

ALL YOU NEED
TO KNOW ABOUT
YOUR NEW
TELSTRA SP817BB
CORDED PHONE
PURCHASE

IT'S HOW
WE CONNECT



WELCOME

You must be excited about your new phone. The buttons are bigger than others, which makes it easier to dial. There's a volume control to boost the receive volume level to make it easy for you to hear the phone. You can also turn up the ringing volume and there is a ring flasher to ensure you don't miss calls. You can even make and answer calls without lifting the handset and for those with faint voices there's a voice aid mode to help you sound clearer.

This guide will help you get started as quickly and easily as possible. It'll help you put your phone together, program your most used numbers and show you how to get the most out of the special features so your phone is exactly the way you want it.

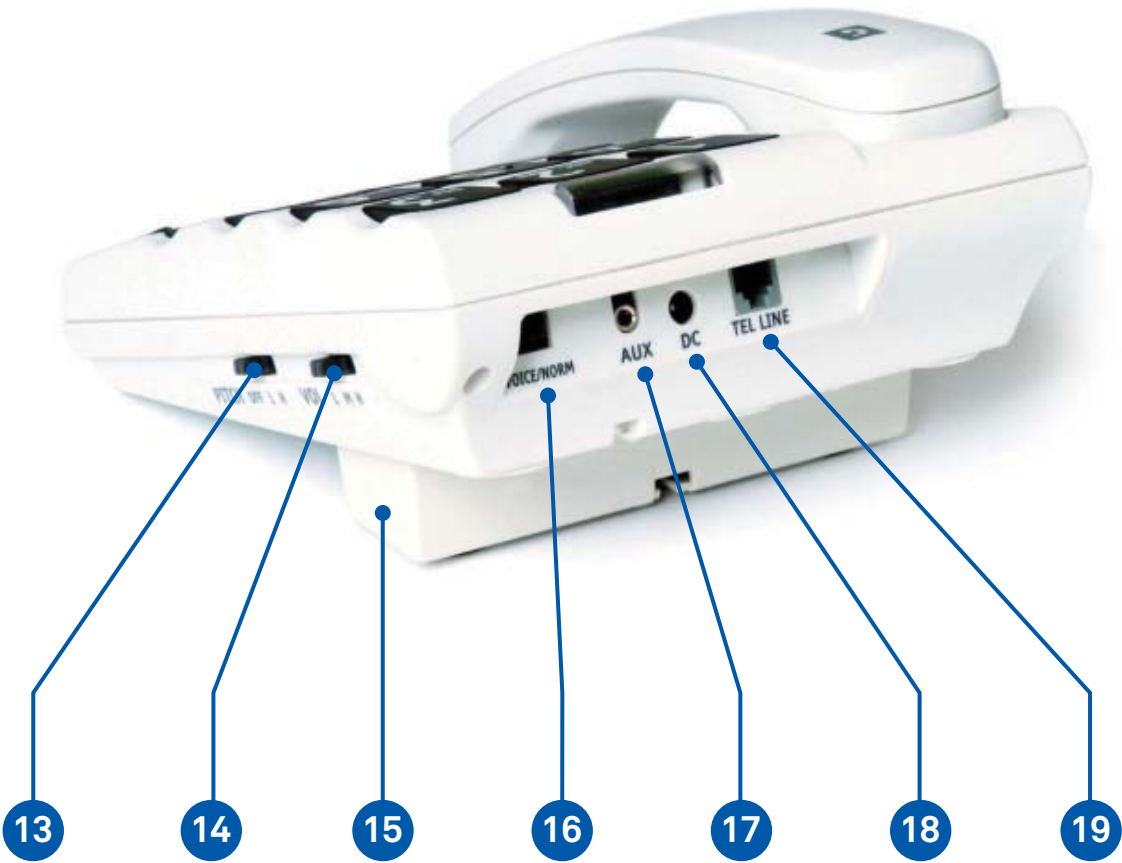
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INTRODUCING YOUR NEW PHONE



1	Handset connector (Not shown)
2	Recall Button Access Telstra network features
3	Store Button Store numbers in one-touch and two-touch memories
4	Memory Button Store and dial two-touch memories
5	Redial/Pause Button Redial last number called – Also used to insert pause when storing numbers
6	Speaker Button Make calls in Handsfree Mode
7	Handsfree Microphone
8	Speaker Light Visual indicator when telephone is in Handsfree or Muted Mode
9	Mute Button Mutes the handset and handsfree microphone
10	Volume Up/Down Buttons adjust handset or speaker volume
11	One-Touch Memory Buttons (M1, M2, M3) – Used to call frequently used numbers
12	Ring Flasher Light flashes when ringing



13 Ringer Pitch / Ringer Off Switch

Select low or high ringer pitch or switch ringer off

14 Ringer Volume

Switch Select low, medium or high ringer volume

15 Desk/Wall Mounting Bracket

16 Voice/Norm Switch

Select Voice Aid or Volume Control Mode

17 Auxiliary Input

A 3.5mm socket for connection of disability activators
e.g. Jellybean, Puffer or Lever switch

18 AC/DC Connector

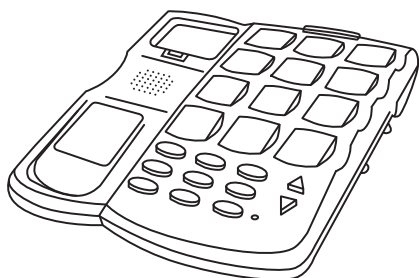
For power pack when using auxiliary input

19 Telephone Line connector input

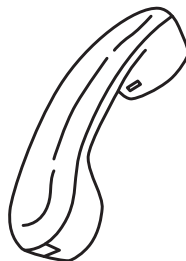
BEFORE YOU GET STARTED

Take a moment to check you have these items. They should all be included in the box your phone came in.

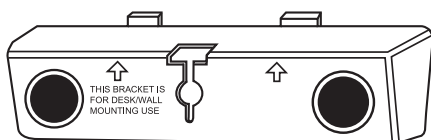
Telephone Base



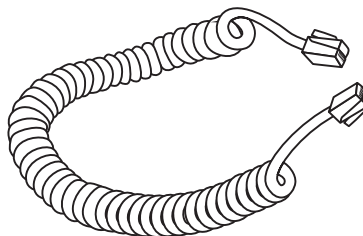
Handset



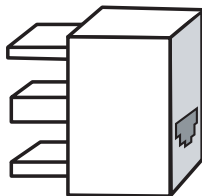
Desk/Wall Mounting Bracket



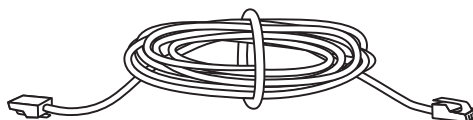
Handset Cord



Adaptor Plug



Line Cord

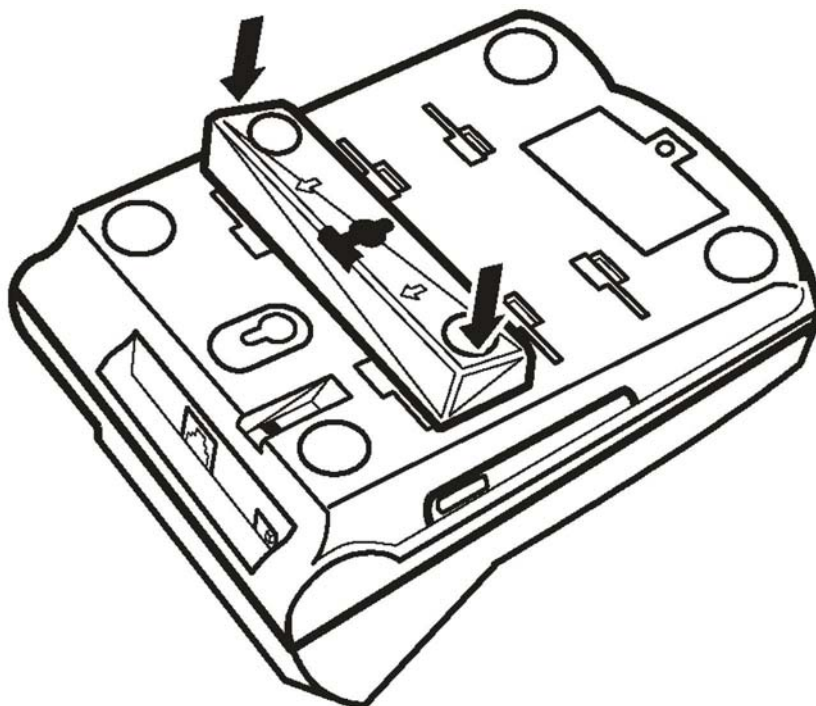


PUTTING YOUR PHONE TOGETHER

DESK STAND

A reversible Desk/Wall Mounting Bracket is supplied with the telephone. This can be used as a desk stand to raise the angle of the telephone.

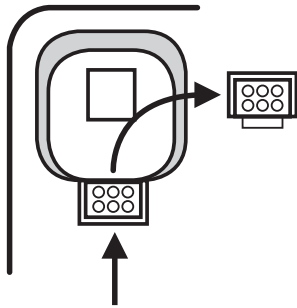
For desktop installation attach the Desk/Wall Mounting Bracket as per the diagram below. Arrow symbols are embossed on the base of the telephone and the Desk/Wall Mounting Bracket to show the correct installation.



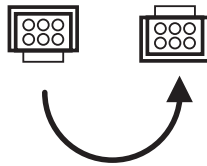
WALL MOUNTING

The telephone can be wall mounted on a standard telephone wall plate. To wall mount your telephone:

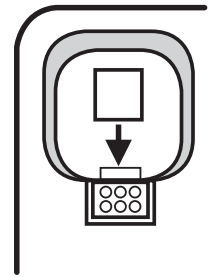
1. Remove and rotate the handset hook as follows:



Push out hook



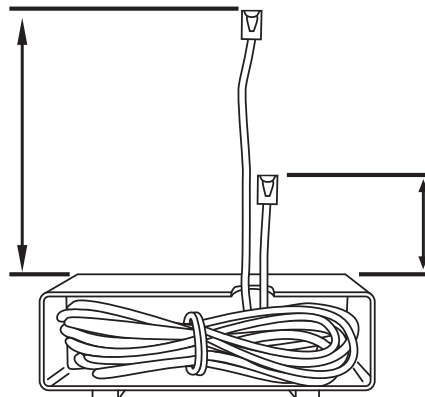
Rotate hook



Re-insert hook

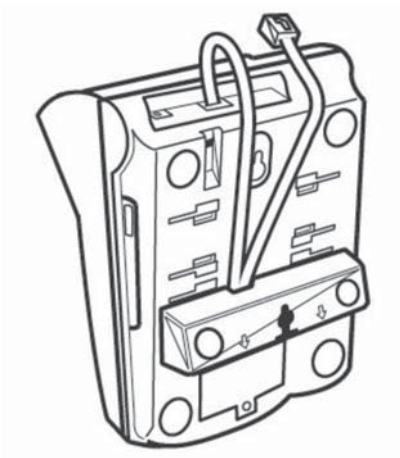
2. Coil the Line Cord and fit inside the Desk/Wall Mounting Bracket as follows:

approx 17cm
(plugs into phone)

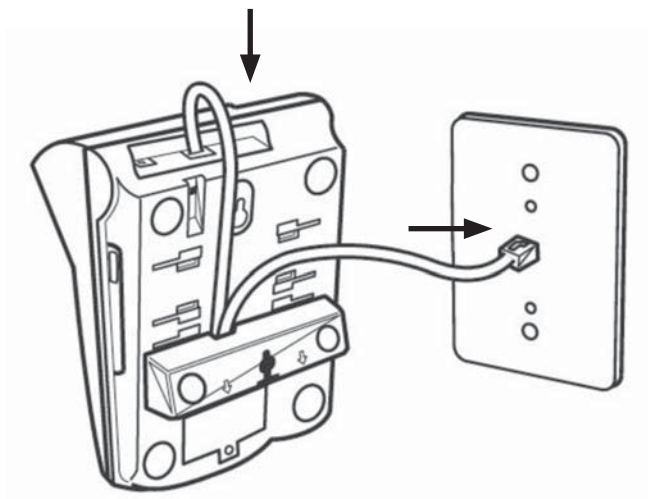


approx 8cm
(plugs into wall socket)

3. Attach the Desk/Wall Mounting Bracket to the base of the telephone as follows:



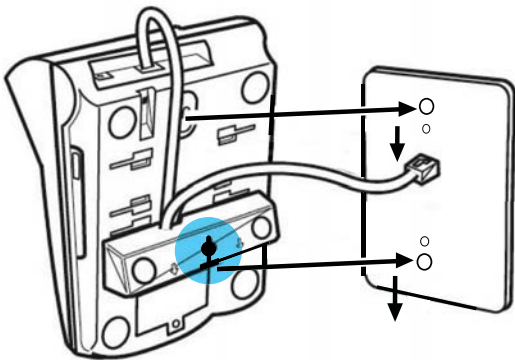
4. Plug the long end of the Line Cord into the telephone and the short end into the wall socket as follows:



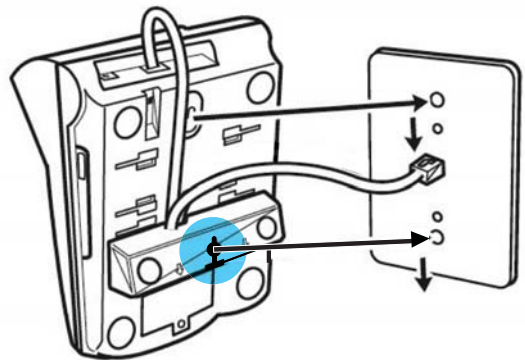
5. Place the telephone on the wall plate ensuring that the top post is inserted into the top slot on the back of the telephone.

Ensuring the bottom post is aligned with either the bottom slot (Option 1) or the hole of the wall mounting bracket (Option 2) depending on the post spacing, push the telephone gently towards the wall plate and then firmly down to lock the phone in place on the wall plate as follows:

Option 1



Option 2



PLUGGING IN

When you unpack the telephone you will need to ensure the Line Cord is plugged into the socket at the rear of the telephone and the handset is plugged into the socket on the side of the telephone.

Plug the Line Cord into your telephone line socket, lift the handset and check for dial tone, then replace the handset. This ensures the telephone is powered up and will operate correctly. Repeat this step whenever the telephone has been disconnected from the line or appears to be working incorrectly.

HELPFUL TIPS TO GET YOU STARTED

HANDSFREE OPERATION

The telephone can be operated in Handsfree (Speaker) Mode which allows you to listen to the call and speak to the other party without using the handset. When using Handsfree Mode ensure you are facing the telephone and speak in a clear voice. Wait for the other party to finish speaking before you speak. If you try to speak at the same time, they may not hear you as the telephone will not send and receive simultaneously while in Handsfree Mode. Ensure there is no background noise when using Handsfree Mode (eg. radio, TV, machinery, etc.) as this may interfere with the call.

Telephone operations such as making calls and storing numbers can be performed in Handsfree Mode by pressing **SPKR** instead of lifting the handset. Programming functions cannot be performed using **SPKR**.

While on a handset call you can change to Handsfree Mode by pressing **SPKR**. The handset can be replaced in the cradle or left off-the-hook. While in Handsfree Mode you can change to Handset Mode by lifting the handset or pressing **SPKR** if the handset has not been placed back in the handset cradle.

The speaker volume can be adjusted by pressing **VOL ▲** or **VOL ▼** until you obtain the desired receive level.

The selected Handsfree volume setting will be retained until it is changed and is independent of the handset volume setting.

MAKING A CALL

Lift the handset or press **SPKR** and dial the desired number. To end the call, replace the handset or press **SPKR**.

ANSWERING AN INCOMING CALL

While the telephone is ringing, lift the handset or press **SPKR** and talk to the calling party.

ADJUSTING THE RINGER VOLUME

The ringer has three levels, low **L**, medium **M** and high **H**. Set the **Ringer Volume Switch** to the desired position.

ADJUSTING THE RINGER PITCH OR SWITCHING THE RINGER OFF

The ringer pitch can be adjusted for High **H** or low **L** pitch or the ringer can be switched off. Set the **Ringer Pitch Switch** to the desired position.

ADJUSTING THE RECEIVE VOLUME LEVEL (NORMAL MODE)

When the Voice/Norm Switch is in the Normal position, the receive volume level can be adjusted by pressing **VOL ▲** or **VOL ▼** until you obtain the desired receive level.

- The selected volume setting will be retained until it is changed or you change from Normal to Voice Mode
- The handset also provides magnetic coupling for use with hearing aids with a T position switch

MUTING THE TRANSMIT SIGNAL

To mute the transmit signal while on a handset, handsfree or headset call, press **MUTE** and the **Speaker Light** will flash slowly to indicate that the caller cannot hear you. To turn mute off, press **MUTE**.

Mute is automatically switched off when you end the call by replacing the handset or pressing **SPKR**.

LAST NUMBER REDIAL

Lift the handset or press **SPKR**, wait for the dial tone and then press **REDIAL**. Redials the last number dialled.

PROGRAMING YOUR MOST USED NUMBERS

PROGRAMING THE ONE-TOUCH MEMORY BUTTONS (M1, M2, M3)

Lift the handset or press **SPKR**, press **STORE** and dial the phone number, then press the desired memory location **M1** to **M3**, then replace the handset or press **SPKR**.

- Hang up after programing each memory button. Use the **REDIAL** button to enter 1.5 sec pause if required
- Maximum of 30 digits (including Pauses and Recall) can be stored in each memory location

DIALLING FROM ONE-TOUCH MEMORY BUTTONS

Lift the handset, wait for the dial tone and press M1 to M3.

PROGRAMING THE TWO-TOUCH MEMORY BUTTONS

Lift the handset or press **SPKR**, press **STORE** and dial the phone number, then press **MEM** and press the desired memory location 1 to 0, then replace the handset or press **SPKR**.

- Hang up after programing each memory button. Use the **REDIAL** button to enter 1.5 sec pause if required
- Maximum of 30 digits (including Pauses and Recall) can be stored in each memory location

DIALLING FROM TWO-TOUCH MEMORY BUTTONS

Lift the handset or press **SPKR**, wait for the dial tone, then press **MEM** and press the desired memory location 1 to 0.

HOT KEY DIALLING

This is a convenient feature that allows you to make a call without lifting the handset or pressing **SPKR**. Your telephone offers different levels of hot key dialling:

Level 1 – All Hot Keys are disabled and the phone operates as a normal telephone.

Level 2 – Pressing **REDIAL, M1, M2** or **M3** automatically activates handsfree mode and dials the stored number. Pressing **MEM** then **1** to **0**, automatically dials the selected two-touch memory number.

Level 3 – Pressing **REDIAL, M1, M2, M3** automatically activates handsfree mode and dials the stored number. Pressing **1** to **0**, automatically activates handsfree mode dials the selected digit. Pressing **MEM** then **1** to **0**, automatically dials the selected two-touch memory number.

Level 4 – Pressing **REDIAL, M1, M2, M3**, automatically activates handsfree mode and dials the stored number. Pressing **1** to **0**, automatically dials the selected two-touch memory number. To dial a number in this mode you will need to press **SKPR** or lift the handset before dialling.

You will hear a short pause of about 2 seconds between pressing a hot key and the start of dialling when using Hot Key Dialling – When you initially connect your telephone, Level 2 Hot Key Dialling is enabled.

To program the desired level of Hot Key dialing – Lift the handset, press **STORE**, press **VOL ▲** , press **VOL ▼**, press **MUTE** then:

press 1 for Level 1

press 2 for Level 2

press 3 for Level 3

press MEM for Level 4

Then replace the handset.

HOT KEY ANSWER

Allows you to answer an incoming call by pressing any button while the telephone is ringing. The incoming call will be answered in Handsfree or Headset Mode.

Your telephone offers 2 levels of Hot Key Answer: On or Off. When you initially connect your telephone, Hot Key Answer is On i.e. pressing any key while the phone is ringing will answer the call.

To program the desired level of Hot Key Answer – Lift the handset, press **STORE**, press **VOL ▲** , press **VOL ▼**, press **MUTE** then:

press 5 for Hot Key Answer Off

press 4 for Hot Key Answer On

Then replace the handset.

VOICE AID, AUXILIARY INPUT AND OTHER FRIENDLY FEATURES

VOICE AID MODE

Your telephone can be switched to Voice Aid Mode. This mode is useful for people with speech impairment/soft voices who find that others have difficulty hearing them.

When the telephone is in Voice Aid Mode, the **VOL ▲** and **VOL ▼** buttons adjust the transmit level rather than the receive volume level.

Adjusting The Transmit Send Level (Voice Mode)

When the VOICE/NORM Switch is in the Voice Mode position the transmit level can be adjusted by pressing the **VOL ▲** or **VOL ▼** buttons until you obtain the desired transmit level.

- The selected transmit send level setting will be retained until it is changed or you switch from Voice to Normal Mode
- The handset earpiece volume is set to Normal and cannot be adjusted when the telephone is in Voice Mode
- Voice Aid Mode only operates when using the handset, it does not affect handsfree operation

AUXILIARY INPUT

An auxiliary device such as a Jellybean, Puffer or Lever Switch (with a 3.5mm mono plug) can be connected to the Auxiliary Input. Activating the auxiliary device will answer, initiate and release calls in Handsfree or Headset Mode.

A power pack is needed when using an auxiliary switch with this telephone. For more information regarding the connection and use of an Auxiliary Input device and the supply of a power pack, call the Telstra Disability Enquiry Hotline on **FREECALL™** on **1800 068 424** (a free call from most fixed phones).

AUXILIARY INPUT (CONTINUED)

Making a call

Activate the auxiliary device, listen for dial tone, dial the number or press **M1** to **M3**. To end the call, activate the auxiliary device again.

Answering an incoming call

Activate the auxiliary device. The call will be answered in Handsfree or Headset Mode. To end the call, activate the auxiliary device again.

Hot dialling

If a number is stored in the memory location #, activation of the auxiliary device will automatically dial the stored number.

To store a number in memory location # – Lift the handset or press **SPKR**, press **STORE**, dial the number, then press **MEM** and press the # button, then replace the handset or press **SPKR**.

PABX MODE

If you are using your Telstra Big Button Telephone behind a PABX or KeySystem, you should program your phone for PABX operation. This will automatically insert a PABX access pause between the first and second digit when you use **REDIAL**.

To program PABX Mode – Lift the handset, press STORE, press **VOL ▲**, press **VOL ▼**, press **MUTE** then:

press 7 for PABX Mode On
press 8 for PABX Mode Off

Then replace the handset.

HEADSET MODE

You can replace the handset with a headset and your telephone can be programmed for Headset Mode, which allows you to make and receive calls using the headset.

To connect the headset, unplug the handset from your phone and plug the headset into the headset socket. Leave the handset in the handset cradle.

To program your telephone for Headset Mode – Lift the handset, press **STORE**, press **VOL ▲**, press **VOL ▼**, press **MUTE** then:

press * for Headset Mode

press 0 for Normal Mode

Then replace the handset.

Making a call

To make a call in Headset Mode press **SPKR**, listen for dial tone, dial the number or press **M1** to **M3**. The call will be presented to the headset. To end the call press **SPKR**.

Answering an incoming call

To answer an incoming call press **SPKR**. To end the call press **SPKR**.

- While on a headset call the Speaker Light will have a long flash
- Lifting the handset while in Headset Mode performs the same function as pressing **SPKR**

IF YOU HAVE A HEARING AID

Your telephone provides boosted receive volume control to the handset for people who have difficulty hearing. If you have a hearing impairment but do not use a Hearing Aid, or if you use a Hearing Aid with its T-Switch set to normal (acoustic) mode, simply use the **VOL ▲** and **VOL ▼** keys to adjust the volume to a comfortable level.

If you use a Hearing Aid with its T-Switch set to the Telecoil (T-position) mode, you may also need to adjust the way you hold the handset receiver over your Hearing Aid. Try sliding the handset receiver over your ear into slightly different positions until you find a position that allows you to hear clearly but still allows you to speak directly towards the handset mouthpiece. Ensure you speak clearly and loudly towards the mouthpiece.

If you use a Hearing Aid that automatically switches to the T-position when the handset is placed near the Hearing Aid, searching for the best coupling may result in the Hearing Aid switching in and out of the T-position. If you experience difficulty using the telephone with this type of Hearing Aid you should consult your audiologist about the best way to use your Hearing Aid with your telephone.

SOME IMPORTANT INFORMATION

RESETTING THE PHONE TO FACTORY DEFAULT

To reset the telephone programming to factory default – Lift the handset, press **STORE**, press **VOL ▲**, press **VOL ▼**, press **MUTE** then dial **#, #, #**.

Important – this will clear all memories and settings.

IMPORTANT SAFETY INSTRUCTIONS

Do not use the telephone during an electrical storm as it is possible to get a shock. Refer to the White Pages® directory for further information.

CARE FOR YOUR TELEPHONE

- Avoid hard knocks and do not drop the telephone
- Keep the telephone away from heaters
- Clean the telephone with a damp cloth
- Do not use detergents or immerse the telephone in water
- The performance of the telephone may be affected by electromagnetic interference if placed near radio transmitters, diathermy machines, welding machines etc.

PROBLEM SOLVING

IF THERE'S NO DIAL TONE

Check that the telephone Line Cord is correctly plugged into the telephone socket at the back of your telephone and the other end is plugged into your wall socket. Check that the Handset Cord connectors at both ends are pushed in firmly until they click.

Check that no other telephone extension is in use.

IF THE TELEPHONE DOESN'T RING

Check that no other telephone extensions are off-the-hook.

Check Ringer Pitch Switch to ensure your ringer is not switched off. Check to ensure that you do not have too many telephone extensions in your home or office.

IF THE VOLUME CONTROL DOESN'T WORK

Check that the VOICE/NORM Switch is in the Normal position.

IF YOU CAN'T DIAL

Reset your telephone to factory default.

IF THE RING FLASHER DOESN'T WORK

Check that no other telephone extensions are off-the-hook.

Check to ensure that you do not have too many telephone extensions in your home or office.

KNOW YOUR PHONE INSIDE OUT

Item	Specifications
Receiver Volume	Adjustable from -4dB to +24dB relative to ACMA nominal level
Ringer Volume	Adjustable up to 82dBSPL @ 1 metre
Transmitter Boost (Voice Aid)	Adjustable from 0dB to +20dB relative to ACMA nominal level
Hearing aid compatibility	Adjustable from -32dB to -8dB relative to 1A/m at 1kHz (Radial Field Strength)
Headset wiring configuration	As per Telstra T200/T400/T1000 wiring
Auxiliary Input Wiring	3.5mm Mono phono plug, activated by momentary contact of the Tip/Sleeve
Auxiliary Input Voltages	Dry contact closure
DC Connector Specification	2.5mm DC connector

CUSTOMER SERVICE AND PRODUCT WARRANTY

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 TechHelp Information Line on 1300 369 193 or contact VTech by e-mail at: tcpsupport_au@vtech.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 13 22 00 for residential or 13 20 00 for business.

VOLUNTARY PRODUCT WARRANTY

In addition to your Statutory Rights and subject to the conditions below, VTech warrants that this product will be free from any defect in materials or workmanship under conditions of normal use for a period of 12 months from date of purchase.

VTech do not warrant that the product will be free from defects if defects are caused by an accident, misuse, abuse, improper installation or operation, vermin infestations, lack of reasonable care, unauthorised modification, loss of parts, tampering or attempted repair by a person not authorised by VTech; or where the product has been damaged by lightning or a mains power surge.

Where a valid claim is made under this Voluntary Product Warranty, VTech will, at no cost to you, repair or replace the product within a reasonable time. Subject to your Statutory Rights, if your claim under this Voluntary Product Warranty is not valid, you may be charged a fee under this Voluntary Product Warranty for the service and for any direct costs associated with having the product delivered for service.

To make a claim under this Voluntary Product Warranty you must call the TechHelp Information Line on 1300 369 193 or contact VTech by e-mail at: tcpsupport_au@vtech.com where a Customer Service Representative will inform you of the product return process. You will need to ensure that: You provide proof of purchase; Your product is suitably packaged (original packaging is not required); and You have included all components from the original purchase.

FOR YOUR RECORDS

Date of purchase: Place of purchase:.....

Serial number:

For Voluntary Product Warranty purposes proof of purchase is required so please keep your receipt. The benefits conferred by this Voluntary Product Warranty are in addition to other rights and remedies that are available to you under law, which cannot be excluded. The processes for this Voluntary Product Warranty in no way limit your rights which arise as a result of your Statutory Rights.

This Voluntary Product Warranty is given by:
VTech Telecommunications (Australia) Pty Ltd ABN 70 136 672 627
Address: 24 Gilby Road, Mount Waverley 3149

Important note: this is not a product return or service address – please contact techhelp by phone or email for product and warranty support. No liability will be accepted by vtech for products returned to this address under this voluntary product warranty.

Phone number: 1300 369 193
Email address: tcpsupport_au@vtech.com

STATUTORY RIGHTS

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

MAKE A NOTE OF YOUR STORED TELEPHONE NUMBERS HERE

Key	Name	Number
M1		
M2		
M3		
MEM, 1		
MEM, 2		
MEM, 3		
MEM, 4		
MEM, 5		
MEM, 6		
MEM, 7		
MEM, 8		
MEM, 9		
MEM, 0		
#		

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