

## **IMPORTANT SERVICE INFORMATION**

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

## **! WARNING**

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



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

## ***EXCURSION<sup>®</sup> 39285***

### **CARTON CONTENTS**

- Excursion<sup>®</sup> 39285 Base and Handset
- Rechargeable Ni-Cd Battery Pack
- Telephone Line Cord (Short and Long)
- AC Adaptor (9VDC, 350 mA, Center Positive)
- User's Manual
- Warranty Card
- Accessory Order Form
- Wall Mount Screws and Hardware

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**SAVE THESE INSTRUCTIONS**** IMPORTANT SAFETY INSTRUCTIONS**

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

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on the product.
3. Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
4. Do not use this product near water, for example, near a bathtub, washbowl, kitchen sink, or laundry tub, in a wet basement or near a swimming pool.
5. Do not place this product on an unstable cart, stand, or table. The product may fall, causing serious damage to the product.
6. Slots and openings in the cabinet and the back or bottom are provided for ventilation, to protect it from overheating. These openings should never be blocked or covered. The openings should never be blocked by placing the product on the bed, sofa, rug, or other similar surfaces. This product should never be placed near or over a radiator or heat register. This product should not be placed in a built-in installation unless proper ventilation is provided.
7. This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply to your home, consult your dealer or local power company.
8. Do not allow anything to rest on the power cord. Do not locate this product where persons will step on the cord.
9. Do not overload wall outlets and extension cords as this can result in the risk of fire or electric shock.
10. Never push objects of any kind into this product through cabinet slots as they may touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock. Never spill liquid of any kind on the product.
11. To reduce the risk of electric shock, do not disassemble this product, but take it to a qualified service contractor when some service or repair work is required. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when the appliance is subsequently used.
12. Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
  - A. When the power supply cord or plug is damaged or frayed.
  - B. If liquid has been spilled into the product.
  - C. If the product has been exposed to rain or water.
  - D. If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions. Improper adjustments of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
  - E. If the product has been dropped or the cabinet has been damaged.
  - F. If the product exhibits a distinctive change in performance.

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**

**! INSTALLATION**  
**PRECAUTIONS**

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

**! MAINTENANCE**

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

**BATTERY CAUTIONARY**  
**INSTRUCTION**

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

1. Use only the battery pack type provided with the unit.  
3.6V, 600mAh  
Ni-Cd Battery Pack
2. Do not dispose of the battery in a fire.  
The cell may explode. Check with local

codes for possible special disposal instructions.

3. Do not open or mutilate the battery. Released electrolyte is corrosive and may cause damage to the eyes or skin. It may be toxic if swallowed.
4. Exercise care in handling the battery in order not to short the battery with conducting material such as rings, bracelets and keys. The battery or conductor may overheat and cause burns.
5. Recharge only the battery provided with or identified for use with this product. The battery may leak corrosive electrolyte or explode if it is not the correct type.
6. Do not attempt to rejuvenate the battery provided with or identified for use with this product by heating them. Sudden release of the battery electrolyte may occur causing burns or irritation to eyes or skin.
7. When inserting the battery into this product, the proper polarity or direction must be observed. Reverse insertion of batteries can cause charging that may result in leakage or explosion.
8. Do not store this product, or the battery provided with or identified for use with this product, in high-temperature areas. Batteries that are stored in a freezer or refrigerator for the purpose of extending shelf life should be stabilized at room temperature prior to use after cold storage.
9. Disconnect telephone lines before installing batteries.

**! FCC NOTICE**

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

1. This equipment complies with Part 68 of the FCC rules. A label on the BASE UNIT of this equipment

contains, among other information, the ACTA product number and the Ringer Equivalence Number (REN) for this equipment. You must, upon request, provide this information to your telephone company.

2. The REN is useful to determine the quantity of devices you may connect to your telephone line and still have all of those devices ring when your number is called. In most, but not all areas, the sum of the RENs of all devices should not exceed five (5.0). To be certain of the number of devices you may connect to your line, as determined by the REN, you should call your local telephone company to determine the maximum REN for your calling area.
3. If your telephone causes harm to the telephone network, the telephone company may discontinue your service temporarily. If possible, they will notify you in advance. But if advance notice is not practical, you will be notified as soon as possible. You will be advised of your right to file a complaint with the FCC.
4. Your telephone company may make changes to its facilities, equipment, operations or procedures that could affect the proper operation of your equipment. If they do, you will be given advance notice so as to give you an opportunity to maintain uninterrupted service.
5. If you experience trouble with the telephone, please contact Northwestern Bell Phones for repair/warranty information. The telephone company may ask you to disconnect this equipment from the network until the problem has been corrected or you are sure that the equipment is not malfunctioning.
6. This equipment may not be used on coin service provided by the telephone company. Connection to party lines is subject to state tariffs. (Contact your state public utility commission or corporation commission for information.)

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Privacy of communications may not be insured when using this phone.

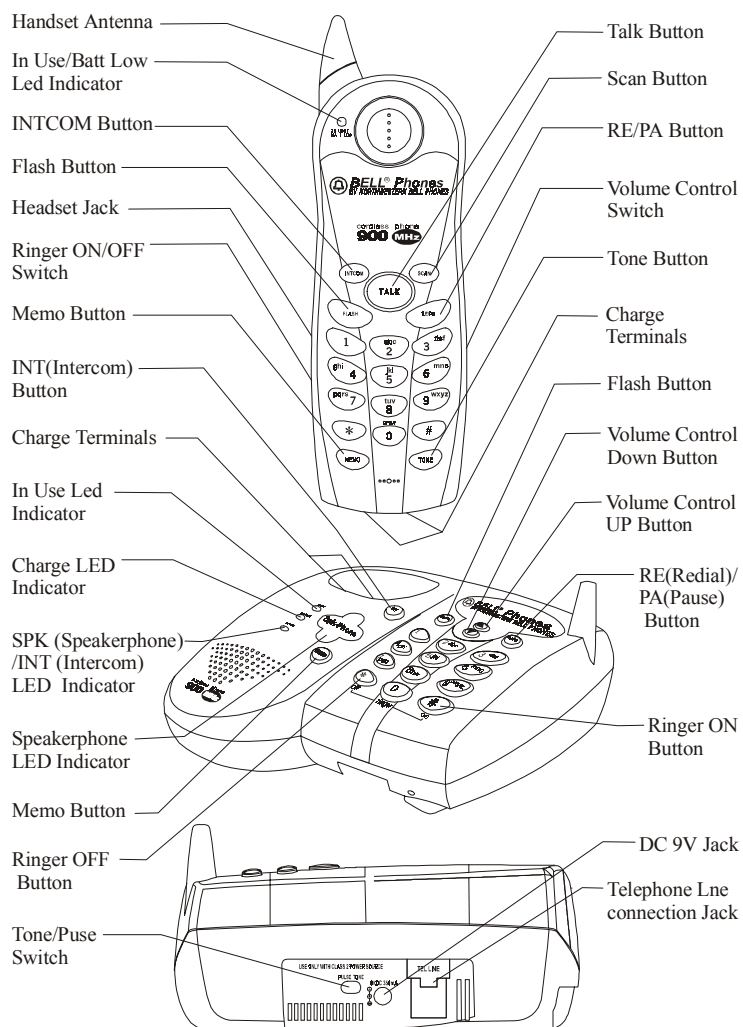
Changes or modifications not expressly approved in writing by Northwestern Bell Phones may void the user's authority to operate this equipment.

Some cordless phones operate at frequencies that may cause interference to nearby TVs and VCRs; to minimize or prevent such interference, the base of the cordless phone should not be placed near or on top of a TV or VCR; and, if interference is experienced, moving the cordless telephone farther away from the TV or VCR will often reduce or eliminate the interference.



AC ADAPTOR: Use only with Class 2 Power Source, 9VDC output, 350mA.

## **EXCURSION® 39285 CONTROLS DIAGRAM**



## **DESCRIPTIONS**

### **HANDSET CONTROLS:**

**Handset Antenna** - A fixed antenna.

**In Use Batt Low LED Indicator** – Lights up when the handset is in the talk mode. Blinks slowly to indicate that the INTERCOM function is in use. Blinks when battery power is low.

**INTCOM (Intercom) button** – Press to initiate a two-way intercom conversation between the handset and the base unit.

**Flash Button** – Press to answer an incoming call if you have Call Waiting.

**Headset Jack** – For connecting your headset plug to enjoy a hands-free communication.

**Ringer ON/OFF Switch** – Set switch to OFF position to disable the ringer on the handset.

**Memo Button** – Press to store 10 phone numbers (up to 16 digits each) on the handset memory or to call a number you have previously stored in the 10 memory locations.

**Talk Button** – Press to answer an incoming call or to place a call. Press to end a call.

**Scan Button** - Press to change the operating channel when you hear interference.

**RE (Redial)/ PA (Pause)** – (Redial) Press to redial the last telephone number you called. (Pause) Press to insert a pause while dialing.

**Handset Volume Control Switch** – Select the receiver volume level (HI, MID, LOW).

**Tone Button** – Press to temporarily change the dialing mode from Pulse to Tone for Rotary Service Users. (Press once before entering number to access the answering system or electronic banking services.)

**Charge Contacts** – For charging the Battery Pack inside the handset. We recommend cleaning the Charge Contacts periodically with a damp cloth.

### **BASE UNIT CONTROLS:**

**INT (Intercom)** – Press to initiate an intercom conversation between the base unit and the handset.

**Charge Terminals** - For charging the Battery Pack inside the handset. We recommend cleaning the Charge Terminals periodically with a damp cloth.

**In Use LED Indicator** – Lights up when the handset is in use.

**Charge LED Indicator** – Lights up to indicate the handset is being charged by the base unit.

**Speakerphone/Intercom LED Indicator** – Blinks rapidly when you initiate an intercom call or if an intercom call is received. Lights up when the Speakerphone function is in use.

**Spk-Phone (Speakerphone) Button** – Press to place and receive a call without using the handset.

**Memo Button** – Press to store 10 phone numbers on the base unit (up to 16 digits each) or dial any of the stored phone numbers in the 10 memory locations.

**Ringer OFF/Temporary Tone Button** – (Ringer OFF) – Press to disable the base unit ringer. (Temporary Tone) – Press to temporarily change the dialing mode from Pulse to Tone when dialing in Pulse mode. (Press once before entering numbers to access the Answering System or electronic banking services)

**Flash Button** – Press to answer an incoming call if you have Call Waiting.. Power-In Connection Jack

**Volume Control Down Button** – Press to decrease the volume level of the base unit speaker.

**Volume Control UP Button** – Press to increase the volume level of the base unit speaker.

**Redial/Pause (RE/PA) Button** – (Redial) – Press to redial the last number you called in the speakerphone mode. (Pause) – Press to insert a pause while dialing. (you will need the (re/pa) button to dial numbers which use an alternative long distance access code.

**Ringer ON Button** – Press to enable the base unit ringer.

**Tone/Pulse Switch** - For Charging the Battery Pack inside the handset. We recommend cleaning the Charge Terminals periodically with a damp cloth.

**Power In Connection Jack**

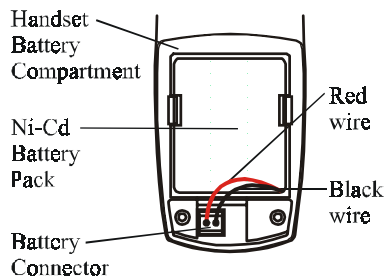
**Telephone Line Connection Jack**

## INSTALLATION

**CAUTION:** USE ONLY THE NICKEL CADMIUM (Ni-Cd) BATTERY TYPE INCLUDED WITH THIS UNIT. USE OF OTHER BATTERY TYPES MAY CAUSE INJURIES OR DAMAGE.

### Battery Installation

1. Remove the battery compartment cover of the handset by sliding it down.
2. Connect the Ni-Cd battery pack plug along the slot into the handset's battery connector as shown below.



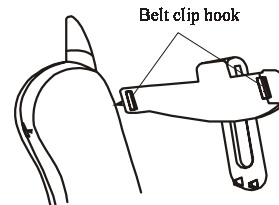
(Figure 1)

3. Insert the Ni-Cd battery pack into the battery compartment.
4. Replace the battery compartment cover by sliding it up towards the handset.

**NOTE:** Use the type and size of Ni-Cd battery pack, 3.6V, 600mA. It is recommended that the Ni-Cd battery pack should be fully charged overnight prior to initial use.

### Belt Clip Installation

With the back of handset facing up, insert one side of the belt clip hook into the matching slots at the top side of the handset as shown in Figure 2. Slide the other hook until it locks into place from the opposite side of the handset.



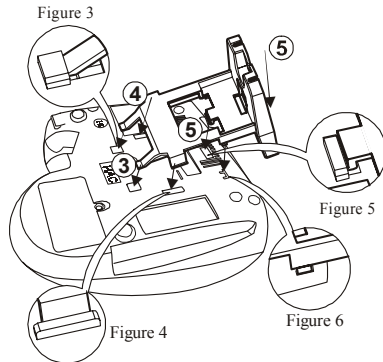
(Figure 2)

### Wall Mounting (With a standard AT&T or GTE modular wall jack)

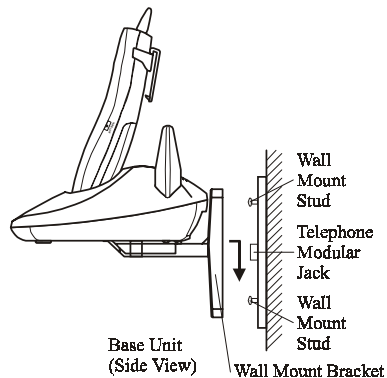
You may choose to install the Telephone base unit onto a wall.

#### Wall Mounting (Standard Wall Jack)

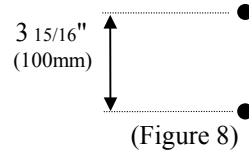
1. Connect the short telephone line cord to the telephone line jack on the rear of the base unit.
2. Insert the free end of the short line cord through the hole of the mounting bracket.
3. Insert the hooks of the mounting bracket into the matching slots on the back of the unit as shown in Figure 3.



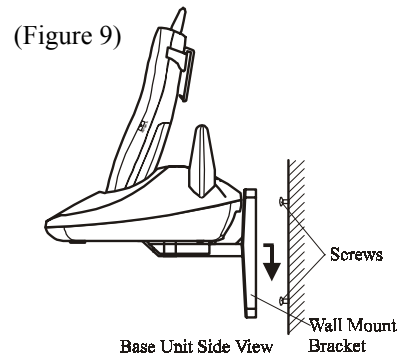
4. Press the two locks located on the side of the mounting bracket until the locking hooks snaps into the inner slots of the base unit as shown in Figure 4.
  5. Press the middle locking hooks of the mounting bracket while pushing the back of the mounting bracket until it snaps to lock as shown in Figure 5.
- NOTE:** Ensure that the lock guide stays in place on the hole provided on the base unit as shown in Figure 6.
6. Plug the free end of the short line cord into the modular wall jack.
  7. Align the upper keyhole on the mounting bracket with the upper stud of the wall plate, so that the opening end of the mounting bracket matches the lower stud, pull the mounting bracket down until it is securely seated. (Figure 7)



1. Drill two holes with a vertical distance between the two marked positions of  $3 \frac{15}{16}$ " (100mm) as shown in Figure 8.

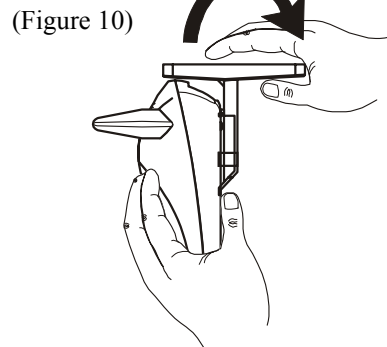


2. Drive a screw into each of the holes. Tighten them to the end of the screw lines, only leaving the smooth part of the screw head outside the wall.
3. Install the wall mount bracket into the base unit as previously discussed in Figures 3-6.
4. Hang the unit onto the screws, then slide it down firmly to fasten the base securely, as shown in Figure 9.



#### Uninstalling the Wall Mount Bracket

To remove the wall mount bracket from the base unit, pull it back as shown in Figure 10.

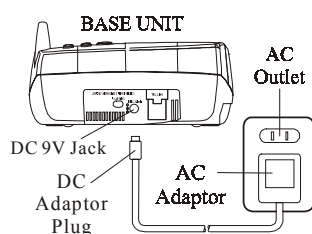


Wall Mounting (No Standard Wall Jack)

## **POWER CONNECTION**

**⚠ CAUTION:** You must use a Class II, 120 Volt AC / 9 Volt DC adaptor that delivers at least 350 mA. The center tip must be positive and the plug must correctly fit the unit's DC 9V jack.

1. Plug the AC adaptor into a standard AC outlet.
2. Insert the small plug into the DC 9V jack on the rear of the base unit as shown in Figure 11.



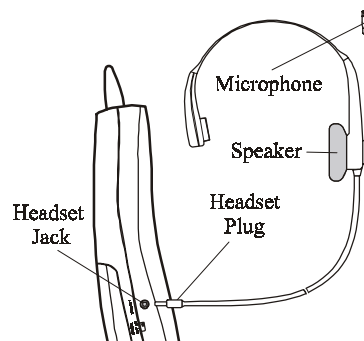
(Figure 11)

## **HEADSET CONNECTION**

One of the special features of your phone is that your handset could utilize a headset (not included) for hands-free communication. Insert the small plug at the end of your headset cord to the headset jack at the side of the handset as shown in Figure 12. Follow the procedures discussed in "Placing a Call" and "Receiving a Call" when to place and receive a call.

**NOTE:** The headset jack of your Excursion® 39285 is compatible with 2.5 mm headset plugs only. When you plug in the headset into the headset jack, it automatically mutes the microphone and speaker of the handset. Unplug the headset to return the handset to normal use.

(Figure 12)



## **INITIAL SETUP**

Please follow these steps before using the Excursion® 39285 for the first time.

- Ensure that the handset battery pack is installed and charged fully for at least 12 hours.
- Ensure that all connections (line cord and adaptor cord) are properly inserted into the rear of the base unit.

## **Setting the TONE/PULSE Switch**

- If your home is equipped with tone-dialing service set the TONE/PULSE switch to Tone position.
- If you have a Pulse (Rotary) dialing service, set the TONE/PULSE switch to Pulse position.

## **TELEPHONE OPERATION**

### **Placing a Call**

Before you can use your cordless telephone, you must charge the handset for 12 hours. Failure to do so will require recharging of the Battery Pack more often.

### **Placing a Call**

#### **Using the Handset**

- Press the TALK button on the handset the In Use LED Indicator will light up.
- Listen for a dial tone.
- Dial the phone number.

### **Using the Base unit**

- Press the SPK-PHONE button on the base unit. The Speakerphone LED Indicator will light up.
- Listen for a dial tone.
- Adjust the speaker volume to your comfortable listening level.
- Dial the phone number.

**NOTE:** A confirmation tone will not “beep” when the handset is returned to the base unit charging cradle if the speakerphone mode is active.

### **Receiving a Call**

#### **Using the Handset**

*If the Handset is on the Base unit*

- When the phone rings, lift the handset.  
**NOTE:** While the handset stays on the base unit charge cradle, the handset ringer is disabled.
- Start your conversation.
- To end your conversation, either press the TALK button or place the handset on the base unit.

*If the Handset is out of the Base Unit*

- When the phone rings, press the TALK button. The In Use LED Indicator will light up.
- Start your conversation.
- To end your conversation, either press the TALK button or place the handset on the base unit.

#### **Using the Base Unit**

- When the phone rings, press the SPK-PHONE button.
- Start your conversation.
- Press the Volume Control UP or DOWN button to adjust the base unit speaker volume to your comfortable listening level. The base unit speaker volume can be adjusted to 8 levels from the lowest to the highest. A double “beep” sound will be heard when you reach the maximum or the minimum sound level.

#### **NOTE:**

- When an incoming call is received, with the handset away from the base

unit and the ringer switch is set to “OFF”, the handset will not ring but the In Use LED Indicator will blink. Set switch to “ON” for normal use.

- You can turn OFF the base unit ringer by pressing the RINGER OFF/TEMPORARY TONE “\*” button. If the base unit ringer is turned OFF, it will not ring but the base unit SPEAKERPHONE/INTERCOM LED indicator will blink when an incoming call is received. Press the RINGER ON “#” button to turn ON the base unit ringer.
- If you are too far away from the base unit, the handset emits “beep” sounds to warn you that the background noise level is too high for proper communication between the handset and the base unit. When you hear this sound, you should move closer to the base unit to reduce the noise level. Otherwise, the call will automatically cut off.

### **Ending calls**

#### **Using the Handset:**

Since the unit features “AUTO-STANDBY”, simply return the handset to the base unit or press the TALK button if you are away from the base unit.

#### **Using the Base Unit:**

Press the SPK-PHONE button to hang up.

### **Last Number Redial**

If you get a busy tone, use the REDIAL function to automatically dial the last telephone number you called.

#### **Redial using the Handset:**

- Pick up the handset and press the TALK button.
- Listen for a dial tone.
- Press RE/PA button to automatically dial the last telephone number you called using the handset.

#### **Redial using the Base Unit:**

- Press the SPK-PHONE button.
- Listen for a dial tone.
- Press RE/PA button to automatically dial the last telephone number you called using the base unit.

***Note:** the handset and base unit REDIAL functions are independent from each other. Both handset and base unit will redial only the number stored in their own redial memory.*

### **Intercom Function**

You can have a two-way conversation between the handset and base unit through the INTERCOM feature.

#### **Activating the Intercom using the base unit**

- Press the INT button on the base unit
- The handset emits a rapid beep sound.
- The handset user can respond by pressing the INTCOM button and start conversation with the caller from the base unit. The handset In Use LED Indicator will light up.

#### **Activate the Intercom using the handset**

- Press the INTCOM button on the handset.
- The base unit emits a rapid beep sound and simultaneously the SPEAKERPHONE/INTERCOM LED Indicator will flash.
- The base unit user can respond by pressing the INT button and start conversation with the caller from the handset. The handset In Use LED Indicator will light up.

#### **To end the Intercom Mode**

- Press the INTCOM button on the handset or the INT button on the base unit to end the conversation using the INTERCOM mode.

### **Transferring Calls**

This feature allows you to transfer a call from the handset to the base unit, or vice-versa.

11182A-1

#### **Transferring Calls from the Handset to Base Unit**

- During a phone conversation through the handset, press the INTCOM button on the handset. The base unit emits a rapid beep sound and simultaneously the PEAKERPHONE/INTERCOM LED Indicator blinks rapidly. If the base unit user does not respond, press the INTCOM button again to return to the call.
- The base unit user can press the INT button to answer. An intercom link between the handset and base unit is established and the call will be put on hold. The handset In Use LED Indicator flashes slowly.
- If the base unit user does not want to access the telephone call while in INTERCOM mode, the user can press the INT button on the base unit to return the phone call to the handset user or the handset user can press the TALK or INTCOM button to return to the call.
- To transfer the call, the base unit user must press the SPK-PHONE button. The handset user could stay on the line to join the phone conversation or he can press the TALK button on the handset to release the line to the base unit user.

***Note:** when the handset user pages the base unit user for an intercom call, the base unit user can press the SPK-PHONE button to directly access the call and join a three-way conversation with the caller and the handset user.*

#### **Transferring Calls from Base Unit to Handset**

- During a phone conversation through the base unit in the SPEAKERPHONE mode and the handset is on the base cradle, picking up the handset automatically transfers

- the call from the base unit to the handset.
- If the handset is out of the base unit charge cradle, press the INT button on the base unit. The handset emits a rapid beep sound and simultaneously the IN USE LED Indicator will blink rapidly. If the handset user does not respond, press the INT button to return to the call.
- The handset user can press the INTCOM button to answer. An intercom link between the base unit and the handset is established and the call will be put on hold. The base unit SPEAKERPHONE/INTERCOM LED Indicator will light up.
- To transfer the call, the handset user must press the TALK button. The base unit user could stay on the line to join the phone conversation or the user can press the SPK-PHONE button on the base unit to release the line to the handset user.

**Note:** When the base unit user pages the handset user for an intercom call, the handset user can press the talk button to directly access the call and join a three-way conversation with the caller and the base unit user.

## Memory Dialing

You can store and recall up to 10 phone numbers (up to 16 digits each) in the handset and 10 different phone numbers in the base unit.

### Storing Telephone Numbers into the Handset or Base Unit Memory

- Press the MEMO button on either the handset or base unit. The handset In Use LED Indicator will be blinking, and if you use the base unit, the SPEAKERPHONE/INTERCOM LED Indicator will be blinking.
- Dial the telephone number you want to store (maximum of 16 digits) either on the handset or base unit KEYPAD.

- Press the MEMO button again.
- Dial the index number, from 0 to 9 either from the handset or the base unit, where you want to store that number. You will hear one confirmation “beep”.
- Write the name of the person you will be calling with that number next to the corresponding index number on the TELEPHONE NUMBER CARD.
- Repeat steps 1 to 5 to store other telephone numbers.

**EXAMPLE:** To store the number 703-1968 under the index number 1 on the KEYPAD:

1. Press the MEMO button.
2. Dial 703-1968.
3. Press the MEMO button again.
4. Press the (1) KEYPAD.
5. You have stored 703-1968 under button on the KEYPAD.

A total of 10 telephone numbers for the handset and 10 different phone numbers for the base unit can be programmed in their respective memory.

**IMPORTANT:** The maximum number of digits that can be stored for any phone number is 16 in PULSE or TONE mode. The maximum number of digits for mixed (TONE and PULSE in combination) dialing is 15. If you are using a switchboard system to access an outside line (such as an 8 or 9), press the RE/PA button to store a PAUSE.

## Recalling Stored Numbers from Memory

### Using the HANDSET

- Press the TALK button.
- Press the MEMO button.
- Press the index number for the number you have stored using the handset. The stored number will be dialed automatically.

### Using the BASE UNIT

- Press the SPK-PHONE button.
- Press the MEMO button.
- Press the index number for the number you have stored using the base unit. The stored number will be dialed automatically.

**EXAMPLE:** To recall number 703-1968 stored under button **1** on the handset KEYPAD:

1. Press the TALK button.
2. Press the MEMO button.
3. Dial 1

**NOTE:** Both handset and base unit have memory locations separate from each other. Use the handset to recall phone numbers you have stored using the handset, and use the base unit to recall phone numbers you have stored using the base unit.

## Security

Your cordless telephone uses a digital security coding system to prevent unauthorized use of your telephone line by another nearby cordless telephone. The system has its own identifying signal created by microcomputers in both the base unit and handset.

## Security Code

This telephone has an internal security code with 65,536 possible combinations.

## Resetting Security Code and Channel Information

Communication between Handset and Base Unit may not be possible in any of the following situations:

- After a power failure.
- After relocating the base unit by disconnecting the AC ADAPTOR.
- After replacing the Handset Battery Pack.
- The handset goes out of range from the base unit.

To reset, place the handset on the base unit for more than 2 seconds.

## Multi-Channel Access

Your cordless telephone lets you select a channel from the 40 frequencies available to transmit signals between the Base Unit and Handset. When you notice interference from other cordless telephones, change to another channel by pressing the scan button on the Handset.

## TECHNICAL INFORMATION

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

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

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

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

## Improving Cordless Reception

Follow these guidelines to improve cordless sound quality:

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

## TROUBLESHOOTING

| <b>SYMPTOM</b>  | <b>SOLUTION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
|-----------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| No dial tone    | <ul style="list-style-type: none"> <li>• Check to see if the handset battery pack is connected inside the handset battery compartment.</li> <li>• Make sure that the adaptor plug is connected to the base unit.</li> <li>• Check for the telephone line cord connections. Ensure that both connectors are plugged securely on the jacks.</li> <li>• Ensure that no other telephone is sharing the same line as the Excursion® 39285 when off-hook.</li> <li>• Test the phone at a different telephone wall jack and listen for a dial tone.</li> <li>• Test a different phone in the wall jack and listen for a dial tone.</li> </ul>                                                                                                                                    |
| Will not ring   | <ul style="list-style-type: none"> <li>• Check the handset Ringer ON/OFF Switch. For normal use, set to ON. The handset will not ring in OFF mode.</li> <li>• The phone or another phone connected to the same line may be in the off-hook (IN USE) position.</li> <li>• Try a different phone, if the problem still exists, the fault is not with the unit.</li> <li>• Look for the Ringer Equivalence Number (REN) number printed underneath your phone(s). Sum up the total REN numbers for all the phones or answering machines connected to your telephone line. Your phone(s) may not ring if the REN total exceeds five (5). Please call your local company to determine the maximum REN for your calling area.</li> </ul>                                         |
| <b>SYMPTOM</b>  | <b>SOLUTION</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Cannot dial out | <ul style="list-style-type: none"> <li>• Press the TALK button on the handset and listen for a dial tone before dialing out.</li> <li>• Are you in a rotary area only? Set the TONE/PULSE switch to PULSE.</li> <li>• Try a different phone in the jack. If the problem persists, the fault is not in the Excursion® 39285.</li> <li>• Is the phone connected to an answering machine? Disconnect the answering machine and try to have the phone plugged into the jack alone. If it works alone, there is a compatibility problem. Purchase a 2 for 1 adaptor at any phone or electrical supply store. Plug the 2 for 1 adaptor into the modular wall jack, and then plug the phone into one side and the answering machine on the other side of the adaptor.</li> </ul> |

|                                                |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Received signal<br>Flutters or fades           | <ul style="list-style-type: none"> <li>• Make sure that the Battery Pack in the handset is fully charge.</li> <li>• The handset is not too far from the base unit.</li> </ul>                                                                                                                                                                                                                                                                                                                                                                |
| No link between<br>the base and<br>handset     | <ul style="list-style-type: none"> <li>• You may have taken the handset at a distance away from the base that is beyond its normal operating range. Refer to the section of “Operating Range” in the manual for more details.</li> </ul>                                                                                                                                                                                                                                                                                                     |
| The unit locks up<br>and becomes<br>inoperable | <ul style="list-style-type: none"> <li>• In the unlikely event that the unit locks up and becomes inoperable, you can reset the system by momentarily disconnecting and reconnecting the handset battery pack. Afterwards, return the handset to its cradle on the base unit to reset the security code before using the unit.</li> <li>• Should a power outage occur while the handset is away from the base unit, the handset must be returned to its cradle on the base unit to reset the security code when power is resumed.</li> </ul> |

**AC ADAPTOR: USE ONLY WITH CLASS 2 POWER SOURCE,  
OUTPUT 9VDC, 350 mA.**



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

