

## Motorola ML25055

2-Line Cordless Handset  
Accessory



## Full User Guide

### 1 Equipment Approval Information

Your telephone equipment is approved for connection to the Public Switched Telephone Network and is in compliance with parts 15 and 68, FCC Rules and Regulations and the Technical Requirements for Telephone Terminal Equipment published by ACTA.

#### Notification to the Local Telephone Company

On the bottom of the equipment is a label indicating, among other information, the US number and Ringer Equivalence Number (REN) for the equipment. You must, upon request, provide this information to your telephone company.

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.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

#### NOTE

- This equipment may not be used on coin service provided by the telephone company.*
- Party lines are subject to state tariffs, and therefore, you may not be able to use your own telephone equipment if you are on a party line. Check with your local telephone company.*
- Notice must be given to the telephone company upon permanent disconnection of your telephone from your line.*
- If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this product does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.*
- US Number is located on the cabinet bottom of the Motorola ML25254, ML25255 or the base station that the cordless handset is registered to.*
- REN number is located on the cabinet bottom of the Motorola ML25254, ML25255 or the base station that the cordless handset is registered to.*

#### Rights of the Telephone Company

Should your equipment cause trouble on your line which may harm the telephone network, the telephone company shall, where practicable, 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. In case of such temporary discontinuance, the telephone company must:

- promptly notify you of such temporary discontinuance;
- afford you the opportunity to correct the situation; and
- inform you of your right to bring a complaint to the Commission pursuant to procedures set forth in Subpart E of Part 68, FCC Rules and Regulations.

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 and not inconsistent with FCC Rules and Regulations. If these changes are expected to affect the use or performance of your telephone equipment, the telephone company must give you adequate notice, in writing, to allow you to maintain uninterrupted service.

This product meets the applicable Innovation, Science and Economic Development Canada technical specifications. The Ringer Equivalence Number (REN) indicates the maximum number of devices allowed to be connected to a telephone interface. The termination of an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all the devices not exceed five.

#### Interference Information

This device complies with Part 15 of the FCC Rules and the Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:

- The device may not cause harmful interference; and
- This device must accept any interference received, including interference that may cause undesired operation.

Privacy of communications may not be ensured when using this telephone.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If these measures do not cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna (that is, the antenna for radio or television that is "receiving" the interference).
- Reorient or relocate and increase the separation between the telecommunications equipment and receiving antenna.
- Connect the telecommunications equipment into an outlet on a circuit different from that to which the receiving antenna is connected.
- Consult the dealer or an experienced radio/TV technician for help.

If these measures do not eliminate the interference, please consult your dealer or an experienced radio/television technician for additional suggestions. Also, the Federal Communications Commission has prepared a helpful booklet, "How To Identify and Resolve Radio/TV Interference Problems." This booklet is available from the U.S. Government Printing Office, Washington, D.C. 20402. Please specify stock number 004-000-00345-4 when ordering copies.

Warning: The changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

#### 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.

Caution: To maintain the compliance with the Industry Canada's RF exposure guideline, place the base unit at least 20 cm from nearby persons.

For body worn operation, this cordless handset 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.

For body worn operation, this cordless handset has been tested and meets the Industry Canada 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.

#### Licensing

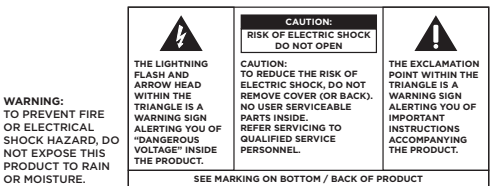
Licensed under US Patent 6,427,009.

#### Hearing Aid Compatibility

This telephone system meets FCC standards for Hearing Aid Compatibility.

#### Information for DECT Product

This telephone is compliant with the DECT 6.0 standard which operates in the 1.92GHz to 1.93GHz frequency range. Installation of this equipment is subject to notification and coordination with UTAM. Any relocation of this equipment must be coordinated through and approved by UTAM. UTAM may be contacted at 1-800-429-8826.



## 2 Introduction

Your Motorola multi-line / 2-line phone is a full-featured phone ideally suited for home or office use. It is designed to receive calls on up to two incoming telephone lines and serve up to 10 extensions with the Motorola ML25254 or ML25255 systems. The Motorola ML25055 Cordless Handset will expand the Motorola multi-line phone system operating in the DECT 6.0 frequency range.

Caution: When installing and using telephone equipment, there are basic safety instructions that should always be followed. Refer to the **IMPORTANT SAFETY INSTRUCTIONS** provided in the section below.

#### 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.*

## 3 Important Safety Instructions

Some of the following information may not apply to your particular product; however, when using telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

- Read and understand all instructions.
- Follow all warnings and instructions marked on the product.
- Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol

cleaners. Use a damp cloth for cleaning.

- Telephones should not be used while you are in a bathtub, shower or pool. Immersion of the telephone or handset in water could cause an electrical shock.
- Slots and openings in the cabinet back or bottom are provided for ventilation, to protect it from overheating. Do not block or cover these openings. Do not block the openings by placing the product on a bed, sofa, rug, or other similar surface. Do not place this product in a built-in installation unless proper ventilation is provided.
- Only operate this product from the type of power source indicated on the marking label. If you are not sure of the type of power supply to your home, consult your dealer or local power company.
- Plug the adaptor into an easily accessible electrical outlet near the equipment.
- Do not allow anything to rest on the power cord. Do not locate this product where the cord will be abused by persons walking on it.
- Do not overload wall outlets and extension cords as this can result in the risk of fire or electric shock.
- Never push objects of any kind into this product through cabinet slots as they may touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock. Never spill liquid of any kind on the product.
- Do not store this product, or the battery(ies) provided with or identified for use with this product, in high-temperature areas. Batteries that are stored in a freezer or refrigerator for the purpose of extending shelf life should be protected from condensation during storage and defrosting. Batteries should be stabilized at room temperature prior to use after cold storage.
- If your product uses rechargeable battery(ies), charge the battery(ies) only in accordance with the instructions and limitation specified in the User Guide.
- Keep batteries out of the reach of children.

#### Save these instructions

## 4 Parts Checklist

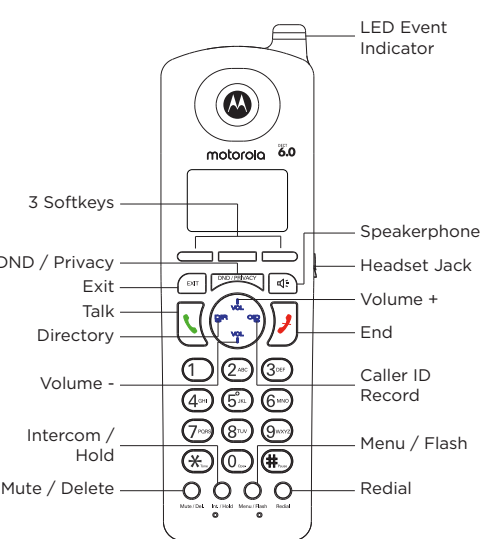
Make sure your package includes the following items:



#### Digital Security System

Your cordless phone uses a digital security system to protect against false ringing, unauthorized access, and charges to your phone line.

## 5 Handset Layout



## 6 Connection and Setup

### 6.1 Important Installation Information

- Never install telephone wiring during a lightning storm.
- Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
- Never touch uninsulated telephone wires or terminals unless the telephone line is disconnected from the network.
- Use caution when installing or modifying telephone lines.
- Temporarily disconnect any other equipment connected to the telephone.

### 6.2 Important Installation Guidelines

- Install telephone near both a telephone jack and an electrical power outlet.

- Avoid sources of noise, such as a window or a busy street, and electrical noise, such as motors, microwave ovens and fluorescent lighting.
- Avoid heat sources, such as heating air ducts, heating appliances, radiators and direct sunlight.
- Avoid areas of excessive moisture or extremely low temperature.
- Avoid dusty locations
- Avoid other cordless telephones or personal computers.

#### CAUTION

*Always disconnect all phone cords from the base unit before battery installation or replacement.*

#### NOTE

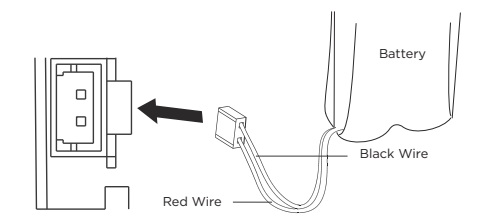
*Some cordless telephones operate at frequencies that may cause or receive interference with nearby TVs, microwave ovens, and VCRs. To minimize or prevent such interference, the base of the cordless telephone should not be placed near or on top of a TV, microwave ovens, or VCR. If such interference continues, move the cordless telephone farther away from these appliances.*

*Certain other communications devices may also use the 1.9 GHz frequency for communication, and, if not properly set, these devices may interfere with each other and/or your new telephone. If you are concerned with interference, please refer to the owner's manual for these devices on how to properly set channels to avoid interference. Typical devices that may use the 1.9 GHz frequency for communication include wireless audio/video senders, wireless computer networks, multi-handset cordless telephone systems, and some long-range cordless telephone systems.*

## 6.3 Installing the Phone

### 6.3.1 Installing the Handset Battery

- Locate battery which is packaged inside a plastic bag and is 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. Pressing down firmly.



- Insert the battery pack. To ensure proper battery installation, the connector is keyed and can be inserted only one way.
- Close the battery compartment by placing the handset back cover slightly higher than the handset and then sliding the cover down into position.
- Place the handset in the charging cradle. The charge indicator illuminates, verifying the battery is charging.

Allow the phone to charge for 14 hours prior to first use. If you don't properly charge the phone, battery performance is compromised.

Caution: To reduce the risk of fire or personal injury, use only the approved Nickel-metal Hydride (Ni-MH) battery pack (2.4V, 550mAh rechargeable batteries) supplied.

### 6.3.2 Changing / Charging the Handset Battery

- Plug the power supply cord into the power jack on the back of the charging cradle and the other end into an electrical outlet.
- Make sure the handset is **OFF** (not in TALK mode) before you replace battery.
- Remove the battery compartment door.
- Disconnect the battery pack connector from the jack inside the compartment and remove the battery pack from the handset.
- Insert the new battery pack and plug the battery pack connector to the jack inside the compartment.
- Put the battery compartment door back on.
- Place handset in the charging cradle, the charge indicator illuminates, verifying the battery is charging.

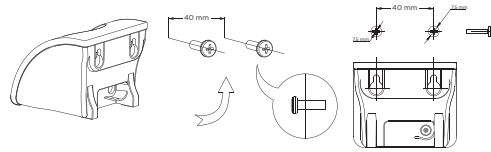
Allow the phone to charge for 14 hours prior to first use. If you don't properly charge the phone, battery performance is compromised.

Caution: To reduce risk of personal injury, fire, or damage use only the charger power adaptor supplied. This power adaptor is intended to be correctly orientated in a vertical or floor mount position.

Class 2 Power source.

### 6.3.3 Wall Mounting

The wall mount holes are located on back of the handset charging cradle and no extra wall mount pedestals needed. Simply slip the wall mounting holes on the back of the charging cradle over the wall plate posts (not included) and slide the charging cradle down into the place. Use ONLY UL approved wall plate.



#### WARNING

*Please use wall plate that can sustain at least 5kg. Please ensure the wall plate has appropriate and rigid mounting.*

## 7 Programming the Phone

### 7.1 Standby Screen

The handset displays the handset name and number, date, time, number of new calls, battery status and the three softkeys.

The softkey labels will change according to the status of the unit.

### 7.2 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:

PHONE SETTINGS  
DISPLAY SETTINGS  
SOUND SETTINGS  
ANSWERING SYSTEM  
RESTORE SETTINGS

#### NOTE

*During programming, you may press **BACK** softkey at any time to exit the sub-menu and return to the main menu, or press **EXIT** key to exit programming and return to standby screen.*

*If no key is pressed for 30 seconds, the handset will automatically exit programming and return to standby screen.*

### 7.3 Phone Settings

- In idle mode, press **Menu/Flash** to go to the main menu.
- Using **VOL +** and **VOL -** of the navigation button to scroll to **PHONE SETTINGS**.
- Press **SELECT** softkey and you may program the following items:

AUTO ANSWER  
AUTO ANS INTERCOM  
REGISTRATION  
2ND CALL ALERT  
HANDSET NAME

#### 7.3.1 Auto Answer

When it is set to on, this allows you to pick up the handset from the charging cradle to answer an incoming call without pressing **☎**; **LINE 1** or **LINE 2** softkey.

From the **PHONE SETTINGS** menu:

- Using **VOL +** and **VOL -** of the navigation button to scroll to **AUTO ANSWER**. Press **SELECT** softkey.
- Using **VOL +** and **VOL -** of the navigation button to scroll to **ON** or **OFF**.
- Press **SELECT** softkey to save your selection.

#### NOTE

*The default setting is OFF.*

### 7.3.2 Auto ANS Intercom

When it is set to on, the handset will auto answer the intercom call when it receives an intercom call.

From the **PHONE SETTINGS** menu:

- Using **VOL +** and **VOL -** of the navigation button to scroll to **AUTO ANS INTERCOM**. Press **SELECT** softkey.
- Using **VOL +** and **VOL -** of the navigation button to scroll to **ON** or **OFF**.
- Press **SELECT** softkey to save your selection.

#### NOTE

*The default setting is OFF.*

### 7.3.3 Registration

A cordless handset will not operate until it is registered to the base.

During the registration process, keep the handset near the base. Up to 10 cordless handsets (in total) can be registered to Motorola ML25254 or ML25255 systems.

#### NOTE

*If the handset has not been registered to the base, the display will show **PRESS "REG" TO INITIATE REGISTRATION** once the handset has been activated. Press **REG** softkey to start the registration.*

*If the handset does not display the **PRESS "REG" TO INITIATE REGISTRATION** message, the **REGISTER** option is available in the **PHONE SETTINGS - REGISTRATION** menu.*

#### 7.3.3.1 Register

From the **PHONE SETTINGS** menu:

- Using **VOL +** and **VOL -** of the navigation button to scroll to **REGISTRATION**. Press **SELECT** softkey.
- Using **VOL +** and **VOL -** of the navigation button to scroll to **REGISTER**. Press **SELECT** softkey.
- The handset will display **PRESS BASE UNIT PAGE BUTTON UNTIL BEEP**.
- Press and hold **PAGE** button on the base for about 3 seconds.

- The base will display **REGISTER...** to indicate the base is now in registration mode.

If registration is successful, both phones will beep and display **REGISTRATION COMPLETE!** If registration is not successful, move the phones closer together and try again.

### 7.3.3.2 Remove Handset

De-registration cancels registration.

During the de-registration process, keep the handset near the base.

It is not recommended that a handset be deregistered unless absolutely necessary because once a handset is deregistered, that handset's telephone features cannot be used until the handset is re-registered.

From the **PHONE SETTINGS** menu:

- Using **VOL +** and **VOL -** of the navigation button to scroll to **REGISTRATION**. Press **SELECT** softkey.
- Using **VOL +** and **VOL -** of the navigation button to scroll to **REMOVE HANDSET**. Press **SELECT** softkey.
- The handset will display **REMOVE HANDSET?**
- Press **YES** softkey to confirm de-registration. The handset will display **PRESS "REG" TO INITIATE REGISTRATION** once the handset is de-registered.

### 7.3.4 2nd Call Alert

When it is set to on, you will hear the alert tone when you are in conversation and there is an incoming call from another line.

From the **PHONE SETTINGS** menu:

- Using **VOL +** and **VOL -** of the navigation button to scroll to **2ND CALL ALERT**. Press **SELECT** softkey.
- Use **VOL +** and **VOL -** of the navigation button to scroll to **ON** or **OFF**.
- Press **SELECT** softkey to save your selection.

#### NOTE

*The default setting is ON.*

### 7.3.5 Handset Name

From the **PHONE SETTINGS** menu:

- Using **VOL +** and **VOL -** of the navigation button to scroll to **HANDSET NAME**. Press **SELECT** softkey.
- The handset will display the last-set name.
- Using the dial pad to enter a handset name up to 11 characters.

More than one letter is stored in each of the number keys. For example, to enter "Lorraine," press the 5 key three times for the letter L, press the 6 key three times for the letter O, press the 7 key three times for the letter R, and so on.

If you make a mistake, press **DIR** or **CID** of the navigation button to move the cursor forward or backward. Or, press **CLEAR** softkey to delete one character at a time.

- When you are finished, press **SAVE** softkey to save the name to your phone.

## 7.4 Display Settings

- In idle mode, press **Menu/Flash** to go to the main menu.
- Using **VOL +** and **VOL -** of the navigation button to scroll to **DISPLAY SETTINGS**.
- Press **SELECT** softkey and you may program the following items:

LANGUAGE  
CONTRAST

### 7.4.1 Language

From the **DISPLAY SETTINGS** menu:

- Using **VOL +** and **VOL -** of the navigation button to scroll to **LANGUAGE**. Press **SELECT** softkey.
- Using **VOL +** and **VOL -** of the navigation button to scroll to **ENGLISH, FRANCAIS or ESPAÑOL**.
- Press **SELECT** softkey to save your selection.

### 7.4.2 Contrast

There are 5 levels of display contrast that can be set.

From the **DISPLAY SETTINGS** menu:

- Using **VOL +** and **VOL -** of the navigation button to scroll to **CONTRAST**. Press **SELECT** softkey.
- Using **VOL +** and **VOL -** of the navigation button to adjust the contrast. The display contrast will adjust with each press of the button.
- Press **SELECT** softkey to save your selection.

## 7.5 Sound Settings

- In idle mode, press **Menu/Flash** to go to the main menu.
- Using **VOL +** and **VOL -** of the navigation button to scroll to **SOUND SETTINGS**.
- Press **SELECT** softkey and you may program the following items:

RING TONE  
RING VOL  
KEY TONES

### 7.5.1 Ring Tone

There are 8 tones for your selection. The ring tone can be set individually for each line.

From the **SOUND SETTINGS** menu:

- Using **VOL +** and **VOL -** of the navigation button to scroll to **RING TONE**. Press **SELECT** softkey.
- Using **VOL +** and **VOL -** of the navigation button to scroll to **LINE 1** or **LINE 2** and press **SELECT**

softkey.

- Using **VOL +** and **VOL -** of the navigation button to scroll to your selection.
- Press **SELECT** softkey to save your selection.

### 7.5.2 Ring Volume

There are 5 volume levels and Off for your selection. The ring volume can be set individually for each line.

From the **SOUND SETTINGS** menu:

- Using **VOL +** and **VOL -** of the navigation button to scroll to **RING VOL**. Press **SELECT** softkey.
- Using **VOL +** and **VOL -** of the navigation button to scroll to **LINE 1** or **LINE 2** and press **SELECT** softkey.
- Using **VOL +** and **VOL -** of the navigation button to adjust the ring volume.
- Press **SELECT** softkey to save your selection.

### 7.5.3 Key Tones



from the charging cradle, without pressing any buttons.

### 8.6 Switching Between the Speakerphone, Handset, and Headset Mode

- To switch to the speakerphone mode, press **Ⓜ**.
- If the headset is plugged in, press **📞** to switch to headset.  
Or, if the headset is not plugged in, press **📞** to switch to the handset receiver mode.

### 8.7 Mute

To have a private, off-line conversation, use the Mute feature. The party on the other end of the line cannot hear you, but you can still hear them.

- During a call, press **Mute/Del.** to activate the Mute feature.
- Press **Mute/Del.** again to de-activate.

### 8.8 Auto Standby

If you place the handset in the charging cradle while the handset is off the hook (during a call), the call is automatically disconnected.

### 8.9 Do Not Disturb

This feature will disable your telephone's ringer for a set period of time to prevent incoming calls from interrupting. When an incoming call or intercom call occurs, the status indicators will light up but the phone will not ring.

- In idle mode, press **DND/PRIVACY**. The last setting is displayed.
- Using **VOL +** and **VOL -** of the navigation button to scroll to your selection. You can choose from as short as **15 MINUTES, 30 MINUTES, 45 MINUTES, 1 HOUR or 2 HOURS** and increase the duration by 1-hour intervals up to **24 HOURS**.
- Press **SELECT** softkey to save your selection. A DND timer will appear on the display indicating how much time remains before the DND feature is automatically turned off.
- To turn off DND feature at any time, press **DND/PRIVACY**.

### 8.10 Line Privacy

This feature will prevent other phones on the same system from accessing the line used by your active call.

To turn on Line Privacy:

- While on a call, press **DND/PRIVACY**.
- The handset will display **PRIVACY**.

### 8.11 Flash

If you subscribe to Call Waiting Caller ID service from your local telephone company and you receive an incoming call during a call, you will hear a beep to indicate another call is waiting on the line and Caller ID information (if available) for the waiting call shows on the display.

- To connect to the waiting call, press **Menu/Flash** and your first call will be put on hold.
- To switch between the two calls, press **Menu/Flash**.

### 8.12 Inserting a Pause in the Dialing Sequence

Press **#...** twice to insert a delay in dialing sequence when a pause is needed to wait for a dial tone (for example, after you dial 9 for an outside line, or to wait for a computer access tone.) Each pause counts as one digit in the dialing sequence, and is shown as **P** in the display.

### 8.13 Redial

- Press **📞**, or **Ⓜ** and the phone will select the first available line. If both lines are available, Line 1 will be used first.  
Or, press **LINE 1** or **LINE 2** softkey to select the line you want.
- Press **Redial**. The redial number list (last 3 previously dialed numbers) is shown.
- Using **VOL +** and **VOL -** of the navigation button to scroll to the number you want to redial.
- Press **DIAL** softkey to dial the phone number.

### NOTE

If the number you dialed is longer than 32 digitals, it will not be saved in the redial list and can't be redialed.

### 8.13.1 Viewing a Redial Record

Your phone records up to three previously dialed phone numbers.

- In idle mode, press **Redial**.
- Using **VOL +** and **VOL -** of the navigation button to scroll to the desired dialed numbers.
- When the desired number is displayed, press **📞** or **Ⓜ** to dial the phone number.

### NOTE

The line is automatically seized and the number is dialed accordingly.

### 8.13.2 Adding a Redial Record in the Directory

- In idle mode, press **Redial**.
- Using **VOL +** and **VOL -** of the navigation button to scroll to the desired redial numbers.
- Press **SAVE** softkey. The handset displays **ENTER NAME**.
- Using the dial pad to enter a name.  
If you make a mistake, press **DIR** or **CID** of the navigation button to move the cursor forward or

backward. Or, press **CLEAR** softkey to delete one character at a time.

- The original caller can then press **CONF** softkey to establish a 3-way conference between the two lines.  
The name field cannot be left empty.
- Press **SAVE** softkey. The handset displays **ENTER NUMBER**: with the desired redial number.  
To edit the number, press **DIR** or **CID** of the navigation button to move the cursor forward or backward. Or, press **CLEAR** softkey to delete one digit at a time.
- When you are finished, press **SAVE** softkey.
- Using **VOL +** and **VOL -** of the navigation button to scroll to the desired **VIP TONE MELODY**.
- Press **SELECT** softkey to complete.

### NOTE

If an incoming call number matches this record the VIP Tone Melody will ring.

### 8.14 Transferring a Call to Another Extension

- During a call, press **XFER** softkey. The current call is put on hold.
- Using **VOL +** and **VOL -** of the navigation button to scroll to the handset or base you want to transfer the call to. Press **SELECT** softkey.
- This will initiate an intercom call to the selected handset or base.  
Wait until the selected handset or base answers the intercom call and have a conversation and then hang up to finish the transfer or press **CONF** softkey to have a 3 way conference call.  
If the selected unit rejects the intercom call, or the call is not answered within 30 seconds, the call is transferred back to the original unit.

### 8.15 Receiving a Transferred Call from Another Extension

If the unit receives a transfer call paging, **INTERCOM CALL FROM BASE/HANDSET X** shows in the display.

- Press **📞** or **Ⓜ** to answer the call.
- If you press **REJECT** softkey or the call is not answered within 30 seconds, the intercom paging will be stopped and the call is transferred back to the original unit.
- Press **SELECT** softkey to save your selection.

### NOTE

If you set the ring volume to Off, the handset will display **L1/L2 RING OFF**.

### 8.17 Speakerphone, Handset, and Headset Volume

During a call, press **VOL +** and **VOL -** of the navigation button to adjust the call volume until you reach a comfortable listening level. The phone stores the setting after the last button pressed.

### 8.18 Hold

- During a call, press **Int./Hold** to put the line on hold. The handset will display **LINE 1/LINE 2 ON HOLD**, and the line icon will flash.
- When the line is on hold, the hold alert tone will be emitted to both the person on hold and to the user that initiated the hold.  
Press the corresponding **LINE** softkey to release the hold and return to the call again.

### 8.19 Conference Calls

This system can support 3-way and 4-way conference calls.

### 8.19.1 Joining a call in progress

While a call is in progress, another user can join that call by pressing the corresponding **LINE** softkey in the handset. Both parties on the original call will hear a tone to alert them someone else has joined the call.

### NOTE

If the Line Privacy feature is On for the original call, the call cannot be joined by another user.

### 8.19.2 3-way conference call by an intercom call

- While on a call, press **Int./Hold** and wait for the timer to clear from the handset display.
- Press **Int./Hold** again.
- Using **VOL +** and **VOL -** of the navigation button to scroll to the desired handset or base and press **SELECT** softkey.
- The selected handset or base will emit a page tone. The user on the selected handset or base can press **📞** or **Ⓜ** to answer the intercom / paging call.
- The originating caller can then press **CONF** softkey to establish a 3-way conference between the external caller and the intercom call.

### 8.19.3 3-way conference call with two lines

- While on a call on Line 1, press **Int./Hold** to put the call on hold.

- Press **LINE 2** softkey to get a dial tone. Dial the phone number, and then talk to the other person.

- The originating caller can then press **CONF** softkey to establish a 3-way conference between the two lines.

### 8.19.4 4-way conference call (Line 1 + Line 2 + 2 extensions)

- While on a call with both Line 1 and 2 on hold, press **Int./Hold** and select the desired handset or base to intercom.
- The selected handset or base will emit a page tone. The user on the selected handset or base can press **📞** or **Ⓜ** to answer the intercom / paging call.
- The originating caller can then press **CONF** softkey to establish a conference.
- Since Line 1 and 2 are both on hold, the user will be prompted to select Line 1, Line 2 or Both to conference with. If **BOTH** softkey is selected a 4-way conference is established between the originating caller, both lines and the intercom call.

### 8.20 Intercom Calls

#### 8.20.1 Making an Intercom Call

- Press **Int./Hold** to bring up the list of all registered handsets and base (except itself).
- Using **VOL +** and **VOL -** of the navigation button to scroll to the desired handset or base and press **SELECT** softkey.
- To cancel the intercom call, press **STOP** softkey.

### NOTE

If the receiving handset or base does not answer within 30 seconds, the intercom call is cancelled. You will hear an error tone and the handset displays **UNAVAILABLE**.

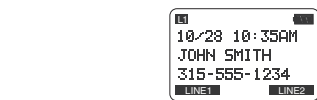
#### 8.20.2 Answering an Intercom Call

When you receive an intercom call, the handset will display the Phone ID of the calling handset. The call can be answered by pressing **📞** or **Ⓜ**.

If you do not want to answer the intercom call, press **REJECT** softkey.

## 9 Caller ID (CID)

In order to use the Caller ID features, you must subscribe to either the standard Name/Number Caller ID Service or Caller ID with Call Waiting Service. To know who is calling while you are on the phone, you must subscribe to Caller ID with Call Waiting service.



When the unit receives an incoming call with CID information, the CID can be shown on the handsets.

This unit receives and displays information transmitted by your local phone company. This information can include the phone number, date and time; or the name, phone number, date and time.

If two incoming calls come in at the same time, the line 1 and line 2 caller information shows on the display separately while ringing.

The unit can store up to 99 records. When the memory is full, a new call automatically replaces the oldest call in memory.

### 9.1 Viewing a CID Record

- In idle mode, press **CID**.
- Using **VOL +** and **VOL -** of the navigation button to scroll through the call records.

### NOTE

When viewing the CID records, **NEW** will appear in the display for calls received that have not been reviewed. The record number is shown to the right of the time along with the **FORMAT** and **STORE** softkeys. The line number for the call received is also displayed.

### 9.2 Adding a CID Record in the Directory

If you want to adjust the format of the CID number to 7, 10 or 11 digits and save it in the Directory, press **FORMAT** softkey to format the CID number first before pressing **STORE** softkey.

For more formation on formatting a number, please refer to section 9.5.

- While viewing a CID record, press **STORE** softkey.
- The handset displays **ENTER NAME**: with name (if already stored in the Directory).
- Using the dial pad to enter a name.  
To edit the current name, press **DIR** or **CID** of the navigation button to move the cursor forward or backward. Or, press **CLEAR** softkey to delete one character at a time.
- The name field cannot be left empty.
- Press **SAVE** softkey. The handset displays **ENTER NUMBER**: with the number.
- To edit the number, press **DIR** or **CID** of the navigation button to move the cursor forward or backward. Or, press **CLEAR** softkey to delete one digit at a time.
- When you are finished, press **SAVE** softkey.

- Using **VOL +** and **VOL -** of the navigation button to scroll to the desired **VIP TONE MELODY**.
- Press **SELECT** softkey to complete.

### NOTE

If an incoming call number matches this record the VIP Tone Melody will ring.

### 9.3 Deleting a CID Record

- While viewing a CID record, press **Mute/Del.**
- The handset will display **DELETE?**
- Press **OK** softkey to confirm.

### 9.4 Deleting All Call Records

This feature allows you to clear all CID records at once.

- While viewing a CID record, press and hold **Mute/Del.**
- The handset will display **DELETE ALL?**
- Press **OK** softkey to confirm. The handset will display **EMPTY**.

### 9.5 Dialing Back

When viewing CID records, you can dial back the numbers showing on the display by pressing **📞** or **Ⓜ**.

### 9.5.1 If you have programmed your local area code

- If the CID record shows a 7-digit number (i.e. 555-1234), then the call was received from within your area code. However, this does not guarantee the call is a local call.  
If the CID record shows an 11-digit number (i.e. 1-234-555-1234), then the call received was not from your area code.
- To adjust the phone number format, press **FORMAT** softkey. For instance, a 7-digit local number sometimes cannot be dialed because it requires a 10-digit or 11-digit format. Press **FORMAT** softkey to scroll through 7, 10 and 11-digit numbers.

No. of digits	Explanation	Example
7-digits:	7-digit number	555-5555
10-digits:	3-digit area code + 7-digit number	425-555-5555
11-digits:	Long distance code + 3-digit area code + 7-digit number	1-425-555-5555

- To dial the displayed phone number, press **📞** or **Ⓜ**.

### 9.5.2 If you have not programmed your local area code

- You will see 10-digit numbers (i.e. 234-555-1234).
- To dial the displayed phone number, press **📞** or **Ⓜ**.  
You may adjust the number format by pressing **FORMAT** softkey before dialing.

### 9.6 Call Waiting Caller ID

This feature allows you to see who is calling when you hear the call waiting beep. The caller identification information appears in the display after you hear the tone.

- To connect to the waiting call, press **Menu/Flash** and your first call will be put on hold.
- To switch between the two calls, press **Menu/Flash**.

### 9.6.1 Adding a New Directory Record

To use all the features of this unit, you must subscribe to either the standard Name/Number Caller ID Service or Caller ID with Call Waiting Service. To know who is calling while you are on the phone, you must subscribe to Caller ID with Call Waiting Service.

## 10 Phonebook Directory

You may store data in the Directory (up to 99 records). Each directory record stores up to 16 characters and 32 digits.

The records in the Directory are stored by alphabetic ascending order.

### 10.1 Adding a New Directory Record

- In idle mode, press **DIR**.
- Press **NEW** softkey. The handset displays **ENTER NAME**:
- Using the dial pad to enter a name.

More than one letter is stored in each of the number keys. For example, to enter "Lorraine," press the 5 key three times for the letter L, press the 6 key three times for the letter O, press the 7 key three times for the letter R, and so on.

If you make a mistake, press **DIR** or **CID** of the navigation button to move the cursor forward or backward. Or, press **CLEAR** softkey to delete one character at a time.

The name field cannot be left empty.

- Press **SAVE** softkey. The handset displays **ENTER NUMBER**:
- Use the dial pad to enter a telephone number. Press **#...** twice to insert a pause in a number if necessary.
- When you are finished, press **SAVE** softkey.
- Using **VOL +** and **VOL -** of the navigation button to scroll to the desired **VIP TONE MELODY**.
- Press **SELECT** softkey to complete.

### NOTE

If an incoming call number matches this record the VIP Tone Melody will ring.

If MEMORY FULL shows in the display, you need to delete one or more records before repeating above steps to add a new directory record.

### 10.2 Viewing a Directory Record

- In idle mode, press **DIR**.
- Using **VOL +** and **VOL -** of the navigation button to scroll through the records.  
Or, press the number keys to go to the name of the records starting with the corresponding character.
- Press **MENU** softkey.
- Using **VOL +** and **VOL -** of the navigation button to scroll to **VIEW**. Press **SELECT** softkey to view the record.

### 10.3 Editing a Directory Record

- In idle mode, press **DIR**.
- Using **VOL +** and **VOL -** of the navigation button to scroll to the record you wish to edit.
- Press **MENU** softkey.
- Using **VOL +** and **VOL -** of the navigation button to scroll to **EDIT ENTRY**. Press **SELECT** softkey to edit the content according to the steps in section 10.1.

### NOTE

The **DIR** or **CID** of the navigation button allow the cursor to move forward or backward. The **Mute/Del.** button can be used to delete character or number to the left of the cursor.

### 10.4 Copying a Directory Record or All Directory Records

You can copy one directory record or all directory records from the base to the desired handset extension or from the handset extension to the base.

- When viewing a directory record, press **COPY** softkey.
- The handset will display **COPY CURRENT RECORD OR ENTIRE DIRECTORY?**.
- Press **CURR** softkey to copy the current record.  
Or, press **ENTIRE** softkey to copy the whole directory.
- Using **VOL +** and **VOL -** of the navigation button to scroll to the desired extension you wish the record(s) to be copied to.
- Press **SELECT** softkey to confirm.

When finished, the number of directory records copied will be displayed.

The handset will display **RECORD COPIED TO BASE UNIT!** or **ENTIRE DIRECTORY COPIED TO BASE UNIT!** and the receiving handset or base will display **SAVED**.

### 10.5 Deleting a Directory Record

- In idle mode, press **DIR**.
- Using **VOL +** and **VOL -** of the navigation button to scroll to the record you wish to delete.
- Press **Mute/Del.**
- The handset will display **DELETE?**.
- Press **OK** softkey to confirm.

### 10.6 Deleting All Directory Records

- In idle mode, press **DIR**.
- Press and hold **Mute/Del.**
- The handset will display **DELETE ALL?**.
- Press **OK** softkey to confirm. The handset will display **EMPTY**.

### 10.7 Dialing a Directory Record

#### 10.7.1 Dial a directory record while in Talk mode

- Press **📞**, **Ⓜ** or a LINE softkey.
- Press **DIR**.
- Using **VOL +** and **VOL -** of the navigation button to scroll to the desired record.
- Press **DIAL** softkey to dial the phone number.

#### 10.7.2 Dial a directory record while viewing it

- In idle mode, press **DIR**.
- Using **VOL +** and **VOL -** of the navigation button to scroll to the desired record.
- When the desired number is displayed, press **📞** or **Ⓜ** to dial the phone number.

## 11 Answering System Operation

### 11.1 Memo Recording

From the **ANSWERING SYSTEM** menu:

- Using **VOL +** and **VOL -** of the navigation button to scroll to **MEMO RECORDING**. Press **OK** softkey.
- Using **VOL +** and **VOL -** of the navigation button to scroll to **MAILBOX 1** or **MAILBOX 2** to save the recording. Press **OK** softkey.
- Record your memo after the beep. Press **FINISH** softkey when your memo is complete.

### NOTE

Your memo will be stored with your other incoming messages in your mailbox. To hear it again, play your messages.

### 11.2 Outgoing Message (OGA) Playback

From the **ANSWERING SYSTEM** menu:

- Using **VOL +** and **VOL -** of the navigation button to scroll to **OGA PLAYBACK**. Press **OK** softkey.
- Using **VOL +** and **VOL -** of the navigation button to scroll to **LINE 1** or **LINE 2** and press **OK** softkey.

- Using **VOL +** and **VOL -** of the navigation button to scroll to the OGA record you want to play and press **OK** softkey.
- If there is no recording for the selected OGA, the handset will display **EMPTY**.

### 11.3 Outgoing Message (OGA) Record

From the **ANSWERING SYSTEM** menu:

- Using **VOL +** and **VOL -** of the navigation button to scroll to **OGA RECORD**. Press **OK** softkey.
- Using **VOL +** and **VOL -** of the navigation button to scroll to **LINE 1** or **LINE 2** and press **OK** softkey.
- Using **VOL +** and **VOL -** of the navigation button to scroll to the OGA type you want to record over and press **OK** softkey.

There are 4 types of OGA to select from:

<b>PERSONAL</b>	
<b>ANNOUNCE ONLY</b>	
<b>WORK HOURS</b>	
<b>AFTER HOURS</b>	

- Record your greeting after the beep. Press **FINISH** softkey to end the recording.
- The greeting will play back for you and automatically save. If you are not satisfied, simply select **OGA RECORD** option again and re-record.

### 11.4 Playing Messages/Memo

- In idle mode, press **PLAY** softkey.
- The handset will display the status of messages for each line.
- Using **VOL +** and **VOL -** of the navigation button to scroll to **LINE 1** or **LINE 2** and press **SELECT** softkey to play the messages for that line.

### NOTE

If the unit has new messages, only the new messages will be played, otherwise all messages will be played. The unit will play messages to the end.

During each message playback, the handset will display the current message information. If the message playback is a stored incoming message from the telephone line, the handset will display the message CID, including Date/Time, Name and Number. If it is a memo, the handset will display **MEMO** and Date/Time.

During each message playback:

- Press **CID** to skip to the next message.
- Press **DIR** to replay the current message.
- Double press **DIR** to play the previous message.

If there are no messages, the unit will announce, "You have no messages".

## 11.5 Erasing Messages

### 11.5.1 To erase a message while it is playing

- Select and play the message you want to erase.
- Press **Mute/Del.**
- The handset will display **DELETE?**.
- Press **OK** softkey to delete the message.  
The current message is erased, and the unit will play the next message.