

# AUDIOLINE™ 21

CALLER

NUMBER DISPLAY

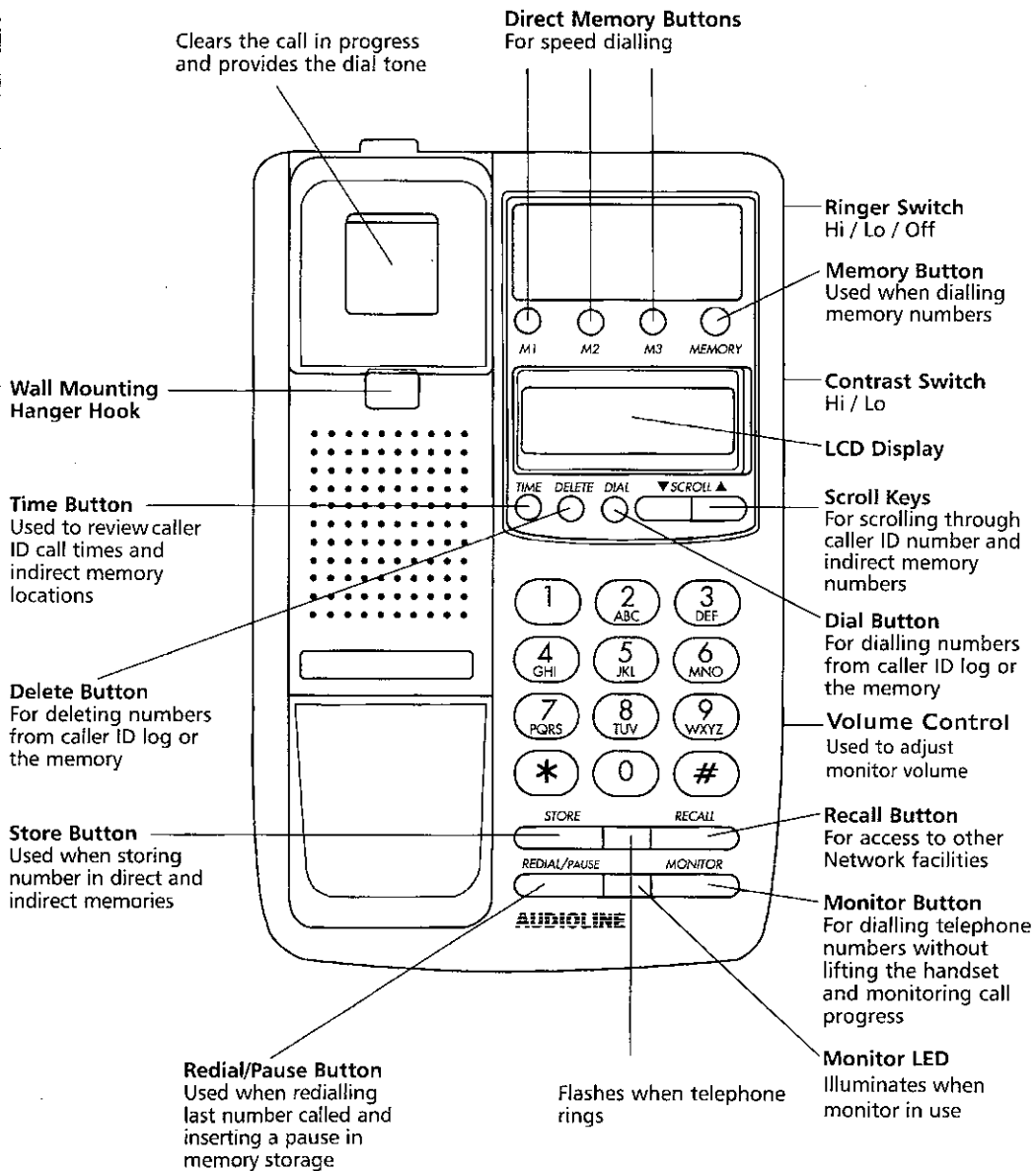
TELEPHONE

## User Guide

*The Audioline 21 is compatible with the **subscriber** Caller Number Display Service provided by a number of Telephone Networks.*

## LOCATION OF CONTROLS

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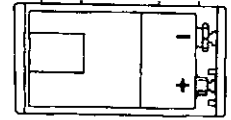


## HOW TO SET THE TELEPHONE UP FOR USE

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### 1. IMPORTANT- BATTERY INSTALLATION

ONE 9 VOLT `PP3` or equivalent alkaline battery (not supplied) **MUST BE FITTED BEFORE** connection to the telephone network to retain caller identification information and memory numbers.



- A. Lift and remove battery compartment cover on base.
- B. Insert battery, observing correct polarity.
- C. Replace cover.

The display will show the call summary.

When the battery power is low the symbol **LOWBAT** will appear in the display.  
**Replace the battery as soon as possible after observing this symbol to prevent possible memory loss.**  
**Always disconnect the telephone from the line when replacing the battery and replace within 10 minutes of disconnection to retain stored information.**  
 dispose of used batteries safely and never in a fire.

**LOWBAT**

### 2. CONNECTION TO THE TELEPHONE NETWORK

**INSERT THE TELEPHONE PLUG INTO A TELEPHONE SOCKET.**

The display will show the call summary until you make or receive a telephone call.

Most modern digital exchanges are now Tone dialling and consequently this telephone has been preset to Tone dialling.  
 If you experience any problems contact your Network Operator.

### IMPORTANT

The Caller Identification feature of this product requires a subscription to the Caller ID service provided by most Telephone Network Operators.

Two methods are available when making *conventional* telephone calls:

**A** = Pressing and releasing the MONITOR button and dialling in the normal manner  
(the LCD display will show the number dialled & the Monitor LED (red light) will illuminate).

When the call is answered, lift the handset to speak.

To terminate the call replace the handset.

**B** = Lifting the handset and dialling in the normal manner (the LCD display will show the number dialled).

To terminate the call replace the handset.

- Pressing the time button will not display the current time or time a call.
- If the display remains blank when you lift the handset, check that the telephone has not been unplugged accidentally from the telephone socket. If this is not the case use a long blunt instrument to depress the reset switch located on the base of the telephone.  
Also check that a battery has been installed, and the condition of the battery.

Once you have subscribed to the caller identification service provided by your Network Operator, the Audioline 21 will receive and display information transmitted on the telephone network.



The telephone number, date and time of up to \*60 incoming calls can be logged by the telephone.

The telephone will also indicate: new calls

repeat calls

number unavailable calls

private calls.

- As each call is added to the Call Log (list of incoming calls) it is automatically assigned a Call Sequence Number (i.e. the order received).
- The oldest call (the first call received) is registered as #01 and so forth up to call #60.
- When the log is full (60 calls received), the oldest calls are automatically deleted.

#### IMPORTANT

**The Caller Identification feature of this product requires a subscription to the Caller ID service provided by most Telephone Network Operators.**

\* The number of calls will be reduced if names are associated with the numbers displayed.

## WHEN YOU RECEIVE A CALL

**Seconds before your telephone rings:** the telephone number\* of the calling party will be displayed & the Ring / (red light) LED will flash.

**IF YOU ARE AT HOME,** you can look at the LCD to see who is calling and decide whether to answer or not.

**IF YOU ARE NOT AT HOME,** the incoming caller information will be displayed briefly and then stored in the call log (see page 7).

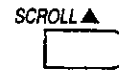
- Please note that it is not possible to access the caller's log whilst the telephone is ringing.
- If you have not subscribed to the caller identification service the telephone will ring in the normal manner and the Ring LED will flash.

## TO SEE WHO HAS CALLED

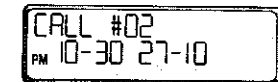
**1. THE DISPLAY ALWAYS SHOWS** the total number of calls received and the number of new calls.



**2. PRESS THIS BUTTON ONCE** to view the call log commencing with the oldest call in the log.



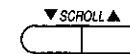
**3. WITHIN 20 SECONDS PRESS & RELEASE THE TIME BUTTON** to display time, date and call sequence number of a displayed call



**PRESS THE TIME BUTTON** again to return to the telephone number

**OR**

**USE THE SCROLL BUTTONS** to view the other numbers in the log.



When you have reviewed the entire call log the display will show **END-OF-LIST**

**IF YOU WISH TO SEE THE MOST RECENT CALL IN THE LOG, PRESS THE SCROLL DOWN BUTTON TWICE WHEN THE DISPLAY IS SHOWING THE CALL SUMMARY.**

*To terminate the review process, simply wait and the display will time out, or lift and replace the handset.*

## UNDERSTANDING THE LCD DISPLAY (Liquid Crystal Display)

\*In addition to providing the telephone number of your callers, the display will also provide a name associated with your caller, if the person's name and number is stored in the Telephone Memory (see pages 11 & 13).

The following information can be displayed:

ICON	EXPLANATION
HARRY* 12 3456 7890	the callers name* and telephone number.
CALL #01 PM10-30 27-10	the call sequence number morning or afternoon time, the time the call was received, and the date the call was received.
NEW	the telephone number displayed is appearing in the call log for the first time since the list was last reviewed.
REPEAT	a call from the same number has been previously received and not yet reviewed. NEW and REPEAT icons will be displayed at the same time if the call is new and has been repeated.
UNAVAILABLE	the caller's exchange or Network Operator does not offer or pass on the Caller Identification Information. This is often associated with international calls or calls from subscribers to alternative networks.
PRIVATE	the caller has blocked the number from appearing in the display. Note: A caller can withhold their telephone number by dialling 1831 before dialling the called party. Some networks may use a different number.
ERROR	the information transmitted may be containing errors or is unrecognisable Note: this data will not be stored in the call log.  <b>This does not mean that there is a fault with the telephone. If you receive a significant number of error messages, contact your Network Operator or Cable Company.</b>
END-OF-LIST	indicates that you have reviewed all calls currently stored in the call log.

## DELETING NUMBERS FROM THE CALL LOG

**To remove an individual call:** scroll through the log until you reach the call in question, then press the **DELETE** button twice within 2 seconds.

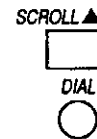


The call information will be erased.

**To remove all calls:** when the display is indicating the total number of calls, Press and release the **DELETE** button once. Within 2 seconds press and hold the **DELETE** button. Wait until the display shows TOTAL 00 NEW 00, then release the button.

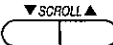
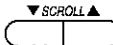
## DIALLING NUMBERS IN THE CALL LOG

You can dial numbers directly from the call log without having to lift the handset or press the monitor button.



1. Use the **SCROLL KEYS** to locate the number you wish to dial.
2. Press and release **DIAL** button.
3. The display will show *PLEASE WAIT*, until dialling is complete. It will then display *LINE IN USE* and the call will be connected.
  - If required, adjust the loudspeaker volume, using the volume control on the right hand side to monitor call progress.
4. Lift the handset if the called party answers.
  - If the call is not answered, press and release the **MONITOR** button to terminate the call.
  - **If the call is engaged**, press and release the **MONITOR** button. When you are ready to try the call again, press the **MONITOR** button and then the last number **REDIAL** button. The number will remain in memory until another number is dialled.


When you receive an incoming call, it is possible to copy the number from the call log to one of the 33 number telephone memory locations.

COPYING A NUMBER INTO THE TELEPHONE MEMORY (M1, M2, M3) BUTTONS	
WHAT YOU DO	WHAT YOU SEE
1. Ensure handset is in the cradle, 2. USE THE  BUTTONS to display the appropriate caller identification number. 3. PRESS STORE BUTTON. 4. PRESS DIRECT MEMORY BUTTON (M1-M3)	TELEPHONE NUMBER  COPY NUMBER TO  OK!
COPYING A NUMBER INTO THE TELEPHONE MEMORY - (01-30) DIGITS	
1. Ensure handset is in the cradle 2. USE THE  BUTTONS to display the appropriate caller identification number. 3. PRESS STORE BUTTON. 4. PRESS STORE BUTTON	TELEPHONE NUMBER  COPY NUMBER TO :  MEM #XX (Where xx is the automatically allocated memory location number)
The number will be stored in sequence in the telephone memory (i.e. if it is the first number stored it will be 01, if other numbers have been stored it will be allocated the next available number). To check a memory location number see page 13. When you review the telephone memory the number will be shown in alphabetical order. If the memory is full the display will show MEMORY FULL.	

**Note:** A name can be added to a copied number (see page 15).

Your 3 most important telephone numbers and any associated name (up to 15 digits per number, 16 digits per name) can be stored in the M1, M2, M3 memory location buttons.

It is also possible to store numbers directly from the call log into the telephone memory (see page 10).

WHAT YOU DO	WHAT YOU SEE
1. PRESS & RELEASE STORE BUTTON. 2. DIAL AREA CODE & TELEPHONE NUMBER. 3. PRESS & RELEASE STORE BUTTON. 4. USE THE KEYPAD DIGITS 2-9 TO ENTER A NAME The cursor will flash on the letter that has been inputed. <b>IF YOU DO NOT WISH TO ENTER A NAME PROCEED TO POINT 5.</b> Note: A name may be entered at a later date (see page 15)	STORE  NUMBER ENTERED  NAME?  CURSOR FLASHING
4a. For example, to enter HARRY, press digit 4 twice. Press digit 2 once Press digit 7 three times Press  to move to the next space Press digit 7 three times Press digit 9 three times  - To enter a space, press digit 0. - To enter the same letter twice (or a letter on the same digit) press the scroll up button once before pressing the digit. - To change an incorrectly entered letter use the Scroll Buttons to move the cursor backwards or forwards until it rests over the letter to be changed. Then, enter correct letter.	- H - A - R  CURSOR FLASHING  R Y
5. PRESS AND RELEASE MEMORY LOCATION BUTTON (M1-M3). Procedure is now complete.	OK!
<b>Note: If there is a gap of 10 seconds between any of the steps the unit will time out and you will have to recommence the procedure.</b>	

• Use the memo pad directly above the M1, M2 & M3 buttons to make a note of the name and number stored in each location.

## SPEED DIALLING FROM THE - M1, M2, M3 BUTTONS

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Two methods available.

- A**
1. PRESS MEMORY LOCATION NUMBER (i.e M1/M2/M3)
  2. PRESS DIAL BUTTON, number will be dialled automatically.
- B**
1. LIFT HANDSET OR PRESS MONITOR
  2. ENTER MEMORY LOCATION NUMBER (i.e M1/M2/M3)  
The number stored will be dialled automatically.

## CHECKING NUMBERS STORED IN THE M1, M2 & M3 BUTTONS

1. PRESS MEMORY LOCATION NUMBER (i.e M1/M2/M3). The number stored and any associated name will be displayed on the LCD.

## DELETING A NUMBER FROM THE M1, M2, M3 BUTTONS

1. Ensure handset is on the cradle.
2. PRESS M1, M2 OR M3 BUTTON  
The memory contents will be displayed.
3. WITHIN 2 SECONDS, PRESS DELETE BUTTON TWICE.

## TELEPHONE MEMORY (01-30 - INDIRECT MEMORY)

13

Your 30 most frequently used numbers (up to 15 digits per number & 16 letters per name) can be stored in the memory under keypad digits (0)(1)-(3)(0).

It is also possible to store numbers directly from the call log into this memory (see page 10).

### WHAT YOU DO

1. Ensure handset is not lifted.
2. PRESS STORE BUTTON.
3. DIAL AREA CODE & TELEPHONE NUMBER.
4. PRESS AND RELEASE STORE BUTTON.
5. USE THE KEYPAD BUTTONS 2-9 TO ENTER A NAME IF REQUIRED, (see point 4b, page 11)  
*If you do not wish to enter a name proceed to point 6.*  
*Note: A name may be entered at a later date (see page 15),*
6. PRESS STORE BUTTON

### WHAT YOU SEE

STORE  
NUMBER ENTERED  
NAME?

MEM #XX OK!  
(XX = location number)  
Automatically allocated  
a location number.

*Note: If there is a gap of 10 seconds between any of the steps the unit will time out and you will have to recommence the procedure.*

### HOW TO CHECK THE KEYPAD LOCATION OF A STORED NUMBER

1. Press and release MEMORY button. The display will show NAME?
2. Wait until the cursor starts flashing, then press and release MEMORY button again.
3. The display will show the first number and name stored in memory in alphabetical order. Use the scroll keys to find the number you wish to check.
4. When the number you wish to check is displayed, press and release the TIME button. The memory location number will be displayed.

## SPEED DIALLING FROM THE INDIRECT MEMORY

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There are 3 methods available for dialling from the memory.

- A.** 1. Ensure handset is on the cradle.
2. PRESS MEMORY BUTTON  
LCD shows NAME?
  3. ENTER A CHARACTER (i.e. A,B,C) or NAME
  4. PRESS MEMORY BUTTON TO COMMENCE SEARCH
  5. The display will show the name or the first name in the memory that matches the character entered. If a match is not found the display will show NOT FOUND!
  6. USE THE SCROLL BUTTONS TO SEARCH THE LIST IF REQUIRED.
  7. When the number you wish to dial is displayed, PRESS DIAL BUTTON, lift handset to converse.

- B.** 1. LIFT HANDSET OR PRESS MONITOR.

2. FOLLOW STEPS 2-7 ABOVE.

- C.** 1. Ensure handset is on the cradle.

2. PRESS DIAL BUTTON.

3. ENTER LOCATION NUMBER (01-30)

4. The name and number stored in that location will be shown on the LCD.

5. PRESS DIAL BUTTON  
The number will be dialled automatically.

## DELETING A NUMBER FROM THE INDIRECT MEMORY

- A.** 1. PRESS MEMORY BUTTON.  
LCD shows NAME?
2. ENTER CHARACTER (i.e. C)
  3. PRESS MEMORY BUTTON TO COMMENCE SEARCH.
  4. The display will show the name or the first name in the memory that matches the character entered. If a match is not found the display will show NOT FOUND!
  5. You can use the SCROLL keys to search further through the list.
  6. WITHIN 20 SECONDS, PRESS THE DELETE BUTTON TWICE.

## CHANGING OR ADDING A NAME TO A NUMBER STORED IN THE TELEPHONE MEMORY

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
### WHAT YOU DO

1. CALL UP TELEPHONE NUMBER  
Press M1, M2 or M3 for direct memories  
Or  
Press Memory, Enter character or name, press Memory, use scroll keys to search (if required) for indirect memories.

2. PRESS TIME BUTTON ONCE for direct memories  
Or  
PRESS TIME BUTTON TWICE for indirect memories

3. ENTER FIRST LETTER OF NAME USING KEYPAD BUTTONS 2-9.

3a. For example, to enter HARRY, press digit 4 twice.  
Press digit 2 once  
Press digit 7 three times

Press  to move to the next space

Press digit 7 three times  
Press digit 9 three times

To enter a space use the 0 digit.

To enter the same letter twice (or a letter on the same digit) the scroll up button must be used to select the next character position.

The Scroll Buttons can be used to move the cursor backwards or forwards through the name.

4. USE THE KEYPAD TO ENTER THE FULL NAME.

5. PRESS AND RELEASE TIME BUTTON when you have finished.

### WHAT THE LCD SHOWS

TELEPHONE NUMBER

CURSOR BLINKING ON FIRST LETTER OF NAME

C  
TELEPHONE NUMBER

H

A  
R

CURSOR FLASHING

R  
Y

NAME ENTERED

OK!

**Note: If there is a gap of 10 seconds between any of the steps the unit will time out and you will have to recommence the procedure.**

**To Redial the Last Number Called.****1. LIFT HANDSET OR PRESS MONITOR, WAIT FOR DIAL TONE, THEN PRESS REDIAL.**

The number will be retained in memory until another number is dialled.

**Ringer**

To adjust the ringing volume of the telephone, move the switch on the right hand side to either Off-Low-High.

**LCD Contrast Adjustment**

A switch is provided on the right hand side of the telephone to optimise the readability of the display. Two options are provided - High and Low.

***PABX (Private Automatic Branch Exchange) FACILITIES******Pause***

*The PAUSE button enables a pause to be inserted between an access number and a telephone number so you do not have to wait for the new dialling tone before dialling your number from memory.*

*A total of two pauses of 4 seconds each may be entered.*

***Recall***

*The RECALL button can be used to access additional PABX or Network Operator facilities. The Audioline 21 is preset to Time Break Recall.*

It cannot be guaranteed that the apparatus will operate correctly under all possible conditions to compatible PBX's. In case of difficulty please consult your supplier.

The Audioline 21 can be wall mounted, using an optional bracket (part no. TWB 223). Contact Moss Security P/L..

Full instructions for wall mounting the telephone are provided with the bracket.

**Note:** When the telephone is wall mounted the receiver hanger hook must be pulled out and rotated 180 degrees.

**Additional Network Services**

The majority of Network Operators offer a range of additional services such as call waiting, call direction, etc.

**The RECALL, # and \* buttons on the telephone can be used to access these services if made available by your Network Operator.**

For details on the additional services available on your telephone line contact your Network Operator.

**Cleaning**

The casing should be cleaned by wiping with a damp cloth only. Do not use methylated spirits or other aggressive cleaning agents as damage to the casing may result.

Do not use abrasives or spray polish that may enter through holes in the earpiece and mouthpiece and cause damage.

Do not place the telephone in direct sunlight or use in extreme humidity.

**REN Number**

The REN number of the TEL 21 is 1. The REN number (Ringer Equivalence Number) is designated to represent the amount of power that a telephone draws from its telephone line. Most normal exchange lines have a REN capacity of 3. If you wish to connect any other equipment to the line, simply add up the REN numbers of each piece and ensure that the total does not exceed 3. If you exceed a REN number of 3 on your line, one telephone may not ring.

**SAFETY INFORMATION**

**THUNDERSTORMS - WARNING**

It is recommended that you disconnect your telephone during a thunderstorm as you can get a shock from your telephone (and other electrical appliances). We recommend you follow these simple precautions during a thunderstorm :-

- Do not use your telephone unless the call is urgent.
- If you must use your telephone, make the call as brief as possible and keep clear of electrical equipment and metal fixtures.
- Do not stand in bare feet on uncovered concrete floors.
- Do not touch brick or concrete walls.

**Note:** Do not install your telephone in damp or high humidity locations, such as a laundry or bathroom. If any damage is caused by such elements it is not covered by the Manufacturers Warranty.

FAULT	ACTION
LCD Display blank	Check battery
When handset is lifted or monitor button is pressed the display is blank.	<p><b>A.</b> Fit battery If a battery is fitted it may be discharged.</p> <p><b>B.</b> Use a blunt instrument to depress the reset switch located on the base of the telephone.</p>
No dial tone	Connect phone to main telephone socket to establish whether problem is with phone or line. Contact Network Operator to check line.
Telephone does not ring	Ensure ringer switch on right hand side of telephone is set to either HI or LO position. Check connection to telephone socket.
Caller Identification information not received	Caller Identification is usually a subscriber service. Check with your Network Operator if the service is available on your line and for information on how to subscribe, if necessary.
Memory numbers not dialled correctly	Repeat memory storage procedure and retry.
Memory numbers are not retained	Backup battery not fitted.
Callers name is not displayed when the telephone rings or the call log is reviewed	A telephone number and associated name must be stored in the telephone memory for the name to be displayed (see pages 11 - 14)