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Telstra

www.telstra.com

Telstra

# Telstra 5200/5200a

## Digital DECT Cordless Telephone / Digital DECT Cordless Telephone with Digital Answering Machine

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TecHelp
1300 369 193

If you have any problems with your phone, refer to the Help section of this User Guide or call TecHelp on 1300 369 193.

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# Introduction

## to your Telstra 5200/5200a Digital DECT Cordless Telephone / Digital DECT Cordless Telephone with Digital Answering Machine

- Send and receive text messages^
- 50 Name and number phonebook
- Use Calling Number Display* to see the number of the person calling and keep track of unanswered calls
- Last number redial to display and redial the last 20 numbers called from your handset
- Use up to 5 handsets with the base without the need for additional wiring, or using the same phone line

^ For most Telstra and Telstra reseller customers for messages between compatible services. Charges apply.
* Monthly charges apply. Service available in most areas. Not available for blocked calls.

DECT

As a Digitally Enhanced Cordless Telecommunications (DECT) product, your Telstra 5200/5200a provides: -

- Digital clarity
- Digital range
- Digital security



**IMPORTANT**
Please retain this booklet with your sales receipt as proof of the date of purchase

**Customer Service**
If you require assistance in operating this product please call the TecHelp Information Line – 1300 369 193 – or contact us by e-mail at: tcpsupport@ingrammicro.com

If you are trying to access a Telstra Network Service and require assistance specifically related to the network service or would like to subscribe to the service, contact Telstra on 132200 for residential or 132000 for business.

**Product Warranty**
Subject to the conditions below, Telstra guarantees this product against any defect in materials or workmanship under conditions of normal use for 13 months from date of purchase.

The benefits conferred by this warranty are in addition to other warranties and remedies that are implied under the Trade Practices Act and similar State and Territory laws (Statutory Rights).

Subject to your Statutory Rights, the goods will not be eligible for service under this warranty if:
A. Proof of purchase cannot be provided;
B. The defect was caused by an accident, misuse, abuse, improper installation or operation, vermin infestation, lack of reasonable care, unauthorised modification, loss of parts, tampering or attempted repair by a person not authorised by Telstra; or
C. The product has been damaged by lightning or a mains power surge.

To obtain service during the terms of this warranty call the TecHelp Information Line on – 1300 369 193 – or contact us by e-mail at: tcpsupport@ingrammicro.com

If it is necessary to have the product serviced, the Customer Service Representative will inform you of the product return process.
Please ensure that:
A. You provide proof of purchase;
B. Your product is suitably packaged; and
C. You have included all components from the original purchase.

Subject to your Statutory Rights:
A. Any claim under this warranty is limited to the cost of repair or replacement of the product; and
B. If the goods are found to be in sound working order by the authorised service centre, you may be charged a fee for service and for any other direct costs associated with having the product delivered for service.

FCC Interference 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.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.
This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
• Reorient or relocate the receiving antenna (that is, the antenna for radio or television that is "receiving" the interference).
• Reorient or relocate and increase the separation between the telecommunications equipment and receiving antenna.
• Connect the telecommunications equipment into an outlet on a circuit different from that to which the receiving antenna is connected

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**Note.**
When storing a number in the phonebook, at the point you want to insert a pause, press Redial *and hold* down until P is displayed.

### Access code and entering a pause

If you are connecting your Telstra 5200/5200a to a PABX you may need to enter an access code (e.g. 9) to get an outside line. So that the PABX has time to pick up an outside line before the rest of the number is dialled, you may need to add a pause in the dialling sequence.
For example:
9 - PABX code for an outside line
P – Pause inserted in dialing sequence
9PXXX XXXX - Rest of phone number

### Recall

The RECALL button is used when connected to certain PABX's and with some Telstra phone features.

### Setting the FLASH time

1. Press the Menu button and scroll Calls to SETUP.
2. Press the Menu button to confirm.
3. Scroll Calls to RECALL and press the Menu button to confirm.
4. Using the Redial and Calls buttons select the flash time RECALL 1 (100MS) or RECALL 2 (600ms).
5. Press the Menu button to confirm.

### PIN number

If you change the System PIN, keep a record of the new number by writing in the space provided on this page.

PIN NUMBER



# IMPORTANT

This equipment is not designed for making emergency telephone calls when the power fails. Alternative arrangements should be made for access to emergency services.

This User Guide provides you with all the information you need to get the most from your phone.

Before you make your first call you will need to set up your phone. Follow the simple instructions in 'Getting Started', on the next few pages.

**Need help?**

If you have any problems setting up or using your Telstra 5200/5200a please contact the TecHelp line on 1300 369 193.

Alternatively, you may find the answer in 'Help' at the back of this guide.

**Got everything?**

**Telstra 5200 SMS**
- Telstra 5200 handset
- Telstra 5200 base unit
- 2 x AAA NiMH rechargeable batteries
- AC power adaptor
- Telephone line cord
- Telephone adaptor plug

**Telstra 5200a SMS**
- Telstra 5200a handset
- Telstra 5200a base unit
- 2 x AAA NiMH rechargeable batteries
- AC power adaptor
- Telephone line cord
- Telephone adaptor plug

**If you have purchased a Telstra 5200/5200a with multiple handsets you will have received additional components which are shown in the extension user guide.**

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## Cleaning

Simply clean the handset and base with a damp (not wet) cloth, or an anti-static wipe. Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

## Environmental

- Do not expose to direct sunlight.
- The product may heat up when the batteries are being recharged or during prolonged periods of use. This is normal. However, we recommend that to avoid damage you do not place the product on antique/veneered wood.
- Do not stand your product on carpets or other surfaces, which generate fibres, or place it in locations preventing the free flow of air over its surface.
- Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms.
- Do not expose your product to fire, explosive or other hazardous conditions.
- There is a slight chance that your phone could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord from the base for the duration of the storm.

## Telstra Accessories and replacement items

For a full range of accessories and replacement items for Telstra products, please call 1300 369 193.

## How many telephones can you have?

All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items, which may be connected to any other telephone line. Your Telstra 5200/5200a has a REN of 0.1. A total REN of 3 is allowed, if the total REN of 3 is exceeded, the telephone may not ring. With different telephone types there is not guarantee of ringing, even when the REN is less than 3.

## Connecting to a PABX

This product is intended for use within Australia for connection to public telephone network and compatible PABX's, which support tone dialling and Timed Break Recall. If in doubt please consult your service provider.

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**Please note**
Telstra accepts no responsibility for damage caused to your Telstra 5200/5200a handset by using any other type of batteries.

## Replacing the handset batteries

After a time, you may find that the handset batteries are running out of charge more quickly. This is a standard sign of wear and the batteries will need replacing. For spare AAA rechargeable NiMH batteries, please contact the TecHelp line on 1300 369 193.

Slide off the battery compartment cover and remove existing batteries. Insert new batteries and replace the compartment cover.

## IMPORTANT

This equipment is not designed for making emergency telephone calls when the power fails. Alternative arrangements should be made for access to emergency services.

## Safety

### General

- Only use the power supply included with the product. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone.
- Use only the approved rechargeable batteries supplied. Spare rechargeable batteries are available from the TecHelp line on 1300 369 193.
- Do not open the handset (except to replace the handset batteries) or the base. This could expose you to high voltages or other risks. Contact the TecHelp for all repairs.
- Radio signal transmitted between the handset and base may cause interference to hearing aids.
- It is recommended that advice from a qualified expert be sought before using this product in the vicinity of emergency/intensive care medical equipment.
- Your product may interfere with other electrical equipment, e.g. TV and radio sets, clock/alarms and computers if placed too close. It is recommended that you place your product at least one metre away from such appliances to minimise any risk of interference.
- Never dispose of batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.

FCC RF Radiation Exposure Statement

The installation of the base unit should allow at least 20 centimeter between the base and persons to be in compliance with FCC RF exposure guidelines. For body worn operation, the portable part (handset) has been tested and meets FCC RF exposure guidelines.

This device must not be co-located or operating in conjunction with any other antenna or transmitter. The changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.




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**WARNING**
Do not place your Telstra 5200/5200a in the bathroom or other humid areas.

**Handset range**
The handset reception range from the base is up to 300m outdoors and up to 50m indoors. Thick walls can severely affect the range.

**Range indicator**
The symbol on your handset display indicates when you are in range of the base. If the symbol flashes and you hear a warning beep, you are out of range and will need to move closer to the base.

**IMPORTANT**
Do not connect the telephone line until the handset(s) is fully charged.

The base must be plugged into the mains power at all times.

**Which socket?**

Power socket

Telephone line socket

**Battery low warning**
When the battery charge is low the handset battery icon will be empty and flashing. Place the handset back on the base to recharge.

**Talk/Standby time**
Under ideal conditions, fully charged handset batteries should give up to 10 hours talk time or 100 hours standby on a single charge. See 'Battery performance' on the next page.

*Monthly charges apply. Service available in most areas. Not available for blocked calls.

## Location

You need to place your Telstra 5200/5200a base unit within 2 metres of a mains power and telephone socket so that the cables will reach.

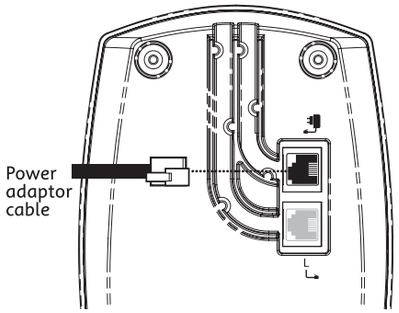
Make sure it is at least 1 metre away from other electrical appliances to avoid interference.

Your Telstra 5200/5200a works by sending radio signals between the handset and base. The strength of the signal depends on where you site the base. Putting it as high as possible can help to provide the best signal.

## Setting up

1. Plug the mains power cable into the base. Then plug the power adaptor into the mains wall socket and switch the power on.

The **POWER/IN USE** light on the base lights up.




2. Remove the battery compartment cover and insert the 2 x AAA NiMH batteries supplied into the handset. Slide the battery compartment cover back into place.

3. Charge the handset for at least **16 hours** by placing it on the base. The **red charging** indicator light on the base comes on.

   The screen will show the standby display and a scrolling battery icon to show that the handset is charging.

4. After 16 hours, plug the telephone line cord into your Telstra 5200/5200a base unit and the other end into the wall socket.



## No display

- The batteries may be dead. Recharge or replace the batteries, see 'Replacing the handset batteries', page 47.
- Is the handset switched off? To switch the handset on, see page 13.

## No dial tone

- Check that the telephone line cord is plugged into the phone socket.
- Check that the base is connected to the mains power and switched on.

## You cannot link up with the base

- Check that the base is connected to the mains power and switched on.
- Are you out of range? Move the handset closer to the base.
- Are the batteries low or flat? If so, charge the batteries or replace them if necessary.
- If using more than one base, check that you are connected to the correct base, see page 43.

## No ring on the handset

- Check that the ringer volume is switched on, see page 18.
- Check that the base is plugged into the phone socket and that it is also connected to the mains power and switched on.

## Buzzing noise on my radio, TV, computer or hearing aid

- Sometimes, your Telstra 5200/5200a and other cordless telephones can interfere with other electrical equipment if placed too close. Try moving it at least one metre away from such appliances.

## The charging light does not appear to be working

- Check that the base is plugged into the mains socket and switched on.
- Check that you are using the correct mains power adaptor.
- Check that the handset has slotted correctly into the base.
- Check that the handset batteries have been correctly fitted.

TecHelp
1300 369 193

**Telstra TecHelp line 1300 369 193**

Call the dedicated Telstra 5200/5200a Helpline:

- if you are having difficulties using your Telstra 5200/5200a
- if you need replacement batteries or mains power lead

Lines open: 8.30am – 5.30pm EST, Monday to Friday

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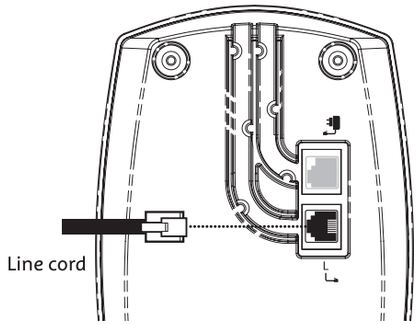
### Three-way call

You can hold a three-way call between two internal handsets and an external caller.

1. During an external call, press Int then the handset number you want (1–5). Your external caller is put on hold.
2. When the other handset answers, press *and hold* # to start the conference call. If the other handset does not answer, press Int again to speak to your external caller.
3. Press to hang up.






### Time settings

### Set time on the handset

If you have subscribed to Telstra Calling Number Display feature*, the time will be set automatically when you receive your first call. You can also set the time manually.

1. Press Menu scroll Calls to handset.
2. Press the Menu button to confirm.
3. Scroll Calls to CLOCK SET and press the Menu button to confirm.
4. Enter the current time in 24 hour format using the keypad. E.g. **2.04PM = 1404.**
5. Press the Menu button to confirm.

### Setting time on the answering machine

You will need to set the date and time so that you know when each message was received.

Once a message has been played back, the machine will announce, for example, "*Tuesday, four fifty, pm.*"

1. Press *and hold* Stop until you hear the current setting.
2. Press Skip or Skip to scroll through the *days* and press Stop to select. The day is announced followed by the current hour setting.
3. Press Skip or Skip to scroll through the *hours* and press Stop to select. The hour is announced followed by the current minutes setting.
4. Press Skip or Skip to scroll through the *minutes* and press Stop to select. The newly set day and time is announced.

**Battery performance**
To keep your batteries in the best conditions, leave the handset off the base for a few hours at a time (after the initial 16 hour charge).

Please note however, that new NiMH batteries do not reach full capacity until they have been in normal use for several days.

Running the batteries right down at least once a week will help them last as long as possible.

The charge capacity of rechargeable batteries will reduce with time as they wear out, so reducing the talk/standby time of the handset.

Eventually they will need to be replaced. New batteries can be obtained from the TecHelp on 1300 369 193 or your nearest electrical retailer.

TecHelp
1300 369 193

### Helpline

If you have any difficulties setting up your Telstra 5200/5200a, please call the TecHelp on 1300 369 193.

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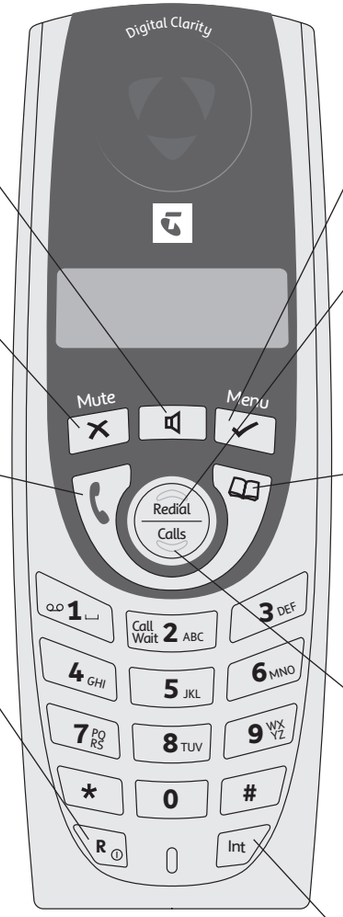
## Handset buttons




**Handsfree**
Press to hold conversation via the handset loudspeaker.

**Mute/Clear**
Press to mute callers, page 15. Used to delete characters from a name or number, page 16.

**Talk/End**
Press to make call and end a call, page 13.

**R (Recall)/Power**
For use with a PABX and Telstra Calling Features, page 23. Power on/off.

**Menu/ ✓ button**
Press to access menu or activate an operation.

**Redial/Scroll up/ Volume**
Selection button to choose an operation. Scroll through options. During a call, press to increase volume.

**Phonebook/Exit menu**
Used to recall names and numbers from the Phonebook, page 16.
Also used to exit Menu operations.

**Scroll down/Missed Calls list/Received calls/Volume**
Scroll through options. Press Calls to open Missed Calls/Received calls list, page 13. During a call, press to decrease volume.

**Int**
Lets you make calls between handsets registered to the base, page 44.



### De-register a handset

Use one handset to de-register another handset from the same base.

1. Press the Menu button and scroll Calls to SETUP.
2. Press the Menu button to confirm.
3. Scroll Calls to DEL HANDSET and press the Menu button to confirm.
4. Enter the PIN code of the base station and press the Menu button to confirm.
5. Now select the internal number of the handset to be logged off.

### Using additional handsets

### Make an internal call to another handset

If you have two or more handsets registered to your base, you can make internal calls between handsets.

Two handsets can be holding an internal call while a third is on an external call.

2. Press the Int button then the handset number (1–5). The receiving handset displays your number.
3. To accept the call press the button.
4. Press to hang up.

If you use a handset with two or more bases you can select **Automatic** from the **Select Base Menu** so that you handset will automatically link to the base with the strongest signal.

### Transfer calls

You can transfer an external caller to another handset.

1. During an external call, press Int . Your caller is put on hold.
2. Dial the number of the handset you want (1–5).
3. When the other handset answers you can tell them they have a call, then press . The external caller is transferred. If the other handset does not answer or you decide not to transfer the call, press Int to talk to your caller again.

If another handset is already using the external line, the indicator light will illuminate on all handsets. In this case, it is not possible to make a further external call.

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# Additional handsets and bases

**IMPORTANT**
Before registration, make sure the handset batteries are fully charged and that you are close to the base.

If the handset is already connected to a base station, the corresponding numbers will flash.

The factory setting PIN is set to 0000.

An internal number will be allocated to the handset once registered. The first handset registered (main handset) has the internal number 1. Any further handsets that are registered are allocated internal numbers (2-5) in the order of registration. The internal number is shown in the display on the right side.

With auto setting, the handset changes automatically to the nearest base station when the connection to the current base station breaks off.

You can use up to five handsets with your Telstra 5200/5200a. To do this you need to register each additional handset with the base following the simple steps given below. Each handset can be registered on up to four bases.

## Register a Telstra 5200/5200a handset to a base

On the **base**, press *and hold* Page until you hear two beeps. You have 90 sec. to complete the following steps.

On the **handset**, press Menu scroll Calls to Register, then press the Menu button to confirm.

1. Scroll Calls to REG BASE and press the Menu button to confirm.
2. Enter the number of the base station (1-4) using the keypad. Press the Menu button to confirm.
3. After the base station has been found, you must enter the PIN code.
4. Press the Menu button to confirm. After a few seconds you will hear a signal tone. The handset is now logged on and can be used for external and internal calls.

## Select base

If your handset is registered to more than one base, for example, one at work and one at home, you can quickly select which base it takes its signal from.

1. Press the Menu button and scroll Calls to REGISTER.
2. Press the Menu button to confirm.
3. Scroll Calls to SELECT BASE and press the Menu button to confirm.
   The display will now show all base stations that the handset is already logged on to. The number of the currently active base station will flash. Select the required base station to which the handset is to be switched by using the keypad.
   Or
4. Change to the AUTO setting using the Redial and Calls buttons.
5. Press the Menu button to confirm.



## Handset display icons

| | |
|---|---|
| | You have a new message in your Telstra Home Messages 101® or MessageBank® service*. |
| EXT | You are making an external call. |
| INT | *Flashing:* You are receiving an internal call.<br>*Steady:* You are making an internal call. |
| | *Steady:* You are in the caller list.<br>*Flashing:* There are new calls stored in the calls list (CND) |
| | This number in the caller list is a missed call. |
| | This number in the caller list was already taken. |
| | *Flashing:* Please charge the handset.<br>*Steady:* Indication of battery capacity.<br>*Cycling through the segments:* The handset is being charged. |
| | When the Phonebook is being used. |
| | When in menu operation. |
| | The keypad lock is activated. |
| | *Steady:* The connection to the base unit is satisfactory.<br>*Flashing:* Base unit is out of range. |
| ◀ ▶ | The number is longer than 12 digits. |
| | You have a new text (SMS) message. |
| | You are in handsfree mode. |
| MUTE | Mute function is being used. |

* Monthly charges apply. Message retrieval is free from Telstra fixed phones anywhere in Australia. Retrieval charges apply from mobiles, Payphones and for calls using a Telstra Telecard™

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## Navigating the menus

Your Telstra 5200/5200a has a menu system which is easy to use. Each menu leads to a list of options. You'll find a menu map on the following page.

When the handset is switched on and in standby, press the option button under Menu to open the main menu.

Use the Calls and Redial buttons to scroll to the menu option you want. Then select **OK** to select further options or confirm the setting displayed.

For example, to change the handset ringer volume:

1. Press Menu then scroll Calls to Handset. Confirm by pressing the Menu button. Scroll Calls to EXT Ring Vol or INT Ring VOL and press Menu to confirm.
2. Use Calls and Redial to select the required volume level, or choose Volume off to switch the ringer off.
3. Press the Menu button to confirm.

## Exit or go back one level in the menu

To go to the previous level in the menu, press Mute .



## Sending sub-addressed text messages

To send a sub-addressed text message to another user, simply add an additional digit corresponding to their sub-address to the number you are sending to.

Only a text message (SMS) phone set-up with that sub-address on the service will automatically answer the call and receive the text message.

**Note:**
Multiple users can only be set up on fixed line services. You cannot send a sub-addressed message to a mobile service.

## Default settings for text messaging (SMS)

| | |
|---|---|
| Receiving Service Centre | 01983391 |
| Sending Service Centre | 01983391 |
| Set SMS Alert | On |
| Sub-address | 1. Common Inbox subaddress=0, for incoming and outgoing SMS.<br>2. Additionally, each handset 1-5 automatically setup for subaddress 1-5, for incoming SMS calls. All sent SMS's will be from the Public Mailbox (sub-address '0'). They will not have a sub-address corresponding to the handset number. |
| Default system PIN | 0000 |

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**Note**
If connecting more than one text message (SMS) phone to a service then each device must have a different terminal number to ensure successful receipt of incoming text messages.

### Receiving sub-addressed text messages

The receiving text message (SMS) phone must be set for multiple users to receive sub-addressed text messages.

If a sub-addressed text message is sent to a text message (SMS) phone that does not have a particular sub-address set up then the text message (SMS) phone will not automatically answer the call.

If the call is answered by a person, an answering machine or Telstra MessageBank® or Telstra Home Messages 101® service, the Telstra server will then attempt to deliver the message as Talking Text®.

Both the sender and receiver must be aware of the sub-addressing arrangements on a particular service. Messages that are sent without sub-addressing will be directed to the default terminal address of 0. For this reason we recommend you leave the common inbox terminal number in the SMS SETTINGS menu set to 0.

### Setting up sub-addresses for multiple users

Each 5200/5200a handset automatically has its own sub-address, corresponding to its handset number. For example, Handset Number 1 has sub-address 1 Handset Number 2 has sub-address 2, etc. Up to 5 handsets in total can be registered to an 5200/5200a base unit.

### Reading sub-addressed text messages

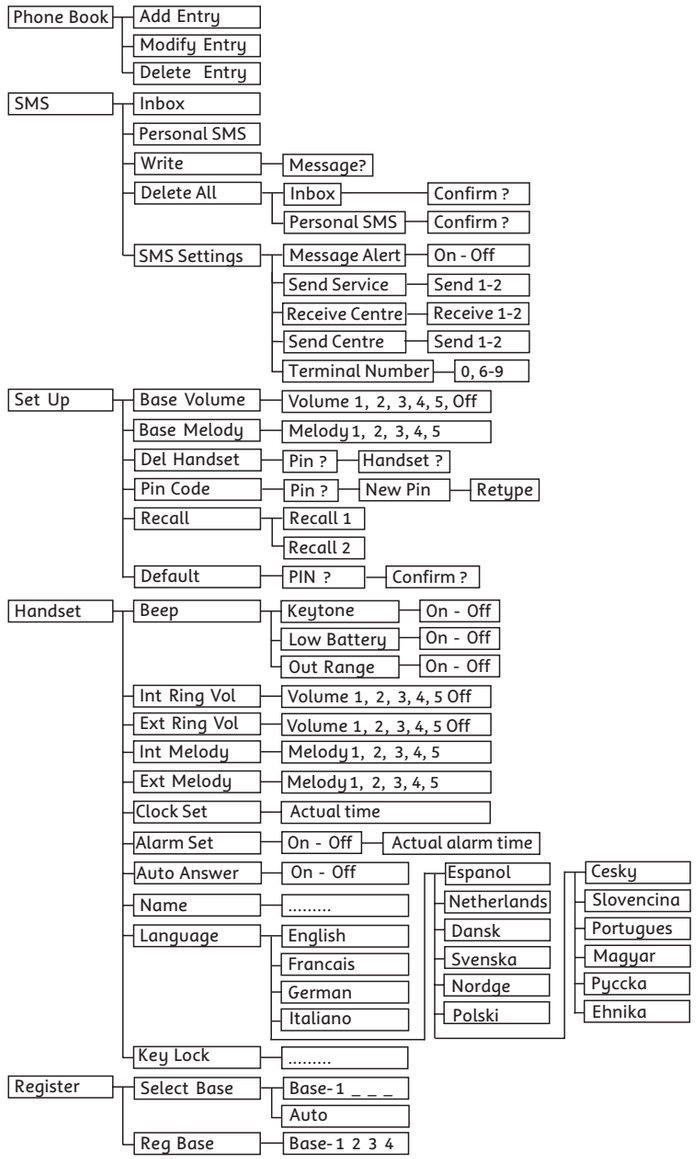
When you have a new text messages the ✉ **ENVELOPE** symbol is displayed, and NEW MSGS is shown on the standby screen.

1. Press Menu to open the inbox and view any new text messages. New messages have a * indicator. New text messages that have been sent to a sub-address will also show a KEY icon above the sender's number.
2. Press Calls to scroll to the text message you want to open and press Menu to select it.



### Menu map

These are the options under each menu heading.



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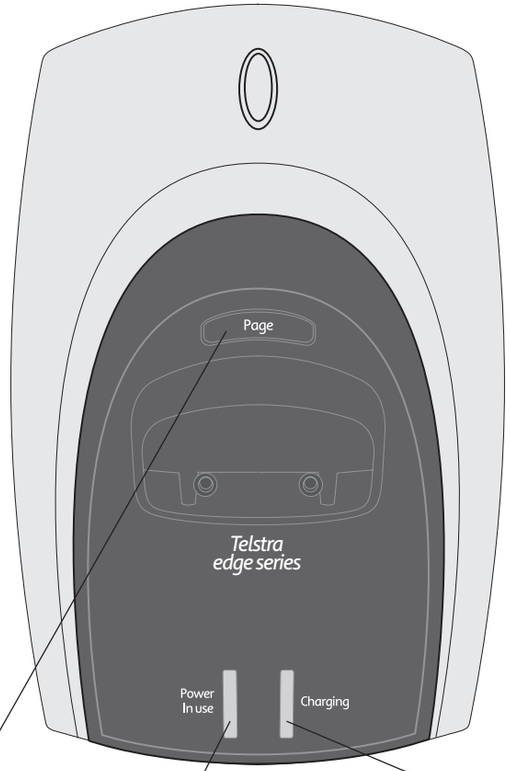
**Telstra 5200 Base Unit**




**Page button**
Press to page the handset(s), page 17. Also used when registering additional handsets, page 43.

**Power in use/ FMI indicator**
Lights up when the power is on.
- Flashes when making or receiving a call (approx. once every second)
- Flashes when a text (SMS) message has been left (approx once every second). page 36.

**Battery charging light**
Lights up when the handset is charging on the base.



### To change the SMS Service Centre phone numbers

1. Press Menu use Calls to select SMS, and then press Menu.
2. Use Calls to select SMS SETTINGS, and then press Menu.
3. Use Calls to select SEND SERVICE, RCV CENTRE or SEND CENTRE, and then press Menu.

*RCV Centre* – lets you set the number of the message receiving service.
*Send Centre* – lets you set the number of the message sending service.
*Send Service* - lets you set Send 1 or Send 2 as the message sending service.
*Terminal No* – lets you change the common inbox terminal number.

See previous page for the pre-set Service Centre numbers.

### Set SMS text alert

Your handset can play a tone to announce a new text message.
The default setting is ON.

1. Press Menu use Calls to select SMS, and then press Menu.
2. Use Calls to select SMS SETTINGS.
3. Press Menu then MSG ALERT is shown.
4. Press Menu again, and use Calls to set the alert on or off.
5. Press Menu to confirm the setting.
6. Press *and hold* Mute to return to standby.

### Sub-addressing for multiple users

Telstra's fixed text messaging service provides the ability to sub-address text messages sent to fixed services. Your Telstra 5200/5200a can be set up with up to five individual handsets, each handset with its own Personal SMS box.

Senders can direct a message to a particular 5200/5200a handset simply by adding an extra digit, corresponding to that handset's sub-address, to the telephone number. For example, a message sent to sub-address 1 will only be received by handset 1 a message sent to sub-address 2 will only be received by handset 2 etc.

Messages that are not sub-addressed will be received by all 5200/5200a handsets.

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### Deleting

You can delete all messages from the Inbox or Personal SMS box.

1. Press Menu then scroll Calls to select SMS, and then press Menu.
2. Use Calls to select DELETE ALL, and then press Menu.
3. Use Calls to select INBOX or PERSONAL SMS, and then press Menu.
4. Press Menu again to confirm.
5. Press *and hold* Mute to return to standby.

### SMS settings

The SMS settings menu lets you:

- Select alternative Service Centres.
- Set the common inbox terminal number.
- Switch SMS Alert on or off.

### SMS Service Centre numbers

To send and receive text messages you need the telephone number of your network's SMS Service Centre.

The Telstra numbers are preset in your Telstra 5200/5200a.

If you accidentally delete the Send or Receive SMS Service Centre numbers you will need to re-enter them in order for your SMS Service to work.

The Send Service is *Send 1*.

The Send Centre *Send 1* number is: 01983391

(*Send 2* number is blank)

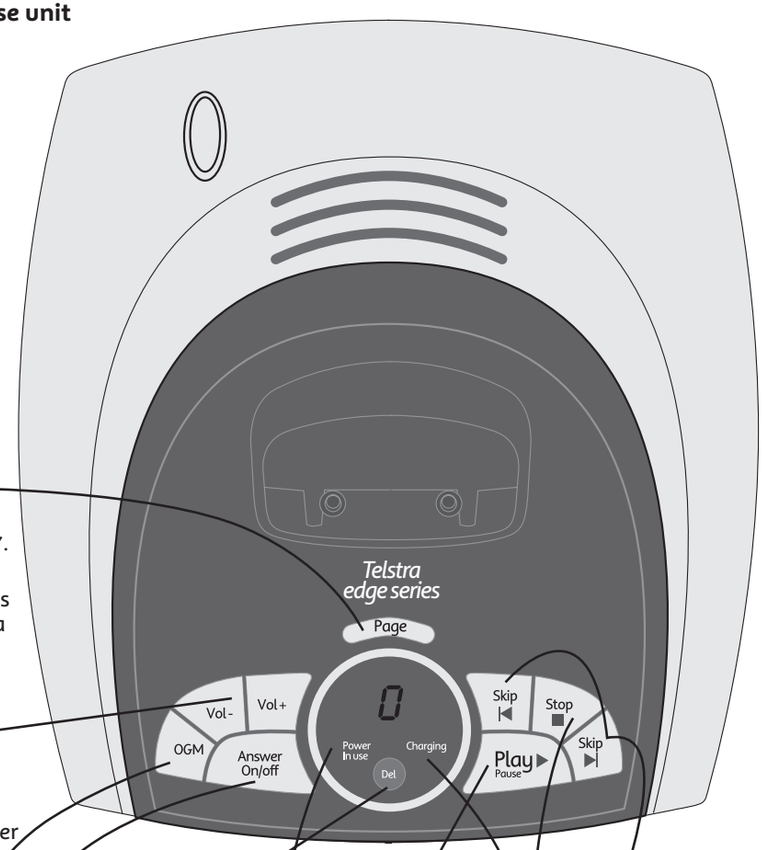
The RCV Centre *Receive 1* number is: 01983391

(Receive 2 number is blank)

The common inbox *Terminal No* is normally set to 0.



**Telstra 5200a base unit**




**Page button**

Press to page handset(s), page 17.

Or use to register additional handsets to the Telstra 5200a base unit.

**Vol + & Vol – buttons**

To increase or decrease the speaker volume.

**OGM button**

To record your out going message, page 29.

**Answer On/off button**

To turn your answering machine on or off, page 26.

**Delete button**

To delete messages received, page 32.

**Power/In use indicator**

On = Power on

Flashes when making or receiving a call (approx once every second) Flashes when a text (SMS) has been received (approx once every second).

**Play/Pause button**

To playback or pause messages, page 31.

**Charging indicator**

On = Handset charging

**Skip < & Skip > buttons**

To skip forward or back when listening to your messages, page 32.

**Stop button**

Stops messages being played.

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**Dialling numbers quickly**
Numbers can also be dialed direct from the Phonebook (page 16), the dialled numbers list (page 13), or the Calls list (page 14).

**Call timer**
The display shows the duration of all external calls. After you hang up, the total call time is shown.

**Auto-answer**
If you would rather press to receive a call when the handset is on the base, you need to switch Auto-talk off, see page 20.

*Monthly charges apply. Service available in most areas. Not available for blocked calls.

If the Callers list is empty, the display will show the message EMPTY.

If there are no more phone numbers available to view when scrolling through the calls list you will hear a signal tone.

Two symbols in the display will tell you whether the call was answered or not:

Missed call in your absence

Received calls

## Switch handset on/off

Press *and hold* R to switch the phone On and Off.

## Make a call

Press then dial the number you want.

## Preparatory dialling

Enter the number first. If you make a mistake as you dial, press Mute to delete. Press to dial the number.

## End a call

Press or place the handset back on the base.

## Receiving calls

Providing you have subscribed to your network's Caller Number Display* service, the caller's number (and name if stored in the phonebook) is displayed.

1. Press or if the handset is on the base, simply lift it up and speak.

## Earpiece volume

During a call:
Press Calls or Redial or to increase or decrease the volume.

## Redial a number from the Dialled Calls list

You can redial up to 10 of the last numbers called. If you have stored a name in the Phonebook to go with the number, the name will be displayed instead, see 'Phonebook', on page 16.

1. Press Redial to enter the Dialled Calls list. The last phone number dialled will be shown in the display. Scroll Calls or Redial until the number you want to redial is displayed.
2. Press to redial the number.



## Receiving and reading text messages

When you have a new text messages the envelope symbol is displayed, and NEW MSGS is shown on the standby screen, along with the number of new messages.

1. Press Menu to open the inbox and view any new text messages. New messages have a * indicator.
2. Press Calls to scroll to the text message you want to open and press Menu to select it.

When you receive a message it is stored automatically in the common Inbox, or in one of the Personal SMS boxes. See 'Sub addressing for multiple users' page 40.

## Delivery of text messages

The text messaging service will make repeated attempts to deliver a text message to you for a maximum of seven days if your line is busy or otherwise unavailable.

After seven days the text message will be deleted from the server.

## Open Inbox

1. Press Menu then scroll Calls to SMS, then press Menu again.
   Inbox should be displayed.
   Press Menu then scroll Redial or Calls to select the message you want to read then press Menu.
2. After reading your message press Menu to access the following options:
   *Reply* – press Menu to send a reply.
   *Delete* - scroll Calls to Delete then press Menu to delete the message.
   *Forward* – scroll Calls to Forward then press Menu to forward the message to another number.
   Enter the number when prompted or press **PHONEBOOK** to select a number from the Phonebook.
   You can send a message to an individual entry. When forwarding a message, you have the option of editing the message before sending.
   *Details* - scroll Calls to Details then press Menu to see the caller's number, then scroll Calls to see the time/date of the message.
3. Press Mute to return to the Inbox screen and then press Mute to return to standby.

When new messages are shown on the standby screen, they will be shown immediately after pressing Menu and are marked with an *.

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**Sending**
When you are sending a text, the screen shows Sending,,, then Message Sent.

## Character map

Pressing the buttons for normal message writing will give you the following characters with each successive press of the button.

| Button | Character | | | | |
|---|---|---|---|---|---|
| 0 | 0 | | | | |
| 1 | space | - | 1 | | |
| Call Wait 2 ABC | A | B | C | 2 | |
| 3 DEF | D | E | F | 3 | |
| 4 GHI | G | H | I | 4 | |
| 5 JKL | J | K | L | 5 | |
| 6 MNO | M | N | O | 6 | |
| 7 PQRS | P | Q | R | S | 7 |
| 8 TUV | T | U | V | 8 | |
| 9 WXYZ | W | X | Y | Z | 9 |

Use Redial or Calls to move the cursor. If you make a mistake or want to delete text press Mute.

To read through your message if it is too long to fit on one screen, scroll Redial or Calls.

## To write and send a text message

If sending to another fixed line customer remember to include the area code e.g. to send to a Melbourne number e.g. 70101234 you must enter 0370101234.

1. Press Menu use Calls to select SMS, and then press Menu.
2. Use Calls to select WRITE, and then press Menu. The display shows Message?
3. Key in your text message, referring to the character map if necessary.
4. Press Menu to confirm the text message. The display shows Number?
5. Enter the number you want using the keypad, including the Area Code.
   Or
   Press ☎. Then use Redial or Calls to display the name/number you want, and press Menu to select the number.
6. Press Menu to confirm.
   The display shows Sending,,, followed by Message sent.



## Redial a number from the Calls list

You can redial up to 40 of the last numbers received/missed. If you have stored a name in the Phonebook to go with the number, the name will be displayed instead, see Phonebook, on page 16.

1. Press Calls to enter the Calls list. The last phone number received/missed will be shown in the display. Scroll Calls or Redial until the number you want to call is displayed.
2. Press  to redial the number.

When the telephone number has been stored with a name in the Phonebook, the name that has been entered will appear in the Callers list instead of the phone number.

## Storing numbers from the Callers list

A phone number stored in the callers list can be saved directly to the Phonebook.

1. Press the Calls button and the last phone number received will be shown on the display.
2. Select the telephone number you want to store by using the Calls and Redial buttons.
3. Press the Menu until the display shows ADD? Press Menu to confirm.
4. The display will show NAME? Enter the name (max. 12 characters) using the number pad.
5. To confirm press Menu. The number will be shown in the display once more.
6. To confirm press Menu. The display will show MELODY 1-5.
7. Using the Redial and Calls keys select which melody you wish to assign to this phone number.
8. To confirm press Menu and the number is now stored in the Phonebook.

If you enter a character or digit incorrectly, press the Mute button to delete it.

**Caller information not available**
For some incoming calls, the telephone number of the caller is not available and so cannot be displayed. In this case your Telstra 5200/5200a provides you with some explanatory information.

Unavail
**The number is unavailable. May indicate that the call is from overseas or from a caller whose carrier does not participate in Calling Number Display.**

Private
The caller has withheld (blocked) their number or the call is from a Silent Line or unlisted number.

## Deleting individual telephone numbers from the callers list

1. Press the Calls button and the last phone number received will be shown in the display.
2. Select the number from the Callers list that you want to delete using the Redial and Calls buttons.
3. Press the Mute button. The display will show DELETE?
4. Press Menu to confirm. The number will now be deleted from the callers list.

**Quick access**
From the standby screen, you can quickly access the Calls list by pressing Calls.

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### Deleting the entire Calls list

1. Press the Calls button and the last phone number received in the Callers list will be shown on the display.
2. Press *and hold* the Mute button until the display shows DELETE ALL?
3. To confirm press Menu.

### Secrecy (Mute)

During a call, you can talk to someone nearby without your caller hearing you.

1. During the call, press Mute. The display shows MUTE. Your caller cannot hear you.
2. Press Mute again to return to your caller.

### Keypad lock

The O-π is displayed while the keypad is locked.

You can lock the keypad to prevent accidental dialing while carrying the handset around.

1. Press *and hold* * until the screen shows the Keypad locked symbol.
2. To unlock, press *. The display will show PRESS *. Press * again to unlock keypad.

### Paging

Paging calls cannot be answered by a handset.

You can use the Page button on the base to alert handset users that they are wanted or locate a missing handset.

1. Press Page on the base. All registered handsets ring.
2. Press Page to stop the handsets ringing, or press any button on the handset.

### Handsfree

Handsfree lets you talk to your caller without holding the handset. It also enables you to engage others in the room in the conversation.

### To use handsfree

To make a call, answer a call or during a call, switch to handsfree mode.

1. Press button.
   Display shows the handsfree icon to indicate handsfree is active.
2. To switch handsfree off, press the button again.
3. To end a call, press the button.



Telstra customers can now use the 5200/5200a to send and receive text messages.*

### To register for Telstra's text messaging service

Registration is automatically done when you send your first text message from your Telstra 5200/5200a telephone. When registration occurs, the system will send you a text message welcoming you to the service and confirming your registration.

### Calling Line Identification and text messaging

In accordance with worldwide standards for text messaging, all messages including reply messages will display the telephone number of the sender.

If you have a Silent Line or have blocked Calling Line Identification and attempt to send a text message, your message will be rejected.

To enable a Silent Line or a blocked Calling Line Identification service to send text messages, customers can call into the Telstra SMS Service Centre on 0198 339 999 and use the prompts to turn off Silent Line or Calling Line Identification blocking for text messaging ONLY.

### Using text messaging

With text message (SMS – Short Messaging Service) you can send and receive text messages up to 160 characters long.

* For most Telstra and Telstra reseller customers for messages between compatible services. Charges apply.

**Note**
For information on how to use your Telstra text messaging service, call 0198 339 999 and follow the voice prompts.

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### Time saver

The time saver feature is useful if you are out and want to ring in and check if you have received any new messages.

If your answering machine is set to time saver you can check whether you have new messages or not before your answering machine actually answers your call. If you have new messages your answering machine will answer after 2 rings, if you do not have any new messages, it will not answer until 6 rings. This enables you to hang up before you are connected, saving you time and the cost of a call.

### Operating the answering machine

When you have accessed your answering machine, you can operate it using the keypad numbers on the phone you are using.

### The remote access main menu

The main menu lets you operate a range of answering machine functions. Simply follow the instructions as announced:

| | |
|---|---|
| 2 | "To play all messages, press 2". |
| 3 | "To play new messages, press 3". |
| 4 | "To skip back during messages, press 4". |
| 5 | "To delete during messages, press 5". |
| 6 | "To skip forward during messages, press 6". |
| 7 | "To set answer on or off press 7". |
| 8 | "To hear the outgoing message menu, press 8". |
| 9 | "To set a new security code press 9". |
| 0 | "To set day and time press 0". |
| 1 | "To hear main menu again, press 1". |



### Phonebook

Your Telstra 5200/5200a handset can store up to 50 entries in the Phonebook. Each entry contains a name and number. Names can be up to 12 characters long and numbers up to 20 digits.

If you subscribe to Telstra Calling Number Display* and want names in your phonebook displayed instead of the phone numbers, you must store the full telephone number including the area code.

*Monthly charges apply. Available most areas. Not available for blocked calls

### Add a new Phonebook entry

1. Press the Menu button. The display will show PHONEBOOK.
2. Press Menu to confirm. The display will show ADD ENTRY.
3 Press Menu to confirm. The display will show NAME? Enter the name using the letters on the keypad.
4. Press Menu to confirm. The display will show NUMBER?
5. Enter the telephone number, including the area code, you want to store.
6. Press Menu to confirm. The display will show MELODY 1.
7. Scroll Calls or Redial to select the ring you wish to assign to this phone number.
8. Press Menu to confirm.

### Dial a number from the Phonebook

1. Press .
2. Scroll Calls or Redial to the name you want or use the keypad to enter the first letter of the name.
3. Press to dial.

### Edit an entry

1. Press the Menu button. The display shows PHONEBOOK.
2. Press Menu to confirm. The display shows ADD ENTRY.
3. Scroll Calls to MODIFY ENTRY and press Menu to confirm.The display will now show the stored entries in alphabetical order. Select the number you want to change using the Calls or Redial buttons.
4. Press the Menu button to confirm. The display will show the name and the cursor will appear flashing after the last letter.
5. Now change the name using the keypad.
   Once you have completed the required changes, press Menu to confirm. The display will show the number.
6. Change the number using the keypad.

**Entering names**
Use the keypad letters to enter names. For example, press **8** for the letter t, or **6** for the letter o.

Keep pressing the same button to scroll through the characters shown on screen.

If the next character you want to enter is on the same button as the last, wait a moment for the cursor to move right.

Press **1** to insert a space.

If you make a mistake, press Mute to delete the last character.

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7. Press the Menu button to confirm. The display will show MELODY 1.
8. Using the Redial and Calls buttons select the melody you wish to assign to the phone number.
9. Press the Menu button to confirm.

Names are stored alphabetically.

### View Phonebook

1. Press ☎. Scroll Calls or Redial to the entry you want
2. Press the Menu button to view the number.

### Delete an entry

1. Press the Menu button. The display will show PHONEBOOK.
2. Press the Menu to confirm. The display will show ADD ENTRY.
3. Press the Calls button to DELETE ENTRY.
4. Press the Menu button to confirm.
5. Use the Redial and Calls buttons to the entry you want to delete.
6. Press the Menu button to confirm. The display will show CONFIRM?
7. Confirm using the Menu button.
8. To exit menu press *and hold* the Mute button to return to standby.

### Paging handsets

You can alert handset users that they are wanted, or locate a missing handset. (Paging calls cannot be answered by a handset.)

### To page a handset from the base

1. Press the Page button on the base. The handset(s) will ring for 30 seconds.
2. To end paging, press the Page button again or press any button on the handset.



### Remote access

You can turn your 5200a answering machine on and off and listen to your messages from most tone dialling telephones. To protect your privacy, messages can only be accessed by entering a 3-digit security code.

The pre-set code is 000 and can be changed. If you change the code it is advisable that you make a note of it somewhere safe.

**IMPORTANT**
You should change the security PIN from the original setting of 000. See "To change the security PIN".

### To change your security PIN code

1. Press Del. The current PIN is announced.
2. Press *and hold* Del. The machine announces *"Security code setting" and then "First digit."*
3. Press Skip or Skip to change the first digit, then press Del to confirm. You then hear *"Second digit."*
4. Repeat this step to set and confirm the second and third digits.
5. Press Del to confirm. Your machine announces *"Your security code is .....".*

If you make a mistake when entering your PIN you will hear "Incorrect security code, please enter your security code." And enter the correct PIN.

### To switch your answering machine on remotely

If you go out and forget to turn your answering machine on you can switch it on remotely.

Dial your telephone number.

Let the phone ring for 16 rings until you hear your outgoing message.

1. Press the * button.
2. Enter your security code.
3. Press the 7 button within 8 seconds. You will hear *"Answer On"* and your answering machine will now be switched on to answer incoming calls.

**Note**
If you have new messages they will be played after you have entered your security code.

### To check for messages

1. Dial your phone number and wait.
   When you hear your outgoing message, press the * button on your phone. You will hear, *"Please enter your security code".*
2. Enter your security code.
   If you have new messages, you will hear, *"You have 'n' new messages".*
   Your messages will be played. If you have no new messages, you will hear, *"You have no new messages, to hear main menu press 1".*
   You have 10 seconds to enter any other instructions before your Telstra 5200a hangs up.

**Note**
If you enter your security PIN code incorrectly, after the second attempt, your Telstra 5200a will announce, "Thank you for calling" and will then hang up.

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### Call screening

You can let your answering machine pick up a call, even if you are in. This allows you to identify the caller and decide whether to take the call.

Make sure the volume on the base unit is set to an audible level, see page 26. Allow the incoming call to be answered by your Telstra 5200a answering machine as normal. You will hear the caller begin to leave a message.

### To screen a call from the base unit

While listening to your caller leaving a message, via the base unit loudspeaker, you can decide to take the call by pressing the button on the handset.

Or

If the handset is resting on the base unit and you decide to take the call, lift the handset and speak to the caller.

Recording will stop automatically.

### Memos

A personal memo can be recorded on your Telstra 5200a and left as a message for another user. Memos can be any length, up to the maximum recording capacity (11 minutes), but you should try to keep them short to allow time for recording incoming messages.

### To record a memo

1. Press and hold the Skip button.
   The prompt will announce, *"Please speak after the tone. To end recording, release the button."*
2. Record your memo message by speaking into the base unit (approx. 40 cm). When finished, release the Skip button.



Using the Handset menu you can change the settings of your handset.

### Handset ringtone

You can choose from 5 melodies. You can set different melodies for internal and external calls.

1. Press Menu then scroll Calls to Handset and press Menu.
2. Scroll Calls to EXT MELODY (ring tone for external calls) or INT MELODY (ring tone for internal calls) and press the Menu button to confirm.
3. Scroll Redial or Calls to select required melody and press the Menu button to confirm.

### Base station ringtone

You can choose from five melodies. You can set different melodies for internal and external calls.

1. Press Menu then scroll Calls to SETUP and press Menu.
2. Scroll Calls to BASE MELODY and press the Menu button to confirm.
3. Scroll Redial or Calls to select required melody and press the Menu button to confirm.

### Handset ring volume

There are five handset ringer volume levels and 'Off'.

If you select 'Off', only the base will ring (unless you have set the base ringer to 'Off' as well, see page 19).

1. Press Menu and scroll Calls to HANDSET.
2. Press the Menu button to confirm.
3. Scroll Calls to EXT RING VOL (volume for external calls) or INT RING VOL (volume for internal calls) and press the Menu button to confirm.
4. Scroll Calls or Redial to select required volume and press the Menu button to confirm.

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You can only adjust internal melody and volumes when you are operating more than one handset.

### Base station ring volume

There are five base ringer volume levels and 'Off'.

1. Press Menu and scroll Calls to SETUP.
2. Press the Menu button to confirm.
3. Select the BASE VOLUME and press the Menu button to confirm.
4. Scroll Calls or Redial to select required volume and press the Menu button to confirm.

### To switch the keypad & warning beeps on & off

1. Press the Menu button and scroll Calls to HANDSET.
2. Press the Menu button to confirm.
3. Scroll Calls to BEEP and press the Menu button to confirm.
4. Scroll Redial or Calls to the function you would like to select and press the Menu button to confirm.
5. Use the Redial and Calls buttons select on or off.
6. Press the Menu button to confirm.

The handset name can be a maximum of 8 characters.

### Handset name

The display will show the duration of the call and the name of the handset for a few seconds after a call has ended. If you have several handsets connected to one base unit, it can be useful to give each handset its own name.

1. Press Menu scroll Calls to Handset.
2. Press the Menu button to confirm.
3. Scroll Calls to NAME and press the Menu button to confirm.
3. Enter the required name using the keypad. Letters already entered can be deleted by repeatedly press the Mute button.
4. Press the Menu button to confirm.

The default language is English.

### Handset language

The display messages can be set up in German, Italian, English, French and others.

1. Press Menu and scroll Calls to HANDSET.
2. Press the Menu button to confirm.
3. Scroll Calls to LANGUAGE and press the Menu button to confirm.
4. Using the Redial and Calls buttons select the language you would like and press the Menu button to confirm.



### To pause a message during playback

1. While listening to the message, press the Play button.
   The message will be paused.
   You will hear a beep every 10 seconds and the message display will show P.
2. Press the Play button again to resume playback.

### To skip forward and backward through messages (including fast playback)

During playback:

1. Press the Skip button to skip forwards to the next message.
   If you press *and hold* the Skip button the current message will be played at one and a half times the speed (fast playback).
   Press the Skip button to return to the start of the current message.
3. Press again to return to the start of the previous message.

### To delete an individual message

1. Press the Del button on the base unit during message playback.
   The prompt will announce, "*Message deleted*".
2. The message is not deleted yet, but at the end of playback when there is an 8 second countdown followed by a confirmation tone. Let the countdown reach 0 and all the selected messages are deleted and the remaining messages are saved.

### To delete all messages

When all messages have been played the prompt will announce, "*End of messages. To delete all messages, press delete*". The display counts down from 8-0.

1. During the countdown press the Del button and the prompt will announce, "*All messages deleted*". At the end of the countdown there will be a confirmation tone.

### To cancel deletion of messages

1. Press the Stop button during the 8-0 countdown.
   All messages will be saved including any marked for deletion.

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### To select your outgoing messages via the base unit

1. Press *and hold* the OGM button until you hear, *"Please select outgoing message"*, then release the button.

Then:

2. To set Answer and Record, press *and release* the Skip button. P/1 will be displayed and will flash consecutively.

Or

2. To set Answer Only, press *and release* the Skip button P/2 will be displayed and will flash consecutively.
   Your chosen setting will be announced over the base speaker.

### To delete your own outgoing message and re-instate the pre-recorded outgoing message via the base unit

You can delete your personalised outgoing message and return to your Telstra 5200a's pre-recorded outgoing message.

1. First select the outgoing message that you want to delete.
2. Whilst your outgoing message is playing press the Del button on the base unit.
   The message will stop playing and you will hear a short beep, then the default pre-recorded outgoing message will be played.

### Using the Telstra 5200a answering machine via the base unit

### To playback messages

1. Press the Play button.
   The prompt will announce, "*You have (n) messages*".
   Your message(s) will be played back, starting with the first message received.
   At the start of each message, the number of the message is announced. The message number will also be shown on the base unit display.



### Auto-talk

When the handset is on the base and the phone rings, you can answer a call just by picking the handset up from the base, without having to press the button.

You can also end a call by placing the handset back on the base.

By switching Auto-talk off you will need to press to answer a call.

1. Press the Menu button and scroll Calls to Handset.
2. Press the Menu button to confirm.
3. Scroll Calls to AUTO ANSWER and press the Menu to confirm.
4. Select ON or OFF using the Redial or Calls buttons and press the Menu button to confirm.

By default, Auto-talk is set to On.

### Security PIN

Some functions of the telephone are protected against unauthorised use by a PIN code. The default security PIN is 0000. You can set your own security PIN preference.

1. Press the Menu button and scroll Calls to SETUP.
2. Press the Menu button to confirm.
3. Scroll Calls to PIN CODE and press the Menu button to confirm.
4. Enter the current four digit PIN code using the keypad and press the Menu button to confirm.
5. Now enter the new four digit PIN using the keypad and press the Menu button to confirm.
6. Enter the new four digit PIN code once more for confirmation and press the Menu button again.

**KEEP TRACK OF YOUR PIN**
If you change the System PIN, keep a record of the new number by writing in the space provided on page 49.

You need your System PIN for registering handsets and for some other optional settings.

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*Monthly charges apply. Service available in most areas. Not available for blocked calls.

## Time settings

### Set time

If you have subscribed to Telstra Calling Number Display feature*, the time will be set automatically when you receive your first call. You can also set the time manually.

1. Press Menu scroll Calls to handset.
2. Press the Menu button to confirm.
3. Scroll Calls to CLOCK SET and press the Menu button to confirm.
4. Enter the current time in 24 hour format using the keypad. E.g. **2.04PM = 1404.**
5. Press the Menu button to confirm.

When the alarm sounds, press either lift the handset off the base or press any key on the handset.

### Set alarm

1. Press the Menu button.
2. Scroll Calls to HANDSET and press the Menu button to confirm.
3. Scroll Calls to ALARM SET. Press Menu to confirm.
4. The display will show OFF. Press Calls to change to ON, then press Menu.
5. The display will show 0-00. Enter the required wake up time in 24 hour format using the keypad. Press the Menu button to confirm.

**IMPORTANT**
Please note that if you reset your Telstra 5200/5200a the Phonebook, Redial and Calls list will be deleted.

### To default/reset the handset & base to original settings

1. Press the Menu button and scroll Calls to SETUP.
2. Press the Menu button to confirm.
3. Scroll Calls to DEFAULT and press the Menu button to confirm.
4. Using the keypad enter your PIN and then press the Menu button to confirm.
5. The message CONFIRM? will appear in the display. Press the Menu button to confirm.



### To record you own Answer Only outgoing message

You can record your own **Answer Only** outgoing message to use instead of the pre-recorded message already available. Your outgoing message can be up to a maximum recording capacity (11 minutes), but you should try to keep it short to allow time for recording memos, or incoming messages when using the alternative **Answer and Record** outgoing message. Your own outgoing message will replace the **Answer Only** pre-recorded outgoing message, but it is possible to reinstate it later if you wish (see page 31).

**Note**
When recording your own Answer Only outgoing message, please remember not to invite your caller to leave a message, as the Answer Only mode will not record incoming messages.

1. Press *and hold* the OGM button.
   You will hear the following announcement, "*Please select outgoing message*".
2. To record your own **Answer Only** outgoing message, press Skip button.
   The prompt will announce, "*Hello, your call cannot be taken at the moment and you cannot leave a message, so please call later.*
   To record a new outgoing message, press *and hold* the Skip button."
3. Press *and hold* the Skip button.
   The prompt will announce, "*Please speak after the tone. To end recording, release the button*".
4. Record your outgoing message by speaking into the base unit (approx. 40 cm). When finished, release the Skip button.
   You new outgoing message will be played back to you.

### To check or play your outgoing message

You can check and play back your current outgoing message at any time via your base unit.

**Note**
On the base unit press the Stop button at any time during playback to stop messages playing.

Press the Answer On/off button.
The prompt will announce either:
*"Answer on, your outgoing message is ....." and play your currently selected outgoing message.*
Or
*"Answer off"*. If prompt is "Answer off", press the Answer On/off button again and the prompt will announce the current outgoing message.

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**Note**
Throughout the recording process, will flash on the base unit display

### To record your own Answer and Record outgoing message

You can record your own **Answer and Record** outgoing message to use instead of the pre-recorded message already available.

Your outgoing message can be up to 3 minutes long. Your own outgoing message will replace the **Answer and Record** pre-recorded outgoing message, but it is possible to reinstate it later if you wish (see page 31).

1. Press *and hold* the OGM button.
   You will hear the following announcement, "*Please select outgoing message*".
2. To record your own **Answer and Record** outgoing message, press Skip button.
   The prompt will announce, "*Hello, your call cannot be taken at the moment, so please leave your message after the tone.*" To record a new outgoing message, press *and hold* the skip back button".
3. Press *and hold* the Skip button.
   The prompt will announce, "*Please speak after the tone. To end recording, release the button*".
4. Record your outgoing message by speaking into the base unit (approx. 40 cm). When finished, release the Skip button.
   You new outgoing message will be played back to you.



**Factory Settings**

| | |
|---|---|
| Language: | English |
| Battery warning tone: | On |
| Range warning: | On |
| Button click: | On |
| Receiver volume: | 3 |
| PIN code: | 0000 |
| Pause: | 3 sec. |
| Handset name: | EDGE |
| Auto Answer | On |
| External ring tone: | 2 |
| Internal ring tone: | 5 |
| Handset ring tone volume: | 3 |
| Base ring tone: | 2 |
| Base ring tone volume: | 3 |
| Flash time: | 100ms |

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**IMPORTANT**
* You need to subscribe to Telstra Calling Number Display in order to receive the number of your callers. Monthly charges apply. Available most areas. Not available for blocked calls. For more information, call 13 2200 for Residential or 13 2000 for Business services.

**Caller information not available**
For some incoming calls, the telephone number of the caller is not available and so cannot be displayed. In this case your Telstra 5200/5200a provides you with some explanatory information.

Unavail
The number is unavailable. May indicate that the call is from overseas or from a caller whose carrier does not participate in Calling Number Display.

Private
The caller has withheld (blocked) their number or the call is from a Silent Line or unlisted number.

This number in the Callers list is a missed call.

This number in the Callers list was answered.

**Note**
# To arrange connection of the Flashing Message Indicator service, simply call Telstra on 13 2200.

## Calling Number Display*

If you subscribe to a Calling Number Display service your handset displays the telephone number of the person who is calling you, as well as the time and date of their call, even when you are on a call (unless the number is blocked).

If the caller's number matches an entry stored in the phonebook, the name will also be displayed.

Please store the full telephone number, including the area code, otherwise the name will not match the number stored in the phonebook.

## Calls lists

Your Telstra 5200/5200a stores details of all calls you make and receive (unless the number is blocked) in 2 different calls lists:

- Received calls/Missed calls – Calls you have answered / not answered, see page 14.
- Dialled calls – The last 10 numbers dialled, see page 13

A total of up to 40 entries can be stored in the Callers list, and 10 entries in the Dialled list.

You can view and dial numbers in any of the Calls lists and copy them into the phonebook.

If a call is received when the Calls list is full, the oldest entry will be replaced with details of the new caller. Press Calls to view the missed calls.



## Outgoing messages

The outgoing message is the message a caller first hears when the answering machine picks up their call.

Your Telstra 5200a comes with 2 pre-recorded outgoing messages to choose from as follows:

### Answer and Record

Your Telstra 5200a has a pre-set **Answer and Record** outgoing message that allows your caller to leave a message.

*"Hello, your call cannot be taken at the moment, so please leave your message after the tone".*

However, you can record your own **Answer and Record** outgoing message if you wish, see 'To record your own Answer and Record outgoing message', page 29.

### Answer Only

Your Telstra 5200a will play a pre-recorded **Answer Only** outgoing message but will not allow your caller to leave a message.

*"Hello, your call cannot be taken at the moment and you cannot leave a message, so please call later".*

You can also record your own **Answer Only** outgoing message if you wish, see 'To record your own Answer Only outgoing message', page 30.

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### Setting time on the answering machine

You will need to set the date and time so that you know when each message was received.

Once a message has been played back, the machine will announce, for example, "*Tuesday, four fifty, pm.*"

1. Press *and hold* Stop until you hear the current setting.
2. Press Skip or Skip to scroll through the *days* and press Stop to select. The day is announced followed by the current hour setting.
3. Press Skip or Skip to scroll through the *hours* and press Stop to select. The hour is announced followed by the current minutes setting.
4. Press Skip or Skip to scroll through the *minutes* and press Stop to select.

The newly set day and time is announced.

### Answer delay

Answer delay sets the number of times your Telstra 5200a will ring before the answer machine picks up your call and starts playing the outgoing message. The default setting is for the answering machine to answer after 6 rings. You can change this setting to between 2-9 rings.

### To change the answer delay setting

1. Press *and hold* the Skip button on the base unit until the current setting is announced, then release.
2. Press and release the Skip button to move through the settings, with each press the options will be announced and will also be shown on the base unit display, i.e. 8, 9, Time Saver, 2, 3, 4, 5, 6, 7.
   See page 35 for a description of the Time Saver feature.
   When you hear the setting you want, do not press the Skip button again. After a short delay your chosen setting will be announced.

### To check the answer delay setting at the base station

1. Press *and release* the Skip button.
   The current setting will be announced and also shown on the base unit display.



### Flashing Message Indicator#

The Telstra 5200/5200a is designed to provide visual indication when a new message is left in your Telstra Home Messages 101® or MessageBank® service.

When a new message is left, an icon will be displayed on the handset.

After you have listened to your message(s), the icon will disappear.

### MessageBank® and Telstra Home Messages 101®

MessageBank takes the message for you when you are on the phone or can't answer it, so you can call back when it suits you. Message retrieval is free from most Telstra fixed line telephones.* Telstra Home Messages 101® is free to turn on or use.^

### To listen to your messages

Press *and hold* 1 button for 1.5 seconds. Your handset will access the telephone line and automatically dial 125 101.

Follow the voice prompts to access you messages.

### Call Waiting

If an incoming call arrives while you are already engaged on a telephone call, you will hear a soft beep every 5 seconds. The second caller's number (and name if stored in the directory) will appear on the handsets display.

### To accept a Call Waiting call

If you hear the tone that tells you there is another caller, whilst you are on a call:

1. Press *and hold* Call Wait 2 button for 1.5 seconds.
   The first caller is put on hold and you can talk to the second caller.
2. To switch between callers, press *and hold* Call Wait 2 button for 1.5 seconds.

**Note**

# To arrange connection of the Flashing Message Indicator service, simply call Telstra on 13 2200.

* Monthly charge and call charges apply.

^ Available to most Telstra home phone access customers.

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**Note**
Your answering machine is designed to answer calls after 16 rings when it is switched off. This is to enable you to operate the remote access functions of your answering machine in the event your answering machine is switched off.

Your Telstra 5200a can digitally record up to 11 minutes of messages, with each message lasting a maximum of 3 minutes. As well as recording incoming messages, you can record memos for other users.

You can operate your Telstra 5200a from:

- the base unit;
- remotely from most tone dialling telephones.

Your Telstra 5200a comes with two pre-recorded outgoing messages, **Answer and Record** or **Answer Only**, but if you wish you can record your own.

You will need to set the day and time (if you have not already done so) so that you will know when each message was received, see page 6.

### Message display on the base station

The table below provides an explanation of what is shown on the base station display.

| DISPLAY | DEFINITION |
|---|---|
| (*Blank*) | Power off. |
| C-0 (*flashing*) | Day/Time needs to be set. |
| 0-9 | Answer-on mode, 0-9 messages. |
| 9 (*flashing*) | 10-59 messages. Indicating more than 9 messages stored. |
| –– *Alternating with* 0-9 | Power on, but set to answer off mode. The display flashes between a dash and the number of messages saved in the memory. |
| A (*flashing*) | Handset menu and Remote access in progress |
| F (*flashing*) | Memory full. Delete some or all of your messages |
| P (*flashing*) | Message paused. |
| P-1: *Alternating between P & 1* | When selecting or playing **Answer & Record** outgoing message. |
| P-2: *Alternating between P & 2* | When selecting or playing **Answer Only** outgoing message. |
| r (*flashing*) | Message recording (memo, outgoing message or incoming message). |
| t or 2 to 9 | Setting or reading answer delay. |
| 8-0 | Counting down. |



### To switch the answering machine ON/OFF

Your Telstra 5200a is set to **ON** and **Answer and Record** when first powered up.

Press *and release* the Answer On/off button to switch on or off.

If you hear "*Answer on, your outgoing message is....*" the answering machine is switched on and is ready to answer incoming calls and record any messages, unless **Answer Only** is selected.

Answer Only is an advisory announcement only, so that the machine will not record an incoming message.

See page 35 for a full explanation of the outgoing messages available.

The display on the base unit shows the number of messages stored in the memory.

If you hear "*Answer off*". the answering machine is switched off.

The display on the base unit will flash between a dash and the number of messages saved in the memory.

### To adjust the base unit loudspeaker volume

The loudspeaker volume ranges from 0-9 plus H, where 0 is Off and H is the maximum level. The default level is 5.

1. Press Vol+ on the base to increase the volume.
2. Press Vol– on the base to decrease the volume.

If you adjust the volume when the answering machine is not being used, a beep sounds at each press. When the volume reaches its highest or lowest levels two beeps will sound.