

**122000TP227S**  
**USER'S MANUAL**

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## FEATURE LIST

- 1. Large, backlit LCD with adjustable contrast**
- 2. Two-line function**
- 3. Memory Dialing**
  - a. 5 One-touch Memory buttons**
  - b. 5 Two-touch Memory buttons**
  - c. 70 Entry Directory (Stores name and number)**
- 4. Stores 50 incoming calls**
- 5. Stores 15 outgoing calls**
- 6. Caller ID Type 2 (Caller ID on Call waiting)**
- 7. Message Waiting Indicator**
  - a. FSK**
  - b. Stutter Dial Tone**
  - c. 90V**
  - d. 24V**
- 8. Three-way conference call**
- 9. Enhanced Redial (Redial any of last 15 numbers dialed)**
- 10. Call back function**
- 11. Clock and Calendar**
- 12. Long Distance Access Code (LDS Code)**
- 13. Adjustable Ringer Volume and Cadence**
- 14. Call Timer**
- 15. Three languages (English, French and Spanish)**
- 16. Mute, Flash, Pause function**

## FEATURE LIST

- 17. Speakerphone**
- 18. 2.5mm Headset jack**
- 19. Headset Button with Indicator**
- 20. Speaker volume selection**
- 21. Hold function**
- 22. Date/ Hour format setting**
- 23. Desk/wall mounting**
- 24. Data port**

## 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 and unplug the power adapter. 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, washbowl, laundry tub, 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. Otherwise, the phone 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.

## INTRODUCTION

### Box Contents

The box should contain the following items.

- Telephone Base
- Telephone Stand
- Handset
- Handset Cord
- Line Cords(2)
- Power Supply (Transformer)
- User Manual

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

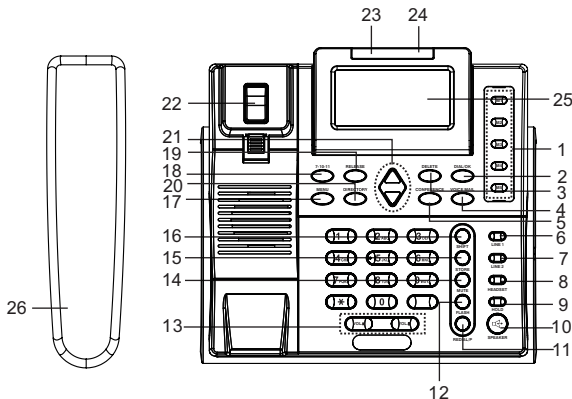
### Installation - Wall

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. Plug the power supply into the power supply jack on the base of the telephone.
5. Plug the power supply into an AC wall outlet.
6. Mount the telephone on the wall jack. Be careful when routing the cords so as not to interfere with the mounting.
7. Plug the handset cord into the handset.
8. Plug the other end of the handset cord into the handset jack on the side of the telephone.
9. 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 power supply into the power supply jack on the base of the telephone.
5. Plug the power supply into an AC wall outlet.
6. Plug the handset cord into the handset.
7. Plug the other end of the handset cord into the handset jack on the side of the telephone.
8. Place the handset on the telephone.

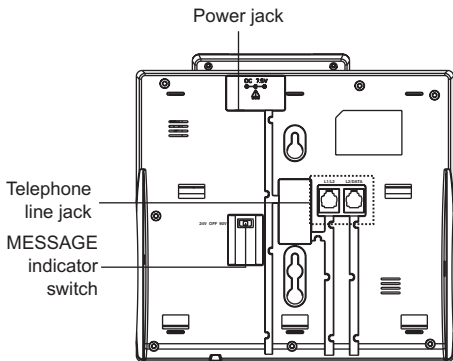
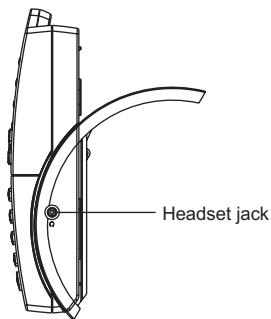
## LOCATION OF CONTROLS



1. Memory buttons (M1 ~ M5)
2. DIAL/OK button
3. DELETE button
4. VOICE MAIL button
5. CONFERENCE button
6. LINE 1 button
7. LINE 2 button
8. HEADSET button
9. HOLD button
10. SPEAKER button
11. REDIAL/P button
12. FLASH button
13. Volume controls
14. MUTE button

15. STORE button
16. SHIFT button
17. MENU button
18. 7-10-11 button
19. RELEASE button
20. DIRECTORY button
21. Up & Down controls
22. Hook switch
23. New call/24V MESSAGE indicator
24. Ringer/90V MESSAGE indicator
25. LCD display
26. Handset





## FUNCTION BUTTONS

**1. 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.

### *2. Making a call*

#### **a. Using handset**

1. Pick up the handset, then **LINE1** LED will light. If you use **LINE2** and press **LINE2** button, then the **LINE 2** LED will light.
2. After you hear a dial tone, enter the telephone number.
3. To end the call, simply replace the handset in the cradle.

#### **b. Using speakerphone**

1. Press the **SPEAKER** button or **LINE1** button, then **LINE1** LED will light. If you use **LINE 2**, press **LINE2** button, then the **LINE2** LED will light.
2. After you hear a dial tone, enter the telephone number.
3. To end the call, press the **SPEAKER** button.

#### **c. Switching a call between handset and speakerphone**

During a call with handset, to switch your call to speakerphone, press **SPEAKER** button then hang up the handset. In this mode, you can make or answer a call. To switch back, simply lift the handset.

### *3. Receiving a call*

When a call is received, the phone rings, and **LINE1** or **LINE2** LED will flash. Also the LCD shows the caller ID number.

If **LINE1** LED flashes, press **LINE 1** button or pick up the handset or press **SPEAKER** button to answer.

If **LINE2** LED flashes, press **LINE 2** button or pick up the handset or press the **SPEAKER** button to answer.

#### 4. Pre-dialling

- a. In standby mode, enter the number you want to dial. You can press **DELETE** button to clear the incorrect digit.
- b. If you want to dial out the number through LINE1, press the **LINE1** or **SPEAKER** button to dial out the number.
- c. If you want to dial out the number through LINE 2, press **LINE2** button to dial out the number.

#### 5. Hold

##### a. Putting a call on hold

During a call, you can press **HOLD** button to put a call on hold, the LCD will show **LX HOLDING** (X=1 ~ 2) then the relevant LED will flash.

##### b. Cancelling a call on hold

1. When **LINE1** is on hold and **LINE2** is in standby mode, pick up the handset or press **LINE1** button to cancel the call on hold .
2. When **LINE2** is on hold and **LINE1** is in standby mode, pick up the handset or press **LINE2** button to cancel the call on hold .

#### 6. Switchover between two lines

There are two operation modes.

1. During a call on LINE1 pressing the **LINE2** button will place LINE 1 on hold and connect LINE2. You may also press the **HOLD** button first and then press the **Line 2** button.
2. During a call on LINE2 pressing the **LINE1** button will place LINE2 on hold and connect LINE1. You may also press the **HOLD** button first and then press the **LINE1** button.

**NOTES:**

1. After pressing the **HOLD** button, the corresponding line will be placed on hold and the **LINE** button will blink. The handset can now be placed on hook without disconnecting the line.
2. To continue the conversation, pick up the handset and press the **LINE1** or **LINE2** button.

**7. Three - way Conference**

There are five ways to establish a three-way conference call.

**Method 1:**

- a. Establish a call on **LINE1**.
- b. Place **LINE1** on hold.
- c. Establish a call on **LINE2**.
- d. Press the **CONFERENCE** button.

**Method 2:**

- a. Establish a call on **LINE2**.
- b. Place **LINE2** on hold.
- c. Establish a call on **LINE1**.
- d. Press the **CONFERENCE** button.

**Method 3:**

- a. Establish a call on **LINE1**.
- b. Place **LINE1** on hold.
- c. Establish a call on **LINE2**.
- d. Place **LINE2** on Hold.
- e. Press the **CONFERENCE** button.

**Method 4:**

- a. With a call established on **LINE1**, **LINE2** rings.
- b. Place **LINE1** on hold.
- c. Answer **LINE2**.
- d. Press the **CONFERENCE** button.

**Method 5:**

- a. With a call established on LINE2, LINE1 rings.
- b. Place LINE2 on hold.
- c. Answer LINE1.
- d. Press the **CONFERENCE** button.

8. **Headset** - A headset with a 2.5 mm plug can be connected to the 1220. The jack is on the right side of the phone. Use **HEADSET** to take the phone on and off hook while using the headset.

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

**10. Redial Function**

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

**11. 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 ▲ or ▼ to select the desired number.
- c. Go off hook (lift the handset, press **SPEAKER**, or press **HEADSET**).

12. **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.

**13. 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**". To deactivate the feature, press **MUTE** again.

**14. Speaker** - This button activates and deactivates the speaker phone.

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

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

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

**18. Directory** - This is discussed in Item 21.

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

20. *Memory Buttons* - The 1220 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.

21. *Directory* - Up to 70 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. 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.
  
- 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.

22. **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.

23. **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.

24. **Message Waiting/New Call Lamp** - This lamp above the display will light to indicate a voice mail message. The 1220 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 message waiting will be detected automatically. SDT message waiting must be activated in the menu. 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.

## MENU SETTINGS

Many of the settings of the phone are controlled from the menu. To access the menu, press **MENU** while the phone is on-hook. The various menu settings are discussed in detail below.

1. *Directory* - This is covered in the previous section.

2. *Factory Reset* - When this is displayed, press **DIAL/OK** and then press **DIAL/OK** to confirm. This will restore the phone to the original settings. All memory and CID records will be lost.

3. *Pause Time* - Press **DIAL/OK** to display the current pause time value. Use **▲** or **▼** to adjust the time. This can be adjusted in 100 mSec intervals from 1 to 5 seconds (3600 mSec is the default value). Press **DIAL/OK** to confirm.

4. *Ringer Suppress* - If this is selected, the phone will not ring until after Caller ID is displayed. The first ring will be suppressed. To select this feature, press **DIAL/OK** and then use **▲** or **▼** to toggle between OFF and ON. Press **DIAL/OK** to confirm.

5. *Voice Mail* - This allows you to enter a number to access your voice mail. This number will be dialed when the **VOICE MAIL** button is pressed.

- a. When **VOICE MAIL** is displayed, press **DIAL/OK**. **VOICE NUMBER** will be displayed.
- b. Press **DIAL/OK**.
- c. Enter the phone number for your voice mail.
- d. Press **DIAL/OK**.
- e. Press **DOWN**. **VM PASSWORD** will be displayed.
- f. Press **DIAL/OK**.
- g. Enter the password (PIN) for your voice mail.
- h. Press **DIAL/OK**.
- i. Press **▼**. **# 3 SEC PAUSES** will be displayed.
- j. Press **DIAL/OK**.

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.

l. Press **DIAL/OK**.

m. Lift the handset to end programming.

6. *Set SDT* - The 1220 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 **DIAL/OK** and then use ▲ or ▼ to toggle between OFF and ON. Press **DIAL/OK** to confirm.

7. *Hold Mode* - The 1220 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 **DIAL/OK** and then use ▲ or ▼ to toggle between NORMAL and PBX. Press **DIAL/OK** to confirm.

8. *Select Line 1/2* - This selects the default line when the phone goes off hook.

b. Press ▲ or ▼ to select **L-1** or **L-2**.

c. Press **DIAL/OK** to confirm.

9. *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 **DIAL/OK**.

b. Dial the access code (up to 4 digits).

c. Press **DIAL/OK** to confirm.

d. Press ▲ or ▼ to continue with programming.

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

**11. Hour Format** - This selects the format used to display the time. To select this feature, press **DIAL/OK** and then use ▲ or ▼ to toggle between 12 hour and 24 hour format. Press **DIAL/OK** to confirm.

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

**13. 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 **DIAL/OK**.
- b. Enter the area code using the keypad. Do not press **DIAL/OK**.
- c. Enter the LDS code. This is 1 for North America.
- d. Press **DIAL/OK**.
- e. Press ▲ or ▼ to move to the next item.

**14. Set Language** - The 1220 supports English, French and Spanish. To select this feature, press **DIAL/OK** and then use ▲ or ▼ to select a language. Press **DIAL/OK** to confirm.

**15. 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 **DIAL/OK**.
- b. Enter the time and date using the keypad. The time must be entered in 24 hour format. 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.

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

**17. Set Ring** - The 1220 has 10 ringer cadences and 4 ringer volumes plus OFF.

- a. Press **DIAL/OK**. Display says **RING TYPE L1**.
- b. Press **DIAL/OK**. The phone will ring with the selected ring type.
- c. Use ▲ or ▼ to select a ring type.
- d. Press **DIAL/OK**.
- e. Press ▲. Display says **RING VOLUME L1**.
- f. Press **DIAL/OK**.
- g. Use ▲ or ▼ to select a ring volume.
- h. Press **DIAL/OK**.
- i. Press ▲. Display says **RING TYPE L2**.
- j. Press **DIAL/OK**. The phone will ring with the selected ring type.
- k. Use ▲ or ▼ to select a ring type.
- l. Press **DIAL/OK**.
- m. Press ▲. Display says **RING VOLUME L2**.
- n. Press **DIAL/OK**.
- o. Use ▲ or ▼ to select a ring volume.
- p. Press **DIAL/OK**.
- q. Press **DELETE** twice to exit.

## CALLER ID INFORMATION

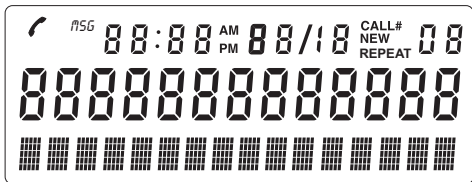
A caller ID record consists of the following information:

Time and Date

Caller's Name and Number

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

## DISPLAY MESSAGES



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.

**TOTAL and NEW CALLS** - The total calls are displayed at the bottom of the screen. New calls are displayed at the top right.

9:52 9/12 -- 02  
**TOTAL 04 MON**

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

9:52 9/12 CALL # 03  
**PRIVATE**

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

9:52 9/12 CALL # 03  
REPEAT 03  
**12274612345**

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

9:52 9/12  
**END OF LIST**

**OUT OF AREA** - This message will display when a call is received from an area which is not providing caller ID information.

9:52 9/12 CALL # 04  
**OUT OF AREA**



## 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 50 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**.

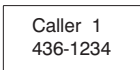
### **On-Hook**

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**.

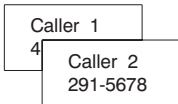
## CALLER ID ON CALL WAITING

When you subscribe to this feature from the telephone company, the LCD will display the name and number of a second caller while you are on a call.

Caller ID info displayed



Caller two's information is displayed



Use the **FLASH** button to answer the second call.

Use the **FLASH** button again to return to the first call.

## TROUBLESHOOTING

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

### **BLANK OR FAINT SCREEN**

- Check line cord and adapter.
- 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 is connected.
- Verify that the line cord connection is correct and tightly secured.

### **NO CHARACTERS ON DISPLAY**

- Check power adapter.

## **TELEPHONE REPAIR**

### **DO NOT ATTEMPT TO REPAIR THIS PRODUCT YOURSELF.**

Telephones manufactured by CORTELCO must be returned to us for repair. You can return your telephone to CORTELCO for repair or replacement in accordance with our LIMITED WARRANTY. CORTELCO warrants THIS PRODUCT against defects in material and workmanship in accordance with our LIMITED WARRANTY. If your telephone is returned for repair, include a copy of your sales receipt containing the date-of-purchase. DO NOT INCLUDE THE ORIGINAL SALES RECEIPT. If date of purchase is not included, the factory date printed on the label on the bottom of your telephone will be used as the date of purchase. The factory date allows six months for distribution and sale of this product. If you return your telephone for repair, the warranty period is not extended. The original date of purchase continues to apply to your warranty. We will repair this product for a nominal fee after the LIMITED WARRANTY has expired if you send it to us in a complete and undamaged condition. The repaired unit will be shipped to you C.O.D., freight collect. If you are returning a unit to us for repair, package it carefully, preferably in the original carton. Be sure to include your return address, a copy of the sales receipt showing date-of-purchase, and a note describing the problem you have with your telephone. Shipping must be prepaid. If the telephone is in warranty, it will be repaired or replaced, at our option, at no cost to you, and it will be returned shipping prepaid. Ship your telephone (shipping prepaid) to:

CORTELCO  
REPAIR CENTER  
1703 SAWYER ROAD  
CORINTH, MS 38834

## **LIMITED WARRANTY**

If you purchased this product new in the U.S. or Puerto Rico, CORTELCO warrants it against defects in material and workmanship for a period of two years from the date of original purchase. This warranty is in lieu of all other express warranties. During the warranty period, CORTELCO agrees to repair or, at its option, replace the defective product, or any part of it without charge for parts or labor. This is your exclusive remedy. This warranty does not cover damage resulting from accident, misuse, abuse, improper installation or operation, lack of reasonable care, the affixing of any attachment not provided by CORTELCO with the product and loss of parts. The warranty is voided in the event any unauthorized person alters or repairs the unit. Telephone companies use different types of equipment and offer various types of services to customers. CORTELCO does not warrant that this product is compatible with the type of equipment of any particular phone company or the services provided by it.

CORTELCO DISCLAIMS ANY IMPLIED WARRANTY, INCLUDING THE WARRANTY OF MERCHANTABILITY AND THE WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, AS OF THE DATE TWO YEARS FROM THE ORIGINAL PURCHASE OF THE PRODUCT. CORTELCO ASSUMES NO RESPONSIBILITY FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES. THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE EXCLUSION AND LIMITATION MAY NOT APPLY TO YOU.

If failure occurs and your telephone is in warranty, service shall be provided by returning it to CORTELCO - Repair Center, 1703 Sawyer Road, Corinth, Mississippi 38834, shipping prepaid. The product will be repaired or replaced if examination by us determines the product to be defective. Telephones received damaged as a result of shipping will require you to file a claim with the carrier.

## FCC INFORMATION

Part 68 is a Federal regulation which requires equipment to be tested and registered with the FCC prior to its connection to the network. This equipment complies with Part 68 of FCC rules. On the bottom of the telephone is a label that contains, among other information, the FCC Registration Number and the Ringer Equivalence Number (REN) for this equipment. You must, upon request, provide this information to your telephone company.

The Ringer Equivalence Number (REN), which is used to determine the number of devices you may connect to your phone line, indicates the amount of power that your telephone draws from the telephone company line during ringing. If you have more than one telephone (or other terminal device) connected to the telephone company line, you should total the RENs, and be sure that the total is not more than five. Your telephones may not ring if the total is more than five. Also, in some rural locations, your telephone may not ring if the REN total is more than three.

**RESTRICTIONS** You must not connect your telephone to coin operated lines or party lines.

**INSTALLATION** This model telephone must be connected to the telephone company lines through a modular jack. The required USOC for the modular jack is RJ11C for desk mounting and RJ11W for wall mounting. The USOC number is printed on the label on the bottom of your telephone.

**HEARING-AID COMPATIBILITY** The handset on your telephone will work with magnetically-coupled hearing aids. You can use a hearing aid equipped with a T (Telephone) switch.

**IN CASE OF TROUBLE** If your telephone should cause problems on the telephone line, the telephone company can temporarily disconnect your service. The telephone company must then notify and allow you to correct the problem. The telephone company may from time to time change its lines or equipment. They must notify you if planned changes will affect your telephone service, to allow you to take steps to prevent interruptions.

This telephone complies with Part 15 of the FCC Rules. In the unlikely event that interference occurs, move the telephone and/or radio, television, etc. to increase the separation distance.