

Product Warranty & Customer Support

Product Warranty

Telstra Guarantees your product for 12 months from date of purchase against any defect in materials or workmanship under conditions of normal use and service and subject to proof of the date of purchase being provided and subject to the conditions specified below.

The benefits conferred by this warranty are in addition to all other rights and remedies in respect of the product that the consumer has under the Trade Practices Act and similar State and Territory laws.

Warranty Service Conditions

Subject to your statutory rights referred to above, Telstra expressly limits its liability with respect to its products to the person who purchases the Product from the Telstra authorised retailer.

Subject to your statutory rights referred to above, Telstra expressly limits its liability with respect to its products to whichever is the lowest amount out of:

- A. The cost of having the goods repaired
- B. The cost of replacing the goods: or
- C. The cost of obtaining equivalent goods.

Subject to your statutory rights referred to above, in the event of the goods requiring service under warranty, the owner is responsible for the cost of transportation to the authorised service organisation. Whilst in transit the goods are at the owner's risk.

Subject to your statutory rights referred to above, should the goods be found to be in sound working order by the authorised service organisation the owner may be charged a service fee.

Subject to your statutory rights referred to above, the goods will not be eligible for service under this warranty if:

- A. Proof of date of purchase cannot be provided:
- B. The goods are not branded Telstra:
- C. The goods have been rented to another person;
- D. The defect was caused by an accident, misuse,

abuse, improper installation or operation, lack of reasonable care, unauthorised modification, loss of parts, tampering or attempted repair by a person not authorised by Telstra.

- E. The product has been damaged by lightning or a mains power surge.

Do you really need service?

Before calling for service under this warranty have you :

Checked that all cables are securely connected as detailed in the User Guide.

Referred to the User Guide to ensure that the features are being used correctly.

If you are trying to access a network service such as Call Waiting, confirmed with your network provider that you have access to this feature.

If You Require Warranty Service

To obtain service during the terms of this warranty:

Call the Product Information Line (1300 369 193) for advice and assistance on the repair of your product, or contact us by E-mail at:

tcpsupport@techpac.com

After consulting our operators, should it be deemed necessary to have the product serviced, the operator will inform you of your nearest authorised service organisation and provide a Return Authority Number.

Please ensure that :

- A. You provide proof of the date of purchase
- B. That your product is suitably packaged (Preferably in original packaging)
- C. That you have included all components from the original purchase:
- D. That you provide details of the Return Authority Number

IMPORTANT

Please retain this booklet with your sales receipt as proof of the date of purchase.

Telstra A248

Hands Free Telephone

User Guide



TechHelp
1300 369 193

TecHelp is our commitment to providing superior service for our Corded and Cordless Telephones, Answering Machines and accessories. We support this by providing the following:

- Product Information Line 1300 369 193
- 12 Month Product Warranty
- Referral service for product repairs outside of warranty



TechHelp
1300 369 193

If you have any problems with your telephone, firstly refer to the Troubleshooting section of this User Guide or call our TechHelp line on 1300 369 193.

Telstra

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Key features

Hands Free



Hands Free Operation

The Hands Free feature allows you to make and receive telephone calls without having to use the handset.

Call Forwarding



3 One Touch Network Service keys*

The One Touch Network keys allow you to use network services with the convenience of one key press.

MessageBank



Message Wait Indicator

The Telstra A248 listens for the stutter dial tone generated by MessageBank® to indicate that you have messages waiting. If the Access™228 detects a stutter dial tone the MessageBank® Indicator will flash showing that you have messages.

M1



6 One Touch Memories

You can program 6 of your most commonly used telephone number into these 6 keys. This allows one touch dialling of these numbers.

KEYPAD

72 memories

There are 72 memories for phone book and calling number display memories. A minimum of 12 memories are reserved for Calling Number Display* messages.

Redial



Last Number Redial

Lets you redial the last number you dialled with the one key press.

Calling Number Display*

The LCD display will display the number of an incoming call to allow you to manage your calls.

NOTE: you need to subscribe to Calling Number Display to receive the telephone number of your callers. For more information or to subscribe to this Telstra service call 13 2200 for Residential or 13 2000 for business services or contact your service provider.

Calling number Display, Call Waiting*

If you have Call Waiting enabled, during a call if a second call comes in the number of the second caller will be displayed allowing you to manage the second call.

Call Filtering

If you do not want to be disturbed by certain callers, you can choose RING OFF in the phone book. The telephone will only be heard to ring once for those callers. You will need to subscribe to Calling Number Display* for this feature to operate.

* Available in most areas, not available for blocked calls.

Telstra A248 Parts Checklist

Your Telstra A248 has been designed for ease of use and made to the high standards set by Telstra.

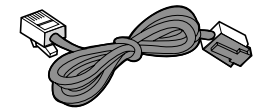
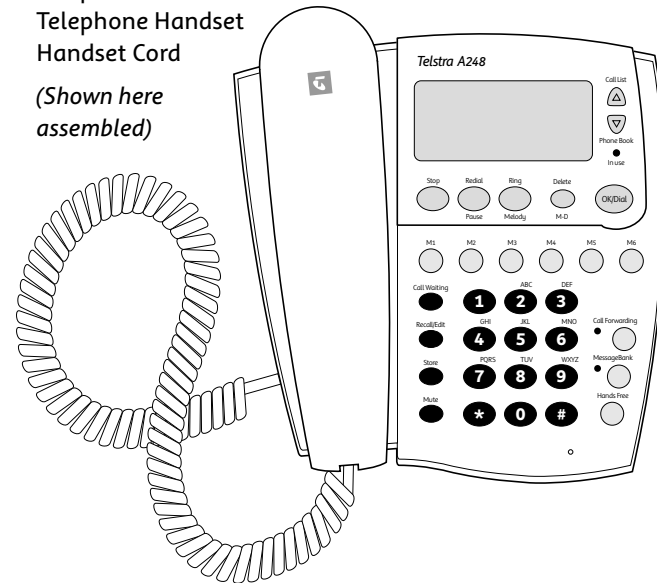
You can expect your A248 to give you many years of trouble free service.

Please read the instructions carefully and keep this User Guide for future reference.

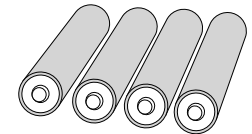
If anything is missing, please contact your place of purchase immediately.

Telstra A248
Telephone Base
Telephone Handset
Handset Cord

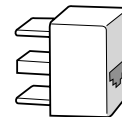
(Shown here
assembled)



Telephone Line Cord



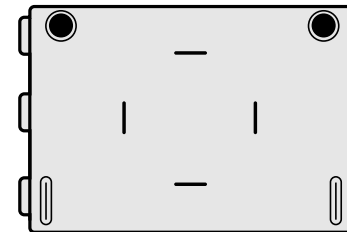
Batteries



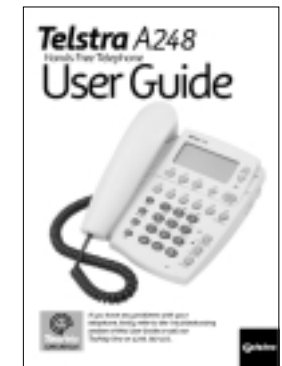
Adaptor



Wall Mounting
Handset Hook

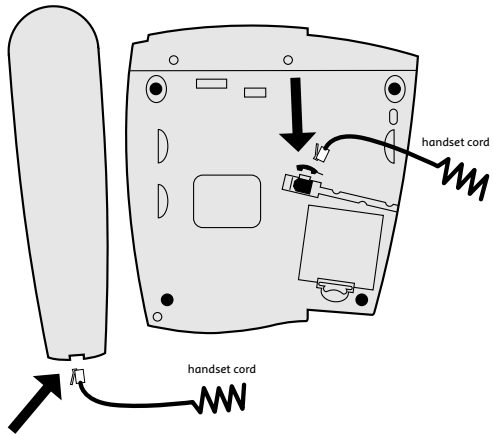


Telephone Desk Stand



Easy Reference User Guide

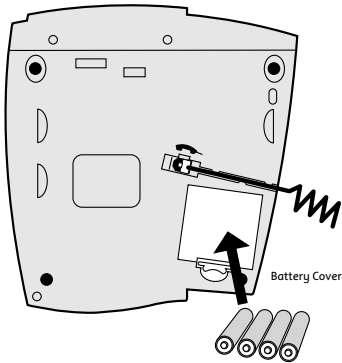
Installation of your new telephone



Before plugging your Telstra A248 into the telephone line you need to assemble the unit.

Step 1

Connect the handset cord to the socket on the underneath of the telephone base labelled with the handset icon. Connect the other end of the handset cord into the socket at the bottom end of the handset.

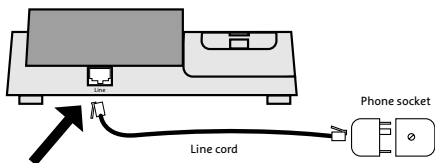


Step 2

Remove the Battery Cover on the underneath of the telephone base. Install the batteries provided, paying attention to the polarity indicators in the battery compartment. Replace the Battery Cover.

Step 3 (optional)

Fit stand if required. See page 5 for instructions.

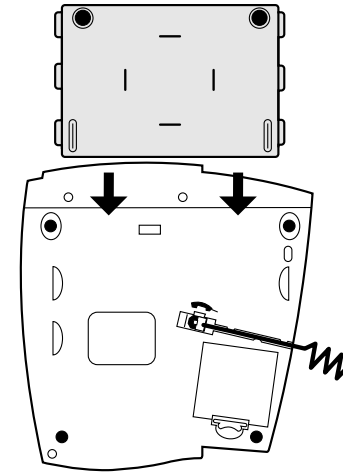


Step 4

Plug the telephone line cord into the socket at the rear of the telephone base marked **LINE**. Plug the free end into the telephone wall socket, using the adaptor plug if required.

Your A248 is now ready to use.

Fitting the optional desk stand



After Step 2 (installing the batteries), slide the desk stand in from the top end of the telephone base until all the lugs on the side of the desk stand are slotted into the brackets of the telephone base.

Safety Instructions

Read and follow all instructions and warnings

Do not use this product during an electrical storm, as it is possible to get a shock.

Do not use the product near water, or when wet.

Keep the product away from heaters and direct sunlight.

Slots and openings in the cabinet are provide for ventilation. Ensure these are not blocked or covered.

Do not open the unit. There are no user serviceable parts inside. Warranty conditions will not apply if the unit has been opened.

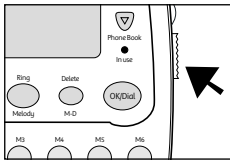
Unplug the unit before cleaning. Do not use detergents or sprays. To clean the outside plastic parts use only a damp cloth.

Do not push objects into ventilation openings. This could cause an electrical shock.

Do not use this telephone near flammable gases or liquids.

Telephone Operation

Adjusting the Ringer volume



There is a ringer volume switch located on the right side of the telephone base. The switch has three positions, which correspond to low, medium and high volumes. Position the switch at the required volume.

Receiving a call, using the handset

The callers number will appear on the display while the telephone is ringing. If you have programmed the callers number into memory and assigned a name to that number, your Telstra **A248** will display the name of the caller instead.

NOTE: if the caller is stored in your Phone Book as RINGER OFF, your Telstra A248 will give a single ring tone to alert you to the incoming call.

1) Lift the Handset, the call is answered, the In Use LED will illuminate.

After 5 seconds the call timer will appear on the display

Making a call, using the handset



To call a number in your Phone Book

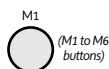
1. Press the **Phone Book** key.
2. Using the [up icon] [down icon] keys select the number or press a key on the keypad to search alphabetically, select the number you wish to dial.
3. lift the handset, the number will be dialled.

To call a number using the keypad or M1 to M6 memory keys

1. Lift the handset
2. Listen for a dial tone.
3. Enter the number you wish to dial using the keypad or press the desired **M1 to M6** key, the number will be dialled.

After 5 seconds the call timer will appear on the display

KEYPAD



Receiving a call, using Hands Free

Hands Free



1. Press the **Hands Free** key, the [speaker icon] will appear on the display and the In Use LED will illuminate.

After 5 seconds the call timer will appear on the display

Making a call, using Hands Free

Hands Free



1. Press the **Hands Free** key, the In use LED will illuminate.

2. Listen for dial tone, then enter the number you wish to call.

To switch between handset and Hands Free

1. To switch from Hands Free to handset operation, simply lift the handset.

2. To switch from handset to Hands Free operation, press the **Hands Free** key and replace the handset.

Hands Free



Caller List



The Callers list records the number, date and time of the last 12 calls. The LCD display will show the following information:

[New Call Icon] with a count of new calls



[Repeat Call Icon] with a count of repeat calls

To view the Caller List



1. Press the caller list ([up icon])
2. Use the [up icon] [down icon] to scroll through the entries



You may dial any of these numbers by pressing the **OK/Dial** key



You may delete these numbers by pressing the **Delete** key



You may store the number into your Phone Book using the **Store** key



Using Redial

Hands Free



Redial



Pause

The Telstra **A248** stores the last number dialled in memory. To make a call using the number stored in REDIAL:

1. Lift the handset or press **Hand Free**.
2. Press the **REDIAL** key.

Adjusting Hands Free volume

During a call press the desired [up icon] or [down icon] to set the desired hands free volume level. The volume level, 0 to 8 is displayed , 0 is minimum 8 is maximum.

Changing the Ring melody

Ring



Melody



- 1 Press the **Ring/Melody** key
- 2 Using the [up icon] [down icon] select from melody 1,2,3,4 or OFF
- 3 Press **OK/Dial** to confirm

Programming One Touch memory keys

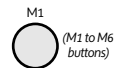
Store



KEYPAD



KEYPAD



- 1 Press the **Store** key, the display will show NAME.
- 2 Enter the name using the keypad, if you make a mistake use the **Delete** key.
- 3 Press the **OK/Dial** key
- 4 Enter the desired telephone number
- 5 Press the desired One Touch memory key, **M1 to M6**

NOTE: One Touch memory keys cannot be stored as NO RING.

Storing numbers in the Phone Book

Store



KEYPAD



KEYPAD



- 1 Press the **Store** key, the display will show NAME.
- 2 Enter the name using the keypad, if you make a mistake use the **Delete** key.
- 3 Press the **OK/Dial** key
- 4 Enter the desired telephone number
- 5 Press the **OK/Dial** key, the display will show RINGER ON
- 6 Using the [up icon] [down icon] keys select ON or OFF
- 7 Press **OK/Dial**

How to set up your Network keys

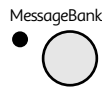
You may need to contact Telstra to activate these services.
Charges may apply for some of these services.
Services available in most areas.

MessageBank®

To set up your MessageBank® Key to allow one touch access to MessageBank® Services.



1 Press the **Store** key



2 Press the **Message Bank** key, CHECK MAIL will appear on the display

KEYPAD

3 Enter the Message Bank access number **125101**



4 Press the **Pause** key 4 times

KEYPAD

5 Enter your Message Bank access PIN number



6 Press the **#** key



7 Press the **Store** key, STORED will appear on the display to confirm setup

To turn on Call Waiting



1. Lift the handset or press **Hands Free** and listen for a dial tone.



2. Enter ***43#**

3. Listen for the conformation announcement.



4. Replace the handset or press **Hands Free**.

How to use your Network features

Call Waiting

While you're on a call, a call waiting tone (initially two beeps followed by an alerting tone, then two beeps every five seconds) lets you know that there is an incoming call.

To hang up the first caller and talk to the second caller



1. Replace the handset or press **Hands Free**.



2. Wait for the telephone to ring.

3. Lift the handset or press **Hands Free**.

To put the first caller on hold and talk to the second caller



1. Press the **Call Waiting** key.

To switch between callers



1. Press the **call Waiting** key.

To hang up on one caller and return to caller on hold



1. Press **RECALL 1**

Call Forward

Call Forward allows you to forward calls immediately to virtually anywhere in Australia, including mobiles, pagers and answering services.

Note: Forwarded calls are charged to your account at the applicable carrier rate.

To Turn on Call Forward

KEYPAD

1 Enter the number you wish to forward your calls to or choose a number from your stored numbers



2 Press the **Call Forwarding** Key (the phone will go into hands free mode, dials the Call forward number sequence, then returns on hook mode)

The Call Forwarding LED will now flash indicating that Call Forward is switched on.



To Turn off Call Forward®

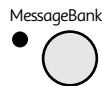
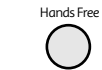
1 Press the **Call Forwarding** Key (the phone will go into hands free mode, dial the cancel call forward number sequence, then return to on hook mode)

The Call Forward LED will stop flashing.

MessageBank®

MessageBank® is like having an answering machine built into your telephone. Please set up the MessageBank® key (see page 8) before using this feature.

If you have messages waiting on MessageBank® the MessageBank® Indicator will flash.



To access MessageBank®

1. Lift the handset or press the **Hands Free** key.
2. Press the **MessageBank®** key
3. Follow the prompts to receive your messages or to make changes to your mailbox.
4. Replace the handset or press **Hands Free**.

Date and time

You do not need to set the date and time on the Telstra **A248**, this is updated automatically from the network with the first Calling Number Display call received.



To view month and day, press the **Delete/M-D** key.

Optional Power Adaptor

There is a socket for an optional power adaptor on the rear of the A248. The power adaptor should meet the following output specifications.

Voltage:	9 Volts DC
Current:	300 milliamps
Polarity:	Centre positive

Troubleshooting

No Dial Tone

Check that the telephone line cord connectors at both ends are pushed in firmly until they click.

Check that the handset cord connectors at both ends are pushed in firmly until they click.

Telephone does not ring

You may have too many devices on your telephone line. Note the REN number that is written on the base of all your devices, the total should not be more than three.

The MessageBank® indicator does not flash when there are messages waiting

Change the batteries in the base of the telephone. Use only alkaline type batteries as other battery types may leak and damage your telephone.

Maintenance

There is no regular maintenance required for your Telstra **A248** telephone.

To clean the outside plastic, first unplug the unit and use only a damp cloth. Do not use detergents or sprays.