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# CL915

## Owner's Manual

## Cordless Telephone
## Caller ID/Call Waiting ID

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# IMPORTANT SAFETY INSTRUCTIONS

- ❑ Read and understand all instructions.
- ❑ Follow all warnings and instructions marked on the phone.
- ❑ Use only the battery type recommended in this manual.
- ❑ Unplug this telephone from the wall outlet before cleaning. Do not use liquid or aerosol cleaners, just use a damp cloth for cleaning.
- ❑ Do not use this telephone near water. For example, do not use near a bathtub, washbowl, kitchen sink, laundry tub, in a wet basement, or near a swimming pool.
- ❑ Do not place this telephone on an unstable cart, stand, or table. It could fall, causing serious damage or impeding operation.
- ❑ Never place this telephone near or over a radiator or heat register.
- ❑ Only operate this telephone using the type of power source listed on the marking label. If you are not sure of the power supply of your home, consult your dealer or local power company.
- ❑ Do not overload wall outlets and extension cords as this can result in the risk of fire or electrical shock.
- ❑ Never push objects of any kind into this telephone as they can touch dangerous voltage points or short out parts that could result in a risk of fire or electrical shock.
- ❑ Take the phone to a qualified technician when it requires repair work or service. To reduce the risk of electrical shock, do not disassemble the telephone. Opening or removing covers can expose you to dangerous voltages or other risks. Incorrect re-assembly can cause electrical shock during subsequent use.
- ❑ Unplug this telephone from the wall outlet and refer servicing to qualified service personnel under the following conditions:
  - ■ If the power supply cord or plug is damaged or frayed.
  - ■ If liquid is spilled into the unit.
  - ■ If the unit is exposed to water.
  - ■ If the unit does not operate normally by following the operating instructions.
  - ■ If the unit is dropped or the casing is damaged.
  - ■ If the unit exhibits a distinct change in performance.
- ❑ Avoid using the telephone during an electrical storm. There can be a slight risk of electrical shock from lightning.
- ❑ Do not use the telephone to report a gas leak if the leak is in the vicinity of the phone.

## SAVE THESE INSTRUCTIONS

## WARNING

**Warning:** To prevent fire or shock hazard, do not expose this product to rain or moisture.

## CAUTION

**CAUTION:** TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER OR BACK. NO USER-SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED PERSONNEL.

This symbol is intended to alert you to the presence of uninsulated dangerous voltage within the product's enclosure that might be of sufficient magnitude to constitute a risk of electric shock. Do not open the product's case.

This symbol is intended to inform you that important operating and maintenance instructions are included in the literature accompanying this product.

**Important: Cordless phones generally require AC power to operate. You should also have a corded phone that does not require AC power to operate so you can still make and receive calls if there is an AC power failure.**

## CAUTION

Changes or modification to this device not expressly approved by CIDCO Communications could void the user's authority to operate this equipment.

## TELEPHONE WIRING AND JACK INSTALLATION

- Use caution when installing or modifying telephone lines.
- Never install telephone wiring during an electrical storm.
- Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.

## BATTERIES

- ❑ Disconnect the telephone when replacing the battery pack.
- ❑ Use only 3.6V 600mAh Nickel Cadmium (Ni-Cd) cordless telephone replacement battery pack (one included with phone).
- ❑ Do not dispose of the battery pack in a fire as it will explode. Check with local codes for proper battery disposal regulations.
- ❑ Do not open or mutilate the battery pack. Released electrolyte is corrosive and can cause damage to the eyes or skin. It can be toxic, if swallowed.
- ❑ Avoid contact with rings, bracelets, keys or other metal objects, when handling batteries. These objects could short out the battery or cause the conductor to overheat resulting in burns.
- ❑ Do not attempt to recharge the battery pack by heating it. Sudden release of battery electrolyte can cause burns or irritation to the eyes or skin.
- ❑ Remove the battery pack if you do not plan to use the phone for several months at a time. The batteries could leak over that time.
- ❑ Discard “dead” battery packs as soon as possible because they are likely to leak into the phone.
- ❑ Do not store this phone or battery pack in a high temperature area. Batteries stored in a freezer or refrigerator should be protected from condensation during storage and defrosting. Battery packs should be stabilized at room temperature before using.

❑ Your battery pack is rechargeable and can be recycled once it outlives its usefulness. Depending upon your local and state law, it might be illegal to dispose of this battery into a municipal waste system. Check with your local solid waste company or call 1-800-8-BATTERY for information on Ni-Cd battery recycling and disposal/restrictions in your area.

## FCC REQUIREMENTS

This product complies with Part 68 of FCC rules. The Federal Communications Commission (FCC) has established these rules that permit this device to be directly connected to the telephone network. Standardized jacks are used for these connections. This equipment should not be used on party lines or coin phones.

If this device is malfunctioning, it might also be harmful to the telephone network; disconnect the unit until the source of the problem is determined and the device is repaired.

If the telephone company requests information on what equipment is connected to their lines, inform them of:

1. The telephone number to which this device is connected.
2. The FCC registration number and ringer equivalence number (REN) found on the bottom of the unit.

The FCC requires that you connect your device to the telephone network through a modular telephone outlet or jack. The appropriate outlet or jack is a USOC RJ-11C, RJ-14C, RJ-11W, or RJ-14W.

A label on the base of this equipment contains information about the FCC registration number and the Ringer Equivalence Number (REN). The REN determines the number of communication devices that can be connected to your telephone line. In most areas, the sum of RENs should not exceed 5 devices.

3. If too many devices are attached, they might not ring properly.

If you are using a cordless telephone product, some frequencies might cause interference to nearby TVs and VCRs. To minimize this type of interference, do not place the cordless base on or near a TV or VCR. If you continue to experience interference, move the base further away from the TV or VCR.

This equipment cannot be used on public coin telephone lines. Connection to party line service is subject to state tariffs.

This product is hearing aid compatible.

## WARRANTY

If your telephone is defective in material or workmanship and you return it within one year from the date of purchase, we will repair it, or, at our option, we will replace it. If we repair it, we might use reconditioned replacement parts or materials. If we choose to replace it, we might substitute an identical reconditioned unit. The repaired/replaced unit is warranted for either (a) ninety days, or (b) the remainder of your phone's original one year warranty, whichever is longer.

### A. WHAT YOU NEED TO DO

To receive warranty service, you must provide proof of purchase (your sales receipt) and date of purchase.

### B. WHAT THIS WARRANTY DOES NOT COVER

This warranty does not cover defects resulting from accidents, alterations, failure to follow this manual's instructions, battery leakage, misuse, fire, flood, and Acts of God.

We do not warrant this product to be compatible with party lines, with all types of telephone equipment, or with your specific customer premises equipment. Shipping costs to and from authorized service centers are not covered.

We are not responsible for implied warranties, including those of fitness for a particular purpose and merchantability after the initial one year period. We do not pay for loss of time, inconvenience, loss of use of the product, or property damage caused by this product or its failure to work, telephone company service calls, or any other incidental or consequential damages.

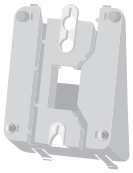
### C. STATE LAW RIGHTS

Some states do not allow limitations on how long an implied warranty lasts, or the exclusion of limitation of incidental or consequential damages, so the above exclusions might not apply to you. This warranty gives you specific rights; you may also have other rights, which can vary from state to state.

# INSTALLATION

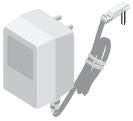
In addition to your User's Manual and Quick Start Card you should find the following items for installation:

Handset



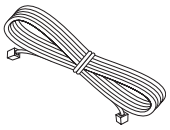
Desk Mount

Base



AC Power Adapter

Short Line Cord



Long Line Cord

Ni-Cd Battery Pack

Belt Clip

## SELECTING A LOCATION

You can place the phone on a desktop or table, or mount it on a standard wall plate.

Select a location that is:

- Near an AC outlet
- Near a telephone line jack
- Out-of-the-way of normal activities
- Away from TVs, VCRs, LANs (used for DSL networking within the home), other electronic equipment, electrical machinery, electrical appliances, metal walls or filing cabinets, wireless intercoms, alarms, and room monitors

The base's location affects the phone's range. If you have a choice of several locations, try each to see which provides the best performance.

**Caution:** You must use a Class 2 power adapter that supplies 9 Volts DC and delivers at least 300 mA. Its center tip must be set to positive and its plug must fit the phone's DC 9V jack. The supplied adapter meets these specifications. Using an adapter that does not meet these specifications could damage the phone or the adapter.

**NOTE**

***For the longest battery life it is important that you follow the instructions below:***

- Before connecting the telephone line cord, plug the AC adapter into the wall socket and the phone.
- Charge the battery pack for at least 12 hours.
- After charging the phone, connect the telephone line cord and use the phone as described in this manual.

## WALL MOUNTING

Your new CL915 telephone may be installed on the studs of a standard wall phone plate or on to two screws (not included) fastened into the wall. When installing screws into plasterboard walls, use wall anchors (not included) to insure that the screws remain secure. Insert the screws into the wall leaving 3/16" of each screw extending out from the wall.

### Mounting the Base on a Wall Plate

1. Remove the handset from the base.
2. Turn the base over so the underside of the base faces you.
3. Place the pedestal in the wall mount position and slide into place.
   - If mounting over a telephone wall jack, plug the supplied short telephone cord into the jack labeled TEL LINE on the telephone. Thread the line cord through the slot on the back of the phone and plug the other end of the cord into the wall jack.
   - If wall mounting with screws, plug the supplied long telephone line cord into the jack labeled TEL LINE on the telephone and plug the other end of the cord into the wall jack.
4. Insert the AC adapter into the **9V DC** jack on the bottom of the base.
5. Slip the telephone base onto the wall, lining up the wall mounting holes over the wall plate posts or screws. Slide the telephone base down so it is firmly in place.
6. Return the handset to the telephone base.
7. Plug the other end of the AC adapter into the AC outlet.

## BATTERY INSTALLATION

1. Slide open the battery compartment door on the back of the handset.
2. Securely plug in the wire and then lay the battery pack into the battery compartment.
3. Close the battery compartment door.
4. Place the handset on the base unit cradle.

### NOTE

Once you have installed the battery pack and placed the handset on the base, you will hear a tone indicating the handset has connected with the base and will charge successfully. In addition, the charge LED on the base illuminates when the handset is properly making contact with the charge terminals.

#### *WHEN THE BATTERY NEEDS CHARGING*

- The phone will beep.
- The display will show BATTERY LOW.

#### *WHEN TO PURCHASE A NEW BATTERY PACK*

- If the battery lasts only a few minutes even after a full charge, the usable life of the battery has expired and it needs to be replaced.

## RINGER SETTING

1. To set the ringer level to high or low on the handset, press ▼**REVIEW/VOLUME** ▲ when the handset is idle.
2. To turn the handset ringer **ON** or **OFF**, set the **RINGER** switch located on the handset to the desired position.

Ringer tones can be programmed on the handset when you are programming setup functions.

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## HEADSET

The headset jack is located on the side of the handset and is a standard 2.5mm plug. Simply plug the headset into the jack and the headset will be active.

### NOTE

When the headset is plugged into the telephone, the microphone and earpiece on the handset are not active.

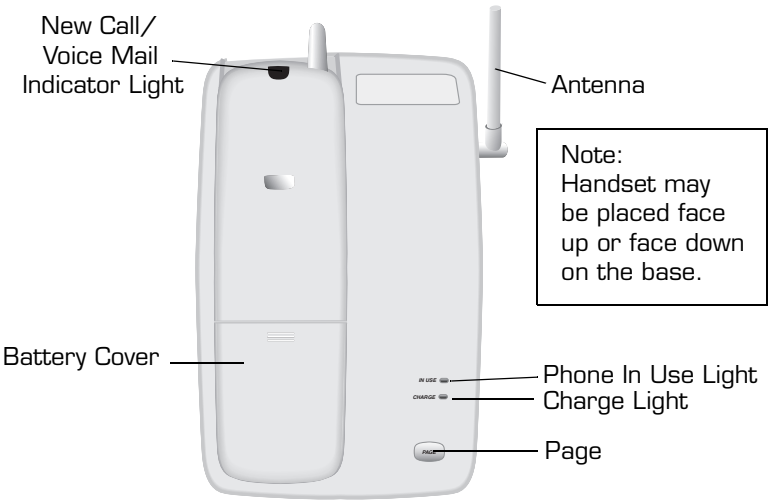
## BELT CLIP

You can use the belt clip to hang the handset from your belt.

1. Place the belt clip on the back of the handset.
2. Align the tabs on the belt clip with the slots on the handset.
3. Press the belt clip to the handset to snap the tabs into the slots.
4. Make sure both tabs are securely snapped into the handset slots.

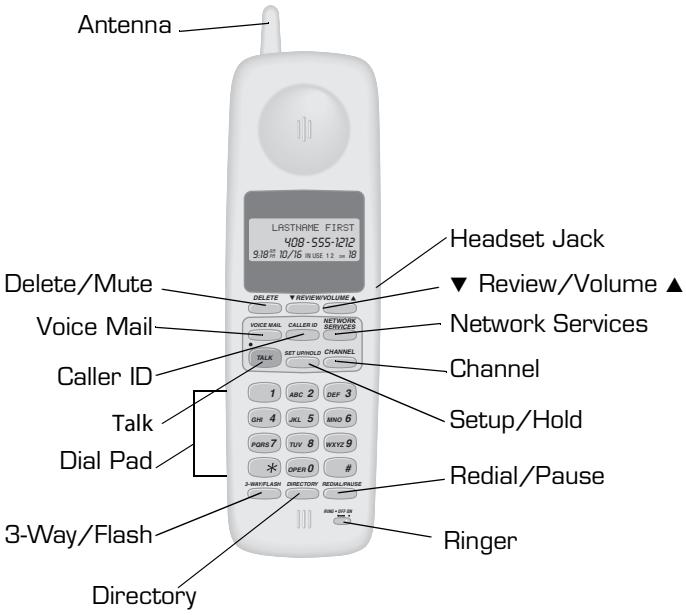
# FEATURES AND CONTROLS

## BASE




Note:
Handset may be placed face up or face down on the base.

## HANDSET



## LOCATION OF CONTROLS AND FEATURES

- **Talk -** The **TALK** key is used to access the telephone line.
- **Delete/Mute** - The **DELETE** key is used to erase digits on the display. It can also delete single or multiple entries from the Speed Dial and Caller ID Directories. The **DELETE** key also works as a **MUTE** key when pressed during a call.
- **Caller ID** - The **CALLER ID** key is used to access Caller ID information stored in memory.
- **Setup/Hold** - The **SETUP/HOLD** key is used to place a call on hold. This key is also used to access the programmable functions of your phone.
- **Review/Volume** - The ▼ **REVIEW/VOLUME** ▲ keys let you scroll through menu options and adjust the ringer and handset volume.
- **Network Services** - This key gives you access to services offered by your local telephone company.
- **Voice Mail** - The **VOICE MAIL** key provides one-button access to the telephone company's voice mail service. You must subscribe through your local telephone company to have this service.
- **Dial Pad** - Numeric keys are used in the conventional manner for dialing.
- **3-Way/Flash** - The **3-WAY/FLASH** key is used to access telephone company services, like call waiting.
- **Directory** - Use the **DIRECTORY** key to program and retrieve the numbers in the Speed Dial Directory.
- **Redial/Pause** - By pressing the **REDIAL/PAUSE** key, your telephone will automatically redial the last number dialed. **REDIAL/PAUSE** is also used to program a measured pause into a dialing sequence stored in a memory location.
- **Channel** - The **CHANNEL** key, when pressed, will scan up to 15 channels and select the clearest one to provide the best possible reception. You can use this key after dialing if you do not get a clear line.

### NOTE

If the handset is too far from the base, the channel might not change. Move closer to the base and try again.

- **Ringer Switch** - The **RINGER** switch is used to turn the handset ringer **ON** and **OFF.**
- **Headset Jack** - The headset jack allows for the hands-free use of your phone. You can use any standard headset with an 2.5mm connector.
- **Page** - Located on the base, this key is used to initiate a handset page.
- **In Use LED -** This light is located on the base. It will be on when the handset is in use.
- **Charge LED** - The handset can be placed in the cradle on the base with the display up or down. The Charge LED on the base will be red (ON) when the handset is in the cradle being charged and the handset is making correct contact. If the light does not go on, move the handset in the cradle until contact is made and the red Charge light comes on.

## PROGRAMMABLE PHONE FEATURES

You can change the settings on the handset in the Setup mode. To program the settings see *Handset Settings* on page 14. The settings that can be changed are:

- **Language** - Choose English or Spanish.
- **Voice Mail On/Off** - Activates one-touch Voice Mail access.
- **Ringer Tone -** Change the way the ringer sounds on the handset.
- **Dial Method** - Choose Tone or Pulse depending on what service is available in your area.
- **Time and Date Setting -** Change the time and date.
- **Home Area Code -** Set the home area code for Caller ID dial back.

### TIP

If within your local area you are required to dial 10 digits (e.g. 555-987-1234), to dial a local number you must first program the **LOCAL CALLING AREA** code. In this case do not program anything into the **HOME AREA CODE** setting when setting up Caller ID call back.

- **Local Area Codes** - Set local area codes if you have 10-digit dialing for Caller ID call back. You can set as many as 8 local area codes.
- **Call History -** This setting allows you to select how you want your call records saved. Your choices are: save all calls (`ALL CALLS`), save unanswered calls (`UNANS CALLS`), or save no calls (`NO CALLS`).
- **Repeat Calls** - When you receive more than one call from the same phone number, you can select how those calls are shown in your Call Records. Choose `SEPARATE` to store each call as a separate entry. Choose `COMBINED` to store the repeat calls as one entry with the notation `RPT`.

## PROGRAMMING THE PHONE'S FEATURES

Press and hold the **SETUP/HOLD** key until the phone displays ENGLISH. At any time during programming you can quit and the settings that you have already selected will be saved. Quit programming by pressing and holding the **SETUP/HOLD** key or let the programming time out by not pressing any key for 20 seconds.

### TABLE 1: HANDSET SETTINGS

| DISPLAY SHOWS ENGLISH | TO CHANGE SETTING | SETTINGS | TO SELECT |
|---|---|---|---|
| VOICE MAIL ON/OFF | Push ▼▲ to change the setting. | ON<br>OFF | Push **SETUP/ HOLD** |
| RING TONE:A | Push ▼▲ to change the setting.<br><br>Note: The ringer will ring each tone to allow yo to choose the tone you prefer. | A, B, C, D, & E | Push **SETUP/ HOLD** |
| TONE DIAL | Push ▼▲ to change the setting. | TONE DIAL<br>PULSE DIAL | Push **SETUP/ HOLD** |
| SET TIME? | Use the number pad to change the date and time.<br><br>1. Enter the date as month/day (mm/dd). As you enter each digit, the next digit space will flash. Enter the month as two digits and then enter the date as two digits.<br><br>Example: Feb. 5 = 0 2 0 5<br><br>2. Next enter the time. Use military time.<br><br>Example: 1:31 pm = 1 3 3 1<br><br>NOTE: If you have Caller ID, the time will update automatically and you do not need to change the time setting. | Date and Time | Push **SETUP/ HOLD** |
| HOME AREA CODE | Use the number pad to add or change the home area code. | Home Area Code | Push **SETUP/ HOLD** |

### TABLE 1: HANDSET SETTINGS

| DISPLAY SHOWS ENGLISH | TO CHANGE SETTING | SETTINGS | TO SELECT |
|---|---|---|---|
| LOCL AREA CODE<br><br>1ST LOCL CODE<br><br>2ND LOCL CODE<br><br>YOU CAN ADD UP TO 8 TOTAL LOCAL CODES | Use the ▼▲ key to go to the first local area code and each subsequent local area code (if applicable).<br><br>1. Use the number pad to add or change the home area code.<br><br>2. Go to the next local area code by pressing ▼▲.<br><br>3. Enter the local area code the same as previously and continue entering up to 8 local area codes.<br><br>NOTE: If you do not have 10-digit dialing in your local area DO NOT use this feature. | Local Area Code | Push **SETUP/ HOLD** |
| CALL HISTORY | This setting allows you to choose which call records you want displayed.<br><br>1. Press ▼▲ to change the setting. | ALL CALLS<br>NO CALLS<br>UNANS CALLS | Push **SETUP/ HOLD** |
| REPEAT CALLS | This setting allows you to choose how repeat calls will be displayed when you review them.<br><br>1. Push ▼▲ to change the setting. | SEPARATE<br>COMBINED | Push **SETUP/ HOLD** |

## PROGRAMMING THE SPEED DIAL DIRECTORY

Your new phone will store up to 20 Speed Dial numbers. Up to 10 can be programmed for 1-touch dialing. To program your Speed Dial selections:

1. With the handset in the idle state, press **DIRECTORY.** DIRECTORY will show on screen.

2. Dial the number you wish to store (up to 15 digits) and press the **DIRECTORY** key.

3. Enter the name you wish to store with this number by using the dial pad. See Table 2, "Letter Table," below for help using the dial pad to enter names.

If you pause for more than a second or two while you enter the letters, the phone will assume you want to leave a space and move to the next letter area. If this should happen and you don't want a space, just press **DELETE** once and you will return to the previous space. If you want to add a space, you can press the 1 key.

**TABLE 2: LETTER TABLE**

| NUMBER | FIRST PRESS | SECOND PRESS | THIRD PRESS | FOURTH PRESS | FIFTH PRESS |
|---|---|---|---|---|---|
| 1 | Space | 1 | Space | 1 | Space |
| 2 | A | B | C | 2 | A |
| 3 | D | E | F | 3 | D |
| 4 | G | H | I | 4 | G |
| 5 | J | K | L | 5 | J |
| 6 | M | N | O | 6 | M |
| 7 | P | Q | R | S | 7 |
| 8 | T | U | V | 8 | T |
| 9 | W | X | Y | Z | 9 |
| 0 | 0 | 0 | 0 | 0 | 0 |

**TABLE 3: ENTERING "JOHN SMITH" INTO YOUR SPEED DIAL DIRECTORY**

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| 5<br>J | O<br>O | 44<br>H | 66<br>N | 1<br>SPACE | 777<br>S | 6<br>M | 444<br>I | 8<br>T | 44<br>H |

4. As indicated in Table 3 above, press each key the number of times shown in Table 2 to get the desired letter. After entering the correct sequence for the letter, wait 2 seconds and the cursor will move forward one space. It is not necessary to wait to select a letter on a different key.

5. Press **DIRECTORY** when you are finished with the name.

**TIP**

If you make a mistake, press **DELETE.** Each time you press **DELETE**, the last letter or number will be deleted.

6. The next available memory location will automatically be displayed. To accept the next location given press **DIRECTORY**, or enter a two digit number for a different location. If there is a name/number already stored in the location selected, the CL915 will ask you if you would like to erase the original memory location. Press the **DIRECTORY** key to accept or any other key to reject.

**NOTE**

If there are no memory locations left in the speed dial directory (will hold 20), the CL915 will display `MEMORY FULL`. At this point, you will need to replace an existing entry if you want to put a new entry in. You can continue with memory programming of the new entry by selecting the entry you wish to replace and programming the new number there.

## CALLER ID AND CALL WAITING ID

Caller ID will allow you to view the caller's name and phone number on the handset display before you answer the call. In order to use this service, you must first subscribe to Caller ID service with your local telephone company.

When a new call comes in while you are talking, Call Waiting ID (CWID) will alert you with a notification beep and the handset volume is momentarily muted. The new caller's name and phone number, if available, appears in the display. (For more information see *CALLER ID OPERATION* on page 23.)

## PROGRAMMING VOICE MAIL

If you subscribe to Voice Mail from your local telephone company, this feature will access your Voice Mail messages by pressing one key.

1. With the handset not in use, dial your voice mail access number.
2. Press the **REDIAL/PAUSE** key to insert 3 second pauses (2 pauses should be enough).
3. Enter your password.
4. Press and hold the **VOICE MAIL** key.
5. You will see STORED appear on the screen.

## USING NETWORK SERVICES

Your phone is programmed so that you can easily use the convenient Network Services that you subscribe to through your local telephone company. The available services are:

- *69 Call Return
- *70 Cancel Call Waiting
- *87 Anonymous Call Rejection Off
- *77 Anonymous Call Rejection On
- *60 Call Blocker
- 73# Call Forward Off
- *73 Call Forward Off
- 72# Call Forward On
- *72 Call Forward On
- 1411 Local/National Information
- 411 Local/National Information
- *66 Repeat Dialing
- *60 Call Blocker

To use Network Service features:

1. Press the **NETWORK SERVICES** key.
2. Use the ▼**REVIEW/VOLUME** ▲ key to scroll to the service you want.
3. Activate the displayed feature by pressing the **TALK** key.

## NEW CALL LIGHT

The **NEW CALL** light will flash for the following reasons.

1. When the phone is ringing the light will flash rapidly.
2. When you receive a Caller ID call the light will flash. The phone will store a record of this call.
3. When you have a new Voice Mail message the light will flash to alert you and the screen will display the message `MESSAGE WAITING`.

## USING A HEADSET

You can make or answer calls with hands-free convenience using an optional headset that has a standard (2.5 mm) plug.

Follow these steps to use a headset.

1. Insert the headset's plug into the headset jack on the side of the handset.
2. Place the headset on your head with the earpiece over either ear and adjust the microphone boom until it is about even with your chin.
3. The headset volume can be adjusted by pressing the volume key (see *Location of Controls and Features* on page 11).

### NOTE

Connecting a headset disconnects the handset's earpiece and microphone.

### TIP

If you place the handset on the base to recharge it while the headset is connected, be sure the handset seats properly or it will not charge. A good way to be sure the connection has been made is to check that the red **CHARGE** light is on.

## LOCATING A LOST HANDSET

Your CL915 has a **PAGE** button to help you locate the handset when it is not on its cradle.

1. Press the **PAGE** key on the base. If the handset is within range, it will beep for 20 seconds.
2. Press any key on the handset to stop the **PAGE** beeping or wait for 20 seconds and it will automatically stop.

## OUT-OF-RANGE WARNING

If you are too far from the base, the handset will beep and the display will read OUT OF RANGE. Walk back in the direction of the base to re-establish connection. When the base detects that the handset has been out of range for 15 continuous seconds, it will release the call.

## CHANNEL CHANGING

If you are experiencing interference during a telephone call, press the **CHANNEL** key. The CL915 will scan up to 15 channels and select the clearest one to provide the best possible reception.

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# BASIC OPERATION

## MAKING A CALL

1. Pick up the handset from the base.
2. Press the **TALK** key. The display will show CONNECTING. Once the phone has acquired a line, the display will show the channel that it is using (e.g. CHANNEL 15). Wait until you hear a dial tone.
3. Dial the number you wish to call.

**NOTE**

You can predial the number before you press the **TALK** key. The number displayed will be dialed once the **TALK** key is pressed.

4. After 3 seconds of the line being active, the display will show the call timer.
5. When you are finished talking, press the **TALK** key or place the unit back into the base to end the call. The call timer will display for a short time after the call has finished.

**NOTE**

The **IN USE** light on the base will illuminate when the line is active.

## USING REDIAL

You can quickly redial the last number dialed.

1. Press the **REDIAL/PAUSE** key. The display will show CONNECTING. Once the CL915 has acquired a line, the display will show the channel that it is using (e.g. CHANNEL 15).

The redial memory holds up to 32 digits, so you can redial long distance as well as local numbers.

The redial memory does not store a flash entry or any digits entered after you press **3-WAY/FLASH**.

## USING 3-WAY/FLASH

**3-WAY/FLASH** is used for special services, such as Call Waiting. For example, if you have Call Waiting, press **3-WAY/FLASH** to answer an incoming call without disconnecting the current call. Press **3-WAY/FLASH** again to return to the first call.

If you do not have any special phone services, pressing **3-WAY/FLASH** might disconnect the current call.

## USING TONE SERVICES ON A PULSE LINE

Some special services, such as bank-by-phone, require tone signals. If you have pulse service, you can still use these special tone services by following these steps.

1. Dial the service's main number.

   When the service answers, press the * key. (A is displayed for the asterisk.) Any additional numbers you dial are sent as tone signals.

2. After you complete the call, return the handset to the base or press **TALK**. The phone automatically resets to pulse dialing.

## SPEED DIAL DIRECTORY

You can store up to 20 phone numbers and names in memory. The first ten numbers can be dialed with one-touch.

Each stored number can be up to 15 digits long, and each name can contain up to 15 characters.

### Making a Call with Speed Dial Directory

To One-Touch Dial a Memory Number:

1. Press the **DIRECTORY** key. The phone displays DIRECTORY.

2. Press and hold the key for the desired memory location. The CL915 automatically dials the stored number.

To recall and dial a Memory Number:

1. Press the **DIRECTORY** key. The phone displays DIRECTORY.

2. Press ▼ or ▲ to scroll through all of the memory locations until the desired number appears.

3. Press **TALK**. The **TALK** indicator lights and the CL915 automatically dials the displayed phone number.

### To Delete a Speed Dial Number

1. Press **DIRECTORY**.

2. Use the ▼ and ▲ keys to scroll to the number you wish to delete.

3. Press **DELETE**.

4. The display will show DELETE?

5. To delete the record, press **DELETE** again.

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# CALLER ID OPERATION

If you subscribe to Caller ID service from your phone company, the CL915 automatically displays the information the phone company sends between the first and second rings of every call you receive. It stores up to 30 call records in its Caller ID memory.

The display also shows the date and time the call was received if caller information is not available, or if the caller chose not to send the information (see *Caller ID Displays* on page 26).

1. When the Caller ID information is received, it is stored in memory so that the information can be recalled for later use.
2. When new Caller ID records are received, the **NEW CALLS** indicator light will flash.
3. The new Caller ID record includes the name and number of the caller and the time and date the record is received. The New Call light will flash to indicate that you have a new Caller ID stored in memory.
4. Your CL915 will keep track of all calls received, even if they were not answered, depending on how you set up the handset (see *Programming the Phone's Features* on page 14).

## VIEWING THE CALLER ID LIST

1. With the handset idle, press **CALLER ID**.
2. The most recent call will be displayed. The information on the call will be displayed with the name, number, date and time that the call was received.
3. To scroll to the next call, press **▼REVIEW/VOLUME▲**. The ▼ key will go through the calls from the last call received to the first. The ▲ will allow you to view the calls from the first call received to the last. At the end of scrolling either way, the display will show `END OF LIST`.
4. Press **CALLER ID** to finish.

### TIP

If you do not press a button for 20 seconds while you are reviewing Caller ID records, the CL915 display automatically times out.

## RETURNING A CALL FROM THE CALLER ID RECORDS

You can return calls by using the Caller ID recall feature.

1. Press **CALLER ID.**
2. Use the ▼ and ▲ keys to scroll to the call record you wish to call back.
3. Press **TALK.**
4. The display will show DIAL NUMBER?
5. Press **TALK** to dial the displayed number.
6. To end the call, press **TALK.**
7. If the number displayed is not the way the number should be dialed from your phone, press the ▼ and ▲ keys to toggle among 7, 10, or 11 digits to choose the correct format.
8. Press **TALK** to dial the number displayed.
9. Press **DELETE** to cancel dialing.
10. To end the call, press **TALK**, or place the handset back in the base.

### TIP

If you set up your home area code and local area codes in the handset setup mode, you will not have to adjust the number between 7,10 or 11 digit dialing (see *Handset Settings* on page 14).

## STORING CALLER ID RECORDS IN THE SPEED DIAL DIRECTORY

1. Press **CALLER ID.**
2. Repeatedly press **REVIEW** ▼ or ▲ until you see the desired Caller ID record.
3. Press **DIRECTORY.** ENTER LOCATION appears.
4. The caller's name is automatically stored if it is part of the Caller ID record.
5. Enter the memory location number, then press the **DIRECTORY** key. The CL915 beeps once and STORED appears.

## DELETING CALLER ID RECORDS

### Deleting Individual Records

1. Press **CALLER ID**, then repeatedly press **REVIEW/VOLUME** ▼ or ▲ until the Caller ID record you want to delete appears.
2. Press **DELETE.** DELETE? appears.
3. Press **DELETE** again.

### Deleting All Records

1. Press **CALLER ID** then press and hold **DELETE**. DELETE ALL? appears.
2. Press **DELETE**. NO CALLS appears.

## CALLER ID WITH CALL WAITING SERVICE

In order to use the *Caller ID with Call Waiting* Service service you must subscribe to a *Caller ID* service and *Call Waiting* service from your local telephone company.

When a new call comes in while you are talking, you will hear a notification beep from the handset and the volume is momentarily muted. The new caller's name and phone number, if available, appears on the display.

1. When you receive a *Call Waiting* call and you want to connect the call, press **3-WAY/FLASH**. The active call will be placed on hold and the new call will be active.
2. Press **3-WAY/FLASH** to alternate between calls.
3. Press **TALK** to end the call or place the handset back on the base.

## CALLER ID DISPLAYS

**TABLE 4: CALLER ID DISPLAYS**

| DISPLAY | DESCRIPTION |
|---|---|
| SMITH JOHN<br>888-555-1212<br>12/08 11:46AM RPT20 | Display shows name, telephone number, time, date and the number of the call in your call records. It will also indicate if it's a new number or a repeat call. |
| 888-555-1212<br>12/08 11:46AM RPT20 | Display shows number-only service. The originating service does not provide names. |
| UNAVAILABLE<br>12/08 11:46AM RPT20 | Display shows this 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). |
| PRIVATE<br>12/08 11:46AM RPT20 | Display shows this when a call is received from a blocked number. For privacy reasons, some states allow callers to prevent their telephone data from being displayed on the other party's Caller ID display. |
| INCOMPLETE DATA | Display shows this when the Caller ID information was received incorrectly or only part of the data was received.<br>NOTE: When an error is received, none of the data from the call is saved in memory. |
| MESSAGE WAITING | Display shows this when a Voice Mail message has been received and is stored in your Voice Mail subscription service which is provided by your local telephone company . |
| END OF LIST | This is shown between the first and last call of the Caller ID records list. |
| NO CALLS | This is displayed when the **CALLER ID** key is pressed and there is no Caller ID data stored. |
| xx New Call(s) | This line indicates the number of new calls. |

**TABLE 4: CALLER ID DISPLAYS**

| DISPLAY | DESCRIPTION |
|---|---|
| RPT | Appears when you review a Caller ID record from someone who has called more than one time from the same number. This only appears when REPEAT CALLS is set to COMBINED. |

# TROUBLESHOOTING

| PROBLEM | SUGGESTION |
|---|---|
| No dial tone or phone will not dial out | Check that you have plugged the AC power adapter into a working outlet. Check all telephone cord connections or try another jack.<br>Check to be sure that the phone is set to the correct type of service (Tone or Pulse). |
| Cannot hear the telephone ringing | Check the ringer volume controls (at the lowest level the ring may not be heard). Make sure Ringer is turned on (see *Ringer Setting* on page 8). |
| Blank Screen | Make certain that the battery is plugged in and fully charged.<br>Be sure the phone line cord and AC adapter are correctly and securely connected<br>Contact your telephone service provider to verify that your Caller ID service is activated and working properly.<br>Caller ID service may not work if you have your phone connected to a Private Branch Exchange (PBX).<br>You answered the call before the Caller ID data was displayed, which usually occurs after the second ring. |
| Screen reads UNAVAILABLE | The call is coming from an area not supplying caller ID data. |
| Screen reads PRIVATE | The caller has requested that their phone number be suppressed from Caller ID service. |
| The handset does not work | Move the handset closer to the base.<br>Be sure the phone line cord and AC adapter are correctly and securely connected.<br>Be sure the battery pack is connected and charged.<br>Raise the base antenna to a vertical position. |
| Volume drops or you hear unusual sounds | Someone has picked up another phone on the same line. Hang up the other phone. |
| When on a call, you hear another call or a radio signal | Switch channels to a clear channel. If that does not correct the problem, check the wiring for bad connections. |

| PROBLEM | SUGGESTION |
|---|---|
| Static Interference (crackling sound during call) | Do not place the base near appliances or large metal objects.<br>Keep the handset away from interference sources such as computers, remote control toys, wireless alarm systems, wireless intercoms, room monitors, fluorescent lights, and electrical appliances.<br>Press **CHANNEL** to switch to another channel.<br>If the interference is severe, turn off the interfering device. |
| Phone dials more than 7 digits when dialing a local phone number from a Caller ID record | Store the home area code (see *Handset Settings* on page 14). |
| The handset's range decreases | Raise the base's antenna to a vertical position.<br>Return the handset to the base to recharge the battery pack.<br>Be sure the base's antenna is not touching a metal surface. |
| Receiver sound flutters or fades | Be sure the battery pack is charged.<br>Move the handset closer to the base. |
| Can receive calls, but cannot make calls | Set **Tone Dial/Pulse Dial** correctly for the type of service you have (see *Handset Settings* on page 14). |
| No Data Sent | Check your service provider to ensure that you have Caller ID or Call Waiting ID service.<br>Be sure that your answering machine is set to answer after two rings.<br>Be sure you answer the call after two rings.<br>Check to see that Call Forwarding is turned off.<br>Check with your service provider to see if they are experiencing problems. |

# CARE AND MAINTENANCE

You new CL915 telephone is an example of superior design and craftsmanship. The following suggestions will help you care for your phone so you can enjoy it for years.

Keep the phone dry. If it gets wet, wipe it dry immediately. Liquids may contain minerals that can corrode the electronic circuits.

Use and store the phone only in normal temperature environments. Temperature extremes can shorten the life of electronic devices, damage batteries, and destroy or melt plastic parts.

Keep the phone away from dust and dirt which can cause premature wear of parts.

Handle the phone gently and carefully. Dropping it can damage circuit boards and cases and can cause the phone to work improperly.

Use only fresh batteries of the required size and recommended type. Batteries can leak chemicals that damage your phone's electronic parts.

Wipe the phone with a damp cloth occasionally to keep it looking new. Do not use harsh chemicals, cleaning solvents, or strong detergents to clean the phone.

Modifying or tampering with the internal components of CL915 can cause a malfunction and may invalidate its warranty and void your FCC authorization to operate this telephone.

## REPLACING THE BATTERY PACK

If you follow the instructions in "Connecting and Charging the Battery Pack", the battery pack should last approximately one year. If the battery does not hold a charge for more than 2 hours after an overnight charge, replace the battery with a new 3.6 volt, 600 milliampere battery with a connector that fits the socket in the battery compartment.

Install the new battery pack, then charge the battery pack for about 15 hours.

**Note:** To avoid losing information stored in memory, try to install and begin charging the new battery pack within 2-3 minutes.

**Cautions**:

- You must use a replacement battery pack of the same size and type, with the proper connector.
- Be careful not to short the battery pack by touching it with conducting materials such as rings, bracelets, and keys. The battery pack or conductor might overheat and burn.
- Do not dispose of the battery pack in a fire because it might explode.

**Important:** This product contains a rechargeable nickel cadmium battery pack. At the end of the battery pack's useful life, it must be recycled or disposed of properly. Contact your local, county, or state hazardous waste management authorities for information on recycling or disposal program in your area.

## LIGHTNING

Your telephone has built-in lightning protection to reduce the risk of damage from surges in telephone line and power line current. This lightning protection meets or exceeds FCC requirements. However, lightning striking the telephone or power lines can damage your telephone.

Lightning damage is not common. Nevertheless, if you live in an area that has severe electrical storms, we suggest that you unplug your phone during storms to reduce the possibility of damage.