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**Legend:**  = feature button  = numeric key

# INSTALLING YOUR PHONE

## INTRODUCTION

Congratulations on the purchase of your new TS-400 telephone.

This phone is specifically designed to take full advantage of the features of the TalkSwitch line of phone systems.

### TS-400 Feature Overview

- Business speakerphone
- Adjustable backlit LCD
- RJ22 and 2.5 mm headset jack and button
- Data port
- Message waiting count and indicator
- 12 feature keys
- 99 name/number Caller ID log
- 99 name/number directory
- Intercom and group paging
- Hearing aid compatible

Please take the time to familiarize yourself with this User Guide.

## IMPORTANT SAFETY INSTRUCTIONS

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

1. Read and understand all instructions in this User Guide.
2. Follow all warnings and follow all instructions marked on the product.
3. Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
4. Telephones should not be used in a bathtub, shower or pool. Immersion of the telephone in water could cause an electrical shock.
5. Slots and openings in the cabinet back or bottom are provided for ventilation, to protect it from overheating. These openings must not be blocked or covered. This product should never be placed near or over a radiator, heat register or stove.
6. This product should be operated only with the power source provided.
7. Do not allow anything to rest on the telephone line cord or power cord. Do not locate this product where its cords will be stepped on or interfered with.

8. Do not overload outlets and extension cords, as this can result in the risk of fire or electric shock.
9. Never push objects of any kind into this product through the cabinet slots, as you may touch dangerous voltage points or short out parts that could result in fire or electrical shock.
10. Never spill liquid of any kind on the product.
11. To reduce the risk of electric shock, do not disassemble this product. Take it to a qualified service technician when service or repair work is required. Opening or removing covers may expose you to dangerous voltage or other risks. Incorrect reassembly can cause electrical shock when the product is subsequently used.
12. Never touch un-insulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.
13. Never install or modify telephone wiring during a lightning storm.
14. Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
15. Use caution when installing or modifying telephone lines.
16. Unplug the telephone from the wall outlet and refer servicing to qualified service personnel under the following conditions:
  - The power cord is frayed or damaged.
  - If liquid has been spilled into the telephone.
  - If the telephone has been exposed to rain or water.
  - If the telephone does not operate properly by following the operating instructions.
  - If the telephone has been dropped or the enclosure damaged.
  - If the telephone exhibits distinct changes in performance.
17. Avoid using a telephone during a thunderstorm. There may be a remote risk of electrical shock from lightning.
18. Do not use the telephone to report a gas leak in the vicinity of the leak.

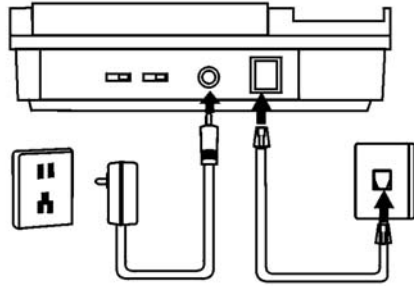
## PART CHECKLIST

The following parts are included with your TS-400 phone:

- TS-400 telephone
- Telephone base
- Telephone handset
- Line and handset cord
- AC/DC adapter
- User Guide

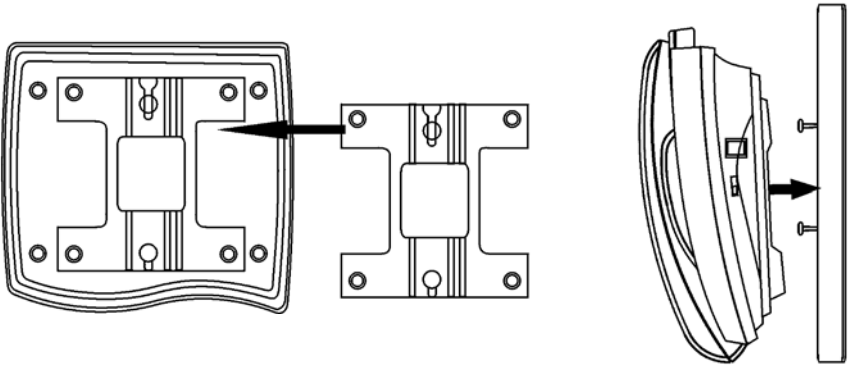
## INSTALLATION

1. Plug one end of the flat telephone line cord into the line jack on the back of the phone where it is labeled **TEL.LINE** and plug the other end into your modular telephone wall jack.
2. Connect the AC adapter to an electrical wall outlet and then connect the AC adapter plug to the **DC 9V/12V** jack on the back of the phone. Use only the power adapter provided with your phone.
3. Connect one end of the coiled Handset Cord to the jack on the left side of the phone and connect the other end of the coiled Handset Cord to the jack on the handset.
4. If you wish to use an Answering Machine, Modem, Fax Machine or other devices along with your Caller ID telephone, you may plug one of these devices into the **DATA** jack on the right side of the phone. The important thing to remember is that for the Caller ID features to work properly the Caller ID telephone must be plugged directly into the wall jack and other devices must be plugged into the Caller ID phone.



### WALL MOUNTING

1. Turn the phone over so that you are looking at the bottom of the phone. Insert tabs at the narrow end of the wall-mount bracket into the holes at the rear of the phone bottom. Press and latch the tabs at the thicker end of the wall bracket into holes at the front end of phone. The bracket has two round plastic holes that can be used to hang your phone on the wallplate on your wall.



**Note:** If you do not wish to mount your phone on the wall, the Wall Mount Bracket can be reversed to raise the angle of the phone's display when sitting on a table or desk.

# SETTING UP YOUR TS-400 PHONE

## OVERVIEW

There are four programmable options for the TS-400. They are:

- Area code — 7-digit local dialling
- Area codes — 10-digit local dialling
- Line access code
- Paging mode

### Area Codes — 7- & 10-digit Dialling

For use outside of North America, do not program any area codes. When calling from the Caller ID (CLID) list, numbers will be dialed exactly as received from the network.

### Outside Line Access Code

The outside line access code is dialed prior to any number over 6 digits stored in the directory, speed dial buttons, or the call log. A stored number with 6 or fewer digits is considered an internal number. The outside line access code is not dialed for an internal call. A 3 second pause is inserted automatically between the outside line access code and the phone number.

Enabling your extension for Direct Line Access allows you to access the outside phone lines directly, without having to enter a line access code. If your TalkSwitch extension is programmed for Direct Line Access, enter **#** as your line access code. This will ensure that features and dialling operate properly for your extension. Refer to your *TalkSwitch User Guide* for more information.

### Paging

You can configure the operation of the **PAGE** button on your set. You have the option to have this button connect you to the external PA system, if one is connected, or to automatically initiate a group page to a pre-programmed ring group.

## CONFIGURING YOUR TS-400

To configure your TS-400, press **MENU**.

### Configuring 7- and 10-digit Dialling

For use outside of North America, do not program any area codes. When calling from the Caller ID (CLID) list, numbers will be dialled exactly as received from the network.

#### Configure outside line access

The display indicates the **OUTSIDE ACCESS?** prompt.

Enter the outside line access code (up to 4 digits), or press

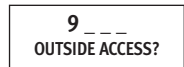
**#** if your extension is configured for direct line access.

Press the **DIAL/ENTER** button.



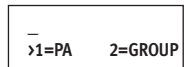
If you enter an outside line access code by mistake, press the

**DELETE** button or the **◀** button to delete the digits.



#### Configure Paging

Press **1** to configure for External Paging or press **2** to configure for Group Paging to telephone sets. If you select Group Paging, you must also enter a ring group number (300–309).



### ADJUSTING THE DISPLAY ANGLE

You can optimize the LCD display by adjusting the viewing angle. To adjust the LCD viewing angle, move the rear edge of the LCD module up or down.

### ADJUSTING THE DISPLAY CONTRAST

The display can be adjusted to suit the light level of your room and your viewing preference. To make the contrast of the display lighter or darker, press the **◉** button to the right of the screen until the desired contrast is reached.



### ADJUSTING THE HANDSET RECEIVER VOLUME

If you need to adjust the handset receiver volume:

1. Lift the handset and listen to the dial tone.
2. Press the right side of the **VOLUME** button to increase the receiver volume.
3. Press the left side of the **VOLUME** button to decrease the receiver volume.
4. Replace the handset when the desired receiver volume is reached.

## ADJUSTING THE HEADSET RECEIVER VOLUME

If you wish to use a headset with this telephone, we recommend a headset without built-in amplifier. An amplifier for adjusting headset receiver volume is built into this telephone. If you need to adjust the headset receiver volume:

1. Press the  headset button and listen to the dial tone.
2. Press the right side of the **VOLUME** button to increase the receiver volume.
3. Press the left side of the **VOLUME** button to decrease the receiver volume.
4. Press the  headset button or the **GOODBYE** button when the desired receiver volume is reached.

**Note:** The headset and handset volumes are tied together. Changing the headset volume will also change the handset volume.

### Note on selecting a headset

The TS-400 has RJ22 and 2.5mm headset jacks. It is recommended to use a good quality headset with a microphone volume switch, such as the Plantronics® M.175, for optimal voice level.

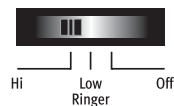
## ADJUSTING SPEAKERPHONE RECEIVER VOLUME

If you need to adjust the speakerphone receiver volume:

1. Press the **SPEAKER** button and listen to the dial tone.
2. Press the right side of the **VOLUME** button to increase the receiver volume.
3. Press the left side of the **VOLUME** button to decrease the receiver volume.
4. Press the **SPEAKER** button or the **GOODBYE** button when the desired receiver volume is reached.

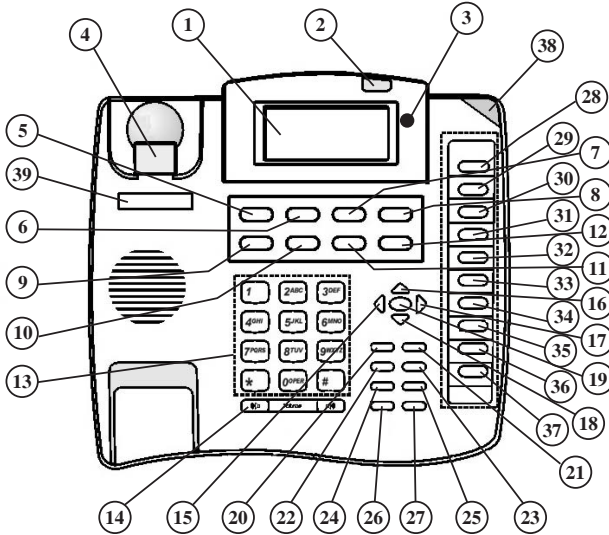
## ADJUSTING RINGER VOLUME

The ringer volume can be adjusted using the toggle switch in the back of the phone. Ringer Volume settings are Hi, Low and Off.
























## USING YOUR PHONE

### OVERVIEW OF THE TS-400 PHONE



KEY LABEL	USAGE
1	DISPLAY
2	MESSAGE LIGHT • Visual Message Waiting Indicator.
3	● BUTTON • Adjust LCD contrast.
4	HOOKSWITCH • On-Hook and Off-hook control for the handset.
5	PARK • Park active call — system responds with the park orbit.
6	UN-PARK • Retrieves a parked call from the specified park orbit.
7	PAGE • Page to PA or Ring Group.
8	INTERCOM • Handsfree intercom to an extension.
9	TRANS/CONF • Start a transfer or conference operation.
10	JOIN • Join all parties in a three-way conference.
11	TRADE • Answer Call Waiting or cycle with calls on hold or queued.
12	CANCEL • Cancel transfer or conference and return to call on hold.

	KEY LABEL	USAGE
13	KEYPAD	
14	 VOLUME	<ul style="list-style-type: none"> <li>To adjust receiver volume for handset and speaker.</li> </ul>
15		<ul style="list-style-type: none"> <li>To move cursor left during programming.</li> </ul>
16		<ul style="list-style-type: none"> <li>To review upward from the oldest caller ID record.</li> </ul>
17		<ul style="list-style-type: none"> <li>To move cursor right during programming.</li> </ul>
18		<ul style="list-style-type: none"> <li>To review downward from the newest caller ID record.</li> </ul>
19	 DIAL/ENTER	<ul style="list-style-type: none"> <li>To dial number displayed or to accept entry.</li> </ul>
20	 DIRECTORY	<ul style="list-style-type: none"> <li>Press to use directory features.</li> </ul>
21	 RECALL	<ul style="list-style-type: none"> <li>Send a timed break recall on the line when on a call.</li> <li>Include a timed break recall in a programmed phone number or programmable key.</li> </ul>
22	 MUTE	<ul style="list-style-type: none"> <li>Mute the microphone during a call. Light is on when enabled.</li> </ul>
23	 HEADSET	<ul style="list-style-type: none"> <li>Press to activate or deactivate the headset.</li> </ul>
24	 REDIAL/PAUSE	<ul style="list-style-type: none"> <li>To redial the last number dialed.</li> <li>During programming only — to insert a 3 second delay in a programmed dialling sequence.</li> </ul>
25	 HOLD	<ul style="list-style-type: none"> <li>To put a call on hold.</li> <li>To retrieve a call from hold.</li> </ul>
26	 GOODBYE	<ul style="list-style-type: none"> <li>To hang up a call at any time.</li> </ul>
27	 SPEAKER	<ul style="list-style-type: none"> <li>To activate or to deactivate speakerphone.</li> </ul>
28	 MENU	<ul style="list-style-type: none"> <li>Access the telephone configuration menu.</li> </ul>
29	 SAVE	<ul style="list-style-type: none"> <li>Start the programming of a directory entry or programmable button.</li> </ul>
30	 DELETE	<ul style="list-style-type: none"> <li>Delete a call record or directory entry.</li> </ul>
31	 PICK UP	<ul style="list-style-type: none"> <li>Answer a call at any ringing extension.</li> </ul>
32	 DND	<ul style="list-style-type: none"> <li>Toggles do-not-disturb on and off.</li> </ul>
33	 SEND TO VMAIL	<ul style="list-style-type: none"> <li>Transfer a call to Voicemail.</li> </ul>
34	 CHECK VMAIL	<ul style="list-style-type: none"> <li>Call Voicemail.</li> </ul>
35-37	ONE TOUCH	<ul style="list-style-type: none"> <li>Programmable One-Touch buttons.</li> </ul>
38	IN USE LIGHT	
39	INDEX CARD	

## THE PHONE DISPLAY

The phone display is used to show call information. When idle, the display shows the number of missed calls.

## MAKING A CALL

Calls can be initiated in a number of different ways:

**Traditional** — Lift the handset and dial the number.

**Handsfree or headset** — Press the **SPEAKER** /  button and dial the number.


**Call log** — Dial from the call log. See the Call Log section for details on page 15.

**Directory** — Dial from the Phone Directory. See the *Phone Directory* section for details on page 17.

**One-touch speed dial** — Press the desired “One Touch” speed dial key to call a pre-programmed number. See the *Using One-Touch Speed Dial* section on page 16.

Outside line access code is dialed automatically before any number with 7 or more digits stored in the call log, directory, or programmable speed dial keys.

If you use the telephone keypad to dial a number, please dial the outside line access code before the number.

You can switch a call between the handset, speakerphone or headset during the call by either lifting the handset, pressing the **SPEAKER** /  button.

## REDIALLING A CALL

1. Press the **REDIAL** button and the last number dialed will be automatically redialed.

## RECEIVING CALLS

When receiving calls, your phone will ring and the display will show caller identity information if you are subscribed to Caller ID service.

To answer an incoming call,

Lift the handset, **or**

Press the **SPEAKER** button to answer the call in speaker phone mode, **or**

Press  to answer the call in headset mode.

## HANGING UP A CALL

You can hang up a phone call by pressing the **GOODBYE** button or putting the handset back in the cradle.

## PUTTING A CALL ON HOLD

1. You can put a call on hold by pressing the **HOLD** button. Once a call is on hold, you can hang up your phone without losing the call.
2. In order to get re-connected to a call that you previously put on hold, you must first lift the handset or press the **SPEAKER** button, then press the **HOLD** button again. You will be reconnected to your previous call.

**Note:** A call that was put on hold at a specific extension can only be retrieved from the same extension. In order to be able to re-connect to the call from a different extension, you would need to use the call **PARK** and **UNPARK** functions. See the *Parking a Call* section on page 12 for more information.

## CALL WAITING AND QUEUED CALLS

When on a call, it is possible to receive another call if your extension is configured for call waiting as the chosen action in the busy call handling option of the TalkSwitch PBX. It is also possible to automatically queue incoming calls to your extension or ring group.

If you receive a call waiting notification while on a call, you will hear a **call waiting** tone, see the **WAITING** indicator on the display as well the Caller ID of the call waiting. If a call gets queued on your line, you will hear the **call queued** tone. You can answer the call waiting or queued call and put the current caller on hold by pressing the **TRADE** button. It is possible to switch between calls by repeatedly using the **TRADE** button.

## TRANSFERRING A CALL

When you are on a call, you can transfer it to another extension.

1. Press the **TRANS/CONF** button to put the current call on hold.
2. Dial the number of the extension you wish to send the call to.
3. Hang up the call. The person on hold will be connected to the number you just dialed.

**Note:** If the number you dialed is busy or unavailable, you can press the **CANCEL** button to get re-connected to your call on hold.

## CONFERENCING CALLS

When you are on a call, you can add another person to create a three-way call.

1. Press **TRANS/CONF** button to put the current call on hold.
2. Dial the number of the extension or phone number of the person you would like to conference.
3. Once the person has answered, press the **JOIN** button to add the call currently on hold to your conversation.

**Note:** If the number you dialed is busy or unavailable, you can press the **CANCEL** button to get re-connected to your call on hold.

## PARKING A CALL

Parking a call puts the call on hold in one of ten park orbits, and allows you or someone else in your office to retrieve the call from any phone.

1. Press the **PARK** button to park the current call.
2. The system will respond by confirming the call is parked and will announce the park orbit. The orbit is between 500 and 509.

### To retrieve a call that has been parked:

1. From any phone, lift the handset or press the **SPEAKER** button.
2. Press the **UN-PARK** button, followed by the Park Orbit. You will be connected to the call parked in the orbit specified.

## PICKING UP A CALL

Call pick up allows you to answer a call ringing at someone else's extension.

**Note:** Pick up works only for incoming external calls.

When another extension is ringing:

1. Lift the handset or press the **SPEAKER** button.
2. Press the **PICKUP** button.
3. You will be connected to the incoming call.

## PAGING — PA, GROUP OR INTERCOM PAGING

The TS-400 menus support three types of paging: PA Paging, Group Paging and Intercom paging.

The **PAGE** button can be pre-configured for either PA (Public Address) Paging or Group Paging, depending on your need. See the *Setting Up Your TS-400* section for details on how to configure the **PAGE** button.

**PA Paging:** PA paging allows you to connect to a public address system. This function will work only if you have such a paging system installed and the TS-400 **PAGE** button has been configured for PA paging.

1. Press the **PAGE** button.

You are now connected to the PA paging system and can proceed with your page.

**Group Paging:** Group paging calls are similar to on-hook intercom calls, but to a ring group and are only one-way audio for announcements. All the phones in the ring group are automatically answered in speaker mode to receive the page. The phones in the ring group must support group paging. The TS-400 **PAGE** button must be configured for Group paging.

1. Press the **PAGE** button.

You are now connected to every telephone set in the pre-programmed ring group and can proceed with your page.

**Intercom Paging:** On-hook intercom paging calls are automatically answered in speaker mode, enabling instant hands-free two-way communication. The telephone at the target extension must also support intercom.

1. Press the **INTERCOM** button.
2. Enter the extension you want to intercom with.

You will be connected to the extension specified.


**Note:** It is possible to use both PA and Group Paging with this phone by either programming a speed dial button or manually entering the PA **\* 0** or Group Paging **\* 8 5** feature access codes.

**Note:** Only TalkSwitch sets that support hands-free paging will be able to receive group or intercom paging calls.

## DO NOT DISTURB

You can enable do not disturb on your extension and you will not receive any calls at that extension. All calls will follow the “Do Not Disturb” call cascade option for your extension, such as going directly to voicemail.

To enable/disable do not disturb:

1. Lift the handset or press the **SPEAKER** /  button (optional).
2. Press the **DND** button.
3. The do not disturb setting of your extension will be changed. You will receive a system confirmation of “Do Not Disturb ON” or “Do Not Disturb OFF”

## SEND A CALL TO VOICEMAIL

While on a call, you may wish to send the caller to a voicemail box in order for that caller to leave a message for someone else.

While on a call:

1. Press the **SEND TO VMAIL** button.
2. Enter the desired voicemail box number.
3. Hang up the call and the caller will now be able to leave a message.


## CHECK VOICEMAILS

The TS-400 will indicate that you have new voice messages in your voice mailbox by flashing the message waiting lamp.

The TS-400 will also display the number of new voice messages you have.

This is shown on the display when the phone is idle.

To access your voicemail box:

1. Lift the handset or press the **SPEAKER** /  button.
2. Press the **CHECK VMAIL** button.
3. Enter your password + **#**.

## USING THE CALL LOG

When you receive a call, the phone number and name of the caller appears on the display with the day and time the call was received and is then stored in the Call Log.

The TS-400 automatically stores the Caller ID information of the last 99 calls received in the call log. It keeps track of all calls received, whether they were answered or not. The oldest call in the call log is always call #1. The highest numbered call (or call #99 if the call log is full) is always the most recent call. If the Call log is full with 99 calls and a new call comes in, the oldest call, call #1, is automatically deleted to make room in the log for the new call.

**Important Note:** When a new call comes in, you must let your phone ring at least twice in order for the Caller ID information to be displayed.

Each call is assigned a call number. The most recent call has the highest number (e.g. #99) and the oldest call has the smallest number (e.g. #01).

2:00 PM	10/25	#07
01-555-1212		
John Smith		

## VIEWING THE CALLER ID LIST

Press the ▲ button or the ▼ button to review the Caller ID log from the oldest and the newest call, respectively.

## CALLING BACK A NUMBER FROM THE CALL LOG

To easily call back a number from the Call log:

1. Press the ▲ button or the ▼ button until the number you want to call is displayed.
2. Press the **DIAL/ENTER** button. The number is dialed automatically.

**Important Note:** You need to have properly programmed your telephone with area code, outside line access code or mode (e.g. **9**, **0** or Direct Line Access) for this feature to properly work.

## DELETING A CALL FROM THE CALL LOG

1. To delete a caller ID record in the log, press the **DELETE** button when the record is displayed. The record is permanently erased.
2. To delete all entries in call log, press and hold the **DELETE** button for 5 seconds when one of the caller ID records is displayed. All records are permanently erased.

## SAVING A CALLER'S NAME AND NUMBER

You can easily save the name and number of a caller to the directory or speed dial key while reviewing your call log.

1. When the number and name you wish to store is displayed, press **SAVE**.
2. Press **DIRECTORY** or one of the speed dial keys.
3. If you don't wish to change the name of caller, press **SAVE** again to save this entry.
4. If you wish to change the name of caller, press the ◀ button to move cursor to the first character you wish to modify and use the keypad to modify the name.
5. After entering all characters, press **SAVE** to save this number/name.

## USING ONE-TOUCH SPEED DIALS

The TS-400 has 3 programmable one-touch speed dial keys. Pressing a speed dial key will automatically dial the programmed phone number.

## PROGRAMMING SPEED DIAL KEYS

To store a new number and name to a speed dial key:

1. Press the **SAVE** button when the phone is idle.
2. Press the speed dial key to be programmed.
3. Use the keypad to enter the telephone number, including the long-distance prefix that you need to dial this number. Insert a pause or multiple pauses where required by using the **PAUSE** button.
4. Press **SAVE** to save the number.

**Note:** Do NOT include the outside line access code in the phone number you entered.

### Note about programming new phone numbers

- Do not program the outside line access code **9** or **0** as part of the number. The phone automatically inserts it for numbers that are 7 digits or more.
- You can include pauses in the dialling of the number by pressing the **PAUSE** (Redial) button.
- You can include timed break recall in the dialling sequence by pressing the **RECALL** button.

- If your phone is configured for Direct Line Access, the phone will never insert a line access code **9** or **0**.
- These tips also apply to programming directory entries or speed dial keys.

## USING THE PHONE DIRECTORY

The directory makes dialling frequently used phone numbers quick and easy. You can enter the numbers and names by using the telephone keypad or by copying a caller's name and number from the Caller ID call log into the directory.

## SEARCHING TELEPHONE NUMBERS IN THE DIRECTORY

You can search for an entry in the directory when the phone is in use or idle.

1. Press **DIRECTORY** and one entry is displayed.
2. Press **▲** or **▼** until the record you want is displayed.
3. You can also press the appropriate keypad button one or more times to reach the first character of the name for which you are searching. For example, by pressing **5 5**, the first record with a name starting with "K" is displayed. Press **▼** and the next **K** listing is displayed.
4. To dial the number displayed, press **DIAL/ENTER**. The speakerphone is activated automatically before dialling.
5. To leave the directory mode at any time, press **GOODBYE**.

## DELETING ENTRIES IN THE DIRECTORY

1. To delete an individual entry in the directory, press **DELETE** when the entry is displayed. The entry is permanently erased.
2. To delete all entries in directory, press and hold **DELETE** for 5 seconds when one of the directory entries is displayed. All entries are permanently erased.

## PROGRAMMING A NEW PHONE NUMBER IN THE DIRECTORY

To store a new number and name in the directory:

1. Press the **SAVE** button when the phone is idle.
2. Press the **DIRECTORY** button.
3. Use the keypad to enter the telephone number, including the long-distance prefix that you need to dial this number. Insert a pause or multiple pauses where required by using the **PAUSE** button.

4. Press **SAVE** to save the number.

**Note:** Do NOT include the outside line access code in the phone number you entered. See *Note about programming new phone numbers* in the previous section for more information.

5. Use the keypad to enter the name. The number and letters on each telephone button are displayed in turn. When the desired character is displayed, you can enter the next character. If you have to use the same button to enter the next character, press ► button to move the cursor to the next position and enter the next character. To insert a space, press ► button to move the cursor to the right.
6. After entering all characters, press **SAVE**.

## MAINTENANCE INFORMATION

Although your unit is designed to be maintenance-free, it contains sensitive electronic parts. Treat it with care to assure the best performance.

### AVOID ROUGH TREATMENT

Avoid dropping the unit. The original packaging should be used for protection if you must ship the unit. Dropping or damaging the unit will void the warranty.

### CLEANING

The hard plastic casing on your unit has a durable finish. Clean exposed parts with a soft, slightly damp cloth. To remove stains, use a mild soap. Never use detergents, excess water, treated cloths, harsh cleaning agents, or sprays.

## TROUBLESHOOTING

If you have any problems with your telephone, determine first if the problem is with your phone or with the phone line.

### RESETTING YOUR TELEPHONE'S PROGRAMMING

Electrostatic shocks or power surges (e.g., from lightning) may cause the phone to lock up. There are two ways to reset the phone.

#### Basic reset

1. Disconnect the power cord from the phone.
2. Wait for 10 seconds.
3. Reconnect the power cord to the phone.
4. Follow the configuration procedures to select the language and to enter the area codes.

#### Reset to Factory Defaults

If the basic reset cannot return to the phone to the normal operating condition, you must restore to factory defaults. All information stored in memory will be erased.

1. Disconnect the power cord from the phone.
2. Wait for 10 seconds.
3. Press and hold **DELETE** when reconnecting the power cord to the phone.
4. When firmware version number is displayed, release the buttons.
5. Follow the installation procedures to select the language and to enter the area codes.

#### BLANK SCREEN

- Verify that your power adapter is properly connected.

### **PHONE DOESN'T RING**

- Verify that the ringer is not turned off. Check the ring volume switch at the back of the phone phone is idle to turn the ringer on.
- Verify that the line cord is properly connected and that dial tone is present when going off-hook.
- Verify that the TalkSwitch is properly programmed for your extension's call handling.
- Verify that Do Not Disturb is disabled for your extension.

### **NO DIAL TONE**

- Verify that the line cord is properly connected.
- Try with a different line cord.
- Test the telephone in a different jack. If it works, then the jack may be defective or the TalkSwitch may be wired incorrectly.

### **NO CALLER ID**

- Check Caller ID subscription. In order to receive Caller ID for external calls, you must be subscribed to the Caller ID service from your telephone service provider.

### **HANDSET DOESN'T WORK**

- Verify that the coiled handset cord jack is fully inserted into the handset.

### **HEADSET DOESN'T WORK**

- Verify that your headset is properly connected.

### **PROBLEMS DIALING**

- Ensure that your setting for direct line access on the phone matches the setting on the TalkSwitch.

### **MESSAGE WAITING COUNT DOES NOT WORK**

- Verify that your extension is programmed in TalkSwitch as a TS-400.

### **CAN'T RECEIVE ON-HOOK INTERCOM CALLS**

- Verify that your extension is programmed in TalkSwitch as a TS-400.

### **CAN'T RECEIVE GROUP PAGING**

- Verify that your extension is programmed in TalkSwitch as a TS-400.

## LIMITED WARRANTY

TalkSwitch, a division of Centrepont Technologies Inc. (“TalkSwitch”) warrants to the original end-user customer (“Customer”) that each new TalkSwitch product shall be substantially free from defects in materials and workmanship under normal use for a period of one (1) year from the date of the original purchase (proof of purchase required). The exclusive remedy and entire liability under this warranty will be for repair or replacement on a like-for-like basis at TalkSwitch’s option.

The above warranty shall not apply to product defects resulting from (a) improper maintenance or installation; (b) misuse, neglect or accident; (c) an event where the power unit has been connected to a voltage supply other than that for which it is specified; (d) damage from corrosive environments and moisture; (e) static discharges; (f) high voltage surges from external power sources such as power line, telephone line or connection to other equipment; (g) operation outside the product’s specification; or (h) failure to follow product instructions.

The warranty is void where (a) the serial number has been altered, removed or effaced; or (b) the product has been used in an application, country, region, locality, or connected to any network, other than those for which the product was intended to operate.

TalkSwitch shall not have any obligation to repair or replace product until the Customer returns defective product to TalkSwitch. Any replacement product may be either new or like-new, and may contain remanufactured parts, equivalent to new in performance.

EXCEPT FOR THE EXPRESS WARRANTIES SET FORTH ABOVE, AND TO THE EXTENT PERMITTED BY APPLICABLE LAW, THE PRODUCTS AND STORAGE MEDIA ARE SUPPLIED ON AN “AS IS” BASIS AND THERE ARE NO WARRANTIES, REPRESENTATIONS OR CONDITIONS WHETHER EXPRESSED OR IMPLIED, WRITTEN OR ORAL, ARISING BY STATUTE, OPERATION OF LAW, COURSE OF DEALING, USAGE OF TRADE OR OTHERWISE, WITH RESPECT TO THE PRODUCT. TALKSWITCH SPECIFICALLY DISCLAIMS ANY IMPLIED WARRANTIES OR CONDITIONS OF MERCHANTABILITY, SATISFACTORY QUALITY, DURABILITY, FITNESS FOR A PARTICULAR PURPOSE, AND NON-INFRINGEMENT.

In no event shall TalkSwitch be liable for any SPECIAL, INCIDENTAL, CONSEQUENTIAL, indirect OR SIMILAR damages, including any lost profits, lost data, or other incidental or consequential or punitive damages, whether based on contract, tort (INCLUDING

WITHOUT LIMITATION, NEGLIGENCE), or any other legal theory, whether or not advised of the possibility of such damages, or whether such damages are foreseeable. In any event, the total aggregate liability of TalkSwitch FOR DIRECT DAMAGES shall not exceed the purchase price of the product.

This warranty gives specific rights, and Customer may have other rights subject to jurisdiction. To the extent any part of this limited warranty statement is inconsistent with such local laws, that part shall be deemed modified to be consistent with such local laws.

### **TO OBTAIN WARRANTY SERVICE**

To be eligible to obtain warranty service during the warranty period the Customer must provide proof of the date of purchase, serial number, and obtain warranty return instructions from their Reseller, or the local TalkSwitch Technical Support centre where the TalkSwitch was purchased. Contact details for TalkSwitch Technical Support centres can be found by visiting <http://global.talkswitch.com> and selecting the country or region where the TalkSwitch was purchased. To obtain warranty service the Customer is responsible for the cost of shipping the product to the Warranty Return Centre in suitable packaging. Customer is responsible for any applicable duties or taxes for the return of repaired, or replacement, product. Repaired, or replacement, product is warranted to be free from defects in material and workmanship for the remainder of the limited warranty period of the originally purchased Product.

## REGULATORY INFORMATION



### R&TTE DIRECTIVE

The TS-400-INT'L telephone set is declared to be in conformity with the essential requirements of R&TTE directive 1999/5/EC and is intended for use with the TalkSwitch PBX.

### United Kingdom

A copy of the Declaration of Conformity is available, upon request, from The Rocom Group Ltd, Thorp Arch Wetherby, LS23 7RR, UK.

### Europe

Information on the Declarations of Conformity can be obtained by visiting <http://global.talkswitch.com> and selecting country or region.

### DISPOSAL



Dispose of product in accordance with local regulations.