Australia
New Zealand

TAM838

Digital answering machine

User guide

AUDIOLINE

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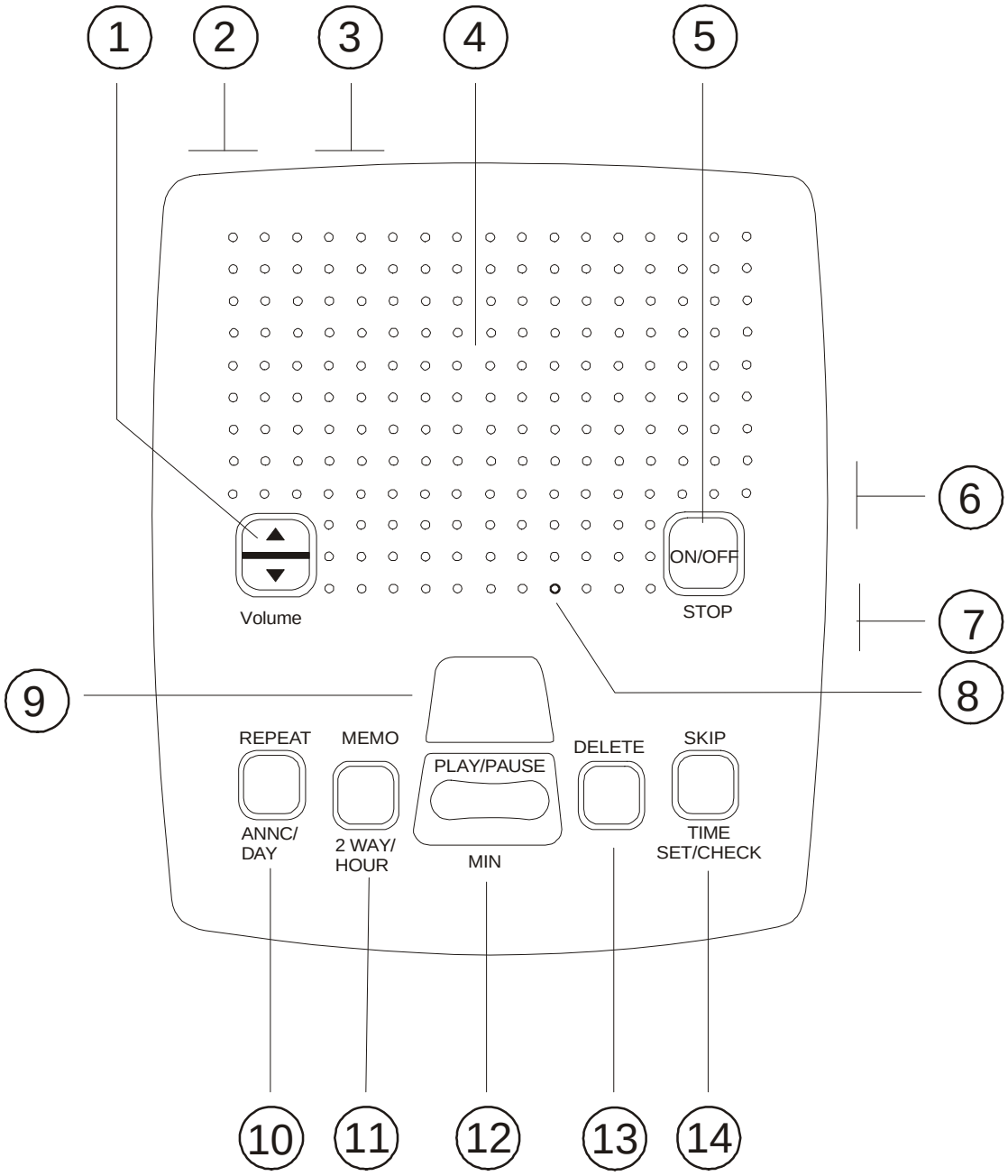
LOCATION OF CONTROLS AUDIOLINE TAM838



1 Volume Up/Down
2 Line cord
3 Power supply
4 Loudspeaker
5 Stop - On/off
6 ICM Length (60/300 Seconds)
7 2/7 rings or toll saver mode
8 Microphone
9 Display
10 Outgoing message/repeat button
11 Memo/2-way record button
12 Play/Pause button
13 Delete button
14 Time set/skip button

PARTS LIST

In the box you should find the following items:

- TAM838 (with line cord and power supply)
- Remote control card
- User guide
- Guarantee card

Please contact your retailer, if an item is missing or damaged.

CONNECTING

- Plug Power supply into a 230/240 volt mains outlet.
- Fit a 9V Alkaline backup battery **(Display flashes "Lo" if battery is low or not fitted).**
- Connect telephone line cord to a telephone socket.
- Switch the power on, the unit will enter the initial start mode which takes about 30 seconds. During this time the display will show "Cr". When initialisation is complete the unit will emit four tones.

SWITCHING UNIT ON/OFF

- To turn the unit "ON" press the ON/OFF button.You will hear one long tone and the display will flash "--"and "00 ". Note: If you have not installed the battery "Lo" will also flash.
- To turn the unit "OFF" press the ON/OFF button. You will hear one long and one short tone and the display will turn off.

OUTGOING MESSAGE (OGM)

The system has a built in announcement message. *"Hello please leave a message after the tone"*. You can use this message or record your own.

To record your own announcement message:

- Ensure the machine is switched on.
- Press and hold the [ANNC/DAY] button, display shows "A1".
- After a beep tone record your message (maximum: 30 seconds).
- When finished, release [ANNC/DAY] button, your greeting will now replay.
- Repeat procedure if you wish to change your announcement message. To revert back to the pre-recorded announcement, press the [DELETE] button during playback of your announcement.

SETTING THE CLOCK

- Press and **hold** [TIME SET/CHECK] button you will hear a beep, at the same time;
- Press and release the [ANNC/DAY] button repeatedly to set the day. The display will show 01 = Monday 02 = Tuesday etc, then;
- Press and release the [2WAY/HOUR] button repeatedly to set the hour. The display will show the hour 01, 02 etc and announce am/pm, then;
- Press and release the [MIN] button to set the minutes. The display will show the minute (press and hold to advance by 10 minute steps).
- Release the [TIME SET/CHECK] button. *The unit will announce the time set*.
- If you make a mistake, repeat the above procedure.
- To check the settings, press and release the [TIME SET/CHECK] button. If 'Please set time' is announced, the time has not been set.

NOTE: If you do not set the time, the system will not announce the time each message was received.

ANSWERING CALLS

The switch 2/7/TS at the side of the system determines how the system answers calls.

2 = the system will answer a call after 2 rings
7 = the system will answer a call after 7 rings
T/S = the system will answer a call after 2 rings if new messages are recorded and after 4 rings if no new message exists.

VOLUME CONTROL

Press the • – buttons to increase/decrease volume.

LISTENING TO YOUR MESSAGES

The display flashes to show how many new messages have been received. If no new messages have been received the display shows total messages (old).
Press [PLAY/PAUSE] to listen to your new messages (when NEW messages have been played, press [PLAY/PAUSE] again to play all messages).
You have the following options during playback:

Press [SKIP] to skip current message.

Press [REPEAT] to replay current message.

Press and hold [REPEAT] for 1 second to play previous message.

Press [DELETE] to erase current message. (See Warning below.)

To pause playback press [PLAY/PAUSE] ("P" will show in the display, after 7 seconds the unit will revert back to standby mode), to continue press [PLAY] again.

To erase all messages after playback, press and hold [DELETE] until unit beeps.

Warning: Deleted messages CANNOT be retrieved.

NOTE: If the display shows "--" either the OGM is missing or the day/time has not been set.

CALL SCREENING

With the unit switched on, incoming messages can be heard before deciding whether to answer calls. Adjust the volume setting using the • – buttons.
To turn the speaker down, repeatedly press the – volume button.
To turn the speaker up, repeatedly press the • volume button.

INTERCEPTING MESSAGES

If, while listening to a message being recorded you decide to answer a call, lift the handset on a telephone connected to the same telephone line.
If recording continues, press [STOP] on the **TAM838**, or **" t "** on the tone dialling telephone you are using.

MEMO RECORDING (NOTE PAD FACILITY)

- With the unit switched on, press and hold the [MEMO] button, “r1" flashes in the display.
- When finished, release the [MEMO] button.

VOICE-CONTROL

- The unit will record for as long as the caller speaks, up to the maximum time of 300 seconds per message (user selectable 60/300sec). If a caller stops talking or there is silence, the unit will disconnect the line after approximately 7 seconds.

2-WAY RECORDING (RECORDING A CONVERSATION)

- Press the [2 WAY/HOUR] button, “r2 ” will flash in the display.
- Press the [2 WAY/HOUR] button again to stop recording.

IF MEMORY IS FULL

- The total recording capacity is up to 35 minutes.
- The unit will answer calls after 16 rings and emit three beeps (no new messages will be recorded at this time).
- It is still possible to access the unit by remote control, by entering the remote code after the beeps. It is recommended that messages are played and then deleted (manually or by remote control) to make space for new messages.

POWER FAILURE

- During a power failure, the unit cannot receive incoming messages.
- Existing messages will be saved (for up to 16 hours maximum) if a good quality Alkaline battery is installed.

REMOTE CODE

A three digit code is located on the bottom of the unit. Please make a note of this and keep it in a safe place.

SWITCHING ON REMOTELY

If you did not turn your TAM838 on prior to leaving home, you can do so remotely:

\# Call your telephone number (from a tone dialling telephone).
After 16 rings the machine will answer and beeps will be heard
\# Enter the 3-digit remote code.
Two short beeps will be heard, enter **7 #** and the unit will switch on.
\# Hang-up.

ROOM MONITORING

This remote access feature enables you to call your home and turn ON the TAM838 microphone function, allowing you to monitor sounds in the room where the answering machine is situated.

REMOTE FUNCTIONS

\# Call your telephone number (from a tone dialling telephone).
\# During the OGM, enter your 3-digit remote code.
Two short beeps will be heard, you can then:

1 # Play new messages
2 # Play all messages
3 # Erase current message
4 # Skip back one message
5 # Stop message playback
6 # Skip forward one message
7 # To turn ON (single beep)/OFF (triple beep)
8 # Record new OGM (5 # to Stop)
9 # Memo recording (5 # to Stop)
0# Room monitoring (active for 30 seconds press 0# to continue).

NOTE: If the answering machine does not respond, redial and press each digit for slightly longer. The power supply must be connected with the power and the unit switched on.

DISPLAY

The 2-digit/7 segment LED display will show the following characters depending on the mode of operation:

Cr	Initialisation process
--	Indicates OGM not recorded or day/time not set
Lo	Indicates battery is low
FL	Indicates Memory full
A1	Indicates Announcement/Record playback
r1	Indicates Memo recording
r2	Indicates 2-way recording
00	Indicates no message but announcement recorded
P	Indicates pause in playback mode
No display	Indicates answer off.

FAULT FINDING

THE UNIT DOES NOT WORK

- Is the power adaptor connected correctly and power turned on?
- Is the line cord undamaged and connected correctly?
- Have you experienced a storm recently?

CALLS ARE NOT ANSWERED

- Check that the unit is switched on and set to answer mode.

THE UNIT DOES NOT RECORD MESSAGES

- Is there a mains power failure? The unit will not operate with no power. The backup battery (if fitted) will only retain your messages, it will not power the units normal operation.

MESSAGES CANNOT BE HEARD

- Is the volume control set to the lowest level? Press the • volume button.

MESSAGES ARE LOST AFTER A POWER FAILURE

- Insert or replace the battery when display shows “Lo”.

TO RESET THE UNIT

If unsuccessful in rectifying any of the above or an unusual symptom occurs, the unit can be reset as follows:

- Unplug the power adaptor and telephone line from the power outlet and wall socket.
- Remove the back-up battery.
- Plug the adaptor back into power socket.
- If necessary replace the back-up battery.
- Plug the telephone line into the wall socket.
- Record a new outgoing message
- Set date and time.

REN (RN for New Zealand)

The REN (Ringer Equivalance Number) or RN is of significance only if you wish to connect more than 1 device to your telephone line. Your telephone line has a maximum REN capacity of 3 (RN of 5). Your Audioline TAM838 has a REN of 0.5. (RN of 0.5). You should not exceed a value of 3 (5) on the complete system, otherwise the volume of the ringer in any telephone will decrease and one telephone may not ring at all.

CLEANING

The case should be cleaned by wiping with a damp cloth.

- Do not use abrasives, solvents or spray polish that may enter through holes in the cabinet and cause damage.
- Do not place the telephone answering machine in direct sunlight or use in extreme humidity.

GUARANTEE

If you believe your TAM838 is malfunctioning, please refer to the relevant section and/or consult the troubleshooting guide in this manual to ensure that you have followed the instructions carefully.

The TAM838 is guaranteed for a period of 12 months from the date of purchase. In the unlikely event of a fault during this period, please contact us for assistance. If the product is then found to be faulty you will be asked to return it directly to us with a copy of the purchase receipt.

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NOTE: The guarantee does not extend to damage caused by misuse, negligence, excessive voltage, faults on the telephone line or lightning. This guarantee in no way affects your statutory rights. DORO is the trademark of DORO AB.

NOTES FOR OPERATION IN NEW ZEALAND

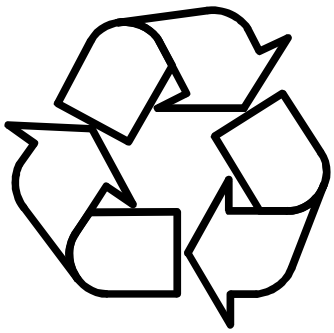
The grant of a Telepermit for any item of terminal equipment indicates only that Telecom has accepted that the item complies with the minimum conditions for connection to its network. It indicates no endorsement of the product by Telecom, nor does it provide any sort of warranty. Above all, it provides 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.

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

All persons using this device for recording telephone conversations shall comply with New Zealand law. This requires that at least one party to the conversation is to be aware that it is being recorded. In addition, the Principles enumerated in the Privacy Act 1993 shall be complied with in respect to the nature of the personal information collected, the purpose for its collection, how it is used and what is disclosed to any other party.

Please note when this product is set to answer after 2 rings it may block the Caller Number Display information when used in conjunction with certain distinctive ring signals (FaxAbility).

Incoming message length should not be set to 300 seconds (refer to item 6 page 1).



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