

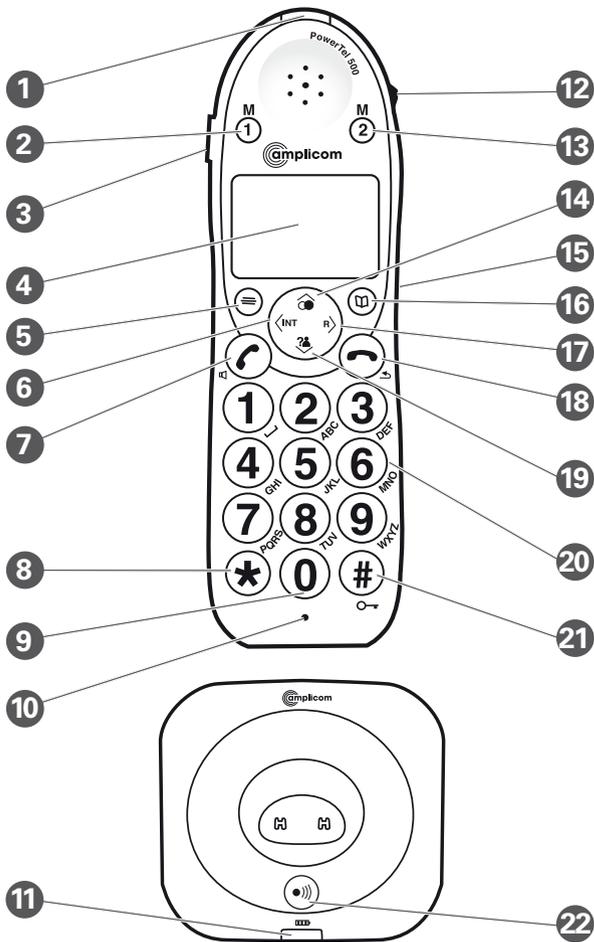


# PowerTel 500

## User Guide



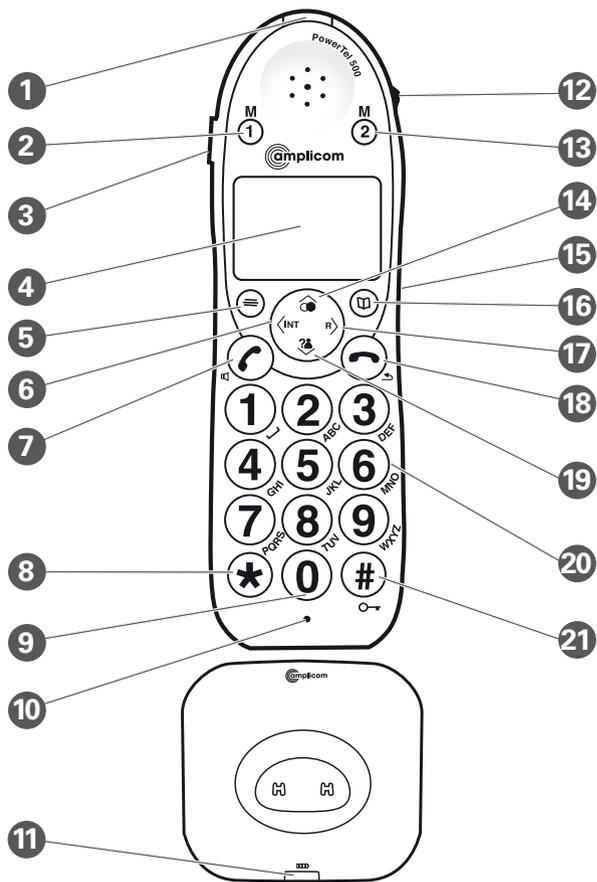
# PowerTel 500 Cordless handset and base



- 1** Incoming call light
- 2** Memory 1
- 3** 35dB Boost
- 4** Display
- 5** Enter Menu/ Mute/Delete
- 6** Internal call
- 7** External call/ Handsfree
- 8** \*/Ringer on/off
- 9** Pause (long press 0)
- 10** Microphone
- 11** Incoming Call/ Charging/ Line in use
- 12** Volume up/down
- 13** Memory 2
- 14** Up/Redial
- 15** Headset socket (Headset not included)
- 16** Phonebook/ Save/OK
- 17** Recall
- 18** End call
- 19** Down/Calls list/ Equaliser
- 20** Keypad
- 21** #/Keylock
- 22** Find handset/ Registration

## PowerTel 502 Cordless handset and charger base

You will only have this extra handset and charger base if you purchased a PowerTel 502 pack.



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| 2 Memory 1                | 13 Memory 2                              |
| 3 35dB Boost              | 14 Up/Redial                             |
| 4 Display                 | 15 Headset socket (Headset not included) |
| 5 Enter Menu/Mute/Delete  | 16 Phonebook/Save/OK                     |
| 6 Internal call           | 17 Recall                                |
| 7 External call/Handsfree | 18 End call                              |
| 8 */Ringer on/off         | 19 Down/Calls list/Equaliser             |
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# Getting started

# Getting started

**Important: please make sure you've read the safety information on page 60 before you set up your phone system.**

## Check box contents

If you have purchased a PowerTel 500 pack you should have:

- 1 base
- 1 cordless handset
- 1 battery cover
- 1 belt clip
- 1 power adapter
- 1 telephone cable
- 2 rechargeable AAA 1.2V 800mAh NiMH batteries

If you have purchased a PowerTel 502 pack you should have:

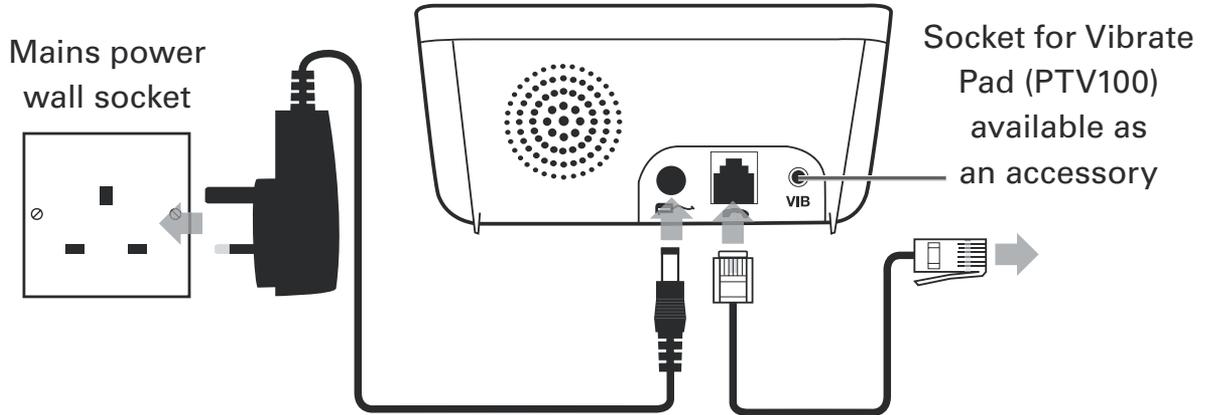
- 1 base
- 1 charger base
- 2 cordless handsets
- 2 battery covers
- 2 belt clips
- 2 power adapters
- 1 telephone cable
- 4 rechargeable AAA 1.2V 800mAh NiMH batteries

**Important: use only the power adapters, telephone line cord and batteries supplied with your PowerTel 500 or 502 otherwise your phone may not work.**

# Set up your phone system in four simple steps

## 1 Connect your base

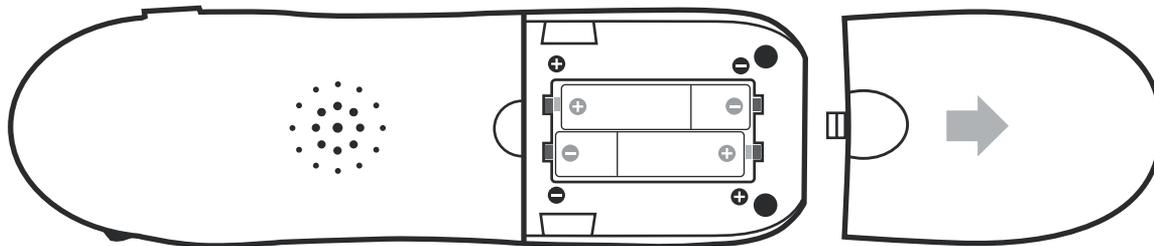
- i. Plug the power adapter into the socket marked  on the back of your phone base and the other end into the mains power wall socket and switch the power on.
- ii. Plug the telephone cable into the socket marked  on the back of your phone base but don't plug the other end into the phone wall socket yet.



**Important: use only the power adapters, telephone line cord and batteries supplied with your PowerTel 500 or 502 otherwise your phone may not work.**

## 2 Install your batteries

- i. Insert your two rechargeable batteries into your handset. Make sure they're the right way round so '+' lines up with '+'.
- ii. Replace your handset's battery compartment cover.



## 3 Charge your handset

So it can charge fully, place your handset on its base to charge for at least 15 hours (make sure the power socket is switched on!).

**Important: only use the rechargeable 800mAh NiMH batteries supplied. Over time if you need to replace the batteries make sure they are of the same type as those supplied. Never use Alkaline batteries.**

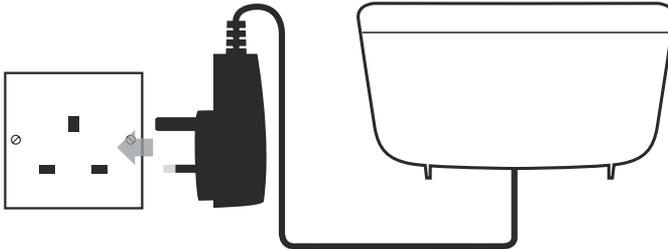
## 4 Connect the telephone cable

When the batteries are fully charged, plug the end of the telephone cable into your telephone wall socket.

## PowerTel 502 users only

### 1 Connect your charger base

Plug the other power adapter that's already attached to your charger base into your mains power wall socket and switch the power on.



### 2 Install your batteries

Follow the instructions on page 10.

### 3 Charge your handset

So it can charge fully, place your handset on its charger base to charge for at least 15 hours (make sure the power socket is switched on!).

## **Attach the belt clip (optional)**

There is a belt clip included in the box that you can attach to the back of your handset if required. Simply turn the handset over and slot the belt clip securely into the two holes located on either side of the handset.

## **Your PowerTel 500 or 502 is now ready for use!**

**Private exchanges: if your phone is going to use a private exchange (for example, if you have to dial '9' to get an outside line, please follow the steps on page 52).**

## Handset display icons explained

The following icons appear in your handset display to indicate:



Menu



Confirm / OK



Phone book mode



There is more information to view on the left



There is more information to view on the right



Battery status



Ringer off



Keylock is on



Handsfree mode



Call in progress



Boost receiver volume is on (Icon will flash)



Mute handset microphone



You have new calls



When steady, the handset is in range of the base

When flashing, the handset is out of range of the base



Internal call in progress

## Phone menu guide

Use this section to find your way around the menu display on your phone.

### How to use your phone menu display

When you've set up your phone and everything's connected, use your menu display to do things with your phone – from making and receiving calls to setting up user profiles and saving phone numbers.

#### Basic guide

**Open main menu:** press .

**Browse sub menu:** open your main menu and then press /P or /R.

**Select sub menu item:** scroll using /P or /R until the item you're looking for is highlighted and then press .

**Browse a function:** open your sub menu and then press /P or /R.

**Select a function:** scroll using /P or /R until the function you're looking for is highlighted and then press .

**Enter digits or letters:** use your keypad.

**Confirm or save an entry or action:** press .

**Cancel and return to standby:** press .

**Note: if you don't do anything, your phone will automatically go on standby after 20 seconds.**

# **Making and receiving calls**

## Making and receiving calls

### Make a call

1. Enter the number you wish to call using your handset's keypad.
2. If you make a mistake, press  to delete it.
3. Dial the number by pressing .
4. End your call by pressing .

### End a call

Press .

### Take a call

Simply lift the handset off the base and speak into the phone or, if the handset is off the base, press  and then speak into the phone.

### Redial a number

Your handset stores the last ten numbers you've dialled (max. 24 digits each).

1. Open the redial list by pressing .
2. Scroll through the redial list using  or  until the number you wish to redial is highlighted and then press  to dial the number.

## Call back a previous caller

Your phone stores the last 30 incoming calls.

1. Open the incoming calls list by pressing .
2. Scroll to find the number you want to call back using /P or /R then press .

## Dial a number in your phone book

To store a phone number in your phone book, see page 43.

1. Open your phone book by pressing .
2. Scroll to find your number using /P or /R then press .

## Dial a number using the quick dial buttons

To store phone numbers under your quick dial memory buttons, see page 46.

1. Choose your quick dial number by pressing  or .
2. Press  to dial the number.

## Adjust the handset earpiece volume

Your handset earpiece volume is louder than a standard phone. But you can still increase or decrease the volume to suit you.

To adjust the volume while you're making a call, push the button on the side of the handset up or down.

## Boost the handset earpiece volume

To boost the handset earpiece volume while you're making a call, press the



key on the top left side of the handset. An image of an ear will flash in the display to show that boost is on.

## Handsfree feature

Use the handsfree feature to talk to your caller without holding the handset or to let other people in the room listen to the conversation.

## Use handsfree calling

1. Switch on handsfree mode by pressing the  key twice.
2. Exit handsfree mode by pressing .
3. To adjust the handsfree volume, use the switch on the right of the handset or the  or  buttons.

**Note:** you can't boost volume using   when using handsfree calling.

## See call length

You can see the call time on your display.

## Use a headset (not included)

Simply plug your headset into the headset socket marked  on the right side of the handset. This socket can also be used with an Induction Neck Loop NL100 (not supplied).

## Mute

During a call you can mute the microphone so your caller cannot hear you.

## Mute the microphone on the handset

To switch off the microphone, simply press . **Mute On** will be displayed.

To switch it on again, simply press  again. The display will show **Off**.

## Switch the handset ringer on and off

To switch the ringer on and off, simply press and hold  for a couple of seconds.

## Lock and unlock the handset keypad

You can still answer calls as usual when your keypad is locked.

To lock the keypad, press and hold  for 2 seconds. The  icon will be displayed. To unlock, press and release  then immediately, press and release .

**Note: the following features: Make an internal call, Transfer an external call internally and Make a conference call are only available to PowerTel 502 users or if you have registered an additional handset(s) to your phone system.**

## Make an internal call

If you have two or more handsets registered to the base you can make internal calls between handsets. Each handset will have been allocated a handset number when registered, e.g. **HS1**, **HS2** etc. These calls are free of charge.

1. Press and hold  **INT**. The display will show **Handset?** Enter the internal call number of the handset you want to call, e.g. **2** (to call **Handset 2**).
2. To accept the call on the receiving handset, press .
3. End your call by pressing .

## Transfer an external call internally

1. During your external call, press and hold  **INT** until a short beep is heard, then enter the internal call number of the handset you want to transfer the call to e.g. **2** (to transfer the call to **Handset 2**).
2. To accept the call on the receiving handset, press .

**Note: if no one picks up the call you're trying to transfer, you can take the call back on your phone by pressing  **INT** .**

## Make a conference call

1. During your external call, press and hold  **INT** until a short beep is heard, then enter the internal call number of the handset you want to transfer the call to e.g. **2** (to call Handset 2).
2. To accept the call on the receiving handset, press .
3. Once the call has been received on the other handset that you've dialled, activate your conference call by pressing  and then releasing the  button.
4. You can put the external call on hold by pressing  **INT** .
5. The conference call will end when you press .

## Register a handset

You only need to register a handset if it has become de-registered from the base or if you've purchased a new handset separately.

**Important: make sure any handset you're registering is fully charged before you try to register it.**

At the handset:

1. Press and hold  for approx 10 seconds until the display shows **Press and hold Page key**.

At the base:

2. Press and hold  for at least 10 seconds until the display shows **Register**.

## Deregister a handset

You may need to deregister a handset if you've too many registered on your phone system, or if the handset develops a fault and needs to be replaced.

## To deregister a handset

1. Open your menu by pressing , then scroll using  or  until you highlight **Handset** and press .
2. Scroll using  or  until you highlight **Registration**, and press . Then scroll  to highlight **De-register** and press .
3. Enter the PIN code (default PIN 0000) and press .
4. Enter the handset's internal number (e.g. **1**) and press  to confirm.

## Find handset

You can locate a missing handset or alert a handset user that they are wanted by causing the handset to beep from the base.

1. Press  on the base. The handset(s) will beep.
2. Press  on the base again or any button on the handset to stop the handset(s) beeping.

## Power failure – What to do

This telephone cannot be used to make calls in the event of a power failure. Alternative arrangements should be made for access to emergency services.



# Using your menu

## Using your menu

For information on your phone book, please go to page 42.

### Priority/Default Setting

If you are the main user of this telephone you should change the settings in the menu so that they are just right for you. These settings will be memorised automatically whenever you wish to make or answer a call.

The user profile feature can be used by others in the household whose preferences for volume, boost and equaliser will also be memorised and applied as indicated below.

### User Profiles

You can store 2 different user profiles, each with different settings for the 'Volume', 'Boost' and 'Equaliser' features. You can also personalise each Profile by naming it (Max 10 letters).

### Change a profile name

1. Open your menu by pressing , then scroll using  or  until you highlight **Profile** and press .
2. Scroll using  or  until you highlight **Profile 1 or 2** and press .
3. Scroll using  or  until you highlight **Name** and press .

4. Delete the current name by pressing .
5. Enter a new name (up to ten letters) and press .

## Change a profile's handset volume

You have a choice of five volume levels.

1. Open your menu by pressing , then scroll using  or  until you highlight **Profile** and press .
2. Scroll using  or  until you highlight **Profile 1 or 2** and press .
3. Scroll using  or  until you highlight **Volume** and press .
4. You'll see the current volume level (e.g. 4).
5. Change the volume level using  or  and press .

## Change a profile's boost setting

1. Open your menu by pressing , then scroll using  or  until you highlight **Profile** and press .
2. Scroll using  or  until you highlight **Profile 1 or 2** and press .
3. Scroll using  or  until you highlight **Boost** and press .
4. You'll see the current boost setting (i.e. **On** or **Off**).
5. Change the boost setting using  or  and press .

## Change a profile's tone ('equaliser') setting

1. Open your menu by pressing , then scroll using  or  until you highlight **Profile** and press .
2. Scroll using  or  until you highlight **Profile 1 or 2** and press .
3. Scroll using  or  until you highlight **Equaliser** and press .
4. You'll see the current tone setting.
5. Change the tone setting using  or  and press .

**Note:** press  to put the handset back to standby.

## Copy a profile

You can easily copy a profile to another registered and compatible PowerTel handset.

1. Open your menu by pressing , then scroll using  or  until you highlight **Profile** and press .
2. Scroll using  or  until you highlight **Profile 1 or 2** and press .
3. Scroll using  or  until you highlight **Copy** and press .

4. Scroll using **<INT** or **R** until you highlight the handset (e.g. **2**, **3** or **4**) you want to copy the profile to, and press .
5. On the handset you're copying the profile to: to confirm, press .  
Or to cancel, press .

## Choosing which profile to use

You need to use a handset to choose a profile to use for a call – you can't choose a profile using handsfree.

Before you answer an incoming call, press  or  – depending on which profile you want to use. The display will confirm your choice.

When you want to make a call and before you dial the number, press and hold  or  – depending on which profile you want to use. The display will confirm your choice.

**Note: once you've selected a profile to use when making a call, you have about 30 seconds to dial the call under that profile before the system will return to its default settings.**

## Change the handset ringer melody

You have a choice of ten ringer melodies.

1. Open your menu by pressing , then scroll using  or  until you highlight **Handset** and press .
2. **Ring tone** is highlighted, press .
3. Scroll using  or  until you highlight **External or Internal** and press .
4. You'll see the melody setting (e.g. **7 [External]**, **9 [Internal]**).
5. Change the melody using  or  and press .

## Change the handset ringer volume

You have a choice of five volume levels plus **Off**.

1. Open your menu by pressing , then scroll using  or  until you highlight **Handset** and press .
2. Scroll using  to highlight **Ringer volume** and press .
3. You'll see the current volume level (e.g. **5**).
4. Change the ringer volume using  or  and press .

## Change the tone ('equaliser') setting

1. Open your menu by pressing , then scroll using  or  until you highlight **Handset** and press .
2. Scroll using  or  until you highlight **Equaliser** and press .
3. You'll see the setting.
4. Change the tone setting using  or  and press .

**Note:** to adjust tone while you're making a call, press the  button to access the equaliser setting. Then press the  or  button to adjust the setting as shown on the bar-graph on the handset screen. Press the volume switch on the side of the phone to exit this mode.

## Remember boost

When this feature is set to On and you use the  key on the top left side of the handset, the handset you're using will remember and use your last boost setting for each of your calls.

1. Open your menu by pressing , then scroll using  or  until you highlight **Handset** and press .
2. Scroll using  or  until you highlight **Boost memory** and press .

3. You'll see the current boost memory setting (e.g. **Off**).
4. Change the boost memory setting using  or  and press .

## Change handset name

1. Open your menu by pressing , then scroll using  or  until you highlight **Handset** and press .
2. Scroll using  or  until you highlight **Handset name** and press .
3. Delete the current name by pressing .
4. Enter a new name (up to 12 letters) and press .

## Switch key pad beep on or off

1. Open your menu by pressing , then scroll using  or  until you highlight **Handset** and press .
2. Scroll using  or  until you highlight **Keypad Beep** and press .
3. You'll see the key pad setting (i.e. **On** or **Off**).
4. Change the key pad beep on or off using  or  and press .

## Change contrast

You have a choice of five screen contrast levels so you can set the display to how you find it most easy to read.

1. Open your menu by pressing , then scroll using  or  until you highlight **Handset** and press .
2. Scroll using  or  until you highlight **Contrast** and press .
3. You'll see the current contrast setting (e.g. **3**).
4. Change the contrast setting using  or  and press .

## Switch auto talk on or off

When auto talk's switched on your handset will automatically answer the call when you pick up the handset from its base. This is the default setting.

If you set it to off you will need to press the  button to answer any calls.

1. Open your menu by pressing , then scroll using  or  until you highlight **Handset** and press .
2. Scroll using  or  until you highlight **Auto talk** and press .
3. You'll see the current auto talk setting (e.g. **On**).
4. Change the auto talk setting using  or  and press .

## Change backlight timer

You have a choice of 10, 20, 30 or 40 seconds before the backlight timer switches off.

1. Open your menu by pressing , then scroll using  or  until you highlight **Handset** and press .
2. Scroll using  or  until you highlight **Backlight time** and press .
3. You'll see the current backlight timing (e.g. **10S**).
4. Change the backlight timer setting using  or  and press .

## Switch confirmation beep on or off

This is the beep you hear when you change a setting. You can switch the beep on or off.

1. Open your menu by pressing , then scroll using  or  until you highlight **Handset** and press .
2. Scroll using  or  until you highlight **Confirm beep** and press .
3. You'll see the current confirmation beep setting (e.g. **On**).
4. Change the confirmation beep setting using  or  and press .

## Select base

You can use this feature if your handset is registered to more than one base.

1. Open your menu by pressing , then scroll using  or  until you highlight **Handset** and press .
2. Scroll using  or  until you highlight **Select base** and press .
3. You'll see the current base setting (e.g. **Auto** or **Manual**).
4. Change the base setting using  or  and press .

## Change language

You have a choice of five languages to use on your handset: **English, German, French, Spanish and Italian.**

1. Open your menu by pressing , then scroll using  or  until you highlight **Handset** and press .
2. Scroll using  or  until you highlight **Language** and press .
3. You'll see the current language setting (e.g. **English**).
4. Change the language setting using  or  and press .

## Change date/time

1. Open your menu by pressing , then scroll using  or  until you highlight **Time** and press .
2. Scroll using  or  until you highlight **Date and Time** and press .
3. Enter the day, month, year and hours (your handset has a 24-hour clock) and press .

## Change clock hours to 12- or 24-hour format

1. Open your menu by pressing , then scroll using  or  until you highlight **Time** and press .
2. Scroll using  or  until you highlight **Set time format** and press .
3. You'll see the current time format setting (e.g. **24 hour**).
4. Change the time format using  or  to highlight either **12 hour** or **24 hour** and press .

## Set alarm

1. Open your menu by pressing , then scroll using  or  until you highlight **Alarm** and press .
2. Scroll using  or  until you highlight **Set alarm** (your alarm uses a 24-hour clock) and press .
3. Enter the time you want your alarm to go off at either **Once, Every Day, Mon to Fri** or **Off** and press .
4. Choose your alarm melody and press .

## Switch night light on or off

**Note: the alarm needs to be set before the night light feature will work. See above for instructions.**

1. Open your menu by pressing , then scroll using  or  until you highlight **Alarm** and press .
2. Scroll using  or  until you highlight **Night Light** and press .
3. You'll see the current night light setting (e.g. **On**).
4. Change the night light setting using  or  and press .

## Base Settings

### Change base ringer melody

You have a choice of ten base ringer melodies.

1. Open your menu by pressing , then scroll  or  until you highlight **Base settings** and press .
2. **Ring tone** is highlighted, press .
3. You'll see the ringer melody setting (e.g. **8**).
4. Change the ringer melody using  or  and press .

### Change base ringer volume

You have a choice of five volume levels plus Off.

1. Open your menu by pressing , then scroll using  or  until you highlight **Base settings** and press .
2. Scroll  until you highlight **Ringer volume** and press .
3. You'll see the current base ringer volume level (e.g. **5**).
4. Change the base ringer volume using  or  and press .

**For information on dial mode, please go to page 53.**

**For information on recall, please go to page 52.**

## Change system PIN code

1. Open your menu by pressing , then scroll using  or  until you highlight **Base settings** and press .
2. Scroll using  or  until you highlight **System PIN** and press .
3. Enter your old PIN code (default PIN is 0000) and press .
4. You will be prompted to enter your new 4 digit PIN code twice, then press .

## Using your phone book

You can store, alphabetically, up to 200 names and their phone numbers in your phone book. To quickly find a phone book entry, simply enter the first letter of the name you've stored.

**Note: each phone book entry allows for up to 16 letters for any name and up to 24 digits for any phone number.**

**Important: please remember to also enter the area code for each phone number you enter in your phone book.**

## How to use the keypad when using your phone book

You'll see that the keys on your keypad have letters as well as numbers. If you press a chosen key a number of times it'll show you all the numbers and letters it represents.

Here are some keys you may find useful when entering phone numbers in your phone book:

- press  for a space
- press  to delete a number or letter you've entered
- press the  key to change from upper case (e.g. ABC) to lower case (e.g. abc)

**Note:** to enter the same letter twice, simply enter the letter and then wait until the cursor moves to after the letter you've entered, before entering it again.

## Enter a name and number in your phone book

1. Open your phone book by pressing .
2. Press . The display will show **New entry**, press  again.
3. Enter the name you want to store and press .
4. Enter the phone number you want to store and press .
5. Scroll using  or  to choose a ringer melody for this name and number and press .

## Edit a phone book entry

1. Open your phone book by pressing .
2. Scroll using  or  to find the entry you want to edit and press .
3. Scroll  to display **Edit entry** and press .
4. Press  to delete characters and use the keypad to enter new ones, then press .

5. Press  to delete digits and use the keypad to enter new ones, then press .
6. Scroll using  or  to choose a ringer melody for this entry and press .

## Delete a phone book entry or all entries

1. Open your phone book by pressing .
2. Scroll using  or  to find the entry you want to delete or highlight any entry if you want to delete all entries.
3. Press  to display either **Delete entry** or **Delete all** and press .
4. Press  to confirm or  to cancel.

## Copy phone book entries to another registered handset

**Note: you can only copy the phone book to another handset if that handset is registered on your phone system. See page 24.**

It's easy to copy:

- a single entry (Copy entry)
- entries not already on the handset you're copying to (Copy append)
- all entries (Copy all)

**Important: when you copy all entries to a handset, all existing entries will be deleted. To prevent this from happening you can use the "Copy append mode".**

1. Open your phone book by pressing .
2. Scroll using  or  to find the entry or entries you want to copy and press .
3. Scroll  to either **Copy entry**, **Copy append** or **Copy all** and press .
4. Scroll  **INT** or **R**  to highlight the handset number you want to copy to (e.g. **2** for **Handset 2**) and press  to confirm.
5. Pick up the handset you're copying entries to and press .

## Using your quick dial memory buttons

You can store a name (max. 16 characters) and a telephone number (max. 24 digits) under each of the quick dial memory buttons:  and .

### Store a quick dial name and number

1. Choose the quick dial button under which you want to store a name and number by pressing either or  and .
2. Press . The display will show **New entry**, press  again.
3. Enter the name you want to store using the keypad and press .
4. Enter the phone number you want to store and press . The display will show **Saved**.

### Edit a quick dial entry

1. Choose the quick dial entry to edit by pressing either  or .
2. Press . The display will show **Edit entry**, press  again.
3. Press  to delete characters and use the keypad to enter new ones, then press .
4. Press  to delete digits and use the keypad to enter new ones, then press . The display will show **Saved**.

## Delete a quick dial entry

1. Choose the quick dial entry to delete by pressing either  or .
2. Press . Scroll  to **Delete entry** and press .
3. Display will show **Delete entry?** Press  to confirm or  to cancel.

## Using your calls list

**Note: you must subscribe to your network provider's Caller Display/Caller ID service for this feature to work. A quarterly fee may be payable.**

Incoming call telephone numbers should appear in your calls list. If you have the caller's number stored in your phonebook the name will be displayed instead. A total of 30 incoming calls can be stored in the calls list (16 letters per name and 23 digits per number). The number of new calls received will be shown in the display with the flashing  icon. If the number doesn't appear, this is because the caller's identification (Call Line ID) has been withheld by the caller.

You can open your calls list by pressing the  button. To scroll through your calls list simply press  or . To display more information including the date and time of the call, press .

Here are some things you may see on your calls list display:

- **WITHHELD NUMBER** – caller has withheld their number, or this information isn't available
- **INTERNATIONAL** – caller is calling from another country or using an internet service
- **PAYPHONE** – caller is calling from a public payphone
- **OPERATOR** – caller is a telephone network operator

## Store numbers from your calls list to the phonebook

It's easy to store incoming call numbers to your phone book.

1. Press  to open your calls list at the most recent entry.
2. Scroll using  or  to find the entry you want to store and press .
3. The display will show **Save to phbk**, press .
4. Using your keypad, enter a name for this stored number and press .
5. Edit the number for this name, if needed, and press .
6. Scroll using  or  to choose the ringer melody for this name and number and press .

## Delete a single calls list entry

1. Press  to open your calls list at the most recent entry.
2. Scroll using  or  to find the listed call you want to delete and press .
3. Scroll  until you highlight **Delete** and press .
4. Confirm or cancel to delete the calls list entry by pressing  or .

## Delete all calls list entries

1. Press  to open your calls list at the most recent entry.
2. Scroll  until you highlight **Delete all** and press .
3. The display will show **Delete all Calls?** Press  or  to cancel.

# **Use on a private branch exchange**

## Use on a private branch exchange

If your phone's on an exchange (e.g. you need to dial 9 to get an outside line), you can transfer calls and use call back by using the **R** button. You'll need to check your private exchange manual to find out which timing to use for your exchange. You can choose two recall timings: 100ms (**Short**) and 300ms (**Long**).

### To set the recall time

1. Open your menu by pressing , then scroll using /P or /R until you highlight **Base settings** and press .
2. Scroll using /P or /R until you highlight **Recall** and press .
3. You'll see the current recall timing setting (e.g. **Short**).
4. Choose the recall timing setting you want (Short or Long) using /P or /R and press .

### Insert a dialling pause

If you have to dial a number for an outside line and it takes a while to connect, you can insert a pause so you don't have to wait to hear the dialling tone.

To insert a dialling pause, simply enter the number you usually dial for an outside line and then press  for two seconds. A **P** on your display will show dialling pause is active.

**Note: you can also insert a dialling pause with a phone number in your phone book.**

## Using additional services

Your phone should be able to support services such as call waiting and conference calls. You'll need to check with your telephone network provider for further information on these services.

## Set the dial mode

You have a choice of two dialling modes: tone and pulse. The default setting is **TONE** and this is the correct setting for use within Europe.

## To change the dial mode

1. Open your menu by pressing , then scroll using  or  until you highlight **Base settings** and press .
2. Scroll using  or  until you highlight **Dial Mode** and press .
3. You'll see the current dial mode setting (e.g. **Tone**).
4. Choose the dial mode setting you want (Tone or Pulse) using  or  and press .

## Reset to default settings

**Important: if you reset to default settings your phone book, calls list and redial list aren't deleted.**

### To reset to default settings

1. Press **R** > for 10 seconds.
2. Confirm or cancel the reset to default settings by pressing  or .

# Help and support

## Help and support

If you need some help and you're in the UK, please first check and see if your problem can be solved using the troubleshooting guide below. If it can't, please call us on 0844 800 6503 (using a UK landline, at time of going to print: calls cost 6p for connection charge and then 5p a minute. Mobile costs may vary). Lines are open Monday to Friday, 9am to 5pm, excluding public holidays. If you've a claim on your 2-year guarantee, please contact your supplier.

**Some issues may simply be resolved by disconnecting the power to the unit. In such instances the power to the main base station should be switched off and batteries in the handset should also be removed for about 20 minutes. After which reconnect everything to determine if this has resolved the issue.**

## Troubleshooting guide

### I can't make phone calls

1. Make sure the phone cable is connected properly. If it is, there may be a fault. Please make sure you're using the phone cable that came with your phone.
2. Check power's plugged in, switched on and working.
3. Make sure you aren't too far from the base (in ideal conditions, it should work up to 300 metres outdoors and up to 50 metres indoors).
4. Test the phone line and socket by using another phone.

## **I keep losing my connection**

1. Make sure you aren't too far from the base (in ideal conditions, it should work up to 300 metres outdoors and up to 50 metres indoors).
2. The base may not be in an ideal location – consider moving it.

## **My handset keeps switching off**

1. It may need recharging. So it can charge fully, place your handset on its charger base for at least 15 hours (make sure the power socket is switched on!).
2. Replace the rechargeable batteries. Any replacement batteries should be the same type as those provided.

## **The phone system isn't responding**

You may need to reset to default settings. Please see page 54.

## **Caller's identification (Call Line ID) isn't working**

1. Check you have this service on your phone line. Please call your network provider.
2. The caller may have withheld their phone number.

## **My handset or base doesn't ring**

Check that the ringer is on. See pages 21, 32 and 40.

## **I've got a buzzing noise on my radio, TV or computer**

We suggest you use your cordless handset at least one metre away from electrical equipment and mobile phones.

## **There is interference in the earpiece and/or internet connection is very slow when using the phone**

You must plug the phone into the wall socket via an ADSL filter if you have broadband internet on your phone line.

# General information

## Safety information

Please make sure you read this User Guide carefully.

### Intended use

This phone is suitable for use on a public telephone network. Any other use is considered unintended use. Unauthorised modification or reconstruction isn't permitted. **Do not** open the device and attempt any repair work yourself.

### Phone location

Make sure your phone:

- is on a dry, flat and stable surface
- isn't a trip hazard with its power cable
- isn't obstructed by furniture
- is at least one metre from other electrical appliances
- isn't exposed to smoke, dust, vibration, chemicals, moisture, heat and direct sunlight.

## Power supply

**Important: use only the power adapters supplied with your PowerTel 500 or 502.**

Power failure can affect your phone and equipment. This telephone cannot be used to make calls in the event of a power failure. Alternative arrangements should be made for access to emergency services.

## Energy efficient power adapter

The included mains adapter meets the eco-design requirements of the European Union (Directive 2005/32/EG). Thus, its power consumption is considerably lower, both in operated as well as in non-operated mode, compared with the mains adapter of previous design.



- Energiesparend
- Economisant l'énergie
- A risparmio di energia
- Energy efficient

## Medical equipment

Do not use your phone:

- near emergency or intensive care medical equipment
- during an electrical storm

It is recommended that if you have a pacemaker fitted you check with a medical expert or your health adviser before using this product

## Rechargeable batteries

Do not throw the batteries into a fire or water.

## Hearing aid compatibility

Your phone works with most popular hearing aids. However, given the wide range of hearing aids available, we can't guarantee that your phone will function fully with every hearing aid.

**Important: your phone can produce very high sound when Boost is switched on. Please take care if the handset is used by others.**

## Disposal

You are obliged to dispose of consumable goods properly in accordance with the applicable legal regulations.

The  symbol on this product indicates that electrical and electronic apparatus and batteries must be disposed of **separately** from domestic waste at suitable collection points provided by the public waste authorities. Batteries can also often be disposed of at the point of sale. Packaging materials must be disposed of according to local regulations.

## Technical details

|                                    |  |
|------------------------------------|--|
| <b>Standard</b>                    | DECT <sup>1</sup> GAP <sup>2</sup>         |
| <b>Power supply (base station)</b> | Input: 230VAC 50Hz<br>Output: 12VDC 670mA  |
| <b>Range</b>                       | Outdoors Approx 300m<br>Indoors Approx 50m |
| <b>Standby</b>                     | Up to 100hrs                               |
| <b>Maximum Talk Time</b>           | Up to 10hrs                                |
| <b>Rechargeable batteries</b>      | AAA 1.2V 800mAh NiMH                       |
| <b>Dialling mode</b>               | Tone (DTMF)<br>Pulse                       |
| <b>Optimum ambient temperature</b> | 0°C to 45°C                                |
| <b>Optimum relative humidity</b>   | 20% to 80%                                 |
| <b>Recall</b>                      | 100, 300 ms                                |

- <sup>1</sup> DECT: Digital Enhanced Cordless Telecommunication = standard for cordless phones.
- <sup>2</sup> GAP: Generic Access Profile = standard for the operation of handsets and base stations from different manufacturers.

## Default settings

To reset to default settings, please see page 54.

### Cordless handset default settings

|                                   |          |
|-----------------------------------|----------|
| Language                          | English  |
| Handset name                      | PowerTel |
| Handset ringing melody (external) | 7        |
| Handset ringing melody (internal) | 9        |
| Handset ringing volume            | 5        |
| Base ringing melody               | 8        |
| Base ringing volume               | 5        |
| Keypad beep                       | On       |
| Auto talk                         | On       |
| Contrast                          | 3        |
| Backlight time                    | 10s      |
| Boost memory                      | Off      |
| Recall time                       | 100ms    |
| Dialling mode                     | Tone     |
| PIN code                          | 0000     |

# Maintenance and guarantee

## Maintenance

- Please clean your equipment's surfaces with a soft, fluff-free cloth.
- Never use cleaning agents or solvents.

## Guarantee

AMPLICOM equipment is produced and tested according to the latest production methods. The implementation of carefully chosen materials and highly developed technologies ensure trouble free functioning and a long service life. The terms of the guarantee do not apply where the cause of the equipment malfunction is the fault of the telephone network operator or any interposed private branch extension system. The terms of the guarantee do not apply to the rechargeable batteries or power packs used in the products. The period of guarantee is 24 months from the date of purchase.

All deficiencies resulting from material of production faults which occur during the period of guarantee will be eliminated free of charge. Rights to claims under the terms of guarantee are annulled following intervention by the purchaser or third parties. Damage caused as a result of improper handling or operation, incorrect positioning or storing, improper connection or installation, Acts of God or other external influence are not covered by the terms of guarantee.

In the case of complaints, we reserve the right to repair or replace defect parts or provide a replacement device. Replacement parts or devices become our property.

Rights to compensation in the case of damage are excluded where there is no evidence or intent or gross negligence by the manufacturer.

If your equipment shows signs of defect during the period of guarantee, please return to the sales outlet in which you purchased the AMPLICOM equipment together with the purchase receipt. All rights to claims under the terms of guarantee in accordance with this agreement must be asserted exclusively with regard to your sales outlet.

Two years after the purchase of our products, claims under the terms of guarantee can no longer be asserted.

## **Declaration of conformity**

This device fulfils the requirements stipulated in the EU directive:  
1999/5 EU directive on radio equipment and telecommunications  
terminal equipment and the mutual recognition of their conformity.



Conformity with the above mentioned directive is confirmed by the CE symbol on the device.

To view the complete Declaration of Conformity, please refer to the free download available on our website **[www.amplicom.eu](http://www.amplicom.eu)**

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