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Important safety information

This equipment is not designed for making emergency calls in the event of a power failure. Alternative arrangements should be made for access to emergency services.

This product is intended for connection to an analogue PSTN. (Public switched telephone networks) and private switchboards within the United Kingdom.

If you wear a hearing aid you should note the **A110/C110** works by transmitting radio waves between base and handset which may cause a humming noise.

People with a heart pacemaker should consult their doctor before using this telephone.

1. Use only VTech approved battery cells (NiCd AA 600 mAh) for the handset. Failure to observe this advice may void the guarantee. The use of incorrect batteries may create a risk of explosion during battery charging.
2. There may be a slight risk that electrical storms could damage the **A110/C110**. We recommend that the telephone cord and mains plug be removed from your **A110/C110** during such weather conditions.
3. The **A110/C110** will produce a certain amount of heat during operation. For this reason it is recommended that this equipment is NOT placed in direct contact with antique, veneered or delicate furniture surfaces
4. This equipment is not suitable for use in damp or humid conditions such as bathrooms. Do not expose the equipment or batteries to fire or water.
5. Batteries should NOT be disposed of with normal household waste. Consult your local council or chemist for disposal advice.
6. Do NOT use this equipment in places where volatile or explosive materials may be present.

Important safety information

7. The **A110/C110** DECT telephone emits radio signals which could interfere with other electronic equipment, computers, radio, TV, clock radio alarms etc. A distance of at least 1 metre should be maintained between the **A110/C110** base station and other equipment. This will minimise the risk of such interference.
8. Do not clean the **A110/C110** with a dry cloth, which may cause static shock. Use a damp (not wet) cloth. Never spray cleaning fluids directly onto the case.
9. Take care to ensure the power cord is connected to the correct input socket on the **A110/C110** base.

Unpacking

Please check the box contents for completeness. If any parts are missing, return complete box to your supplier.

- **A110/C110** handset
- Telephone line cord
- **A110/C110** base unit
- Handset batteries (2)
- User guide
- Power adapter
- 2 wall fixing screws & plugs

Note: Keep your proof of purchase to support any guarantee claim.

For your records, write down:

Serial number:

Date of purchase:

Place of purchase :

Setting up your telephone

The base station is supplied with one handset pre-registered. The base can accept up to 5 handset registrations. When more than one handset is registered to a base INTERCOM (handset to handset) communication is possible. When 3 or more handsets are registered, two can be on an intercom call with the third on an external call.

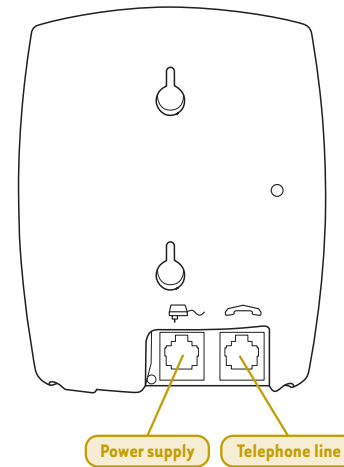
Locating the base station.

The position in which you place the base station can have a significant effect upon the range and performance of your **A110/C110** DECT telephone.

Observe the following points:

- The base must be near to both a telephone socket and a mains electricity socket.
- Avoid placing base too close to large metal objects like filing cabinets, radiators or electrical appliances. This can impair the range.
- The power of the signal depends on the position of the base. The higher the base, the better. An upstairs room near to the centre of the house is preferred.

Buildings with thick internal and external walls of stone or granite may impair the transmission of the signals to and from the base.



Plug the lead from the adapter into the correct socket on the base unit. Plug the power adapter into a convenient 13 AMP power socket. Turn on the mains power. The base is now ready to receive the handset with batteries for charging.

Charge for at least 16 hours **BEFORE** you attempt to connect your telephone to the telephone line.

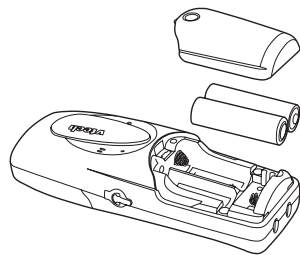
Setting up your telephone

Handset batteries

Before you can use your **A110/C110** DECT telephone, the handset batteries have to be installed and fully charged. To do this the base station must be connected to the mains electricity supply using the power adapter supplied.

Installing the handset batteries


The handset is powered by two AA size NiCad (Nickel Cadmium) batteries. Install these into the handset ensuring you observe correct polarity (the position of the + and - poles is marked on the case) and fit the battery compartment door. Use only VTech approved rechargeable batteries. Failure to do so could result in batteries exploding whilst being charged.



Charging the handset

Place the handset on the base and leave until the handset batteries are fully charged or for at least 16 hours.


The LCD display on the handset will show the progress of the charging cycle via the battery icon on the display. The battery symbol will feature a moving line whilst charging is in progress.

When all the charging cells are visible the battery is almost fully charged. When the battery icon  stops flashing, the battery is fully charged and may now be used.

The telephone is now ready for connection to the telephone network.

Warning: Your base must be connected to the electricity supply at ALL times except when the product is not to be used for long periods of time.

Battery low warning




When the charge remaining in the battery is low and charging is required, the battery icon  will begin to flash (blink on & off).

In addition a warning beep will be sounded by the handset, even during a call. The beep indicates the handset is about to close down. Place the handset onto the charger or base and ensure the symbol continues to blink to confirm charging is in progress. Refer to the paragraph above for information concerning battery charge level.

Making calls



Pre dial

Allows you to check the dialling number is correct.

1. Key in the required number
2. If you enter an incorrect number, press  to remove digit(s).
3. Press  to dial the number.
4. To end the call, press  or replace handset onto the base.

Post dial



Allows you to connect to the network before dialling a number.

1. Press  and wait for the dial tone.
2. Dial the number required.
3. To end the call, press  or replace the handset on the base.

Call timer

Approximately ten seconds after starting a call, the call timer will begin to count. After the call has ended, the time of the call will remain on the display for five seconds approximately. This feature can be turned off if required. See handset menu section.


Adjusting the earpiece volume during a call

Use the SCROLL UP/DOWN keys   to select the desired volume.


Receiving calls

When an incoming call occurs, the base and handset will ring. If Caller Line Identity (CLI) service is available the handset display will show the caller's number. If the caller's number is in your quick dial memory, the name is displayed instead of the number.

a. Handset on Base (Auto answer on)

1. Pick up the handset and the call will be connected automatically.
2. To end the call, press .

b. Handset NOT on base

As above but when picking up handset, press  to answer call.

Making calls



Range

If you are on a call and walk out of range of the base unit; the sound quality in the earpiece will degrade, warning beeps will be heard, and the range indicator will flash. Note: On the fringes of the handset range, the range icon may be present on the display, but it is not possible to make or receive calls.



Hands-free calls

Your telephone handset can also make and receive speakerphone calls, allowing group conversations.



To make a speakerphone call:

1. Press .
2. Dial the required number.
3. To end the call, press .


To receive a call in speakerphone mode:


1. Press .
2. To end the call, press .

To switch from a normal call to a speakerphone call


1. Press  when the call is connected.
2. Press  again to return to a normal call.

Muting your handset microphone during a call

If you wish to prevent the called party hearing you whilst you have a conversation with another person, press .

Press  a second time to cancel the mute setting.

Pause


For applications such as telephone banking, it may be necessary to insert a PAUSE into a dialling sequence; press and hold . 'P' will be shown on the display for each pause.


Caller display


This feature is available only if you subscribe to the Caller display service provided by your network operator.


Caller display allows you to view the caller's number before you answer a call and to see who has called in your absence. Up to 20 incoming numbers can be stored in the call list.



When the list is full, the oldest number will be deleted automatically.


When a call is received this symbol  will appear on the display and the phone LED will flash on the base unit. When the list is reviewed these prompts will disappear.

1. Press  the first name/number on the list will be displayed.

If a name is displayed, press  to see the number.

Press  again to see the date and time of a call.

2. Continue to view the list using  and .

3. Press  to return to standby mode.

4. If the display shows 'EMPTY', no calls are stored.


To dial a number from the call list

1. Ensure the required name/number is visible on the display.

2. Press .

To delete all numbers from the call log

1. Enter handset menu and scroll to DEL CID.

2. Press  twice.

To copy a number from the call list into the phonebook

1. Store the number in the phonebook memory.

(see Phonebook section, page 14)

2. Use the number edit procedure to add a name.

Answering system

Setting Up

If you have purchased the C110, a digital answering system is available; the system is controlled by the handset(s) and offers up to twelve minutes of recording time.

To access the TAD (Answering System) menu:

Press twice

Press to enter the menu.

Use to navigate.

Use to confirm.

Use to cancel/escape.

The following functions are available within the TAD menu:

1. **PIN code:** a 3-digits code (000 factory setting) is provided to stop unauthorised access to the TAD menu. It is recommended that this is changed to a number of your choice as this number is also used to access your answering system when dialling in remotely.
2. **Ring delay:** Ring delay is used to set the number of rings heard before the system answers calls. There are two options:
 - Economy mode** (2 rings if new messages are recorded, 4 rings if no new message).
 - Ring setting** (2 rings to 7 rings, user selectable).

3. **Filtering:** a number of settings are available to filter calls.

SPK FILT (*Speaker filtering*). Speaker filtering enables all calls to be listened to on the first registered handset (handset #1). The handset speaker will be turned on when the OGM is played; this call can then be intercepted. When speaker filtering is activated on handset #1, all other handsets cannot answer any call.

FUL FILT (*Full filtering*). Full filtering allows the answering system to receive calls and take messages, but without ringing.

CID FLT1. CID Filtering 1 allows user to direct all calls to the answering system which will record messages but not ring EXCEPT one number number selected from the phonebook.

CID FLT2. CID Filtering 2 allows all the calls to ring EXCEPT one number from the phonebook that is not allowed and will be directed to the answering system.

4. **Emergency number:** It is possible to override the call filters from an outside line. To do so, when OGM starts, press *111. The base will ring for 8 seconds.

Answering system

Using your answering system

The answering system can be controlled by the handset(s) or by dialling in from a remote location.

1. Handset(s) mode

1. Press **OK** the display will show 'ANS MAC'.
2. Use the keypad digits as described below to tailor the setting to your personal preference.

It is important to record an **OGM** (Outgoing message) to your callers. **OGM 1** is for normal call answering (*Record mode*); while **OGM 2** allows callers to hear a pre-recorded message (*Answer Only mode*), but does not allow them to leave a message.

- **Switch ON/OFF:** press 8.
- **Play OGM1:** press 6 & 1, to stop playback press 5. (30 seconds max).
- **Play OGM2:** press 6 & 2, to stop playback press 5. (60 seconds max).
- **Record OGM1:** press 9 & 1, press 5 to stop recording.
- **Record OGM 2:** press 9 & 2, press 5 to stop recording.
- **Answer Record mode:** press 7 & 1.
- **Answer Only mode:** press 7 & 2.
- **Go back to previous message:** press 1.
- **Play messages/repeat current messages:** press 2.
- **Play the next message:** press 3.

- **Play Memos:** 4 & 1.
- **Record Memos:** 4 & 2.
- **Stop playing:** press 5.
- **Delete the current message:** press 0.
- **Delete all messages:** press 9 & 0.

NOTE: When you record your own OGM1, you delete the factory OGM1 which cannot be recovered.

Your AS will not time or date stamp incoming messages unless you subscribe to CID service.

2. Remote control

The answering system can be accessed when you are away from home.

1. Dial your number.
2. When the system answers and you hear your OGM, key in * and then the 3-digit PIN code (000 factory setting); if the code is correct, you will hear 2 beeps. If three incorrect PIN codes are entered, the line will be dropped. There is also an 8 second timeout to drop the line between key inputs.
3. Use the information on the left as a guide to control the answering system.
4. See page 11 for setting your personal remote access PIN code.

Note: There is a 3 second busy tone inserted at the end of each incoming message. Messages can only be played back via the handset.

Answering system

If the Answering System (AS) is switched OFF

- Let the phone ring 10 times.
- After 10 rings, the AS seizes the line and gives 2 beeps.
- Key in the 3-digit PIN code.
- If the code is correct, the recorded OGM will be played.
- AS will be turned on automatically and you can use the keypad to control the system.

Message display

The handset display will provide information on the status of the answering system:

AS has one new message: 

AS has one old message: 

AS has no message: 

AS is full: 

Memory full


If the memory is full the system will switch to answer-only mode automatically and not allow callers to leave a message. If an OGM2 is not recorded the answering system will not operate. If the memory becomes full in the middle of a message, the AS will give 2 beeps before hanging-up.

Changing your PERSONAL REMOTE ACCESS PIN Code

Press  two times.

Press  two times.

Key in old PIN (000 factory setting).

Display prompts for NEW PIN; key in new PIN , press .

Display prompts REPEAT; key in new PIN again.



Press , handset beeps to confirm.


Please remember to record this new number safely where you can get to it away from home. You will not be able to access your answerphone messages away from home without this code.

Other handset features

Redial list


Your **A110/C110** will store the last ten numbers dialled automatically. One or all of the numbers can be re-dialled as required.


1. Press  until the required number is visible on the display.
2. Press ; the number will be dialled automatically.

To delete numbers from the redial memory, ensure the number is on the display and press  twice.

Switching the handset ON & OFF

The handset can be switched off, if it is not required to ring, however the base unit will ring.

To turn the handset OFF: Press and hold  until the handset beeps and the screen goes blank.


To turn the handset ON : Press and hold  until the handset beeps, the display will show status once the handset has latched on to the base.

Note: The handset will not respond to paging when switched off.

Paging the handset(s)

Your base station has a page button. This button is used to send a signal to all registered handsets (provided they are switched on) and also to initiate the registration process for additional handsets.

This feature is useful for locating misplaced handsets.

To page: Press and release the page button. All active handsets will ring 10 times. To cancel: Press and release . *It is recommended that you change the ring tone on the handsets to enable users to distinguish internal paging from external calls.*

Belt clip

A belt clip is mounted on the rear of the product. Using the clip the handset can be attached to a belt, trouser waist band, etc. This clip cannot be disconnected.

Headset socket

Your telephone can be used with a suitable headset. A headset socket is located on the right hand side of the handset. When a headset is connected the microphone of the handset is muted automatically.

Other handset features

Additional network services

The **(R)** key can be used to access additional network services. Contact your network operator for further details.

Menu system

Your telephone features a simple menu system with informative display messages. Four keys are used to navigate the menu.

- (▲)** **SCROLL UP**; used to enter the menu mode and to scroll up within menus.
- (OK)** **OK**; used to enter sub menus and to confirm selections.
- (X)** **CANCEL**; used to exit or erase incorrect settings.
- (▼)** **SCROLL DOWN**; used to scroll down within menus and access CID log.

The main menu consists of the following sub menus:

- PHONEBK**
- TAD MENU** (*only available with C110 models*)
- LANGUAGE**
- REGISTER**
- KEY LOCK**
- MONITOR**
- B SELECT**
- BASE**
- HANDSET**

Note: When KEYLOCK is active no calls can be made . This includes emergency calls.

PHONEBK = Phone book

PHONEBK = PHONE BOOK

Your **A110/C110** DECT telephone can store up to 40 of your popular numbers **in EACH Handset**. This will allow you to retrieve the numbers and dial them with minimal key strokes. Names up to 8 characters and up to 18 digits for numbers. **Numbers stored in one handset are NOT accessible to another handset**. If you want the same number in each handset you need to store it in each handset separately.

Storing names/numbers into the PHONEBOOK memory

1. Press
2. Press
3. Press
4. Enter name (*see text below*)
5. Press
6. Enter number
7. Press
8. Continue to enter names and numbers or press to access MELODY, DEL ALL, DELETE, EDIT menus or press to return to standby mode.

When the edit mode prompts for a **NAME**, the alpha characters on the keys become active. A letter can be entered by repeated pressing of the relevant key. If you enter an incorrect letter, use to delete.

Example: to enter letter **R** in edit mode, press the key **7** three times, repeated presses of the key will show succeeding letters and number.

If the key is not pressed for a few moments, the cursor moves to the next position to the right, ready for the next letter to be entered.

The maximum number of characters for a NAME is 8.

Attempts to enter more than 8 characters will overwrite the eighth letter.

A		I		Q		y		5	
B		J		R		Z		6	
C		K		S		?		7	
D		L		T		-		8	
E		M		U		1		9	
F		N		V		2		0	
G		O		W		3		*	
H		P		X		4		#	

PHONEBK = Phone book

To view the names/numbers in the phonebook

1. Press ; display shows first name in memory.
2. Press or to scroll through the numbers.
3. Press to view numbers if required.
4. Press to escape or cancel.

Dialling from your PHONEBOOK memory

1. Press .
2. Press or .
3. Press .
4. Press .

Editing or deleting a PHONEBOOK entry

To edit

1. Scroll to EDIT.
2. Press .
3. Press name/number.
4. Press .

To delete

1. Scroll to DELETE
2. Press .
3. Press name/number.
4. Press .

To delete all names/numbers

1. Scroll to DEL ALL
2. Press .
3. Press .

Language

Your **A110/C110** can display information in either ENGLISH or GERMAN language.

1. Enter menu.
2. Scroll to LANGUAGES.
3. Press .
4. Use or to select a language.
5. Press to confirm.

Customising your base unit

Using handset with different bases

It is possible to register the handset to another base station, however additional base units must be within range of the handset. Press and hold the PAGE button on the base unit until you hear a beep

1. Scroll to REGISTER.
2. Press **OK**.
3. Enter the relevant base number 1, 2, 3 or 4.
4. Enter PIN code.

Key Lock

This feature is useful to avoid accidental operation of the telephone whilst in a pocket or to avoid use by young children. To lock and unlock the handset:

1. Scroll to KEY LOCK.
2. Press **OK** (display shows current setting).
3. Use **▲** or **▼** to select OFF/ON.
4. Press **OK**.

Monitor

1. Scroll to MONITOR.
2. Press **OK** (display shows current setting).
3. Use **▲** or **▼** to select OFF/ON.
4. Press **OK**.

To switch off, press **▲**, then **OK**, select off position and press **OK** again.

Note: You need two or more handsets to use this function. Useful as a room monitor.

Base select

This feature allows you select which base your handset(s) will be in active link with.

1. Scroll to B SELECT.
2. Press **OK** (display shows current base number).
3. Use **▲** or **▼** to select required base number.
4. Press **OK**.

Customising your base unit

You can alter the base settings to suit your personal preferences.

There are two sub menus within this menu

1. UNPROTECT

VOLUME, allows you to change the ringing volume of the base unit.

PRIORITY, allows you to change the priority with which the handsets ring when a call is received.

MELODIES, allows you to change the ringer melody (*up to 10 selections*).

2. PIN PROT

CALL BAR, allows you to restrict use of the handset(s) to pre-defined levels:

Local barring: local calls are barred by the user entering the local code.

National barring: all international calls are barred (*numbers with the prefix 00 are barred*).

Custom barring: allows the user to set a prefix of 1-5 digits. Any number starting with these digits is barred. (Useful for preventing calls to chat lines etc)

Off: Suspends barring and permits open access to all numbers. (*See page 20*)

DEFAULT, allows you to restore the factory settings.

OPERATOR, allows you to set the prefix number required for operator calls

DIAL MODE, depending on the country version you can choose between tone (DTMF) and Pulse (LOOP Disconnect) dialing methods. Not available in UK.

DEL HS, allows you to delete a handset from the base unit.

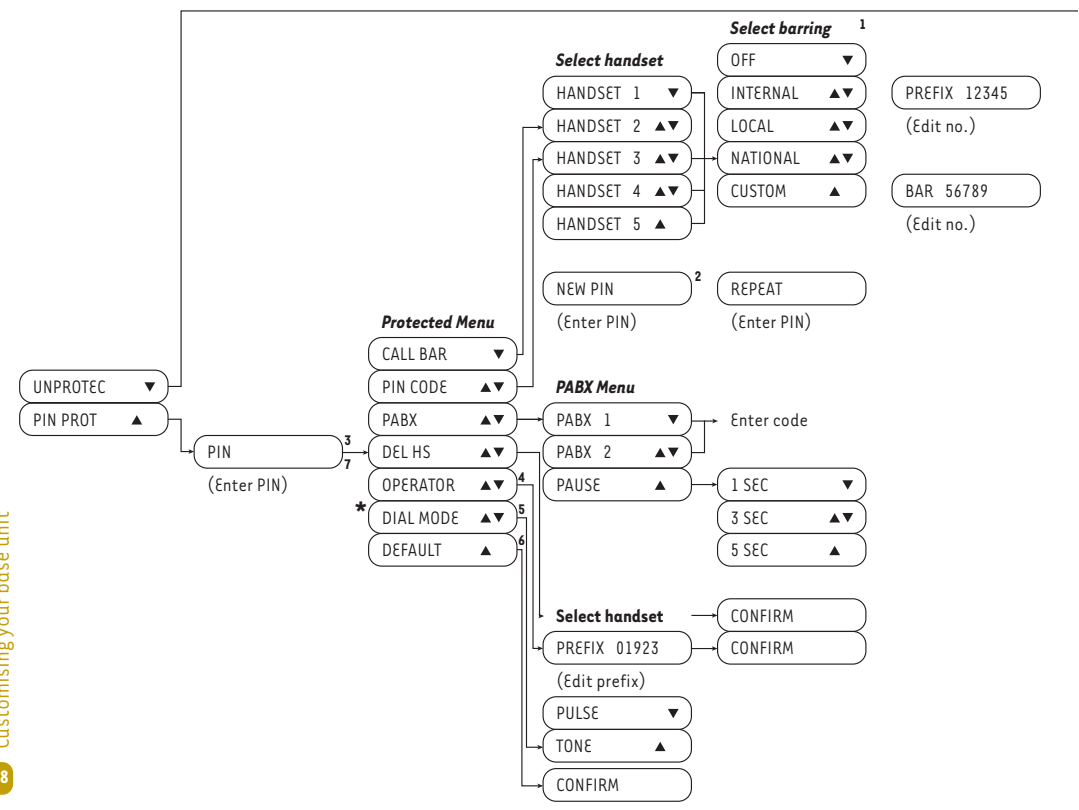
PABX, allows you to store a number required for an outside line or enter a timed pause into a dialling sequence. Contact your PABX manager for further details.

PIN CODE, allows you to change the four digit PIN code.

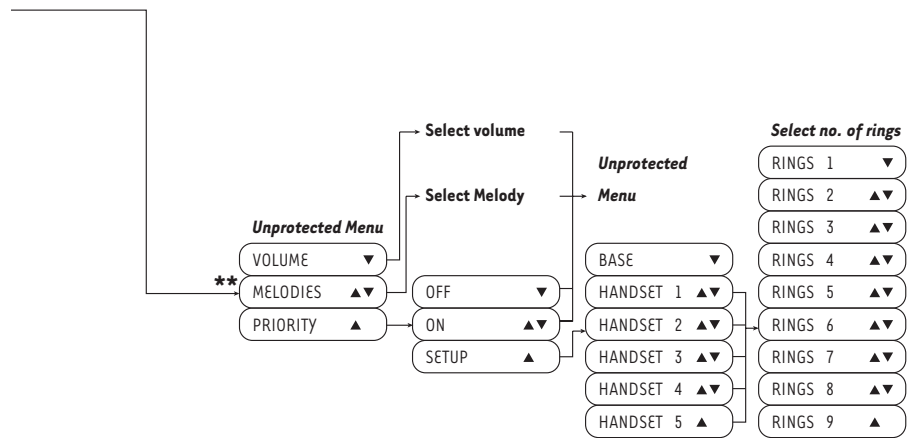
1. Scroll to BASE.
2. Press **OK**.
3. Scroll to either UNPROTEC menu Or to PIN PROT.
4. Press **OK**.
5. Use **▲** or **▼** to select an option and follow the screen prompts, press **OK** to confirm actions.
6. Press CANCEL repeatedly to escape.

Customising your base unit

Customising your base unit



Customising your base unit



* This feature is available only in selected markets. If not available this item will NOT display on your handset.

** This feature allows you to select the melody of your choice for all incoming calls. For best results we recommend you select only from melodies 1 to 5 for the UK network.

Customising your base unit

The System PIN Number

Your telephone is supplied with a PIN number which is set by the factory to 0000. This number is used when registering additional handsets to the base station. For security reasons you can change this number to one of your choice. This is useful to prevent unauthorised access to your base station.

1. Enter menu
2. Scroll to BASE
3. Press **OK**.
4. Scroll to PIN PROT.
5. Press **OK**.
6. Enter current PIN number.
7. Press **OK**.
8. Scroll to PIN CODE.
9. Press **OK**.
10. Enter new PIN number.
11. Press **OK**.
12. Enter number again.
13. Press **OK**.
14. Press **⏪** repeatedly to return to standby mode.

Note: If a PIN number is entered incorrectly a warning will sound.

If you lose or forget your PIN number you will need to call the Helpline to get the PIN number restored to factory setting.

Customising your handset

You can change the handset settings to suit your own preferences.

The following sub menus are available:

VOLUME, allows you to change the ringer volume level or to switch the volume off.

DEL CID, allows you to delete names/numbers stored in the call list.

EXT RING, allows you to change your ringer melody for external calls. We recommend you select only from melodies 1 to 5 for this purpose.

INT RING, allows you to change the ringer melody for internal calls. We recommend you select from melodies 6 to 10 for this purpose.

LABEL, allows you to add a name to a handset, for example a users name or a name such as lounge when different handsets are allocated to different rooms within a house.

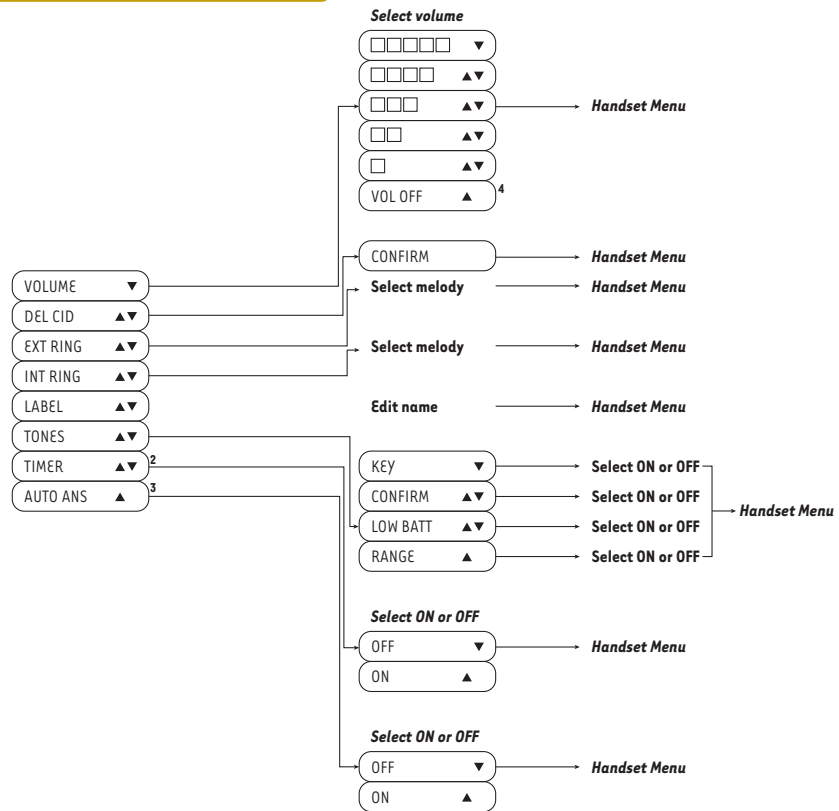
TONES, allows you to switch the confirmation tones either on or off for the following: KEYPAD, RANGE WARNING, BATTERY WARNING.

TIMER, allows you to switch the call timer on or off

AUTO ANS, allows you to set the handset to answer calls automatically when lifted off the base or to switch this feature off.

1. Scroll to HANDSET.
2. Press **OK**.
3. Scroll to desired function.
4. Press **OK**.
5. Use **▲** or **▼** to select.
6. Press **OK** to confirm
7. Use **▲** or **▼** to select other settings and repeat above procedure or press CANCEL twice to confirm.

Customising your handset



Additional network services

Setting network services, call waiting

Your network provides a call waiting service to which you may subscribe. This service provides an audible warning to you if a second call occurs while you are on a call. The second caller also gets a message to indicate your line is occupied but that you are receiving a signal to indicate a second call is present.

Answering a waiting call

When call waiting service is switched **ON**.

Note: The first caller will get the hold signal while the second call is active.

Brokering calls (Switching between two external calls)

When you have answered a second call you may wish to keep both calls connected and speak to each line alternately this is called brokering.

Rejecting a waiting call

You may not wish to interrupt an active call when a second call is announced.

Making an inquiry call

While engaged upon one call you may need to call a second external number while the first call is put on hold.

Making 3 way (conference) calls


You can convert an inquiry call set up as above, into a 3 way call where all parties can converse and take part.


Additional handsets


Your system will allow up to 5 handsets to be registered to one base. In addition each handset can be registered to up to 4 bases. Your **A110/C110** DECT telephone is supplied with one handset and one base identified as base A and handset 1. You cannot duplicate these identities.

**Note: Only one base registration can be active at a time.
At least two handsets must be registered to a base to permit intercom functions.**

To register an additional handset to your base Unit:

Press  (display shows *PHONEBK*).

Press  six times (display shows *REGISTER*).

Press  display shows BS 1 2 3 4.

Select base by pressing relevant number on keypad (the current base letter flashes if handset is already registered to another base).

Display Prompts for PIN.

Enter 0000 (or own number if changed).

Press .

Press PAGE button on base to start homing signal (base beeps and the display shows SEARCH 2, if base 2 is selected)

When the handset locks onto a base, you will hear confirming beep and the display will show the name and handset number for chosen base MIRAGE 2 (or own identity if changed).

The base homing signal will be stopped for the following reasons:

- 3 incorrect PIN number attempts.
- 1 successful handset registration.
- 1 attempt to register a handset when no handset registration slot available.
- An incoming telephone call during the process.

It is possible for an already registered handset to make an OUTGOING call during the registration process.

Additional handsets

Removing a handset registration from the base

You may have the need to de-register a handset from its base. Follow the steps below to do this.

Note: it is not possible to deregister the last remaining handset from its base.

1. Press (display shows PHONEBK)
2. Press twice (display shows BASE)
3. Press (display shows UNPROTEC)
4. Press (display shows PIN PROTEC)
5. Press (display prompts for PIN number)
6. Key in 0000 or own number if changed then press (display shows CALL BAR)
7. Press three times (display shows DEL HS)
8. Press (display shows HANDSET 1)
9. Scroll to required handset number (not the handset you are using)
10. Press (display shows CONFIRM), press again

Selected handset gives double beep and display flashes 'NOT SUB', unless there is another active registration stored in the handset to an alternate base in which case handset name remains.

To re-register an unregistered handset i.e one showing flashing 'NOT SUB'.

- Press (display shows REGISTER)
- Press (display prompts for base number BS 1 2 3 4)
- Press 1 for 1, etc

Display prompts for PIN, key in 0000 (or own code if changed) then press .

Press and hold PAGE button on base and release when base beeps (indicating homing signal is active).


Handset displays SEARCH 1.

When the handset is registered to a base, a confirming beep tone will be heard and display will show the name MIRAGE and its number 1 (unless changed).



Intercom

Working with 2 or more handsets, intercom calls





When you have 2 or more handsets you may make intercom calls.

1. Press .
2. Enter number of handset to be called.

Receiving external calls when on an intercom call

1. Both handsets will hear a call waiting tone and show any caller display data.
2. Either handset can accept the call by pressing  the other handset is put on hold.
3. To terminate the external call, press .

Making an intercom call while on an external call

1. Press .
2. Enter required handset number. Called handset will accept the call by pressing .
3. To end internal call and return to external call, press .
4. For conference call, press *. All 3 parties can now participate in call.
5. To transfer the external call to the intercom call, press  on first handset. Second handset is now connected to external call.

Additional base units

Your **A110/C110** DECT telephone system is designed for each base to register 5 handsets. Each handset can be linked with up to 4 base units.

Note: Regardless of the number of bases your handset is registered to, it can only link with one base at a time. (The active base).

If, during a call, you move out of range of the active base station, the handset will search for the active base only. If it is unable to find an active base, the call may be lost.

See page 16 for registering additional base units.

Connecting to a switchboard (PABX)

Your **A110/C110** DECT telephone can be connected to an analogue socket on a switchboard (PABX).

Warning: Certain switchboards may not be compatible with your **A110/C110** DECT telephone system. Please check with your supplier.

The following systems are NOT compatible:

- Loop-disconnect or pulse dialling.
- Earth recall signalling.

Your **A110/C110** system uses DTMF dialling and Timed-Break Recall signalling.

Troubleshooting

If you experience difficulties with the working of your **A110/C110**, refer to the advice given below.

No dial tone: Check that the line cord is securely connected at both ends and is undamaged. Check that the power to the base station is on and connected. Check that the handset is logged onto the base station. Press the page button to ensure the handset responds. Get your service provider to test the line. Have you paid your bill? Handset battery may be flat.

No display on handset: Check that the battery is fitted correctly and is fully charged.

Handset does not ring: Check that the ringer is set to ON at an appropriate level. Check the handset is logged onto the base station. If logged on to the base ensure the log-in is active.

Base does not ring: Check that the base power is ON. Check that the base ringer is set ON. Check that the line cord is correctly fitted and undamaged.

I cannot make intercom calls: You require at least two handsets registered (logged) to the same base to allow Intercom to work.

I cannot register (log-in) an extra handset: Check that there is a free slot available on the base. Each base will support up to 5 handsets only. Check the handset has sufficient slots. Each handset can be logged to up to 4 bases but only one

can be active at a time.

Repeat the exercise carefully following the instructions for log-In. This is best done with a fully charged battery

My battery icon shows a low charge: The battery must be charged regularly. Return to the base and let the battery recharge. When fully charged the battery icon will show the full battery symbol. The battery icon will stop flashing when the battery is fully charged.

I have spilt liquid onto my handset: Your **A110/C110** handset is not waterproof. Remove the battery immediately. Shake off excess fluid. Dry with a towel. Allow to dry out naturally. Do NOT apply heat.

We have had an electrical storm and my A110/C110 has stopped working: There may have been a power surge through your telephone line or electrical mains. Such surges may interrupt your mains power supply and cause your base station to lock up. Remove the power line to your telephone and reconnect it. This may allow the telephone to reset itself. Otherwise return the telephone to your supplier, for repair. Damage caused by power surges are not covered by warranty.

I can hear the caller but they cannot hear me: Check that the secrecy (mute) function is not active.

The base letter in display flashes: The handset is out of range or not registered to a base.

My handset is buzzing: The handset is out of range of base OR the base power is OFF.

Helpline:

If you experience a problem with your **A110/C110** DECT telephone which you cannot solve with the aid of this user guide, contact the Helpline on **0870 013 32 32**.