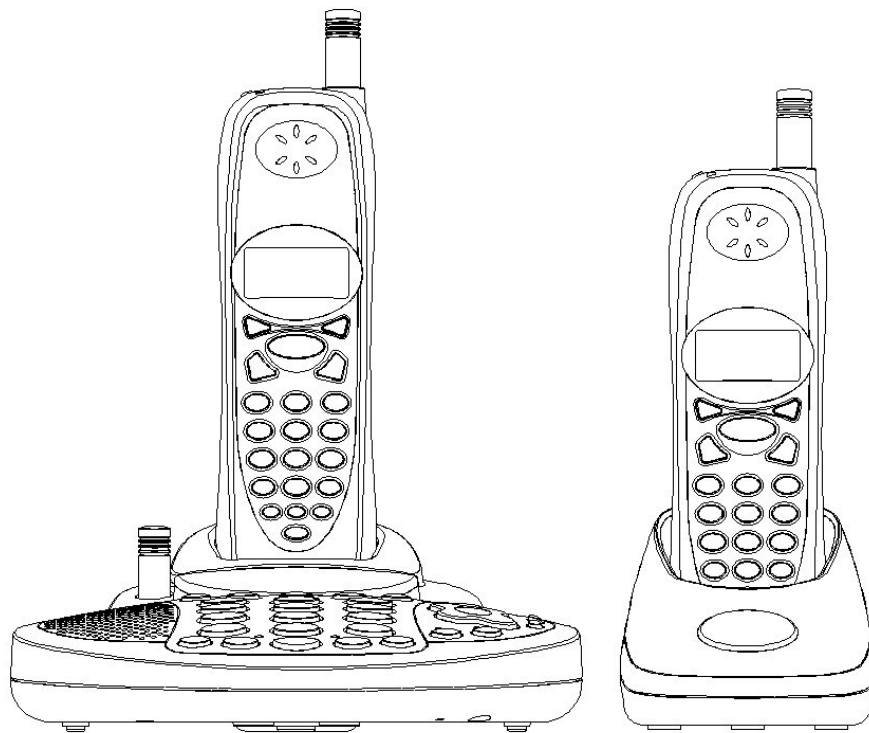




BELL® Phones
BY NORTHWESTERN BELL PHONES

Excursion® 35818



Congratulations on your selection of the **Excursion® 35818** model from Northwestern Bell Phones. This quality 5.8GHz digital speakerphone cordless telephone with Caller ID on Call Waiting and digital answerer, like all Genuine BELL® products, has been designed to give you many years of continuous service and represents the best value for your money. This phone is built on the state-of-the-art Frequency Hopping Digital Spread Spectrum radio communication technology for high quality voice communication and high level of conversation privacy. It requires little maintenance and is easy to setup and operate.

IMPORTANT SERVICE INFORMATION

Read this manual before attempting to setup or use this instrument. It contains important information regarding safe installation and use. Keep this manual for future reference. Also save the carton, packing and proof of purchase to simplify and accelerate any needed action. If you need assistance or service, call (800) 888-8990 between 8:00 a.m. and 4:30 p.m. Pacific Standard Time, Monday through Friday. You can also visit our web site at: <http://www.nwbphones.com> for technical support and information on our other products.



WARNING

To prevent fire or shock hazard, do not expose this product to rain or any type of excess moisture. If accidentally dropped into water, the adapter should immediately be unplugged from the wall along with the telephone line cord.



CAUTION

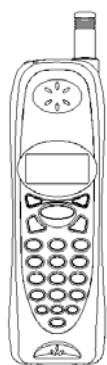
To maintain compliance with the FCC's RF exposure guidelines, place the base unit at least 20cm from nearby persons.

Before you can use your cordless telephone, the handset must be charged for at least 12 hours.

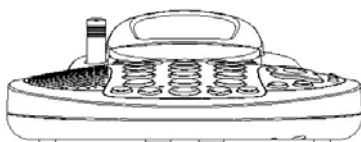


THIS SYMBOL IS INTENDED TO ALERT THE USER OF THE PRESENCE OF IMPORTANT OPERATING AND MAINTENANCE (SERVICING) INSTRUCTIONS IN THE OWNER'S MANUAL.

CARTON CONTENTS



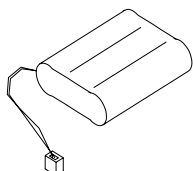
HANDSET x2



BASE UNIT



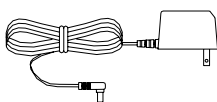
EXTRA CHARGE CRADLE
(with adapter attached)



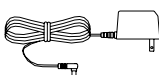
RECHARGEABLE
Ni-MH BATTERY PACK x2



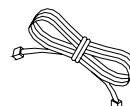
BELT CLIP x2



ADAPTER
(DC9V, 850mA)



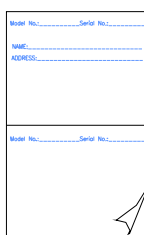
ADAPTER
(DC9V, 300mA)
(attached to cradle)



LONG PHONE
LINE CORD



USER'S MANUAL



WARRANTY CARD



ACCESSORY ORDER FORM



SAVE THESE INSTRUCTIONS

IMPORTANT SAFETY INSTRUCTIONS

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

1. Read and understand all instructions.
2. Keep base unit at least 20cm distance apart from nearby person.
3. Follow all warnings and instructions marked on the product.
4. Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
5. Do not use this product near water, for example, near a bathtub, washbowl, kitchen sink, laundry tub, in a wet basement or near a swimming pool.
6. Do not place this product on an unstable cart, stand, or table. The product may fall, causing serious damage to the product.
7. Slots and openings in the cabinet at the back or bottom are provided for ventilation, to protect it from overheating. These openings should never be blocked or covered. The openings should never be blocked by placing the product on the bed, sofa, rug, or other similar surface. This product should never be placed near or over a radiator or heat register. This product should not be placed in a built-in installation unless proper ventilation is provided.
8. This product should be operated only 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.
9. 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.
10. Do not overload wall outlets and extension cords as this can result in the risk of fire or electric shock.
11. 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.
12. To reduce the risk of electric shock, do not disassemble this product, but take it to a qualified service contractor when some service or repair work is required. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when the appliance is subsequently used.
13. Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
 - A. When the power supply cord or plug is damaged or frayed.
 - B. If liquid has been spilled into the product.
 - C. If the product has been exposed to rain or water.
 - D. If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions. Improper adjustments of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
 - E. If the product has been dropped or the cabinet has been damaged.
 - F. If the product exhibits a distinctive change in performance.
14. Avoid using a telephone (other than a cordless type) during an electrical storm. There maybe a remote risk of electric shock from lightning.
14. Do not use the telephone to report a gas leak in the vicinity of the leak.



SAVE THESE INSTRUCTIONS

BATTERY SAFETY INSTRUCTIONS

CAUTION:

To reduce the risk of fire or injury to persons, read and follow these instructions:

1. Use only the following type and size of handset battery pack:
Cordless Telephone Battery Pack: DC3.6V, 850mAh, Ni-MH Battery Pack
2. Do not dispose of the battery in a fire. The cell may explode. Check with local codes for possible special disposal instructions.
3. Do not open or mutilate the battery. Released electrolyte is corrosive and may cause damage to the eyes or skin. It may be toxic if swallowed.
4. Exercise care in handling the battery in order not to short the battery with conducting material such as rings, bracelets and keys. The battery or conductor may overheat and cause burns.
5. Recharge only the battery provided with or identified for use with this product. The battery may leak corrosive electrolyte or explode if it is not the correct type.
6. Do not attempt to rejuvenate the battery provided with or identified for use with this product by heating them. Sudden release of the battery electrolyte may occur causing burns or irritation to eyes or skin.
7. When inserting the batteries into this product, the proper polarity or direction must be observed. Reverse insertion of batteries can cause charging that may result in leakage or explosion.
8. Remove the batteries from this product if the product will not be used for a long period of time (several months or more) since during this time the battery could leak in the product.
9. Discard "dead" batteries as soon as possible since "dead" batteries are more likely to leak in a product.
10. Do not store this product, or the battery 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 stabilized at room temperature prior to use after cold storage.
11. Disconnect telephone lines before installing batteries.



SAVE THESE INSTRUCTIONS

INSTALLATION PRECAUTIONS

1. Never install telephone wiring during a lightning storm.
2. Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
3. Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.
4. Use caution when installing or modifying telephone lines.



FCC NOTICE

The FCC requires that you be advised of certain requirements involving the use of this telephone.

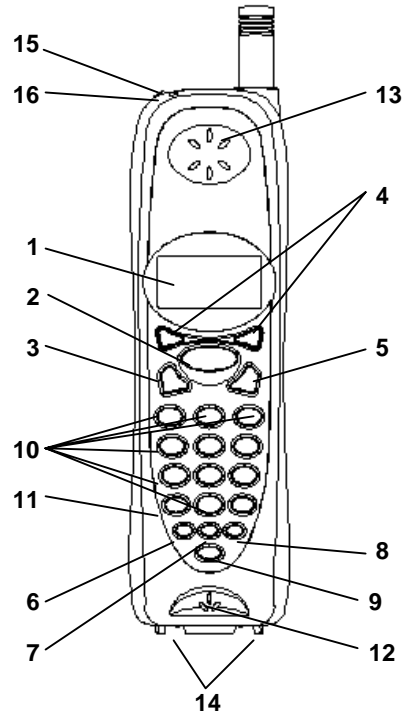
1. This telephone is Hearing Aid Compatible.
2. This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the **bottom** of this equipment is a label that contains, among other information, a product identifier in the format **US:AAAEQ##TXXXX**. If requested, this number must be provided to the telephone company.
3. The REN is useful to determine the quantity of devices you may connect to your telephone line and still have all of those devices ring when your number is called. In most, but not all areas, the sum of the RENs of all devices should not exceed five (5.0). To be certain of the number of devices that you may connect to your line, as determined by the REN, you should call your local telephone company to determine the maximum REN for your calling area.
4. To maintain compliance with the FCC's RF exposure guidelines, place the base unit at least 20cm from nearby persons.
5. If your telephone causes harm to the telephone network, the telephone company may discontinue your service temporarily. If possible, they will notify you in advance. But if advance notice is not practical, you will be notified as soon as possible. You will be advised of your right to file a complaint with the FCC.
6. Your telephone company may make changes to its facilities, equipment, operations or procedures that could affect the proper operation of your equipment. If they do, you will be given advance notice so as to give you an opportunity to maintain uninterrupted service.
7. If you experience trouble with the telephone, please contact VTC Service & Manufacturing Co., Inc. at (800) 888-8990 or write to: VTC Customer Service, 16988 Gale Ave., City of Industry, CA 91745 for repair/warranty information. The telephone company may ask you to disconnect this equipment from the network until the problem has been corrected or you are sure that the equipment is not malfunctioning.
8. This equipment may not be used on coin service provided by the telephone company. Connection to party line service is subject to state tariffs. (Contact your state public utility commission or corporation commission for information).
9. **WARNING:** Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.
NOTE: This equipment has been tested and found, complies 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 residential installation. This equipment generates, uses and can radiate radio frequency energy. If not installed and used in accordance with the instruction, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does 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 measure:
 - Increase the separation between the equipment and receiver.
 - Connect the equipment into an outlet on a circuit different from that to which the receiver needed.
 - Consult the dealer of an experienced radio / TV technician for help.
10. USOC jack type is RJ11C and the compatible jack is Part 68 compliance.
11. An applicable certification jacks Universal Service Order Codes (USOC) for the equipment is provided (i.e., **RJ11C**) in the packaging with each piece of approved terminal equipment.
12. **NOTICE:** If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this [equipment ID] does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer

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DESCRIPTION

CONTROLS' LOCATION AND FUNCTION



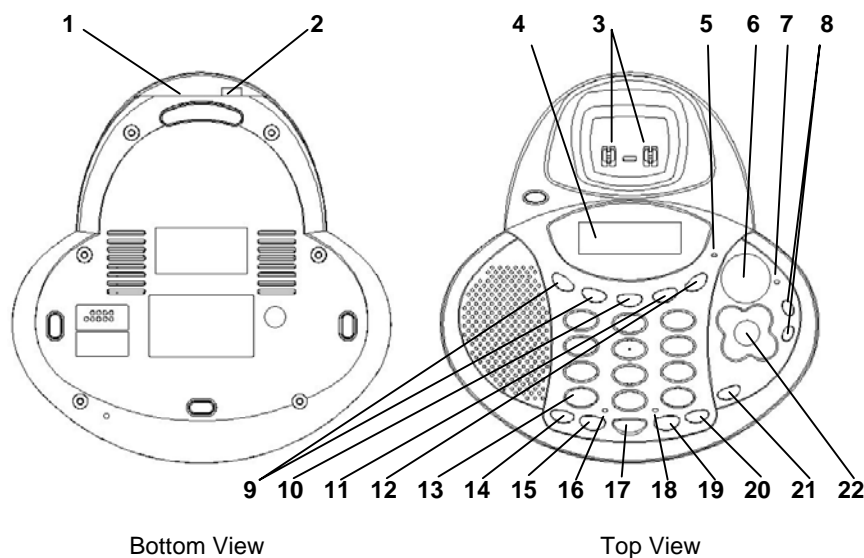
(Figure 1)

HANDSET CONTROLS

1. **LCD Display:** Shows call information, phone status, prompts and Phonebook items.
2. **TALK Button:** Press this button to answer an incoming call, place a call or end a call.
3. **Int./Format Button:** Press this button to page other handset or change CID number format on screen.
4. **Up/Down Button:** Press this button to review CID log, phonebook navigation, or change receiver volume.
5. **Menu/Hold Button:** Press this button to access phone setup options menu or hold the line.
6. **Mute/Del.:** Press this button to temporarily disable the microphone during Talk / Intercom / Conference mode or to delete record/character.
7. **Redial/Pause:** Press this button to redial the last number you have dialed, or to insert pause while dialing.
8. **Mem./Back:** Press this button to go into phonebook mode or to go back to previous menu during menu mode.
9. **Flash/Remote:** Press this button during off hook mode to send a timed line break to phone line to access custom calling features such as Call Waiting or three-way calling provided by your local phone company, or to remote TAD during Standby mode, or to perform call screen when TAD is taking message.
10. **TAD Remote Buttons:** Used during TAD remote mode, to playback message, skip to next, back to previous, erase message, turn TAD off on, and play the voice menu.
11. **Ring Off Button:** Press this button during ringing to temporarily disable the ringer, or set ringer to off if pressed during Standby mode, or to engage TAD PIN change during TAD remote mode.
12. **Microphone:** Used for speaking with callers.
13. **Receiver:** Allows you to hear calls.
14. **Charge Contacts:** Used for charging the handset battery.
15. **Headset Jack:** A jack located on the top of the handset used for connecting your headset

to enjoy a hands-free communication.

16. **VMWI/New CID/Talk LED Indicator:** Red LED blinks when you have new CID message(s) or during ringing/paging, and turn on steadily for Talk mode; Green LED blinks to indicate message waiting in voice mailbox.

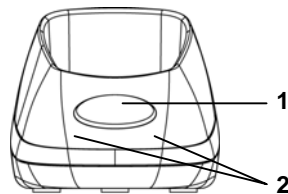


(Figure 2)

BASE UNIT CONTROLS

1. **Telephone Line Jack:** Accepts line cord to make connection with modular type telephone outlet.
2. **9VDC Adapter Jack:** A jack located on the bottom of the base unit used for connecting the adapter to the base unit.
3. **Charge Terminals:** Used for charging the handset battery.
4. **LCD Display:** Shows call information, phone status, prompts and Phonebook items.
5. **Charge LED Indicator:** Light up steadily when the handset is being charged on the base.
6. **Dual 7segment LED Indicator:** Shows the number of new message(s) in store, number of total message(s) in store and status of the TAD.
7. **New TAD Msg LED Indicator:** It blinks to indicate there is new message(s) stored in the TAD.
8. **Vol.+/- Buttons:** Allows you to increase or decrease the speaker volume during TAD mode, Talk / Intercom / Conference mode.
9. **Up/Down Buttons:** Press this button to review CID log, phonebook navigation, or change speaker volume.
10. **Int./Format Button:** Press this button to page handset or change CID number format on screen.
11. **Mem./Back:** Press this button to go into phonebook mode or to go back to previous menu during menu mode.
12. **Mute/Del.:** Press this button to temporarily disable the microphone during Talk / Intercom / Conference mode or to delete record/character.
13. **Ring Off Button:** Press this button during ringing to temporarily disable the ringer, or set ringer to off if pressed during Standby mode.
14. **Redial/Pause:** Press this button to redial the last number you have dialed, or to insert pause while dialing.
15. **Menu/Hold Button:** Press this button to access phone setup options menu or hold the line.
16. **New CID/In-Use LED Indicator:** It blinks to indicate there is new caller ID record in store, light up steadily to indicate line is in use status.

17. **Speaker Button:** Press this button to answer an incoming call, place a call or end a call.
18. **VMWI LED Indicator:** It blinks to indicate message waiting in voice mailbox
19. **PROG. Button:** Used when you are registering a new handset to the base.
20. **Flash/Remote:** Press this button during off hook mode to send a timed line break to phone line to access custom calling features such as Call Waiting or three-way calling provided by your local phone company.
21. **Ans. On/Off Button:** Press this button to switch the TAD to answer on/off mode.
22. **TAD Operation Buttons:** Press this button to operate the answer to playback message, skip to next message, repeat current message, back to previous message, erase current message, erase all old message(s), record welcome message and record memo. message.



(Figure 3)

EXTRA CHARGE CRADLE CONTROLS

1. **Charge LED Indicator:** Lights up steadily when the handset is being charged on the charge cradle. It will turn off when the handset is removed from the cradle.
2. **Charge Terminals:** Used for charging the handset battery.

MOUNTING POSITION

DESKTOP USE:

Connect the telephone line cord to the telephone line jack on the bottom of the base unit and connect the opposite end to the telephone modular jack (wall jack).

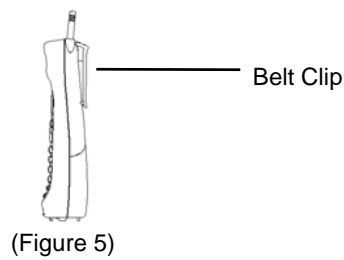


(Figure 4)

BELT CLIP INSTRUCTION

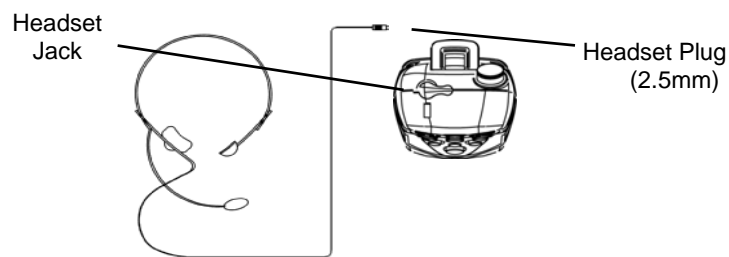
Remove the belt clip cover and clamp the belt clip to the back of the handset as shown in

Figure 5.



CONNECTING THE HEADSET

For hands free conversation, a headset (not included) is connected to the headset jack as shown in Figure 6. The handset receiver and microphone are disabled when the headset is connected.



Press the TALK button to answer or place a call using the headset. Refer to the manufacturer's headset manual for more details.

**You can purchase a suitable headset through service center or retailer shop.
For servicing or replacement, please contact us for suitable headset**

POWER INSTALLATION

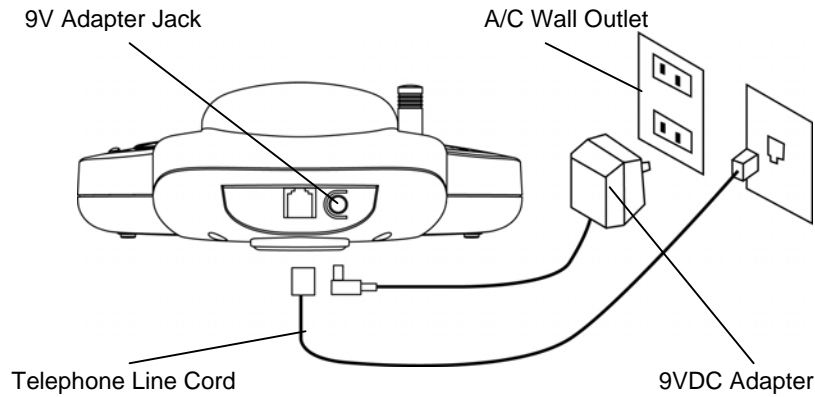
BASE UNIT POWER CONNECTION



CAUTION:

You must use a Class 2 Power Source 9VDC 850mA. The plug must correctly fit the base unit's adapter jack.

1. Plug the adapter into a standard AC outlet.
2. Insert the small plug into the adapter jack on the bottom of the base as shown in Figure 7.



(Figure 7)

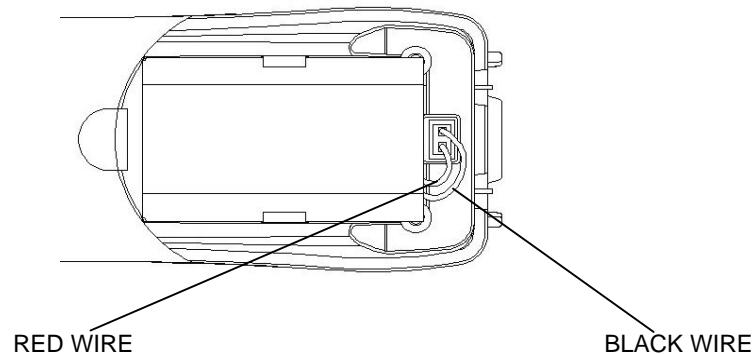
HANDSET BATTERY INSTALLATION



CAUTION:

Use only the Nickel Metal Hydride (Ni-MH) battery type included with this unit. Use of other battery types may cause injuries or damage. Ensure to insert the correct battery polarity as shown on the battery compartment during the battery installation.

1. Remove the battery compartment cover of the handset by pressing the top of the cover and sliding it down.
2. Connect the rechargeable Ni-MH battery as shown on Figure 8.



(Figure 8)

3. Insert the Ni-MH battery into the battery compartment of the handset.
4. Slide the battery compartment cover firmly in its closed position

INITIAL SETUP

Before you can use your cordless telephone, the handset must be charged for at least 12 hours. See charging instruction in the MAXIMIZING BATTERY LIFE section.

PHONE SETUP OPERATION

This unit contains the following special setup options in the setup menu, which is brought up by pressing the MENU button during Standby mode. Most of the setup options in handset and base are the same while only some of them are different as they only appear in handset or in base setup menu:

MENU LANGUAGE
RINGER VOLUME
RINGER TONE
AREA CODE
REGISTRATION
DEREGISTRATION
tone/PULSE
AUTO ANSWER
EDIT USERNAME
TAD RING COUNT
TAD DAY/TIME
TAD PIN SETUP
DELETE VMWI
LOAD DEFAULT

MENU LANGUAGE

This telephone offers English, Spanish and French languages for your convenience.

1. During Standby mode, press MENU button;
2. Press MENU button;
3. Press UP or DOWN button to select the language you desire (English is the preset language);
4. Press MENU button to save the setting;
5. Press BACK button to go back to Standby mode.

RINGER VOLUME

This telephone offers 4 ringer options for user to select, they are level high, medium, low, off.

1. During Standby mode, press MENU button;
2. Press DOWN button until "RINGER VOLUME" option is pointed by the pointer;
3. Press MENU button;
4. Press UP or DOWN button to select the ringer volume level you desire;
5. Press MENU button to save the setting;
6. Press BACK button to go back to Standby mode.

NOTE: When ringer off is selected, all incoming call alert will be silent. You can also engage ringer off by one touch, press and hold the */Ring off button during Standby mode, screen will prompt "RINGER OFF SELECTED!". You can also turn ringer off temporarily during ringing, press once the */Ring Off button to turn ringer silent.

RINGER TONE

This telephone offers 5 ringer tones for user to select.

1. During Standby mode, press MENU button;

2. Press DOWN button until "RINGER TONE" option is pointed by the pointer;;
3. Press MENU button;
4. Press UP or DOWN button to select the ringer tone (1-5) you desire;
5. Press MENU button to save the setting;
6. Press BACK button to go back to Standby mode.

AREA CODE

This telephone allows you to input your local area code, during CID list review mode, LAC will be hidden in default display mode of the matched LAC case.

1. During Standby mode, press MENU button;
2. Press DOWN button until "AREA CODE" option is pointed by the pointer;;
3. Press MENU button;
4. Press 3 digits local area code;
5. Press MENU button to save the setting;
6. Press BACK button to go back to Standby mode.

REGISTERING A HANDSET

If your handset is not registered to a base unit, or you found problem when making communication with the base unit, you can register the handset to your base once more unconditionally.

1. During Standby mode, press MENU button on the handset;
2. Press DOWN button until "REGISTRATION" option is pointed by the pointer;;
3. Press MENU button to select registration option;
4. Press MENU button to select registration of own handset;
5. Press MENU button to confirm;
6. Press and hold base unit PROG button until handset beeps;
7. Press numeric keypad to enter username by multi-tap input (max. 15characters);
8. Press MENU button to save the input.

NOTE: for the operation of multi-tap input, please refer to Telephone Keypad Characters section for more detail.

NOTE: if you found communication problem with the base in more than one handset, please try to deregister all handsets using the following procedures and register those handsets one by one using the procedure described in "REGISTERING THE HANDSET".

DEREGISTERING ALL HANDSETS

1. Press and hold the PROG button until In-Use LED blinks slowly (like registration);
2. Release button and then press and hold the PROG button again until In-Use LED blinks quickly;
3. Release button and press once quickly the PROG button again, when all deregistration procedures are completed, base will shows "ALL HANDSETS DEREGISTERED" and handsets will show "REGISTER HANDSET?".

DEREGISTERING A HANDSET

If you want to move a handset to work with another 35818 base, you can deregister the handset from current base and then register to another base unit.

1. During Standby mode, press MENU button;
2. Press DOWN button until "DEREGISTRATION" option is pointed by the pointer;;
3. Press MENU button to select deregistration option;
4. Press MENU button to select deregistration of own handset
5. Press MENU button to confirm;
6. When deregistration is completed, handset will show "REGISTER HANDSET?"

TONE/PULSE

This telephone allows you to dial digits using the tone signaling mode or the old pulse signaling

mode.

1. During Standby mode, press MENU button;
2. Press DOWN button until "TONE / PULSE" option is pointed by the pointer;
3. Press MENU button;
4. Press UP or DOWN button to select the dial signaling mode you desire (Tone is the preset mode);
5. Press MENU button to save the setting;
6. Press BACK button to go back to Standby mode.

NOTE: tone/pulse signaling mode is set independently in each handset and base. If call is transferred to another handset, the signaling mode will still kept until the call is ended.

AUTO ANSWER ON/OFF (*applicable to handset only*)

This telephone allows you to enable or disable the handset to auto answer incoming call when is picked up from cradle during ringing.

1. During Standby mode, press MENU button;
2. Press DOWN button until "AUTO ANSWER" option is pointed by the pointer;
3. Press MENU button;
4. Press UP or DOWN button to select the auto answer enable/disable option you desire (Disable is the preset option);
5. Press MENU button to save the setting;
6. Press BACK button to go back to Standby mode.

EDIT USERNAME (*applicable to handset only*)

This telephone allows you to input your username which to be displayed during Standby mode and paging.

1. During Standby mode, press MENU button;
2. Press DOWN button until "EDIT USERNAME" option is pointed by the pointer;
3. Press MENU button;
4. Press numeric keypad to enter username by multi-tap input (max. 15characters);
5. Press MENU button to save the input;
6. Press BACK button to go back to Standby mode.

NOTE: for the operation of multi-tap input, please refer to Telephone Keypad Characters section for more detail.

TAD RING COUNT (*applicable to base unit only*)

This TAD offers 3 ring count options for user to select, they are 3 rings, 5 rings, toll save.

1. During Standby mode, press MENU button;
2. Press DOWN button until "TAD RING COUNT" option is pointed by the pointer;
3. Press MENU button;
4. Press UP or DOWN button to select your desired no. of rings to answer call by TAD (TOLL SAVE is the preset option);
5. Press MENU button to save the setting;
6. Press BACK button to go back to Standby mode.

NOTE: When TOLL SAVE options is selected, the TAD will answer the call after 3 rings if there is new message(s) in store while it will answer the call after 5 rings if there is no new message in store.

TAD DAY/TIME (*applicable to base unit only*)

This TAD allows you to set the day and time running in the unit and this information is stamp to the voice message recorded.

1. During Standby mode, press MENU button;
2. Press DOWN button until "TAD DAY / TIME" option is pointed by the pointer;
3. Press MENU button;
4. Press UP or DOWN button to select the day of week and then press MENU to confirm;

5. Press numeric keypad to enter time in 12hour format;
6. Press UP or DOWN button to select AM/PM;
7. Press MENU button to save the setting;
8. Press BACK button to go back to Standby mode.

NOTE: if day/time is not set, the LCD lower row will blinking and dual 7segment LED digit will shows "CL", and no day/time stamp for those message(s) recorded during day/time is not set. You must input the day/time again if A/C power interruption is occurred.

TAD PIN SETUP *(applicable to base unit only)*

This TAD allows you to input your desired TAD remote PIN code. This PIN code is used when call in to operate the TAD from a remote phone.

1. During Standby mode, press MENU button;
2. Press DOWN button until "TAD PIN SETUP" option is pointed by the pointer;
3. Press MENU button;
4. Press 3 digits new PIN code (Preset PIN code is 777);
5. Press MEUN button to save the setting;
6. Press BACK button to go back to Standby mode.

DELETE VMWI *(applicable to base unit only)*

This telephone allows you to force the VMWI indicator to off (stop blinking only, not to turn off VMWI feature) if desired.

1. During Standby mode, press MENU button;
2. Press DOWN button until "DELETE VMWI" option is pointed by the pointer;
3. Press MENU button to confirm;
4. The screen shows "VMWI DELETED!" and the VMWI indicator will stops blinking immediately;
5. Press BACK button to go back to Standby mode.

LOAD DEFAULT

This telephone allows you to restore the phone setup options back to factory default. The Load Default action will cause Menu Language back to English, Ringer Volume back to Medium, Ringer Tone back to Tone 1, Area Code erased, Tone/Pulse mode back to Tone, Auto Answer back to Disable, handset ear piece volume back to Vol.2, base speakerphone volume back to Vol.4, TAD ring count back to Toll Save, TAD PIN back to 777, TAD status back to Answer On.

1. During Standby mode, press MENU button;
2. Press UP button;
3. Press MENU button;
4. Press UP button to select YES;
5. Press MENU button to confirm Load Default;
6. Press BACK button to go back to Standby mode.

TELEPHONE OPERATION

This telephone is having a general display timeout of 60 seconds, information like menu items, caller ID, phonebook items, caller log, etc. will be displayed for this period, one can press the BACK button to cancel the display before this timeout.

TO PLACE A CALL

1. To make call from handset, press the TALK button on the handset. The Call Timer starts to count. Both handset and base unit LINE-IN-USE LED indicator will light up. To make call from base unit, press the SPEAKER button on the base.
2. Listen for a dial tone.
3. Dial the telephone number. The phone numbers appear on the LCD display as you enter the number.
4. When finished with your call for handset case, press the TALK button or place the handset on the base/charge cradle. The handset LED will turns off, the base/charge cradle LINE-IN-USE LED indicator will turns on to indicate charging. When finished call for base unit case, press the SPEAKER button.

NOTE: The call timer will start to count once you press the TALK/SPEAKER button. It will be shown at 5th seconds after pressing this button.

TO RECEIVE A CALL

NOTE: If you are expecting incoming calls, you will hear the ring tone on handset or base only if their respective ringer volume setting is NOT set to OFF mode. There is always fast blinking at the LINE-IN-USE LED indicating the ringing.

A. IF THE HANDSET IS ON THE BASE UNIT

1. When the phone rings, simply pick up the handset from the base/charge cradle if the unit is set to auto-answer ON mode. If the unit is set to auto-answer OFF mode, press the TALK button. See AUTO ANSWER ON/OFF for details of setup. The LCD display will shows "TALK".
2. Start your conversation.
3. To end your conversation, either press the TALK button or place the handset on the base/charge cradle. The handset LED indicator will turns off.

B. IF THE HANDSET IS OUT OF THE BASE UNIT

1. When the phone rings, press the TALK button on the handset. The LCD display will shows "TALK" and the handset and base unit LINE IN USE LED will light up.
2. Start your conversation.
3. To end your conversation, either press the TALK button or place the handset on the base/charge cradle. The handset LED indicator will turns off.

C. ANSWERING ON THE BASE UNIT

1. When the phone rings, press the SPEAKER button on the base. The LCD display will shows "TALK" and the base unit LINE-IN-USE LED will light up, handsets will shows "LINE IN USE".
2. Start your conversation.
3. To end your conversation, press the SPEAKER button. The base LINE-IN-USE LED will turns off.

LAST NUMBER REDIAL

1. If you get a busy tone, press TALK button on handset (or the SPEAKER button on base unit) to hang up.
2. Press the TALK button on handset (or the SPEAKER button on base unit) again and listen for a dial tone.
3. Press the REDIAL button. This will automatically redials the last telephone number you called (Redial can stores up to 32 digits).
4. When finished with your call, press the TALK button on handset or place the handset on the base/charge cradle (or the SPEAKER button on base unit). The LINE-IN-USE LED indicator will turns off.

PAGING BETWEEN HANDSETS/EXTENSION

1. Press INT button on handset (or INT button on the base unit).

2. Press digit button 0~4 to input destination extension number (extension 0 is the base unit, extension 1~4 is the handsets).
3. Destination handset/base unit beeps, the destination unit will show "PAGING FROM BASE", the page signal will last for 2 minutes and then stop.

PAGING AND INTERCOM WITH OTHER HANDSET/EXTENSION

1. Press INT button on handset (or INT button on the base unit).
2. Press digit button 0~4 to input destination extension number (extension 0 is the base unit, extension 1~4 is the handsets).
3. Destination handset/base unit beeps, the page signal will last for 2 minutes.
4. If user presses the INT button on destination extension unit during paging, it will bring both units into Intercom mode.
5. When finish with the Intercom, press INT button on handset/base unit will end the Intercom mode.

RING ON INTERCOM

1. During Intercom mode, if there comes an incoming call, caller ID will display on the screen.
2. Short beep alert will be heard.
3. Any user can press TALK button on handset (or SPEAKER button on base unit) to end the Intercom and take the call.
4. If the intercom handset is replaced to cradle, the Intercom will be ended and the handset starts ringing.

QUICK TRANSFER CALL TO OTHER HANDSET/EXTENSION

1. During a call, the user can press the INT button followed by destination handset/extension number 0~4 (extension 0 is the base unit, extension 1~4 is the handsets).
2. Press TALK button on handset (or SPEAKER button on base unit) to end and the call is quick transferred to the destination extension, it starts ringing and shows like "TRANSFER FROM HANDSET 1".
3. If destination extension user does not answer the call within 30 sec, source extension will be ring back for another 30 sec.

TRANSFER CALL AFTER INTERCOM

1. During a call, the user can press the INT button followed by destination handset/extension number 0~4 (extension 0 is the base unit, extension 1~4 is the handsets).
2. If destination extension user presses the INT button to answer the intercom request, Intercom mode is setup and the call is on hold.
3. After the Intercom, user can press the TALK button (or SPEAKER button for base unit case) on source extension to end the Intercom and the call is taken by the destination extension automatically.

CONFERENCE WITH LINE

1. During a call, the user can press the INT button followed by destination handset/extension number 0~4 (extension 0 is the base unit, extension 1~4 is the handsets).
2. If destination extension user presses the INT button to answer the intercom request, Intercom mode is setup and the call is on hold.
3. In Intercom mode, user can press the CONF button on source extension to get the destination extension into the Conference mode with the external line. After Conference, any extension can quit the Conference by pressing TALK button (or SPEAKER button for base unit case).

MIXED MODE DIALING (Temporary Pulse to Tone Dialing)

1. If you only have pulse (rotary dialing) service in your area and want to access Tone services (Phone banking service, etc.), ensure that the signaling mode setting in the phone setup menu is set to Pulse mode.
2. Press the */TONE button once to switch from Pulse to Tone dialing temporarily, Pulse dialing mode resumes when the call is ended.

PAUSE FUNCTION

- In some cases, such as PBX or long distance service, a pause may be needed in the dialing sequence. Pressing the PAUSE button inserts a four-second delay between dialed

numbers.

FLASH FUNCTION

- Used to access custom calling features such as Call Waiting or Three-Way Calling provided by your local phone company. Flash can also be used to restore a dial tone to make a new call.

OUT OF RANGE WARNING

- The handset and base unit communicate up to a certain maximum range. The distance can be affected by weather, power lines, or even other cordless telephones.
- If you far away from the base unit, the handset will show "OUT OF RANGE" on the LCD display to warn you that bit error rate is too high for proper communication between the handset and the base unit.
- When you hear no voice and see the "OUT OF RANGE" display, you should move closer to the base unit. Otherwise, the call will automatically cut off after 30 seconds.

LOW BATTERY WARNING

- When the handset battery voltage level is low, the handset LCD display shows "BATTERY LOW!".
- Return the handset on the base cradle or charge cradle for charging.

TELEPHONE KEYPAD CHARACTERS

The TELEPHONE KEYPAD buttons (0~9) are used to enter characters using multi-tap input when entering names. Press the appropriate KEYPAD button consecutively to get the following characters.

Keypad Button	Multi-tap Characters
1	Spc _ * !
2	A B C (
3	D E F)
4	G H I \$
5	J K L /
6	M N O ;
7	P Q R S
8	T U V ?
9	W X Y Z

Multi-tap example: If you want to enter the character "C", press the "2" KEYPAD button, the first character displayed will be "A". Press the "2" button again within 1 second to display "B", and press again within 1 second to display the letter "C". To enter the next character, press the appropriate button. If, however, the next character is on the same button as the previous character, you will need to wait for 2 second until the cursor shifts. If you want to change any character, you can go backward by pressing DEL button to erase the inputted characters one by one.

SAVING IN THE PHONEBOOK

All phonebook operation is the same on handset and base unit, they phonebook memories are independently stored in their own non-volatile memories.

1. Press the MEM button.
2. Press UP/DOWN button to select location, or enter 2 numeric digits to select location directly (01~20).
3. Press MENU to confirm editing in the current location.
4. Use the TELEPHONE KEYPAD buttons (0-9) to enter the name by multi-tap input. You

- can store up to 15 characters.
5. Press MENU button once.
 6. Enter the telephone number using the TELEPHONE KEYPAD buttons (0-9). You can store up to 24 digits.
 7. Press MENU button to save into current memory location and goes back to Standby mode.

NOTE: The above procedure will overwrite current location if it is not empty. If no active buttons are pressed for 60 seconds, the LCD display will automatically return to Standby mode.

NOTE: for the operation of multi-tap input, please refer to Telephone Keypad Characters section for more detail.

VIEWING THE PHONEBOOK

This 20 memories Phonebook lets you stores 20 records each of 15character names and 24digits number, it is a location dependent phonebook and you can scroll through the list by arrow buttons.

1. Press the MEM button.
2. Press the UP or DOWN button to find the one you need, If number is more than 1 page, it will show 2 pages alternatively.

NOTE: To exit the Phonebook at anytime, press the BACK button.

EDITING NAME AND NUMBER IN THE PHONEBOOK

1. Press the MEM button.
2. Press the UP or DOWN button to find the one you want to edit.
3. Press MENU button to edit the name.
4. Use DEL button to erase existing characters one by one and use the TELEPHONE KEYPAD buttons (0-9) to re-enter the name by multi-tap input. (up to 15 characters)
5. Press the MENU button once.
6. Use DEL button to erase existing digits one by one and use the TELEPHONE KEYPAD buttons (0-9) to re-enter the number. (up to 24 digits)
7. Press the MENU button to confirm and save the change.

IMPORTANT: It is not advisable to save a telephone number without the corresponding name in the Phonebook.

Note: When no active buttons are pressed for 60 seconds, the LCD display will automatically return to Standby mode.

PLACING CALLS FROM THE PHONEBOOK

1. Press the MEM button.
2. Press the UP or DOWN button to find the one you want to call.
3. Press the TALK button on handset (or SPEAKER button for base unit case) to dial out the telephone number.
4. Start your conversation when call is connected.
5. To end your conversation, either press the TALK button on handset or place the handset on the base unit (or press the SPEAKER button for base unit case).

NOTE: Be sure to check that the line is not being in use by another parallel phone.

DELETING A STORED NUMBER IN THE PHONEBOOK

1. Press the MEM button.
2. Press the UP or DOWN button to find the one you want to delete.
3. Press the DEL button. The unit will prompt you the deletion of the current phonebook entry and the LCD display will show "DELETE RECORD?"
4. Press again the DEL button to delete. The LCD display will shows "DELETED!" and returns to Standby mode.

CALLER ID OPERATION

IMPORTANT: Subscription to Caller ID on Call Waiting services from your local phone company is required for using the Caller ID on Call Waiting features of the 35818. Your new 35818 telephone gives you the ultimate in cordless telephone sound quality with the luxury of Caller ID on Call Waiting.

If this is your first cordless telephone, you will soon discover that your cordless is similar to regular telephones, except without the cord. If you have owned a cordless in the past, you will discover that the 35818 telephone is the most powerful and full-functioned Caller ID on Call Waiting cordless telephone on the market, some key features are:

- 40 name and number Caller ID on Call Waiting memories (Caller List)
- 20 name and number programmable memories (Phonebook)
- Hearing aid compatibility
- Frequency Hopping Digital Spread Spectrum radio communication technology

Unlike regular telephones, your cordless telephone does not work during power failures. We do not recommend you to use a cordless telephone as the only phone in your residence.

INTRODUCTION TO CALLER ID ON CALL WAITING

The 35818 Caller ID on Call Waiting devices allow you to take advantage of the Caller Identification Delivery service offered by your local telephone company. For more information, you can refer to the following Question and Answer table:

QUESTIONS	ANSWERS
What is Caller ID?	Caller ID is a device that identifies the calling party before you answer a call. This device can be used to screen unwanted calls and eliminate harassment from annoying calls.
What is CID on Call Waiting?	CID on Call Waiting is a device that can also identifies call waiting party before you answer a call.
How Does Caller ID on Call Waiting work?	When used with Caller ID on Call Waiting service, the Caller ID on Call Waiting device displays the name (if available) and the telephone number (if available) of the person calling before you answer your telephone.
Who provides Caller ID services?	Your local telephone company. However, not all local telephone companies provide Caller ID service. Please call your local phone company to confirm that the service is available before you install the device.
How Can I activate my Caller ID?	For your Caller ID unit to function, you must first arrange with your local telephone company to have Caller ID on Call Waiting service installed on your line. There is an extra charge added to your monthly telephone bill for this service. Before using this unit, please read this instruction manual carefully.

RECEIVING NEW CALL

- When you receive a new call, the call information is stored under CALLER ID List. The "NEW" segment of LCD display will turn on and Red new call(s) LED will blinks slowly if there is unread new call(s) in the caller list.
- When you receive a call, the system displays the caller information sent by the telephone

company, called a Call Record. The Call Record consists of the following information.

- a. The caller's name (if available)
- b. The caller's telephone number
- c. The time and date of a call
- d. A call record number

VIEWING THE CALLER ID LIST

- In Standby mode, press UP/DOWN button to enter Caller ID list. If there is new call(s), the "NEW CALL 03" prompt will be displayed at first where "03" is indicating number of unread Caller ID record in the caller list.
- Press UP or DOWN button to scroll to the next call. The DOWN button will go through the calls from the last call received to the first. The UP button will allow you to view the calls from the first call received to the last.
- Press BACK button to finish review.

NOTE: If no active buttons are pressed for 60 seconds, the LCD display will automatically return to Standby mode. If you press the UP/DOWN button within 60seconds after back to Standby mode, it will resume to the previous record in the Caller list, this will ease the "slow" user to go through the caller list without scrolling back to previous record by too many key strokes.

CALLER ID DISPLAY

12:35AM	11/30	CALL#07
123-845-3892		
JOHN SMITH		

LCD display shows name and number, time and date of the call.

12:35AM	11/30	CALL#07
123-845-3892		

LCD display shows number-only service.

12:35AM	11/30	CALL#07
UNKNOWN CALLER		

"UNKNOWN CALLER" will be displayed when Caller ID information is not available. This call was made from a telephone company that does not offer Caller ID services (including international calls).

12:35AM	11/30	CALL#07
BLOCKED CALL		

"BLOCKED CALL" will be shown when a call is received from a blocked number. For privacy reasons, some states allow callers the option to prevent their telephone data from being displayed on the other party's Caller ID display.

INCOMPLETE DATA		
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Display shows when the Caller ID information was received incorrectly or only part of the data

was received.

NOTE: When an incomplete data CID is received, none of the data from this call is saved in memory.

MESSAGE WAITING

Display shows when a voice mail message has been received and is stored by message waiting service provided by the phone company.

12:35AM	11/30	CALL#07
123-845-3892		
JOHN SMITH		

Display shows when the incoming call ringing.

NO RECORD!

This is displayed when UP/DOWN button is pressed and there is no Caller ID data stored.

CALL WAITING

When you subscribe to Call Waiting service from your local telephone Company, this telephone will display the name and number of the second caller while you are having a conversation.

When a second call comes in while you are having a conversation, you will hear a notification tone from the handset and volume is momentarily muted. The LCD will automatically shows the name and number of the second caller.

Press the FLASH button to answer the second caller. The first caller's name and number will be displayed.

When you have finished, press the FLASH button to continue with your conversation with the first caller.

MESSAGE WAITING

If you have subscribed to Voice Mail message service and if you have requested Visual Message Indication from your local telephone company, the New Message LED indicator on handset and on base unit will blink and the LCD will show "MESSAGE WAITING" when there is voice message(s) for you from your telephone company.

PLACING A CALL FROM THE CALLER LIST

Press the UP/DOWN button.

Press the UP button or DOWN button to select the call record you wish to call back.

If the number displayed is not correct (needing 7, 8, 10, 11, 12 digits), press the FORMAT button to select call number.

12:35AM	11/30	CALL#07
555-555-1212		
JOHN SMITH		

Press FORMAT button.

12:35AM	11/30	CALL#07
1-555-555-1212		

JOHN SMITH

Press FORMAT button.

12:35AM	11/30	CALL#07
555-1212		
JOHN SMITH		

During showing CID record on LCD, user can press TALK button on handset (or SPEAKER button for base unit case) to dial out the display number, or press BACK button to cancel dialing.

To end your conversation, either press the TALK button on handset or place the handset on the base unit (or press the SPEAKER button for base unit case).

SAVING THE NAME AND NUMBER FROM THE CALLER LIST INTO THE PHONEBOOK

1. Press the UP/DOWN button.
2. Press the UP or DOWN button to scroll to the call record you wish to store into the phonebook.
3. Press MENU button. The LCD display shows "SELECT LOCATION".
4. Press 2 digits numeric buttons to select location (01~20 only).
5. Screen will back to Standby mode.

NOTE: If you press the FORMAT button to change the display format before saving to phonebook, the final displayed number on screen will be stored to the phonebook location.

SELECTIVE DELETING IN THE CALLER LIST

1. Press the UP/DOWN button.
2. Press the UP or DOWN button to scroll to the call record you wish to delete.
3. Press DEL button. The LCD display will show "DELETE RECORD?".
4. To delete the selected call record, press DEL button again to confirm.
5. Screen will shows "DELETED!".

DELETING ALL RECORDS IN THE CALLER LIST

1. Press the UP/DOWN button.
2. Press the UP or DOWN button to scroll to the call record you wish to delete.
3. Press and hold DEL button. The LCD display will show "DELETE ALL?".
4. To delete all call records, press DEL button again to confirm.
5. Screen will shows "NO RECORD!".

ANSWERER OPERATION

This is a sophisticated Digital Answerer incorporated in this cordless system. All incoming messages (ICMs), outgoing message (OGM) and Memo messages (MEMO) are stored digitally into non-volatile memory. Messages are accessed instantly and arranged compactly in this memory. The answerer can store 13 minutes of messages or 59 messages at most (ICMs, OGM and MEMOs combined).

SETTING THE DAY/TIME STAMP

You need to set the day/time at every power up of the base unit, otherwise there will be no day/time stamp announcement for message playback. Please refer to the **TAD DAY/TIME** section of the **"PHONE SETUP OPERATION"** chapter for setup details.

The base unit day/time row will blink slowly if use had not complete this setup.

RECORDING YOUR OUTGOING MESSAGE

Before using your Answerer, it is suggested that you record your own Outgoing Message (OGM). This is the announcement callers will hear when the system answers a call.

1. During Standby mode, press and hold the OGM button to record your own OGM, the answerer will prompts "Please record announcement after the tone";
2. Then release the button and start speak to the microphone when a beep tone is heard. The 7-segment LEDs will shows the countdown time of the OGM recording, 29,28,27,...;
3. Press the STOP button when OGM recording is completed. The updated OGM will be played back from the speaker immediately for your approval.

NOTE: Maximum OGM recording time is 30seconds.

NOTE: To obtain a better sound quality for locally recorded messages, speak directly into the microphone from a distance of 9 to 12 inches.

CHECKING YOUR OUTGOING MESSAGE

To check and playback your current outgoing message.

1. During Standby mode, press the OGM button to check the current OGM in use;
2. The current OGM will be played back from the speaker immediately.

RESTORE TO DEFAULT OGM

The restore the current OGM to prerecorded system announcement.

1. During Standby mode, press the OGM button to play the current custom OGM;
2. During playback, press the ERASE button to erase the custom OGM thus the default OGM is restored and played back to you immediately "Hello, Please leave a message after the tone".

TURNING THE ANSWERER ON/OFF

You may turn the answerer on/off by pressing button on base unit, issue command during line remote mode or handset remote mode. For operations during remote modes, please refer to remote section for detail operation.

1. During Standby mode, press the ANS ON/OFF button on the base unit to turn on the answerer, you will hear "Answer on" from the speaker as indication;
2. Press the ANS ON/OFF button again to turn off the answerer, you will hear "Answer off" from the speaker as indication.

NOTE: Once turned off, the answerer will answer only after the 10th ring, allowing you to turn the answerer on or listen to the message stored from a remote location.

SETTING THE RING COUNT

During answer on mode, the answerer will answer the call after the number of rings set in the ring count option menu by the user. Please refer to the **TAD RING COUNT** section of the **"PHONE SETUP OPERATION"** chapter for setup details.

If "3" is selected, the answerer will answer the call after 3 rings;

If "5" is selected, the answerer will answer the call after 5 rings;

If "TS" is selected, the answer will answer the call after 3 rings if there is new message(s) in the memory or after 5 rings if there is no new message in the memory, this will save money for making call from a remote location pay phone because you can hang up the call at the 4th ring in case no new message to listen to.

SETTING REMOTE PIN CODE

There is a remote access PIN code, a 3 digits code, which is required for taking remote to the answer when calling from remote telephone. The default PIN code is "777".

1. During Standby mode, press the handset REMOTE button to enter handset remote mode;
2. Press the * button to enter PIN setup screen, the LCD screen shows "ENTER TAD PIN" and the current PIN is shown on the LCD screen;
3. Press 3 digits (from 0~9) new code to enter your new code;
4. Press REMOTE button again to save the new PIN to the base answerer.

NOTE: If you forgot your PIN, press REMOTE and then * on handset to check current PIN.

NOTE: you can also set this PIN on the base unit **"TAD PIN SETUP"** setup menu. Please refer to **"PHONE SETUP OPERATION"** for detail.

RECORDING A MEMO

You can leave a message to your family member(s) by recording a MEMO message locally.

1. During Standby mode, press and hold the MEMO button to record MEMO message, the answerer will prompts "Please record message after the tone";
2. Then release the button and start speak to the microphone when a beep tone is heard;
3. Press the STOP button when MEMO recording is completed, the message counter (7-segment LEDs) will be increased by one.

NOTE: The MEMO message(s) is stored in the same message memory as the ICMs, and is/are played back together with the ICMs during playback mode.

NOTE: The maximum MEMO recording time per message is 2 minutes.

PLAYING OF MESSAGE/MEMO

During Standby mode, press the PLAY button on base unit to start playback the message(s). If there is new message in memory, all new messages will be played back during this round. If there is no new message in memory, all messages will be played back during this round. Oldest message will be played first.

1. During Standby mode, press the PLAY button on base unit to start playback of the message(s);
2. To repeat the current message, press the PREV. button on base unit to go the beginning of the current message; Press the PREV. button quickly again will skip to the previous message;
3. To skip to next message, press the SKIP button on base unit;
4. To erase the current message, press the ERASE button on the base unit;
5. To erase all old message(s), press and hold the ERASE button on the base unit;
6. To stop the message playback, press the STOP button on base unit.
7. To change volume of playback, press the VOL.UP or VOL.DOWN button to change the volume to desired level, the 7-segment LEDs shows "L1", "L2", ... "L8" as speaker volume indication.

HANDSET REMOTE MODE

You can listen to the message and turn answerer on/off using handset by entering the handset remote mode.

1. During Standby mode, press the REMOTE button on handset to enter the remote mode, the LCD shows "ANSWERER REMOTE ACCESS MODE";
2. You can press 2 to playback the message as operating the base unit;
3. During playback, press 1 will goes to beginning of current message and quickly press again will goes to previous message, or press 3 to goes to next message, or press 0 to erase current message;
4. At the beginning of the remote mode or after the stop of message playback, you will hear the voice menu "For help menu, press 7; To turn answer on, press 4; To playback, press 2; To stop, press 2 again; During playback, to skip to next message, press 3; To skip to the previous, press 1; To delete, press 0".
5. During remote mode, you can press 4 to turn answer on/off and hear the voice prompt "Answer on" or "Answer off" for indication;
6. During remote mode, you can press 7 to hear the voice menu again.

LINE REMOTE MODE

You can call to your answerer from a remote tone telephone. Answerer will answer the call after the preset ring count. (either 3, 5, or 10 rings)

1. When the answerer answering the call, enter your 3 digits PIN code to engage the line remote mode. If the answerer does not prompts you the voice menu, that mean some tone code cannot be correctly received, please re-enter the PIN code again within 8seconds timeout period, you may need to enter * before the PIN to force the answerer to start over the reception of PIN code sequence.
2. At the beginning of the remote mode, you will hear the voice menu, same voice menu as in handset remote mode, please refer to the tone command described in HANDSET REMOTE MODE section for detail. (you may turn answer on/off, playback message, erase message)
3. If the answerer cannot receive your next command within 8 seconds timeout counting from the end of completion of previous command, it will disconnect your call.
4. If you disconnect the call, the answerer will disconnect after 8 seconds.

INCOMING CALL SCREENING

When there comes an incoming call, you can let the answerer take the call for you. On the other hand you press the REMOTE button on handset to enter call screening mode 3 seconds after the answerer answers the call, screen will shows "CALL SCREENING" and you can listen to the caller from the handset receiver while the caller don't known that the call is being

screened.

WHEN THE MEMORY IS FULL

The answerer can record 13 minutes or 59 messages at most. When memory is full, you will hear the voice prompt "MEMORY IS FULL" if you are trying to record new OGM/MEMO/ICM or when you enter the line/handset remote mode.

You must delete some old messages in order to make room for new messages.

IMPROVING CORDLESS RECEPTION

Follow these guidelines to improve cordless sound quality:

- Select an area to install the 35818 where it is closest to the center of your home or office. This will improve the operating range of the unit.
- Keep the 35818 base unit away from electrical equipment. Radio Frequency Interference (RFI) is sometimes generated by these appliances, which can cause degradation in cordless reception.
- Keep the handset batteries charged as much as possible. Weak handset batteries can limit the range of cordless operation.

MAINTENANCE

1. Your phone should be situated away from heat sources such as radiators, heaters, stoves or any other appliance that produces heat.
2. Use a slightly damp cloth to clean the plastic cabinet. A mild soap will help to remove grease or oil. Never use polish, solvents, abrasives or strong detergents since these can damage the finish.

TROUBLESHOOTING

A. TELEPHONE UNIT TROUBLESHOOTING TABLE

Symptoms	Possible Solution / Cause
No dial tone	<ul style="list-style-type: none">• Check that the telephone line cord connectors at both ends are pushed in firmly until they click.
Does not ring	<ul style="list-style-type: none">• Check the ringer volume mode on the handset. Set to ringer hi/med/lo mode to enable the handset ringer.• Check that the telephone line cord connectors at both ends are pushed in firmly until they click.• You may have exceeded the Ringer Equivalence Number (REN) limit of how many phones can be connected to the same line. The REN total of all devices (printed on the bottom label of each unit) should not exceed five (5). Disconnect the appropriate units to lower the REN total.
No power on the handset unit	<ul style="list-style-type: none">• Check the Ni-MH battery pack for proper connection inside the battery compartment on the handset.

	<ul style="list-style-type: none"> The handset rechargeable Ni-MH battery pack may need charging.
Does not charge	<ul style="list-style-type: none"> Check the Ni-MH battery pack for proper connection inside the battery compartment on the handset. Make sure the charging contacts on both the base unit and the handset are in contact during charging. The charging contacts and terminals may need cleaning with an alcohol-dampened swab.
Range is limited	<ul style="list-style-type: none"> Move the base unit so that it is centrally located in your residence or office and make sure that the base unit is not located near appliances. The handset Ni-MH battery may be weak. Recharge the Ni-MH battery. Refer to the section "Improving Cordless Reception".
Calls received flutters or fades	<ul style="list-style-type: none"> The handset rechargeable Ni-MH battery pack may need charging.
Interference on reception	<ul style="list-style-type: none"> Refer to the section "Improving Cordless Reception".
Excessive static	<ul style="list-style-type: none"> Refer to the section "Improving Cordless Reception".

B. CALLER ID SYSTEM TROUBLESHOOTING TABLE

Symptoms	Possible Solution / Cause
The Caller ID panel is blank	<ul style="list-style-type: none"> Check the power connection. Check the telephone line cord connections. Check the batteries for proper installation.
The Caller ID panel does not show the caller's name and/or phone number.	<ul style="list-style-type: none"> The Caller ID unit will not function until you have Caller ID service provided by your local phone company. Call your local phone company to have Caller ID installed on your telephone line. Check your telephone line connections. Make sure all connections are secure and connected. If you pick up the phone <u>before</u> the second ring, the caller information <u>will not</u> be correctly received. If you have telephone answering device (TAD) connected with the unit, set the TAD to answer after two rings or more. If it is a blocked call or an out-of-area call, the caller's name and / or phone number will not appear on the display. If only the caller's phone number appears on the display, it may be a Single Data Message Format (SDMF) call, as opposed to a Multiple Data Message Format (MDMF) call. Please call your local phone company to see which service you have.
Random characters and / or "NO DATA" / or "INCOMPLETE DATA" appear on the LCD display.	<ul style="list-style-type: none"> On rare occasions, the Caller ID information sent by the telephone company may have an error in the transmission. This is not the fault of your Caller ID unit. It can only capture and store the data that was received.
Cannot get Call Waiting identification on the LCD panel.	<ul style="list-style-type: none"> Subscription to Caller ID on Call Waiting (CIDCW) is required from your local phone company for the CIDCW function to operate properly. Call you local phone company for details.

C. ANSWERER SYSTEM TROUBLESHOOTING TABLE

Symptoms	Possible Solution / Cause
Incoming calls / MEMO messages are cut off	<ul style="list-style-type: none"> The Excursion will stops recording after 8 seconds of continuous silence or 8 seconds after the caller hangs up. Each incoming message recording is limited to two minutes.
Callers cannot leave messages	<ul style="list-style-type: none"> The Excursion memory may be full. Erase old messages to make room for new messages.

	<ul style="list-style-type: none"> • Check to see if the Answer mode is not set in the Answer Off mode.
Announces "Memory is full"	<ul style="list-style-type: none"> • The 13 minutes recording limit may have been reached or 59 messages are stored in memory. Erase old messages to make room for new messages.
Cannot access Remote Operation	<ul style="list-style-type: none"> • The remote PIN code you entered may be incorrect. Enter the correct PIN code during OGM playback or ICM recording status, you must finish the second and third digit input within 8seconds of inputting the first digit. • Use Touch Tone (DTMF tone) telephone only to access Remote Operation. Ensure that you press and hold each key press for at least 2 seconds for each digit.

TECHNICAL INFORMATION

This cordless phone uses radio frequencies to allow mobility. There are certain difficulties in using radio frequencies with a cordless telephone. While these are normal, the following could affect the operation of your system.

NOISE: Electric pulse noise is present in most homes at one time or another. This noise is most intense during electrical storms. Certain kinds of electric equipment such as light dimmers, fluorescent bulbs, motors, and fans also generate noise pulses. Because radio frequencies are susceptible to these noise pulses, you may occasionally hear them in your handset. Generally, they are minor annoyances and should not be interpreted as defects in your system.

RANGE: Because radio frequencies are used, location of the base unit can affect operating range. Try several locations in your home or business and pick the one that gives you the clearest signal.

INTERFERENCE: Some electronic devices operate in and/or generate interference near the operating frequencies of your cordless telephone. While several protection circuits are used to prevent unwanted signals, there may be periods when these unwanted signals cause interference. If interference occurs frequently, it can be minimized or eliminated by lowering the height of your base antenna or by relocating the base unit. You can check for interference before selecting the final base unit location by plugging in the phone.



ADAPTER: Use Only Class 2 Power Source 9VDC 850mA.



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