







**Belt Clip and Optional Headset**

**Connecting the Belt Clip**

- 1. To attach the belt clip, insert the sides of the belt clip into the slots on each side of the handset.
- 2. Snap the ends of the belt clip into place.

**Connecting an Optional Headset to the Handset**

Each handset can be used with an optional headset hands free operation.

- 1. Connect the headset to the headset jack on the side of the handset. The handset receiver and microphone are disabled when the headset is connected.
- 2. Adjust the headset to rest comfortably on top of your head and over your ear. Move the microphone to approximately two to three inches from your mouth.
- 3. Press the TALK/CALL BACK button to answer a call or make calls using the headset.
- 4. To return to normal operation, unplug the headset from the jack.

**Changing the Battery**

**CAUTION: To reduce the risk of fire or personal injury, use only the Thomson Inc. approved model 5-2660 Nickel-metal Hydride battery (Ni-MH), which is compatible with this unit.**

- 1. Make sure the telephone is OFF (not in TALK mode) before you replace the battery.
- 2. Remove the battery compartment door.
- 3. Disconnect the cord attached to the battery pack and remove the battery pack from the handset.
- 4. Insert the new battery pack and connect the cord to the jack inside the battery compartment.
- 5. Put the battery compartment door back on.
- 6. Place handset in the base or handset charge cradle to charge. **Allow the handset battery to properly charge (for 16 hours) prior to first use or when you install a new battery pack. If you do not properly charge the phone, battery performance will be compromised.**

**Battery Safety Precautions**

- Do not burn, disassemble, mutilate, or puncture. Like other batteries of this type, toxic materials could be released which can cause injury.
- To reduce the risk of fire or personal injury, use only the Nickel-metal Hydride battery listed in the User’s Guide.
- Keep batteries out of the reach of children.
- Remove batteries if storing over 30 days.

**NOTE: The RBRC seal on the battery used in your Thomson Inc. product indicates that we are participating in a program to collect and recycle the rechargeable battery (or batteries). For more information go to the RBRC web site at www.rbrc.org or call 1-800-8-BATTERY or contact a local recycling center.**

**Display Messages**

The following messages shows the status of the phone, provides Caller ID information, or helps you set up and use your phone.

Table with columns: Message Type (e.g., BLOCKED NUMBER, CHARGING...), Description (e.g., Indicates the person is calling from a number which is blocked from transmission).

**Answering System Display Messages**

The following messages show the status of the answering system or help you set up and use the system.

Table with columns: Message Type (e.g., 0-59, CL (blinking)), Description (e.g., Indicates the total number of messages.

**Handset Sound Signals**

Table with columns: Signal, Meaning (e.g., A long warbling tone (with ringer on) Signals an incoming call).

**Troubleshooting Guide**

**Telephone Solutions**

- No dial tone
• Check or repeat installation steps:
- Make sure the base power cord is connected to a working electrical outlet.
- Make sure the telephone line cord is connected to the base and the wall jack.
- Connect another phone to the same jack.
- The handset may be out of range of the base.
- Make sure the battery is properly charged.
- Make sure the battery pack is properly installed.
- The handset should beep when you press the TALK/CALL BACK button.

Table with columns: Issue (e.g., Handset does not ring, You experience static, noise, or fading in and out), Solution (e.g., Make sure the handset ringer software switch is set to on).

- Unit locks up and no communication between the base and cordless handset
• Unplug the power adaptor from the electrical outlet and the back of the base. Remove the handset battery. Wait for 30 seconds and plug the power adaptor back into the base and electrical outlet. Reconnect the battery and charge for 16 hours.

**Caller ID Solutions**

- No Display
• Charge the battery (for 16 hours). Or replace the battery.
• Make sure the unit is connected to a non-switched electrical outlet.

Caller ID Error Message
• The unit displays this message if it detects anything other than valid Caller ID information during the silent period after the first ring.

- No Caller ID
• You must be subscribed to the standard Name/Number Caller ID service from your local telephone company to receive CID information.

**Battery**

If you experience any of the following problems, even after recharging the battery, you may need to replace the battery pack:

- Short talk time
• Poor sound quality
• Limited range
• Charge indicator fails to turn on

**General Product Care**

- To keep your unit working and looking good, follow these guidelines:
• Avoid dropping the handset, as well as other rough treatment to the phone.
• Clean the phone with a soft cloth.
• Never use strong cleaning agents, paint thinner, abrasive powder, alcohol, or other chemical products to clean the unit.
• Retain the original packaging in case you need to ship the phone at a later date.
• Periodically clean the charge contacts on the handset and base with a clean pencil eraser.

**Answering System Solutions**

- Can’t hear messages, beep, etc.
• Adjust speaker volume.
Time/Day setting stuck at 12 a.m Mon.
• Set the time clock.
Answers on 10th ring
• Make sure answering system is turned on.
• Answering system memory may be full. Erase some messages.

- Incoming messages are incomplete
• An extension phone may have been lifted as a message is received.
• Answering system memory is full. Erase some messages.
• You may have accidentally pressed the PLAY/STOP button during playback and stopped the message.
Won’t respond to remote commands
• You must use a tone-dial phone.
• Make sure to enter the correct security code.
• Did unit hang up?
• it automatically hangs up.

**Causes of Poor Reception**

- Aluminum siding.
• Foil backing on insulation.
• Heating ducts and other metal construction that can shield radio signals.
• You’re too close to appliances such as microwaves, stoves, computers, etc.
• Atmospheric conditions, such as strong storms.
• Base is installed in the basement or lower floor of the house.
• Base is plugged into AC outlet with other electronic devices.
• Baby monitor is using the same frequency.
• Handset battery is low.
• You’re out of range of the base.

**Service**

If trouble is experienced with this equipment, for repair or warranty information, please contact customer service at 1-800-448-0329. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

This product may be serviced only by the manufacturer or its authorized service agents. Changes or modifications not expressly approved by Thomson Inc. could void the user’s authority to operate this product. For instructions on how to obtain service, refer to the warranty included in this guide or call customer service at 1-800-448-0329.

Or refer inquiries to:
Thomson Inc.
Manager, Consumer Relations
P O Box 1976
Indianapolis, IN 46206

Attach your sales receipt to the booklet for future reference or jot down the date this product was purchased or received as a gift. This information will be valuable if service should be required during the warranty period.

**Accessory Information**

Table with columns: DESCRIPTION, MODEL NO. (e.g., Handset Replacement Battery, AC Power adaptor).

To place order, have your Visa, MasterCard, or Discover Card ready and call toll-free 1-800-338-0376. A shipping and handling fee will be charged upon ordering. We are required by law to collect appropriate sales tax for each individual state, country, and locality to which the merchandise is being sent.

**Limited Warranty**

What your warranty covers:
• Defects in materials or workmanship.
For how long after your purchase:
• One year, from date of purchase.
[The warranty period for rental units begins with the first rental or 45 days from date of shipment to the rental firm, whichever comes first.]

What we will do:
• Provide you with a new or, at our option, a refurbished unit. The exchange unit is under warranty for the remainder of the original product’s warranty period.
How you get service:
• Properly pack your unit.
• “Proof of purchase in the form of a bill of sale or receipted invoice which is evidence that the product is within the warranty period, must be presented to obtain warranty service.”

What your warranty does not cover:
• Customer instruction.
• Installation and setup service adjustments.
• Batteries.
• Damage from misuse or neglect.
• Products purchased or serviced outside the USA.

- Please complete and mail the Product Registration Card packed with your unit.
• Limitation of Warranty:
The warranty stated above is the only warranty applicable to this product.
• Product Registration:
Please complete and mail the Product Registration Card packed with your unit.
• How state law relates to this warranty:
Some states do not allow the exclusion nor limitation of incidental or consequential damages.

- If you purchased your product outside the USA:
This warranty does not apply. Contact your dealer for warranty information.

**Instructions For Optional/Additional Handset(s)**

This phone is EXPANDABLE up to a total of 4 handsets (by additional purchase of the optional Model 28001 handset with charge cradle).

IMPORTANT: If you have purchased an extra handset apart from your original purchased unit you may find a detailed description of its functions in the User’s Guide provided with your original purchased unit.
If you have purchased an extra handset that is not of the same type as your original handset you may still use the original User’s Guide to help explain the new handsets basic functions and options.

**Parts Checklist**



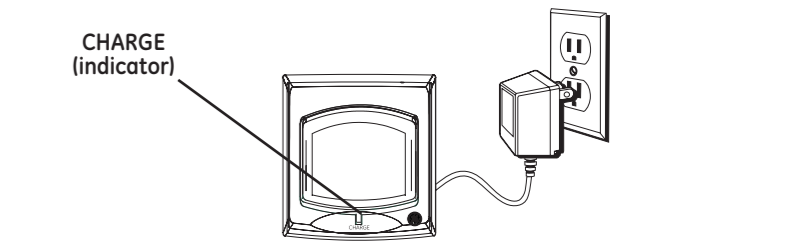
**Installing the Handset Battery**

NOTE: You must connect the handset battery before use.

CAUTION: To reduce the risk of fire or personal injury, use only the Thomson Inc. approved model 5-2660 Nickel-metal Hydride battery (Ni-MH), which is compatible with this unit.

- 1. Locate battery and battery door which are packaged together inside a plastic bag and are separate from the handset.
2. Locate the battery compartment on the back of the handset.
3. Plug the battery pack cord into the jack inside the compartment.
NOTE: To ensure proper battery installation, the connector is keyed and can be inserted only one way.
4. Insert the battery pack.
5. Close the battery compartment by pushing the door up until it snaps into place.

**Extra Charging Cradle**



- 1. Plug the AC power converter of the extra charging cradle into the electrical outlet.
2. Place the handset in the extra charging cradle. The charge indicator turns on, verifying the battery is charging.
3. Allow the phone to charge for 16 hours.

**Registration**
YOU MUST REGISTER THE HANDSET TO THE MAIN BASE BEFORE USE!

After the optional handset has charged for 16 hours on the extra charger, HANDSET NEEDS REGISTRATION shows in the display.

- 1. Press the MUTE/PROG button. HOLD BASE PAGE WAIT FOR BEEP shows in the display.
2. Press and hold the page button on the base unit until you hear a long tone at the handset. HANDSET X REGISTERED shows in the handset display, where X is the handset number.

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