



motorola

# Motorola ML25254

2-Line Corded Base Station with  
Digital Answering System



# 1 Equipment Approval Information

Your telephone equipment is approved for connection to the Public Switched Telephone Network and is in compliance with parts 15 and 68, FCC Rules and Regulations and the Technical Requirements for Telephone Terminal Equipment published by ACTA.

## Notification to the Local Telephone Company

On the bottom of this equipment is a label indicating, among other information, the US number, Ringer Equivalence Number (REN), a product identifier in the format US: AAAEQ##TXXXX. You must, upon request, provide this information to your telephone company.

The REN is useful in determining the number of devices you may connect to your telephone line and still have all of these devices ring when your telephone number is called. In most (but not all) areas, the sum of the RENs of all devices connected to one line should not exceed 5. To be certain of the number of devices you may connect to your line as determined by the REN, you should contact your local telephone company.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

## NOTE

- *This equipment may not be used on coin service provided by the telephone company.*
- *Party lines are subject to state tariffs, and therefore, you may not be able to use your own telephone equipment if you are on a party line. Check with your local telephone company.*
- *Notice must be given to the telephone company upon permanent disconnection of your telephone from your line.*
- *If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this product does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.*
- *US Number is located on the cabinet bottom.*
- *REN number is located on the cabinet bottom.*

## Rights of the Telephone Company

Should your equipment cause trouble on your line which may harm the telephone network, the telephone company shall, where practicable, notify you that temporary discontinuance of service may be required. Where prior notice is not practicable and the circumstances warrant such action, the telephone company may temporarily discontinue service immediately. In case of such temporary discontinuance, the telephone company must:

- (1) promptly notify you of such temporary discontinuance;
- (2) afford you the opportunity to correct the situation; and
- (3) inform you of your right to bring a complaint to the Commission pursuant to procedures set forth in Subpart E of Part 68, FCC Rules and Regulations.

The telephone company may make changes in its communications facilities, equipment, operations or procedures where such action is required in the operation of its business and not inconsistent with FCC Rules and Regulations. If these changes are expected to affect the use or performance of your telephone equipment, the telephone company must give you adequate notice, in writing, to allow you to maintain uninterrupted service.

## Interference Information

This device complies with Part 15 of the FCC Rules and the Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions:

- (1) This device may not cause harmful interference, and
- (2) This device must accept any interference received, including interference that may cause undesired operation.

Privacy of communications may not be ensured when using this phone.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications.

However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna (that is, the antenna for radio or television that is "receiving" the interference).
- Reorient or relocate and increase the separation between the telecommunications equipment and receiving antenna.
- Connect the telecommunications equipment into an outlet on a circuit different from that to which the receiving antenna is connected.

If these measures do not eliminate the interference, please consult your dealer or an experienced radio/television technician for additional suggestions. Also, the Federal Communications Commission has prepared a helpful booklet, "How to Identify and Resolve Radio/TV Interference Problems." This booklet is available from the U.S. Government Printing Office, Washington, D.C. 20402. Please specify stock number 004-000-00345-4 when ordering copies.

Warning: The changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

### FCC RF Radiation Exposure Statement

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment.

This equipment should be installed and operated with a minimum distance of 20 centimeters between the base unit and your body. This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.



Caution: To maintain the compliance with the Industry Canada's RF exposure guideline, place the base unit at least 20 cm from nearby persons.

### Licensing

Licensed under US Patent 6,427,009.

### Hearing Aid Compatibility

This telephone system meets FCC standards for Hearing Aid Compatibility.

### Information for DECT Product



This telephone is compliant with the DECT 6.0 standard which operates in the 1.92GHz to 1.93GHz frequency range.

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

	<b>CAUTION:</b> RISK OF ELECTRIC SHOCK DO NOT OPEN	
THE LIGHTNING 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 ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK). NO USER SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.	THE EXCLAMATION POINT WITHIN THE TRIANGLE IS A WARNING SIGN ALERTING YOU OF IMPORTANT INSTRUCTIONS ACCOMPANYING THE PRODUCT.
SEE MARKING ON BOTTOM / BACK OF PRODUCT		

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## 2 Introduction

Your Motorola multi-line / 2-line phone is a full-featured phone ideally suited for home or office use. It is designed to receive calls on up to two incoming telephone lines and serve up to 10 extensions. It is possible to expand your system with the additional purchase of the Motorola ML25055 Cordless Handset.



Caution: When using telephone equipment, there are basic safety instructions that should always be followed. Refer to the IMPORTANT SAFETY INSTRUCTIONS provided in the section below.

### **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.*

## 3 Important Safety Instructions

Some of the following information may not apply to your particular product; however, when using telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on the product.
3. Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
4. Telephones should not be used while you are in a bathtub, shower or pool. Immersion of the telephone or handset in water could cause an electrical shock.
5. Slots and openings in the cabinet back or bottom are provided for ventilation, to protect it from overheating. Do not block or cover these openings. Do not block the openings by placing the product on a bed, sofa, rug, or other similar surface. Do not place this product in a built-in installation unless proper ventilation is provided.
6. Only operate this product from the type of power source indicated on the marking label. If you are not sure of the type of power supply to your home, consult your dealer or local power company.
7. Plug the adaptor into an easily accessible electrical outlet near the equipment.
8. Do not allow anything to rest on the power cord. Do not locate this product where the cord will be abused by persons walking on it.
9. Do not overload wall outlets and extension cords as this can result in the risk of fire or electric shock.
10. Never push objects of any kind into this product through cabinet slots as they may touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock. Never spill liquid of any kind on the product.
11. Never spill liquid of any kind on the product.
12. To reduce the risk of electric shock, do not disassemble this product. If service or repair work is required, take it to a qualified serviceman. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when the appliance is subsequently used.
13. Do not expose the product to extreme temperatures such as areas near a hot radiator, stove or in a hot car. Do not place product upon other consumer electronic products such as; computer monitors, power amplifiers, etc.
14. Do not place lighted candles, cigarettes, cigars, etc., on the telephone.
15. Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.
16. Never install or modify telephone wiring during a lightning storm.
17. Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
18. Use caution when installing or modifying telephone lines to prevent electrical shock and/or fire.
19. Under the following conditions, unplug this product from the wall outlet and refer servicing to qualified service personnel:
  - (a) The power supply cord or plug is damaged or frayed.
  - (b) The product has been exposed to rain or water.

- (c) The product does not operate normally by following the operating instructions.
  - (d) The product's cabinet has been damaged.
  - (e) The product exhibits a distinct change in performance.
20. Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
  21. Do not use the telephone to report a gas leak in the vicinity of the leak.
  22. Do not place this product on an unstable cart, stand, or table. The product may fall, causing serious damage to the product.
  23. Only use attachments/accessories specified by the manufacturer.
  24. Unplug this apparatus during lightning storms or when unused for long periods of time.

### **Save these instructions**

#### **Battery Safety Instructions**

IF YOUR PRODUCT UTILIZES BATTERIES, THE FOLLOWING ADDITIONAL PRECAUTIONS SHOULD BE OBSERVED:

1. Use only the type and size battery(ies) specified in the user manual.
2. Do not use this product if the battery door is removed or missing.
3. Replace batteries that appear to be swollen or have damaged wiring.
4. Do not dispose of the battery(ies) in fire. They may explode. Check with local codes for possible special disposal instructions.
5. Do not open or mutilate the battery(ies). Released electrolyte is corrosive and may cause damage to the eyes or skin. It may be toxic if swallowed.
6. Exercise care in handling battery(ies) in order not to short out the battery(ies) with conducting materials such as rings, bracelets, and keys. The battery(ies) or conductor may overheat and cause burns.
7. Do not attempt to recharge the battery(ies) provided with or identified for use with this product that are not rechargeable. The battery(ies) may leak corrosive electrolyte or explode.
8. Do not attempt to rejuvenate the battery(ies) provided with or identified for use with this product by heating them. Sudden release of the battery(ies) electrolyte may occur causing burns or irritation to eyes or skin.
9. When replacing battery(ies), all batteries should be replaced at the same time. Mixing fresh and discharged batteries could increase internal cell pressure and rupture the discharged battery(ies). (Applies to products employing more than one separately replaceable primary battery.)
10. When inserting battery(ies) into this product, the proper polarity or direction must be observed. Reverse insertion of battery(ies) may result in leakage or explosion.
11. When inserting battery(ies) into this product, do not twist or pinch the wires or allow wires to become pinched in battery door.
12. If storing over 30 days, remove battery(ies) from this product because the battery(ies) could leak and damage the product.
13. Discard "dead" battery(ies) as soon as possible since "dead" batteries are more likely to leak in a product.
14. Do not store this product, or the battery(ies) provided with or identified for use with this product, in high-temperature areas. Batteries that are stored in a freezer or refrigerator for the purpose of extending shelf life should be protected from condensation during storage and defrosting. Batteries should be stabilized at room temperature prior to use after cold storage.
15. If your product uses rechargeable battery(ies), charge the battery(ies) only in accordance with the instructions and limitation specified in the User Guide.
16. Keep batteries out of the reach of children.

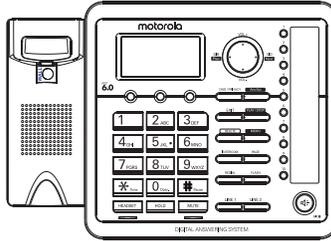
### **Save these instructions**

## 4 Parts Checklist

Make sure your package includes the following items:



Corded handset



Corded base & desk stand  
(assembled together)



Coiled handset  
cord



AC power adaptor



Wall mount  
telephone cord



2 x 2-line telephone  
cords

### **NOTE**

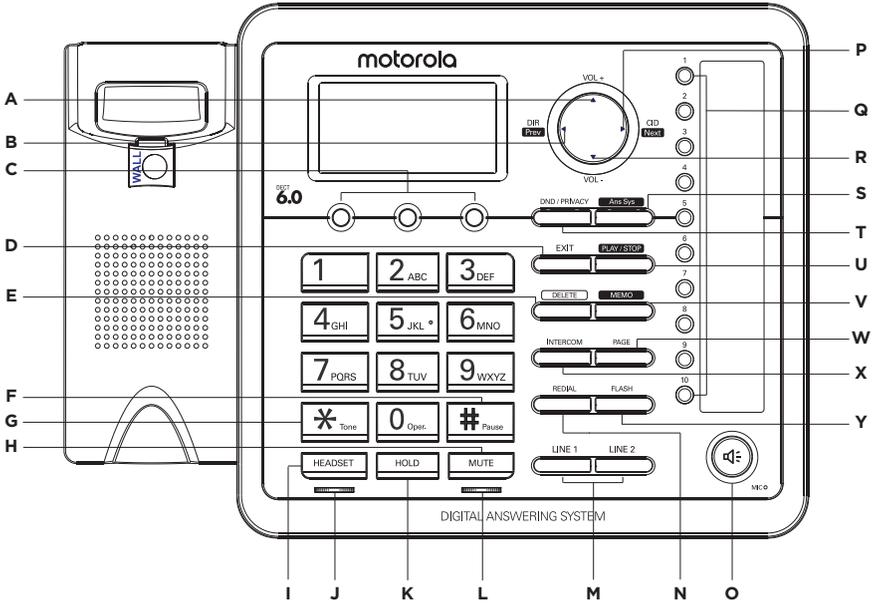
#### **Digital Security System**

Your cordless phone uses a digital security system to protect against false ringing, unauthorized access, and charges to your phone line.

#### **Telephone Jack Requirements**

To use this phone system, you will need an RJ11C (for a single line) or an RJ14C (for two lines) type modular phone jack. If you do not have either modular jack available in your home or office, call your local phone company to find out how to get one installed.

## 5 Base Layout



- |  |  |
|--|--|
| <b>A</b> Volume +                            | <b>N</b> Redial Record                       |
| <b>B</b> Directory                           | <b>O</b> Speakerphone                        |
| <b>C</b> 3 Softkeys                          | <b>P</b> Caller ID Record                    |
| <b>D</b> Exit                                | <b>Q</b> One-Touch Memory (1-10) Buttons     |
| <b>E</b> Delete                              | <b>R</b> Volume -                            |
| <b>F</b> # Pause                             | <b>S</b> Answering System Button / Indicator |
| <b>G</b> * Tone                              | <b>T</b> DND / Privacy Button / Indicator    |
| <b>H</b> Mute                                | <b>U</b> Play / Stop                         |
| <b>I</b> Headset                             | <b>V</b> Memo                                |
| <b>J</b> Headset LED Indicator               | <b>W</b> Page                                |
| <b>K</b> Hold                                | <b>X</b> Intercom                            |
| <b>L</b> Mute LED Indicator                  | <b>Y</b> Flash                               |
| <b>M</b> Line 1, Line 2 Buttons / Indicators |  |

## 6 Connections and Setup

### 6.1 Important Installation Information

- Never install telephone wiring during a lightning storm.
- Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
- Never touch uninsulated telephone wires or terminals unless the telephone line is disconnected from the network.
- Use caution when installing or modifying telephone lines.
- Temporarily disconnect any other equipment connected to the telephone.

### 6.2 Important Installation Guidelines

- Install telephone near both a telephone jack and an electrical power outlet.
- Avoid sources of noise, such as a window or a busy street, and electrical noise, such as motors, microwave ovens and fluorescent lighting.
- Avoid heat sources, such as heating air ducts, heating appliances, radiators and direct sunlight.
- Avoid areas of excessive moisture or extremely low temperature.
- Avoid dusty locations
- Avoid other cordless telephones or personal computers.

#### **CAUTION**

*Always disconnect all phone cords from the base unit before battery installation or replacement.*

#### **NOTE**

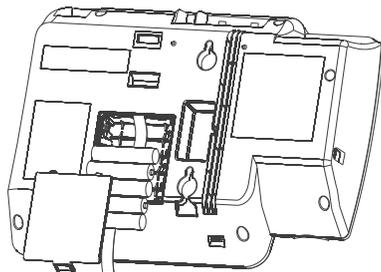
*Some cordless telephones operate at frequencies that may cause or receive interference with nearby TVs, microwave ovens, and VCRs. To minimize or prevent such interference, the base of the cordless telephone should not be placed near or on top of a TV, microwave ovens, or VCR. If such interference continues, move the cordless telephone farther away from these appliances.*

*Certain other communications devices may also use the 1.9 GHz frequency for communication, and, if not properly set, these devices may interfere with each other and/or your new telephone. If you are concerned with interference, please refer to the owner's manual for these devices on how to properly set channels to avoid interference. Typical devices that may use the 1.9 GHz frequency for communication include wireless audio/video senders, wireless computer networks, multi-handset cordless telephone systems, and some long-range cordless telephone systems.*

### 6.3 Installing the Base and Connecting your System

The phone may be connected to two line (RJ14C) wall jacks to accommodate all two lines.

1. Choose an area near an electrical outlet and a telephone wall jack (RJ11C), and place your cordless telephone on a level surface, such as a desktop or tabletop, or you may mount it on the wall.



2. Install 5 AAA-size alkaline batteries (not included) for back up power in the event of a power failure.
- Insert a flat-head screw driver or similar object into the battery door latch and gently pry upward to release the battery door from the base.
  - Insert the batteries inside the battery compartment as shown on the diagram.

- Snap the battery compartment door back into place.

**NOTE**

*If the low battery icon appears in the display, you need to replace the batteries. It is important that you replace them as soon as possible to maintain unit operation when electrical power is off. As a precaution, you may want to write down any stored information you do not want erased.*

**IMPORTANT**

*If you are not going to use the telephone for more than 30 days, remove the batteries because they can leak and damage the unit.*

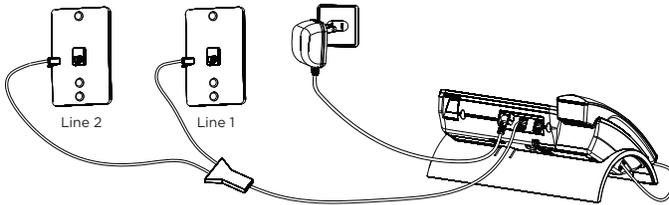
3. Plug the power supply cord into the power jack on the back of the base and the other end into an electrical outlet.



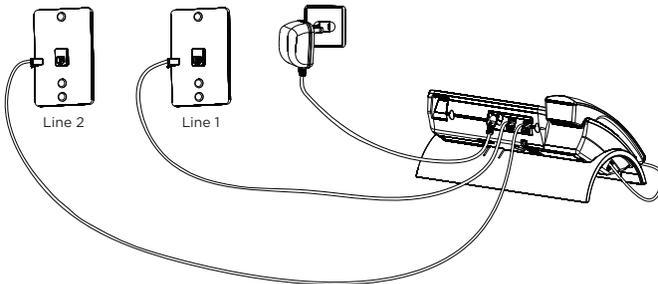
Caution: To reduce risk of personal injury, fire, or damage use only the base power adaptor supplied. This power adaptor is intended to be correctly orientated in a vertical or floor mount position.

4. Connect the telephone line cords:

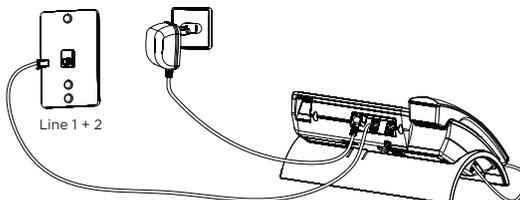
If you have 2 single-line wall jacks installed in your home or office, you can use adaptors/couplers (not included) to combine the 2 single telephone lines into 1 dual lines. The adaptor/coupler may look similar to the one pictured here and can be purchased from your local telephone products retailer.



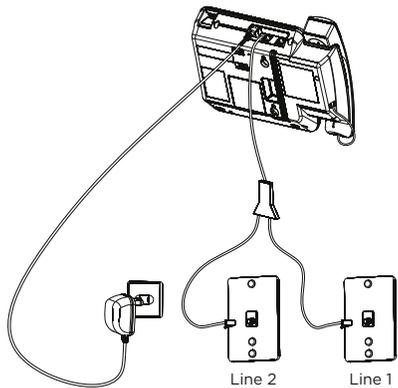
Or, you can use the 2 single telephone lines plug into the 2 jacks on the back of the telephone.



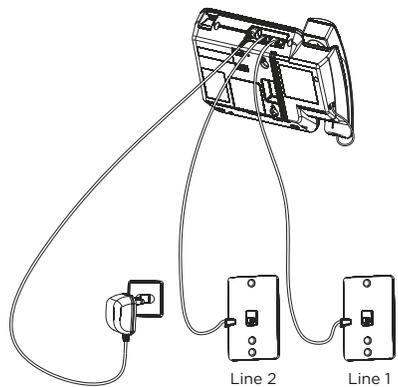
If you have Line 1 and Line 2 wired into one wall jack in your home or office, you can use one of the supplied telephone line cords to connect from the wall jack to the **Line 1+2** jack on the back of the phone as shown below.



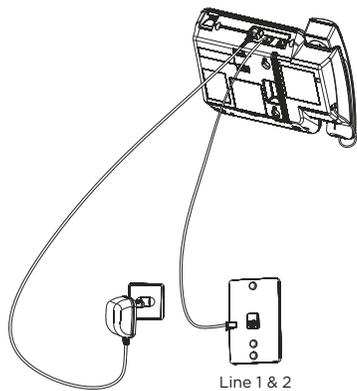
5. If you want to mount the telephone on the wall, you can plug the 2 lines as below drawing:



-OR-



-OR-



6. Connect the handset cord:

Connect one end of the coiled handset cord to the jack on the side of the base and the other end into the jack in the corded handset, and place the handset in the cradle.

## 6.4 Backup Battery Operation

If the power supply cord is not plugged into the base unit, and the battery is available, the unit enters Battery Operation Mode. In this mode, the base is fully functional.

## 7 Programming the Phone

### 7.1 Standby Screen

The base displays the current date, time and the softkey labels.

The softkey labels will change according to the status of the unit.

The base display has a dedicated **SET CLOCK** icon flashing when the clock is not set. Go to **PHONE SETTINGS - DATE/TIME** to set the clock.

### 7.2 Programming Functions

The system uses a menu structure to give you access to all of the built-in features. You may program the following items in main menu:

**PHONE SETTINGS**  
**DISPLAY SETTINGS**  
**SOUND SETTINGS**  
**ANSWERING SYS.**  
**VOICE MAIL**  
**RESTORE SETTINGS**

#### **NOTE**

*During programming, you may press **BACK** softkey at any time to exit the sub-menu and return to the main menu, or press **EXIT** key to exit programming and return to standby screen.*

*If no key is pressed for 30 seconds, the base will automatically exit programming and return to standby screen.*

### 7.3 Phone Settings

1. In idle mode, press **MENU** softkey to go to the main menu.
2. Using **VOL +** and **VOL -** of the navigation button to scroll to **PHONE SETTINGS**.
3. Press **SELECT** softkey and you may program the following items:

**DATE/TIME**  
**AUTO ANS INTERCOM**  
**tone/PULSE DIAL**  
**AREA CODE**  
**REMOVE HANDSET**  
**2ND CALL ALERT**  
**UPDATE HS LIST**

#### 7.3.1 Date/Time

From the **PHONE SETTINGS** menu:

1. Using **VOL +** and **VOL -** of the navigation button to scroll to **DATE/TIME**. Press **SELECT** softkey.
2. The base will display the last-set time (or, if the device is new or has been reset to default, the base will display **12:00AM 01/01/11**)
3. Using the dial pad to enter digits for the current time and date.
4. Using **DIR** and **CID** of the navigation button to move the cursor and the **AM/PM** softkey to set the time **AM** or **PM**.
5. When you are finished, press **SAVE** softkey.

#### **NOTE**

*If you subscribe to Caller ID service, the current Date/Time is set automatically when you receive your first CID record and will override manually set Date/Time. However, the Year must still be set*

manually. The Year information is not in the CID record.

### 7.3.2 Auto ANS Intercom

When it is set to on, the base will auto answer the intercom call when it receives an intercom call.

From the **PHONE SETTINGS** menu:

1. Using **VOL +** and **VOL -** of the navigation button to scroll to **AUTO ANS INTERCOM**. Press **SELECT** softkey.
2. Using **VOL +** and **VOL -** of the navigation button to scroll to **ON** or **OFF**.
3. Press **SELECT** softkey to save your selection.

#### **NOTE**

The default setting is **OFF**.

### 7.3.3 Tone/Pulse Dial

The Dial Mode of Line 1 and Line 2 can be set individually for each line.

From the **PHONE SETTINGS** menu:

1. Using **VOL +** and **VOL -** of the navigation button to scroll to **TONE/PULSE DIAL**. Press **SELECT** softkey.
2. Using **VOL +** and **VOL -** of the navigation button to scroll to **LINE 1** or **LINE 2** and press **SELECT** softkey.
3. Using **VOL +** and **VOL -** of the navigation button to scroll to **TONE** or **PULSE**.
4. Press **SELECT** softkey to save your selection.

### 7.3.4 Area Code

The telephone uses the pre-programmed area code to determine the number format to display when a valid Caller ID record is received. The pre-programmed area code is also used for the Dialing Back feature.

From the **PHONE SETTINGS** menu:

1. Using **VOL +** and **VOL -** of the navigation button to scroll to **AREA CODE**. Press **SELECT** softkey.
2. Using the dial pad to enter your 3-digit area code.
3. When you are finished, press **SAVE** softkey.

### 7.3.5 Registration

A cordless handset accessory will not operate until it is registered to the base.

During the registration process, keep the cordless handset near the base. Up to 10 cordless handsets (in total) can be registered to one base.

Please refer to the User Guide of Motorola multi-line cordless handset accessory for instructions on setup and use.

### 7.3.6 Remove Handset

De-registration cancels registration.

During the de-registration process, keep the handset near the base.

It is not recommended that a handset be deregistered unless absolutely necessary because once a handset is deregistered, that handset's telephone features cannot be used until the handset is re-registered.

From the **PHONE SETTINGS** menu:

1. Using **VOL +** and **VOL -** of the navigation button to scroll to **REMOVE HANDSET**. Press **SELECT** softkey.
2. Using **VOL +** and **VOL -** of the navigation button to scroll to the cordless handset you wish to remove and press **SELECT** softkey.
3. The screen will display **REMOVE HANDSET?**
4. Press **YES** softkey to confirm de-registration. The cordless handset will display **PRESS "REG" TO INITIATE REGISTRATION** once the handset is de-registered.

### 7.3.7 2nd Call Alert

When it is set to on, you will hear the alert tone when you are in conversation and there is an incoming call from another line.

From the **PHONE SETTINGS** menu:

1. Using **VOL +** and **VOL -** of the navigation button to scroll to **2ND CALL ALERT**. Press **SELECT** softkey.
2. Use **VOL +** and **VOL -** of the navigation button to scroll to **ON** or **OFF**.
3. Press **SELECT** softkey to save your selection.

**NOTE**

*The default setting is ON.*

### 7.3.8 Update Handset List

When a handset or extension changes their name, that name will automatically be updated on the rest of the phones on the system. In certain situations, such as if a phone is temporarily removed from the system or otherwise unreachable, may require a manual update to the extension list names.

From the **PHONE SETTINGS** menu:

1. Using **VOL +** and **VOL -** of the navigation button to scroll to **UPDATE HS LIST**. Press **SELECT** softkey.
2. The latest handset name list stored in the base will be sent to all registered handsets.

## 7.4 Display Settings

1. In idle mode, press **MENU** softkey to go to the main menu.
2. Using **VOL +** and **VOL -** of the navigation button to scroll to **DISPLAY SETTINGS**.
3. Press **SELECT** softkey and you may program the following items:

**LANGUAGE**

**CONTRAST**

**BACKLIGHT**

### 7.4.1 Language

From the **DISPLAY SETTINGS** menu:

1. Using **VOL +** and **VOL -** of the navigation button to scroll to **LANGUAGE**. Press **SELECT** softkey.
2. Using **VOL +** and **VOL -** of the navigation button to scroll to **ENGLISH**, **FRANCAIS** or **ESPAÑOL**.
3. Press **SELECT** softkey to save your selection.

### 7.4.2 Contrast

There are 5 levels of display contrast that can be set.

From the **DISPLAY SETTINGS** menu:

1. Using **VOL +** and **VOL -** of the navigation button to scroll to **CONTRAST**. Press **SELECT** softkey.
2. Using **VOL +** and **VOL -** of the navigation button to adjust the contrast. The display contrast will adjust with each press of the button.
3. Press **SELECT** softkey to save your selection.

### 7.4.3 Backlight

From the **DISPLAY SETTINGS** menu:

1. Using **VOL +** and **VOL -** of the navigation button to scroll to **BACKLIGHT**. Press **SELECT** softkey.
2. Using **VOL +** and **VOL -** of the navigation button to scroll to **ALWAYS ON** or **AUTOMATIC**.
3. Press **SELECT** softkey to save your selection.

## 7.5 Sound Settings

1. In idle mode, press **MENU** softkey to go to the main menu.
2. Using **VOL +** and **VOL -** of the navigation button to scroll to **SOUND SETTINGS**.
3. Press **SELECT** softkey and you may program the following items:

**RING TONE**

**RING VOL**

**KEY TONES**

### 7.5.1 Ring Tone

There are 8 tones for your selection. The ring tone can be set individually for each line.

From the **SOUND SETTINGS** menu:

1. Using **VOL +** and **VOL -** of the navigation button to scroll to **RING TONE**. Press **SELECT** softkey.
2. Using **VOL +** and **VOL -** of the navigation button to scroll to **LINE 1** or **LINE 2** and press **SELECT** softkey.
3. Using **VOL +** and **VOL -** of the navigation button to scroll to your selection.
4. Press **SELECT** softkey to save your selection.

### 7.5.2 Ring Volume

There are 5 volume levels and Off for your selection. The ring volume can be set individually for each line.

From the **SOUND SETTINGS** menu:

1. Using **VOL +** and **VOL -** of the navigation button to scroll to **RING VOL**. Press **SELECT** softkey.
2. Using **VOL +** and **VOL -** of the navigation button to scroll to **LINE 1** or **LINE 2** and press **SELECT** softkey.
3. Using **VOL +** and **VOL -** of the navigation button to adjust the ring volume.
4. Press **SELECT** softkey to save your selection.

### 7.5.3 Key Tones

From the **SOUND SETTINGS** menu:

1. Using **VOL +** and **VOL -** of the navigation button to scroll to **KEY TONES**. Press **SELECT** softkey.
2. Using **VOL +** and **VOL -** of the navigation button to scroll to **ON** or **OFF**.
3. Press **SELECT** softkey to save your selection.

## 7.6 Voice Mail

You must subscribe to telephone service provider-offered voicemail on at least one phone line in order for this feature to operate.

This feature is used to conveniently access the voicemail feature offered by your telephone service provider.

1. In idle mode, press **MENU** softkey to go to the main menu.
2. Using **VOL +** and **VOL -** of the navigation button to scroll to **VOICE MAIL**.
3. Press **SELECT** softkey and you may program the following items:

**CALL VM  
SETTINGS**

### 7.6.1 Call Voice Mail

From the **VOICE MAIL** menu:

1. Using **VOL +** and **VOL -** of the navigation button to scroll to **CALL VM**. Press **SELECT** softkey.
2. Using **VOL +** and **VOL -** of the navigation button to scroll to **LINE 1** or **LINE 2** and press **SELECT** softkey.
3. The phone will dial your voicemail access number for that line. You may proceed to access your voicemail per your service provider's instructions.

### 7.6.2 Voice Mail Settings

From the **VOICE MAIL** menu:

1. Using **VOL +** and **VOL -** of the navigation button to scroll to **SETTINGS**. Press **SELECT** softkey.
2. Using **VOL +** and **VOL -** of the navigation button to scroll to **LINE 1** or **LINE 2** and press **SELECT** softkey.
3. Using the dial pad to enter the call-in access number for your voicemail. Press **CLEAR** softkey to delete numbers, if necessary.
4. When you are finished, press **SAVE** softkey.

## 7.7 Answering System

1. In idle mode, press **MENU** softkey to go to the main menu.

- Using **VOL +** and **VOL -** of the navigation button to scroll to **ANSWERING SYS.**
- Press **SELECT** softkey and you may program the following items:

**ON/OFF STATUS**  
**OGA PLAYBACK**  
**OGA RECORD**  
**SET OGA**  
**SET OFFICE TIME**  
**RING DELAY**  
**MESSAGE LENGTH**  
**CALL SCREENING**  
**MESSAGE ALERT**  
**REMOTE PASSWORD**

#### **7.7.1 On/Off Status**

This is used to set the Answering System On or Off for each telephone line individually.

From the **ANSWERING SYS.** menu:

- Using **VOL +** and **VOL -** of the navigation button to scroll to **ON/OFF STATUS**. Press **SELECT** softkey.
- Using **VOL +** and **VOL -** of the navigation button to scroll to **LINE 1** or **LINE 2** and press **SELECT** softkey.
- Using **VOL +** and **VOL -** of the navigation button to scroll to **ON** or **OFF**.
- Press **SELECT** softkey to save your selection.

#### **7.7.2 Outgoing Message (OGA) Playback**

From the **ANSWERING SYS.** menu:

- Using **VOL +** and **VOL -** of the navigation button to scroll to **OGA PLAYBACK**. Press **SELECT** softkey.
- Using **VOL +** and **VOL -** of the navigation button to scroll to **LINE 1** or **LINE 2** and press **SELECT** softkey.
- Using **VOL +** and **VOL -** of the navigation button to scroll to the OGA record you want to play and press **SELECT** softkey.
- If there is no recording for the selected OGA, the screen will display **EMPTY**.

#### **7.7.3 Outgoing Message (OGA) Record**

From the **ANSWERING SYS.** menu:

- Using **VOL +** and **VOL -** of the navigation button to scroll to **OGA RECORD**. Press **SELECT** softkey.
- Using **VOL +** and **VOL -** of the navigation button to scroll to **LINE 1** or **LINE 2** and press **SELECT** softkey.
- Using **VOL +** and **VOL -** of the navigation button to scroll to the OGA type you want to record over and press **SELECT** softkey.

There are 4 types of OGA to select from:

**PERSONAL**  
**ANNOUNCE ONLY**  
**WORK HOURS**  
**AFTER HOURS**

- Record your greeting after the beep. Press **FINISH** softkey to end the recording.

The greeting will play back for you and automatically save. If you are not satisfied, simply select **OGA RECORD** option again and re-record.

#### **7.7.4 Set Outgoing Message (OGA)**

From the **ANSWERING SYS.** menu:

- Using **VOL +** and **VOL -** of the navigation button to scroll to **SET OGA**. Press **SELECT** softkey.
- Using **VOL +** and **VOL -** of the navigation button to scroll to **LINE 1** or **LINE 2** and press **SELECT** softkey.

- Using **VOL +** and **VOL -** of the navigation button to scroll to your selection.
- Press **SELECT** softkey to save your selection. If there is no recording for the selected OGM, the screen will display **EMPTY**.

#### **NOTE**

To set OGA to **TIMED** option, both the 'Work Hours' OGA and 'After Hours' OGA must be recorded first.

When there is an incoming call, the 'Work Hours' OGA or 'After Hours' OGA will be played to the caller according to the office time you set.

#### **7.7.5 Set Office Time**

From the **ANSWERING SYS.** menu:

- Using **VOL +** and **VOL -** of the navigation button to scroll to **SET OFFICE TIME**.
- Press **SELECT** softkey. You can program the following items:

**SET WORK HOURS**

**SET AFTER HOURS**

##### **7.7.5.1 Set Work Hours**

This will allow you to program the start time for the working hour.

From the **SET OFFICE TIME** menu:

- Using **VOL +** and **VOL -** of the navigation button to scroll to **SET WORK HOURS**. Press **SELECT** softkey.
- Using the dial pad to set the time, and the **AM/PM** softkey to set the time **AM** or **PM**.
- When you are finished, press **SAVE** softkey.
- Press **YES** softkey if you want to set the OGA to **ANNOUNCE ONLY** during the working hour. This setting will not allow the caller to leave a message.

##### **7.7.5.2 Set After Hours**

This will allow you to program the start time for the after work hour.

From the **SET OFFICE TIME** menu:

- Using **VOL +** and **VOL -** of the navigation button to scroll to **SET AFTER HOURS**. Press **SELECT** softkey.
- Using the dial pad to set the time, and the **AM/PM** softkey to set the time **AM** or **PM**.
- When you are finished, press **SAVE** softkey.
- Press **YES** softkey if you want to set the OGA to **ANNOUNCE ONLY** during the out of office / after working hour. This setting will not allow the caller to leave a message.

#### **NOTE**

For example:

- Set the **WORK HOURS** to start at 9:00am, 'Announce Only' option as **NO**.
- Set the **AFTER HOURS** to start at 5:00pm, 'Announce Only' option as **NO**.
- Select **TIMED** while setting the OGA.

When the call comes in within 9:00am to 5:00pm, the 'Work Hours' OGA will be announced to the caller.

When the call comes in after 5:00pm up to 9:00am, the 'After Hours' OGA will be announced to the caller.

#### **7.7.6 Ring Delay**

This feature lets you select the number of times you want the phone to ring before the Answering System answers a call.

From the **ANSWERING SYS.** menu:

- Using **VOL +** and **VOL -** of the navigation button to scroll to **RING DELAY**. Press **SELECT** softkey.
- Using **VOL +** and **VOL -** of the navigation button to scroll to **LINE 1** or **LINE 2** and press **SELECT** softkey.
- Using **VOL +** and **VOL -** of the navigation button to scroll to your selection. You can choose from **2 RINGS** up to **6 RINGS**, or **TOLL SAVER**.
- Press **SELECT** softkey to save your selection.

## **NOTE**

'Toll Saver' can save you the cost of a call when you access your message from another phone.

- If you have new messages, the unit answers after the 3<sup>rd</sup> ring.
- If you have no new messages, the unit answers after the 5<sup>th</sup> ring.
- You can hang up after the 3<sup>rd</sup> or 4<sup>th</sup> ring and save the pay telephone or long distance charge.

### **7.7.7 Message Length**

From the **ANSWERING SYS.** menu:

1. Using **VOL +** and **VOL -** of the navigation button to scroll to **MESSAGE LENGTH**. Press **SELECT** softkey.
2. Using **VOL +** and **VOL -** of the navigation button to scroll to **LINE 1** or **LINE 2** and press **SELECT** softkey.
3. Using **VOL +** and **VOL -** of the navigation button to scroll to **1 MINUTE**, **2 MINUTES** or **3 MINUTES**.
4. Press **SELECT** softkey to save your selection.

### **7.7.8 Call Screening**

If you wish incoming messages to be played over the speakerphone, activate the Call Screening feature. To take the call, press the corresponding **LINE** button and the Answering System will stop recording.

From the **ANSWERING SYS.** menu:

1. Using **VOL +** and **VOL -** of the navigation button to scroll to **CALL SCREENING**. Press **SELECT** softkey.
2. Using **VOL +** and **VOL -** of the navigation button to scroll to **ON** or **OFF**.
3. Press **SELECT** softkey to save your selection.

### **7.7.9 Message Alert**

This feature set your Answering System to give an alert tone every 10 seconds when there are new messages.

From the **ANSWERING SYS.** menu:

1. Using **VOL +** and **VOL -** of the navigation button to scroll to **MESSAGE ALERT**. Press **SELECT** softkey.
2. Using **VOL +** and **VOL -** of the navigation button to scroll to **ON** or **OFF**.
3. Press **SELECT** softkey to save your selection.

### **7.7.10 Remote Password**

You can access the Answering System from a tone dialing telephone in another (remote) location. To do this, you must turn on the remote function and set a three-digit remote password.

The remote password is required for remote access, and it prevents unauthorized access to your Answering System.

From the **ANSWERING SYS.** menu:

1. Using **VOL +** and **VOL -** of the navigation button to scroll to **REMOTE PASSWORD**. Press **SELECT** softkey.
2. The base will display the last-set remote password (or, if the device is new or has been reset to default, the base will display 000).
3. Press **CLEAR** softkey to delete the current remote password.
4. Using the dial pad to enter your new 3-digit remote password.
5. When you are finished, press **SAVE** softkey.

## **7.8 Restore Settings**

The feature allows you to reset some menu settings to the original default settings.

1. In idle mode, press **MENU** softkey to go to the main menu.
2. Using **VOL +** and **VOL -** of the navigation button to scroll to **RESTORE SETTINGS**. Press **SELECT** softkey.
3. The screen will display **LOAD TO DEFAULT?**.

4. Press **YES** softkey to reset the unit to default setting. The phone will reboot with the default settings.

If you do not want to reset, press **NO** softkey.

## 8 Basic Operation

### 8.1 Making Calls with the Corded Handset

1. Pick up the handset and the base will select the first available line. If both lines are available, Line 1 will be used first.  
Or, pick up the handset and press **LINE 1** or **LINE 2** button to select the line you want.
2. Wait for a dial tone, then dial a phone number.
3. Hang up the handset when finished.

### 8.2 Making Calls with the Speakerphone

1. Press **☎** and the base will select the first available line. If both lines are available, Line 1 will be used first.  
Or, press **LINE 1** or **LINE 2** button to select the line, and the base speaker will activate.
2. Wait for a dial tone, then dial a phone number or press a **One-Touch Memory (1-10)** button to dial stored phone number.
3. Press **☎** when finished.

#### NOTE

*After pick the line, the call timer starts to run until all the calls are hung up. The timer serves for both 2 lines.*

### 8.3 Making Calls with a Wired Headset

1. Plug the headset into the Headset jack on the side of the base.
2. Adjust the headset to rest comfortably on top of your head or over your ear.
3. Move the microphone to approximately 2 to 3 inches from your mouth.
4. Press **HEADSET** and the phone will select the first available line. If both lines are available, Line 1 will be used first.
5. Wait for a dial tone, then dial the phone number.
6. Press **HEADSET** when finished.

#### NOTE

*Although this device will accept a variety of standard 2.5mm telephone headsets, Motorola does not guarantee compatibility with third party devices. Performance may vary depending on the quality of the headset.*

### 8.4 Pre-Dialing

1. With the phone idle, manually enter the telephone number. The telephone number will show in the display. The maximum pre-dialing number length is 32 digits, if the number is over 32 digits, it will emit an error tone.
2. You can either press **DIAL** softkey, **☎**, **LINE 1**, **LINE 2** or lift the corded handset up from the base to take a line and the number will automatically be dialed.

### 8.5 Answering Calls

1. Pick up the handset to answer the call in the receiver mode.  
Or, press **☎** to answer the call in speakerphone mode.  
Or, press the corresponding **LINE** button to answer the call in speakerphone mode.  
Or, press **HEADSET** to answer the call in headset mode.
2. When you are finished, hang up the corded handset.  
Or, press **☎** (if you are speaking in speakerphone mode) to end the call.  
Or, press **HEADSET** (if you are speaking in headset mode) to end the call.

#### NOTE

*You can adjust the call volume by pressing **VOL +** and **VOL -** of the navigation button during a call.*

## 8.6 Switching Between the Speakerphone, Handset and Headset Mode

1. To switch to the speakerphone mode, press **☎**. The speakerphone indicator illuminates. Place the corded handset back into the cradle.
2. To switch to the corded handset, pick up the handset. The speakerphone or wired headset indicator will turn off.
3. To switch to the headset, press **HEADSET** to enable the headset, and the headset indicator illuminates.

## 8.7 Mute

To have a private, off-line conversation, use the Mute feature. The party on the other end of the line cannot hear you, but you can still hear them.

1. During a call, press **MUTE** to activate the Mute feature.
2. Press **MUTE** again to de-activate.

### NOTE

*The Mute LED indicator will illuminate when the Mute feature is activated.*

## 8.8 Do Not Disturb (DND)

This feature will disable your telephone's ringer for a set period of time to prevent incoming calls from interrupting. When an incoming call or intercom call occurs, the status indicators will light up but the phone will not ring.

1. In idle mode, press **DND/PRIVACY**. The last setting is displayed.
2. Using **VOL +** and **VOL -** of the navigation button to scroll to your selection. You can choose from as short as **15 MINUTES**, **30 MINUTES**, **45 MINUTES**, **1 HOUR** or **2 HOURS** and increase the duration by 1-hour intervals up to **24 HOURS**.
3. Press **SELECT** softkey to save your selection. The indicator on the base will blink and a DND timer will appear on the display indicating how much time remains before the DND feature is automatically turned off.
4. To turn off DND feature at any time, press **DND/PRIVACY**.

## 8.9 Line Privacy

This feature will prevent other phones on the same system from accessing the line used by your active call.

To turn on Line Privacy:

1. While on a call, press **DND/PRIVACY**.
2. The screen will display **PRIVACY**.

## 8.10 Flash

If you subscribe to Call Waiting Caller ID service from your local telephone company and you receive an incoming call during a call, you will hear a beep to indicate another call is waiting on the line and Caller ID information (if available) for the waiting call shows on the display.

1. To connect to the waiting call, press **FLASH** and your first call will be put on hold.
2. To switch between the two calls, press **FLASH**.

## 8.11 Inserting a Pause in the Dialing Sequence

Press **#** twice to insert a delay in dialing sequence when a pause is needed to wait for a dial tone (for example, after you dial 9 for an outside line, or to wait for a computer access tone). Each pause counts as one digit in the dialing sequence, and is shown as **P** in the display.

## 8.12 Redial

1. Pick up the handset, press **☎** or **HEADSET** and the base will select the first available line. If both lines are available, Line 1 will be used first.  
Or, press **LINE 1** or **LINE 2** button to select the line you want.
2. Press **REDIAL**. The redial number list (last 3 previously dialed numbers) is shown.
3. Using **VOL +** and **VOL -** of the navigation button to scroll to the number you want to redial.
4. Press **DIAL** softkey to dial the phone number.

## **NOTE**

*If the number you dialed is longer than 32 digitals, it will not be saved in the redial list and can't be redialed.*

### **8.12.1 Viewing a Redial Record**

Your phone records up to three previously dialed phone numbers.

1. In idle mode, press **REDIAL**.
2. Using **VOL +** and **VOL -** of the navigation button to scroll to the desired dialed numbers.
3. When the desired number is displayed, press **☎**, **HEADSET**, a **LINE** button, or pick up the corded handset to dial the phone number.

## **NOTE**

*If you do not select a line button, the line is automatically seized and the number is dialed accordingly.*

### **8.12.2 Adding a Redial Record in the Directory**

1. In idle mode, press **REDIAL**.
2. Using **VOL +** and **VOL -** of the navigation button to scroll to the desired redial numbers.
3. Press **SAVE** softkey. The screen displays **ENTER NAME:**.
4. Using the dial pad to enter a name.

More than one letter is stored in each of the number keys. For example, to enter "Lorraine," press the 5 key three times for the letter L, press the 6 key three times for the letter O, press the 7 key three times for the letter R, and so on.

If you make a mistake, press **DIR** or **CID** of the navigation button to move the cursor forward or backward. Or, press **CLEAR** softkey to delete one character at a time.

The name field cannot be left empty.

5. Press **SAVE** softkey. The screen displays **ENTER NUMBER:** with the desired redial number. To edit the number, press **DIR** or **CID** of the navigation button to move the cursor forward or backward. Or, press **CLEAR** softkey to delete one digit at a time.
6. When you are finished, press **SAVE** softkey.
7. Using **VOL +** and **VOL -** of the navigation button to scroll to the desired **VIP TONE MELODY**.
8. Press **SELECT** softkey to complete.

## **NOTE**

*If an incoming call number matches this record the VIP Tone Melody will ring.*

### **8.13 Transferring a Call to Another Extension**

1. During a call, press **XFER** softkey. The current call is put on hold.
2. Using **VOL +** and **VOL -** of the navigation button to scroll to the handset you want to transfer the call to. Press **SELECT** softkey.
3. This will initiate an intercom call to the selected handset.

Wait until the selected handset answers the intercom call and have a conversation and then hang up to finish the transfer or press **CONF** softkey to have a 3 way conference call.

If the selected handset rejects the intercom call, or the call is not answered within 30 seconds, the call is transferred back to the original unit.

### **8.14 Receiving a Transferred Call from Another Extension**

If the unit receives a transfer call paging, **INTERCOM CALL FROM BASE/HANDSET X** shows in the display.

1. Pick up the corded handset, or press **☎** to answer the call.
2. If you press **REJECT** softkey or the call is not answered within 30 seconds, the intercom paging will be stopped and the call is transferred back to the original unit.

### **8.15 Ringer On/Off and Ringer Volume**

1. In idle mode, using **VOL +** and **VOL -** of the navigation button to open the ring volume setting.
2. Press **LINE 1** or **LINE 2** softkey to select the line.
3. Using **VOL +** and **VOL -** of the navigation button to adjust the ring volume.

4. Press **SELECT** softkey to save your selection.

#### **NOTE**

*If you set the ring volume to Off, the screen will display **L1/L2 RINGER OFF**.*

### **8.16 Speakerphone, Handset and Corded Headset Volume**

During a call, press **VOL +** and **VOL -** of the navigation button to adjust the call volume until you reach a comfortable listening level. The phone stores the setting after the last button pressed.

### **8.17 Hold**

1. During a call, press **HOLD** to put the line on hold. The screen will display **LINE 1/LINE 2 ON HOLD**, and the line icon will flash. The line button indicator will flash also.
2. When the line is on hold, the hold alert tone will be emitted to both the person on hold and to the user that initiated the hold.

Press the corresponding **LINE** button to release the hold and return to the call again.

### **8.18 Conference Calls**

This system can support 3-way and 4-way conference calls.

#### **8.18.1 Joining a call in progress**

While a call is in progress, another user can join that call by pressing the corresponding **LINE** button on the base. Both parties on the original call will hear a tone to alert them someone else has joined the call.

#### **NOTE**

*If the Line Privacy feature is On for the original call, the call cannot be joined by another user.*

#### **8.18.2 3-way conference call by an intercom call**

1. While on a call, press **INTERCOM**.
2. Using **VOL +** and **VOL -** of the navigation button to scroll to the desired handset and press **SELECT** softkey.
3. The selected handset will emit a page tone. The user on the selected handset can press  or  to answer the intercom / paging call.
4. The originating caller can then press **CONF** softkey to establish a 3-way conference between the external caller and the intercom call.

#### **8.18.3 3-way conference call with two lines**

1. While on a call on Line 1, press **HOLD** to put the call on hold.
2. Press **LINE 2** to get a dial tone. Dial the phone number, and then talk to the other person.
3. The originating caller can then press **CONF** softkey to establish a 3-way conference between the two lines.

#### **8.18.4 4-way conference call (Line 1 + Line 2 + 2 extensions)**

1. While on a call with both Line 1 and 2 on hold, press **INTERCOM** and select the desired handset to intercom.
2. The selected handset will emit a page tone. The user on the selected handset can press  or  to answer the intercom / paging call.
3. The originating caller can then press **CONF** softkey to establish a conference.
4. Since Line 1 and 2 are both on hold, the user will be prompted to select Line 1, Line 2 or Both to conference with. If **BOTH** softkey is selected a 4-way conference is established between the originating caller, both lines and the intercom call.

## **9 Intercom Calls**

### **9.1 Making an Intercom Call**

1. In idle mode, press any **One-Touch Memory (1-10)** button for the extension you want to intercom. **One-Touch Memory (1)** button represents handset O1, **(2)** represents handset O2, etc. The intercom / page tone will be emitted.

Or, press **INTERCOM** to bring up the list of all registered handsets and base (except itself). Then using **VOL+** and **VOL-** of the navigation button to scroll to the desired handset and press **SELECT** softkey.

2. To cancel the intercom call, press **STOP** softkey.

#### **NOTE**

*If the receiving handset does not answer within 30 seconds, the intercom call is cancelled. You will hear an error tone and the screen displays **UNAVAILABLE**.*

### **9.2 Answering an Intercom Call**

When you receive an intercom call, the screen will display the Phone ID of the calling handset. The call can be answered by lifting the corded handset, pressing **☎** or **HEADSET**. The headset must be already connected.

If you do not want to answer the intercom call, press **REJECT** softkey.

## **10 Page**

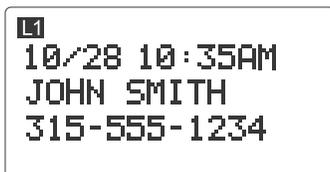
The page feature helps you locate a misplaced handset.

1. Press **PAGE**. The cordless handset beeps and the visual indicator on the cordless handset flashes. The cordless handset will display **PAGING FROM BASE**.
2. To cancel the paging call from the base, either press **PAGE** or **EXIT** button, or **STOP** softkey.  
To stop the paging call on the cordless handset, press any key. Otherwise the paging call will last for 2 minutes.

## **11 Caller ID (CID)**

In order to use the Caller ID features, you must subscribe to either the standard Name/Number Caller ID Service or Caller ID with Call Waiting Service. To know who is calling while you are on the phone, you must subscribe to Caller ID with Call Waiting service.

When the unit receives an incoming call with CID information, the CID can be shown on the base.



This unit receives and displays information transmitted by your local phone company. This information can include the phone number, date and time; or the name, phone number, date and time.

If two incoming calls come in at the same time, the line 1 and line 2 caller information shows on the display separately while ringing.

The unit can store up to 99 records. When the memory is full, a new call automatically replaces the oldest call in memory.

### **11.1 Viewing a CID Record**

1. In idle mode, press **CID**.
2. Using **VOL +** and **VOL -** of the navigation button to scroll through the call records.

#### **NOTE**

*When viewing the CID records, **NEW** will appear in the display for calls received that have not been reviewed. The record number is shown to the right of the time along with the **FORMAT** and **STORE** softkeys. The line number for the call received is also displayed.*

### **11.2 Adding a CID Record in the Directory**

If you want to adjust the format of the CID number to 7, 10 or 11 digits and save it in the Directory, press **FORMAT** softkey to format the CID number first before pressing **STORE** softkey.

For more formation on formatting a number, please refer to section 12.5.

1. While viewing a CID record, press **STORE** softkey.
2. The screen displays **ENTER NAME:** with name (if already stored in the Directory).

3. Using the dial pad to enter a name.  
To edit the current name, press **DIR** or **CID** of the navigation button to move the cursor forward or backward. Or, press **CLEAR** softkey to delete one character at a time.  
The name field cannot be left empty.
4. Press **SAVE** softkey. The screen displays **ENTER NUMBER:** with the number.  
To edit the number, press **DIR** or **CID** of the navigation button to move the cursor forward or backward. Or, press **CLEAR** softkey to delete one digit at a time.
5. When you are finished, press **SAVE** softkey.
6. Using **VOL +** and **VOL -** of the navigation button to scroll to the desired **VIP TONE MELODY**.
7. Press **SELECT** softkey to complete.

**NOTE**

*If an incoming call number matches this record the VIP Tone Melody will ring.*

**11.3 Deleting a CID Record**

1. While viewing a CID record, press **DELETE**.
2. The screen will display **CALLS LIST DELETE?**
3. Press **OK** softkey to confirm.

**11.4 Deleting All CID Records**

This feature allows you to clear all CID records at once.

1. While viewing a CID record, press and hold **DELETE**.
2. The screen will display **CALLS LIST DELETE ALL?**
3. Press **OK** softkey to confirm. The screen will display **EMPTY**.

**11.5 Dialing Back**

When viewing CID records, you can dial back the numbers showing on the display by pressing **HEADSET**, a **LINE** button, or pick up the corded handset.

**11.5.1 If you have programmed your local area code**

1. If the CID record shows a 7-digit number (i.e. 555-1234), then the call was received from within your area code. However, this does not guarantee the call is a local call.  
If the CID record shows an 11-digit number (i.e. 1-234-555-1234), then the call received was not from your area code.
2. To adjust the phone number format, press **FORMAT** softkey. For instance, a 7-digit local number sometimes cannot be dialed because it requires a 10-digit or 11-digit format. Press **FORMAT** softkey to scroll through 7, 10 and 11-digit numbers.

Number of digits	Explanation	Example
<b>7-digits:</b>	7-digit telephone number	(i.e. 555-5555)
<b>10-digits:</b>	3-digit area code + 7-digit telephone number	(i.e. 425-555-5555)
<b>11-digits:</b>	Long distance code 1 + 3-digit area code + 7-digit telephone number	(i.e. 1-425-555-5555)

3. To dial the displayed phone number, press **HEADSET**, a **LINE** button, or pick up the corded handset.

**11.5.2 If you have not programmed your local area code**

1. You will see 10-digit numbers (i.e. 234-555-1234).
2. To dial the displayed phone number, press **HEADSET**, a **LINE** button, or pick up the corded handset.  
You may adjust the number format by pressing **FORMAT** softkey before dialing.

## 11.6 Call Waiting Caller ID

This feature allows you to see who is calling when you hear the call waiting beep. The caller identification information appears in the display after you hear the tone.

1. To connect to the waiting call, press **FLASH** and your first call will be put on hold.
2. To switch between the two calls, press **FLASH**.

### **IMPORTANT**

*To use all the features of this unit, you must subscribe to either the standard Name/Number Caller ID Service or Caller ID with Call Waiting Service. To know who is calling while you are on the phone, you must subscribe to Caller ID with Call Waiting Service.*

## 12 Directory and One-Touch Memory Log

You may store data in the Directory (up to 99 records) or the One-Touch Memory (10 buttons located to the right of the number pad on the base). The Directory and each One-Touch Memory Log stores up to 16 characters and 32 digits.

The records in the Directory are stored by alphabetic ascending order.

### 12.1 Adding a New Directory Record

1. In idle mode, press **DIR**.
2. Press **NEW** softkey. The screen displays **ENTER NAME:**.
3. Using the dial pad to enter a name.

More than one letter is stored in each of the number keys. For example, to enter "Lorraine," press the 5 key three times for the letter L, press the 6 key three times for the letter O, press the 7 key three times for the letter R, and so on.

If you make a mistake, press **DIR** or **CID** of the navigation button to move the cursor forward or backward. Or, press **CLEAR** softkey to delete one character at a time.

The name field cannot be left empty.

4. Press **SAVE** softkey. The screen displays **ENTER NUMBER:**.
5. Use the dial pad to enter a telephone number.  
Press **#<sub>Pause</sub>** twice to insert a pause in a number if necessary.
6. When you are finished, press **SAVE** softkey.
7. Using **VOL +** and **VOL -** of the navigation button to scroll to the desired **VIP TONE MELODY**.
8. Press **SELECT** softkey to complete.

### **NOTE**

*If an incoming call number matches this record the VIP Tone Melody will ring.*

*If **MEMORY FULL** shows in the display, you need to delete one or more records before repeating above steps to add a new directory record.*

### 12.2 Adding a Record in the One-Touch Memory Log

1. In idle mode, press **STORE** softkey.
2. The screen displays **SELECT BUTTON LOCATION**.
3. Press a **One-Touch Memory (1-10)** button to save the record in that memory location.

If there is a record stored in selected memory location. Press **REPLACE** softkey to confirm overwrite or press **BACK** softkey, then repeat the step 1-3 to select a new location.

4. The screen displays **ENTER NAME:**.
5. Using the dial pad to enter a name.

More than one letter is stored in each of the number keys. For example, to enter "Lorraine," press the 5 key three times for the letter L, press the 6 key three times for the letter O, press the 7 key three times for the letter R, and so on.

If you make a mistake, press **DIR** or **CID** of the navigation button to move the cursor forward or backward. Or, press **CLEAR** softkey to delete one character at a time.

The name field cannot be left empty.

6. Press **SAVE** softkey. The screen displays **ENTER NUMBER:**.
7. Use the dial pad to enter a telephone number.  
Press **#<sub>Pause</sub>** twice to insert a pause in a number if necessary.

- When you are finished, press **SAVE** softkey.

### 12.3 Viewing a Directory Record

- In idle mode, press **DIR**.
- Using **VOL +** and **VOL -** of the navigation button to scroll through the records.  
Or, press the number keys to go to the name of the records starting with the corresponding character.
- Press **MENU** softkey.
- Using **VOL +** and **VOL -** of the navigation button to scroll to **VIEW**. Press **SELECT** softkey to view the record.

### 12.4 Viewing a One-Touch Memory Record

- In idle mode, press **DIR**.
- Press **One-Touch Memory (1-10)** button of the record you wish to view.

### 12.5 Editing a Directory Record

- In idle mode, press **DIR**.
- Using **VOL +** and **VOL -** of the navigation button to scroll to the record you wish to edit.
- Press **MENU** softkey.
- Using **VOL +** and **VOL -** of the navigation button to scroll to **EDIT ENTRY**. Press **SELECT** softkey to edit the content according to the steps in section 12.1.

#### NOTE

The **DIR** or **CID** of the navigation button allow the cursor to move forward or backward. The **DELETE** button can be used to delete character or number to the left of the cursor.

### 12.6 Editing a One-Touch Memory Record

- In idle mode, press **DIR**.
- Press the corresponding **One-Touch Memory (1-10)** button you wish to edit.
- Press **EDIT** softkey to edit the content according to the steps in section 12.2.

### 12.7 Copying a Directory Record or All Directory Records

You can copy one directory record or all directory records from the base to the desired handset extension or from the handset extension to the base.

- When viewing a directory record, press **COPY** softkey.
- The screen will display **COPY CURRENT RECORD OR ENTIRE DIRECTORY?**.
- Press **CURR** softkey to copy the current record.  
Or, press **ENTIRE** softkey to copy the whole directory.
- Using **VOL +** and **VOL -** of the navigation button to scroll to the desired extension you wish the record(s) to be copied to.
- Press **SELECT** softkey to confirm.

When finished, the number of directory records copied will be displayed.

The base will display **RECORD COPIED!** or **ENTIRE DIRECTORY COPIED!** and the receiving handset will display **SAVED**.

### 12.8 Deleting a Directory Record

- In idle mode, press **DIR**.
- Using **VOL +** and **VOL -** of the navigation button to scroll to the record you wish to delete.
- Press **DELETE**.
- The screen will display **DELETE?**.
- Press **OK** softkey to confirm.

### 12.9 Deleting All Directory Records

- In idle mode, press **DIR**.
- Press and hold **DELETE**.
- The screen will display **DELETE ALL?**.

4. Press **OK** softkey to confirm. The screen will display **EMPTY**.

## 12.10 Deleting a One-Touch Memory Record

1. In idle mode, press **DIR**.
2. Press the corresponding **One-Touch Memory (1-10)** button you wish to delete.
3. Press **DELETE**.
4. The screen will display **DELETE?**.
5. Press **OK** softkey to confirm.

### NOTE

Press **EXIT** to cancel the Delete function.

## 12.11 Dialing a Directory Record

### 12.11.1 Dial a directory record while in Talk mode

1. Press **☎**, **HEADSET**, a **LINE** button, or pick up the corded handset.
2. Press **DIR**.
3. Using **VOL +** and **VOL -** of the navigation button to scroll to the desired record.
4. Press **DIAL** softkey to dial the phone number.

### 12.11.2 Dial a directory record while viewing it

1. In idle mode, press **DIR**.
2. Using **VOL +** and **VOL -** of the navigation button to scroll to the desired record.
3. When the desired number is displayed, press **☎**, **HEADSET**, a **LINE** button, or pick up the corded handset to dial the phone number.

## 12.12 Dialing a One-Touch Memory Record

### 12.12.1 Dial a One-Touch Memory record while in Talk mode

1. Press **☎**, **HEADSET**, a **LINE** button, or pick up the corded handset.
2. Press the corresponding **One-Touch Memory (1-10)** button you wish to dial and the number will automatically be dialed.

### 12.12.2 Dial a One-Touch Memory record while viewing it

1. In idle mode, press **DIR**.
2. Press the corresponding **One-Touch Memory (1-10)** button you wish to dial.
3. Press **☎**, **HEADSET**, a **LINE** button, or pick up the corded handset and the number will automatically be dialed.

## 13 Answering System Operation

There are two mailboxes in the system. **MAILBOX 1** is for Line 1 and **MAILBOX 2** is for Line 2. For memo recording, you can select which mailbox is used to record the memo.

### 13.1 Answering System On/Off

Press and hold **Ans Sys** for 2 seconds, the screen will display the **ON/OFF STATUS** setting menu.

To set the Answering System On or Off, please refer to section 8.7.1. The Answering a system light illuminates when the function is activated.

If **Ans Sys** indicator on the base is flashing, pressing it will go to **PLAY MESSAGES** menu.

Otherwise, pressing the button will display the **ON/OFF STATUS** setting menu for 3 seconds.

### 13.2 Recording Incoming Messages

The unit will answer incoming calls or routed calls after X rings (according to your Ring Delay setting) and play the outgoing message greeting. After hearing the greeting followed by a long beep, the caller can leave a message. If there is a new message recorded in the unit, the **Ans Sys** indicator on the base will flash, and the envelope icon will flash on the display.

To set the maximum recording time/message length, please refer to section 8.7.10.

## **NOTE**

Your unit will record a message up to the maximum length of time you set as long as the caller continues speaking. To save recording capacity, your unit will automatically stop recording after 10 seconds of silence or if there is a steady dial tone for 7 seconds.

### **13.3 Monitoring Incoming Calls**

Whenever an incoming message is being recorded you can hear it through the speaker if Call Screening is On. To take the call, press the corresponding **LINE** button.

### **13.4 Memo Recording**

1. In idle mode, press **MEMO**.
2. Using **VOL +** and **VOL -** of the navigation button to scroll to **MAILBOX 1** or **MAILBOX 2** to save the recording. Press **SELECT** softkey.
3. Record your memo after the beep. Press **FINISH** softkey when your memo is complete.

## **NOTE**

The maximum duration allowed for memo recording is the same as the message length setting in the menu.

Your memo will be stored with your other incoming messages in your mailbox. To hear it again, play your messages.

### **13.5 Playing Messages/Memo**

1. In idle mode, press **PLAY/STOP**, or **Ans Sys** when the indicator is flashing.
2. The screen will display the status of messages for each line.
3. Using **VOL +** and **VOL -** of the navigation button to scroll to **LINE 1** or **LINE 2** and press **SELECT** softkey to play the messages for that line.

## **NOTE**

If the unit has new messages, only the new messages will be played, otherwise all messages will be played. The unit will play messages to the end.

During each message playback, the screen will display the current message information. If the message playback is a stored incoming message from the telephone line, the screen will display the message CID, including Date/Time, Name and Number. If it is a memo, the screen will display **MEMO** and Date/Time.

During each message playback:

- Press **CID/Next** to skip to the next message.
- Press **DIR/Prev** to replay the current message.
- Double press **DIR/Prev** to play the previous message.

If there are no messages, the unit will announce, "**You have no messages**".

### **13.6 Erasing Messages**

#### **13.6.1 To erase a message while it is playing**

1. Select and play the message you want to erase.
2. Press **DELETE**.
3. The screen will display **DELETE?**.
4. Press **OK** softkey to delete the message.  
The current message is erased, and the unit will play the next message.

#### **13.6.2 To erase all previously played messages in a mailbox**

1. Play a message.
2. Press and hold **DELETE** for 2 seconds, the screen displays **DELETE ALL MESSAGES IN LINE X MAILBOX?**.
3. Press **OK** softkey to delete all the old messages.

### **13.7 Accessing your Messages Remotely**

1. Dial the telephone number to which the Answering System is connected.
2. Enter the remote password during the outgoing announcement or after you hear the tone.

3. If the passcode is entered correctly, the Answering System will play the following voice prompts:
  - Press (2) to play messages, press (2) again to stop
  - Press (0) while playing a message to erase
  - Press (1) to review the previous message
  - Press (3) to play the next message
  - Press (4) to turn On and Off the Answering System
  - Press (7) to review menu again
4. Enter the remote commands.
5. To exit remote operation, hang up. The system will automatically disconnect the call if the user does not enter a command within 10 seconds.

**NOTE**

*The default remote password is 000.*

*Only the message being played can be erased in remote access mode.*

### 13.8 Memory Full

When the Answering System memory is full, the system will answer after 10 rings. Memory full will be announced and waits for you to enter 3-digit remote password. If you don't enter the remote password within 7 seconds, the phone hangs up.

You should erase some messages so the Answering System may record new messages.

**NOTE**

*The unit will also answer after the 10<sup>th</sup> ring if Answering System set to Off. To access the Answering System, enter your 3-digit remote password.*

## 14 Display Messages

The following messages show the status of the phone, provide Caller ID information, or help you set up and use your phone.

<b>DELETE ALL?</b>	Prompt asking if you want to erase all records.
<b>DELETE?</b>	Prompt asking if you want to erase the current record.
<b>ENTER NAME:</b>	Prompt telling you to enter a name.
<b>ENTER NUMBER:</b>	Prompt telling you to enter a telephone number.
<b>NEW CALLS</b>	Indicates call or calls which have not been reviewed.
<b>UNAVAILABLE</b>	Indicates that the function you want to initialize cannot work at that moment or the function being worked cannot continue. The system is busy or some other higher priority function is being performed. For example, the message playback function will be stopped when there is an incoming call.
<b>NO LINE</b>	Indicates that the telephone line is not connected.
<b>EMPTY</b>	Indicates there are no CID records in memory.
<b>BLOCKED</b>	Indicates the person is calling from a number which is blocked from transmission.
<b>UNKNOWN</b>	Indicates incoming call is from an area not serviced by CID or the CID information was not sent.
<b>INCOMPLETE DATA</b>	Indicates incorrect CID information received.

## 15 Troubleshooting

### Operation by battery

- If the power cord is not plugged into the base unit, and the battery is available the unit will enter Battery Operation Mode. The Battery Operation Mode is designed to allow users to continue use of the phones during a power outage and is not intended for prolonged use.

### REPLACE BATTERY shows in the display

- The 5 AAA batteries need replacing or are improperly installed or not installed at all.

### No dial tone

- Check or repeat installation steps.  
Make sure the base power cord is connected to a working electrical outlet.  
Make sure the telephone line cords are not damaged and are connected to the phone and the wall jack.
- Make sure the hook switch pops up when the handset is lifted.
- Check the  button. Make sure the indicator is off.
- Disconnect the base station from the wall jack and connect another phone to the same jack. If there is no dial tone in the second phone, the problem might be your wiring or local service.

### Dial tone is ok, but can't dial out

- Make sure the phone is set to the correct dial mode.

### Phone does not ring

- Make sure the ringer is turned On.
- Make sure the Do Not Disturb feature is not activated.
- You may have too many extension phones on your line. Try unplugging some phones.
- See solutions for 'No dial tone'.

### You cannot be heard by the other party

- Make sure the Mute feature is not turned on.
- Make sure the handset or headset cord is inserted properly and securely.

### Incoming voice too low or none at all

- Check call volume setting.

### You experience static, noise, or fading in and out

- Make sure the base station is not plugged into an electrical outlet with another household appliance. If necessary, relocate the base.

### One-Touch Memory / Directory dialing doesn't work

- Did you program the memory location keys correctly?
- Make sure the phone number is formatted properly.

### No Caller ID

- You must subscribe to the standard Name/Number Caller ID service from your local telephone company to receive CID information.

### No Display

- Make sure the unit is connected to a non-switched electrical outlet. Disconnect the power adaptor from the base and reconnect it.

### Date/Time setting is restored to default setting

- This maybe caused by power failure. Set Date/Time again.

### Intercom does not function correctly

- Make sure all extension phones are properly registered with the Motorola ML25254 base.
- Make sure all extension phones are within range of the Motorola ML25254 base and there are no major sources of interference nearby.

## **Causes of poor reception**

- Aluminum siding.
- Foil backing on insulation.
- Heating ducts and other metal construction that can shield radio signals.
- You're too close to appliances such as microwaves, stoves, computers, etc.
- Atmospheric conditions, such as strong storms.
- Base is installed in the basement or lower floor of the house.
- Base is plugged into AC outlet with other electronic devices.
- Baby monitor is using the same frequency.
- Make sure the hook switch pops up when the handset is lifted.
- The 5 AAA batteries need replacing or are improperly installed or not installed at all.

## 16 General information

### Cleaning

- Clean the phone with a damp (not wet) cloth, or an anti-static wipe.
- Never use household polish as this will damage the product. Never use a dry cloth as this may cause static shock.

### Environmental

- Do not expose to direct sunlight.
- The phone may become warm when the batteries are being charged or during prolonged periods of use. This is normal. However, we recommend that to avoid damage, do not place the product on antique / veneered wood.
- Do not place your product on carpets or other surfaces which generate fibres, or place it in locations preventing the free flow of air over its surfaces.
- Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms.
- Do not expose your product to fire, explosives or other hazardous conditions.
- There is a slight chance that your phone could be damaged by an electrical storm. We recommend that you unplug the power cord during an electrical storm.

### Product disposal instructions

#### Product disposal instructions for residential users

When you have no further use for it, please remove any batteries and dispose of them and the product according to your local authority's recycling processes. For more information, please contact your local authority or the retailer where the product was purchased.

#### Product disposal instructions for business users

Business users should contact their suppliers and check the terms and conditions of the purchase contract and ensure that this product is not mixed with other commercial waste for disposal.

### Consumer Products and Accessories Warranty

Thank you for purchasing this Motorola branded product manufactured under license by Meizhou Guo Wei Electronics Co. Ltd., AD1 section, Economic Development Area, Dongsheng Industrial District, Meizhou, Guangdong, China. ("MZGW")

#### What Does this Warranty Cover?

Subject to the exclusions contained below, MZGW warrants that this Motorola branded product ("Product") or certified accessory ("Accessory") sold for use with this product that it manufactured to be free from defects in materials and workmanship under normal consumer usage for the period outlined below. This Limited Warranty is your exclusive warranty and is not transferable.

#### Who is covered?

This warranty extends only to the first consumer purchaser, and is not transferable.

#### What will MZGW do?

MZGW or its authorized distributor at its option and within a commercially reasonable time, will at no charge repair or replace any Products or Accessories that do not conform to this limited warranty. We may use functionally equivalent reconditioned / refurbished / pre-owned or new Products, Accessories or parts.

#### What Other Limitations Are There?

ANY IMPLIED WARRANTIES, INCLUDING WITHOUT LIMITATION THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, SHALL BE LIMITED TO THE DURATION OF THIS LIMITED WARRANTY, OTHERWISE THE REPAIR OR REPLACEMENT PROVIDED UNDER THIS EXPRESS LIMITED WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER, AND IS PROVIDED IN LIEU OF ALL OTHER WARRANTIES, EXPRESS OR IMPLIED. IN NO EVENT SHALL MOTOROLA OR MZGW BE LIABLE, WHETHER IN CONTRACT OR TORT (INCLUDING NEGLIGENCE) FOR DAMAGES IN EXCESS OF THE PURCHASE PRICE OF THE PRODUCT OR ACCESSORY, OR FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES OF ANY KIND, OR LOSS OF REVENUE OR PROFITS, LOSS OF BUSINESS, LOSS OF INFORMATION OR OTHER FINANCIAL LOSS ARISING OUT OF OR IN CONNECTION WITH THE ABILITY OR INABILITY TO USE THE PRODUCTS OR ACCESSORIES TO THE FULL EXTENT THESE DAMAGES MAY BE DISCLAIMED BY LAW.

Some jurisdictions do not allow the limitation or exclusion of incidental or consequential damages, or limitation on the length of an implied warranty, so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that vary from one jurisdiction to another.

Products Covered	Length of Coverage
<b>Consumer Products</b>	<b>Two (2) years</b> from the date of the products original purchase by the first consumer purchaser of the product.
<b>Consumer Accessories (battery, power supply(s) and line cords)</b>	<b>Ninety (90) days</b> from the date of the accessories original purchase by the first consumer purchaser of the product.
<b>Consumer Products and Accessories that are Repaired or Replaced</b>	<b>The balance of the original warranty or for ninety (90) days</b> from the date returned to the consumer, whichever is longer.

## Exclusions

**Normal Wear and Tear.** Periodic maintenance, repair and replacement of parts due to normal wear and tear are excluded from coverage.

**Batteries.** Only batteries whose fully charged capacity falls below 80% of their rated capacity and batteries that leak are covered by this limited warranty.

**Abuse & Misuse.** Defects or damage that result from:

- (a) improper operation, storage, misuse or abuse, accident or neglect, such as physical damage (cracks, scratches, etc.) to the surface of the product resulting from misuse;
- (b) contact with liquid, water, rain, extreme humidity or heavy perspiration, sand, dirt or the like, extreme heat, or food;
- (c) use of the Products or Accessories for commercial purposes or subjecting the Product or Accessory to abnormal usage or conditions; or
- (d) other acts which are not the fault of Motorola or MZGW are excluded from coverage.

**Use of Non-Motorola branded Products and Accessories.** Defects or damage that result from the use of Non-Motorola branded or certified Products or Accessories or other peripheral equipment are excluded from coverage.

**Unauthorized Service or Modification.** Defects or damages resulting from service, testing, adjustment, installation, maintenance, alteration, or modification in any way by someone other than Motorola, MZGW or its authorized service centers, are excluded from coverage.

**Altered Products.** Products or Accessories with:

- (a) serial numbers or date tags that have been removed, altered or obliterated;
- (b) broken seals or that show evidence of tampering;
- (c) mismatched board serial numbers; or
- (d) nonconforming or non-Motorola branded housings, or parts, are excluded from coverage.

**Communication Services.** Defects, damages, or the failure of Products or Accessories due to any communication service or signal you may subscribe to or use with the Products or Accessories is excluded from coverage.

## How to Obtain Warranty Service or Other Information?

For service or information, please contact Customer Services on: 1-833-468-1468.

You will receive instructions on how to ship the Products or Accessories at your expense and risk, to a MZGW Authorized Repair Center.

To obtain service, you must include:

- (a) the Product or Accessory;
- (b) the original proof of purchase (receipt) which includes the date, place and seller of the Product;
- (c) if a warranty card was included in your box, a completed warranty card showing the serial number of the Product;
- (d) a written description of the problem; and, most importantly;
- (e) your address and telephone number.

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