GETTING TO KNOW YOUR TELSTRA CALL GUARDIAN 301 CORDLESS PHONE

IT'S HOW WE CONNECT

Handset   Base

Telephone line cord
(pre-installed)

Mains power adaptor

2 x AAA Ni-MH 750
mAh rechargeable
batteries
(already in handset)

Contents for each additional handset (multipacks only)

Handset   Charger   Mains power adaptor

2 x AAA Ni-MH 750
mAh rechargeable
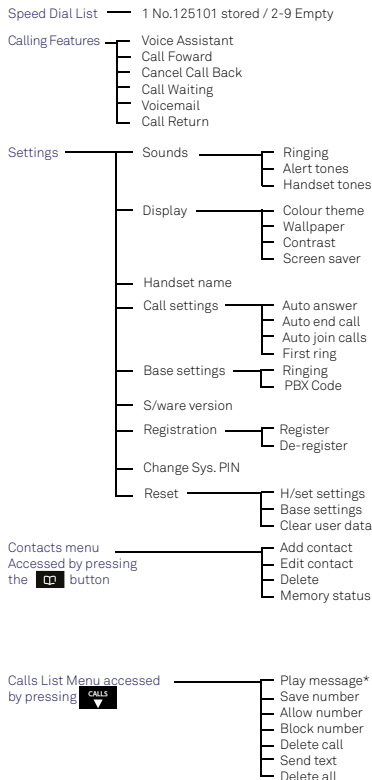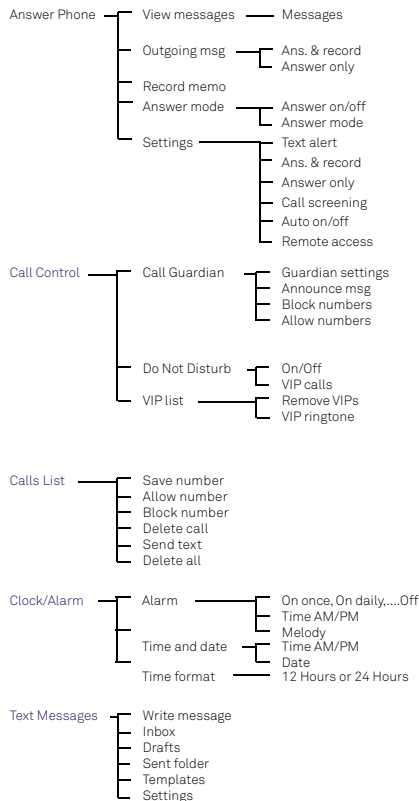batteries
(already in handset)

(!) Important
**Only use the mains power adaptors, cables and rechargeable batteries supplied in
this box or this product might not work. Any replacement rechargeable batteries
must be of the same type. Telstra accepts no responsibility for damage caused to
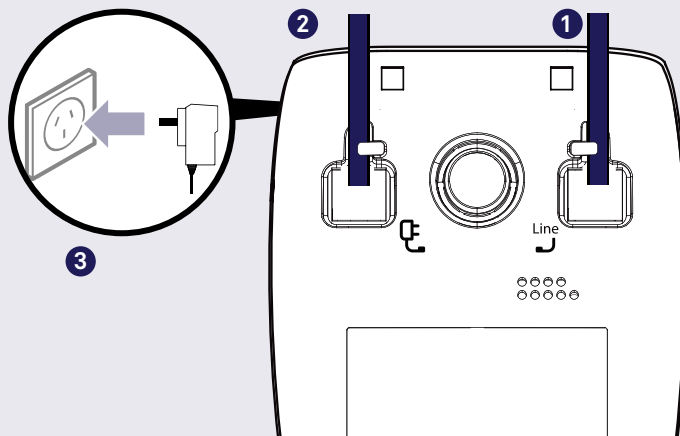your Telstra Call Guardian 301 if you use any other type of batteries.**

Answer Phone
- View messages — Messages
- Outgoing msg
  - Ans. & record
  - Answer only
- Record memo
- Answer mode
  - Answer on/off
  - Answer mode
- Settings
  - Text alert
  - Ans. & record
  - Answer only
  - Call screening
  - Auto on/off
  - Remote access

Call Control
- Call Guardian
  - Guardian settings
  - Announce msg
  - Block numbers
  - Allow numbers
- Do Not Disturb
  - On/Off
  - VIP calls
- VIP list
  - Remove VIPs
  - VIP ringtone

Calls List
- Save number
- Allow number
- Block number
- Delete call
- Send text
- Delete all

Clock/Alarm
- Alarm
  - On once, On daily,.....Off
  - Time AM/PM
  - Melody
- Time and date
  - Time AM/PM
  - Date
- Time format — 12 Hours or 24 Hours

Text Messages
- Write message
- Inbox
- Drafts
- Sent folder
- Templates
- Settings

Speed Dial List — 1 No.125101 stored / 2-9 Empty

Calling Features
- Voice Assistant
- Call Foward
- Cancel Call Back
- Call Waiting
- Voicemail
- Call Return

Settings
- Sounds
  - Ringing
  - Alert tones
  - Handset tones
- Display
  - Colour theme
  - Wallpaper
  - Contrast
  - Screen saver
- Handset name
- Call settings
  - Auto answer
  - Auto end call
  - Auto join calls
  - First ring
- Base settings
  - Ringing
  - PBX Code
- S/ware version
- Registration
  - Register
  - De-register
- Change Sys. PIN
- Reset
  - H/set settings
  - Base settings
  - Clear user data

Contacts menu
Accessed by pressing the 🕮 button
- Add contact
- Edit contact
- Delete
- Memory status

Calls List Menu accessed by pressing CALLS ▼
- Play message*
- Save number
- Allow number
- Block number
- Delete call
- Send text
- Delete all

*Play message option is only available if the caller leaves a message.

1 Plug in

1. The telephone line cord is already fitted but **don't** plug the other end into the wall socket yet.

2. Plug the mains power adaptor into the base, with the cable clipped in the groove provided.

3. Turn the cable when clipping into the groove so that the narrow part fits between the clips before turning the cable back to secure.

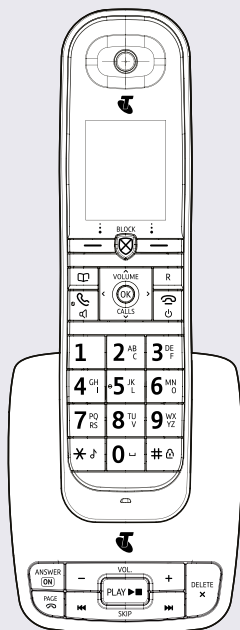4. Plug the other end of the power adaptor into the wall power socket and switch on.

2 Activate the batteries

1. Activate the batteries by pulling the plastic tab away from the back of the handset.

⇧ **PULL** ⇧
Rechargeable batteries
already fitted

Remove this tab
and charge batteries
for 24 hours before use.

3 Charge

Place the handset on the base and leave to charge for 24 hours.

> ⓘ **Important**
> Charge the handset batteries for 24 hours or your phone might not work.
>
> 24 hrs

4   Connect the phone line cord

After 24 hours, plug the phone line cord into the phone wall socket.
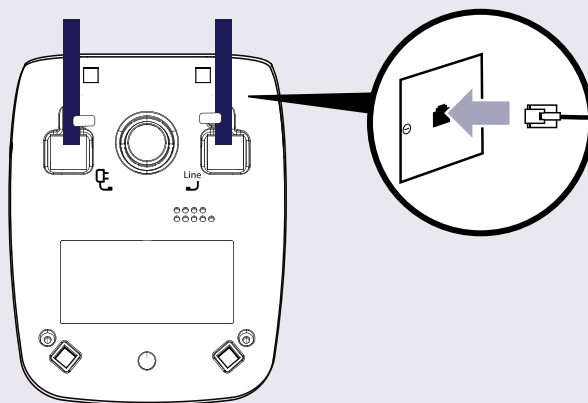
If you ever need to remove the batteries, simply open the battery compartment cover and ease out the batteries.

5 Follow the set up wizard

Set the time and date

1. Select **OK** by pressing the Left option button ▬▬ under the screen. The set up wizard will begin. Follow the prompts to complete the set up process.

Tip: when prompted to select OK you can press the **OK** button in the centre of the keypad if you prefer.

2. Use the keypad to enter the time using the 12 hour clockformat e.g. for **3:32 pm** you need to enter **03:32**.

3. Press ▾ press ◀ or ▶ to select **AM** or **PM**.

4. Press ▾ enter the date in the format **DD/MM/YYYY.**

5. Press **Save**. **Saved** is displayed.

```
        Set up
   ─────────────
    Please set the
    time and date
    to start using
   your telephone
   ─────────────
   OK
```

```
        Set up
   ─────────────
   Time
      HH:MM
   AM/PM
         PM
         ▾
   Save        Back
```
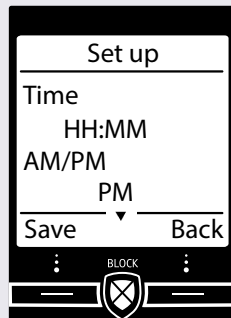
Call Guardian

6. Continue to read and follow the prompts.

7. Press **OK**.

8. Press **OK**.

> **Call Guardian**
> Your phone's set to announce unknown caller's names when you answer so you...
> OK

> **Call Guardian**
> ...can decide how to deal with calls. Change settings via Call Control.
> OK   Back
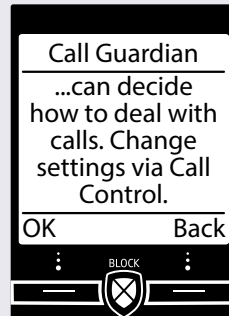
You need to have a Caller Display service from your network provider to use all the features available from Call Guardian, Answer machine playlist, Calls List, Text Messaging and other Caller Display enabled features. Charges may apply.

> **Set up**
> ?
> Do you have Caller Display?
> Yes   No

9. Select **Yes** or **No**, and follow the prompts.
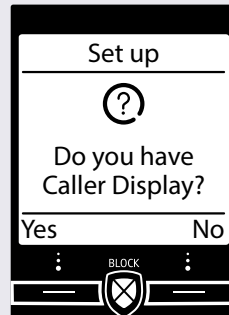
Complete the set up tasks

10. If you wish to continue following the set up wizard, select **Yes**. (If you don't want to follow the wizard, select **No** and you can start using your phone straight away. You can always set up tasks via the menu later).

```
        Set up
  Would you like
  us to guide you
  through some
  set up tasks?

Yes                No
        BLOCK
```
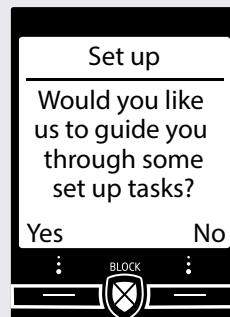
Record your outgoing message

11. If you wish to complete this step, select **Yes** (or **No** to continue to the next step).

12. **Record message** is highlighted, press **Select**.

13. Follow the voice prompt and speak your message into the phone after the tone.

14. Select **Save** when you've finished.

15. Your message will be played back to you.

16. Select **OK** (or **Delete** if you want to replace it).

17. Select **Done**, to continue with the set up wizard.

```
        Set up
  Do you want to
  record your
  answer phone
  outgoing
  message now?

Yes                No
        BLOCK
```

If you need some help, call us on **13 2200** or go to **https://go.telstra.com.au/helpandsupport/home-phone/**
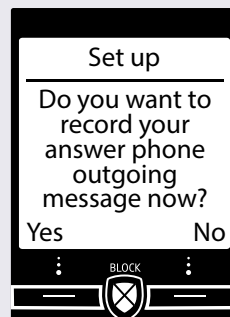
Add contacts

18. If you want to add some contact numbers now, select **Yes** (or select **No** to continue to next step).

📄 By adding contacts, you will always know that their calls will get straight through to you, without the need to go through Call Guardian.

📄 Please make sure you always add the full telephone number when you save a contact. If you have important numbers that will always need to get through e.g (Doctors, Carer Line numbers etc.), make sure you've added them to your Contacts or Allow numbers list**.**

19. Enter the contact name using the keypad and press ⬇.

20. Enter the home phone number. You can then press ⬇ and enter a mobile number and then a work number if you want to. Press ⬇ then ◄ or ► to select a ringtone.

21. Select **Save** when you've finished.

⚠️ 🏠 **Home**
🔲 **Mobile**
🏢 **Work**

```
  Set up
─────────────
 Do you want to
  add contacts
now, so their calls
  are allowed?
─────────────
Yes          No
    Block
```

```
 Add contact
Name      Abc
─────────────
▌
🏠 Home
🔲 Mobile
Save    ▾   Back
    BLOCK
```
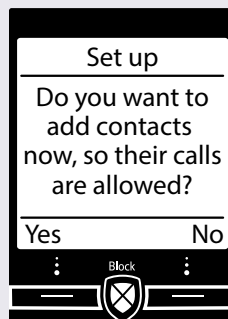
22. Select **Yes** if you want to enter more contacts
    or **No** if you don't want to for now.
    Follow steps 19, 20 and 21 on page 11
    for instructions on how to add a contact.

Set up

Do you want to
add another
contact?

Yes   No

BLOCK
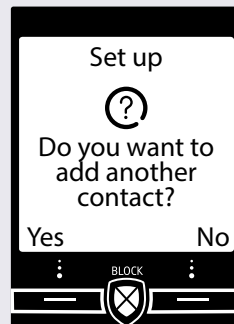
23. Select **OK** to complete the set up wizard.
    You can now start using your phone.

    **Please read the rest of this User Guide for
    instructions on how to use the most popular
    features of your Telstra Call Guardian 301 phone.**

Set up

Set up
complete.
Please read the
user guide
enclosed.

OK

BLOCK
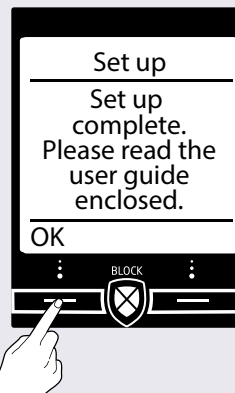
6 Set up your additional handsets (multi packs only)

1. For additional handsets and chargers: plug the mains power adaptor into the back of the charger and plug the other end into the mains wall socket and switch on the power.
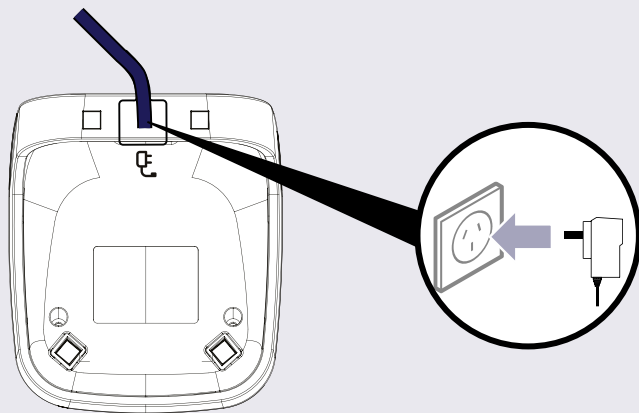
2. Activate the batteries as explained on page 5. If you set the time and date on the first handset then it will be shared with all other handsets in your multi pack once you activate the batteries and they have all synchronised.

3. Place the handset on the charger to charge for 24 hours.

If you need some help, call us on **13 2200** or go to **https://go.telstra.com.au/helpandsupport/home-phone/**

Finding your way around your phone

Your Telstra Call Guardian 301 has an easy to use menu system.

When the handset is switched on and at the home screen:

1. Select **Menu** by pressing the Left option button ▬▬▬ to open the main menu.

2. Use the ▲ or ▼ button to scroll through the available menu options.

3. When the menu you want is displayed, select by pressing the Left option button ▬▬▬ or press OK.

4. Use the ▲ or ▼ button to scroll through the available sub menu options. When the sub menu you want is highlighted, select by pressing the Left option button ▬▬▬ or press OK.

Select the **Back** option if you want to return to the previous screen.

To exit a menu and return straight to the home screen, press 🕾.

If no buttons are pressed for 30 seconds, the handset returns to the home screen automatically.

Handset buttons

Call block button

Press to access the call block menu.

Left option button

Opens up the Menu. See page 14. In answer machine mode, deletes current message playing.

Up/Volume

Move up through menu options, increase volume, page 29.

Contacts

Access stored Contacts, page 32.

Talk/Handsfree

Make/receive calls, page 28.

Switch handsfree on/off, page 29.

Calls/Down

Enter calls list, page 37, decrease volume, page 29 and move down through menu options.

1 (Speed dial)

Press and hold to dial Voicemail or a stored speed dial number.

✳ (Star)

Press and hold to turn handset ringer on/off.

Right option button

Press to confirm the option displayed on the screen above the button, to delete or go back to the previous screen.

OK

From home screen, press to access a highlighted event e.g. missed calls, answer phone messages and text messages on the display.

R (Recall)

R (Recall) for use with some Telstra Call Features and when connected to a switchboard/PBX.

< / >

Left and right navigation buttons. In text edit/entry mode, press to move cursor.

End call/on or off

End a call, page 28. Press and hold to switch handset on/off. In menu mode, press to return to home screen.

2-9 (Speed dial)

Press and hold buttons 2-9 to dial a stored speed dial number.

 # (Hash)

Press and hold to lock/unlock keypad. Toggle between upper/lower case characters and number mode.

Getting to know your phone

If you need some help, call us on **13 2200** or go to **https://go.telstra.com.au/helpandsupport/home-phone/**

Handset display

Time — 10:30am 🔔   d̶ₓ ᴬᴺˢ ▮

Handset 1 — Handset name

ℭˣ   🔲   ☑
1   4   2

Menu   🔒   Calls
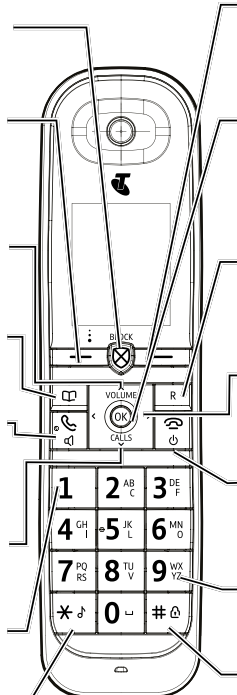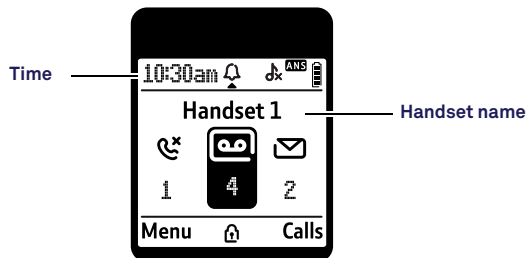
Handset display icons

▮ Shows handset battery status. Scrolls when the handset is charging.

🗋 Empty frame flashes when battery needs recharging.

ℭˣ On – missed call(s) in the Calls list*. With number of calls displayed.

🔲 On – answer machine message(s) received with number of messages displayed.
FULL displayed when the answer machine memory is full.

☑ On – text message(s) received with number of messages displayed.

℗ Blocked call.

ᴬᴺˢ On – answer machine on.
Off – answer machine off.

UnMute/Mute Indicates when Mute is on or off.

🔔 On – alarm is set.
Flashing – alarm time has been reached.
Off – alarm off.

🔒 The keypad is locked.

d̶ₓ Handset ringer is switched off.

* For full details of who has called you please make sure you have subscribed to Caller Display from your network provider. Charges may apply.

If you need some help, call us on **13 2200** or go to **https://go.telstra.com.au/helpandsupport/home-phone/**

Base

Play / Stop
Green light on button flashes when there are new messages. Press to play messages. Stop message during playback.

Volume
Adjust speaker volume during voice message playback.

Answer on/off
Turn answer machine on/off. Red light on button is on when answer machine is on.

Delete
During playback, press to delete message playing.

In idle, press to delete all old messages.

Page
Press to locate handsets.

Skip>>
Skip forward to start of next message during playback.

Skip<<
Repeat current message.

Press twice to skip to previous message.

Blue In use light
On when base is connected to power and the handset is on the base. Flashes when phone rings, during a call and registration.

Green play / message light

The best way to stop unwanted calls, is to know who's at the other end of the phone before you decide if you want to take it.

You need Caller Display
This will help you get the most out of your Telstra Call Guardian. You can get this from your phone service provider.

Your Telstra Call Guardian 301 has four Guardian modes that allow you to easily manage calls in different ways:

- **Announce** (All calls not in your Contacts, Allow numbers, Speed dial numbers or VIP list must say their name)
- **International** (All calls from International numbers must announce their name. All other calls, except those on your blocked list hear the call block message and all other calls come straight through)
- **Ans. phone** (All calls not in your Contacts, Allow numbers, Speed dial numbers or VIP list are sent straight to the Answer Phone)
- **Custom** (You choose how you'd like to handle all of your calls)

  In Announce mode (default setting), the Telstra Call Guardian 301 will filter all first time calls from numbers that are not yet saved in your Contacts, or already on your allowed list. By doing this, you gradually build up these lists and your phone will know how to deal with the call the next time it comes in.

Record your announce message

You can personalise the Telstra Call Guardian greeting, by adding your name to the Announce message.

1. Press ⊗ or select **Menu**, scroll 📶 to **Call Control** and press **Select** or **OK**.

2. **Call Guardian** is highlighted, press **Select** or **OK**.

3. Scroll to **Announce msg**, press **Select** or **OK**.

4. Press **Select**, or **OK**, on **Record name** and follow the voice prompt and press **Save**.

5. If you are happy with your recording, press **OK**.

How do you accept, block or send a call to the answer phone?

1. Telstra Call Guardian answers a call for you and asks the caller to say ("announce") who they are.

2. Your Telstra Call Guardian 301 then rings you with the Announced call on the display and announces the caller's name when you pick up the phone. (e.g. "You have a call from Mark").

3. You now have the following choices :

- To accept the call, press 1
- To always accept their calls, press 2
- To block their calls, press 3
- To send this call to the answer phone, press 4
- Or to ignore the call, just hang up (if the answer phone is switch on, this call will then be sent straight to the answer phone)

Telstra Call Guardian

The Block button ⊗

The block call button can be used in 3 ways:

1. Incoming call
   When you have an incoming call, the handset display will show 'Announced call'. When you pick up the handset you'll hear the caller announcement so you can decide whether to take the call. If you don't want to take the call, press on the handset and the caller will be advised that their call is not accepted and the call will be disconnected.

   The number will be blocked and added to the blocked calls list if Caller ID is displayed. If the number calls again, the caller will hear, "Calls to this number are being screened by Telstra Call Guardian, the person you are calling is not accepting your call. Please hang up".
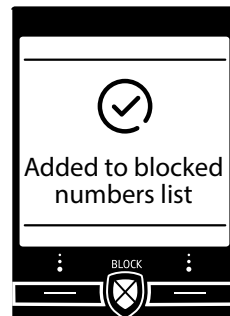
2. During a call

   If you have already answered the call and you want to block the number press ⊗. If the number is displayed you have the option to select **Yes** and the number will be added to the blocked numbers list and the call will end. Or select **No** to go back to the caller.

3. In idle mode

   Press ⊗ as a shortcut to the Call Control menu. See page 26.

Blocked numbers

?

End call and block number?

Yes   No

BLOCK

If you need some help, call us on **13 2200** or go to **https://go.telstra.com.au/helpandsupport/home-phone/**
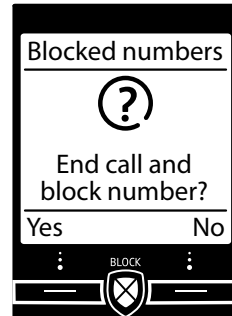
(≡) **Remember:** when a call starts ringing, you can quickly block it straight away
by pressing ⊗ on the handset.

How do I change the different Telstra Call Guardian modes?
You can change the default setting of Announce mode, to International, Answer phone or Custom:

1. Press ⊗ or select **Menu**, scroll ⌄ to **Call Control** and press **Select** or ⓄⓀ.

2. **Call Guardian** is highlighted, press **Select** or ⓄⓀ.

3. **Guardian setting** is highlighted, press **Select** or ⓄⓀ.

4. Scroll ⌄ to the **Guardian mode** that you want to change (e.g. International) and press **Save**.

Custom mode
Once you get used to your phone, you might decide to customise your settings further. For example, you can choose announce, block, allow or answer phone for any of these types of calls:
Unknown numbers, **Unavailable** will be displayed on the handset.
International calls, **Overseas** or **OVERSEAS** will be displayed on the handset.
Private numbers, **Private** will be displayed on the handset.
Payphones, **Payphone** or **PAYPHONE** will be displayed on the handset.
Mobiles, **04xxxxxxxx** / **05xxxxxxxx** or **Mobile** or **MOBILE** will be displayed on the handset.

Remember: settings will be the same as the last mode you selected, unless you save your own custom options.

Here's how to customise settings for certain types of call

Take care when doing this, as it changes your phone's Telstra Call Guardian settings.

1. Press ⊗ or select **Menu**, scroll to **Call Control** and press **Select** or **OK**.

2. **Call Guardian** is highlighted, press **Select** or **OK**.

3. **Guardian settings** is highlighted, press **Select** or **OK**.

4. Scroll to **Guardian mode** then press ◀ or ▶ to find **Custom**.

5. Press **Save** and scroll to find the type of call that you want to change the settings for. You can change :
   Blocked / Allowed / International / Withheld / Payphones / Mobile / Unavailable / All other numbers.
   And for each of these, you have the choice to: Block / Ans. phone / Allow / Announce.

6. Select **Save**.

Switch Telstra Call Guardian on/off

When Telstra Call Guardian is set to On, it is On for whichever mode you're using (e.g Announce mode). If you turn Telstra Call Guardian Off, all calls will be allowed through, even if they are already on your blocked list.

1. Press ⊗ or select **Menu**, scroll to **Call Control** and press **Select** or **OK**.

2. **Call Guardian** is highlighted, press **Select** or **OK**.

3. **Guardian settings** is highlighted, press **Select** or **OK**.

4. Press **◄** or **►** to switch Telstra Call Guardian on/off.

5. Select **Save**.

What happens when you allow a number (caller)

Any numbers in your phone's Contacts are automatically allowed to come straight through to you to answer. To block a contact, see page 26.

- When you get an allowed call, you'll see the caller's number (if available) with the call type below it on your phone's screen.
- If you don't answer a call from an allowed number, it will go through to your answer phone (if it's on) or eventually it will hang up if unanswered.

Remember: if you've allowed a contact, all the numbers you have for a contact will also be allowed.

What happens to my VIP numbers?

These are always allowed to come through to you. If you want Telstra Call Guardian to look after any of these numbers, you'll need to remove them from your VIP list and then adjust your Telstra Call Guardian settings for that number.

What happens when you block a number (caller)

You can block a whole number or part of it (e.g. you can block by area codes). To unblock or allow a blocked number, see page 27.

- A caller calling from a blocked number will hear a message telling them that their call has been blocked.
- You'll see the caller's number (if available) in the Calls list with 𝒐 [Blocked call icon]. This means that Telstra Call Guardian is blocking the call without you having to do anything.

Remember: if you've blocked a contact, all the numbers you have for a contact will also be blocked.

How to add numbers straight to your Blocked and Allow lists

Aside from adding numbers to your Block and Allow list as calls come through, you can also add numbers directly to the lists via your Call Control menu.

To add a number to the block list

1. Press ⊗ or select **Menu**, scroll 🔽 to **Call Control** and press **Select** or **OK**.

2. **Call Guardian** is highlighted, press **Select** or **OK**.

3. Scroll 🔽 to **Block numbers** and press **Select** or **OK**.

4. **Add number** is highlighted, press **Select** or **OK**.

5. Enter the telephone number you want to block (make sure you enter the full dialling code, you cannot store a 1 digit number) and press **Save**.

To block numbers by area code

You can also block numbers by area code. This will mean that any calls beginning with that code, will be blocked. Follow the instructions above from 1 to 3 and then:

6. Scroll 🔽 to **Area codes**, press **Select** or **OK**.

7. On first use, you will see **No area codes stored. Add code?** Select **Yes**.

8. Add the area code and press **Save**.

To add a number to the allow list

1. Press ⊗ or select **Menu**, scroll ⏷ to **Call control** and press **Select** or **OK**.

2. **Call Guardian** is highlighted, press **Select** or **OK**.

3. Scroll ⏷ to **Allow numbers** and press **Select** or **OK**.

4. **Add number** is highlighted, press **Select** or **OK**.

5. Enter the telephone number you want to allow (make sure you enter the full dialling code) and press **Save**.

Deleting your blocked and allowed lists

When in the Block and Allow number menu's above, you also have the choice to delete the whole list. Remember, if you do this, all calls previously blocked and allowed, will now come back through your Telstra Call Guardian settings (unless they are saved and unblocked in your Contacts list).

Make an external call

1. Press 📞.

2. When you hear the dial tone, enter the number.

End a call

1. Press 📴.

Receive a call

When you receive a call, the phone rings.

1. Press 📞 to accept the call.

Mute

1. During a call, select **Mute** by pressing the Right option button. The display shows **Call muted** and your caller can't hear you.

2. Select **Unmute** to return to your caller.
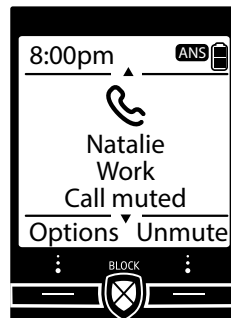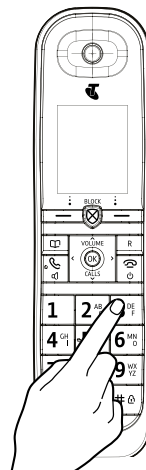
Incoming speech / Handsfree volume

1. When on a call press ![volume] or ![calls] to increase or decrease the volume.
   Subsequent presses will change the volume, you will hear the volume level with each press.

(≡) From the home screen, you can press ![volume] to change the Ringer volume settings too.
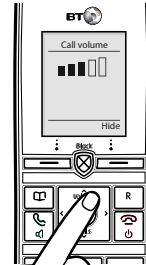
Make a handsfree call

1. Enter the number then press ![speaker] twice.
   ◁ is displayed. You hear your call over the handset loudspeaker.

2. Press ![speaker] to switch the call between the earpiece and the loudspeaker.

3. Press ![end] to end the call.

To switch the handset off/on

1. Press and hold ![end] until the handset turns off or on.
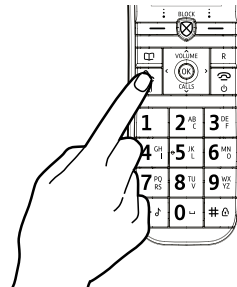
Call Waiting

If you've got a call waiting service and it is switched on, your phone will alert you to a second incoming call if you're already engaged on an external call.

To switch your call waiting service on or off, see page 62.

1. You'll hear the call waiting tone and if you also have caller display the display will show the number of the caller, or the name if it matches an entry in your contacts. If its from someone already in your blocked list, the display will say "Call waiting is from a blocked number".

2. If you want to answer the call waiting, select **Switch** by pressing the **Left option button** and your first caller will be put on hold.

3. Select **Switch** to toggle between the two callers.

4. Press 📞 to hang up both calls.

Voicemail

1. If you have subscribed to voicemail you can press and hold **1** to listen to your messages.
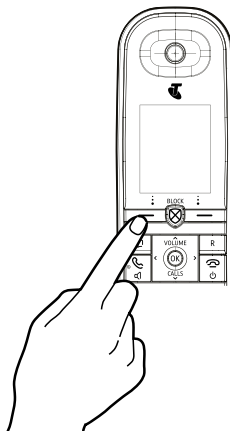
Lock or unlock the keypad

1. Press and hold **#** for 2 seconds. The handset gives a confirmation tone and **Keypad locked** or **Keypad unlocked** is briefly displayed before returning to the idle screen. If locked, the 🔒 icon is displayed.

Turn the handset ringer on or off

1. Press and hold ***** for 2 seconds to turn the handset ringer on or off. The display will briefly show **Ringer on** or **off** before reverting to the idle screen with the ⌀ icon displayed if the ringer has been turned off.

Find handset (Paging)

You can ring a handset to help find it.

1. Press 📟 on the base. All handsets registered to the base will ring and the screen will show **Base searching for handsets** for up to 2 minutes.

2. To stop the ringing, press 📟 on the base again or press any key on any handset.
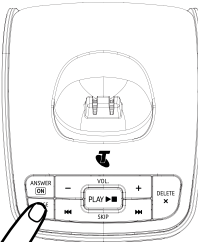
Store up to 200 contacts

1. From the home screen, press ⌨.

2. Select **Options**. **Add contact** is highlighted, press **Select**.

3. Enter the new contact name using the keypad then press ⬇ and enter the home phone number. You can then press ⬇ and enter a mobile number and then a work number if you want to. Select **Save** when you've finished.
The display will show **Contact saved**.

⊜ To be sure that Call Guardian works properly, please make sure you enter the full dialling code for contacts that you save.

```
Add contact
Name              Abc
|
⌂ Home
⎘ Mobile
Save         ▾    Back
```
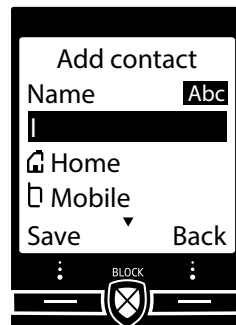
View/dial a contact

1. From the home screen, press ⌨ to open your contact list.

2. Press ⬇ or ⬆ to scroll through and view the entries.

To dial an entry, press ☎ when the entry is highlighted. If the entry has more than one number saved under it you will need to highlight the number you want and then press ☎ again.

```
Contacts
        ▴
Mark
Mum
Dave
Tom
Options   ▾      Back
```
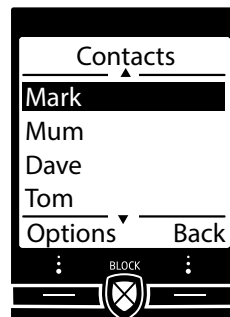
Contact entries will automatically be copied to any other handsets you have registered to the base. Any change made on one handset will be updated on all other handsets.

The handset will come with some special numbers pre-stored. These will include Your Telstra 132200, Telstra 1234, All handsets (if you have more than two handsets registered) and a list of the handsets registered to the base according to their default name/number (e.g. Handset 2 or 3 etc) or name if you have stored one.

Edit a contact

1. From the home screen, press 🔲.

2. Press 🔽 or 🔼 to scroll to the entry you want to edit and select **Options**.

3. Press 🔽 to highlight **Edit contact** and press **Select**.

4. Edit the name by pressing ◀ or ▶ button to move cursor left or right and **Clear** to delete characters and use the keypad to enter new ones, then press 🔽 to move the cursor to edit any of the numbers you have stored, using **Clear** to delete digits and re-enter any new ones, then select **Save**. The display will show **Contact saved**.

Delete selected or all contacts

1. From the home screen, press 🔲.

2. Press 🔽 until the name that you want to delete is highlighted and press **Options.**

3. Scroll to **Delete** and press **Select**.

4. The Contacts list is displayed, with the name that you want to delete highlighted and press **OK** to select.

5. If you want to delete more than one contact at once, you can then press ⬇ or ⬆ to highlight each contact that you want to delete and press **OK**.
   Or to delete all contacts, press **Options** and scroll to **Select all** and press **OK**.

6. Once you have selected all of the contacts that you want to delete, press **Options**. **Delete Selected** is highlighted.

7. Press **OK**.

8. You'll see a final confirmation screen. Press **Yes.**

Speed dial

You can allocate a name and number to each of the Speed dial buttons
1 to **9**. Button **1** is pre-programmed with Telstra answer service but you can
delete this and replace it with an entry of your choice.

Save a Speed dial entry

1. From the home screen, enter the telephone number you want to store.

2. Then, either:
   Press and hold the Speed dial button **1** to **9** you want to store the number
   under.
   Or,
   Select **Options**, scroll to highlight **Set speed dial** and press **Select**. Scroll
   to the speed dial location number you want (1-9) and select **Save**.
   The display will show **Saved as speed dial x** (x being the Speed dial button).

Save a Speed dial entry via the menu

1. Select **Menu**, scroll to display **Speed Dial List** and press **Select**. Scroll to
   an Empty item and press **Add**. Enter the telephone number you want to store
   and press **Save**.

Dial a Speed dial entry

1. Either, press and hold the Speed dial button **1** to **9** under which the entry you
   want to dial is stored.
   Or, Select **Menu**, scroll to display **Speed Dial List** and press **Select**.
   Scroll to highlight the entry you want then press . The number will
   be dialled automatically.

Speed dial

If you need some help, call us on **13 2200** or go to **https://go.telstra.com.au/helpandsupport/home-phone/**

Edit a Speed dial entry

1. Select **Menu**, scroll ▼ to display **Speed Dial List** and press **Select**.

2. Press ▲ or ▼ to highlight the entry you want to edit and select **Options**.

3. **Edit** is highlighted, press **Select**.

4. Edit the number by selecting **Clear** to delete digits and then enter any new digits. Select **Save**. **Saved as speed dial** x will be displayed.

Delete a Speed dial entry

1. Select **Menu**, scroll to display **Speed Dial List** and press **Select**.

2. Press ▲ or ▼ to highlight the entry you want to delete and select **Options**.

3. Scroll ▼ to highlight **Delete** and press **Select**.

4. **Delete speed dial x?** is displayed, select **Yes**. **Speed dial x deleted** will be displayed.

Remember: numbers that you store in speed dial are allowed straight through, without Call Guardian intercepting them.

The option to **Edit** the speed dial is only presented for number speed dials. Not for speed dials which have been added from the contacts list and show a name.

To get the most out of your Telstra Call Guardian 301 and ensure that you block all of the unwanted calls that you may receive, you must have Caller Display. Having Caller Display will also provide Answer machine playlist, Text Messaging and other Caller Display enabled features. (Charges may apply).

View and dial from the Calls list
(up to 50 incoming and 30 outgoing calls)

1. Press ![calls] or select **Calls**. The most recent entry is at the top of the list. (If there are no entries **Calls list empty** will be displayed.)

2. Press ![calls] or ![volume] to scroll through and view the list.

3. To dial an entry, when the entry you want is highlighted, press ![call].

4. To access other options like: play an answer message, send a text, allow or block a number, select **Options** when the entry is highlighted.

```
┌──────────────────────┐
│      Calls list      │
│          ▲           │
│  ℃ˣ ⌂ Peter          │
│  4:18pm Fri          │
│  ℃ˣ ☐ Laura          │
│  6:29pm 18 Apr       │
│          ▼           │
│  Options        Back │
└──────────────────────┘
        BLOCK
```
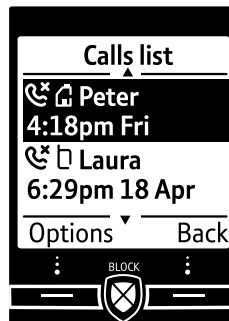
Caller Display and the Calls list

Missed call notification

If an incoming call has been missed (i.e. not answered), the missed call icon will be displayed on the home screen with the number of missed calls displayed underneath it e.g. You can clear the notification by viewing the calls list on any handset registered to the base. The icon will still be presented for missed calls in the calls list so you can differentiate between calls. See Calls list indicators.

> **Calls list indicators**
> = outgoing call made
> = incoming call received
> = missed call
> = caller left a voice message
> = blocked call

Delete an entry in the Calls list, or the whole list

1. Press or select **Calls**, then if you want to delete just one entry, press or to highlight the entry and select **Options**.

2. Press to either **Delete call** or **Delete all** and press **Select**. **Call deleted** will be displayed if you have deleted one entry, if you chose to delete all then you will need to confirm by selecting **Yes**.

Save a Calls list entry to your contacts

1. Press ⬇ or select **Calls**, then press ⬇ or ⬆ to highlight the entry you want and select **Options**.

2. Highlight **Save number** and press **Select**.

3. You now have two options:

i) To save this as a new contact, highlight **New contact** and press **Select**. Highlight the type of number, then press **Select**. Enter the contact name and select **Save**.

ii) To add to an existing contact, highlight **Add to contact** and press **Select**. Scroll to highlight the entry you want and press **Select**. Highlight the number type where you want to save the number (Home, Work or Mobile) and press **Select**.

These numbers will now get straight through when they call, without Call Guardian intercepting them.
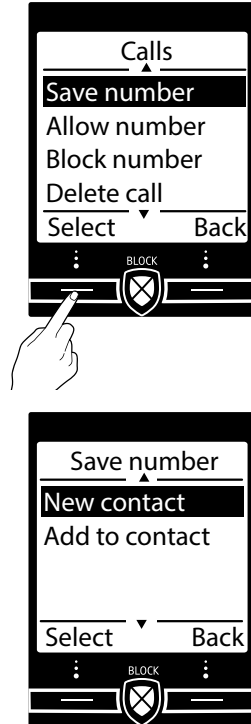
Set-up Do not disturb

Do not disturb allows calls to be received silently with minimal notification. The default is off.

1. Press ⊗ or select **Menu**, scroll ▼ to **Call Control** and press **Select** or **OK**.

2. Scroll ▼ to **Do Not Disturb** and press **Select**.

3. Press ◄ or ► to select **On, Off** or **Timed**. If you select **Timed** you need to select the on and off times you want, press ▼ and enter the **On time**, then ▼ again and enter the **Off time**. Press ▼ to highlight whether you want VIP calls to be **Allowed** or **Barred** using ◄ or ►, then press **Save**. The chosen setting will be displayed and you will hear a confirmation tone.

ⓘ When set to On, the idle screen will display **DO NOT DISTURB** instead of the handset name. For more information and general advice on handling unwanted calls please call us on 13 2200

Assign VIPs

You can set whether calls from VIPs will still be allowed to ring or not when the Do not disturb feature is turned on. The default setting is Allowed. If set to **Barred** all calls will be presented silently. If set to Allowed calls from VIPs all calls will ring as normal.

1. Select **Menu**, scroll to **Call Control** and press **Select**.

2. Press to highlight **VIP list** and press **OK**.

3. Read the prompt and select **Info**, read the message and select **Yes** at the end. Your contacts list will be displayed.

4. To assign contacts as VIP, highlight the contact and press . Select additional contacts if required by repeating above.

5. Select **Options**, **Add selected** will be highlighted, press **OK** and the selected entries will be added to your VIP list.

If you've already added contacts to your VIP's, the list will be displayed when you enter the VIP list menu. You can then select **Options** to add further VIPs, remove VIPs or assign a VIP ringtone.

Call control settings

Message playback using the handset

1. Highlight the answer phone icon on the home screen and press 🆗, or
i) Select **Menu**, **Answer Phone** is displayed, press **Select**.
ii) **View messages** is highlighted, press **Select**.

```
┌─────────────────────┐
│ 8:00pm         ANS🔋 │
│        Lounge        │
│   ☎✗   [◉◉]   ✉     │
│   1      1     1     │
│ Menu           Calls │
├─────────────────────┤
│    ⋮    BLOCK    ⋮    │
│  ___    ⊗     ___    │
└─────────────────────┘
```

3. A list of your answer phone messages will be displayed with the most recently received highlighted at the top.

4. Use 🔼 or 🔽 to scroll through the list to highlight the message you wish to listen to and press 🆗.
   i. If you have more than one message stored and want to listen to them all, select **Options**. **Play all** will be highlighted, press **Select**.

```
┌─────────────────────┐
│      Messages        │
│         ▲            │
│  ⬛ Gordon           │
│  6.30pm Sun          │
│      ---End---       │
│        ▼             │
│ Select          Back │
├─────────────────────┤
│    ⋮    BLOCK    ⋮    │
│  ___    ⊗     ___    │
└─────────────────────┘
```
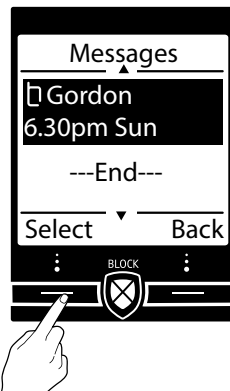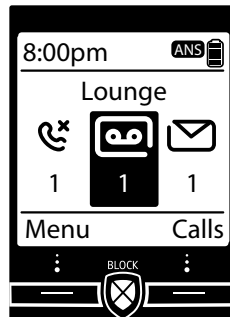
5. As each message is played, the handset will display the number or the name if you have Caller Display and a name/number match and the time and date it was received. If you have any old (already listened to) messages these will be played after your new messages.

During playback you have the following options:

🔼 or 🔽 to adjust the playback volume.

📞 to switch private playback through the handset to handsfree playback.

1 or ◀ once to repeat the current message playing from the beginning.

4 once or ◀ twice within a second to skip back to the previous message.

6 or ▶ once to skip forward to the next message.

Delete or **3** to delete the current message playing.

At the end of playback, you will hear, "End of messages," and the same message will be displayed. The answer phone icon on the home screen will be renumbered to take into account any deleted messages.

Delete a message or delete all old (played) messages

1. Select **Menu**, **Answer Phone** is displayed, press **Select**.

2. **View messages** will be displayed, press **Select**. A list of your answer phone messages will be displayed.

3. Select **Options** and scroll 🔽 to highlight either **Delete message** or **Delete all old msgs** and press **Select**.

4. A confirmation question will be displayed, select **Yes** to confirm deletion.
   (Or **No** to cancel).

Save a number in the answer phone message list to your contacts

1. Select **Menu**, **Answer Phone** is displayed, press **Select**.

2. **View Messages** will be displayed, press **Select**. Highlight the number you want
   to save and select **Options**.

3. Scroll ▼ to highlight **Save number** and press **Select**.

4. You now have two options:

i) To save this as a new contact, highlight **New contact** and press **Select**. Highlight
   the type of number, then press **Select**. Enter the contact name and select **Save**.

ii) To add to an existing contact, highlight **Add to contact** and press **Select**.
   Scroll to highlight the entry you want and press **Select**. Highlight the number
   type where you want to save the number (Home, Work or Mobile) and press
   Select.

Send a text to a number in the answer phone message list

1. Select **Menu**, **Answer Phone** is displayed, press **Select**.

2. **View Messages** will be displayed, press **Select**. Highlight the number you want
   to save and select **Options**.

3. Scroll ▼ to highlight **Send text** and press **Select**.

4. Enter and send your text message as per the instructions detailed on page 63.

Message playback using the base

Press ▶. If you have messages they will be played, new (unplayed) messages first followed by old (played) messages.

During playback:

Press ▶ to stop playback. The base will return to idle.

Press ✗ to delete the message being played.

Press ▸▸ to skip forward to the start of the next message.

Press ◂◂ to skip back to the start of the current message.

Press ◂◂ twice to skip back to the start of the previous message.

Press ▬ ▬ to increase or decrease the playback volume level.

At the end of playback the base will return to idle mode and messages will be renumbered to take into account any deleted messages.

Delete all old (played) messages

5. In idle mode, press ✗ . The base will announce, "To delete all old messages, press Delete", press ✗ again within 3 seconds to delete all old messages. You will hear, "All old messages deleted."

Switch the answer machine on or off

Press ⏻ to toggle between **On** and **Off**. The setting is announced. When On, the text 'On' will light up on the ⏻ button.

Answer machine settings

Switch the answer machine on or off and set the answer mode

1. Select **Menu**, **Answer Phone** is displayed, press **Select**.

2. Press ⬇ until **Answer mode** is highlighted, press **Select**.

3. Press ◀ or ▶ to select **On** or **Off** then scroll ⬇ to set the **Answer mode**, press ◀ or ▶ to highlight **Ans. & Rec** or **Answer only** and then select **Save**. **Answer mode saved** will be displayed and the current answer mode will be announced.

Outgoing messages

The outgoing message is the message a caller first hears when the answer machine picks up their call. There are two pre-recorded male and female outgoing messages to choose from, one that allows callers to leave a message (Answer & Record) and one that simply answers the call (Answer Only) or you can record your own.

Record your own outgoing message

1. Select **Menu**, **Answer Phone** is displayed, press **Select**.

2. Press ⬇ until **Outgoing msg** is displayed, press **Select**.

3. Press ⬆ or ⬇ to highlight the outgoing message mode you want: **Ans. & record** or **Answer only** and press **Select**.

4. **Record message** is highlighted, press **Select**. Follow the voice prompt to record your message and select **Save** when you've finished.

5. Your message will be played back to you. Select **OK** if you're happy with it or you can delete it by selecting **Delete**.

If you need some help, call us on **13 2200** or go to **https://go.telstra.com.au/helpandsupport/home-phone/**

Play the current outgoing message

1. Select **Menu**, **Answer Phone** is displayed, press **Select**.

2. Either **View messages** is highlighted (if there are messages).
   Press ▼ until **Outgoing msg** is displayed and press **Select**.
   Or **Outgoing msg** is highlighted (if there are no messages), press **Select**.

3. Press ▲ or ▼ to highlight the outgoing message mode you want:
   Ans. & record or **Answer only** and press **Select**.

4. Press ▼ to highlight **Play message** and press **Select** to hear the outgoing
   message. If the current outgoing message being played is your recorded
   message you can delete it if you want to by selecting **Delete**.

Reinstate the pre-recorded outgoing message

1. Select **Menu**, **Answer Phone** is displayed, press **Select**.

2. Either **View messages** is highlighted (if there are messages),press ▼ until
   Outgoing msg is displayed and press **Select**.
   Or **Outgoing msg** is highlighted (if there are no messages), press **Select**.

3. Press ▲ or ▼ to highlight the outgoing message mode you want:
   Ans. & record or **Answer only** and press **Select**.

4. Press ▼ to highlight **Use default msg** and press **Select**.

5. Press ◄ or ► to display **On**. Scroll ▼ and then use ◄ or ► to display either
   Female or **Male** and select **Save**. **Saved** will be displayed.

Record a memo

1. Select **Menu**, **Answer Phone** is displayed, press **Select**.

2. Press until **Record memo** is displayed, press **Select**.

3. Follow the voice prompt to record your memo and select **Save** when you've finished.

4. Your memo will be played back to you. Select **OK** if you're happy with it or you can delete it by selecting **Delete**.

Memo messages are played back in exactly the same way as normal answer machine messages, see page 43 and 45.

Receiving a text alert when you have a new answer machine message

When you receive a new answer machine message on your Telstra Call Guardian 301, you can set the phone to send a text alert to a number of your choice.

1. Select **Menu**, **Answer Phone** is displayed, press **Select**.

2. Press until **Settings** is displayed, press **Select**.

3. **Text alert** is displayed, press **Select**, then press or to select **On** or **Off**.
   If **On** is selected press and use the keypad to enter the number you would like the text sent to and press **Save**.

4. You will then be prompted to send a confirmation text to the stored number, (charges will apply). Select **No** to cancel or **Yes** and follow the on screen instructions to send a confirmation text.

To use text alert you must first turn on remote access.

Answer delay

The answer delay setting sets how many times the phone will ring before the answer machine takes the call. You can choose from 2-10 rings or Time saver. The default setting is 6 rings.

Set the answer delay

1. Select **Menu**, **Answer Phone** is displayed, press **Select**.

2. Press ![calls down] until **Settings** is displayed, press **Select**.

3. Press ![calls down] to highlight either **Ans. & record** or **Answer only** and press **Select**.

4. **Answer delay** is displayed, use ◀ or ▶ to display the number of rings you want (2-10 rings or Time saver) and select **Save**. **Saved** will be displayed.

☰ **For compatibility with Telstra 125101 (or another voicemail service)**

Make sure the answer delay is set for your answer machine to answer before the voicemail service. Therefore, the answer delay should be less than on your voicemail service.

Set the maximum message length

1. Select **Menu**, **Answer Phone** is displayed, press **Select**.

2. Press ![calls down] until **Settings** is displayed, press **Select**.

3. Press ![calls down] to highlight **Ans. & record** and press **Select**.

4. Press ![calls down] to display **Max. msg length** and then press ◀ or ▶ to select the length you want and select **Save**. **Saved** will be displayed.

If you need some help, call us on **13 2200** or go to **https://go.telstra.com.au/helpandsupport/home-phone/**

Set the message alert on or off

1. Select **Menu**, **Answer Phone** is displayed, press **Select**.

2. Press ![down] until **Settings** is displayed, press **Select**.

3. Press ![down] to highlight **Ans. & record** and press **Select**.

4. Press ![down] to display **Message alert** and then press ![left] or ![right] to select **On** or **Off** and select **Save**. **Saved** will be displayed.

![icon] When the message alert is set to On, the base will give a beep at regular intervals when you have a new message. The default setting is On.

Call screening

The default is call screening on.

Turn call screening on or off

1. Select **Menu**, **Answer Phone** is displayed, press **Select**.

2. Press ![down] until **Settings** is displayed, press **Select**.

3. Press ![down] to highlight **Call screening**, press **Select**.

4. Press ![left] or ![right] to display **On** or **Off** and select **Save**. **Saved** will be displayed.

Using call screening

When the phone rings, wait for the answer machine to take the call. When the caller begins to leave a message, the display will show **Leaving a msg,** underneath the callers number (or name if you have added as a contact and have a caller display service).

If you wish to listen to the message being recorded, press the Left option key to select **Listen** or, if you wish to talk to the caller, press 📞 to take the call. Talking to the caller will stop the recording if it's started.

Auto on/off

The answering machine can be set so it only comes on during a specified time period.

Setting Auto on/off

1. Select **Menu**, **Answer Phone** is displayed, press **Select**.

2. Press ⏬ until **Settings** is displayed, press **Select**.

3. Press ⏬ to highlight **Auto on/off**, press **Select**.

4. Press ◀ or ▶ to display the frequency you want: **Off**, **On once**, **Daily**, **Mon - Fri**, **Sat** or **Sun.**

5. Press ⏬ to **On time** and enter the time, press ⏬ again and use ◀ or ▶ to select AM or PM if you have set 12 hour format).

6. Press ⏬ to **Off time** and enter the time, press ⏬ again and use ◀ or ▶ to select AM or PM if you have set 12 hour format). Press **Save**.

Remote access

With remote access you can operate your answer machine from any Touchtone™ phone, even if you forget to turn on your answer machine before you go out. You need to set a remote access PIN first and then you will need to turn remote access On if you want to use this feature.

Set the remote access PIN for the first time

1. Select **Menu**, **Answer Phone** is displayed, press **Select**.

2. Press ▼ until **Settings** is displayed, press **Select**.

3. Press ▼ to highlight **Remote access** and press **Select**.

4. Read the message prompt, press ▼ to read it all, then select **Set PIN**.

5. Enter a 4 digit PIN of your choice and select **OK**.

6. Enter the 4 digit PIN again to confirm and select **OK**. The display will show **New access PIN saved.**

Change the remote access PIN

1. Select **Menu**, **Answer Phone** is displayed, press **Select**.

2. Press ▼ until **Settings** is displayed, press **Select**.

3. Press ▼ to highlight **Remote access** and press **Select**.

4. Press ▼ to highlight **Change PIN** and press **Select**.

5. Read the message prompt, press ok.

6. Enter your old 4 digit PIN and select **OK**.

7. Enter the new 4 digit PIN, select **OK**, then enter the new PIN again and select **OK**. The display will show **New Access PIN saved**.

Turn remote access on or off

(≡) You cannot turn Remote access On until you have set a remote access PIN. The default setting is Off.

1. Select **Menu**, **Answer Phone** is displayed, press **Select**.

2. Press ▼ until **Settings** is displayed, press **Select**.

3. Press ▼ to highlight **Remote access** and press **Select**.

4. **On/Off** is displayed, press **Select**.

5. Press ◄ or ► to display **On** or **Off** and select **Save**. **Saved** will be displayed.

(≡) Remote Access must first be enabled to allow you to switch on the answer machine remotely.

If you forget to switch on your answer machine

1. Call your number from another phone and let it ring. After 10 rings the machine will switch on and answer your call.

2. Press ***** and enter your 4 digit remote access PIN when prompted. You can play back your messages. After all messages have been played back - press **0** to hear your answer machine remote access options. Press **5** to switch your answer machine to On. If you do not choose to switch your answer machine On, it will switch off when the call is ended.

Answer machine

To change any Handset settings

1. Firstly, select **Menu**, scroll 🔼 to display **Settings** and press **Select**.
   Then choose the handset setting you want to change from the options below:

Handset ringtone and volume

Choose from fifteen handset ringtones. The default is external ringtone Melody 1 and internal ringtone Melody 2. There are five handset ringer volume levels plus Ringer Off. The default is Level 3.

2. **Sounds** is highlighted, press **Select**. **Ringing** is highlighted, press **Select**.

3. Press ◀ or ▶ to select the external melody you want, press 🔽 to select the internal melody, then press 🔽 to select the announced calls melody.

4. Press 🔽 again to select the volume level and select **Save**.

Alert tones on or off

2. **Sounds** is highlighted, press **Select**. Press 🔽 to highlight **Alert tones** and press **Select**.

3. Press ◀ or ▶ to select **On** or **Off** for the Voice message alert and then press 🔽 to select **On** or **Off** for the Text message alert and select **Save**.

Turn the handset tones on or off

2. **Sounds** is highlighted, press **Select**. Press 🔽 to highlight **Handset Tones**, press **Select**.

3. Press ◀ or ▶ to select **On** or **Off** for Keypad tones, then press 🔽 to select **On** or **Off** for Confirmation tones and select **Save**.

Handset display options

2. Press ▼ to highlight **Display**, press **Select**.

3. Press ◀ or ▶ to select the colour theme, press ▼ and do the same steps for wallpaper, contrast level and screensaver, then select **Save**.

By default, to preserve the battery power the Screensaver is set to Off, so if no button is pressed for 30 seconds the handset will go into sleep mode, while the handset is in sleep mode the first key press will activate the backlight, once the backlight is on use the handset as normal.

Handset name

2. Press ▼ to highlight **Handset name**, press **Select**.

3. Edit the name by selecting **Clear** to delete the characters, then enter the new name and select **Save**.

Call settings

2. Press ▼ to highlight **Call settings**, press **Select**.

3. Press ◀ or ▶ to select **On** or **Off** for Auto answer, then press ▼ to select **On** or **Off** for Auto end call. Do the same steps for Auto join calls and First ring, then select **Save**.

Settings

To change any Base settings

1. Firstly, select **Menu**, scroll ⏶ to display **Settings** and press **Select**.
   Then choose the base setting you want to change from the options below:

Base ringtone melody and volume

Choose from five base ringtones. The default is Melody 1. There are five base ringer volume levels plus Ringer Off. The default is Level 3.

2. Press ⏷ to highlight **Base settings**, press **Select**.

3. **Ringing** is highlighted, press **Select**.

4. Press ◀ or ▶ to select the ringtone melody, then press ⏷ to select the volume level you want and select **Save**.

PBX access code

If you're connected to a switchboard, you might need to enter an access code (e.g. 9) before you dial a number. Your Telstra Call Guardian 301 can store an access code which is automatically dialled before each number. We cannot guarantee that all the Telstra Call Guardian 301 features will work when connected to a PBX.

2. Press ⏷ to highlight **Base settings**, press **Select**.

3. Press ⏷ to highlight **PBX code**, press **Select**. Enter the number you want (maximum four digits). If you wish to stop using a PBX access code, go into the PBX code menu and delete all the digits by selecting **Clear**, then select **Save**.

Change the system PIN (different to the Remote access PIN)

2. Press ▾ᶜᴬᴸᴸˢ to highlight **Change Sys. PIN**, press **Select**. If the current PIN is 0000, you'll be prompted to enter the new four digit PIN, then press **OK**.
If the current PIN is not 0000, you'll be prompted to enter the old (current) four digit PIN first and then select **OK**. Then follow the prompts and enter the new four digit PIN.

3. Enter the new four digit PIN again and select **OK**. The display will show **New system PIN saved**.

Reset the handset or base settings

2. Press ▾ᶜᴬᴸᴸˢ to highlight **Reset**, press **Select**.

3. **H/set settings** is highlighted. Press **Select** or press ▾ᶜᴬᴸᴸˢ to highlight **Base settings** and then press **Select**.

4. **Reset <handset or base> settings back to default?** is displayed, select **Yes**.

5. **Resetting <handset or base> settings** is displayed while the reset takes place.

6. Once a base reset is complete, **Base settings reset back to default** is displayed on the handset.
Once a handset reset is complete the handset will show the standby screen.

Clear the handset and base user data

2. Press [CALLS ▼] to highlight **Reset**, press **Select**.

3. Press [CALLS ▼] to highlight **Clear user data**, press **Select**.

4. If the current system PIN is not 0000 you'll be prompted to enter the PIN then press **OK**. If it's 0000, you'll be taken straight to step 5.

5. **Delete data on all handsets and base?** is displayed. Select **Yes**.

6. **Deleting all user data** is displayed. Once finished, **All user data deleted** is displayed and all the handsets will restart.

Set the time format (12 or 24 hour), time and date

(≡) The default time format is 12 hour. You must enter the full date: day, month and year.

1. Select **Menu**, scroll 🔽 to display **Clock/Alarm** and press **Select**.

2. Press 🔽 to highlight **Time and date** and press **Select**.

3. Use the keypad to enter the time using the 12 hour clock format e.g. for **3:32 pm** you need to enter **03:32**.

4. Press 🔽 then press ◀ or ▶ to select **AM** or **PM**.

5. Press 🔽 enter the date in the format **DD/MM/YYYY**.

6. Press **Save**. **Saved** is displayed.

Set an alarm

1. Select **Menu**, scroll 🔽 to display **Clock/Alarm** and press **Select**.

2. **Alarm** is highlighted, press **Select**.

3. Press ◀ or ▶ to display the alarm frequency you want: **Off**, **On once**, **On daily**, **Mon to Fri** or **Sat & Sun** then press 🔽 and enter the alarm time, (you will also need to select AM or PM if you have set 12 hour format), then press 🔽 and to select the melody you want. Select **Save**.

(≡) When you've set an alarm, the 🔔 icon will appear on the home screen to confirm an alarm has been set.

Clock/Alarm

Stopping the alarm when it goes off

When the alarm goes off, the selected melody will play at an ascending volume, the handset backlight will flash and the display will show the alarm time. The alarm will sound for 30 seconds and then the handset will return to idle, if the alarm isn't stopped, it will sound once more after 1 minute.

To stop the alarm, press 📞 or select **Stop**.

To activate a ten minute snooze, select **Snooze** or any other button (except 📞 or **Stop**). You can set snooze as many times as you want until you select **Stop**.

(≡) If an incoming call is received while the alarm is going off, the alarm notification will immediately stop and the incoming call will be shown on the display. The alarm will not resume.

You need to subscribe to the specific Telstra Calling Feature to be able to use some of these services. You might have to pay a fee. For more details on Telstra's Calling Features refer to the user guide supplied when you subscribed to the services of your choice or call Telstra on 13 2200.

If you're not connected to the Telstra network, some of these features may not be available.

To change any Telstra Calling Features settings

1. Firstly, select **Menu**, scroll ▼ to highlight **Calling Features** and press **Select**. Then choose the Calling Feature you want from the options below:

Voice Assistant

2. **Voice Assistant** is highlighted, press **Select**.

3. The service will be called. It gives voice-activated help for your extra home phone features.

Call Forward

2. Press ▼ to highlight **Call Forward**, press **Select**.

3. Press ▲ or ▼ to highlight the diversion option you want: **Call Fwd Immed**, **Call Fwd Busy** or **Call Fwd No Ans.** and press **Select**.

4. Press ▲ or ▼ to display either: **Set up**, **Cancel** or **Check status** and press **Select**.

5. If you selected **Set up**, you will need to enter the telephone number to divert to (or press ▭ and select the number from your contacts), then select **Set up**. If

Calling Features

you choose **Set up** after you entered the telephone number, **Cancel** or **Check status**, the service will be called, follow the spoken instructions or listen for confirmation/status.

Call Forward takes precedence over Call Guardian and so all calls will be forwarded.

Cancel Call back

2. Press ▼ to highlight **Cancel Call back**, press **Select**.

3. The service will be called and the display will show **Cancelling Call Back**. Follow the spoken instructions or listen for confirmation/status.

Call Waiting

2. Press ▼ until **Call Waiting** is highlighted, press **Select**.

3. Press ▲ or ▼ to highlight either **Turn CW On**, **Turn CW Off** or **CW Status** and press **Select**. The service will be called. Follow the spoken instructions or listen for confirmation/status.

Voicemail

2. Press ▼ until **Voicemail** is highlighted, press **Select**.

3. The service will be called. Follow the spoken instructions or listen for confirmation/status.

Call Return

2. Press ▼ until **Call Return** is highlighted, press **Select**. The service will be called.

Your Telstra Call Guardian 301 can send and receive text messages from participating networks and compatible landline telephones in Australia. The fixed line text service is provided under Telstra's terms and conditions for telephone service. These can be found by visiting the telstra.com.au website. There's no subscription charge for Telstra's fixed line text service. Visit telstra.com.au to find out how much it costs to send a text message, the cost will depend on your call package. All messages in the inbox and sent folders are synchronised across all handsets registered to the base. Additions and deletions made on one handset are synchronised across all registered handsets.

(≡) As the Telstra Call Guardian 301 does not support the use of terminal numbers, when you send a text message please make sure the terminal number is set to 0. An incoming text will not be received if any other terminal number is used.

To change any Text Messaging settings
1. Firstly, select **Menu**, scroll to display **Text Messages** and press **Select**. Then choose what you want to do from the options below:

Send a text message
2. When **Write message** is highlighted, press **Select**.

3. Use the keypad to enter your message.

4. Select **Options**. **Send to** will be highlighted:

To send the message, press **Select** and enter the telephone number (or press 📖 select a number from your contacts and press **Select**) then select **Send**.

To save the message in the drafts folder, scroll ▼ to highlight **Save** and press **Select**.

To insert a symbol in your message, scroll ▼ to highlight **Insert symbol** and press **Select**. Use the navigation buttons to highlight the symbol you want then select **Use**.

To insert a template, scroll ▼ to highlight **Insert template** and press **Select**. Scroll to highlight the template you want then select **Use**.

To delete the message, scroll ▼ to highlight **Delete message** and press **Select**. **Delete message?** will be displayed select **Yes**.

Accessing the Inbox, Drafts folder or Sent folder

2. Press ▼ to highlight either **Inbox**, **Drafts** or **Sent folder**, then press **Select**.

3. A list of the messages will be displayed, press ▲ or ▼ to scroll through the list. You can press **OK** to read a highlighted message or select **Options** to access the list of menu options.

Edit a template

2. Press ▼ until **Templates** is highlighted, press **Select**.

3. Press ▼ to highlight the template you want to edit and select **Edit**.

4. Select **Clear** to delete characters and use the keypad to enter your new template text, then select **Save**.

Turn new text message alert on or off

2. Press ▼ until **Settings** is highlighted, press **Select**.

3. **Message alert** is highlighted, press **Select**.

4. Press ◀ or ▶ to highlight **On** or **Off** and select **Save**.

Service centre numbers

To send and receive text messages you need the telephone number of your network's text centre. If you accidentally delete the send or receive service centre numbers you will need to re-enter them in order for your text service to work. The send and receive centre numbers are pre-populated for Telstra's PSTN text message service but you can change them to another service if you want to. Telstra's text message send service number is: 0198339100 and the receive service number is: 0198339100.

Change the service centre numbers

2. Press ▼ until **Settings** is highlighted, press **Select**.

3. Press ▼ until **Service centres** is highlighted, press **Select**.

4. Highlight either **Send centre** or **Receive centre** and select **Edit**.

5. Select **Clear** to delete the digits, then enter the new number and select **Save**.

Read messages

1. From the alert screen, select **Read** or from the home screen, highlight the icon then press **OK**.

2. A list of your received text messages will be displayed. To read a message, highlight it, then press **OK**, you can use ▲ or ▼ to scroll through the message if necessary.

3. You can then press **Back** to return to the message list to read other messages or select **Options** and scroll ▲ or ▼ to highlight one of the following:

   Delete message. Press **Select**. **Delete message?** will be displayed, select **Yes** (or **No**) to cancel.

   Reply. Press **Select**. Enter your message using the keypad, then select **Options**.

   Send to will be highlighted, press **Select**. The telephone number (or name) will be displayed, press **Send**.

   Forward. Press **Select**. The message will be displayed, select **Options**. Send to will be highlighted, press **Select**. Enter the telephone number (or press ▥, select a number from your contacts and press **Select**) then select **Send**.

   Save number. Press **Select**. You now have two options:

i) To save this as a new contact, highlight **New contact** and press **Select**. Highlight the type of number, then press **Select**. Enter the contact name and select **Save**.

ii) To add to an existing contact, highlight **Add to contact** and press **Select**. Scroll to highlight the entry you want and press **Select**. Highlight the number type where you want to save the number (Home, Work or Mobile) and press **Select**.

Delete msgs. Press **Select**. You now have two options:

i) To select certain messages to delete, you need to highlight each message in turn and press ⓞⓚ to select the message for deletion – a (tick) in the box indicates it has been selected, then select **Options**. **Delete selected** will be displayed, select **OK**, then select **Yes**.

ii) To delete all messages, press **Options**, scroll ▼ to highlight **Select all** and select **OK**, then press **Options**, **Delete Selected** is highlighted, select **OK**. Follow the on screen instructions and then press **Yes**.

If you've bought a Telstra Call Guardian 301 multiple pack, any additional handsets come pre-registered to the base. However, if you purchase another additional handset separately, you must register it to your Telstra Call Guardian 301 base before it can be used. You can register up to six GAP compliant handsets to your Telstra Call Guardian 301 base.

Register an additional Telstra Call Guardian 301 handset

1. Select **Menu**, scroll ▼ to display **Settings** and press **Select**.

2. Press ▼ to highlight **Registration** and press **Select**.

3. **Register** is highlighted, press **Select**.

4. **Press and hold Page button on base** is displayed.

5. Press and hold ☎ on the base until you hear a beep and the In use light starts to flash.

6. Immediately, select **OK** on the handset. The handset will display **Registering handset** to indicate the base is in registration mode. If you have changed the system PIN from 0000 you will be prompted to enter it, then select **OK**.

7. Once registration is successful the handset will show **Handset x registered** (with x being the assigned handset number). The handset will then synchronise data with any other registered handsets, e.g. contacts, speed dials, handset names and text messages.

> ⚠ You have 2 minutes to complete the registration process. After 2 minutes the In use light on the base will stop flashing. If registration isn't successful the first time, please try again in case the base registration period ran out of time.

The registration instructions on page 68 are for registering a Telstra Call Guardian 301 handset only. If you want to register another make of handset you'll need to follow the Registration instructions that came with the handset. Registering other types of handset will only provide limited compatibility.

De-register a handset

1. Select **Menu**, scroll to display **Settings** and press **Select**.

2. Press to highlight **Registration** and press **Select**.

3. Press to highlight **De-register** and press **Select**.

4. Press or to highlight the handset you wish to de-register and press **Select**.

5. If the system PIN is not 0000 then you will be prompted to enter it, then select **OK**. If it is 0000, you will continue straight to point 6.

6. The display will show **De-registering** and once successful the display will confirm the handset has been de-registered.

Make an internal call between handsets

1. Press , then press to scroll through and display the handset you want to call, then press .

2. The receiving handset will ring and your handset name will be presented on the screen. To answer they need to press . If it is not answered after 30 seconds, you will see **Handset not available** on your display.

⬅ You can also choose All handsets if you want to call all handsets registered to the base. If a handset answers, the handset name will be displayed on your screen.

Transfer a call

1. During a call, select **Options**, then press ▼ to highlight **Transfer call** and press **Select**.

2. If you have one other handset it will ring, if you have more than one other handset you can press ▲ or ▼ to highlight the handset you want, then select **Call** and it will ring. Your external call will be put on hold.

3. When the other handset answers you can announce the call and then select **Transfer** or press 📵 to transfer the call.

Hold a 3-way call

You can hold a 3-way call with two external callers. Or, you can hold a 3-way call between 2 internal handsets and 1 external caller. Once the 3-way call is in progress other handsets registered to the base can join the call by pressing 📞.

1. During a call, select **Options**. **3-Way Chat** is highlighted, press **Select**.

2. Either enter the number you want to call or press 📖 and scroll to the number you want or the internal handset you want and then press 📞 to call. When the second call is answered, the first external caller will be put on hold.

3. Select **Join** and all callers will be joined in a 3-way call, the display will show **Multi person call**.

Problems using your Telstra Call Guardian 301 phone? Follow these steps

1. Check this guide's contents to see if there's anything that can help.

2. Call us on **13 2200 or go to https://go.telstra.com.au/helpandsupport/home-phone/**.

Phone doesn't work
- Have you activated the batteries correctly? See page 5.
- Check that the mains power is correctly connected.

No dial tone or line cord error message displayed on screen
- Is the telephone cord plugged into the base and phone wall socket?
- Check that the mains power is correctly connected.
- Only use the telephone cord supplied with the phone.

Can't make or receive calls
- Check that the mains power is correctly connected.
- The batteries may need recharging.
- Has there been a power cut? If so, place the handset back on the base for ten seconds and try again. If it still doesn't work, disconnect the batteries and mains power for ten minutes, then reconnect and try again.

You have a dial tone, but the phone won't dial out
- If you're connected to a switchboard, check whether you need to dial an access code, see page 56.

Handset doesn't ring
- The ringer volume may be switched off, see page 54.
- Check that the mains power is correctly connected.

- Do Not Disturb may be switched on, see page 40.
- Check your Telstra Call Guardian settings, see page 18.
- Make sure the handset is registered to the base, see page 68.
  If you need help with features please call the helpline or go to
  http://go.telstra.com.au/helpandsupport/home-phone/home-phone-features

Guarantee

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure. To find out more information about your consumer rights if your device is faulty, please call us on 13 2200 or go to https://go.telstra.com.au/helpandsupport/home-phone/ or http://www.telstra.com/faultyproducts

How to recycle your equipment

When the Telstra Call Guardian 301 reaches its end of life, it needs to be disposed of according to local laws and regulations, please contact the customer service helpline found in this user guide for information on how to dispose of the product free of charge.

Important safety instructions

Follow these safety precautions when using your phone to reduce the risk of fire, electric shock, and injury to persons or property:

Keep all slits and openings of the phone unblocked.

Do not set the phone on a heating register or over a radiator. Ensure that proper ventilation is provided at the installation site.

Do not use while wet or while standing in water.

Do not use this product near water (for example, near a bath tub, kitchen sink, or swimming pool).

Do not allow anything to rest on the power cord. Place the power cord so that it will not be walked on.

Never insert objects of any kind into the product vents as that may result in fire or electric shock.

Unplug this product from the wall outlet before cleaning.

Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.

Do not disassemble this product. If service or repair work is required, contact the customer service helpline found in this user guide.

Do not overload wall outlets and extension cords.

Avoid using during an electrical storm. Use a surge protector to protect the equipment.

Do not use this phone to report a gas leak, especially if you are in the vicinity of the gas line.

Small metal objects may stick to the handset due to the presence of magnetic fields on the handset. Exercise caution when used where metal objects can be picked up.

Warning

Please note that this equipment is not designed for making emergency telephone calls when the power fails. Alternative arrangements should be made for access to emergency services.

Cleaning

Clean the handset and base (or charger) 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.

Technical Information

How many telephones can I have?

All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items which may be connected to any one telephone line. Your Telstra Call Guardian 301 has a REN of 0,2. A total REN of 3 is allowed. If the total REN of 3 is exceeded, the telephones may not ring. With different telephone types, there is no guarantee of ringing, even when the REN is less than 3.

General information

telstra.com/fix

crowdsupport.telstra.com.au

13 22 00