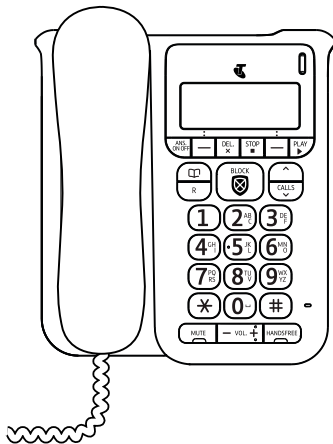


GETTING TO KNOW YOUR TELSTRA CALL GUARDIAN 302 CORDED PHONE

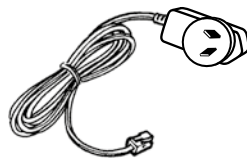
IT'S HOW
WE CONNECT



2 Check box contents



TCG302 corded
telephone with handset



Mains power adaptor



Telephone line cord



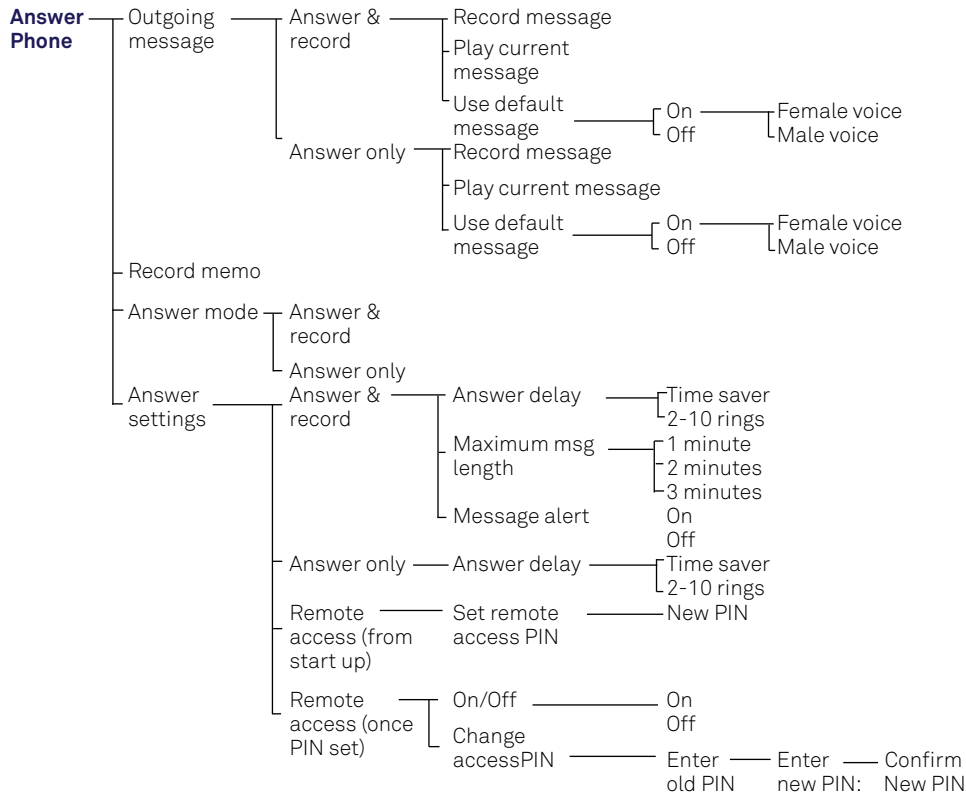
Important

Only use the mains power adaptors and cables that came with your TCG302. Telstra accepts no responsibility for damage caused to your TCG302 if you use any other cables.

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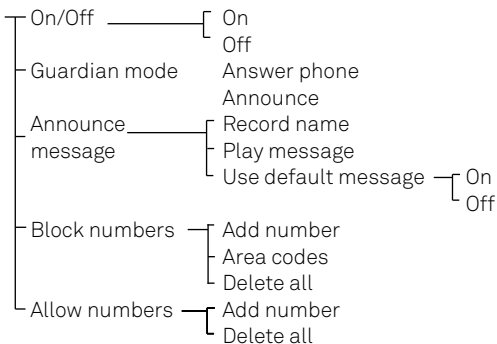
4 Menu map



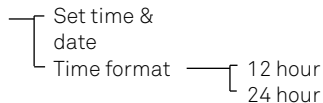
Menu map

5

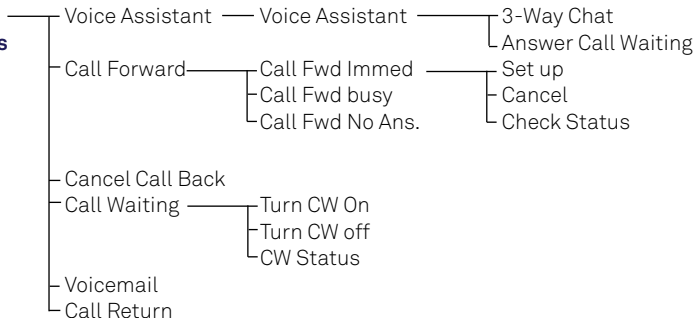
Call Guardian



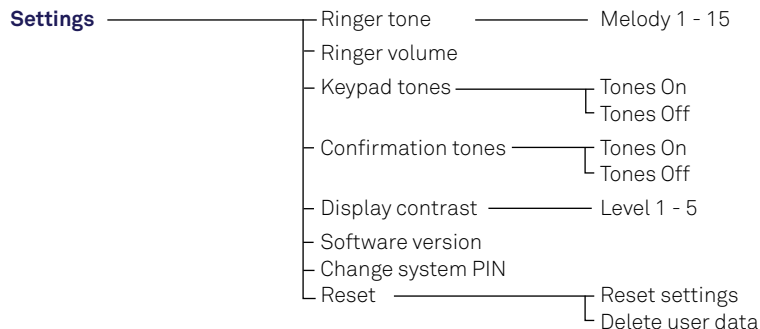
Time & date



Calling Features

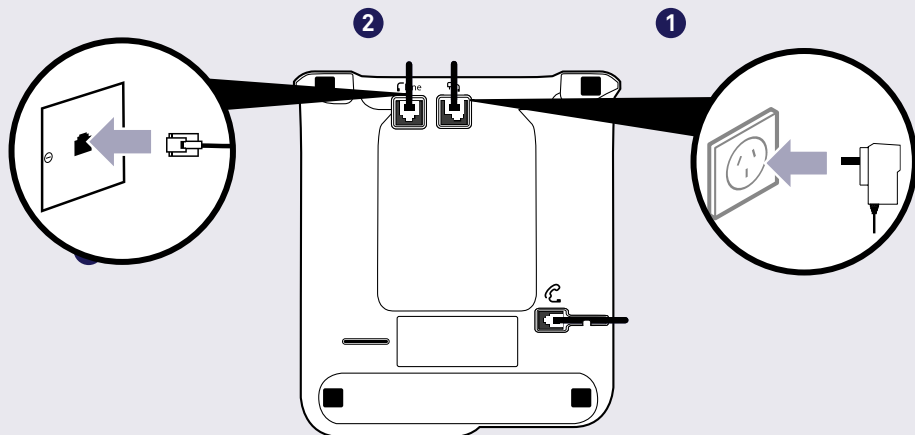


6 Menu map




7 Quick set-up guide

1 Plug in




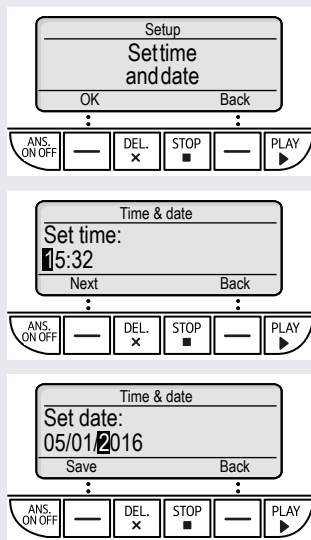
1. First, plug the mains power adaptor into the base in the socket marked **2**.
2. Plug the other end of the power adaptor into the wall power socket and switch socket on.
3. Plug the telephone line cord into the base in the socket marked **1**Line. Plug the other end of the cable into the phone wall socket.
4. The Telstra logo will flash up on the digital display while your new phone starts up.

2 Follow the set up wizard

1. The set-up wizard will then begin. Follow the prompts to finish set-up. To select OK, press the left option button  below the display.

Set the time and date



2. Use the keypad to enter the time. The default time format setting is 24 hours, but you can change this to 12 hours under Time format in the Time & Date menu.
3. Press **Next**, then enter the date, in the format **DD/MM/YYYY**.
4. Press  to **Save**.



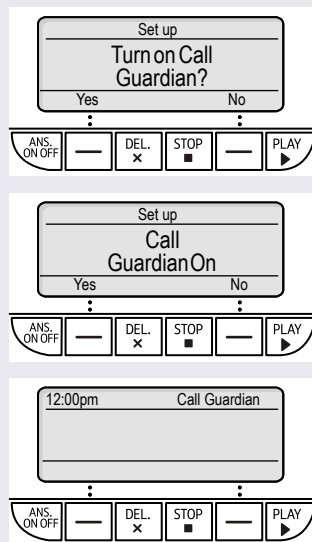
Finish set-up

5. If you want to carry on using the set-up wizard, select **Yes**. If you don't, select **No** and you can start using your phone straight away. You can change the settings in the menu later.

Turn on Call Guardian

6. The set-up wizard will ask you to turn Call Guardian on or off. When on, you can block unwanted calls. For more about this, see page 14.
7. To switch it on, press the left option button . To leave it off, select the right option button . You can turn it on later in the main menu.



Tip: when Call Guardian is switched on, you'll see it on the top right hand of the display.

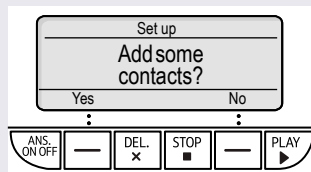


You need to have a Caller Display service from your network provider to use all the features available e.g. Call Guardian, Visual Voicemail, Calls List and other Caller Display enabled features. Charges may apply.

10 Quick set-up guide

Adding contacts

8. Select **Yes** to add contacts now (or press the right option button  to skip to the next step).
9. Use the number buttons on the keypad to enter the name of a new contact. To select the correct letter, press the number button it appears on e.g. for Emma, press **3rd** twice and do the same thing to complete the rest of the name.
10. When you've finished the name you want to save, press **Next**.
Tip: if you make a mistake, go back a digit by selecting **Clear**, .
11. Then use the keypad to enter the telephone number and press **Save**.
12. To add another, select **Yes** and then repeat steps 9 to 11.



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 surgery, National Floodline, Carer Line numbers etc, make sure you've added them to your Contacts or Allowed list.

13. If you don't want to add more contacts now, select **No** to finish the set-up wizard. You can now start using your phone. To find out how to use the most popular features of your TCG302, please read the rest of this quick user guide.







Please note that if you have any other telephones connected to your telephone line, they may still ring, before the TCG302 intercepts the call.



12 Getting to know your phone


Finding your way around your phone

The TCG302 has an easy to use menu.


When the display shows the idle screen:

1. Press the left option button  to open the Menu.
2. Use  or  to scroll through the menu options.
3. When the menu you want is displayed, select by pressing the left option button .

Use  or  to scroll through the available sub menu options.

When the sub menu you want is highlighted, press **OK** .

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

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

If no buttons are pressed for one minute, the display returns to the idle screen automatically.

Handset buttons

Ans. On/Off

Switch the answer phone on or off.

Left Option

Open the main menu, select **OK**.

Skip backwards when playing messages on the answer phone.

Del.

Delete answer phone messages.

Press to exit the menu and return to standby.

Stop

Stop answer phone messages from playing.

Calls light

Red light flashes to indicate an incoming call.

Right Option

Go back a step when viewing the main menu.

Skip forwards when playing messages in the answer phone.

Play

Play answer phone messages, or pause when a message is playing.

Contacts

Find stored contacts. Page 23.

R (Recall)

R (Recall) for use with some Telstra Calling Features and when connected to a switchboard or exchange.

* Press and hold to turn handset ringer on or off.

Mute

When on a call, mute the microphone on your handset or the ringer on an incoming call. Page 22. The red light shows when mute is on.

Volume - / Volume +

Decrease or increase volume on calls, the speaker or change the ringer volume.

Up/Volume

Move up through menu options.

Calls/Down

Enter calls list. Page 25. Move down through menu options.

Call Guardian Menu

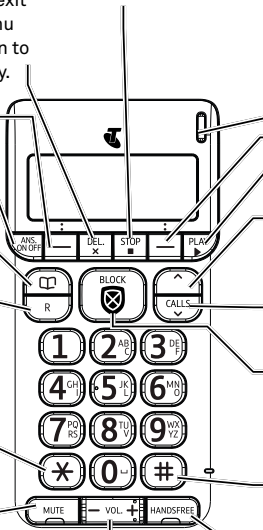
One touch call blocking and access to the Call Guardian features. Page 14.

#

Move between upper/lower case characters.

Handsfree

Make/receive calls via handsfree. Page 22. Switch handsfree on/off. Page 23.



Using the phone

Call Guardian

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 Call Guardian. You can get this from your phone service provider.

Your TCG302 has two Guardian modes to help you easily manage your incoming calls in different ways. When set to:

- Announce (all calls saved in your **Contacts** or **Allow** list must say their name, those on your Blocked list 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").
- Answer phone (all calls not in your **Contacts** or **Allowed** list are sent straight to the Answer phone, including those on your **Blocked** list).



In **Announce mode** (default setting), the TCG302 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 your lists of allowed and blocked numbers and your TCG302 will know how to deal with the call the next time it comes in.

Record your Announce message

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

1. Select **Menu**, scroll to **Call Guardian** and press **OK**.
2. Scroll to **Announce messages**, press **OK**.
3. The **Record name** option will show. Press **OK** and follow the voice prompt and press **Save**.
4. Your recording will then be played back to you. If you aren't happy with it, you can press **Delete** while it's playing.

16 Using the phone

The Block button

You can use your block call button in three ways.

1. **In idle mode**

Press as a shortcut to the Call Guardian menu.


2. **Incoming call**

When you have an incoming call, before answering, look at the display to see who's calling.


If you know you want to block the call, press .

The number will be blocked and added to the blocked calls list if Caller ID is displayed. For calls with no caller number, withheld or unavailable you can also use the Block button to reject the call. 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."


3. **During a call**

If you have already answered the call and then decide you want to block the number, press . If the number is displayed in the Caller ID, the display will give you the option to select **Yes** and the number will be added to the blocked numbers list and end the call, or select **No** to go back to the caller.

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

1. Call Guardian answers a call for you and asks the caller to say (“announce”) who they are.
2. Your TCG302 then rings with the Announced call on the display and tells you the caller’s name when you pick up. (e.g. “You have a call from Mark”).
3. You now choose to:
 - accept the call, press **1**
 - always accept their calls, press **2^{AB}**
 - block their calls, press **3^{BF}**, or ****
 - send this call to the answer phone, press **4^{CH}**
 - ignore the call, just hang up (this call won’t be added to your blocked list)



When a call starts ringing, you can block it straight away by pressing the **** button. That number will then be added to your blocked list.

How do I change the different Call Guardian modes?


Your TCG302 has two Call Guardian settings, Announce and Answer phone.

- **Announce** – All calls not in your Contacts or Allow list must say their name. Those on your Blocked list 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”.

18 Using the phone


- **Answer Phone** – All calls not in your Contacts or Allowed list are sent straight to the Answer Phone including those on your Blocked list.

To change to Announce or Answer phone:

1. In idle mode, press .
2. Scroll to **Guardian mode** and then select the mode you want to use and press **OK**.

Switch Call Guardian on/off

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

1. In idle mode, press .
2. **On/Off** is displayed. Press **OK** and then scroll and select either **On** or **Off** and press **Save**.



When you receive a call with Call Guardian switched on you will hear the message, 'You have a call from xxxx. To accept the call press 1. To always accept their call, press 2. To block their call, press 3. To send the call to answer phone, press 4. To hear these options again, press ★'.

What happens when you allow a number (caller)

When you get an allowed call, you'll see the caller's number (if available). 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.

What happens when you block a number (caller)

A caller calling from a blocked number will hear a message telling them that their call has been blocked.



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".


Calls that are always allowed

Ringback and operator calls are always allowed and cannot be blocked using Call Guardian.


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 Guardian menu.

To add a number to the Blocked list

1. In idle mode, press .
2. Scroll to **Block numbers** and press **OK**.
3. Choose **Add number**.
4. Enter the telephone number you want to block (make sure you enter the full dialling code) and press **Save**.

To add a number to the Allow list


1. In idle mode, press .
2. Go to **Allow numbers** and press **OK**.
3. Choose **Add number**.
4. 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 menus, you also have the choice to delete the whole list. Remember, if you do this, all calls previously blocked and allowed, will now be able to contact you.

To block numbers by area code

You can also block numbers by area code. This means that any calls beginning with that code, will be blocked.

1. In idle mode, press .
2. Scroll to **Block numbers** and press **OK**.
3. Scroll to **Area Codes** and press **OK**.
4. On first use, you will see **Add code?** Select **Yes**.
5. Add the area code (eg 02) and press **Save**.

Making calls


Make an external call

To make a call, just lift the handset and dial the number you wish to contact.



To end the call, replace the handset.

Receive a call


When you receive a call, the phone rings and the display shows **Incoming call**. If you've got a caller display service, the display shows the incoming call, caller's number (if available) or the caller's name.

1. Lift the receiver to answer the call. To use Handsfree, press . A green light will show when it's switched on.

Mute

1. During a call, select **Mute** by pressing . The red light on the button will show. If the light is on, the call is **muted** and your caller can't hear you.
2. Press the  button again to return to your caller.



Incoming speech / Handsfree volume

1. Press  to increase or decrease the volume. Subsequent presses will change the volume, you will hear the volume level with each press.




From the idle screen, you can press to change the ring volume settings too.

Make a Handsfree call

1. Enter the number you wish to call.
2. Then press the  to connect.
3. To end the call, press the  again.

Contacts

Store a contact (up to 200)

1. From the idle screen, press .
2. Press **Options. Add new contact** is highlighted, press **OK**.
3. Enter the new contact name using the keypad then press **Next**. Enter the phone number and select **Save** when you've finished. The display will show **Contact saved**.






You can add up to 14 characters for contact names and 24 digits for their telephone number.

24 Using the phone

Character map

1	& . , ' ? ! @ 1
2	a b c 2
3	d e f 3
4	g h i 4
5	j k l 5
6	m n o 6
7	p q r s 7
8	t u v 8
9	w x y z 9
0	space 0
*	*
#	Changes text entry mode (sentence case, upper, lower or numeric)




View/dial a contact

1. From the idle screen, with the handset down, press  to open your contact list.
2. Press  and  to scroll through and view the entries.
3. When you have found the contact you wish to call, lift the handset to connect the call.




The Calls list

To get the most out of the features on your new phone, you should subscribe to a Caller Display service. Your network provider may charge you for this service.

View and dial from the Calls list

1. With the handset down, press . The most recent entry is at the top of the list. (If there are no entries **Calls list empty** will be displayed)
2. Press  or  to scroll through and view the list.
3. To dial, lift the handset when the entry you want is highlighted.





Save a Calls list entry to your contacts

1. Press , then press  and  to highlight the entry you want to save and select **Options**.
2. **Save number** is displayed, press **OK**.
3. Enter the name of the new contact and press **Next**.
4. The number you wish to save is displayed. Press **Save** to add as a contact.

Time and date

Choose a time format

You can use a 24 hour or 12 hour format to display the time on your phone. To set your preference:






1. Select **Menu**, scroll through to **Time & Date** and press **OK**.
2. Use the  and  to scroll to **Time format**, then use the  or  buttons to highlight the format you want to use and press **OK**.

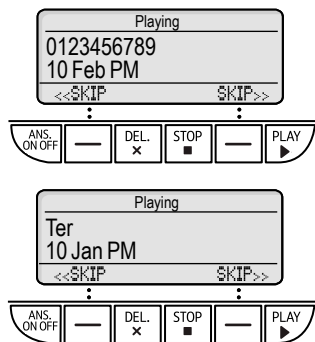
Set the time and date



1. Select **Menu**, scroll to display **Time & Date** and press **OK**.
2. Scroll through to **Set time & date**, then press **OK**.
3. Enter the digits for the time and press **Next**. Then enter the digits for the date and press **Save**.

Answer phone

Message playback

1. To play your messages, press the  button. The messages will play by date order, with newest first. You can pause a message during playback, by pressing the  button. Press it again to continue listening to the message.
2. When messages are playing, you can use the  and  buttons to skip back and forward through your messages.
3. To delete a message, press  while the message is playing.



 You can turn your answer phone button on or off using the  button. When you press the button, the digital display and speaker will confirm your choice.



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.




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 **OK**.
2. **Outgoing message** will be displayed, press **OK**.
3. Press  or  to highlight the outgoing message mode you want: **Answer & record** or **Answer only** and press **OK**.
4. **Record message** is highlighted, press **OK**. 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**.

Play the current outgoing message

1. Select **Menu**, **Answer Phone** is displayed, press **OK**.
2. **Outgoing message** will be displayed, press **OK**.
3. Press  or  to highlight the outgoing message mode you want: **Answer & record** or **Answer only** and press **OK**.
4. Press  to highlight **Play current message** and press **OK** 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 **OK**.
2. **Outgoing message** will be displayed, press **OK**.
3. Press  or  to highlight the outgoing message mode you want: **Answer & record** or **Answer only** and press **OK**.
4. Press  to highlight **Use default message** and press **OK**.
5. Press  or  to highlight **On** or **Off**. and press **OK**.
6. Press  or  to highlight either **Female voice** or **Male voice** and select **OK**. **Saved** will be displayed.

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 **OK**.
2. Press  until **Answer settings** is displayed, press **OK**.
3. Press  to highlight **Remote access** and press **OK**.
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 **Access PIN saved**.





Change the remote access PIN

1. Select **Menu, Answer Phone** is displayed, press **OK**.
2. Press  until **Answer settings** is displayed, press **OK**.
3. Press  to highlight **Remote access** and press **OK**.
4. Press  to highlight **Change access PIN** and press **OK**.
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 **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 **OK**.
2. Press  until **Answer Settings** is displayed, press **OK**.
3. Press  to highlight **Remote access** and press **OK**.
4. **On/Off** is displayed, press **OK**.
5. Press  or  to display **On** or **Off** and select **OK**. **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 or 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 stay in the answer off status when the call is ended.

Phone doesn't work

- 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.
- Check that product call barring is not active.
- Has there been a power cut? If so, the screen will show the **Power Cut? Set time ?** message. Reset the time and date and check that you can now hear the dialling tone.

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, go to <https://go.telstra.com.au/helpandsupport/home-phone/>.



You will still be able to make and receive calls if the power fails, but the other functions such as Call Blocking and the Answer Phone will not work at this time.

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 TCG302 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.

34 General information

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.

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 TCG302 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.



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