

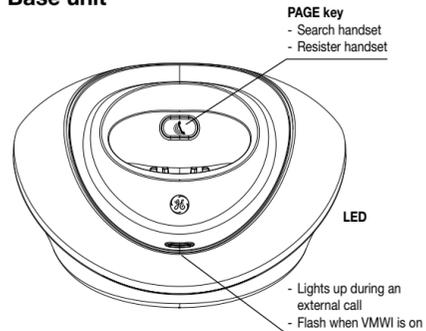
21816 Digital cordless Telephone 1.8GHz DECT User's Guide



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Base unit



Precaution:

The quality of communication depends on the location and environment of the base and the handset. Your 21816 telephone must be kept away from sources of excessive heat (radiators, direct sunlight, etc.) and protected against vibrations and dust. Never allow your telephone to come into contact with water or other liquids or with aerosols. To reduce the risk of interference and optimize reception, take particular care to keep it away from the immediate vicinity of windows, large metal objects, reinforced concrete, televisions, music centers, halogen lamps or heating devices, fluorescent lighting, burglar alarms, microwave ovens, computers, etc.

To clean your 21816, use a lightly moistened antistatic cloth.

Information for DECT product:
Your 21816 telephone is compliant with the DECT™ standard. It is designed to transmit and receive

telephone calls and be connected to the certain public telephone network.

*DECT is a trademark registered by ETSI.

Safety

In the event of danger, the mains adapter acts as 230V power isolating device. It should therefore, as a precaution, be installed close to the appliance and be easily accessible.

If the mains adapter fails, it must be replaced by an identical model. If not connected to the mains power or if there is a mains power failure, installations with cordless handsets will no longer work. You will then be unable to make or receive calls in the event of an emergency. This is why we recommend that you also have a conventional telephone as a backup.

The appliance is designed for connection to an analogue telephone line class TRT3 (telecommunications network voltage). **! Do not use your telephone to notify a gas leak when you are in the vicinity of the leak.** It is recommended that you avoid using this device during electrical storms.

Thomson Telecom hereby declares that the 21816 conforms to the essential requirements and other applicable provisions of European directive 1999/5/CE.



IMPORTANT: In order to use this unit, you must subscribe to either the standard Name/Number Caller ID Service.

IMPORTANT: Because cordless phones operate on electricity, you should have at least one phone in your home that isn't cordless, in case the power in your home goes out.

CAUTION: When using telephone equipment, there are basic safety instructions that should always be followed. Refer to the IMPORTANT SAFETY INSTRUCTIONS provided with this product and save them for future reference.

WARNING: TO PREVENT FIRE OR ELECTRICAL SHOCK HAZARD, DO NOT EXPOSE THIS PRODUCT TO RAIN OR MOISTURE.

	CAUTION RISK OF ELECTRICAL SHOCK, DO NOT OPEN	
THE LIGHTING FLASH AND ARROW HEAD WITHIN THE TRIANGLE IS A WARNING SIGN ALERTING YOU OF "DANGEROUS VOLTAGE" INSIDE THE PRODUCT.	CAUTION: TO REDUCE THE RISK OF ELECTRICAL SHOCK, DO NOT REMOVE COVER (OR BACK). NO USER SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.	THE EXCLAMATION WITHIN THE TRIANGLE IS WARNING SIGN ALERTING YOU OF IMPORTANT INSTRUCTIONS ACCOMPANYING THE PRODUCT.
SEE MARKING ON BOTTOM / BACK OF PRODUCT		

WARNING: TO PREVENT FIRE OR ELECTRICAL SHOCK HAZARD, DO NOT EXPOSE THIS PRODUCT TO RAIN OR MOISTURE.

that the handset is correctly positioned in the charging cradle. If you're sure that it is, remove and refit the batteries. Please note that it's normal for the mains adapter to become warm this doesn't indicate a fault.

CAUTION: Use only the Thomson Telecom power supply that came with this unit. Using Base adaptor is SA35-28-1, 230Vac /7.5Vdc /300Ma.

Before you start

Electrical safety

- Don't let the base unit or charger gets wet. Electrical equipment can cause serious injury if used while you are wet or standing in water.
- If the base unit or charger ever falls into water, don't retrieve it until you have unplugged the power lead from the mains and the telephone line plug from the telephone socket (base unit only); then pull it out by the unplugged cables.
- Never use your cordless handset outdoors during a thunderstorm — unplug the base unit from the telephone line and the mains socket when there are storms in your area. Damage caused by lightning is not covered by the guarantee.

Interference

If the sound quality gets worse as you move around while on a call, this is probably caused by interference between the handset and the base unit, perhaps because you are too near to another phone or other electrical equipment. Move to a different position to clear the interference. If you do not move, your call may be cut off.

Note: Radio interference in the environment may occasionally cause a short break in the link between the handset and the base unit while you are on a call. The handset's display will flash briefly, while the unit

automatically restores the link.

Out of range warning

If you hear a warning tone during a call, and the sound in the earpiece becomes faint or distorted, you may be going out of range of the base unit. Move nearer to the base unit within 20 seconds, until the warning tone stops. Otherwise, your call may be cut off.

Handset display icons

- SIGNAL STRENGTH icon (blinking when no or weak signal strength)
- Internal call
- DO NOT DISTURB (handset ringer off)
- CALLER LIST active
- MEMORY active
- REDIAL LIST active
- KEYPAD LOCK active
- BATTERY INDICATOR icon
- Incoming call without Calling Line Identification Presentation

MICROPHONE MUTE indicator (in second row)

Base Unit LED icons

- : Red LED
- light up: line is in use
- blinking: when VMWI* is on
- *VMWI: Voice Mail Message Indicator
- This service needs subscription to local operator
- LED flashes when a voice mail has been received in you mail box and LED turn off when all voice mails have been listened or deleted.

Switching on and off

- **To switch the handset off and save battery power:**

- Press the "END CALL" button and hold it for 3 econds until you hear a beep tone, by this way, you can save the power of battery.

- **To switch the handset on:**

- Briefly press the "END CALL" button and then you can use the handset freely.

OR

- Put the handset on to the base unit, the handset will be switched on.

Set up

- **Set Date and time**

Date and time will be show on the bottom of the screen if into the entry.

- Press the "PROGRAM" button, then the screen will display "P".
- Press the "NAVIGATION" down button to choose, select "P01".
- Press the "TALK/OK" button, then the display shows **HH:MM DD.MM**
- Key the number enter the time (hour-minute), example 21:10
- Key the number enter the date (day-month), example 31:08
- Press the "TALK/OK" button to confirm your enter, then will return to idle display.

Note:

- Feb, 29 is a right date for Date/Time entry.
- After Date & Time is updated in one handset, no need to update Date & Time of other handset after change.
- Date & time synchronizes with network by incoming CID if there is no Date Time in the system.

- Tone/Pulse dialing

Tone/Pulse dialing can be selected.

- Press the "PROGRAM" button, then the screen will display "P".
- Press the "NAVIGATION" button to choose, select "P08".
- Press the "TALK/OK" button, then the display shows P08 0.
- Press the key [0] button is for the Tone mode, Press the key [1] button is for the Pulse 66/33 mode, Press the key [2] button for the Pulse 60/40 mode.

OR

Press the "NAVIGATION" button to select tone or pulse dialing according to above details. If you Press the wrong key, you will listen an ERROR tone.

5. Press the "TALK/OK" key to confirm your selection. You can hear a confirmation tone, and then the unit returns to the idle mode.

Making external calls

- **Making a call**

Ensure that the handset is switch on.

- Press the "TALK/OK" button, you will hear the dialing tone and the display shows ----- and LED at base station lights up
- Enter the number you want, and then the number is dialing.

OR

- Enter the number you want.
 - Press the "TALK/OK" button to dialing
- Note: during the enter number, if you have made a mistake, you should press the "R" button to delete the last digit.

- Ending a call

If you want to end a call during communication, please

- Press the "END CALL" button to ending.

OR

- Put the handset on the base station.

- Answering a call

When an external call or internal call coming, the icon will light on the display.

- Press the "TALK/OK" button to answer the call.

OR

If the auto talk mode is selected.

- Pick up the handset from the base station to answer the call.

- Adjust earpiece volume

You can select 3 earpiece volumes during the speaking.

- Press the "NAVIGATION" button to adjust the volume, volume level (1 to 3) will be shown on the display

- Mute the Microphone

You can mute the Microphone during the speaking.

- Press the "PROGRAM" button to mute the Microphone, icon will display on the handset LCD. Press the "PROGRAM" button again; the Microphone mute function will be deactivated.

Using the Phonebook Memory

You can store up to fifth-teen 32 digits in the handset memory.

Each entry is store with a memory location number (01 to 15)

The display shows

- Storing a number

Make sure your handset is on the standby mode

- Press once "PROGRAM" key and then "PHONEBOOK" key to access the phone book.

- Enter the desired memory location (01 – 15).
- Entry the number. If entry a wrong digital, press "R" button to delete it.
- Press the "TALK/OK" button to confirm the number. The entry is stored in the phonebook; you will hear a confirmation beep tone.

Note: 1. if all location is full, you hear ERROR beep and the handset returns to the idle display.
2. During enter the phone number, if you make a mistake, you should pres the "R" button remove the last digit.

- Delete stored number

if you want to delete a single memory

- Press the "PHONEBOOK" button then Press the "NAVIGATION" button to select the desired call number, Or enter the number location e.g. 01
- Press the "R" button longer than 1 second, "" shows on the display and then press the "TALK/OK" key. The memory will be deleted.

Note: If you want to delete the entire memory, please reset the handset to be default.

- Dialing a memory number

Make sure your handset is on standby mode

- Press the "PHONEBOOK" button.
- Press the "NAVIGATION" button to view the phonebook locations.
- Press the "TALK/OK" button to make the number dialing.

Using the redial list

Last 5 dialed telephone number are automatically saved into a redial list, the display shows

- Accessing the redial list

- Press the "REDIAL/PAUSE" button then press the

"NAVIGATION" button to select the desire redial number.

- Press the "TALK/OK" button to dial the number.

- Deleting the redial list

If you want to delete single redial number

- Press the "REDIAL/PAUSE" button then press the "NAVIGATION" button to select the any redial number.
- Press the "R" button then press the "TALK/OK" key to delete the entire redial numbers

- Copying a redial list into the memory

- Press the "REDIAL/PAUSE" button then press the "NAVIGATION" button to select the desire redial number.
- Press the "PHONEBOOK" button longer than 1 second, an empty memory location is selected.
- Press "TALK/OK" button to save the entry.

Caller list*

When you entered the Caller list menu, the display shows

You can store the last 20 incoming calls and the call time.

* This service needs subscription to your local operator.

- Accessing the CALLER LIST menu

- Press the "NAVIGATOR" DOWN button to enter the CALLER LIST menu.

The display shows the most recent caller phone number.

- Press the "NAVIGATOR" button to go through the caller list.

- Clear the icon

If you have a UNANSWER call or UNREVIEW caller list, the display shows a blinking

- Press the "NAVIGATOR" DOWN button to enter the CALLER LIST menu.
- Press the "NAVIGATOR" button to go through the caller list until all call reviewed or all unrevised calls deleted.

- Calling back a caller

- Press the "NAVIGATOR" DOWN button to enter the CALLER LIST menu.
- Press the "NAVIGATOR" button to select a call record
- Press "TALK/OK" button to dial the number.

- Deleting Caller list record

- Press the "NAVIGATOR" DOWN button to enter the CALLER LIST menu.
- Press the "NAVIGATOR" button to select any call record
- Press the "R" button, "" shows on the display, then press the "TALK/OK" shows on the display, then press the "TALK/OK" button, the entire caller list will be deleted.

- Copying a caller list record into the memory

- Press the "NAVIGATOR" DOWN button to enter the CALLER LIST menu.
- Press the "NAVIGATOR" button to select a call record
- Press the "PHONEBOOK" button longer than 1 second, an empty memory location is selected.
- Press "TALK/OK" button to save the entry.

- Select Caller ID (CLIP) type

If the caller ID function is not working, check with your telephone service provider which type of CLIP is. You may need to change the CLIP type setting.

- Press the "PROGRAM" button; it will display "P".

- Press the “NAVIGATION” button to choose, select “P06”, or enter the number [0], [6]
- Press the “TALK/OK” button.
- Press the key [0] button is for the FSK CLIP TYPE, Press the key [1] button is for the DTMF CLIP TYPE.

If you Press the wrong key, you will hear an ERROR Tone.

- Press the “TALK/OK” key to confirm your selection, you will listen a confirm beep tone, and then return to the idle mode.

Keypad lock

To lock the cordless handset's keypad:

- Press the  button and hold it for 2 second until you hear a beep tone, when the keypad lock is switched on, the display will show .

If you press the keypad, an error tone you will hear.

To unlock the keypad:

- Press the  button and hold it for 2 second until you hear a beep tone. Or simply replace the handset on charger

Recall/Flash

- Press the “R” button to access line transfer offered by call waiting provided by Telephone Company

Paging the handset

To locate a misplaced handset:

- Press the “PAGE” key at the base station. The handset will ring continuously for 30 seconds, **INT** icon is shown.
- Press the “END CALL” button can mute the page tone.
- Press the “TALK/OK” button on the handset or press the Page key on base again, you can stop the paging.

HANDBSET SETUP menu

- Set handset ringer volume

You can choose from 4 ringer volumes.

- Press the “PROGRAM” button you will display “P”.
- Press the “NAVIGATION” button to and select “P02”, or enter the number [0], [2].
- Press the “TALK/OK” button, then Press the [0] button to enter the ringer volume setting.
- Press the “TALK/OK” button to confirm.
- Press the key [0] button is for the ringer OFF (0), Press the key [1] button is for the level LOW (1), Press the key [2] button is for the level MEDIUM (2), Press the key [3] button is for the level HIGH (3). The selected ringer level will be played with current melody.

Or Press the “NAVIGATION” button to select

If you Press the wrong key, you will listen a wrong Tone.

- Press the “TALK/OK” key to confirm your select, you listen a confirm beep tone, then return to the idle mode.

- Set handset ringer melody

You can choose from 3 melodies.

- Press the “PROGRAM” button you will display “P”.
- Press the “NAVIGATION” button to choose, select “P02”, or enter the number [0], [2] to enter.
- Press the “TALK/OK” button, then press the [1] button to enter the ringer melody setting.
- Press the “TALK/OK” button to confirm.
- Press the key [1] button is for the Melody 1, Press the key [2] button is for the Melody 2, and Press the key [3] button is for the Melody 3, the selected ringer melody will be played with current melody.

Or Press the “NAVIGATION” button to select

If you Press the wrong key, you will listen a wrong Tone.

- Press the “TALK/OK” key to confirm your select, you listen a confirm beep tone, then return to the idle mode.

- Switch key beep on/off

- Press the “PROGRAM” button you will display “P”.
- Press the “NAVIGATION” button to choose, select “P05”, or enter the number [0], [5] to enter.
- Press the “TALK/OK” button to enter the key tone setting.
- Press the key [0] button is for the key tone off, Press the key [1] button is for the key tone on.
- Press the “TALK/OK” key to confirm your select.

Or Press the “NAVIGATION” button to select

Three different key beeps indicate key pressing and error or success of an operation

- Activate/deactivate auto talk mode

When this function is on, you need not to press “TALK/OK” button to answer a call, just pick up the handset from the base station.

- Press the “PROGRAM” button you will display “P”.
- Press the “NAVIGATION” button to select “P04”, or enter the number [0], [4]
- Press the “TALK/OK” button to enter the auto mode setting.
- Press the key [0] button is for activate auto phone on and OFF, Press the key [1] button is for deactivate Auto-Phone-ON.

Or Press the “NAVIGATION” button to select

5. Press the “TALK/OK” button to confirm your select.

Setting the area code

If local PSTN still sends the CID with local area code attached, it is necessary to filter out the local area code for ease of dialling back from CID log. The

function is to remove the local area code hence the local CID will be appeared on the CID log with local area code deleted.

The capacity of the area code is 4 digits. The area code can be set from 1 to 4 digits.

- Press the “PROGRAM” button you will display “P”.
 - Press the “NAVIGATION” button to select “P09”, or enter the number [0], [9]
 - Press the “TALK/OK” button to enter the area code setting.
 - Enter the new handset area code (4 digits)
 - Press the “TALK/OK” button to confirm.
- You will hear a beep tone from the handset.

Register handset to a base station

One handset can be registered to one station only

- Register the handset

When the base is in the standby state, presses the “PAGE” key on the base for 5 seconds, at the same time, you should enter the handset setting menu.

- Press the “PROGRAM” button you will display “P”.
- Press the “NAVIGATION” button to select “P10”, or enter the number [1], [0]
- Press “TALK/OK” button for accessing handset registration mode indicating that the programming starts.
- Enter the base station PIN (**the default is 0000**)
- Press the “TALK/OK” button to confirm the select.
 - If the handset find the base, the a long confirmation beep you will hear to indicate the registration is successful.
 - If the handset cannot find a base, an error tone will be heard and handset goes to standby.
- Enter the handset number (1-4).
 - It may assign the handset number by the system automatically if no handset number was entered.

- De-Register the handset

- Press the “PROGRAM” button you will display “P”.
- Press the button to select “P11”, or enter the number [1], [1]
- Press the “TALK/OK” button to choose disassociation procedure.
- Enter the handset number to deregister (1 to 4)

Modify master PIN

To avoid your handset setting from unintentional access, you should change your master PIN (default PIN number is 0000, if PIN had not changed, you can enter the Handset setup menu directly).

- Press the “PROGRAM” button you will display “P”
 - Press the “NAVIGATION” button select “P12”, or enter the number [1], [2]
 - Press the “TALK/OK” button then Key the handset master PIN (The step shall be skipped if current PIN is “0000”).
 - Enter the new handset PIN (4 digits)
 - Press the “TALK/OK” button to confirm.
- You will hear a beep tone from the handset.

Handset warning signal

- The display shows  when batteries are almost flat. You need to recharge your handset
- The handset is outside the base station range (weak signal strength).warning tone will emit.

Battery indicator

-  Battery flat.
-  Battery about 1/3 charged.
-  Battery about 2/3 charged.
-  Battery full.

While charging is continuous,  icon with moving charging indicator is shown. if the battery is full,

Charging indicator stops moving.

Battery charging

- Charging your handset battery for 15 hours prior to first use, subsequent charging time is about 4-5 hours when the battery is almost flat.
- Place the handset in the base station to optimize the battery performance.
- LED at base station does not light up. Battery compartment door may become warm, this is normal.

Battery safety precaution

- Do not burns, disassemble, mutilate, or puncture. Like other batteries of this type, toxic materials could be released which can cause injury.
- To reduce the risk of fire or personal injury, use only the battery listed in User's Guide.
- Keep batteries out of children.

	CAUTION: Danger of explosion if battery is incorrectly replaced.
Only use rechargeable batteries with exactly the same specifications as those supplied with the product. Using non-rechargeable or non-conforming batteries can damage the product. The batteries could split or leak if incorrectly inserted, opened or exposed to heat. Never dispose of batteries in a fire: the cell could explode.	
Risk of explosion if battery is replaced by an incorrect type. Dispose of used batteries according to the instructions.	
Check with local code for possible special disposal instruction.	

Changing the battery

Make sure the telephone is OFF before your replace battery.

- Remove the battery compartment door.
- Disconnect the cord attached to the battery pack and remove the battery pack from the handset.
- Insert battery pack and connect the cord into the jack, which located on power left corner of the battery compartment.
- Put battery compartment door back on.
- Place handset in the base to charge, allow the handset battery to properly charge prior to first use or when you install a new battery pack, if you do not properly charge the phone, battery performance will be compromised

BASE SETUP menu

- Set Base unit ringer volume

You can choose from 4 ringer volumes

- Press the “PROGRAM” button.
- Press the key [0], [3] button then enter the setup startup menu.
- Press the “TALK/OK” button.
- Key in handset maser PIN code (The step shall be skipped if current PIN is “0000”).
- Press the [0] then press “TALK/OK” button to access the base unit ringer volume setting.
- Press [0] or [1] or [2] or [3] key to select ringer OFF (0), level LOW (1), level MEDIUM (2), or level HIGH (3). The selected ringer level will be played with current melody
- Press the “TALK/OK” key to confirm the selecting.

- Set Base unit ringer melody

You can choose 3 melodies,

- Press the “PROGRAM” button.
- Press the key [0], [3] button then enter the setup

- startup menu.
- Press the “TALK/OK” button.
- Key in handset maser PIN code (The step shall be skipped if current PIN is “0000”).
- Press the key [1] then press “TALK/OK” button to access the base unit ringer melody setting.
- Press [1] or [2] or [3] key to select Melody 1(1), Melody 2(2), or Melody 3(3). The selected ringer melody will be played with high ringer volume level.
- Press the “TALK/OK” key to confirm your selecting.

- Change recall /flash time setting

When you handset at the standby mode.

- Press the “PROGRAM” button you will display “P”.
- Press the “NATIGATION” button to select “P07”, or enter the number [0], [7]
- Press the “TALK/OK” button to accessing dialing programming then:
 - Press [0] for a Flash timing of 100 ms
 - Press [1] for a Flash timing of 300ms
 - Press [2] for a Flash timing of 600ms
- Press “TALK/OK” button to validate and a confirmation beep is heard to indicate a successful setting and it returns to standby mode

- To make the handset and base unit to default

If you want the handset and the base unit return to the default mode

- Press the “PROGRAM” button you will display “P”.
- Press the “NATIGATION” button to select “P13”, or enter the number [1], [3]
- Press the “TALK/OK” button for accessing default setting then:
 - Press [0] to select handset default.
 - Press [1] to select base default.
- Press the “TALK/OK” button to confirm

Using the Multi-handset capabilities Internal call/intercom

Make sure the unit is in standby mode,

- Press the  button until the beep tone emitted, the display shows **INT** icon and the number of all registered handset
- Enter the desired handset number (1-4)
- The receiving HS will emit the paging tone. Press any key to answer the intercom call.
- The called handset number is blinking on the display, when the called handset answers, blinking stops and the **INT** icon is on
- To exit the intercom call, long press  button or “END CALL” button.

NOTE: If there is no handset registered with the selected handset number, an ERROR tone will be emitted from the handset under operation. If the receiving handset hasn't replied the intercom within 2 minutes, it will time out the paging.

- Answer an internal call

The ring melody from an internal call is differ from an external call, the **INT** icon and calling handset number is blinking

- Press the “TALK/OK” button to answer, the icon **INT** and the calling handset number stop blinking. You can also reject the call by pressing the “END CALL” button; the ringer tone will be muted.

-Ending an internal call

- Press the “END CALL” button.

Or

- Place the handset in the base station, the call will end.

Switching between calls

- During talk mode, press and hold the  button

- until the beep tone emitted.
- Enter the desired HS number (1-4) or press the number [9] if you want to call all registered handsets.
- The receiving HS will emit the paging tone. Except the “END CALL” key, press any key to answer the intercom call.
- After the intercom call is established, press “END CALL” button to transfer the external line to the receiving handset.

Note: You can transfer the call without waiting by press the “TALK/OK” button after step 2, if the internal user being called does not answer, the call with external line will automatically return after around 30 seconds.

Making conference calls (3-way conversation)

You can connect one external call to two handsets registered at the base station, All users can talk and listen simultaneously.

You are conducting a call with an external user:

- Long press the  button, the external user call is put on hold.
- Enter the internal call number, wait the internal user answer.
- Long press the  key to start a 3 way call.
- Press the “END CALL” button to end the external call.

Note: the handset switches to the idle mode, the external user remains connected to the other internal user.

General Product care

Simply wipe the base station with a damp cloth or an antistatic wipe. Never use a dry cloth as this can cause static discharge.

Troubleshooting guide

What to do, if you forgot the PIN?

- Set the unit to default setting, PIN code will reset to 0000. See **“To make the handset and base unit to default”**.
- If icon  blinking, this handset need to re-register, see **“Register handset to a base station”** to register handset

Problems	Causes	Solutions
Registration did not work.	The battery is not sufficiently charged. Handset and base station were not prepared for registration.	Charge the battery for 15 hours (see Battery charging). Unplug and then plug the power adaptor.
No display.	The battery has not been charged.	Charge the batteries or replace them (see Battery charging).
No reaction to keystroke.	The keypad is locked.	Press [*] key longer than 1 second .
No radio connection to the base station:  blinking!	The handset is outside the base station range. The handset is not registered.	Move closer to the base station. Register the handset (see Register handset to a base station)

	The base station is not active.	Unplug and then plug the power adaptor to power outlet (220-230V / 50Hz) and the power jack on the base bottom.
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Environment

Used equipment must be disposed of in compliance with current environmental protection regulations. You should return it to your reseller or dispose of it in an approved recycling centre.



Do not attempt to open the batteries, as they contain chemical substances. In the event of leakage, avoid contact with the skin, eyes and mouth. In the event of contact, rinse the affected part for several minutes in running water. Clean the product with absorbent paper or a dry cloth and contact your reseller for replacement batteries.

