# Telstra

# Touchfone 400

## Telephone

# User Guide

# CONTENTS

**WARNING:**
Do not use the telephone during an electrical storm as it is possible to get a shock. Refer to the Telstra White Pages for further information.
The handset must be left in place during an electrical storm to prevent damage to the telephone.

Telstra is proud to present to you the Telstra **Touchfone® 400 Telephone.**

Designed and manufactured in Australia, this telephone represents an exciting development in telephone design. It uses the latest engineering techniques to offer you a telephone that provides easy access to Telstra Easycall™ facilities.

To ensure you fully enjoy the benefits of your Easycall facilities, please read this User Guide, and keep it handy for future reference.

If you are connecting your new Touchfone 400 for the first time, turn the page and follow the steps listed under *Installing Your Touchfone 400.*

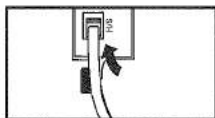The Telstra Touchfone 400 telephone is ACA compliant.

## Package Contents

The Touchfone 400 package contains:



Touchfone 400

User Guide

Handset

Handset Cord

Warranty Card

WARRANTY

Line Cord

Spare Memory Cards

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## Installing Your Touchfone 400

**Step 1**

Plug the uncoiled end of the Handset Cord into the smaller H/S socket in the base of the telephone. Plug the other end into the socket in the Handset.
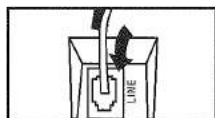
**Step 2**

Plug the Line Cord into the larger LINE socket in the base of the telephone.
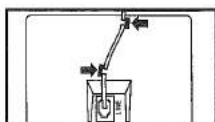
Push the cords into the grooves on the base of the telephone and behind the clamps provided.

**Step 3**

Plug Line Cord into any telephone socket.

**Note**

If you do not have a telephone socket, you can have one installed by Telstra or any licensed installer.

Step 3

Step 2

Step 1

## Initialising the Telephone
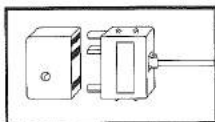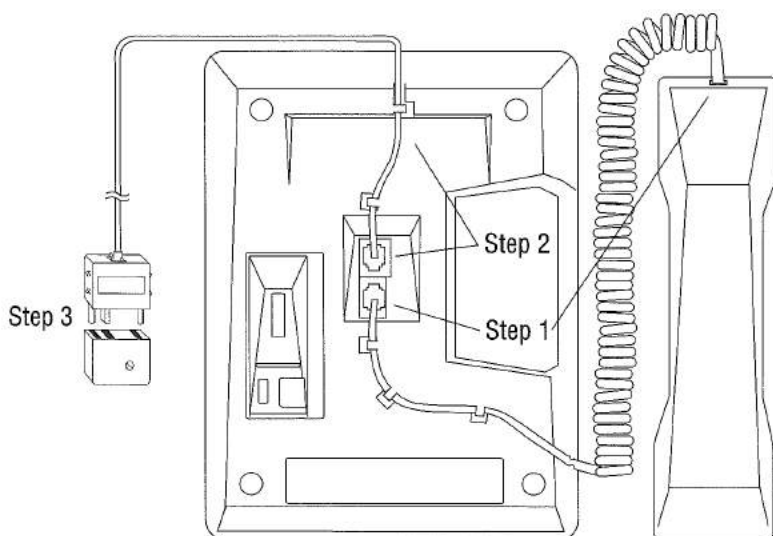
Before attempting to use your telephone for the first time, it needs to be initialised to ensure correct operation.

1. Lift the Handset and wait for dial tone (up to 5 seconds).
2. Replace the Handset.
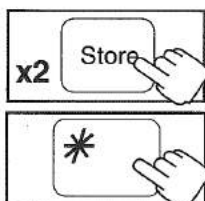
## Setting Tone or Pulse Dialling

The telephone is initially set for tone dialling. You will only need to change to Pulse if your exchange does not accept Tone dialling.

The Touchfone 400 telephone can be set to Tone or Pulse Dialling.
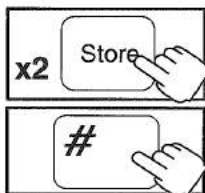
**To Change from Tone to Pulse Dialling Mode:**
1. Lift Handset.
2. Press [STORE] **twice**, then press [#].
3. Replace the Handset.

**To Change from Pulse to Tone Dialling Mode:**
1. Lift Handset.
2. Press [STORE] **twice**, then press [*].
3. Replace the Handset.

   *The telephone emits a soft "beep" to confirm each correct dialling action.*

**Note**
When the Touchfone 400 has been set to the Pulse Dialling Mode, pressing [*] during dialling will change the dialling to Tone. The dialling mode will reset to Pulse when the handset is replaced.

The Change of Dialling Mode, via the [*] button, can also be stored in memory when using electronic banking services.

The Touchfone 400 will return to Tone Dialling if the telephone has been unplugged from the telephone line for an extended period. You should check that the dialling mode is correct.
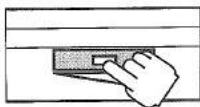
## Ringer

To adjust the volume of the Ringer, slide the Volume Control on the side of the telephone.

To change the Ringer Pitch, adjust the switch on the base of the telephone marked "RINGER PITCH". Three settings are provided: 'H' (High), 'M' (Medium) and 'L' (Low).

**Note**
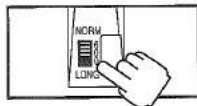To ensure your ringer operates effectively you should not have more than three ringers on the one telephone service (for example, three telephones).

## Telephone Line Switch

The Line Switch on the base of your telephone will be set to 'NORM' during manufacture.

In some cases, the side-tone (the sound of your own voice that you hear in the Handset), may be at a more comfortable level if the Line Switch is set to the '600' or 'LONG' position. (If not, return the Line Switch to 'NORM'.)

## Wall Mounting the Touchfone 400

The Touchfone 400 telephone may be wall mounted, using the Telstra Wall Mounting Kit.

If you have a wall socket follow steps 1 to 6, otherwise installation of an appropriate wall socket can be done by Telstra or any other licensed installer.

**Step 1**
Remove the line cord from the telephone.

**Step 2**
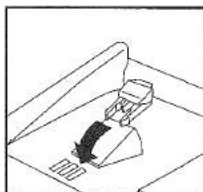Fit and secure the wall bracket to the telephone as shown by the wall mounting kit instructions.

**Step 3**
Connect the short line cord between the telephone and the wall socket.

**Step 4**
Ensure the Line Switch and Ringer Pitch are set correctly. (*See page 6.*)

**Step 5**
Fit the wall bracket to the studs on the wall socket and push down firmly until it locks in position.

**Step 6**
Clip in handset hook as shown to keep Handset in place.

Step 2
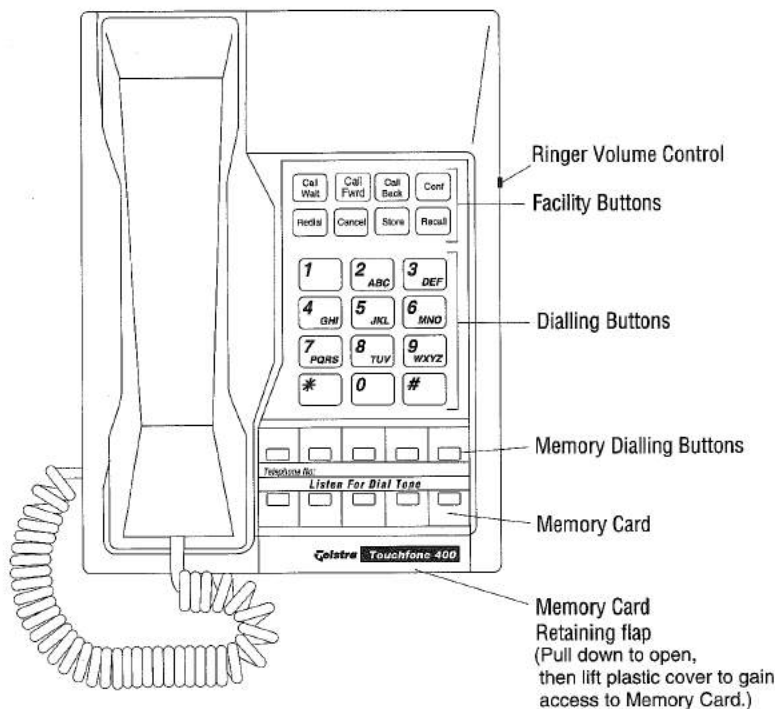
Step 1

Step 3

Step 4

Step 5

Securing Screw
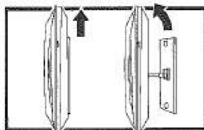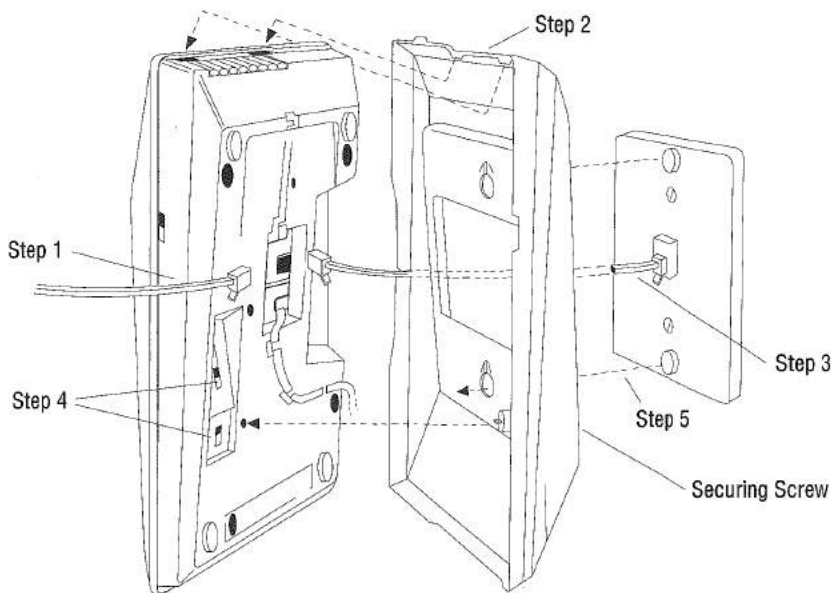
**To remove your telephone from the wall:**
1. Push up firmly on the telephone case until the telephone is released from the wall socket.
2. Pull the telephone out from the socket and unclip the short line cord from the socket.

## TELEPHONE OPERATION

## Touchfone 400 Features



- Ringer Volume Control
- Facility Buttons
- Dialling Buttons
- Memory Dialling Buttons
- Memory Card
- Memory Card Retaining flap
  (Pull down to open,
  then lift plastic cover to gain
  access to Memory Card.)

## Making Calls

**To Make a Call:**
1. Lift Handset and listen for dial tone.
2. Dial required number.
   *The telephone emits a soft "beep" to confirm each correct dialling action.*
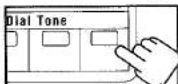
## Redial

**To Redial the Last Number:**
1. Lift Handset and listen for dial tone.
2. Press [REDIAL].
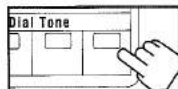
## Store Redial Number

**To Store Redial Number into a Memory:**
1. Lift Handset.
2. Press [STORE].
3. Press required Memory button.
4. Replace Handset.

## Memory Dialling

Memory Dialling allows you to store up to ten numbers, additional Easycall function codes and/or PABX function codes and dial them at the touch of a single button.

**To Store a Number in Memory:**
1. Lift Handset.
2. Press [STORE].
3. Dial number to be stored.
4. Press required Memory button.
   *Repeat previous three steps to store up to ten numbers.*
5. Replace Handset.
6. Write the name and/or code on the Memory Card.

**Note**

Numbers of up to 32 digits; this includes, [*], [#], and [RECALL], can be stored in memory.

A pause can be inserted into memory by pressing [CONF]. A pause will occupy the space of two digits in memory.

While storing numbers in memory, the dial tone may time-out and busy tone may be heard. This is normal and will not affect the number being stored.
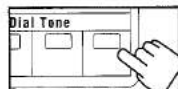
**To Dial a Number Saved in Memory:**
1. Lift Handset and listen for dial tone.
2. Press appropriate Memory button.

**Note**

Numbers stored in Memory Dialling or in Redial will remain in memory indefinitely unless the telephone is disconnected. Then the numbers will be retained for up to ten minutes (with the Handset left in place).

### Easycall Feature Buttons

The Touchfone 400 provides single button operation when used in conjunction with the Telstra Easycall facilities; Call Waiting, Call Forward, Conference and Call Back when Busy.
For information on other Telstra Easycall facilities, please consult the Telstra Easycall User Guide.

**Note**
The Easycall Feature buttons on the Touchfone 400 telephone only work when the telephone is set to Tone Dialling. See page 5.

Recall

**RECALL Button**
Used to access facilities offered by the Telstra Easycall service.
After [RECALL] is pressed no subsequent digits will be stored in the Redial memory.

Store

**STORE Button**
Used to change the dialling mode, store a number into memory, turn on Call Wait and set the Call Forward type.

Cancel

**CANCEL Button**
Used to turn off Call Wait, turn off Call Forward, turn off Call Back and disconnect an active caller.

Call Wait

**CALL WAITING Button**
Allows you to answer a waiting call while you are on a call.

Call Fwrd

**CALL FORWARD Button**
Allows you to forward your calls to another telephone number.

Conf

**CONFERENCE CALL Button**
Used while on a call, to set up a conference with a third person.

Call Back

**CALL BACK Button**
Used when you call someone whose line is busy. Auto Call Back will call you and the number you dialled when the line is free.

**Call Waiting**

**To Turn Call Waiting On:**
1. Lift Handset and listen for dial tone.
2. Press [STORE], then press [CALL WAIT].
   *A facility tone or recorded voice message tells you that the facility is now on.*
3. Replace Handset.

**To Answer a Second Call:**
When someone is trying to reach you while you are on a call, you will hear 2 beeps every 5 seconds. If you wish to take the waiting call you have 45 seconds to answer the second caller. The second caller hears ringing tone.

**To Hold First Caller and Answer Waiting Call:**
1. Press [CALL WAIT].

**To Alternate Between Calls:**
1. Press [CALL WAIT].

**To Release Active Caller and Return to Remaining Caller:**
1. Press [CANCEL].

**Note**
If you wish to ignore the waiting call, the beeps will cease after 45 seconds and the caller will then hear a busy tone.
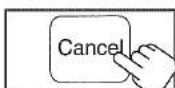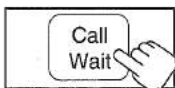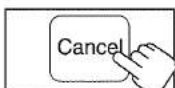
**To Turn Call Waiting Off:**
1. Lift Handset and listen for dial tone.
2. Press [CANCEL], then press [CALL WAIT].
   *A facility tone or recorded voice message tells you that the facility has been turned off.*
3. Replace Handset.

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## Call Forward

The Touchfone 400 is initially set to 'Call Forward Immediate'. If you have subscribed to this facility, then you do not need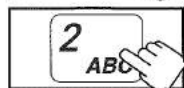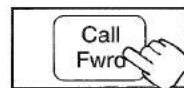 to do anything. If you have subscribed to Call Forward on 'Busy' or Call Forward on 'No Answer' you will need to re-set the Call Forward type to use these features.

**To Set Call Forward Type:**

1. Lift Handset.
2. Press [STORE], then
3. Press [1] for Forward Immediate, OR
   Press [2] for Forward on Busy, OR
   Press [3] for Forward on No Answer, then
4. Press [CALL FORWARD].
5. Replace Handset.

**To Establish Call Forward:**

1. Lift Handset and listen for dial tone.
2. Press [CALL FORWARD], then
3. Dial destination number to which calls are to be forwarded, OR
   Press memory button for the number, then
4. Press [CALL FORWARD].
   *A facility tone voice message tells you that calls will now be forwarded.*
5. Replace Handset.

**To Cancel Call Forward When Only One Call Forward Type is Set:**

1. Lift Handset and listen for dial tone.
2. Press [CANCEL], then press [CALL FORWARD].
   *A facility tone or recorded voice message tells you that calls will no longer be forwarded.*
3. Replace Handset

**To Cancel Call Forward When More Than One Call Forward Type is Set:**
1. Lift Handset and listen for dial tone.
2. Press [CANCEL], then
3. Press [1] for Forward Immediate, OR
   Press [2] for Forward on Busy, OR
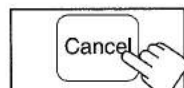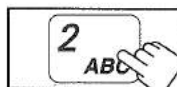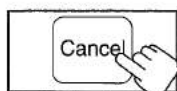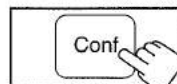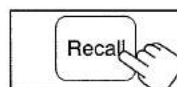   Press [3] for Forward on No Answer, then
4. Press [CALL FORWARD].
   *A facility tone or recorded voice message tells you that calls will no longer be forwarded.*
5. Replace Handset

## Conference Call

**To Set up a Conference Call:**
1. Ask first caller to wait, then press [RECALL] and listen for dial tone.
2. Dial required third person's number and advise the third person that you wish to establish a conference call.
3. Press [CONF].
   *All three people are now connected. During a 3-way conference, you will hear a special beep every 15 seconds.*

**Note**
If the person called is busy or does not answer press [RECALL] to return to the first person.
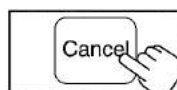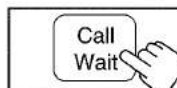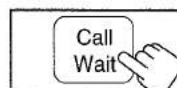
**To Speak to Only One Person During a Conference:**
1. Press [CALL WAIT].
   *The last person connected is placed on hold.*

**To Return to Conference:**
1. Press [CONF].

**To Disconnect One Person From the Conference Call and Speak to the Other Person:**
1. Press [CALL WAIT].
   *The last person connected in the conference is placed on hold.*
2. Press [CANCEL].
   *The person you are now talking to will be disconnected and you will return to the person on hold.*

**To End a Conference Call:**
1. All persons replace their handsets.

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## Automatic Call Back

When you call someone whose line is busy, Auto Call Back will call you and the number you dialled when the lines are free.

**To Establish Auto Call Back When Busy Tone is Heard:**

1. Press [CALL BACK].

   *A facility tone or recorded voice message tells you that the facility has been turned on.*
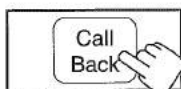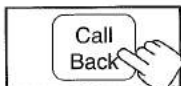
2. Replace Handset and wait for the return call.
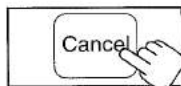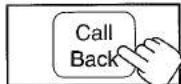
**To Cancel an Individual Call Back:**

1. Lift Handset and listen for dial tone.

2. Press [CANCEL], then press [CALL BACK].

3. Dial telephone number or press the memory key for which the Call Back is to be cancelled.

4. Press [CALL BACK].

   *A facility tone or recorded voice message tells you that the facility has been turned off.*

5. Replace Handset.

**To Cancel all Call Backs:**

1. Lift Handset and listen for dial tone.

2. Press [CANCEL], then press [CALL BACK] **twice**.

   *A facility tone or recorded voice message tells you that the facility has been turned off.*
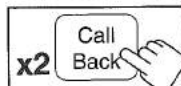
3. Replace Handset.

# USING THE TOUCHFONE 400 AS AN EXTENSION ON A PABX

If the Touchfone 400 is used on a PABX extension, it should be noted that many PABX's require an access pause - that is, a pause of a few seconds after dialling the outside access code, which is usually '0'.

The Touchfone 400 provides an automatic access pause. The first time a pause of one second or longer is made while dialling a number (as will occur while waiting for access to an outside line), a three second pause is stored in the Redial memory.

This pause is inserted in the stored number when [REDIAL] is pressed. Any extra pauses must be inserted using the [CONF] button.

For Memory Dialling all pauses must be inserted with the [CONF] button.

Buttons [*] and [#] are used for tone signalling with special PABX and exchange facilities.

## HEARING AID COMPATIBILITY

The Touchfone 400 provides a magnetic coupling in the handset suitable for use with hearing aids fitted with a 'T' position switch.

## COMPATABILITY WITH OTHER TELEPHONES

If you have a parallel telephone connected to your line, it may not be possible to always talk on the two telephones at the same time.

## TROUBLESHOOTING

### If the Telephone Will Not Operate

1. Check the telephone installation. See page 4.
2. Change the dialling mode from Tone to Pulse, or vice versa. See page 5.
3. Unplug the Touchfone 400 and connect a telephone that is known to be working properly. If calls are still not possible the fault is in the telephone service. Report fault to 1100.

If a service fault is reported without these checks being made, and the fault is found to be in your telephone, visit fees will be applied.

## SAFETY INSTRUCTIONS AND CARE OF YOUR TELEPHONE

1. **WARNING:**
   Do not use the telephone during an electrical storm, as it is possible to get a shock. Refer to page 2 for details.
2. Do not use the Touchfone 400 when wet.
3. Do not put the Touchfone 400 where the Line Cord can be damaged.
4. Keep the Touchfone 400 away from heat and out of direct sunlight. Do not subject the telephone to extreme temperatures.

## CARE OF YOUR TELEPHONE

5. Do not open the unit, there are no serviceable parts inside. Opening the unit voids the warranty.

6. Clean outside plastic parts with a damp cloth. Do not use detergents or sprays on the Touchfone 400 and never immerse the telephone in water.

7. Do not push objects into ventilation openings, as this could cause an electrical shock.

8. The performance of the telephone may be affected by electro-magnetic interference if placed near radio transmitters, diathermy machines, welding machines, etc. Under such conditions Telstra will not be held responsible for the performance of the telephone.

9. Avoid hard knocks.

10. This telephone has ACA approval for connection to the network. Do not connect the telephone to the network if it has been modified or tampered with in any way, as this could make it unsafe to use.

## WARRANTY

If there is a fault in the Touchfone 400 and the warranty period has not expired, please follow the procedures detailed on the product Warranty Card.

A repair service is available for products not eligible for warranty replacement.

## CUSTOMER SERVICE

If there are problems using this product after following all the instructions in this User Guide, please call out Product Information Line.

Product Information Line number:

FREECALL™ **1800 034 456***

8.00am to 5.00pm Monday to Friday

* A free call unless from a mobile phone which be charged at the applicable mobile rate.