

# User Manual



© **CUSTOM FX3850N**

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© **CUSTOM FX3850N3 TRIPLE PACK**



 <b>TELEPERMIT</b> This Custom FX3850N DECT Cordless phone may be connected to the Telecom Network	RN = 0.5
PTC 206 / 07 / 070	

 <b>TELEPERMIT</b> This Custom FX3850N3 Triple Pack DECT Cordless phone may be connected to the Telecom Network	RN = 0.5
PTC 206 / 07 / 071	

## **Before Use**

Please read these important notes and Installation sections  
BEFORE CONNECTING YOUR TELEPHONE

### **Important - Emergency Dialling**

"Under power failure conditions this appliance may not operate.  
Please ensure that a separate telephone, not dependant on local power, is available for emergency use."

### **Automatic Dialling**

" This equipment shall not be set up to make automatic calls to Telecom's 111  
Emergency Service"

### **Caller ID**

"Caller ID and Call Waiting require a subscription to these services from your telephone company otherwise incoming call number or message symbol can not be displayed. All other features will still operate including phone book dialling, called number lists, redial etc.

These features may not be available in all areas."

### **Area Code Dialling Via Non Telecom Toll Providers**

If you have chosen to have your toll calls automatically routed through a non Telecom provider,

Local numbers stored in the phone book that include an area code prefix, and unrecognized numbers showing an area code prefix in the incoming caller I.D list, may incur a toll charge when dialled even if the calls are local.

To prevent this, local numbers should be dialled manually or stored manually in your phone book, without the area code.

"Please Register your warranty online for free product support information, latest user tips and user FAQs."      [www.product-support.co.nz](http://www.product-support.co.nz)

### **Note for use in New Zealand:    General Warning**

Off Hook D.C line Characteristics

This equipment may not provide for the effective hand over of a call to another device connected to the same line.

The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with the minimum conditions for connection to its network. It indicates neither endorsement nor approval of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides no assurance that any item will work correctly in all respects with another item of telepermitted equipment of a different make or model, nor does it imply that any product is compatible with all of Telecom's network services

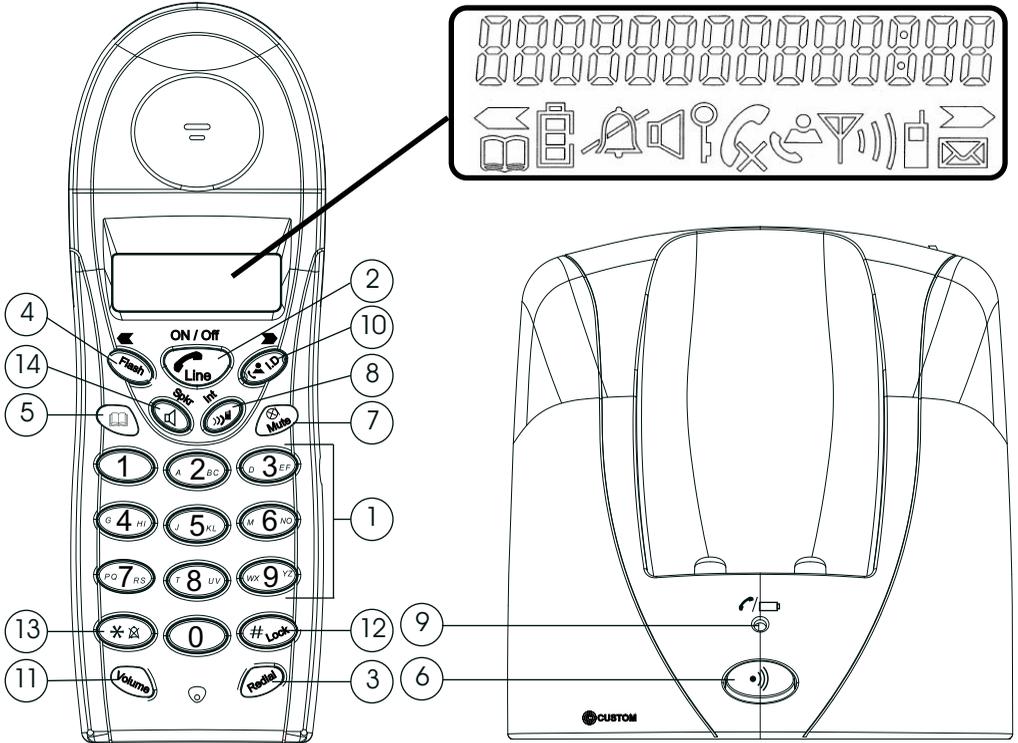
### **CAUTION.**

Use only RECHARGEABLE TYPE    AAA    1.2volt 600mAh BATTERIES.  
Use of REGULAR type will cause irreparable damage to the unit.

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# 1. Display

	You are online		There are more digits on the left
	New Numbers in Caller ID List		There are more digits on the right
	Rechargeable battery level indicator		Hands free mode
			When ring buzzer is turned off
	The antenna indicates the quality of reception The antenna blinks when the handset is out of range!		Message Waiting / There are new messages in your voice mail
			Internal Call
	Microphone is muted	HS-x	X = this is handset number "x"
	Memory records are being retrieved or set up		The key pad is locked



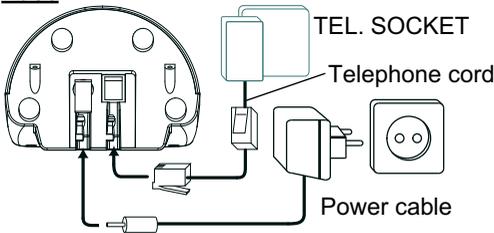
# 2. Buttons

- |  |                                    |
|--|------------------------------------|
| 1. Numerical buttons                     | 8. Intercom / Transfer button      |
| 2. Line button                           | 9. Charge indicator (LED)          |
| 3. Redial / Pause button                 | 10. Call log / Scroll Up Caller ID |
| 4. Flash / Scroll Down                   | 11. Volume / Melody button         |
| 5. Memory button                         | 12. Key lock                       |
| 6. Paging button (to locate the handset) | 13. Ringer ON/OFF                  |
| 7. Mute / Delete button                  | 14. Handsfree speaker phone        |

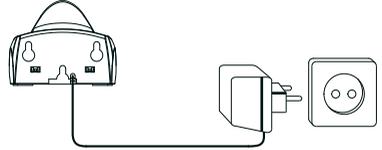
### **3. Installation**

Plug one end of the phone cable into the phone unit and the other end into the telephone line wall socket. Connect the small plug of the AC adaptor to the phone and the other end of the adaptor cable to the electric socket and switch on.

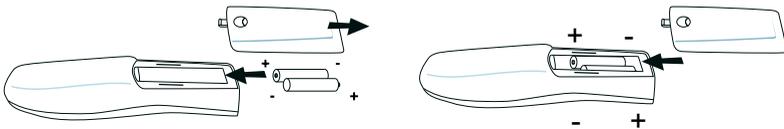
#### **Base**



#### **Multi charger**



Insert the two rechargeable AAA batteries into the battery compartment paying attention to the polarity



Put the handset on the base unit. The red Charge LED will light as long as the handset is on the base. Charge the handset for a period of 15 hours before using the handset for the first time. To extend the battery life time, discharge the batteries completely from time to time. As soon as the handset emits a warning tone or when the battery icon is empty, you have to put it back on the base unit for charging.

### **4. Batteries**

When the batteries are low or flat the handset will no longer work. When the batteries are completely flat and you have put the handset on the base unit for a short period of time, the Battery symbol will appear to be fully charged but this is actually not the case. The battery capacity will decrease rapidly. We advise you to put the handset on the base unit for 12 hrs so that it can be recharged completely:

Full battery



Empty battery



When you are in the middle of a conversation and the battery is almost empty, the handset will emit a warning signal. Place the handset on the base unit to charge as soon as possible

Replace batteries when performance drops and standby time is reduced.

## **5. Operation**

**HANDY HINT - At any time during programming if you get stuck, just wait ten seconds or press the delete key to return to the standby mode.**

### **5.1 Outgoing calls**

#### ***5.1.1 Making a phone call.***

Press the Line button. You will hear the dial tone. Enter the desired telephone number. Press the Line button when you want to end the call.

#### ***5.1.2 Call setup with dial preparation (alternative dialling method)***

Enter the desired telephone number. An incorrect number can be corrected by means of the Mute / delete button. Press the Line button. The number will be dialled automatically.

Press the Line button when you want to terminate the call.

#### ***5.1.3 Redial one of the last 3 numbers dialled***

Press the Redial key . The number you last called appears on the display. Press the line key and it will be dialled. If you would like to dial one of the last 3 numbers dialled, press the Redial key two or three times until the desired number appears on the display. Press the Line key and the number will be dialled.

### **5.2 Incoming calls**

When a call comes in, the handset will start to ring (providing the ringer is not switched off). Press the Line button to answer the incoming call. To end the call press the Line key.

### **5.3 Activate / deactivate hands free function**

When you are on the phone, press the Hands free "Spkr" key to activate the hands free function. Talk in a loud voice in the direction of the handset. Press the Spkr button again to deactivate the hands free function.

When you are calling in hands free mode and you want to change the volume, press the Volume button followed by a number 1 -5 (5 being the loudest- default setting is 3)

This will change the volume setting on all future calls including non hands free calls, until the volume is changed again.

### **5.4 Memory numbers / Saving**

You can save 10 numbers (of max. 25 digits each) in the phone's memory.

Press and hold the Memory button (phone book symbol) until the memory icon flashes on the display. Enter the telephone number you wish to store. Press the Memory button again to confirm. Enter the memory location (0-9) where you want to store the number. You will hear a confirmation tone and the icon will disappear.

example to store 555 678 into location 3

press "memory" for two seconds / dial "555 678" press "memory" / press "3"

#### ***Editing a Memory Number***

Press the Memory button followed by the number of the memory location (0-9). Press the Memory key again for two seconds. Use the up down arrows to move the cursor to the desired position to add a digit or use the Mute / Delete key to delete digits to the left of the cursor. Press Memory button again to save and exit.

### **5.5 Calling a Memory Number**

**BRIEFLY** Press the Memory button followed by the number of the memory location (0-9).

Press the Line button. The memory number will be dialled automatically. To end the call press the Line key to hang up.

example Dial 555 678 earlier saved in location 3

press "memory" / press "3" / press "Line"

To look for a number saved in memory Press "Memory" then "1" followed by "2","3","4" etc

## 5.6 Mute function

It is possible to mute the microphone during a conversation so you can speak openly without being heard by your correspondent. Press the Mute button once during a conversation to deactivate or again to reactivate the microphone.(look for the mute symbol on the display)

## 5.7 Setting the speaker volume

During a conversation you can set the volume by pressing the Volume button followed by a number 1 -5 (5 being the loudest- default setting is 3)

This will change the volume setting on all future calls including hands free calls, until the volume is changed again.

## 5.8 Paging

When you BRIEFLY press the Paging button on the base unit, all handsets will emit a ringing signal for 20 seconds. This signal helps you find a lost handset. Press any key on each handset to stop the ringing **DO NOT HOLD THE PAGE KEY FOR MORE THAN 2 SECONDS OR YOU MAY ACCIDENTALLY ENTER THE PROGRAMMING MODE**

## 5.9 Flash (Call Waiting) and Pause buttons

These features give you the ability to use special services from your telephone provider or to transfer calls if you have a telephone exchange.

(When you press the flash button, the unit generates a line interruption).

If you wish to insert a dialling pause during dialling or in memory, press the Redial / Pause button on the location where you want a pause inserted.

### 5.9.1 Setting the Flash time

Press and hold the redial button for 3 seconds. The display will show 'S' for 100ms or 'L' for 250ms. The flash time setting will disappear from the display after 2 seconds.

For New Zealand the default is 250ms long flash

## 5.10 Setting the Ring Volume, Melody or Ringer "ON" and "OFF"

### 5.10.1 Handset Melody

**In standby mode** Press and **Hold** the "Volume" ( Melody) button until the current melody is heard. Select the desired melody (1-9) by means of the scroll keys or by entering a keypad number (1 - 9).

Press "Volume" again to confirm the setting.

### 5.10.2 Handset Ring Volume

**In standby mode Briefly** press the volume button. The handset will ring at the current volume. Press key 1-5 or use the scroll keys to select the desired volume.

Press "Volume" again to confirm the setting.

### 5.10.3 Ringer On / Off

You can turn the ringer off and on by pressing and holding the "Star" key for three seconds when in standby mode. (look for the bell symbol on the display)

## 5.11 Key lock

When the keypad is locked, pressing any key will have no effect during standby (except holding the lock key).

Press and hold the lock key. The "key" symbol will appear on the display. Press and hold the lock key again to un-lock the keypad

## 5.12 Hold

For a single handset an incoming call can be placed on hold by pressing the "Int" button. To pick up the call again press the "Mute" button. With multiple handsets this method is used to hold or transfer calls between handsets

## 6. Caller-ID functions and Message Waiting Indicator

**These functions are only available if you are subscribed these services on this line. Contact your telephone service provider for more information.**

Note:.. The New Zealand Caller I.D system does not send the leading zero of a number so this phone automatically inserts it for you so the number can be saved and called back (09) 555 1234 is sent as 95551234 so the zero is added by the phone to show 095551234

### **Area Code Dialling Via Non Telecom Toll Providers**

If you have chosen to have your toll calls automatically routed through a non Telecom provider, Local numbers stored in the phone book that include an area code prefix, and unrecognized numbers showing an area code prefix in the incoming caller I.D list, may incur a toll charge when dialled even if the calls are local.

To prevent this Local numbers should be stored manually in your phone book without the area code or edited when being saved

### **6.1 New calls**

***If you subscribe to this service*** When you've received a new unanswered call, the Caller ID symbol will blink on the display and the numbers are saved in a Call list. This list can hold 20 telephone numbers (each of max. 25 digits). If the number is longer than 14 digits, you can press the up down arrows keys to show the other digits.

### **6.2 Consulting the Call list**

Press the Caller ID button . The last received call is shown on the display. If the list is empty, 'NO CLIP' is shown on the display.



After 5 seconds, the telephone number will be shown. You can skip the date / time by pressing the Caller ID button again. Use the left scroll keys to scroll to the previous or next call. You can leave the Call list by pressing the mute / cancel button.

\* **Note.** Call Date and Time is only displayed when the network sends the information together with the telephone number. On some networks with caller ID, time and date will not be displayed

Called ID information will not be displayed if the caller has chosen to withhold the information.

### **6.3 Calling a number from the Caller ID list**

Scroll through the Call list until the desired number is shown on the display. Press the Line button. The number will be dialled automatically.

#### **6.4 Erasing a number from the Call list**

Scroll through the Call list until the desired number is shown on the display. Press and hold the Mute / Delete button for 3 seconds to erase the number.

#### **6.5 Store a number from the call log into the memory**

Scroll through the Call list until the desired number is shown on the display. Press and hold the Memory button for 3 seconds. Enter the memory location (0-9) where you want to store the number. Press the Memory button again to confirm and to go back to standby. See the section on editing the memory to delete the area code of the stored number.

#### **6.6 Message Waiting**

***If you subscribe to this service*** the Message Waiting indicator will flash when the message waiting signal is sent from your telephone service provider. Once you have cleared the message in the normal way, the icon will go out (this may take a short time after the message is cleared)

## **7 Using Multiple Handsets .** **(factory twin and triple sets purchased pre programmed)**

There is not a "master" handset. All handsets in the group have the same authority and features.

Only the main base can be connected to the outside phone line. All handsets communicate internally and externally via that base. The other small bases are just for charging the other handsets. (these do not need to be used if you prefer just one charger shared between all handsets).

If the handset you are trying to contact is busy on an internal call or you try and pick up the outside line and it is already connected to another handset you will get the "three beep" busy tone and won't be connected.

### **Call Transfer, Conference Call, Intercom between Handsets**

Practice these procedures at a quiet time to become familiar with them.

Pay attention that all handsets are disconnected at the end of a conference call or call transfer, to prevent tying up the line.

#### **7.1 Internal Calls (intercom)**

In standby mode press the "INT" INTERCOM key followed by the number (1-4) of the other handset you wish to call. The other handset will start to ring and can answer by pressing the line button. Then you can talk internally. The number of the handset calling and the intercom icon will be displayed.

Either handset can press the Line button to end the call

#### **7.2 Call transfer.**

During an external call the "ACTIVE" handset can press the "INT" (intercom) key followed by the number (1-4) of the "OTHER" other handset. The "OTHER" handset will start to ring: When the "OTHER" handset answers, both handsets can talk internally.

During this internal conversation, if either handset "hangs up", the external line will be connected with the remaining handset.

Alternatively during the internal conversation above, the "ACTIVE" handset can press the INTERCOM key again to return to the external call or press the Line button to disconnect and send the call to the other handset, or press the intercom button for three seconds to begin a conference call.

#### **7.3 Conference call**

Begin the same as call transfer above but this time during the internal conversation the "ACTIVE" handset now presses the "INT" INTERCOM key for 3 seconds.

Now you can have a three way conversation with the 2nd handset and external line at the same time (conference call). You can also connect the same way to the third handset and have a four way conversation.

Any handset can press their Line button to disconnect and leave the call with the other handsets. All must hang up to end the call.

## **8 Subscribe / Register / De-Register an additional handset.**

### **8.1 Subscribing another Handset to a Base Unit**

#### **You only need to subscribe the handset if:**

The handset subscription has been removed from the base unit (e.g. after the "remove handset" procedure below has been carried out or if the handset has somehow lost its program), or you want to subscribe a different or additional handset to this base unit.

You can subscribe (register) up to 4 handsets to work with one base unit. When purchased new, each set is ready to use as supplied and does not require additional programming

The handsets will already be subscribed as :

"Handset 1" for single pack or "Handset "1,"Handset 2", "Handset 3" for the triple pack.

#### **To Subscribe / register do the following.**

First fully charge up the new handset.

Keep the "Page" button on the base unit pressed for 10 seconds until the Line / Charge indicator on the base unit begins to blink rapidly. It will blink rapidly for one minute. During this minute the base unit is in subscribe mode and you must do the following on the handset;

Press and hold the "Caller ID / Scroll up" button key for 3 seconds, then press and hold the \* key for 3 seconds.

If you have more than one full base then enter a number for this base (1-4). The handset will start searching for the base and when found it will ask you to enter the pin code (4 digits).

Enter the base pin code (default code is 0000). If the pin is wrong, the handset will continue to show "searching" if the code is correct the handset will be registered, it will show 'HS' followed by the handset. number. (1-4)

### **8.2 Removing a handset**

Providing you have more than one handset, you can remove one or more of them from a base. At Standby mode, press and hold the Caller ID / Scroll Up key for 3 sec, Then press and hold the Mute / Delete key for 3 sec.

Enter the pin code (0000). If the pin is wrong, the handset will go back to standby.

Enter the handset number (1-4) you want to remove. The unit will go back to standby If the removal is successfull. If not, it will ask again to enter the handset number.

**You can only remove existing handsets OTHER THAN the one you are using.**

<b>9. Troubleshooting</b>	<b>Possible Cause</b>	<b>Solution</b>
No Display	Batteries not charged or bad connection or wrong connection	Charge fully Check connections Check battery position
Handset cuts out even when charged	Old Batteries Loose Batteries	Check connections Replace batteries periodically
No Dial Tone (with timer running)	Phone line faulty or phone Cable unplugged	Connect line cable to main base
No Dial Tone Display shows searching	Too far from base Main power supply or Subscription lost	Move Closer Check power connections Re subscribe (see instructions)
No Dial Tone or Intercom Three Beeps are heard	The Line is busy or the handset you are calling is Busy	Check all handsets are disconnected (Off)
Ringer not working Ringer volume too low	Ringer turned off or Adjust volume	Press ringer key 3 seconds At standby press volume then number 1,2,3,4 or 5
Flash or Call Waiting does not work	Wrong Flash setting (see instructions)	Press Redial for three seconds to select LONG or SHORT flash (Default is LONG for NZ)
Earpiece Volume too high/low	Adjust incoming sound	During call press volume then number 1,2,3,4 or 5
Caller ID or Message Waiting not working	Service not connected	Caller ID or Message service must be subscribed to on this line by your telephone line service provider (charges may apply)
Caller cant hear you or microphone cuts out during calls	Microphone Muted (be carefull not to bump the mute during calls)	During calls press mute once to mute and again to unmute the microphone
HANDY HINT	AT ANY TIME TO EXIT A PROGRAM MODE OR RETURN TO MAIN MENU WAIT TEN SECONDS	

For more information contact  
[www.product-support.co.nz](http://www.product-support.co.nz)

## 10 Technical Data

Dect 1880-1900 MHz

Range: up to 300 m in open space

up to 50 m in buildings

Dialling options: DTMF (tone)

Batteries: 2 x 1.2V, 600 mAh AAA Type NiMH rechargeable

Max. standby time: approx. 100 hours

Max. talk time: 11 hours

Power supply base adaptor: /230V , 50 Hz

Memories 10 indirect with max. 25 digits

