p>Check that you have turned on Caller ID and Call Waiting ID as a setting. See <i>Step A. Turning Caller ID ON or OFF</i> on page 8 and <i>Step A. Turning on Call Waiting ID</i> on page 12.</p> <p>Check to see that you have programmed 1ST CWID UNIT properly. See <i>Step B. Adding More Units</i> on page 12.</p> <p>Check your service. Call your local telephone company to ensure that your <i>Call Waiting ID</i> service is active.</p>
Speakerphone does not operate	<p>Verify that all cord connections are correct and secure.</p> <p>Check the AC adapter. Be sure that the adapter is not damaged and that it is securely plugged into a working outlet and the phone jack. Also check that the wall plug is not controlled by a wall switch or a power strip.</p> <p>Check the volume. See <i>Adjusting the Speakerphone Volume</i> on page 17.</p>
Blank or faint screen	<p>Check the contrast control for the display. See <i>Adjusting the Contrast</i> on page 18.</p> <p>Check the AC adapter. Be sure that the adapter is not damaged and that it is securely plugged into a working outlet and the phone jack. Also check that the wall plug is not controlled by a wall switch or a power strip.</p> <p>You might not have received your first call record. See <i>Step 9. Completed Setup</i> on page 13 for more information.</p>
You cannot hear your caller speaking.	<p>Check the volume for the speakerphone and/or handset. See <i>Adjusting the Speakerphone Volume</i> or <i>Adjusting the Handset Volume</i> on page 17.</p>
No dial tone	<p>Verify that all cord connections are correct and secure.</p>

SYMPTOM	CORRECTIVE ACTION
Lights do not work	<p>Check the AC adapter. Be sure that the adapter is not damaged and that it is securely plugged into a working outlet and the phone. Also check that the wall plug is not controlled by a wall switch or a power strip.</p> <p>Check to see that you have turned on the Call Light setting. See <i>Step B. Turning on the Call Light</i> on page 9.</p>
Line-in-Use Light is on all the time.	<p>Verify that all cord connections are correct and secure. Check to see that all other phone extensions are correctly on the hook.</p>
Phone does not ring	<p>Verify that all cord connections are correct and secure. Check the Ringer Volume. Be sure that the ringer is not turned off. See <i>Adjusting the Ringer Volume</i> on page 17</p> <p>Check other communication devices. Too many communication devices cause the telephone not to ring. Unplug some other devices, or try plugging the phone into another location.</p>
Phone does not ring properly.	<p>Check the AC adapter. Be sure that the adapter is not damaged and that it is securely plugged into a working outlet. Also check that the wall plug is not controlled by a wall switch or a power strip.</p>
NO DATA SENT	<p>Check your service. Call your local telephone company to ensure that your <i>Caller ID</i> service is active.</p> <p>Check the answering machine. Ensure that your answering machine is set to answer after two rings.</p> <p>You answered the call before two rings.</p> <p>Check Call Forwarding. Ensure that <i>Call Forwarding</i> is turned off.</p> <p>Contact your local telephone company's Service Department, if the problem continues for more than 24 hours. your local telephone company's central office may be temporarily experiencing an overload.</p>
INCOMPLETE DATA	<p>Call information was distorted before reaching the unit. Normal static on the telephone line can cause a INCOMPLETE DATA message. If this condition persists, check with your local telephone company to ensure that there is not a problem with your phone line.</p>

The Customer Service Center is located at 220 Cochrane Circle, Morgan Hill, CA 95037. We recommend that all service on the phone be performed by CIDCO Inc., or an authorized repair agent.

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