

# ***EXHIBIT C***

## ***User Manual***

**SONY.**

3-867-416-11 (1)

# ***Cordless Telephone*** ***with Answering System***

---

Operating Instructions

**US**

Manual de instrucciones

**ES**

*Spread  
Spectrum* **900** MHz

**CALLER ID**  
with call waiting

**SPP-A968**

©1999 by Sony Corporation

12. Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:

- A. When the power 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 because improper adjustment 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 distinct change in performance.

13. Avoid using a telephone (other than a cordless type) during an electrical storm. There may be 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

### CAUTION:

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

- 1. Use only the following type and size battery pack: Sony BP-T24.
- 2. Do not dispose of the battery pack in a fire. The cell may explode. Check with local codes for possible special disposal instructions.

- 3. Do not open or mutilate the battery pack. Released electrolyte is corrosive and may cause damage to the eyes or skin. It may be toxic if swallowed.
- 4. Exercise care in handling battery pack in order not to short the battery with conducting materials such as rings, bracelets, and keys. The battery or conductor may overheat and cause burns.
- 5. Charge the battery pack provided with or identified for use with this product only in accordance with the instructions and limitations specified in the instruction manual provided for this product.
- 6. Observe proper polarity orientation between the battery pack and battery charger.

## INFORMATION FOR GENERAL TELEPHONES

- 1. This equipment complies with Part 68 of the FCC rules. On the bottom of this equipment is a label that contains, among other information, the FCC registration number and ringer equivalence number (REN) for this equipment. If requested, this information must be provided to the telephone company.
- 2. The applicable registration jack (connector) USOC-RJ11C is used for this equipment.
- 3. This equipment is designed to be connected to the telephone network or premises wiring using a compatible modular jack which is Part 68 compliant.  
The FCC compliant telephone cord and modular plug is provided with this equipment.
- 4. The REN is used to determine the quantity of devices which may be connected to the telephone line. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all areas, the sum of the RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company.
- 5. If your equipment (SPP-A968) causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

US

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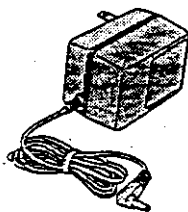
**US**

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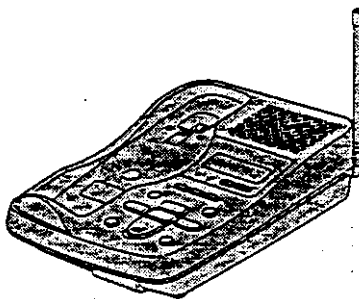
## Step 1

### Checking the package contents

Make sure you have received the following items in the package.  
If anything is missing, contact your local Sony dealer.



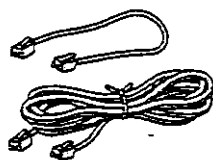
AC power adaptor (AC-T46)



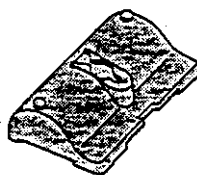
Base unit



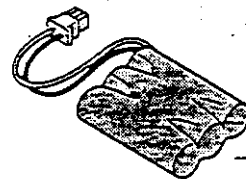
Handset



Telephone line cords (2)



Wall bracket/stand for base unit



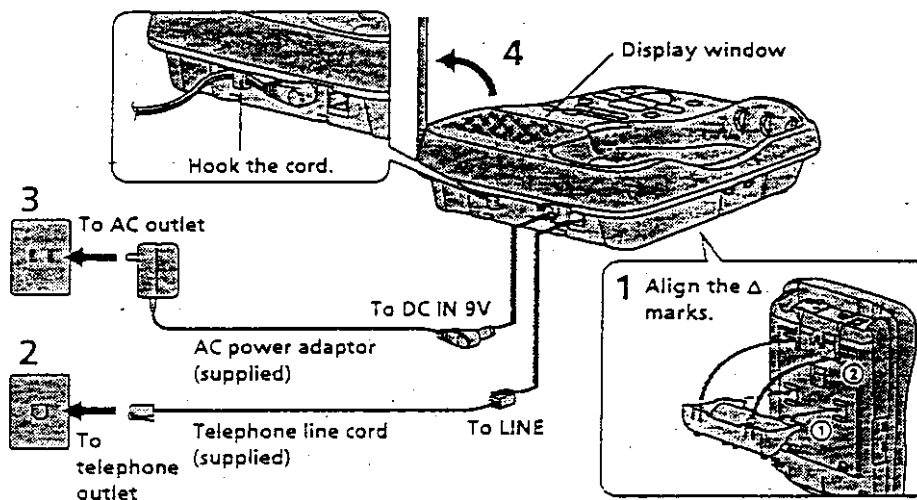
Rechargeable battery pack (BP-T24)

Getting Started

Getting Started

## Connect the base unit

If you want to hang the base unit on the wall, see page 47.



- 1** Attach the wall bracket on the bottom of the base unit as illustrated to use it as a stand.
- 2** Connect the telephone line cord to the LINE jack and to a telephone outlet.
- 3** Connect the AC power adaptor to the DC IN 9V jack and to an AC outlet.  
"P" flashes in the display window.
- 4** Raise the antenna. Make sure it points toward the ceiling.

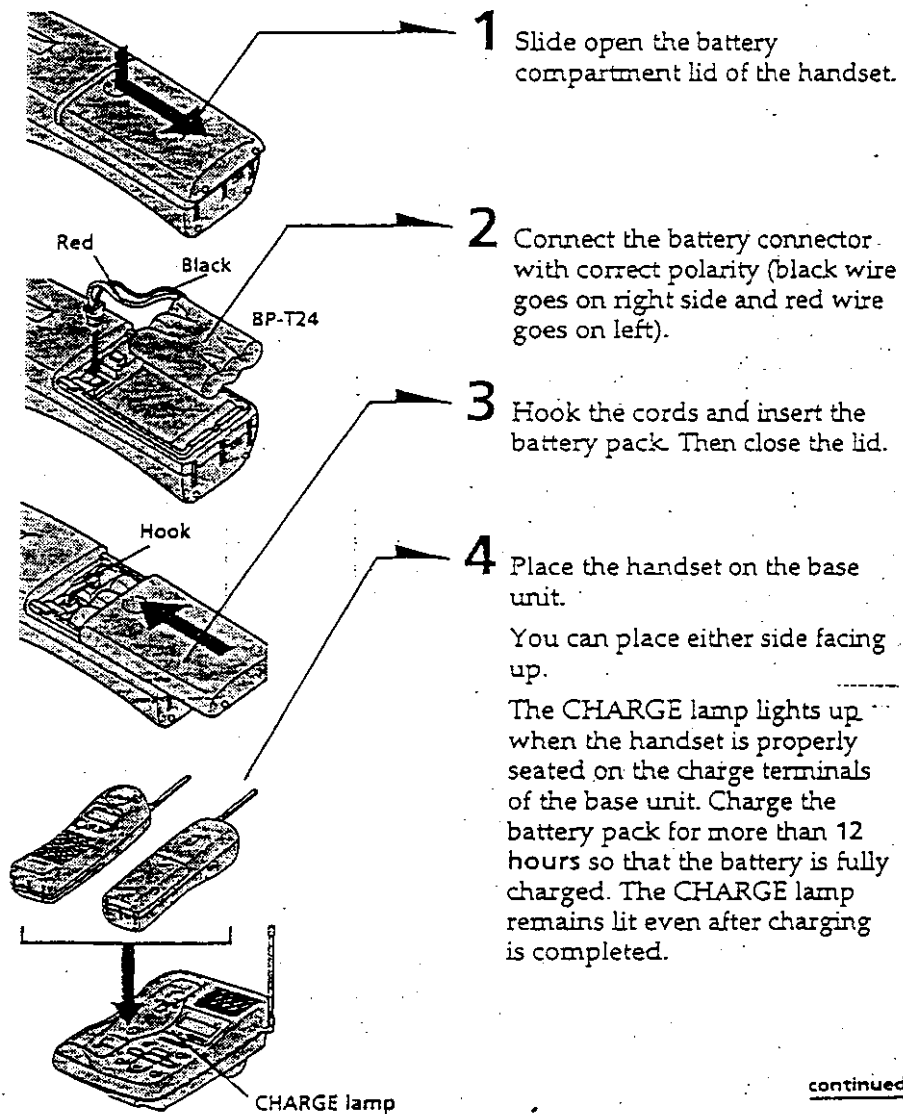
continued

Getting Started

## Step 3

### Preparing the battery pack

Charge the battery pack for more than 12 hours before you start using your phone.



continued

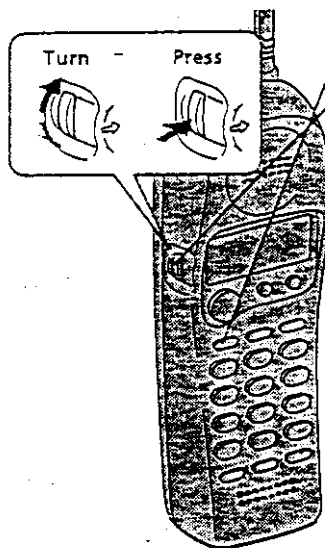
Getting Started

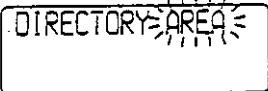
## Step 4

### Entering your area code

When you use this phone for the first time, or move to an area that has a different area code, you must enter your area code.

This is necessary because the phone must distinguish local or long distance calls to properly dial calls from the Caller ID list.



- 1 Press **VOL/PGM**.
- 2 Turn Jog Dial up to make "AREA" flash.  

- 3 Press Jog Dial.  
"ENTER AREA CODE" appears on the display.
- 4 Enter three digits of your area code using the dialing keys.
- 5 Press **VOL/PGM**.  
You hear a long confirmation beep.

#### Notes

- If an area code is already entered, it appears on the display in step 3. To enter a different area code, see "To change the area code" below.
- Do not allow more than 20 seconds to elapse between each step of the procedure.

#### Tips

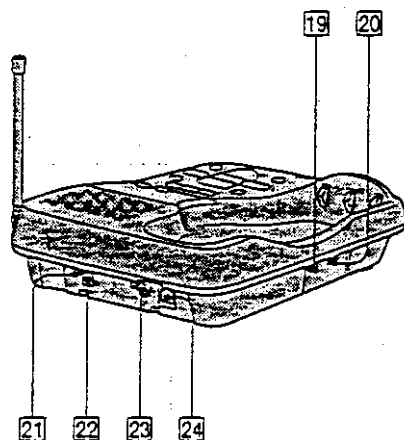
- You may press Jog Dial instead of **VOL/PGM** in step 5.
- To check the current area code, perform steps 1 to 3 above. The area code appears on the display for 20 seconds.

#### To change the area code

- 1 Perform steps 1 to 3 above.  
The current area code appears on the display.
- 2 Turn Jog Dial down to erase the current area code.
- 3 Enter a new area code using the dialing keys.
- 4 Press **VOL/PGM**.

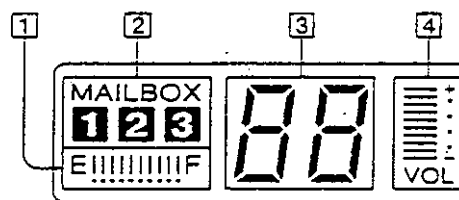
You hear a long confirmation beep.

Getting Started



## Display

The display on the base unit shows the answering machine operation.



- 17** HANDSET LOCATOR button (p. 27)  
Allows you to page the cordless handset.
- 18** PLAY/STOP (MAILBOX 1, 2, 3) buttons (p. 34)  
Plays back the messages in each mail box.
- 19** AUDIBLE INDICATE switch (p. 32)  
Selects the answering mode.
- 20** RINGER SELECT switch (p. 31)  
Selects the ring time.
- 21** DIAL MODE switch (p. 10)  
Selects pulse or tone dialing.
- 22** Hook for AC power adaptor cord (p. 9)
- 23** DC IN 9V jack (p. 9)
- 24** LINE (telephone line) jack (p. 9)

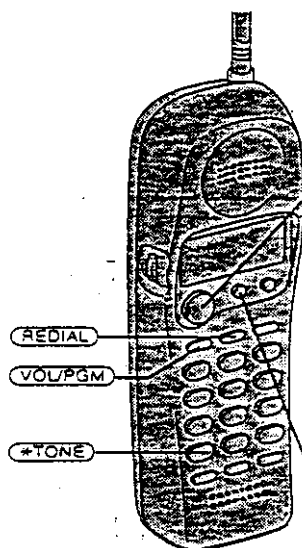
- 1** Memory capacity indicator (p. 32)  
Indicates the available memory capacity, from E (Empty) to F (Full), for recording. The bars increase as the available memory capacity decreases.
- 2** MAILBOX indicator (p. 34)  
Displayed when there are messages recorded and when the messages are being played back.  
Flashes when there are new messages recorded.
- 3** Message number indicator (p. 34)  
Indicates the number of new messages recorded. "A" appears in the announcement only mode. "F" appears when there is no space to record messages. "P" appears when the power is turned on.
- 4** VOL (volume) indicator  
Indicates the speaker volume. The bars increase as the volume is turned up.

continued

Getting Started

## Basics

# Making calls



- 1 Pick up the handset from the base unit.
- 2 Press **TALK** and wait until "TALK" appears on the display. The IN USE lamp on the base unit lights up.  
You then hear a dial tone. If you hear five short error beeps and "OUT OF RANGE" appears on the display, move closer to the base unit.
- 3 Dial the phone number.  
During a conversation, you can adjust the handset volume. Follow the procedure described in the following table.
- 4 When you're done talking, press **OFF** or replace the handset on the base unit.  
The display goes off.

## Additional tasks

| To                                 | Do this                                                                                                                     |
|------------------------------------|-----------------------------------------------------------------------------------------------------------------------------|
| Adjust the handset volume          | During phone conversations, press <b>VOL/PGM</b> . Each press of <b>VOL/PGM</b> switches the speaker volume by four levels. |
| Switch to tone dialing temporarily | Press <b>*TONE</b> after you are connected. The line will remain in tone dialing until disconnected.                        |

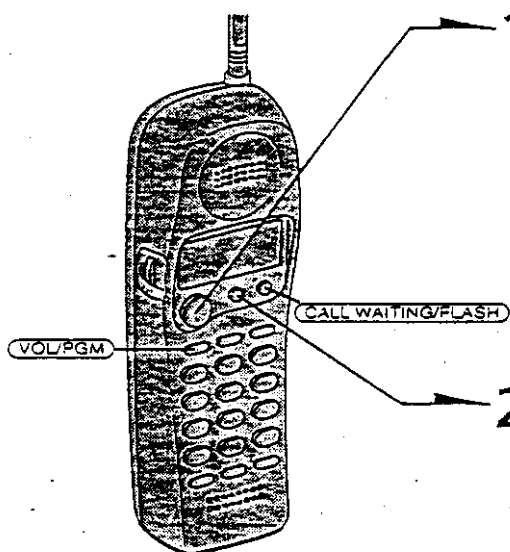
## Notes

- If the handset beeps every second during conversation and "OUT OF RANGE" appears on the display, move closer to the base unit; otherwise, the call will be disconnected after one minute.
- When you increase the sound volume, in some cases the background noise may be increased as well. You should adjust the volume accordingly.

continued

Basics

## Receiving calls



**1** When you hear the phone ring, pick up the handset from the base unit, and press **TALK**. "TALK" appears on the display and the IN USE lamp on the base unit lights up.

During a conversation, you can adjust the handset volume. Follow the procedure described in the table below.

**2** When you're done talking, press **OFF** or replace the handset on the base unit.

The display and the IN USE lamp on the base unit go off.

### If you have subscribed to the Caller ID service

- the caller's number and/or name appears on the display when you receive a call (see page 39).
- the ringer sound changes to a higher tone if the call matches the number stored on ONE-TOUCH DIAL buttons or in the Phone Directory (memory match function; see page 39).

### Additional tasks

| To                                              | Do this                                                                                                                        |
|-------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------|
| Adjust the handset volume                       | During phone conversations, press <b>VOL/PGM</b> .<br>Each press of <b>VOL/PGM</b> switches the speaker volume by four levels. |
| Switch to another call ("call waiting" service) | Press <b>CALL WAITING/FLASH</b> .<br>Press <b>CALL WAITING/FLASH</b> again to return to the first caller.                      |

\* You need to subscribe to the service from your telephone company.

#### Tip

To inform you of an incoming call, the display shows "\*\*RINGING\*\*" when ringing.

continued

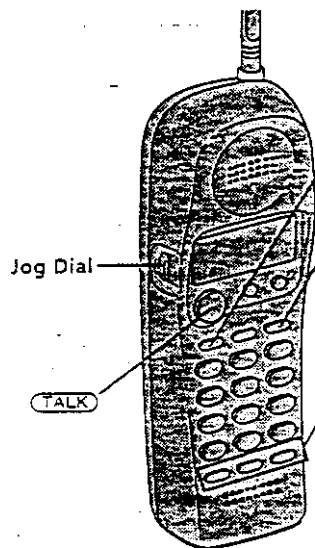
Basics

## Telephone Features

### One-touch dialing

You can dial with one touch of a key by storing a phone number on a one-touch dial button.

#### Storing phone numbers



1 Press **VOL/PGM**.

EDIRECTORY AREA

2 Press one of the three ONE-TOUCH DIAL buttons (**A** to **C**).

You hear a confirmation beep.

A=

If a number is stored, it appears on the display. To store a new number, turn Jog Dial to erase it.

3 Enter the phone number you want to store.

You can enter up to 16 digits, including a tone and a pause, each of which is counted as one digit.

4 Press **VOL/PGM**.

You hear a long confirmation beep, and the number is stored. The display goes off.

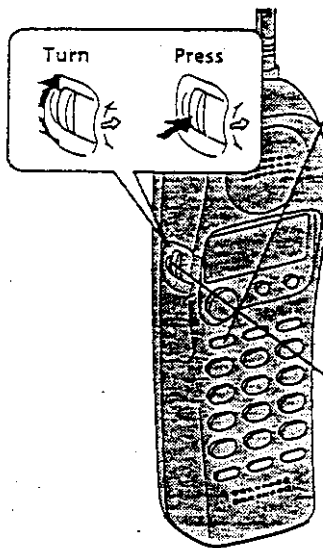
continued

Telephone Features

# Phone Directory

You can dial a number by scrolling through the Phone Directory.  
You can store up to 50 numbers.

## Storing phone numbers and names



Example: to store "SONY" "123-4567".

- 1 Press **VOL/PGM**.  
(Be sure not to press **TALK**.)

**DIRECTORY AREA**

If "DIRECTORY" is not flashing, turn Jog Dial down to make it flash.

- 2 Press Jog Dial.  
"ENTER NAME" appears.

- 3 Enter the name using the dialing keys.  
You can enter up to 15 characters.

Press a dialing key until the desired character appears. (See the character table for details.)

Enter successive characters in the same way.

To enter two characters assigned to the same key, or to enter a "space", turn Jog Dial up to move the cursor to the right.

Example: to enter "SONY", press **7** four times (S), press **6** three times (O), turn Jog Dial up to move the cursor, press **6** twice (N), and press **9** three times (Y).

**SONY**

Character table

| Key      | Character         |
|----------|-------------------|
| <b>1</b> | 1                 |
| <b>2</b> | A → B → C → 2     |
| <b>3</b> | D → E → F → 3     |
| <b>4</b> | G → H → I → 4     |
| <b>5</b> | J → K → L → 5     |
| <b>6</b> | M → N → O → 6     |
| <b>7</b> | P → Q → R → S → 7 |
| <b>8</b> | T → U → V → 8     |
| <b>9</b> | W → X → Y → Z → 9 |
| <b>0</b> | 0                 |
| <b>+</b> | *                 |
| <b>=</b> | #                 |

continued

Telephone Features 23<sup>us</sup>

- 3 Turn Jog Dial up to make "PGM" flash and press Jog Dial.

The cursor flashes at the last character of the name.

SONY  
1234567

- 4 Turn Jog Dial down to erase the characters and enter the new name.

If you want to change only the number, skip this step.

- 5 Press Jog dial.

The cursor flashes at the last digit of the phone number.

SMITH  
1234567

- 6 Turn Jog Dial down to erase the number and enter the new number.

If you don't want to change the number, skip this step.

- 7 Press Jog Dial.

You hear a long confirmation beep and the name and/or the number is changed.

### Erasing a memory location

- 1 Display the name and phone number you want to erase by following steps 1 and 2 on page 26.

SONY  
1234567

- 2 Press Jog Dial.

DIAL PGM ERASE  
1234567

- 3 Turn Jog Dial up to make "ERASE" flash and press Jog Dial.

ERASE NO YES  
1234567

- 4 Turn Jog Dial up to make "YES" flash, then press Jog Dial.

You hear a long confirmation beep and the memory location is erased.

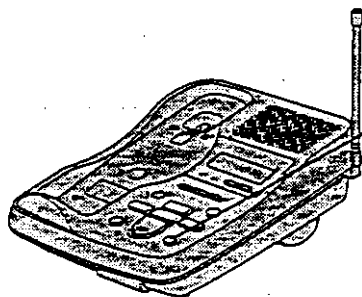
Telephone Features

continued

Telephone Features 25<sup>us</sup>

## Paging

You can page the handset from the base unit.  
Note that you cannot page if the handset is in use.



### To page

Press **HANDSET LOCATOR**.  
The handset rings.  
When you keep pressing **HANDSET LOCATOR**, the handset rings continuously.

#### Note

You cannot page the handset when its RING switch is set to OFF.

7 Press **(SKIP/QUICK)** or **(REPEAT/SLOW)** repeatedly until the correct minute is announced.

8 Press **(SET/REC)**.

You hear a long confirmation beep, followed by the day and time. Then the phone starts counting time.

#### Notes

- Do not allow more than 20 seconds (or 60 seconds when setting the minute) to elapse between each step of the procedure.
- If a power interruption occurs, the day and time will be erased.
- If the current day and time are not set, you will not hear a time stamp when you play back recorded messages. If you try to check the current time, you will hear five short error beeps.

To check the current time

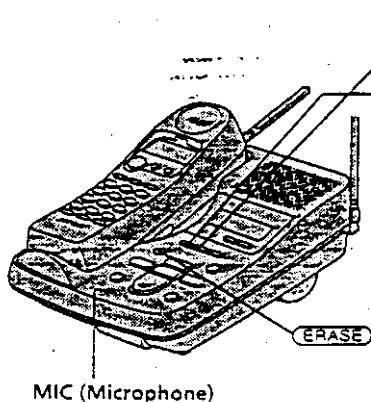
Press **(TIME)**. You hear the current day and time.

### Recording the greeting

This answering machine has prerecorded greetings (see page 30). However, you can record your own greeting.

The greeting must be between two seconds and four minutes long.

You can record only one greeting, and it is used regardless of the answering mode ("normal" and "announcement only" modes. See page 32). Therefore, if you decide to change the mode, make sure that you record a new greeting to match the answering mode.



1 Press **(SET/REC)**.

2 Press **(GREETING)**.

You hear a voice guide and a long confirmation beep.

3 After the tone, start recording. Speak about 12 inches (30 cm) away from the microphone.

4 Press **(SET/REC)** to stop recording.

The phone automatically replays the recorded greeting.

第二章の次に第二章のアンサーマシン  
同じ位置にあり、同じように操作する  
アンサーマシンの間隔を調整する  
調整方法は、71頁。

Answering Machine Features

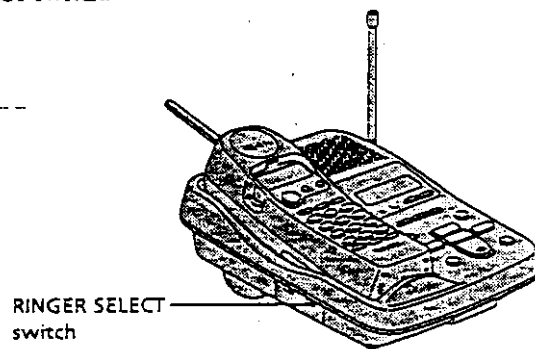
continued

Answering Machine Features

29<sup>US</sup>

## Selecting the ring time

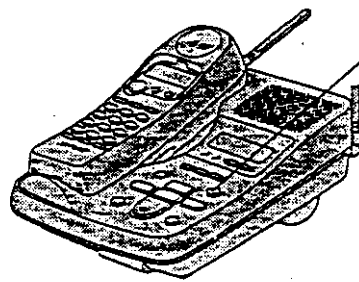
There are three options of ring time. Select the ring time by setting the RINGER SELECT switch.



| Set RINGER SELECT to | Mode                                                                                                                                                                                                                                                                                                                                                                                        |
|----------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| TS (Toll Saver)      | If new messages have been recorded, the phone answers at the second ring and records incoming messages; if no new messages are recorded, it answers at the fifth ring. When you call from an outside phone and hear more than two rings, you know that there are no new messages. If you hang up at this point before the phone answers, you can save the toll for the call. (see page 38). |
| 5                    | The phone always answers at the fifth ring and records incoming messages.                                                                                                                                                                                                                                                                                                                   |
| 2                    | The phone always answers at the second ring and records incoming messages.                                                                                                                                                                                                                                                                                                                  |

continued

## Turning on the answering function



Press **ANSWER ON/OFF**  
so that it lights up in red.

### Note

When the memory is full, you hear five short error beeps and you cannot turn on the answering function. Erase unnecessary messages (see page 34).

### Tips

- The answering machine will automatically answer a call after 10 rings even if the answering function is off. The answering function will remain on for all subsequent calls.
- You can also turn on or off the answering function from an outside phone (see page 38).

### When a caller calls

The caller can choose one of the two ways to leave a message:

- Select a mailbox by pressing **\* 1** (MAILBOX 1), **\* 2** (MAILBOX 2) or **\* 3** (MAILBOX 3) while the caller hears the greeting. The greeting stops and a beep will sound, then the caller can start recording a message.
- Wait until the greeting finishes, then start recording a message. When the caller does not select a mailbox, the messages goes into MAILBOX 1.

### Notes

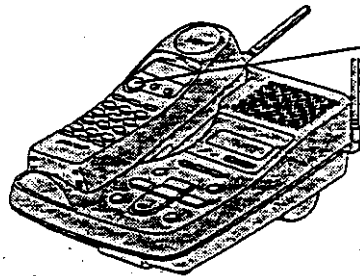
- If four minutes have passed while recording the incoming message, the line is automatically disconnected.
- If the message is shorter than two seconds, it will not be recorded.

### To turn off the answering function

Press **ANSWER ON/OFF** so that the red light goes off.

## Screening incoming calls

You can screen calls by leaving the answering function on (see page 33) while you are at home. When a call is answered, you can hear the message being recorded through the base unit (you cannot hear the message through the handset) but the caller cannot hear you. Then, you can decide whether to answer the call or not. This function is available only on the base unit.



### To answer the call

Press **TALK**.

Recording is cancelled and you can speak to the caller.

#### Note

If the volume is set to minimum, you cannot screen the calls.

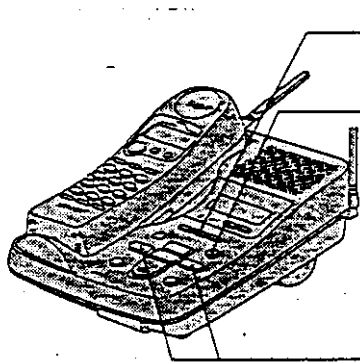
#### Tip

You can also answer the call by picking up another phone if it is connected to the same line.

## Operating from an outside phone

You can call from a touch-tone phone and pick up new messages recorded on the phone. First, you just set the remote ID code (security code) and turn on the answering function before going out.

### Setting the remote ID code (security code)



1 Press **SET/REC**.

2 Press **ANSWER ON/OFF**.

You hear a voice guide:  
"Please set the security code. To select, press the SKIP or REPEAT button. To enter, press the SET button".

3 Set a two-digit number between 00 and 99 by pressing **SKIP/QUICK** or **REPEAT/SLOW**.

Press **SKIP/QUICK** to increase a number, or **REPEAT/SLOW** to decrease.

Each time you press **SKIP/QUICK** or **REPEAT/SLOW**, the phone announces a number.

4 Press **SET/REC**.

The remote ID code (security code) is set, and you hear a long confirmation beep.

Answering Machine Features

### To change the remote ID code (security code)

Enter a new remote ID code (security code). The new code will replace the old one.

continued

Answering Machine Features 37<sup>us</sup>

## Caller ID Features

# Understanding the Caller ID service

Caller ID allows the caller's phone number to be shown on the display before you answer the call. In order to use this feature, you must first subscribe to Caller ID service. The name of this service may vary depending on your telephone company.

To use this feature, be sure to enter your area code (see page 13).

## When you receive a call

The phone number appears on the display with the date and time as shown in the following example.

If your Caller ID service includes the caller name service, the caller's name also appears on the display (up to 15 letters).

|                             |                |
|-----------------------------|----------------|
| Caller's name               | SMITH JOHN     |
| Caller's phone number       | 1-201-123-4567 |
| The date and time received* | 7.04 PM 4:53   |

When you answer the call, the Caller ID display changes to the "TALK" display.

\* The date and time in the display are transmitted from the telephone company which offers the Caller ID service, therefore may differ from the date and time you set on the base unit.

### Notes

- If the RING switch is set to OFF:
  - when the handset is off the base unit, the Caller ID is not displayed, and it is not kept in the Caller ID list (see page 40). If you set it back to RING ON while the phone is ringing, the Caller ID appears from that moment.
  - when the handset is on the base unit, the Caller ID is displayed, and it is kept in the Caller ID list.
- The caller's phone number and/or name will not appear in the following cases:
  - "OUT OF AREA": when the call is made through a telephone company which does not offer Caller ID service (including international calls).
  - "PRIVATE": when the call is "blocked". For privacy reasons, many states allow callers the option to prevent his or her telephone data from being displayed on the other party's Caller ID display.
  - If the call is from an office which uses multiple lines, the displayed phone number may not match the number you use to call the extension.

## About the memory match function

If you receive a call from a phone number which is stored on one of the ONE-TOUCH DIAL buttons (see page 21) or in the Phone Directory (see page 23), the ringer sound will change to a higher tone from the second ring.

### Note

The memory match function does not work with "OUT OF AREA" or "PRIVATE" calls; and it may not work with calls made from an office which uses multiple lines because the number does not always match the one you stored in this phone.

Caller ID Features 39<sup>us</sup>

### About the "\*" mark

SMITH JOHN \*  
1-201-123-4567  
NEW 08 7:04 PM 4:53

"\*" appears if there are more than two calls from the same phone number. The older data will be replaced by the new data, so the calls are counted as only one call.

### Erasing data from the Caller ID list

Old data will be erased automatically when a 21st call comes in, but you can also manually erase unnecessary data one by one or erase the entire list.

To erase the phone number one by one

- 1 Display the phone number you want to erase from the Caller ID list (see page 40).

SMITH JOHN  
1-201-123-4567  
OLD 01 7:04 PM 4:53

- 2 Press Jog Dial.

DIAL PGM ERASE  
1-201-123-4567  
OLD 01 7:04 PM 4:53

- 3 Turn Jog Dial up to make "ERASE" flash and press Jog Dial.

ERASE NO YES  
1-201-123-4567  
OLD 01 7:04 PM 4:53

- 4 Turn Jog Dial up to make "YES" flash, then press Jog Dial.

You hear a long confirmation beep and the data is erased.

Caller ID Features

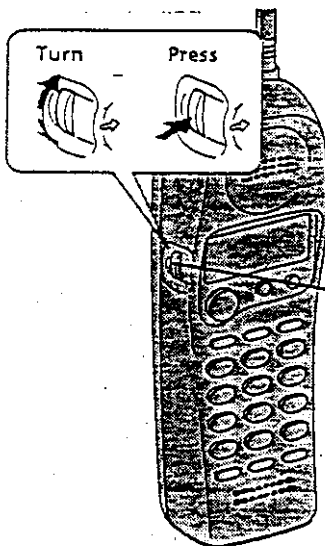
continued

Caller ID Features 41<sup>US</sup>

## Using the Caller ID list

By using the Caller ID list, you can call back a phone number from the Caller ID list easily, or store numbers from the Caller ID list into memory dialing keys.

### Calling back a number from the Caller ID list



- 1 Display the phone number you want to call from the Caller ID list (see page 40).

SMITH JOHN  
1-201-123-4567  
NEW 08 7:04 PM 4:53

- 2 Confirm the number and press Jog Dial.

DIAL PGM ERASE  
1-201-123-4567  
NEW 08 7:04 PM 4:53

- 3 Press Jog Dial again.  
The phone automatically dials the displayed number.

#### Notes

- If the number displayed in step 1 is not the one you should call back, you can change the number of digits of the phone number as described on page 45.
- If the phone is connected to a Private Branch Exchange (PBX), you may not be able to call back from the Caller ID list because an outside line access digit is necessary.

#### Tip

You may press **TALK** to make a call instead of following steps 2 and 3.

continued

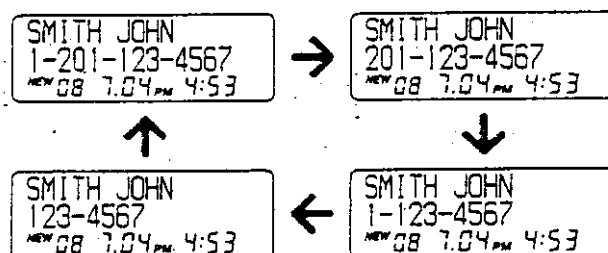
## To change the number of digits of the phone number

If the number of digits of the phone number in the Caller ID list is different from the actual phone number, you need to adjust the number of digits of the phone number to call back or store into the phone directory.

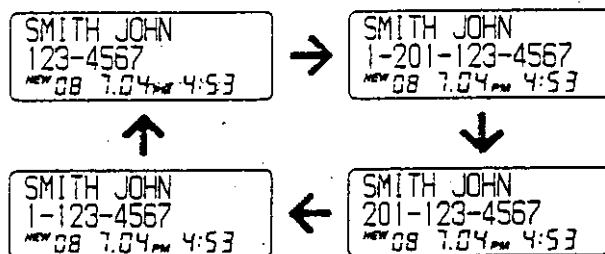
- 1 While the phone number from the Caller ID list is displayed, press **(=)** repeatedly until the phone number with the correct number of digits appears on the display.

Each time you press **(=)**, the number of digits changes as follows.

When the area code does not match



When the area code matches



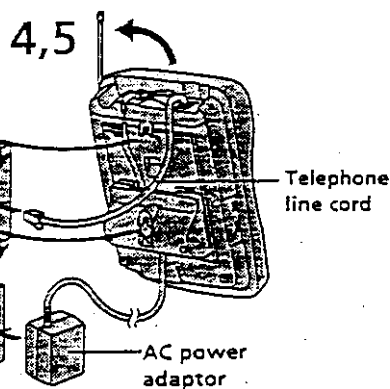
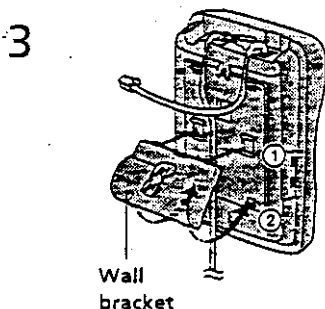
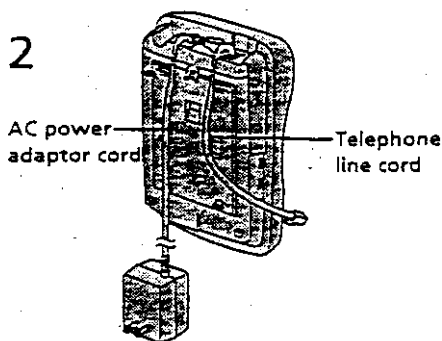
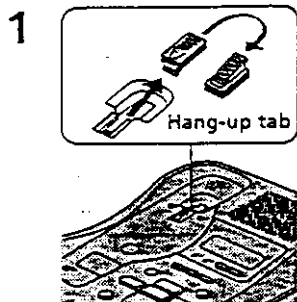
- 2 Continue the operation to call or store the phone number with the correct number of digits (pages 43 and 44).

### Notes

- You need to adjust the number of digits each time you call back from the Caller ID list as the changes to the Caller ID data is not stored in memory.
- You may not be able to change the number of digits depending on the Caller ID data.

## Additional Information

### Mounting the base unit on a wall



**Tip**  
To remove the wall bracket, press the lower tabs.

- 1 Reverse the hang-up tab.
- 2 Plug the telephone line cord to the LINE jack and the AC power adaptor to the DC IN 9V jack, and hook the cords. Use the shorter cord for mounting.
- 3 Attach the wall bracket to the center of the base unit.  
Align the  $\Delta$  marks of the wall bracket with those of the base unit.
- 4 Plug the telephone line cord to the telephone outlet, and hook the base unit to the wall plate.
- 5 Plug the AC power adaptor to an AC outlet. Then raise the antenna so that it points towards the ceiling.

Additional Information

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# Troubleshooting

If you've experienced any of the following difficulties while using your phone, use this troubleshooting to help you remedy the problem. Should any problem persist, consult your nearest Sony dealer.

|                                       | Symptom                                                                                                                                                               | Remedy                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|---------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Making calls                          | You hear five short error beeps when you press <b>TALK</b> .                                                                                                          | <ul style="list-style-type: none"> <li>• Make sure you set up the base unit correctly (page 8).</li> <li>• Move the handset closer to the base unit.</li> <li>• Replace the handset on the base unit, then pick it up and try again. If the handset is on the base unit, pick up the handset and replace it again.</li> </ul>                                                                                                                                 |
|                                       | You hear no dial tone.                                                                                                                                                | <ul style="list-style-type: none"> <li>• Make sure the telephone line cord is securely connected to the telephone outlet (page 9).</li> <li>• Make sure the battery is fully charged (page 11).</li> </ul>                                                                                                                                                                                                                                                    |
|                                       | The phone does not connect at all, even though the number you dial is correct.                                                                                        | <ul style="list-style-type: none"> <li>• Make sure the dialing mode is set correctly (page 10).</li> </ul>                                                                                                                                                                                                                                                                                                                                                    |
|                                       | The phone doesn't redial correctly.                                                                                                                                   | <ul style="list-style-type: none"> <li>• Make sure the last dialed number is really the one you want to dial.</li> </ul>                                                                                                                                                                                                                                                                                                                                      |
|                                       | You hear five short error beeps when you try to redial.                                                                                                               | <ul style="list-style-type: none"> <li>• The number you last dialed exceeds 32 digits (including the tone and pause digits if used).</li> <li>• The number you last dialed is erased.</li> </ul>                                                                                                                                                                                                                                                              |
| Receiving calls                       | The handset does not ring.                                                                                                                                            | <ul style="list-style-type: none"> <li>• Set the RING switch on the handset to ON.</li> <li>• The battery may be weak. Charge the battery for more than 12 hours (page 11).</li> <li>• Make sure you set up the base unit correctly (page 8).</li> <li>• Move the handset closer to the base unit.</li> <li>• Replace the handset on the base unit, then pick it up. If the handset is on the base unit, pick up the handset and replace it again.</li> </ul> |
| During conversation                   | You hear interference during conversation.                                                                                                                            | <ul style="list-style-type: none"> <li>• Move the handset closer to the base unit.</li> <li>• Place the base unit away from noise sources (page 8).</li> </ul>                                                                                                                                                                                                                                                                                                |
|                                       | You hear a beep every second during conversation and "OUT OF RANGE" appear on the display.                                                                            | <ul style="list-style-type: none"> <li>• It is an out-of-range alarm. Move the handset closer to the base unit within one minute.</li> </ul>                                                                                                                                                                                                                                                                                                                  |
|                                       | You hear a beep every three seconds and  and "BATTERY LOW" appears on the display. | <ul style="list-style-type: none"> <li>• The battery is weak. Charge the battery for more than 12 hours (page 11). Note that you cannot use the handset without charging it for more than one minute.</li> </ul>                                                                                                                                                                                                                                              |
| One-touch dialing/<br>Phone Directory | You hear five short error beeps and cannot store a number on a one-touch dial or in the Phone Directory.                                                              | <ul style="list-style-type: none"> <li>• Make sure you follow the procedure in storing the number correctly (pages 21 and 23).</li> <li>• Make sure the number (including the tone and pause digits) does not exceed 16 digits.</li> </ul>                                                                                                                                                                                                                    |
|                                       | You hear five short error beeps when you try to make a one-touch dial call.                                                                                           | <ul style="list-style-type: none"> <li>• You pressed a one-touch dialing button on which no phone number has been stored.</li> </ul>                                                                                                                                                                                                                                                                                                                          |
|                                       | One-touch dialing or Phone Directory dialing is incorrect.                                                                                                            | <ul style="list-style-type: none"> <li>• Store a correct number (pages 21 and 23).</li> </ul>                                                                                                                                                                                                                                                                                                                                                                 |

continued

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|                      | Symptom                                                                 | Remedy                                                                                                                                                                                                                                                                                                                                                                                                  |
|----------------------|-------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Caller ID            | You cannot dial the number from the Caller ID list.                     | <ul style="list-style-type: none"> <li>• Make sure you entered your area code correctly (page 13).</li> <li>• You may need to change the number of digits of the phone number (page 45).</li> <li>• This function may not work when the phone is connected to a Private Branch Exchange (PBX).</li> </ul>                                                                                               |
|                      | The memory match function does not work.                                | <ul style="list-style-type: none"> <li>• If the call is from an office which uses multiple lines, the phone number may not match the number you put in the memory.</li> <li>• If you stored the phone number with an outside line access digit in the Phone Directory because the phone is connected to a Private Branch Exchange (PBX), the phone number will not match the Caller ID data.</li> </ul> |
| Power source/battery | The CHARGE lamp does not light up when you place the handset to charge. | <ul style="list-style-type: none"> <li>• Wipe the charge terminals of the base unit and the handset with a soft cloth for better contact of the charge terminals.</li> <li>• Make sure the handset is placed on the base unit properly.</li> </ul>                                                                                                                                                      |
|                      | The battery duration is short.                                          | <ul style="list-style-type: none"> <li>• The battery pack was charged less than 12 hours (due to power failure, etc.).</li> <li>• The usable life of the battery has expired and needs replacement.</li> </ul>                                                                                                                                                                                          |

#### Note

If any of the remedy did not work, there may be something wrong with the handset. Replace the handset on the base unit, then pick it up and try again. If the handset is on the base unit, pick up the handset and replace it again.

## Message number indication

The message number indicator on the base unit shows the following information.

| When the counter shows | It means                                                                                                                                                      |
|------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Number (0-99)          | Number of messages not yet played back. The indicator shows up to 99 messages. After that, "99" flashes to tell you that there are 100 or more messages.      |
| P                      | Flashes when the day and time is cleared due to a power interruption, or when you connect the base unit to the AC outlet for the first time (pages 9 and 29). |
| A                      | The announcement only mode is selected (page 32).                                                                                                             |
| F                      | The recording area is full. Erase unnecessary messages (page 34).                                                                                             |

Additional Information

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