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**DEFAULT SETTINGS**

1. Date Format: MM-DD
2. Hour Format: 12 Hour
3. Time Format: Month-Day-Year
4. Flash Time: 600 mSec
5. Pause Time: 3.6 Sec
6. SDT: Off
7. Hold: Normal
8. Language: English
9. Ringer Suppress: Off
10. LCD Contrast: 2
11. Ring Type: 2
12. Ring Volume: 3
13. Handset Volume: 3
14. Speaker Volume: 3
15. Msg Switch: Off

**FEATURE LIST**

1. Large LCD with adjustable contrast
2. Memory Dialing
   a. 5 One-Touch Memory buttons
   b. 10 Two-Touch Memory buttons
   c. 99 Entry Directory (Stores name and number)
3. Stores 50 incoming calls
4. Stores 15 outgoing calls
5. Caller ID Type 2 (Caller ID on Call Waiting)
6. Message Waiting Indicator
   a. FSK
   b. Stutter Dial Tone
   c. 90V
   d. 24V
7. Voice Mail Button
8. New Call Indicator
9. Flash
10. Mute with Indicator
11. Release
12. Hold with Indicator
13. Pause
14. Enhanced Redial (Redial any of last 15 numbers dialed)
15. Speakerphone
16. 2.5mm Headset Jack
17. Headset Button with Indicator
18. Clock and Calendar
19. Call Timer
20. Three Languages (English, French, and Spanish)
21. Adjustable Ringer Volume and Cadence
22. PBX Access Code
23. Long Distance Access Code (LDS Code)
SAFETY INSTRUCTIONS

To reduce the risk of fire, electrical shock, and injury, please follow these basic safety precautions before you use this equipment.

1. Carefully read the instructions in this manual.
2. Follow all warnings and instructions marked on the unit.
3. When cleaning, unplug the telephone jack from the wall outlet. Use a damp cloth. **DO NOT** use liquid or aerosol cleaners.
4. Do not use this equipment near water, e.g., near a kitchen sink, bathtub, swimming pool, or in a wet basement.
5. Install in a protected location. Ensure all lines and cords are away from foot traffic. **DO NOT** place objects on the line cord that may cause damage or abrasion.
6. Avoid spilling any liquid on the unit. This may cause internal shorting, fire, or shock and is not covered under your warranty.
7. Do not overload wall outlets and extension cords as this can result in the risk of fire or electrical shock.
8. Never push objects of any kind into this telephone as they can touch dangerous voltage points or short out parts that could result in a risk of fire or electrical shock.
9. Take the phone to a qualified technician when it requires repair work or service. To reduce the risk of electrical shock, do not disassemble the telephone. Opening or removing covers can expose you to dangerous voltages or other risks. Incorrect re-assembly can cause electrical shock during subsequent use.
10. Avoid using the telephone during an electrical storm. There can be a slight risk of electrical shock from lightning.
11. **DO NOT** use the telephone to report a gas leak, if in the vicinity of the leak.
12. Unplug this telephone from the wall outlet and refer servicing to qualified service personnel under the following conditions:
   - If liquid is spilled into the unit.
   - If the unit is exposed to rain or water.
   - If the unit does not operate normally by following the operating instructions.
   - If the unit is dropped or the casing is damaged.
   - If the unit exhibits a distinct change in performance.

TROUBLESHOOTING

If you have problems with your phone, please check below for helpful hints:

- **BLANK OR FAINT SCREEN**
  - Check line cord.
  - Check Contrast setting.

- **CALLER ID DOES NOT WORK**
  - Be sure your caller ID service is active.
  - Do not answer the phone before two rings.
  - If the problem continues, contact the telephone company.

- **PHONE WILL NOT RING**
  - Be sure the ringer is not off.
  - There may be too many devices connected to the phone line. Remove all other phones and see if this phone will ring. If so, add devices back one by one to find the problem unit.

- **NO DIAL TONE**
  - Verify that the line cord connection is correct and tightly secured.
The box should contain the following items.
- Telephone Base
- Telephone Stand
- Handset
- Handset Cord
- Line Cord
- User Manual

If any of these items are missing, contact your seller.

Installation - Wall

1. Remove the handset hook and reverse it so that it will hold the handset.
2. Plug the line cord into the LINE jack on the base of the telephone.
3. Plug the other end of the line cord into the telephone jack in the wall.
4. Mount the telephone on the wall jack. Be careful when routing the cords so as not to interfere with the mounting.
5. Plug the handset cord into the handset.
6. Plug the other end of the handset cord into the handset jack on the side of the telephone.
7. Hang the handset on the telephone.
**Installation - Desk**

1. Mount the desk stand to the telephone.
2. Plug the line cord into the LINE jack on the base of the telephone.
3. Plug the other end of the line cord into the telephone jack in the wall.
4. Plug the handset cord into the handset.
5. Plug the other end of the handset cord into the handset jack on the side of the telephone.
6. Place the handset on the telephone.

**On-Hook**

1. Use ▲ or ▼ to select the number to be called.
2. Use 7-10-11 to modify the number format if necessary.
3. Press DIAL/OK.
CALLER ID SYSTEM OPERATION

Note that a subscription to caller ID service is required.

New Call Indicator - The display will show NEW until all new calls have been reviewed.

Review Call Records - Use ▲ or ▼ to scroll through the caller ID records. If the number is longer than 13 digits, an arrow will show in the right corner of the LCD. Use ▲ or ▼ to show the other digits. Use ▲ or ▼ again to move to the next record. Records may be reviewed quickly by holding ▲ or ▼ for approximately 3 seconds. At the end of the records, the display will show END OF LIST.

Save Call Records - The phone stores 99 CID records. It drops the oldest record to make room for new calls. Save specific calls by deleting unnecessary call records.

Delete Single Numbers or All Records - While on-hook use ▲ or ▼ to select the number to be deleted. Press DELETE. The LCD will show DELETE?. Press DELETE again to confirm. To delete all records, press and hold DELETE for 6 seconds. The LCD will show ALL DELETE?. Press DELETE to confirm.

Call Back from Caller ID
Off-Hook
1. Go off-hook.
2. Use ▲ or ▼ to select the number to be called.
3. Use 7-10-11 to modify the number format if necessary.
4. Press DIAL/OK.

LOCATION OF CONTROLS

1. Memory buttons (M1 ~ M5)
2. Shift button
3. Headset button
4. Mute button
5. Hold button
6. Speaker button
7. Redial button
8. Flash button
9. Volume controls
10. PAUSE button
11. STORE button
12. MENU button
13. 7-10-11 button
14. Up & Down controls
15. Hook switch
16. MESSAGE/New Call Indicator
17. LCD display
18. Handset
TOTAL and NEW CALLS - The total calls are displayed at the bottom of the screen. New calls are displayed at the top right.

PRIVATE - If a caller has prevented his name and number from being sent, the display will show PRIVATE.

REPEAT - If a number calls more than once, REPEAT will appear in the upper right of the screen.

END OF LIST - This message is displayed when the end of the CID list has been reached with the ▲ or ▼ arrow.

OUT OF AREA - This message will display when a call is received from an area which is not providing caller ID information.
1. Ringer Volume Adjustment
While on-hook, press the VOL- and VOL+ buttons to change the ringer volume. There are 4 levels plus OFF.

2. Redial Function
a. Go off hook (lift the handset, press SPEAKER, or press HEADSET)
b. Press REDIAL (the last dialed number will be dialed).

3. Enhanced Redial
The REDIAL button allows you to access the last 15 dialed numbers.
   a. Press REDIAL (the last dialed number will be displayed)
   b. Use the UP or DOWN buttons to select the desired number.
   c. Go off hook (lift the handset, press SPEAKER, or press HEADSET)

4. Flash - Pressing FLASH produces an interruption of the line. This is normally used in conjunction with special features such as Call Waiting. If you do not have any special features, pressing FLASH may disconnect a call.

5. Pause - This is used during memory dialing to temporarily pause the dialing sequence.

6. Mute - This deactivates the handset, headset or speakerphone microphone. It allows you to talk without being heard by the distant party. To use this feature, press MUTE. The display will show "MUTE" and the MUTE button will light. To deactivate the feature, press MUTE again.

* Note that this feature requires caller ID service from your telephone company.

A caller ID record consists of the following information:
Total number of New Calls
Time and Date
Total number of Calls
Caller’s Name and Number
Week day

* Note that this feature requires caller ID service from your telephone company.

In addition to the Message Waiting light, an icon will appear in the display whenever there are messages. This icon is "MSG". It will remain until all messages have been cleared. The display will also show MESSAGE WAITING at the bottom if there is a message. Note that this requires voice mail service from a service provider.
7. Memory Buttons - The 1211 has five Memory Buttons (M1 - M5). Each can store 2 telephone numbers.
   a. Storing a number - Must be done on-hook.
      i. Press STORE.
      ii. Dial the number to be stored.
      iii. Press STORE.
      iv. Enter the name to be stored and press STORE. Press STORE if you do not wish to enter a name.
      v. Use ▲ or ▼ to select the ring cadence for this number.
      vi. Press STORE.
      vii. Press the desired Memory Button. You may store an additional number in this location by pressing SHIFT and then pressing the Memory Button.
   b. Editing a number - It is not possible to edit a number. Simply store another number in this location.
   c. Reviewing a number - While on-hook, press the desired Memory Button to display the stored number. If no number is stored, the display will say "MEMORY IS EMPTY".
   d. Dialing a Number
      i. Go off hook (lift the handset, press SPEAKER, or press HEADSET)
      ii. Press the desired Memory Button
   e. Storing a Caller ID Record.
      i. While on-hook, press ▲ or ▼ until the desired number is displayed.
      ii. Press and hold STORE until the last digit begins to flash.
      iii. Press STORE two times.
      iv. Use ▲ or ▼ to select the ring cadence for this number.
      v. Press STORE.
      vi. Press the desired Memory Button.

8. Two-Touch Memory - Ten numbers can be stored in the two-touch memory.
   a. Storing a number - Must be done on-hook.
      i. Press STORE.

16. Set Ring - The 1211 has 5 ringer cadences and 4 ringer volumes plus OFF.
   a. Press OK. Display says RING TYPE.
   b. Press OK. The phone will ring with the selected ring type.
   c. Use ▲ or ▼ to select a ring type.
   d. Press OK.
   e. Press ▲. Display says RING VOLUME.
   f. Press OK.
   g. Use ▲ or ▼ to select a ring volume.
   h. Press OK.
   i. Press DELETE twice to exit.
between 12 hour and 24 hour format. Press OK to confirm.

11. Set Flash - This selects the length of time for the flash. To select this feature, press OK and then use ▲ or ▼ to toggle between 600mSec, 300mSec, 120mSec, and 100mSec. Press OK to confirm. Note that 600mSec is the standard time for North America.

12. Set Area and LDS - This sets the local area code and the code used to dial a long distance number. These values are used in conjunction with the 7-10-11 button.
   a. Press OK.
   b. Enter the area code using the keypad. Do not press OK.
   c. Enter the LDS code. This is 1 for North America.
   d. Press OK.
   e. Press ▲ or ▼ to move to the next item.

13. Set Language - The 1211 supports English, French and Spanish. To select this feature, press OK and then use ▲ or ▼ to select a language. Press OK to confirm.

14. Set Time and Date - This allows manual entry of the date and time. Please note that Caller ID will set these values. If you have CID service, skip this step.
   a. Press OK.
   b. Enter the time and date using the keypad. The setting sequence is hour, minute, month, day, and year. Use the * key to delete any incorrect values. After setting the year, the day of the week will be set automatically.
   c. Press DELETE to exit.

15. LCD Contrast - There are four values of LCD contrast from 1 (Lightest) to 4 (Darkest). To select this feature, press OK and then use ▲ or ▼ to select a contrast value. Press OK to confirm.

ii. Dial the number to be stored.
iii. Press STORE.
iv. Enter the name to be stored and press STORE.
   NOTE: If you do not wish to enter a name, press STORE.
v. Use ▲ or ▼ to select the ring cadence for this number.
vi. Press STORE.
vii. Press the desired button on the keypad (0~9).
b. Editing a number - It is not possible to edit a number. Simply store another number in this location.
c. Reviewing a number - Must be done on-hook.
   i. Press AUTO.
   ii. Press the desired keypad button. If no number is stored, the display will say "MEMORY IS EMPTY".
d. Dialing a Number
   i. Go off hook (lift the handset, press SPEAKER, or press HEADSET).
   ii. Press AUTO.
   iii. Press the desired keypad button.

9. Directory - Up to 99 names and numbers may be stored in the Directory.
   a. Storing a number - Must be done on-hook.
      i. Press MENU. The display will say DIRECTORY.
      ii. Press DIAL/OK. The display will say REVIEW. Press ▲ or ▼ until the display says ADD.
      iii. Press DIAL/OK.
      iv. Dial the number to be stored up to 20 digits.
      v. Press DIAL/OK.
      vi. Enter the name to be stored and press DIAL/OK. Press DIAL/OK if you do not wish to enter a name.
      vii. Use ▲ or ▼ to select the ring cadence for this number.
      viii. Press DIAL/OK.
      ix. Press DELETE to exit.
b. Editing a number - It is not possible to edit a number. Simply store another number in this location.
c. Reviewing a number - Must be done on-hook.
   i. Press DIRECTORY. The first directory entry will be shown.
   ii. Press ▲ or ▼ to see the other entries.
   iii. It is also possible to review a particular record by pressing
       the sequence number and then #. For example, to review
       the seventh number, press 7#.
   iv. If the number is more than 13 digits an arrow will show on
       the display. Press ▲ or ▼ to see the rest of the number.

d. Dialing a Number
   i. Press DIRECTORY. The first directory entry will be shown.
   ii. Press ▲ or ▼ until the desired entry is shown.
   iii. Go off hook (lift the handset, press SPEAKER, or press
       HEADSET). The number will be dialed.

e. Storing a Caller ID Record.
   i. While on-hook, press ▲ or ▼ until the desired number is
      displayed.
   ii. Press and hold DIRECTORY until the last digit begins to flash.
   iii. Press DIAL/OK two times.
   iv. Use ▲ or ▼ to select the ring cadence for this number.
   v. Press DIAL/OK. Display shows SAVE OK.
   vi. Press DIAL/OK two times.

f. Storing a dialed number. Any of the last 15 dialed numbers may
   be stored into the directory.
   i. Press REDIAL.
   ii. Press ▲ or ▼ until the desired entry is shown.
   iii. Press and hold DIRECTORY until the last digit begins to flash.
   iv. Press DIAL/OK two times.
   v. Use ▲ or ▼ to select the ring cadence for this number.
   vi. Press DIAL/OK. Display shows SAVE OK.
   vii. Press DIAL/OK two times.

k. Enter the number of 3 second pauses to be inserted between
dialing the voice mail number and the PIN. For example, if you
enter 2 here, the phone will pause 6 seconds.
   i. Press DIAL/OK.
   m. Lift the handset to end programming.

6. Set SDT - The 1211 can respond to Stutter Dial Tone Message
   Waiting. If this is set to ON, the phone will go off hook briefly after
every call to check the dial tone. If it is stuttered, the message lamp
will be lit. To select this feature, press OK and then use ▲ or ▼ to
toggle between OFF and ON. Press OK to confirm.

7. Hold Mode - The 1211 has two hold modes: NORMAL and PBX.
   In Normal mode, the HOLD button will place the phone on local
   hold. This call can be retrieved from any phone connected to the
   line. In PBX mode, the HOLD button can be programmed to dial a
   code to place the call on PBX hold. Please note there is no hold
   indication in PBX mode. To select this feature, press OK and then
   use ▲ or ▼ to toggle between NORMAL and PBX. Press OK to
   confirm.

8. Set Access Code - This is a number that is dialed to access an
   outside line when the phone is used behind a PBX.
   a. Press OK.
   b. Dial the access code (up to 4 digits).
   c. Press OK to confirm.
   d. Press ▲ or ▼ to continue with programming.

9. Date Format - This selects the format used to display the date.
   To select this feature, press OK and then use ▲ or ▼ to toggle
   between MM-DD (Month-Day) and DD-MM (Day-Month). Press OK
   to confirm.

10. Hour Format - This selects the format used to display the time.
    To select this feature, press OK and then use ▲ or ▼ to toggle
g. Deleting a number.
   i. Press DIRECTORY.
   ii. Use ▲ or ▼ until the number is shown on the display.
   iii. Press DELETE once.
   iv. Press DELETE again to confirm.

10. Headset - A headset with a 2.5 mm plug can be connected to the 1211. The jack is on the right side of the phone. Use HEADSET to take the phone on and off hook while using the headset.

11. Mute - If you wish to speak without being heard by the calling party, press MUTE. To cancel this feature, press MUTE again. This works on handset, headset and speakerphone.

12. Hold - This places a call on hold. It can then be retrieved at this phone or any other phone connected to the same line. There are two hold modes: Normal and PBX. These are discussed in the Menu Settings.

13. Speaker - This button activates and deactivates the speaker phone.

14. Receiver or Speaker Volume Control - To adjust the receive volume in either the handset or speaker, press VOL- or VOL+. There are 8 steps of adjustment.

15. 7-10-11 - This button changes the format of the displayed number. Three formats are available:
   7-Digit  7 Digit Telephone Number
   10-Digit 3 Digit Area Code + 7 Digit Telephone Number
   11-Digit 1 Digit Long Distance Code + 3 Digit Area Code + 7 Digit Telephone Number

Example: Assume the local area code is 662 and a 7 digit local number is displayed 555-1212.
Pressing the 7-10-11 button once will display the number plus area code: 662-555-1212.
Pressing the 7-10-11 button again will add the LDS code (usually 1): 1662-555-1212
Pressing the 7-10-11 button again will show the 7 digit number: 555-1212
**Note:** This assumes that an LDS code has been programmed into the telephone.

16. **Release** - To end a conversation, press **RELEASE** once. The phone will go on-hook for 1.5 seconds and then go off hook again to allow another call to be made.

17. **Delete** - This button is used in various programming actions to delete items. It is discussed in detail when it is used.

18. **Dial/OK** - This button is used in programming to accept a value and to dial out a displayed number.

19. **Menu** - This is discussed in detail in the next section.

20. **Directory** - This is discussed in Item 9.

21. **Contrast** - While on-hook press **CONTRAST** and then use ▲ or ▼ to adjust the display contrast. Press **CONTRAST** again to confirm.

22. **Voice Mail** - This dials the number for a voice mail service. Programming instructions are given in the following section.

23. **Message Waiting/New Call Lamp** - This lamp above the display will light to indicate a voice mail message. The 1211 is compatible with four types of message waiting: 90V, 24V, Frequency Shift Keying (FSK) and Stutter Dial Tone (SDT). Contact your telephone service provider to determine the type of message waiting. For 90V or 24V the type of message waiting is selected with a switch underneath the phone. FSK or SDT message waiting will be detected automatically. For these types of message waiting, the switch should be in the OFF position. If the phone is connected directly to a telephone line, the switch should be in the OFF position. This lamp will flash to indicate a new call. To stop the flashing use the ▲ or ▼ to review the calls.