Phonak DECT

Cordless phone

User Guide

PHONAK
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This user guide is valid for

Phonak DECT CP1
Phonak DECT II

Hearing aid compatibility

This product uses a dedicated wireless link to Phonak hearing aids. Please ask your hearing care professional about your hearing aids compatibility.
The compatibility can easily be checked using the demo mode (→ Chapter 3.8).

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1. Welcome

The Phonak DECT cordless phone is a quality product developed by Phonak, one of the world's leading companies in the field of hearing technology.

Please read this user guide thoroughly in order to be able to benefit from all the possibilities this product can offer.

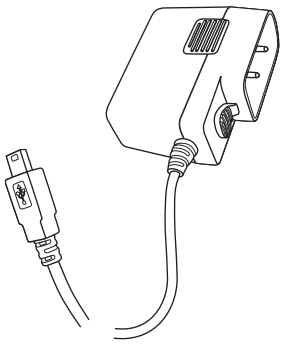
If you have any questions, please consult your hearing care professional or go to www.phonak.com/dect

Phonak – life is on www.phonak.com

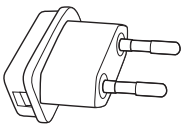
2. Getting to know the phone

2.1 Packaging content

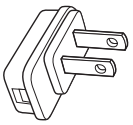
Power supply with adapters



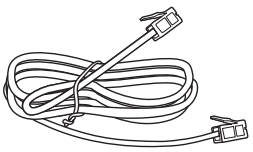
EU



US/CAN



Phone cable RJ11 with adapters



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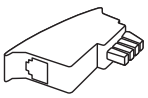

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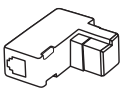
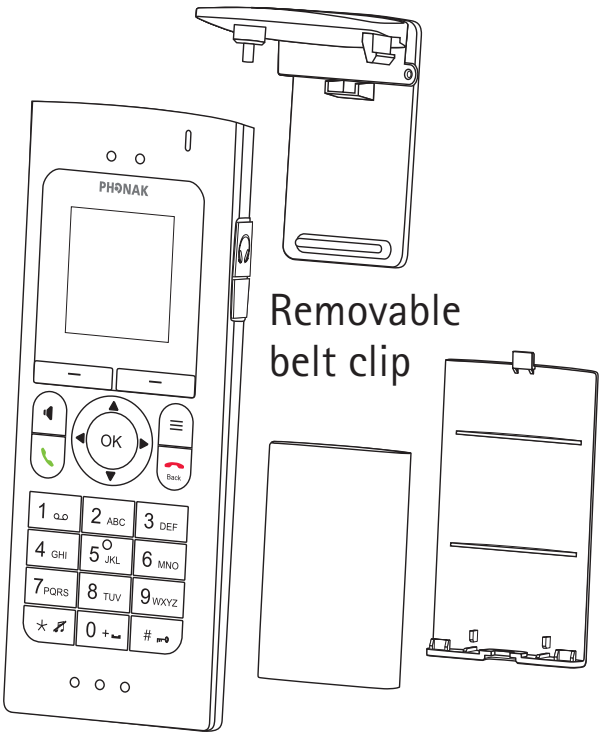
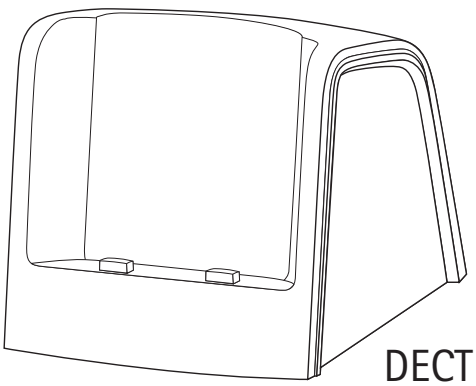


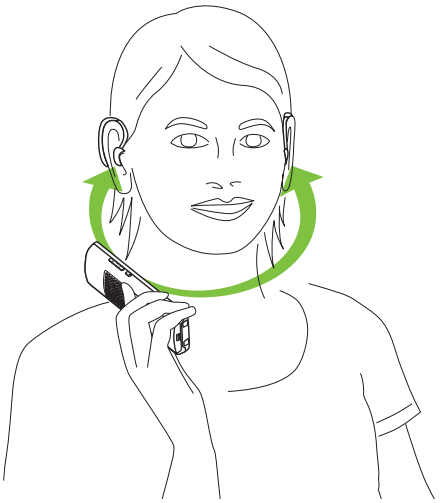




DECT base and charger (“Base“)

2.2 How the phone works

This telephone is used like any other cordless phone. In addition, the integrated wireless Phonak transmission technology makes telephoning with Phonak hearing aids much easier.



The phone signal is sent wirelessly to both hearing aids in digital quality.

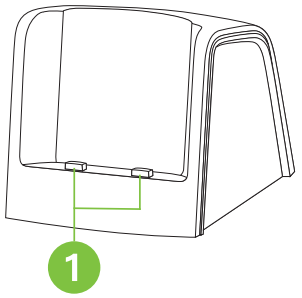
If you hold the handset close to your head, the hearing aids will automatically switch to the phone program.

Of course, you can also use the phone without hearing aids.

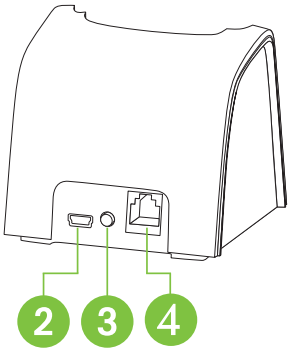
2.3 Descriptions of the devices

The base

The base is connected to the telephone line and also serves as the charger for the handset.



1 Charging contacts

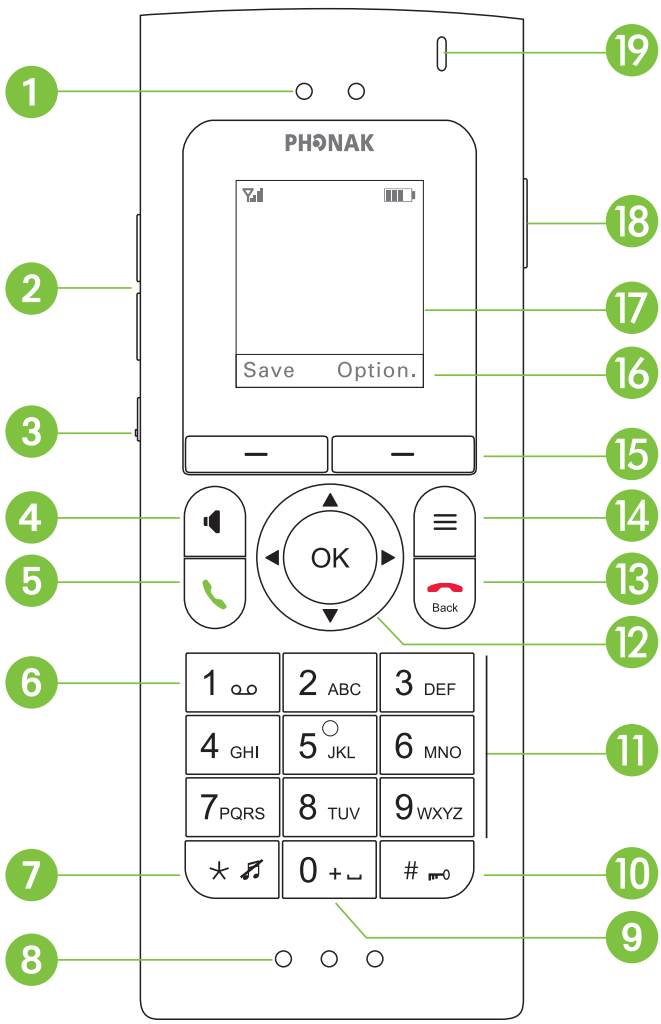


2 Power supply input
3 Paging and pairing button
4 Analog phone line input

ⓘ The default PIN code for the base is “0000”.

ⓘ The base and the handset are pre-paired.

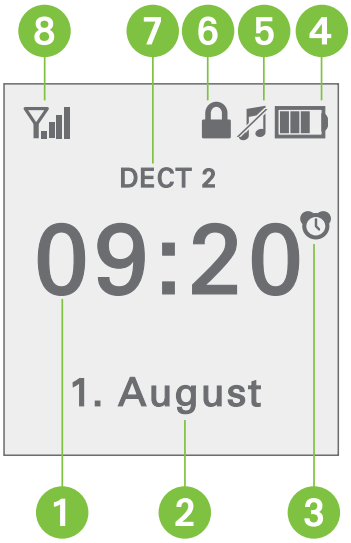
The handset



ⓘ To change the display language, follow the instructions in Chapter 3.5.

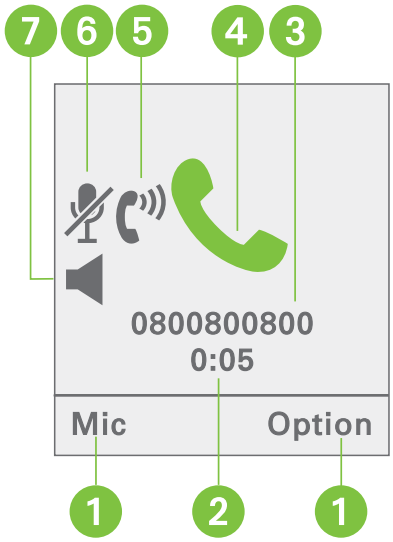
1. Receiver
2. Volume up/down
3. Volume boost
   Press 2 sec. = Hearing aid connectivity test (demo mode)
4. Hands-free on/off
5. Talk/repeat call
6. **Press and hold** 1 **2 sec.** = Dial voicemail number
7. **Press and hold** * **2 sec.** = All ring tones off/on
8. Microphone openings
9. **Press and hold** 0 + **2 sec.** = Dial international prefix "+"
10. **Press and hold** # **2 sec.** = Keypad lock on/off
11. Number keypad
12. Navigation keys
13. End call/back (one menu level up)
    Press and hold Back **2 sec.** in standby mode = handset on/off
14. Function key
15. Display keys
16. Context menu (use the display keys to select functions depending on the display)
17. Display
18. 3.5 mm headset socket
19. Indicator light

Display symbols in standby mode



1. Time
2. Date
3. Alarm clock on
4. Battery and charging state
5. Ringtone off
6. Keypad locked
7. Handset name (visible if more than one handset is used with the same base)
8. Signal strength from base

Display symbols if call is in progress



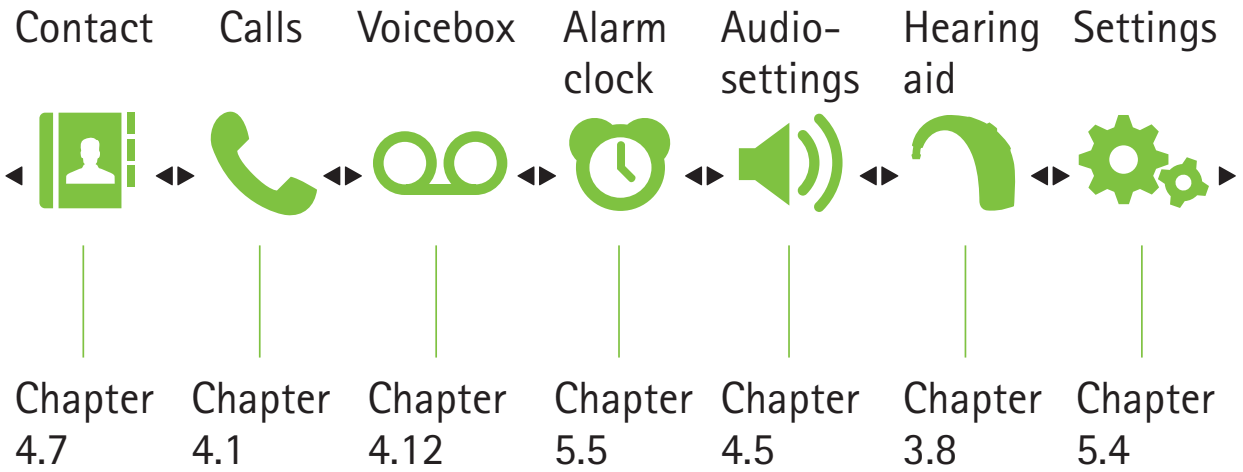
1. Context dependent functions
2. Elapsed time of call
3. Phone number or name
4. Active call indicator
5. Boost mode on
6. Handset microphone muted
7. Hands free on

ⓘ The content of the display varies depending on the settings.

Menu

Press OK to enter the menu and use the arrow keys to navigate.

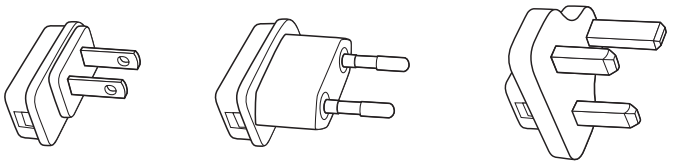
Press Back to go back.



3. Getting started

3.1 Setting up the power supply

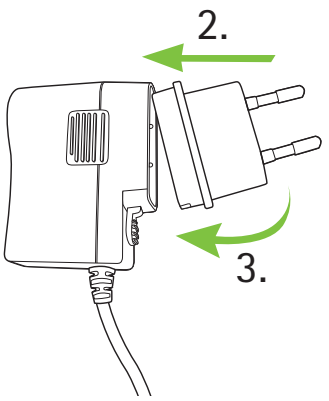
1. Select your power adapter.



US EU UK

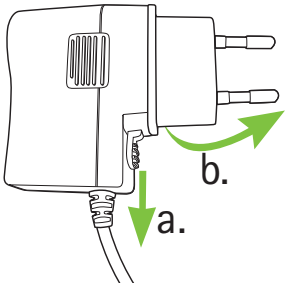
2. Insert the top round end of the adapter in to the round corner of the power supply.

3. Click the bottom end of the adapter in to lock it into place. Make sure the adapter is securely locked.



To remove the power adapter:

a. Pull back the tab on the power supply.
b. Pull the adapter upwards to remove it.

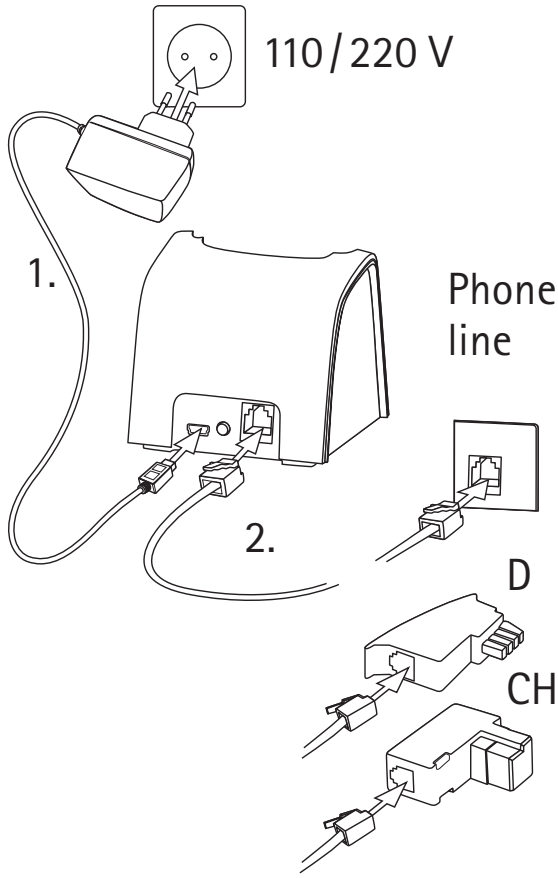


3.2 Connecting the base

ⓘ Put the base on a non-slip, flat surface.

1. Plug the mini-USB plug into the base and the power supply into a power outlet.

2. Connect the phone line input of the base with the analog phone socket using the phone cable.



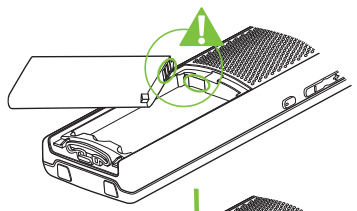
Use the appropriate phone line adapter if required.

ⓘ The phone only works when the power supply is plugged into the base and a power socket.

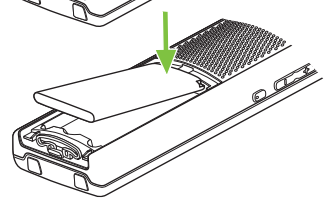
3.3 Inserting the battery

⚠ Only use the lithium ion battery provided by Phonak, as otherwise significant personal injury and damage to property may occur.

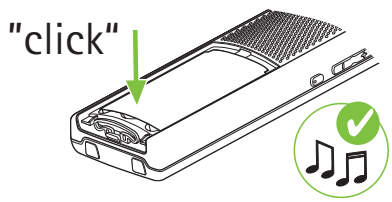
1. Make sure the battery contacts are located as shown.



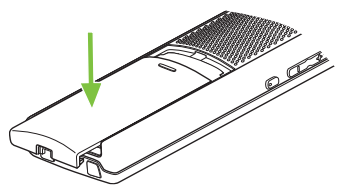
2. Insert the contacts side first.



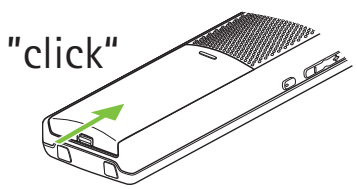
3. Insert the battery completely. You will hear the startup melody as the phone switches on automatically.



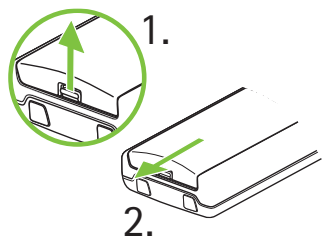
4. Align the battery cover flat on top of the battery.



5. Slide it gently to click it into place.



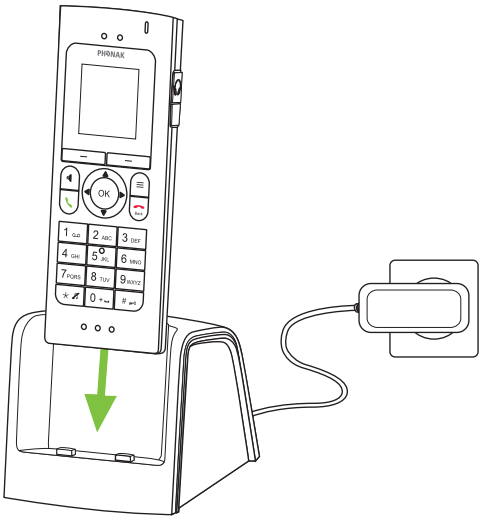
ⓘ To open the battery cover, first lift the small latch at the bottom, then slide the cover open.



3.4 Charging the handset

ⓘ The handset must only be charged in the base.

You may place the handset into the base after each call to charge the battery.



If the battery symbol shows only one bar ▮ (<25%), charge the handset as soon as possible.

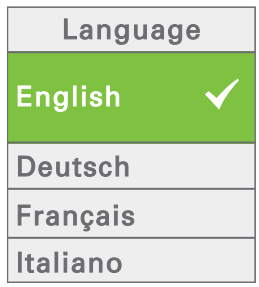
Initial charging

The charging status display will only work properly after the first full charge followed by a full depletion of the battery.

- Place the handset in the base and charge for 8 hours.
- Remove it from the base and only recharge when the battery is completely depleted.

ⓘ The battery may become warm during charging.

3.5 Changing the display language



In order to function properly the language, country, time and date need to be set.

When you use the handset for the first time, you will automatically be asked which language settings you would like:

- Press ▼ to choose the language. Confirm with OK.

ⓘ Press the back key Back each time to go back in the menu or to cancel an entry.

To change the language:

- Press the ▶ key to get to the Settings menu. Press OK.
- Press the ▼ key to get to the sub menu Language. Press OK.
- Press the ▼ key to select your language. Press OK.

ⓘ After setting the language for the first time, you can test the phone with your hearing aids. Please follow the instructions on the display (→Chapter 3.8).

3.6 Setting date, time and time format

- Press the ▶ key to get to the Settings menu. Press OK.
- Press the ▼ key to get to the sub menu Date/Time. Press OK.

To set the date/time:

- Use the ▼ key to choose the Time and Date and enter them using keys 0–9.

ⓘ You can use the ◀/▶ keys to overwrite information.

To set the time format:

- Use the ▼ key to choose Time format, press OK.
- Use the ◀/▶ keys to select the time format.
- When finished, press the display key Save.

ⓘ Date and time are always saved in the base. **After a power cut, you must re-enter the date and time.**

3.7 Setting the location

Attention: To ensure that all functions work properly, you must enter the country where the phone is being used.

To set the country:

- Press the ▶ key to get to the Settings menu. Press OK.
- Press the ▼ key to get to the sub menu Location. Press OK.
- Use the ◀/▶ keys to choose your country. Press the display key Save.

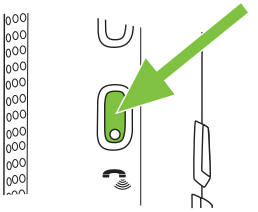
ⓘ You may also enter the Country area code, National area code and International area code if these are not shown correctly.

ⓘ If your country is not listed, choose one with similar telephone conditions or Other country.

ⓘ If you select a country that uses the am/pm time format, it will automatically be changed. If you wish to change the time format later, refer to chapter 3.6.

3.8 Testing the connection to your hearing aids

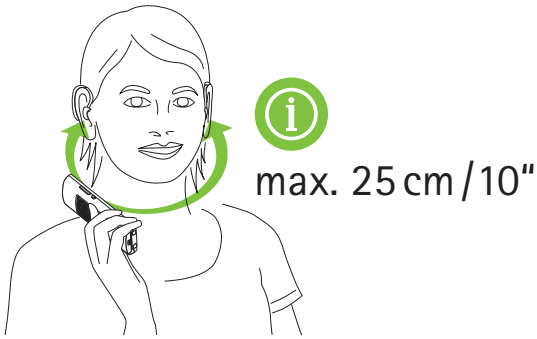
In standby mode, press and hold the Boost key to start the test.
Hold the phone to your ear and the test message will be wirelessly transmitted to your hearing aids.



You can also start the test using the menu:

- Press the ▶ key to get to the Hearing aid menu. Press OK.
- Press the ▼ key to get to the sub menu Check connection. Press OK.

As soon as Playing demo ... appears on the display, hold the handset close to your hearing aids (max. 25 cm away from both aids).



ⓘ Hold the phone in front of your face to check if you can hear the sound via the wireless transmission and not with the hearing aid microphone.

ⓘ Changing position or distance may interrupt the transmission. This is normal.

- Use the volume buttons to set the volume to a comfortable level.
- Press the display key End to end the test.

ⓘ The test will automatically stop after 15 minutes.

The test is available in English, German, French or Spanish depending on the language setting for the phone. For any other language setting, it will be played in English.

3.9 Transferring existing contacts

If you already have a DECT-compatible cordless phone, it may be possible to transfer your contact data to the Phonak DECT phone.

To do so, the existing handset must be logged in to the Phonak base first. Refer to the user guide of your current handset and log it into the Phonak base (→ Chapter 5.10).

Transfer the contacts of your existing handset to the Phonak base.

Your contacts can remain on the Phonak base or be transferred to the Phonak handset.

ⓘ Your existing phone must support the transfer of contact data. Please refer to your phones user guide for more information.

Your phone is now ready to use. What would you like to do next?

Changing the display language	Chapter	3.5
Making and ending a call	Chapter	4.1
Setting the volume	Chapter	4.4
Setting ringtones	Chapter	4.5
Entering a contact	Chapter	4.7
Using the answerphone "Voice box"	Chapter	4.12
Multiple handsets for one base	Chapter	5.10

4. Everyday use

4.1 Making and ending a call

Making a call

- Enter the phone number you would like to dial on the number keypad. You can correct a wrong digit by pressing the display key Delete.
- Press the talk key to make the call.

ⓘ Press and **hold** the talk key to check the line before dialing a number.

ⓘ During the call, the display will show the number you have dialed and the duration of the call. If the number is saved in the contact list, the name will appear.

Ending a call

To end the call, press the end call key Back.

Accepting a call

In addition to the ringtone, an incoming call is signaled by the blinking indicator light and vibration (if enabled).

To accept an incoming phone call, press the talk key .

ⓘ When ringing, the phone can be muted using the display key Mute.

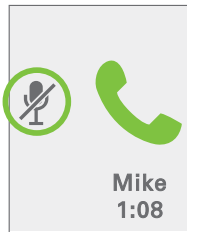
Automatic call acceptance

Taking the handset from the base automatically accepts a call. To switch this function on or off:

- Press the ▶ key to get to the Settings menu. Press OK.
- Press the ▼ key to get to the sub menu Base. Press OK.
- Use the ◀/▶ keys to select On or Off.
- Press the display key Save to store the settings.

4.2 Muting the handset microphone

You can disable the microphone by using the display key Mic mute during a phone call. The person you are speaking to will no longer be able to hear you.



To switch the microphone back on again, press Mic mute again.

4.3 Making a call with Phonak hearing aids

ⓘ Wireless transmission of the phone call is only possible with Phonak hearing aids.

ⓘ No configuration is needed for the hearing aids or the phone. However, your hearing care professional may fine tune the telephone program.

ⓘ If you are not able to connect the phone to your hearing aids, please contact your hearing care professional.

Connecting to your hearing aids

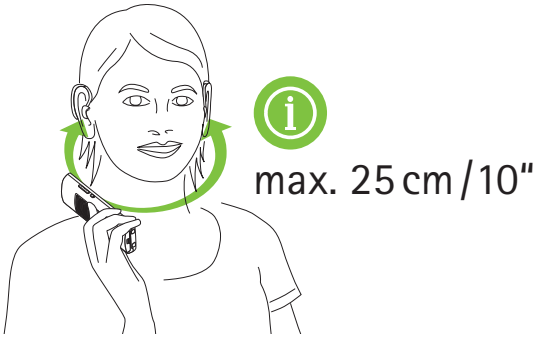
Hold the handset close to your hearing aids while making a call (max. 25 cm away from both hearing aids).

The hearing aids will automatically switch to the phone program. Depending on the settings of your hearing aids, you will hear a sound indication.

ⓘ You need to make a call for the wireless connection of the hearing aids to work. If the handset is in hands-free mode or used with a headset, the wireless transmisison is disabled.

ⓘ If your hearing aids do not support wireless Phonak technology, you may use it with a telephone coil program to improve the sound quality.

Holding the handset correctly
The microphone openings at the bottom of the handset pick up your voice. Hold the handset close to your mouth.

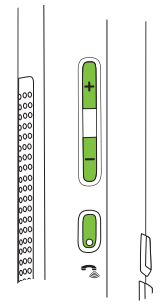


The handset will transfer the call wirelessly through your hearing aids and through the handset receiver simultaneously. If you find the audio quality unpleasant hold the upper part of the handset slightly away from your ear.

Breaking the connection with your hearing aids
When you move the handset away from your hearing aids, end the call or switch to hands-free mode, the hearing aids automatically switch back to the last used hearing program.

ⓘ Switching back takes from 1 to 3 seconds, depending on the hearing aid model.

4.4 Setting the volume

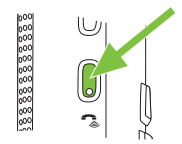


Use the volume up/down keys +/– on the side to set the volume during a conversation.

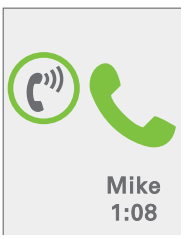
The volume setting will be indicated on the display and saved automatically.

ⓘ The volume setting controls the acoustic and wireless signal at the same time.

The volume Boost key



By pressing the Boost key on the side during a phone call, the handset will provide up to 15 dB extra volume in addition to the normal volume. The Boost symbol will appear on the display.



Set the volume for the Boost-mode using the volume up/down keys +/– .

ⓘ This mode is not available in hands-free or headset mode.

By pressing the Boost key again, the handset switches back to the normal volume range and the volume Boost symbol disappears.

A new telephone conversation always begins in normal volume mode.

ⓘ Please tell other people using your phone about this setting. People with normal hearing may find it very loud.

4.5 Setting ringtones

ⓘ Ringtones are not transmitted wirelessly to your hearing aids.

Choose your individual ringtones in the Audio settings menu:

- Press the ▶ key to get to the Audio settings menu. Press OK.
- Press the ▼ key to get to the sub menu Ring tones. Press OK.
- Press the ▼ key to get to External call. Press OK.

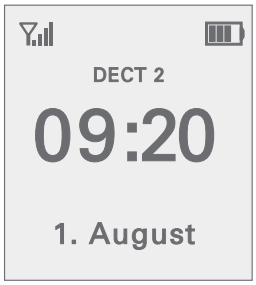
Choose your settings:

- Tune
  Choose a ringtone from the list of 1–12, that you can hear clearly without your hearing aids.
- Volume
  Select the ringtone volume level 1–5 so it is comfortable for you and your surroundings.
- Rising
  Choose On for a ringtone that increases in volume while ringing.
- Delay
  Select the ringtone delay from the time a call is received.

Press the display key Save to store the settings.

ⓘ The ringtone volume can be set in standby mode using the volume up/down keys +/–. This will not change the volume of internal calls from other handsets.

4.6 Switching the handset on and off



Standby mode

Press the back key Back until the display is in standby mode. The handset will automatically go into standby mode after 1 minute.

Switching the handset off

- Press and **hold** the back key Back (2 sec) in standby mode until the display shows the Phonak logo.

Switching the handset on

- Press the end call/back key Back or put the handset in the base.

ⓘ The Phonak logo will appear on the display and you will hear the Phonak start melody.

4.7 Entering a contact

The phone has 2 contact lists. One in the base and one in the handset.

Handset

- Any contacts you have saved under Contacts → Handset are only visible on this handset.
- You can save up to 100 entries with 3 phone numbers each.
- You can set the ringtone and volume individually for each entry.

Base

- Any contacts you have saved under Contacts → Base are visible to all handsets logged into the base.
- You can save up to 200 entries with 3 phone numbers each.

ⓘ To make it easier to find contacts later, we recommend always saving them in the same contact list.

ⓘ Recommendation: If you only use one handset with one base, choose Contacts Handset. If you use different handsets with one base (→Chapter 5.10), choose Contacts Base.

ⓘ You may copy contacts between the contact lists later.

Entering a contact

- Press the ▶ key to get to the Contacts menu. Press OK.
- Use the ▼ key to choose between Contacts Handset or Contacts Base, press OK.
- Press the ▼ key to get to + New entry. Press OK.
- Enter your contact details as required using the numbers and letters A–Z/0–9.

ⓘ If you store the numbers in the handset, you may set the Tune and the Volume of the ringtone for this contact ◀/▶ (the Default setting means that global settings will be used →Chapter 4.5).

- Depending on which field you are editing, save the entry or any changes directly using the display key Save or use Option → Save.

ⓘ When entering characters, use the * key to set upper or lower case. Use keys 1 and 0 to access other special characters.

4.8 Looking up contacts

Speed dial

Use the number/letter keypad to go directly to the first letter of your contact's name in the contact list by pressing and holding the corresponding letter while in standby mode.

Example: Press and **hold** key 7 (P, Q, R, S) to get to the contact list for the letter P. Press key 7 again immediately to reach the letters Q, R or S.

ⓘ Set your default contact list as described in Chapter 5.3.

Access via the Contact menu

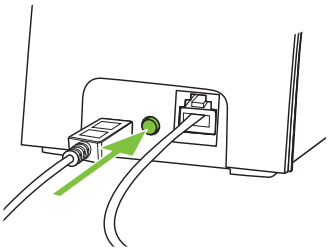
- Press the ▶ key to get to the Contacts menu. Press OK.
- Press the ▼ key to select the contact list (Contacts handset, Contacts base or Internal call, press OK.)
- Use the arrow keys ▼/▲ to find the contact you are looking for.

ⓘ You may also look for a name directly, e.g. Mike, by pressing key 6 (for „M“). All names beginning with „M“ will appear. Press 4 (=G, H, I) 3 times in quick succession to see „Mi“ displayed.

- Press OK when you have found the name, press ▼ until it highlights the number you would like to call, press OK to dial the number.

4.9 Finding a lost handset

If the handset is switched on and within range of the base, press the Pair button on the back of the base.



Any connected handset will ring at the same time, even if the ringtone is switched off.

- End the ringing individually for each handset using the end call key Back.
- Press Pair again to stop all the handsets ringing.

4.10 Using the caller list

You can review the last 150 incoming, outgoing or missed calls in the Calls menu:

- Press the ▶ key to get to the Calls menu. Press OK.
- Use the ▼ key to select Missed, Accepted, Outgoing or All calls. Press OK.
- Use the ▼ key to choose the desired number.

ⓘ Press the talk key to access the list of all calls directly.

ⓘ For numbers saved in the contact list, the name will be displayed instead of the number.

- Press OK to start dialing.

ⓘ To display the caller list correctly, caller identification (CLIP) must work correctly. Your network provider can give you information about this.

You can edit entries using the display keys:

- Delete: Deletes the current entry from the caller list (the contact list will not be deleted).
- Option → Save: Saves the current entry to the contact list.
- Option → Delete all: Deletes all entries from the caller list (the contact list will not be deleted).

4.11 Using the Inbox menu

If you have missed calls, voice box messages or other notifications, the menu option Inbox will appear in the main menu and the indicator light will flash.
Press OK to open the list of notifications and follow the instructions on the display.

4.12 Answerphone "Voice box"

Setting up the voice box

Voice box is the answerphone on your provider's network.

> ⓘ You can only use the voice box if you have requested it from your network provider.

To set it up:

- Press the ▶ key to get to the Settings menu, press OK.
- Use the ▼ key to select the Voice box submenu, press OK.
- Ask your network provider for the voice box number and enter it in the Number field.
- Press the display key Save to store the settings.

> ⓘ If the number changes later you can overwrite it.

Everyday use of the voice box

If there is a message waiting for you, a notification with the number of messages received will be displayed.

- Press and **hold** the 1 key (2 sec) to dial the voice box number.
- You can now listen to your messages. Follow the voice box instructions from your network provider.

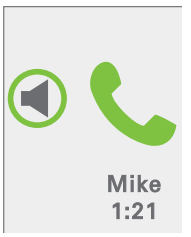
ⓘ While viewing the display or using the keys, the transmission to your hearing aids may be interrupted. Switch to the hands-free mode by pressing the hands-free key .

ⓘ The network provider manages your voice box. Please contact your network provider for more information if necessary.

4.13 Additional features when using the phone

Hands-free

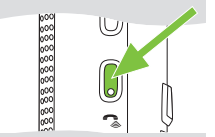
You can switch hands-free mode on or off during a call by pressing the speaker key . Use the + / – keys to adjust the volume.



ⓘ The conversation is not transmitted to your hearing aids wirelessly when you are in hands-free mode!

ⓘ If you would like someone else to listen to the conversation, be sure to tell the caller.

ⓘ The hands-free mode is terminated if the Boost key is pressed.



5. Handset settings

Using a headset

You can make calls using a headphone or headset plugged into your handset with a 3.5 mm jack.
Plug it into the side of your handset. A headset symbol will appear on the display.

ⓘ When using a headphone without microphone, the handset microphone will be used.

ⓘ If you are using a headset with a microphone, it must be Apple compatible.

ⓘ As long as the headset is plugged in, no wireless transmission will be made to your hearing aids.

5.1 Locking the keypad

Key lock prevents unwanted or accidental use of the handset.

To lock: Press and **hold** the # key (2 sec) in standby mode until the display shows Unlock device with #.

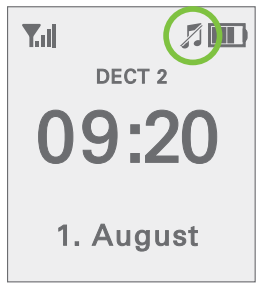
The lock symbol 🔒 on the display shows the handset is locked.

To unlock: Press and **hold** the # key (2 sec) in standby mode until the display shows Device unlocked.

ⓘ You can still dial emergency numbers when key lock is switched on. Emergency numbers vary depending on the country. Please note that the location must be set (→ Chapter 3.7).

ⓘ You can still accept incoming calls when key lock is switched on.

5.2 Switching ring tones on/off



Ring tone off: Press and **hold** the * key (2 sec) in standby mode until the display shows Ring tone off.

Ring tone on: Press and **hold** the * key (2 sec) in standby mode until the display shows Ring tone on.

The tune symbol on the display shows that the ring tones are switched off.

ⓘ You can also use the side buttons + / – or Audio settings to mute the ring tones. The tune symbol is not shown in this case.

5.3 Other Contact list functions

Setting the contact list for speed dial

Use Settings → Contacts → Speed dial with, to select which contact list (handset, base or internal) you would like to use with speed dial.

Setting contact sort order

Use Settings → Contacts → Sort order to sort contacts by Last name, first name or First name, last name.

Setting upper and lower case

When typing text, you can choose between upper and lower case. In text mode, press the * key to select the mode you would like.

Abc	Only the first letter is capitalized
ABC	All letters are capitalized
abc	Lower case

To add a space, use the 0+ key.

Editing contacts

You can change saved contacts, copy them from the handset to the base or from the base to the handset or delete them. To do this, find the contact in the contact list and choose:

- Modify to change the contact or add a new number.
- Option. → Delete to delete the entry.
- Option. → Copy to copy one contact from the handset to the base or from the base to the handset.
- Option. → Copy all to copy all contacts from the handset to the base or from the base to the handset.
- Option. → Delete all to delete all contacts from your current contact list.

ⓘ If you confirm, all contacts in your current contact list will be permanently deleted! Even Phonak will not be able to retrieve them.

5.4 Other handset settings

Adjust the display

You can adjust the display using Settings → Display:

- Choose the background color you prefer via Design → White or Gray.
- Illumination → Inside base and Outside base: This function specifies whether the display darkens after a minute or stays faintly lit. You can set this separately for when it is in or out of the base.
- Choose Night mode for low illumination that will not disturb you at night.

ⓘ If illumination is completely switched off, the battery time is improved by about 10%.

Setting the function key

You can assign a specific function to the function key via Settings → Function key using the ◀/▶ key. This gives you immediate access to one of the following functions:

- Speed dial: Save an important telephone number and call it directly.
- Internal: If several handsets are logged into the base, you can call them directly.
- Deactivated: This setting means the function key has no purpose assigned to it.
- Line selection: This function is not available with the Phonak DECT base.

Switching indicator tones on or off

Use Audio settings → Indicator tones to switch them on or off:

- Use the ▼ key to choose the tones and switch it On or Off with the ◀/▶ keys.
- Press the display key Save.

Setting up vibrate mode

The handset vibrates when different events take place. You can set this up via Audio settings → Vibration.

- Use the ▼ key to choose the event and switch it On or Off with the ◀/▶ keys. For some options you can select the strength of the vibration.
- Press the display key Save.

5.5 Alarm clock function

You can set up to 4 alarm times on your handset.

To set an alarm

- Select Alarm clock in the main menu and press OK.
- Choose one of the 4 alarms using the ▼ key, press OK.
- Use the ◀/▶ buttons to set the alarm clock Mode:
  - Single: The alarm will ring once when the set time is reached.
  - Recurrent: The alarm will ring every time the set time is reached.
    If Recurrent is selected, you can also use the ▲/▼ keys to set which day(s) the alarm will ring (Monday to Sunday).
  - Off: The alarm is switched off.

- Time: Use the number keypad to set the alarm time. Change your entries with ◀/▶ .
- Name: This name will appear in the alarm list and be shown when the alarm is ringing. Add a new name using the letters on the keypad. Press Delete to make a correction. To add letters, use the ◀/▶ keys, for a space use the 0 key.
- Tune: Use the ◀/▶ keys to choose a tune.

Press the display key Save to save the settings.

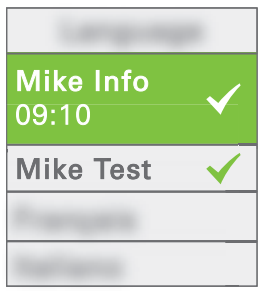
ⓘ Set the other alarms in the same way.

ⓘ Please note that the alarm clock function only works if
- the time and date are set correctly,
- the handset battery is sufficiently charged (min. 25% ▭).

Alarm symbol on the display

If an alarm is active, the symbol will appear. The alarm symbol also shows how many alarms are active.

In the list of alarms, active alarms are checked. If you select an alarm with the ▼ key, the alarm time will also be shown.



Switching off alarms

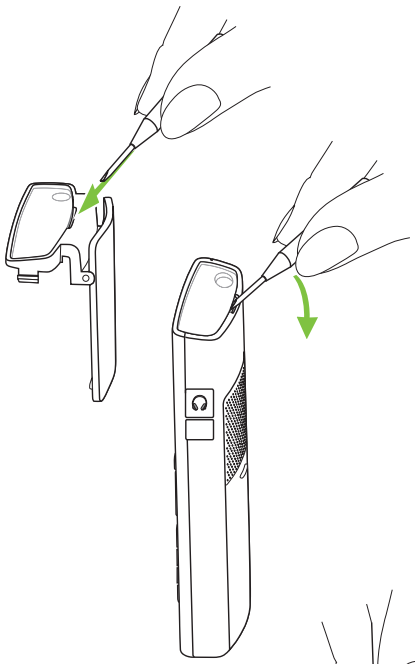
- Select the alarm you would like to switch off using Alarm clock → Alarm [1–4] → Mode and set it to Off using the ◀/▶ keys.
- Press the display key Save to save the setting.

ⓘ When all alarms are switched off, the symbol on the display will disappear.

5.6 Attaching the belt clip

To attach the belt clip, you need a small Phillips-head screwdriver to attach the fixing screws.

1.



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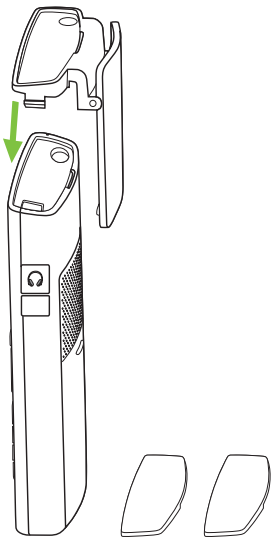
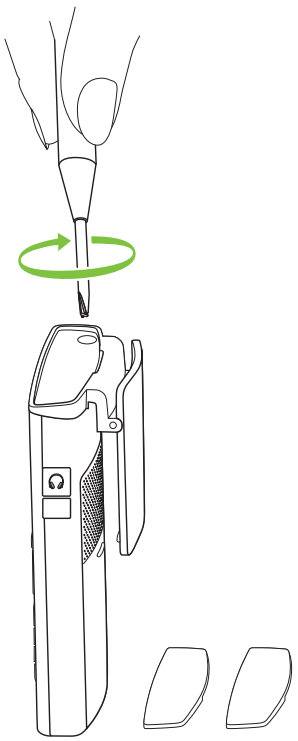
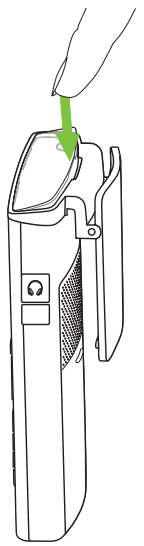


3.



4.



5.7 Signal strength indicator

The bars next to the antenna symbol show the signal strength between the base and the handset. It depends on the distance and any obstacles or walls between them. In general, the maximum distance to the base inside a building is up to 50 m (160 ft) and can reach up to 300 meters (950 ft) outdoors.

Strong to weak signal strength	
Location with weak reception	flashes
No reception, base not found	(red)
Eco-mode active (→ Chapter 5.8)	

ⓘ If the signal strength is low, bring the handset closer to the base.

ⓘ Choose a central location (similar range to all handsets) for the base.

5.8 Eco-mode

ⓘ Eco-mode can only be activated in Europe.

ⓘ The Eco-mode menu is only available when the handset is connected to the base.

In Eco-mode, radio activity between the base and the handset is switched off when no call is being made.

To switch the Eco-mode on and off

- Press the ▶ key to get to the Settings menu. Press OK.
- Press the ▼ key to get to ECO mode. Press OK.
- Press the ▶ key to switch Full ECO mode to On.
- Press the display key Save.
- Instead of the range symbol, the display will show the Eco-mode symbol.

ⓘ Signal strength is not shown in Eco-mode. Check the connection with the base by pressing the Talk key for 2 seconds. If the base is in range, you will hear the dialing tone.

ⓘ When Eco-mode is switched on, call setup is delayed by about 2 seconds.

ⓘ Battery use in standby mode is approx. 50% higher when Eco mode is switched on.

ⓘ All phones logged into the base must support Eco-mode.

5.9 Battery status display

The battery symbol indicates:

Battery charging
100%
75%
50%
25%
Empty

ⓘ When the battery charge drops below 25% charge the handset.

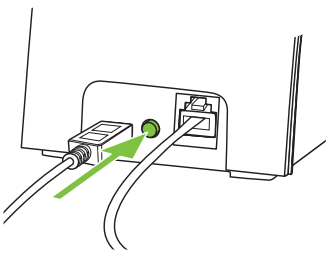
5.10 Multiple handsets for one base

Up to 6 handsets can be logged into the base.

ⓘ The handset and the base that come together in one package are pre-paired. You do not need to log them on again.

Log on with an additional handset

- On the handset, select Settings → Log on/off → Log on.
- Press and **hold** the Pair button (2 sec) on the back of the base.
- Wait a few seconds until the display shows successful login.



ⓘ The default PIN code for the base is "0000".

ⓘ It is possible to log into the base with other GAP-compatible DECT handsets. Phonak only guarantees that original Phonak DECT CP1 and Phonak DECT II handsets will function correctly.

ⓘ GAP (Generic Access Protocol) is a technical standard which specifies that cordless handsets and a base are compatible with one another.

ⓘ More than one cordless phone must be logged in to the base for the following functions!

Setting the handset name

As soon as more than one handset is logged into the same base, the internal name of the handset, e.g. DECT 1, will be shown in standby mode.

- You can change the names using Settings → Handset → This handset.

ⓘ You can also specify whether this handset can take a call in progress or not.

Making internal calls

- You can call another handset paired to this base for free via Contacts → Internal call.

Consultation during a call

During a call, using the display key Option → Internal call allows you to call another handset (e.g. "DECT 5") on the same base.

If someone accepts the internal call on handset "DECT 5", the external caller "Mike" is put on hold and does not hear the conversation.

Brokering during a call

Use the display key Option → Brokering to switch between "Mike" and "DECT 5".

Transferring a call internally

Use Option → Transfer to connect the 2 lines "Mike" and "DECT 5" and disconnect your own handset.

Conference calls

If all 3 participants would like to speak to each other, select Option → Conference. All participants can now hear and speak to one another.

Press the end call key to end the active conversation.

5.11 Using an existing base

If you already have a GAP-compatible DECT base, you can log the Phonak handset into it.

To do this, follow the login procedure described in Chapter 5.10, but hold the pairing button on your existing base. Enter the security code for this base if needed (please consult the instruction manual of the existing base).

ⓘ The Phonak base for the handset now works as a charger. It must be connected to the main power cable. You no longer need the telephone cable.

5.12 Changing the battery

If battery performance decreases noticeably over time, you can change the battery.

⚠ Only use the original battery
(Li-Ion 3.7V, type: CE-MB 206-5C-01, 1100 mAh).

Open the battery cover as described in Chapter 3.3 to replace the battery.

6. PIN-codes and resetting your settings

6.1 Changing PIN codes

The default PIN code is „0000". If you want to change it go to:

- Settings → Security → Base PIN, enter the current PIN „0000" and confirm by pressing OK.
- Enter your own PIN and confirm by pressing OK.
- Using Settings → Security → Handset PIN, enter the correct code in the handset and confirm by pressing OK.

ⓘ If you forget the PIN, you can reset it as described in Chapter 6.3.

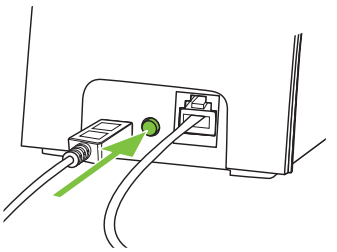
6.2 Resetting your settings

You can reset all settings for the base or the handset, in Settings → Reset settings.

ⓘ The PIN code and the telephone book will not be affected by the reset.

- Enter the original PIN „0000“ or the PIN you set yourself.

6.3 Resetting the system PIN



If you forget the system PIN, you must do a general reset:

- Press and hold the Pair button on the back of the base and reinsert the power cable into the base at the same time.
- Press and hold the Pair button for at least 5 seconds.

ⓘ For your phone to work properly again, you must re-enter the settings described in Chapter 3.5 and following.

ⓘ Make sure the contact list on the phone is deleted (→Chapter 5.3) before giving it to anyone else.

7. Troubleshooting

Causes	*What to do*	*Chapter*
The display is dark		
■ Battery is not inserted ■ Battery is fully discharged ■ Handset is not switched on	■ Insert battery ■ Put handset on base ■ Switch handset on	3.3 3.4 4.6
The display is only faintly lit		
■ Battery almost discharged ■ Display illumination switched off	■ Put handset on base ■ Adjust the display	3.4 5.4
Indicator light constantly flashes green		
■ Missed call ■ Important setting missing	■ Look for messages in the Inbox menu	4.11
Battery does not last long		
■ Initial charge not carried out ■ Battery is very old	■ Fully charge/discharge ■ Replace battery	3.4 5.12
Sound not being transmitted to hearing aids		
■ Hearing aids switched off ■ Too far from handset	■ Switch on hearing aids ■ Move handset closer to hearing aids	4.3

Causes	*What to do*	*Chapter*
Volume is too loud		
■ Boost mode is on ■ Ringtones are too loud	■ Press Boost key ■ Set the volume	4.4 4.5
No sound from handset		
■ Headset plugged in ■ Volume too low	■ Unplug headset ■ Increase volume	4.4 4.4
Phone does not ring		
■ Ringtones are switched off ■ Ringtones are too soft	■ Switch ringtones on ■ Increase volume	5.2 4.5
Name not found in contact list		
■ There are 2 contact lists	■ Select correct contact list	4.8
Caller's number not shown		
■ Service not supported by network provider	■ Ask your network provider if it supports CLIP	4.12

Causes	*What to do*	*Chapter*
I can't find the voicebox		
■ Voice box service is not activated	■ Get provider to activate voice box service	4.12
■ Voice box number is not programmed	■ Program the number	4.12

You can see other questions and answers (FAQs) on our website www.phonak.com/dect.

8. Information on product safety

ⓘ Protect the device connectors, plugs, charging slot and power supply from dirt and debris.

ⓘ Never immerse the device in water! Protect it from excessive moisture. Never use the device in the shower, bath, or swimming area, as the device contains sensitive electronic parts.

ⓘ Protect the device from heat (never leave it near a window). Never use a microwave or other heating equipment to dry the device.

ⓘ Do not drop the device! Dropping onto a hard surface can damage it.

ⓘ Clean device using a damp cloth. Never use household cleaning products (washing powder, soap, etc.) or alcohol to clean it.

ⓘ Special medical or dental examination including radiation described below, may adversely affect the correct functioning of the device. Keep it outside the examination room / area before undergoing:

- Medical or dental examination with X-ray (also CT scan).
- Medical examination with MRI/NMRI scans, generating magnetic fields.

ⓘ When operating the device near computer equipment, larger electronic installations, strong electromagnetic fields, or metallic structures, the operating range may significantly be reduced. It may be necessary to be at least 60 cm (24") away from the interfering device to ensure proper operation.

ⓘ If the hearing aids do not respond to the device because of an unusual field disturbance, move away from the disturbing field.

9. Service warranty

9.1 Local warranty

Please ask the hearing care professional, where you purchased your Phonak DECT phone, about the terms of the local warranty.

9.2 International warranty

Phonak offers a one-year limited international warranty, valid as of the date of purchase. This limited warranty covers manufacturing and material defects. The warranty is valid only if proof of purchase is shown.

The international warranty does not affect any legal rights that you might have under applicable national legislation governing sale of consumer goods.

9.3 Warranty limitation

This warranty does not cover damage from improper handling or care, exposure to chemicals, immersion in water or undue stress. Damage caused by third parties or non-authorized service centers renders the warranty null and void. This warranty does not include any services performed by a hearing care professional in their office.

Serial number:

_____

Authorized hearing care professional (stamp / signature):

Date of purchase:

_____

_____

10. Compliance information

Europe:

Declaration of Conformity

Hereby Phonak AG declares that this Phonak product is in compliance with the essential requirements of the Radio and Telecommunications Terminal Equipment Directive 1999/5/EC. The full text of the Declaration of Conformity can be obtained from the manufacturer or the local Phonak representative whose address can be taken from the list on http://www.phonak.com (Phonak worldwide locations).

US and Canada:

1. This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the bottom of this equipment is a label that contains, among other information, a product identifier in the format US: KWCW4NANCT8171. If requested, this number must be provided to the telephone company.

2. A plug and jack used to connect this equipment to the premises' wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.
3. If this equipment Phonak DECT causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.
4. The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

5. If trouble is experienced with the Phonak DECT phone, for repair or warranty information, service can be facilitated through our office at:

   Phonak Inc.
   4520 Weaver Parkway
   Warrenville, IL 60555
   Tel: 800-777-7333
   Fax: 630-393-7400

   If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the device until the problem is resolved.
6. Do not alternate or repair any parts of device except specified. For repair procedures, follow the instructions outlined under the limited warranty.
7. Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

8. If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this 1.9 GHz DECT Product for PSTN does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your network provider or a qualified installer.
9. If the telephone company requests information on what equipment is connected to their lines, inform them of:
   a) The ringer equivalence number [00]
   b) The USOC jack required [RJ11C]
   c) Facility Interface Codes ("FIC") [02LS2]
   d) Service Order Codes ("SOC") [9.0Y]
   e) The FCC Registration Number:
      [KWCW4NANCT8170] for DECT CP 1
      [KWCW4NANCT8171] for DECT II

10. The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local network provider. The REN for this product is part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point. For this product the FCC Registration number is [US: KWCW4NANCT8170 for DECT CP1 and KWCW4NANCT8171 for DECT II] indicates the REN would be NAN.
11. This product is hearing aid compatible.

FCC Caution:
Changes or modifications made to this device not expressly approved by Phonak may void the FCC authorization to operate this device.
This device complies with Part 15 of the FCC Rules and with RSS-210 of Industry Canada. 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.

IMPORTANT NOTE:

FCC Radiation Exposure Statement:
This device complies with FCC radiation exposure limits set forth for an uncontrolled environment. This base should be installed and operated with a minimum distance of 20 cm between the base and your body.

This device must not be co-located or operating in conjunction with any other antenna or transmitter.

Note:
This device 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 device 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 device 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.
- Increase the separation between the device and receiver.
- Connect the device into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Specific Absorption Rate (SAR) information

SAR tests are conducted using standard operating positions accepted by the FCC with the phone transmitting at its highest certified power level in all tested frequency bands, although the SAR is determined at the highest certified power level, the actual SAR level of the phone while operating can be well below the maximum value, in general, the closer you are to a wireless base station antenna, the lower the power output.

Before a new model phone is available for sale to the public, it must be tested and certified to the FCC that it does not exceed the exposure limit established by the FCC, Tests for each phone are performed in positions and locations (e.g. at the ear) as required by the FCC.

Non-compliance with the above restrictions may result in violation of RF exposure guidelines.

Privacy of communications may not be ensured when using this telephone!

IC Warning
CS03:
This device meets the applicable Industry Canada technical specifications.

RSS (Category I Equipment):
This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:

1) this device may not cause interference, and
2) this device must accept any interference, including interference that may cause undesired operation of the device.

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

11. Information and explanation of symbols

CE	The CE symbol is a confirmation by Phonak AG that this Phonak product meets the requirements of the R&TTE Directive 1999/5/EC on Radio and Telecommunication Terminal Equipment.
	This symbol indicates that it is important for the user to read and take into account the relevant information in these user guides.
	This symbol indicates that it is important for the user to pay attention to the relevant warning notices in these user guides.
	Important information for handling and product safety.

Operating conditions	The product is designed such that it functions without problems or restrictions if used as intended, unless otherwise noted in these user guides.
	Keep dry.
	Temperature transport and storage: –20° to +60° Celsius (–4° to +140° Fahrenheit) Temperature operation: 0° to 40° Celsius (+32° to +104° Fahrenheit)
	Humidity transportation: up to 90% (non condensing). Humidity storage: 0% to 70%, if not in use. Humidity operation: <95% (non condensing).

	Atmospheric pressure: 200 hPA to 1500 hPA.
	The symbol with the crossed-out garbage bin is to make you aware that this device may not be thrown away as normal household waste. Please dispose of old or unused devices, at waste disposal sites intended for electronic waste, or give it to your hearing care professional for disposal. Proper disposal protects the environment and health.
	Indicates the device manufacturer, as defined in EU Directive 93/42/EEC.

12. Important safety information

Please read the information on the following pages before using your Phonak DECT phone.

⚠ These devices may only be repaired by an authorized service center. Changes or modifications to the devices that were not explicitly approved by Phonak are not permitted. Such changes may damage these devices, your ear or the hearing aids.

⚠ Opening any of the devices might damage them. If problems occur which cannot be resolved by following the instructions of this user guide, consult your hearing care professional.

⚠ Do not use the device in explosive areas (mines or industrial areas with danger of explosions, oxygen rich environments or areas where flammable anesthetics are handled) or where electronic equipment is prohibited.

⚠ Phonak DECT US/CAN version must NOT be used in Europe as it can interfer with the European cellular networks. Illegal use of such products are prohibited by European Telecommunications Authorities.

12. Important safety information

⚠ Phonak DECT EU version must NOT be used in the US and Canada as it can interfer with US and Canada cellular networks, and for that reason is deemed illegal to use by the FCC and IC.

⚠ The handset contains small parts that can cause choking, if swallowed by children. Keep out of reach of children under 3 years, mentally challenged people and pets. If swallowed, consult a physician or hospital immediately.

⚠ The following is only applicable for persons with active implantable medical devices (i.e. pacemakers, defibrillators, etc.):
If you experience any interference, do not use the device and contact the manufacturer of the active implant (please, note that interference can also be caused by power lines, electrostatic discharge, airport metal detectors etc.).

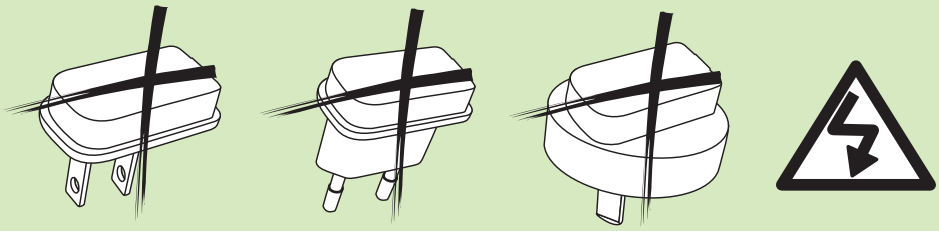
⚠ Please contact the local recycling facility for removal of the battery and dispose of electrical components in accordance with your local regulations.

⚠ External devices may only be connected if they have been tested in accordance with corresponding IECXXXXX standards.

⚠ Using the cables in any way contradictory to their intended purpose (e. g., wearing the phone cable around the neck) can cause injury.

⚠ The mini-USB port is to be used for the described purpose only.

⚠ Caution: electric shock. Do not insert power adapter alone into electrical outlets.



⚠ For safety reasons, only use chargers supplied by Phonak or USB certified chargers with a rating of 5VDC, min. 1000 mA.

⚠ Never supply the base from a PC or laptop USB port. This may damage your equipment.

⚠ Do not connect a USB or phone cable exceeding 3 meters (9 ft) in length to the base.

⚠ Only insert a rechargeable battery that meets the specification in the Phonak DECT data sheet as inserting wrong batteries can damage the device or cause serious injuries.

⚠ Don't hold the back of the handset to your ear while it is ringing or when hands-free mode is switched on. This can cause severe, permanent damage to your hearing.

⚠ The handset may cause buzzing noises in analog hearing aids. If you have any problems, contact your hearing care professional.

⚠ Only give your Phonak DECT phone to someone else together with the instruction manual.

⚠ Please do not use a faulty base, or have it repaired by the Service Department, since it may disrupt other radio services.

⚠ Do not use the device in explosive areas (mines or industrial areas with danger of explosions, oxygen rich environments or areas where flammable anesthetics are handled) or where electronic equipment is prohibited.

Notices

Some of the functions described in this user guide are not available in all countries.

The phone will not work during a power cut. It cannot be used for emergency calls either.

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