

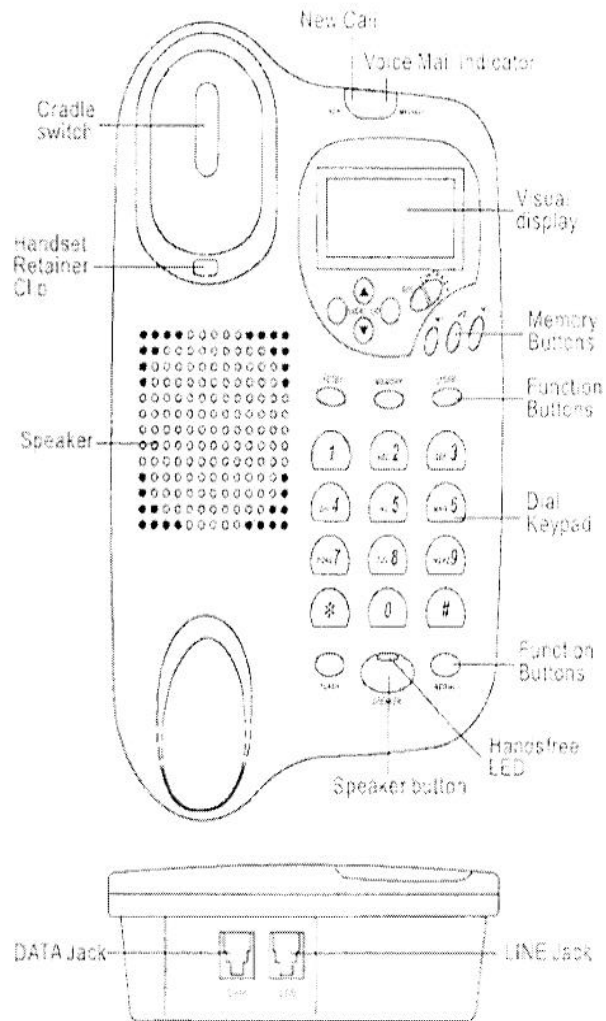
## TORTEL USER MANUAL



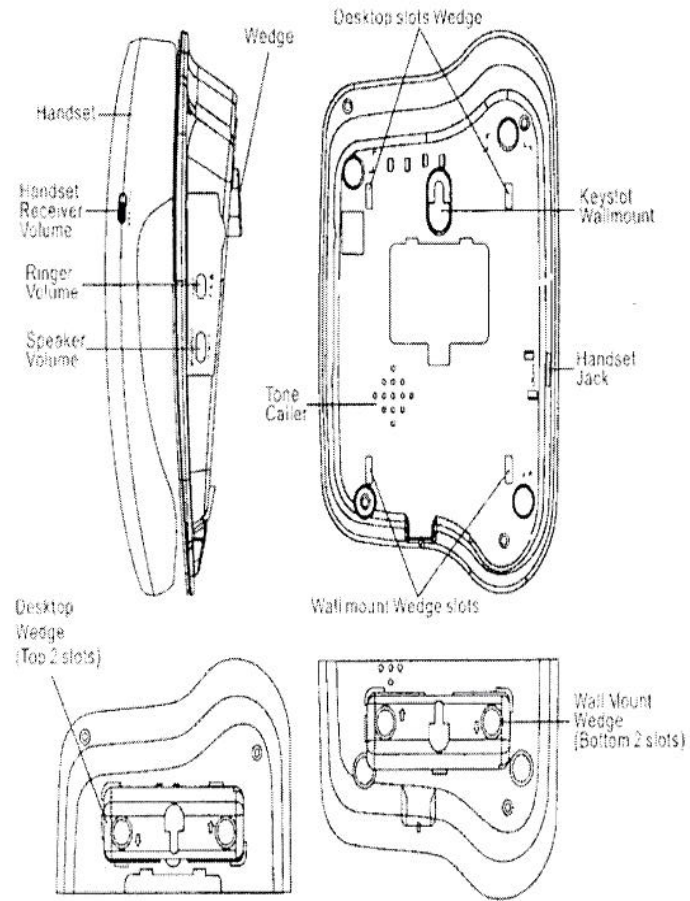
MODEL TC-200

- Caller ID/Callback
- 3 One-Touch Memories
- 70 Name and Number Caller ID Memories
- Up/Down Review
- Out of Area Indicator
- Three Language Display Option
- New Call LED Indicator
- Voice Mail Message Waiting LED Indicator
- Speakerphone Volume Control
- Last Number Redial

## Caller ID Speakerphone

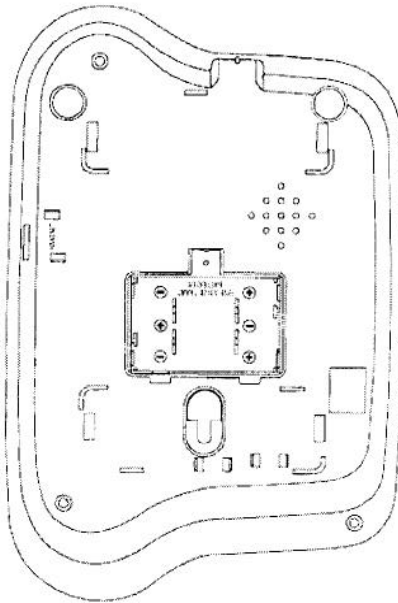


## Caller ID Speakerphone



## PRECAUTION

- Do not expose the telephone to direct sunlight or moisture
- Do not use the telephone in the bathroom
- Do not use the telephone outdoors
- Do not use the telephone during a lightning storm
- Do not install the telephone near open fires, heating appliances, air conditioners, etc
- Do not drop the telephone or handle it roughly
- Do not allow magnetic objects to come into contact with the telephone
- Use a soft damp cloth to clean the telephone



## FEATURES

Hands free Speakerphone.  
70 Name and Number Caller ID Memories  
Speed dial  
One touch memory dialing  
Last Number Redial  
Tone or Pulse (Rotary) Dialing  
Flash  
Reset  
Receiver Volume Control  
Call Display  
Real Time Clock  
Total Number of Calls Display  
Block Call, Out of Area Call Display  
Battery Low Display  
Repeat Call Display  
Call Duration Display  
Three Language Display Option  
New Call LED Indicator  
Message Waiting LED Indicator  
Delete One or All Caller ID Records

## 1. INSTALLING THE TELEPHONE

### Install Batteries

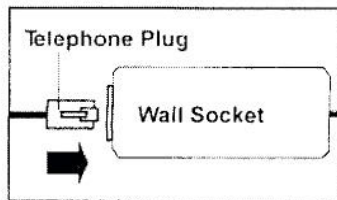
Before connecting the telephone to the line:

- Open the cover from the battery compartment
- Install 3 x 1.5V AAA batteries and replace the cover (use Alkaline batteries)

NOTE: After fitting the batteries, if no buttons are pressed for a period of approximately 15 seconds, the unit will skip the step to set the time and date (See Section 12B)

### Connect telephone line

Plug the telephone into the wall socket (you will hear a click when the plug is inserted correctly)



Listen for dial tone Lift the handset



You will hear dial tone if the telephone is connected correctly. If you do not hear dial tone:

- Check that the telephone plug is inserted correctly
- Depress and release the cradle switch a few times and press any keypad button between 0 and 9. If dial tone disappears, the telephone will operate on your type of exchange. If the dial tone does not disappear then try to change the dial mode.

## 2. SETTING/USING THE FEATURES

### RINGER VOLUME

The ringer volume control has three settings Low, Medium and High and can be set using the slider switch on the right side of the telephone base. Set the switch to the volume level required.



### REDIAL

Pressing the REDIAL key will automatically redial the last number dialed.

### FLASH

The FLASH key is used with voice services (e.g. Talk Plus) and PABX systems to transfer, or place calls on hold. Refer to your PABX system manual for the operation of this facility

### HANDSET RECEIVER VOLUME CONTROL

The receiver volume may be adjusted by using the NORM/HIGH switch on the side of the handset. You can set the volume louder by sliding the switch to the HIGH position or softer by sliding the switch to the NORM position.

### DATA JACK

Next to the LINE jack is a DATA connection. This connection may be used for a second telephone or a modem.

### CHANGING THE DIALING MODE DURING A CALL

If the telephone is set to Pulse mode, you can change to tone mode during a call by pressing the \* key. This is useful for Home Banking purposes etc.

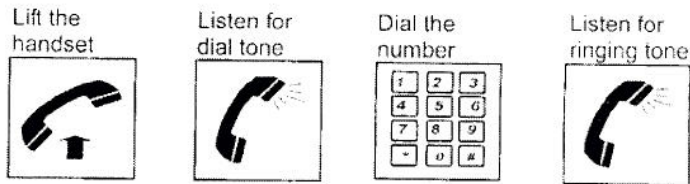


### NEW CALL/VOICEMAIL INDICATOR

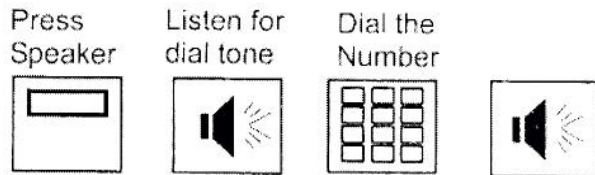
Where this service is provided by the exchange, the voice mail indicator LED will flash to inform you that you have new voice mail message. Please contact your Service Provider for instructions on how to retrieve your messages. The Message Indicator will be switched off after you have listened to your messages.

## 3. MAKING AND ANSWERING CALLS

### 3.1 Making a call in HANDSET mode



### 3.2 Making a call in HANDS FREE mode



When the phone is in hands free mode, the handset icon is displayed and the hands free LED on the speaker button will be lit. You will hear dial and ring tones through the speaker. Adjust the volume control by pressing the Speaker Volume button. Each press of the button will increase the level of volume until the maximum is reached and then decrease toward the minimum level.

**To answer or end a call in Hands free mode:**  
Press SPEAKER

**To change from Hands free mode to handset mode:**

Lift the handset

**To change from handset mode to Hands free mode:**

Press SPEAKER and replace the handset

### 3.3 Restricting your number

Should you wish to restrict the display of your number to the called party, dial \*67 before dialing the number of the party you wish to call

### 3.4 Call Timer

This function displays the duration of an incoming or outgoing call up to a maximum of 60 minutes. The timer will start 5 seconds after the handset is lifted, or, for an outgoing call, 3 seconds after the last digit was dialed.

## 4. SPEED DIAL

The Speed Dial function allows you to store up to 3 telephone numbers (of up to 16 digits each). Three of the numbers can be stored in the “one touch” memory locations M1 to M3.

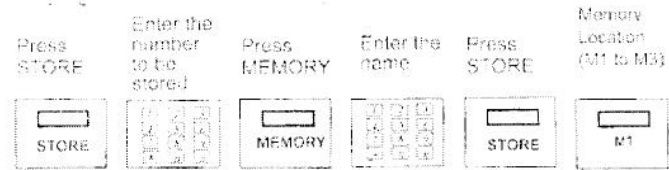
If you make a mistake while entering a number or name, cancel the programming sequence by lifting the handset. Replace the handset and start again.

The speed dial number that is currently in the memory location that you have chosen will be overwritten

**NOTE:** During a programming sequence, if a period of 10 seconds or more elapses between each button depression, the sequence will be cancelled and you must begin again.

#### 4.1 Programming and changing the speed dial

One Touch Memories M1 to M3 (Re-programming will overwrite the pre-programmed Talk Plus facility codes)



#### 4.2 Programming the Speed Dial when connected to a PABX

After pressing the memory location button, the line access code (e.g. 0) must be entered and the REDIAL/PAUSE button pressed before entering the number to be stored.

The REDIAL and PAUSE functions share the same button. Refer to your PABX manual for access codes and procedures



#### 4.3 Dialing a Speed Dial number

The Speed Dial numbers are stored in non-volatile memory and will not be lost if the telephone is unplugged.

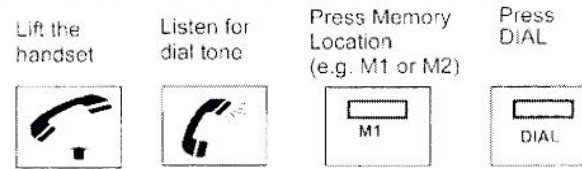
#### Dialing from One Touch Memories M1 to M3



#### 4.4 Operating Talk Plus Functions

Any of the Talk Plus functions programmed into the phone, can be activated/deactivated by pressing the memory button under which the function is programmed.

#### 4.5 To activate / deactivate the function code



#### 5. FLASH BUTTON

The FLASH button is used with Talk Plus and PABX systems to transfer, place calls on Hold etc. It is also referred to as "R" or FLASH Voice Services (eg. and functions as Time Break Recall (TBR). Refer to your PABX system manual or your Talk Plus manual for the operation of this function.

#### 6. REDIAL/PAUSE BUTTON

Although REDIAL and PAUSE share the same button, the Pause function is only operational during Speed Dial programming. (Section 4)

The telephone can store the eight most recently dialed numbers in the redial memory.

- **Handset off-hook**



Pressing the REDIAL/PAUSE button will automatically redial the last number dialed via the keypad (up to 32 digits)

- **Handset on-hook**

Press the REDIAL/PAUSE button and each press of the button will display recently dialed numbers up to eight numbers each of up to 32 digits

**7. Using REDIAL when connected to a PABX**

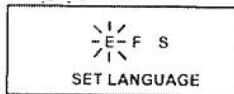
NOTE: To ensure correct operation of the redial function, when dialing an exchange line number, the PABX access code (e.g. 0) must be entered, followed by REDIAL/PAUSE and then the required number.



**8. Setting up the Language, Home Area Code, Local Area Codes, Time and Date**

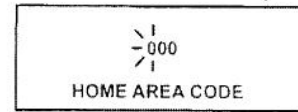
You may need to set up the Language, Home Area Code, Local Area Codes, Time and Date for your telephone when you install the batteries for the first time or when you move to an area that has a different area code. This is necessary because the phone must distinguish local or long distance calls to properly dial calls from the Caller ID record list.

NOTE: During setup, the HANDSET should be on the BASE UNIT. Press and hold the DELETE button then press the ▼ button and the following will be displayed:



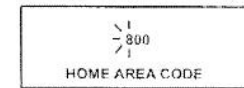
"E" = English; "F" = French;  
"S" = Spanish

The default language "E" (English) will flash. Press the UP ▲ or DOWN ▼ button to choose your desired language (flashing). Press the DELETE button to confirm and accept.

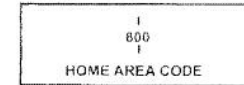


The "HOME AREA CODE" is the area code where you are located. When the area code of an incoming call is the same as your "HOME AREA CODE", you will need to dial out the phone number only when you call back.

While the first digit is flashing:  
Press the UP ▲ button until the first digit of Your Home Area Code is displayed (flashing)



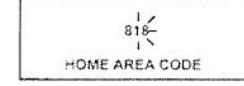
Press ▲ & "DELETE"



Press ▲ & "DELETE"

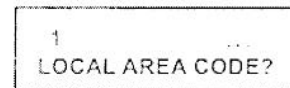
Press the DELETE button to accept and go to the next digit

Repeat steps 1 and 2 above to set the 2<sup>nd</sup> and 3<sup>rd</sup> digits of your Home Area Code



Press ▲ & "DELETE"

When "Home Area Code" LCD setting is completed or 15 seconds later, the LCD screen will display:

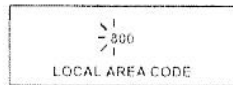


There are 3 numbers of "Local Area Code" you can set for the "Extension Area" callback. In some areas, it is not necessary to dial out a long distance code before the area code and phone number when you call back. Please check with your phone company to get the area codes. If you do not want to set up the "Local Area Code", press the DELETE button 9 times to go to the next step.



While the first digit is flashing:

1. Press the UP ▲ button until the first digit of the Local Area Code is displayed (flashing)



Press ▲ & "DELETE"

2. Press the DELETE button to accept and go to the next digit



Press ▲ & "DELETE"

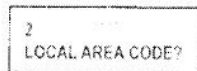
3. Repeat steps 1 and 2 above to set the 2<sup>nd</sup> and 3<sup>rd</sup> digits of your Local Area Code



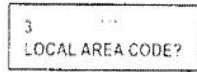
Press ▲ & "DELETE"

NOTE: Do not leave any digits blank

When the 1<sup>st</sup> "Local Area Code" setting is completed or 15 seconds later, the LCD Screen will display the setup screen or the 2<sup>nd</sup> "Local Area Code"



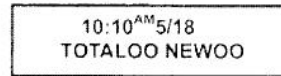
Repeat steps 1 though 3 above then the LCD screen will display the setup screen for the 3<sup>rd</sup> "Local Area Code"



Your phone will now go to the TIME and DATE mode. You do not need to set the time and date because the telephone company will automatically update this with your Caller ID calls.

To set the time and date manually, press the UP ▲ or DOWN ▼ button to get to the correct number then press the DELETE button to accept.

To return to the STANDBY mode (for dialing), press the DELETE button until the LCD screen returns to STANDBY mode (see the following example)



(Example: 10:10 a.m. on MAY 18<sup>th</sup>)

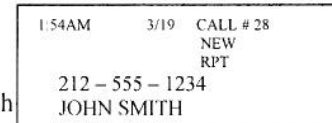
### Receiving Calls

The Caller ID feature allows the caller's phone number to be displayed on the LCD Screen after the first ring of the call, and in most cases, the caller's name, calling time and date will be displayed. This information will be stored automatically.

IMPORTANT: In order to use this feature, you must first subscribe to Caller ID service from your local telephone company.

### When you receive a call:

The phone number and name appear on the LCD screen with the date and time as shown:



The caller's phone number and/or name will not appear in the following cases:

**"OUT OF AREA"** or **"UNAVAILABLE"**: The call is made through a telephone company which does not offer Caller ID service (including International calls)

**"BLOCKED CALL"**: The call has been blocked for privacy reasons. Callers are allowed the option to prevent their telephone data from being displayed on the other party's Caller ID display. If the call is from an office which uses multiple lines, the displayed phone number may not match the number you use to call that extension.


### Reviewing Caller ID Records

The phone stores the data of the last 70 calls received. It keeps track of all calls received, even if they were not answered. You can scroll through the data in the Caller ID records list to check the numbers and names of the calls received.



Press the DOWN ▼ button to view data from the most recent to the oldest, and the UP ▲ button from the oldest to the most recent.

- If the “Area Code” of the received number is identical to your “Home Area Code”, only the 7 digits of the phone number will be displayed.
- If the “Area Code” of the received number is identical to any of the “Local Area Code”, the area code and the 7 digits of the phone number will be displayed
- If the “Area Code” of the received number is not identical to any of the “Home Area Code” or a “Local Area Code”, the area code and the 7 digits of the phone number will be displayed.
- When you have reached the last (newest) call by pressing the UP ▲ button, “END OF LIST” appears on the LCD Screen. If you press the UP ▲ button again, the LCD Screen will display the first (oldest) call.
- When you have reached the first (oldest) call by pressing the DOWN ▼ button “END OF LIST” appears on the LCD Screen. If you press the DOWN ▼ button again, the LCD Screen will display the last (newest) call.
- You can view the Caller ID records list during a conversation by following the steps above.

Note: If the batteries are weak, the LOW BATTERY icon  will be displayed. Replace the batteries as soon as possible, otherwise the Caller ID records list and memories will be erased.

The system has up to 70 Name and Number Caller ID records. When the caller ID records memory becomes full, the oldest call will be deleted to make room for the new incoming calls.

#### **Calling Back from the Caller ID Records List**

The system allows you to call back numbers being stored in the Caller ID records list. When the number is the same as “Home Area Code”:

1. Pick up the HANDSET and listen for dial tone
2. Press the UP ▲ or DOWN ▼ button to select the desired Caller ID record
3. Press the **Local** button to dial the number directly or press the L/D (Long Distance) button to dial “1” plus the “Home Area Code” plus the phone number.

When the area code of a number is identical to one of the “Local Area Codes”:

1. Pick up the HANDSET and listen for dial tone
2. Press the UP ▲ or DOWN ▼ button to select the desired Caller ID record
3. Pressing the **Local** button will dial out the “Local Area Code” and the phone number
4. Pressing the L/D (Long Distance) button can dial “1” plus “local Area Code” plus phone number.

When the area code of a number is different from the “Home Area Code” and the “Local Area Code”:

1. Pick up the HANDSET and listen for dial tone
2. Press the UP ▲ or DOWN ▼ button to select the desired Caller ID record, the LCD screen will display the Area Code and the phone number of the Caller ID data
3. Press the **Local** or press the L/D to dial “1” plus the “Local Area Code” plus the phone number

The system also allows you to CALL BACK in the ON-HOOK state:

1. In the ON-HOOK state select the desired number and choose the call back method as described above.
2. The screen displays “PICK UP PHONE” for 8 seconds
3. If you pick up the HANDSET during the 8 seconds, the system will go into OFFHOOK mode, pause about 2 seconds and then dial out the number. If you do not pick up the HANDSET within 8 seconds, the system will go into STANDBY mode.

### Storing a Number from the Caller ID Records list

This telephone records the Caller ID information up to 70 incoming calls. When the 71<sup>st</sup> call comes in, the phone deletes the oldest Caller ID record data automatically. To prevent important Caller ID record data from being deleted, you can store it in the SPEED DIAL memory locations (10 two-touch).

1. Display the phone number you want to store (by pressing the ▲ or ▼ button)
2. Press the **STORE** button. The Caller ID record will display the phone number on the LCD screen
3. Press the ▼ button to change the call back digits (7-digit, 10-digit or 11-digit)
4. Press the **MEMO** button, and one of the **TELEPHONE KEYPAD** buttons (0 – 9). The phone number is now stored in that SPEED DIAL button location

### Deleting Caller ID Records

Deleting individual Caller ID records

1. Display the Caller ID record you want to delete (by pressing the ▲ or ▼ button)
2. Press the **DELETE** button twice quickly, the LCD Screen will display the next or previous Caller ID record and the data is deleted.

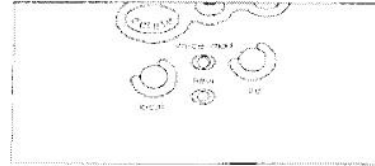
Deleting ALL of the Caller ID Records

1. make sure that all NEW calls have been reviewed (NEW CALL Indicator should not flash)
2. Press the ▲ or ▼ button to display any call, make sure the LCD Screen does not show “END OF LIST”
3. Press and hold the **DELETE** button down for 6 seconds. The LCD Screen will display “NO CALLS”, and the Caller ID records have been deleted

NOTE: You cannot delete all of the Caller ID records when there are any new calls remaining (not viewed yet), or when “END OF LIST” is displayed on the LCD Screen

### New Calls




If a new call has been received since the last time call information was reviewed, the “new” LED will flash



### Message Waiting/Mailbox

To use the Message Waiting feature, you must subscribe to this service, if available, from your local telephone company

This phone will only respond to the FSK type of message delivery.

1. If the message sent by the telephone company is preceded by a ring, the MESSAGE WAITING icon  will appear on the LCD Screen and the VOICE MAIL LED indicator will flash after 20 seconds.
2. After you retrieve your message(s), the telephone company will send a clear signal (by a ring) to your phone. When a clear signal is received, the LCD Screen will display “MSG WAITING OFF” for 8 seconds. The  icon will turn off until a new message is received and the VOICE MAIL LED indicator will stop flashing
3. Sometimes the telephone company will not send a message clear signal, and you have to clear the message waiting record manually. Press and hold the **DELETE** button and then press the button, the  icon will turn off until a new message is received. The VOICE MAIL LED indicator will stop flashing

**About the REPEAT Display**

“RPT” (repeat) appears if more than one call is received from the same caller, and the older call has not been reviewed. Once all the calls have been reviewed, the “RPT” icon will disappear. The older record will be replaced by the new record, so the calls are counted as one call.

**About the “LONG DISTANCE” Display**

If a long distance call has been received, “LONG DISTANCE” will be displayed at the bottom line of the LCD Screen, switching with the NAME every second. When a long distance CALLER ID record is being reviewed, “LONG DISTANCE” will display for 1 second then switch to the NAME