



Alcatel Multiline DECT 312









USER GUIDE

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PACKAGE CONTENTS

<p>1 x Base</p> 	<p>3 x Handsets</p> 
<p>3 x Handset chargers with fixed power adaptors.</p> 	<p>3 x Handset Rechargeable Battery Packs. (2 Ni-MH batteries per pack)</p> 
<p>1 x Adapter for base with Converter to change mains plug US to UK type (1 converter for base and 3 for handsets chargers) Specifications: Base – DC9V, 0.5A Handset – DC7V, 0.42A</p> 	<p>3 x Line Cords to connect the phone lines</p> 

Please check you have all of the above before installing

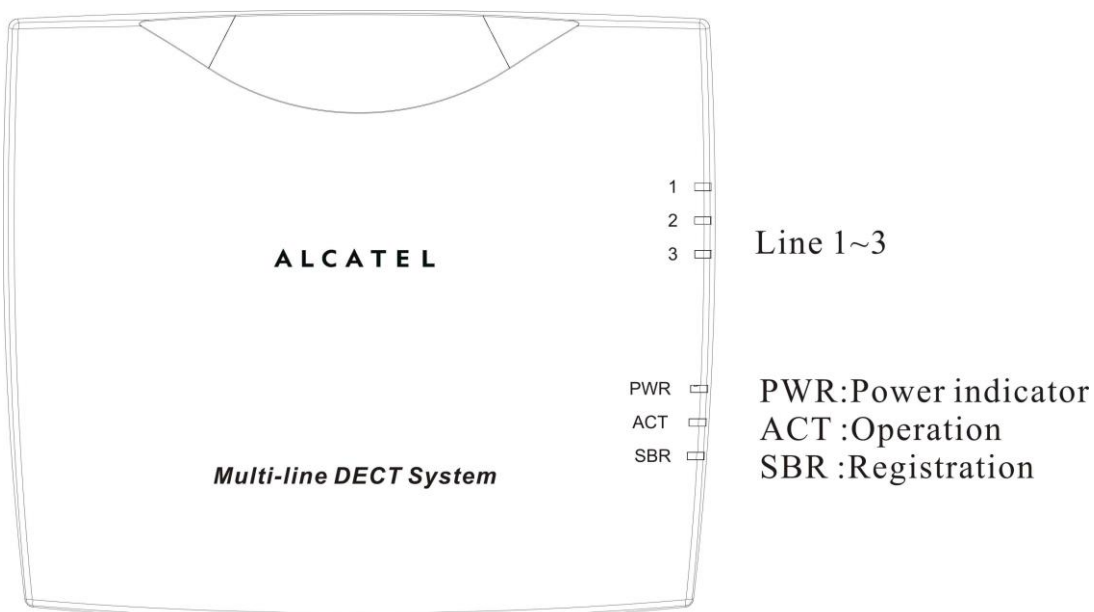
Installation

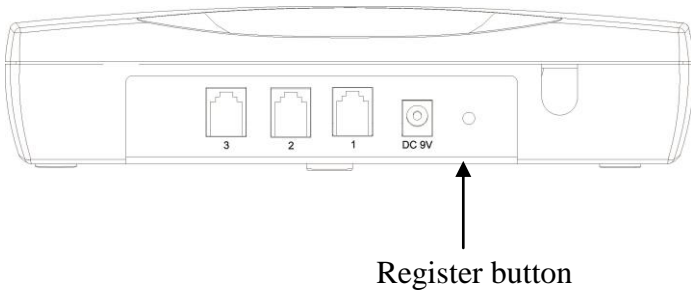
Installing the Base & Handsets

1. Plug one end of the power adaptor cable into the DC9V slot on the back of the base, and the other end into a mains socket, using one of the US to UK converters.
2. Using the line cords supplied connect your line sockets, ie BT or other (max of 3) to L1, L2 & L3 RJ11 sockets on the rear of the base. **If you are connecting to a Broadband line please ensure you have ADSL filters in place between the BT socket and the connecting line cords.**
3. Plug the Handset chargers in to mains sockets around the premises no more than 40 meters away from the base. (40M is the recognized range but may be affected by thick stone walls or metal obstructions).
4. The 3 handsets supplied with the base have been pre-registered. If you want to add more handsets to the system (Maximum of 12) go to page 13 'registering a handset'
5. Leave the handsets to charge for 12 hours or overnight before use.

The Base Features

1. Serves as the base station for 3 external lines and up to 12 internal extensions.
2. Provides 4 channels for simultaneous use by 4 handsets; up to 3 of which can be external calls if you have the full line capacity connected.
3. Auto Attendant (DISA) available.
4. Digital wireless handsets that provide superior voice quality, no interference, and privacy protection.
5. Power supply: 9VDC input, with 110V~ 220V AC 50~60Hz adapter.
6. Weight: 200g
7. Dimensions: 145x133x29mm



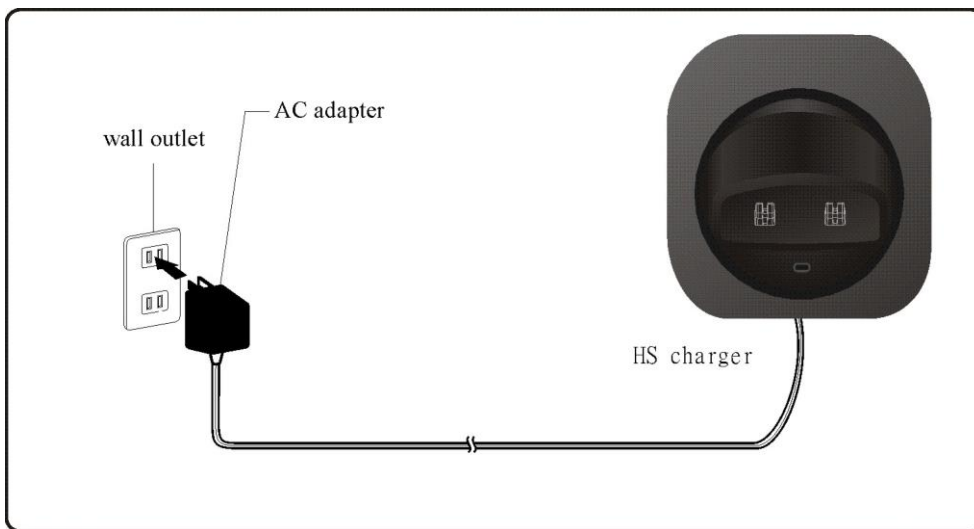


The Multiline DECT 312 has phone line detect feature which automatically detects the phone line when the base power is on. In standby mode Line LED 1~3 will be off. When in use the Line's LED will be on. If no line is connected the LED will flash. If you add or remove a new line turn the mains power off and then on again to reboot.

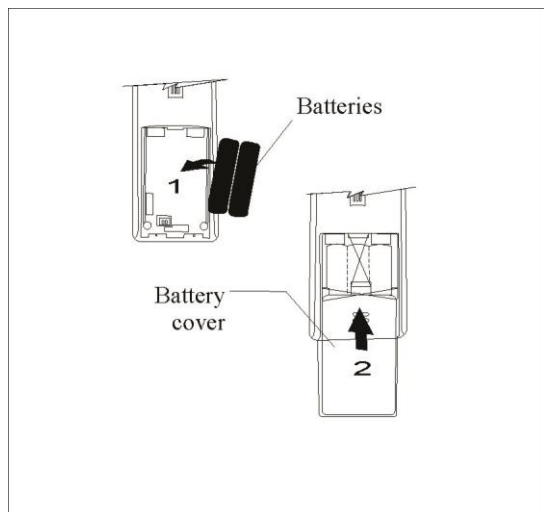
The Handset Features

1. Fixed Power supply: 7VDC input, with 100V ~ 240V AC 50~60Hz adapter.
2. Uses two rechargeable AAA Ni-MH 1.2V batteries.
3. Weight: 100g .
4. Dimensions: (L x W x H): 160mm x 46mm x 22mm.

Handset Charger



Handset Battery Cover

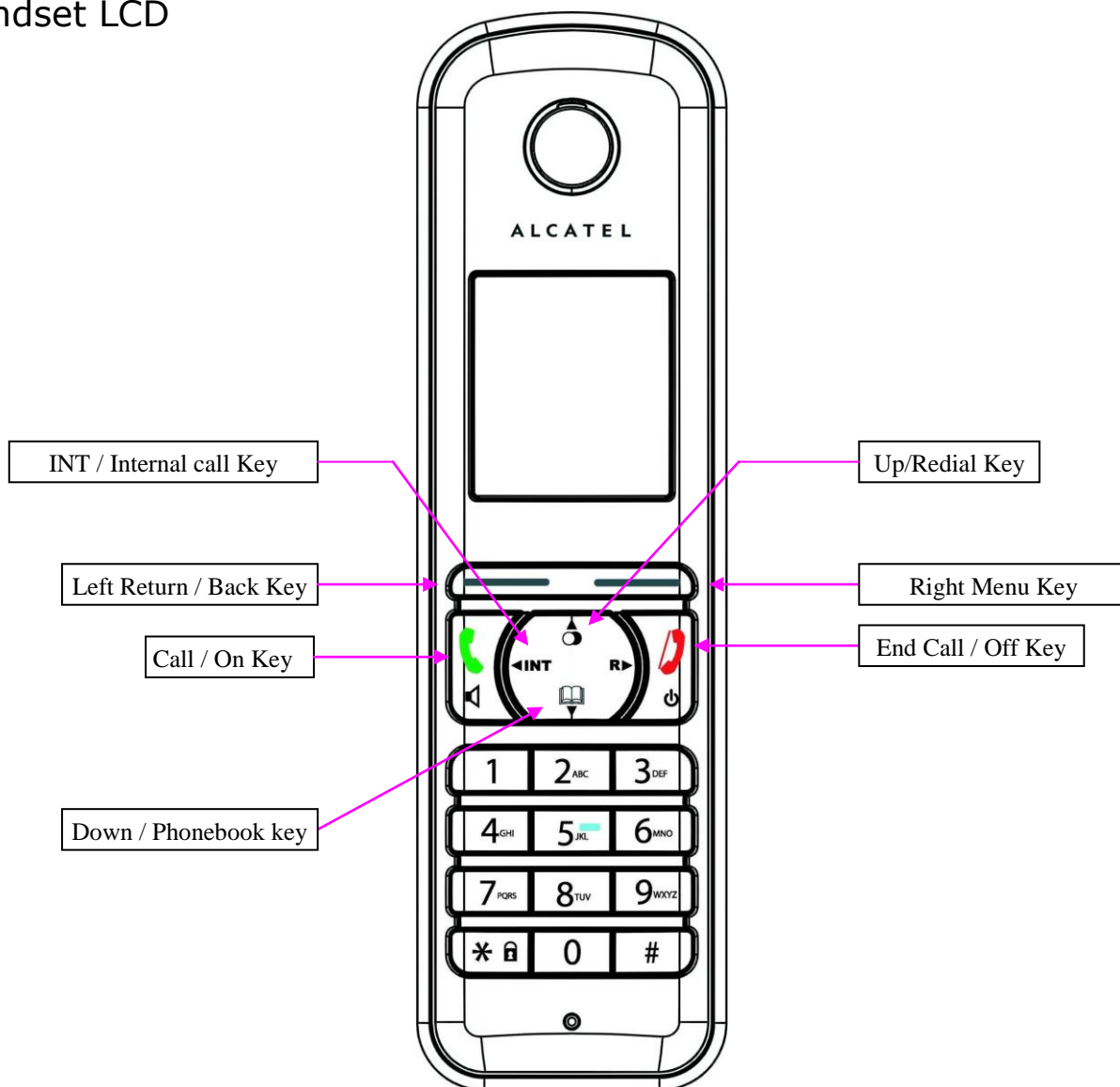


1. Slide down the battery cover using thumb pressure or nail.
2. Insert the batteries, observe the correct Polarity directions + -
2. Slide the battery cover back into place.

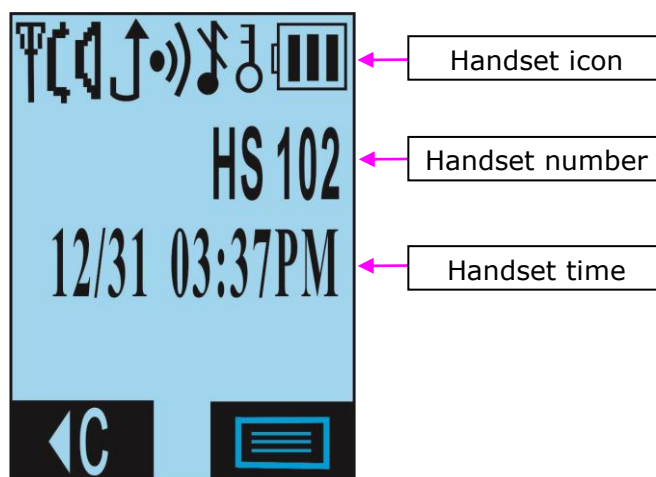
Important:

Charge for 12 hours before using for the first time.



Handset LCD



Icon	Function
	Antenna
	In talk mode
	Speakerphone
	Miss call
	Internal call
	Non-disturb (Ringer off)
	Keypad lock
	Battery
	Menu
	OK
	Back
	Delete
	Mic mute
	Mic ON






STANDBY MODE

In standby mode an Analogue Clock will be displayed. While making or receiving a call the handset extension number, battery level , and signal strength  are displayed. One minute after a call has ended the display will revert to the analogue clock



RECEIVING A CALL

When the handset rings, if the caller ID function is activated, caller information is displayed after the first ring.

1. Press call key  to answer the call. When call in progress symbol  is displayed and the call timer is started.
3. Press end key  to end the call.




MAKING A CALL

Standard Dialing

1. Press call key , and wait for the dial tone.
2. Enter the telephone phone number required. The number is displayed.
3. Press end key  to end the call.

Preview Dialing

You can enter the phone number first, and check to see if it is correct before dialing.

1. Enter the phone number. The number is displayed.
2. To edit the phone number, press left  key to erase. To erase all numbers and return to standby mode, press end key .
3. Press call key  to make the call.


Call Handling

Adjusting the Volume

During a call, press up▲/down▼ key to adjust to one of the 4 volume levels. The current volume is displayed.

Redial



The thirty most recently dialed numbers are saved to your handset.

1. Press up key▲ to enter the menu.
2. Press up key▲/down key▼ to select the number you wish to redial, and press  key to dial the number.



Receiving a second external call during an external call

'Call Waiting'




If another call comes in whilst you are already on an external call you will hear a series of beeps and the callers caller ID will be displayed on your handset. (The call waiting feature must be turned on see page 16)

When you hear the call waiting tone, if you want to take the call, press the end key  to end the current call. Your handset will now ring, press the call key  to receive the new call.





Making an Internal Call

1. In the standby mode, press INT key. INT symbol  will be displayed, and you will hear the internal dial tone.
2. Enter the handset number of the extension you wish to call.
3. To end the call, press end key  on either one of the handsets.

Receiving an Internal Call

1. During an incoming internal call, the receiving handset will begin to ring. Internal symbol  flashes, and the caller's handset extension is displayed.
2. Press call key  to receive the call.
3. Press end key  to end the call.

Receiving an External Call during an Internal Call


1. During an incoming external call, both handsets on the internal call will beep. The Call waiting tone function must be ON. (See page 16 'Call waiting tone')
2. Press end key  to end the internal call.
3. Press call key  to receive the call. The handset that presses call key  first will be the receiver of the call.
4. Press end key  to end the call.

Calling an Internal Number during an External Call


1. During an external call, press INT key to hold the call.

2. Enter the handset number of the extension you wish to call. During your conversation with the internal extension, the external caller will hear on hold music only.
3. Press INT key again to end the internal call and return to the external call.

Transferring an External Call

1. During an external call, press INT key to hold the call, the caller will hear on hold music only.
2. Enter the handset number of the internal extension you wish to transfer the call to.
3. If they want to take the call, press end key  and the caller will be transferred. If they do not want to take the call or do not answer, press INT key to return to the caller.




Pick up the other handset's incoming External call

When the other handset is ringing, you can press key # and then press key  to pick up this external call.

MUTE

If during a conversation with a caller you need to MUTE the microphone/block out sound from your end, Press the INT Key. Press the INT key again to cancel the MUTE.









SPEAKERPHONE – to transfer to hands free during a call

1. During the call, press the call key . Speakerphone symbol  is displayed.
2. You can place the handset within hearing range and continue the call.
3. Press end key  to end the call.

PHONEBOOK


You can browse the Phonebook to find the number you wish to call. You can save a maximum of thirty contacts.





Browsing the Phonebook

1. Press right menu key  to enter the menu.
2. Press up /down  key to select **Phone Book**.
3. Press right menu key . **View Entry** is displayed.
4. Press right menu key  to display the first contact. (If no contacts have been entered, **EMPTY** is displayed.) Press up /down  key to view contact information.
5. Press end key  to exit.

Saving a Phonebook

1. In the contacts list menu, press up /down  key to select **Add Entry**.
2. Press right menu key  to confirm. **Enter Name :** is displayed. Use the keypad

to enter the name of the new contact. The supported language is English. (Press left key  to delete an incorrect character.)









3. Press right menu key  to confirm. **Enter No :** is displayed. Use the keypad to enter the phone number of the new contact. (Press left key  to delete an incorrect character.)
4. Press right menu key  to confirm.
5. Press end key  to exit.

Repeat steps 1 to 5 to save more contacts. You can save a maximum of 30 contacts. If the memory is full, **BookFull** will be displayed.















Alphanumeric Keys (press * to switch between upper case and lower case)


Digit	1st Press	2nd Press	3rd Press	4th Press		1st Press	2nd Press	3rd Press	4th Press
1	*	+	,	-	.	1			
2	A	B	C	2		a	b	c	2
3	D	E	F	3		d	e	f	3
4	G	H	I	4		g	h	i	4
5	J	K	L	5		j	k	L	5
6	M	N	O	6		m	n	O	6
7	P	Q	R	S	7	p	q	r	s
8	T	U	V	8		t	u	v	8
9	W	X	Y	Z	9	w	x	y	z
0	Space	0							

Calling from the Phonebook













1. Press right menu key  to enter the main menu.
2. Press up /down  key to select **Phone Book**.
3. Press right menu key  to confirm. **View Entry** is displayed.
4. Press right menu key  to view contact information, and press up /down  key to select the desired contact.
5. Press call key  to make a call to the phone number displayed.

Editing the Phonebook

1. Press right menu key  to enter the menu.
2. Press up /down  key to select **Phone Book**, and press right menu key  to confirm.
3. Press up /down  key to select **View Entry**.
4. Press right menu key  to confirm.
5. Press up /down  key to select the phone book you wish to edit.
6. When the contact information is displayed, press right menu key . **1: Del 2: Edit** is displayed.
7. Press key number 2  to edit the name and number.
8. Handset will request to **Enter Name:** and **Enter No.:** respectively.
9. When finished, press right menu key  to confirm. **Save Changes** is displayed.
10. Press key number 1  to confirm, or key number 2  to abort.

11. Press end key  to exit.

Deleting the Phonebook

1. Press right menu key  to enter the menu.
2. Press up /down  key to select **Phone Book**, and press right menu key  to confirm.
3. Press up /down  key to select **View Entry**, and press right menu key  to confirm.
4. Press up /down  key to select the contact you wish to delete, and press right menu key  to confirm.
5. Press key number 1  to delete the contact.
6. Press end key  to exit.

CALLER ID

The handset allows you to view the incoming caller's phone number before you accept a phone call. The time and date of the call are saved to the internal memory. (If your local phone service provides Caller ID with Name, the caller's name will be displayed instead of the number.)








Important: To activate this function, contact your phone service provider for the Caller ID service.

Information Displayed during an Incoming Call









For each incoming call, the telephone number will be displayed after the first ring. If the number exceeds 14 numbers, the last 14 numbers will be displayed. Press " * " to view previous numbers.

If the caller's information is withheld, the LCD display will be blank. Only the ring tone will sound, and the call will not be saved to the internal memory.

Viewing the Incoming Call List

1. Press right menu key  to enter the menu.
2. Press up /down  key to select **Incoming Call**.
3. Press right menu key  to view the incoming call list. New entries that have not been viewed will be displayed first. If there are no entries, **Empty** will be displayed.
4. Press up /down  key to view the caller information.
5. Press end key  to exit.

Calling from the Incoming Call List





1. Press right menu key  to enter the menu.
2. Press up /down  key to select **Incoming Call**.
3. Press right menu key  to view the incoming call.
4. Press up /down  key to find the caller you wish to call.
5. When the contact information is displayed, press call key . Or Press end key  to exit.

The internal memory stores 30 incoming calls and 30 outgoing calls.

REGISTERING A NEW HANDSET






On the rear of the main base station (not the charger pod) you will find the REG button needed for step 1.

To register the handset:



1. Press and hold the REG button on the rear of the main base of the DECT312 until the SBR LED is on permanently (will take approx. 10 seconds) Now release the button. You have 5 minutes to complete the following steps on your new additional handset
2. Press right menu key  to enter the menu
3. Press up▲/down▼ key to select **HS Setting**.
4. Press right menu key  to confirm. **Register HS** is displayed.
5. While **Register HS** is displayed, press right menu key  to confirm. Then enter the PIN code "0000" (default). , press right menu key  to confirm. **Please Wait** is displayed as the handset searches for the base. (If you enter the PIN incorrectly "RETRY?" will be displayed. Press digit 1 on the key pad and re-enter 0000)
6. After 5 to 10 seconds, the new handset number will appear in the upper right corner of the LCD display. Registration is complete.
7. If **?** is displayed, it means registration was not successful. Repeat steps 1-6.
8. To register the other handsets, follow steps 1 to 6.

Important Note: The Base unit of the 312 is GAP compatible, therefore you can register any GAP compatible handset to the base and use on the system BUT you will not be able to use all the features available to the other handsets. You will be able to make and receive external calls and receive internal calls but you will not be able to make internal calls or transfer calls

DELETE A HANDSET

1. Press right menu key  to enter the menu.
2. Press up▲/down▼ key to select **Base Setting**.
3. Press right menu key  to confirm. **Delete HS** will be displayed.
4. Press right menu key  to confirm.
5. **Delete HS → 101** is displayed.
6. Press up▲/down▼ key to select the extension handset number you would like to delete (for example, 101 to 112)
7. Press right menu key  to confirm. **Delete HS** is displayed again.
8. Press end key  to exit.









LINE SELECT FUNCTION

1. To select line 1, press * 1, (LCD display Line 1) then call key  and enter the phone number.
2. To select line 2, press * 2, (LCD display Line 2) then call key  and enter the phone number.



3. To select line 3, press * 3, (LCD display Line 3) then call key  and enter the phone number.












HANDSET SETTINGS

Restoring Handset to Factory Default












1. Press right menu key  to enter the menu.
2. Press up /down  key to select **HS Setting**.
3. Press right menu key  to confirm.
4. Press up /down  key to select **Reset HS**.
5. Press right menu key  to confirm.
6. Press key number 1 to confirm, or key number 2 to abort.
7. Press end key  to exit.

Handset Auto Answer Setting.












When the handset is in the charger, You pick up incoming calls by just picking up the handset from the charger – no need to press the green key . To end the call you can simply place the handset back into the charger or press the end key 

1. Press right menu key  to enter the menu.
2. Press up /down  key to select **HS Setting**.
3. Press right menu key  to confirm. **Register HS** is displayed.
4. Press up /down  key to select **Auto Answer**. Press right key  to confirm.
5. Press up /down  key to ON/OFF the Auto Answer. Press right key  to confirm.
6. Press end key  to exit.








Handset Contrast Setting

1. Press right menu key  to enter the menu.
2. Press up /down  key to select **HS Setting**.
3. Press right menu key  to confirm. **Register HS** is displayed.
4. Press up /down  key to select **Contrast**. Press right key  to confirm.
5. Press up /down  key to adjust the contrast level.
6. Press right menu key  to confirm.
7. Press end key  to exit.






Handset Language Setting

1. Press right menu key  to enter the menu.
2. Press up /down  key to select **HS Setting**.
3. Press right menu key  to confirm. **Register HS** is displayed.
4. Press up /down  key to select **Language**. Press right menu key  to confirm.
5. Press up /down  key to select among the 8 languages. (Available languages are: Traditional Chinese, Portuguese, Dutch, Spanish, Italian, French, German and English)
6. Press right key  to confirm.
7. Press end key  to exit.

Handset Alarm Setting







1. Press right menu key  to enter the menu.
2. Press up▲/down▼ key to select **HS Setting**.
3. Press right menu key  to confirm. **Register HS** is displayed.
4. Press up▲/down▼ key to select **Alarm**. Press right menu key  to confirm.
5. Press up▲/down▼ key to ON/OFF the Alarm. Press right menu key  to confirm.
6. The time alarm is displayed, such as: "11:50 *AM".
7. Enter the time you want to set. Press " * " to switch between AM and PM. Press right menu key  to confirm.
8. Press up▲/down▼ key to select among the 10 alarm melodies. A short melody will be played while you switch to each alarm's melody. Press right key  to confirm.
9. Press end key  to exit.

Handset Key Tone Setting

1. Press right menu key  to enter the menu.
2. Press up▲/down▼ key to select **HS Setting**.
3. Press right menu key  to confirm. **Register HS** is displayed.
4. Press up▲/down▼ key to select **Key Tone**. Press right menu key  to confirm.
5. Press up▲/down▼ key to ON/OFF the key tone. Press right menu key  to confirm.
6. Press end key  to exit.

Handset Ringer Melody Settings






Setting the Ringer Melody and Volume for External Calls

1. Press right menu key  to enter the menu.
2. Press up▲/down▼ key to select **HS Setting**.
3. Press right menu key  to confirm. **Register HS** is displayed.
4. Press up▲/down▼ key to select **Melody EXT**. Press right menu key  to confirm.
5. Press up▲/down▼ key to select among 10 melodies. A short melody will be played while you switch to each ring tone.
6. Press right menu key  to confirm. **Volume** is displayed.
7. Press down key ▼ to reduce the volume, or up key ▲ to increase the volume. Press right menu key  to confirm.
8. Press end key  to exit.




Note: You can set handsets not to ring on incoming calls yet still ring on internal calls. At point 7 press the down key until the volume is turned Off.

Setting the Ringer Melody and Volume for Internal Calls

1. Press right menu key  to enter the menu.
2. Press up▲/down▼ key to select **HS Setting**.

3. Press right menu key  to confirm. **Register HS** is displayed.
4. Press up▲/down▼ key to select **Melody INT**. Press right menu key  to confirm.
5. Press up▲/down▼ key to select among 10 melodies. A short melody will be played while you switch to each ring tone.
6. Press right menu key  to confirm. **Volume** is displayed.
7. Press down key▼ to reduce the volume, or up key▲ to increase the volume. Press right menu key  to confirm.
8. Press end key  to exit.

Keypad Lock





1. In the standby mode, long press *  for 3 seconds or more to activate the keypad lock. The lock symbol  will be displayed in the right corner of the LCD display.
2. Long press *  for 3 seconds or more to re-activate the keypad.

Handset R Key Function – Redial or Recall

1. In standby mode the R button is for last number redial: press **R** key, the last dialed phone number will displayed.
2. During an external call the **R** key is the Recall function, also known as Flash and used for network services or when connected to a PBX extension. (You have to contact your local phone service provider to activate this function.)




BASE STATION SETTINGS

Restoring Base to Factory Default



1. Press right menu key  to enter the menu.
2. Press up▲/down▼ key to select **Base Setting**.
3. Press right menu key  to confirm.
4. Press up▲/down▼ key to select **Reset Base**.
5. Press right menu key  to confirm.
6. Press key number 1 to confirm, or key number 2 to abort.
7. Press end key  to exit.

Call Waiting Tone

When there is an incoming call from an external line during a call in progress, the base will send a series of short beeps to the handsets in use. Use this function to turn the call waiting tone on or off.

1. Press right menu key  to enter the menu.
2. Press up▲/down▼ key to select **Base Setting**.
3. Press right menu key  to confirm.
4. Press up▲/down▼ key to select **Call Waiting**.
5. Press right menu key  to confirm. **OFF** will be displayed, indicating the call






waiting tone is turned off. Press up▲/down▼ key to turn the call waiting tone on or off.

6. Press right menu key  to confirm.
7. Press end key  to exit.

Auto Attendant FUNCTION (DISA)

In Auto Attendant (DISA) Mode incoming callers will get a pre-recorded message inviting them to dial the extension number if known or hold for the operator *. The caller can then dial the extension number they require (101 to 112), If there is no answer within 25 seconds they will be asked to dial 0 for the operator. If this is not answered within another 25 seconds they will be asked to dial 0 for the operator again. If no answer again they will be asked to call back later.






* If they hold for the operator the caller will get a message that they are being transferred to the operator (Extension 101). If unanswered within 25 seconds they will be asked to dial 0 for the operator, if still unanswered after another 25 seconds they will be asked to call back later.



1. Press right menu key  to enter the menu.
2. Press up▲/down▼ key to select **Base Setting**.
3. Press right menu key  to confirm.
4. Press up▲/down▼ key to select **DISA Setting**. Press right menu key  to confirm.
5. Handset will display **Please wait**, and then display **ON**.
6. Press up▲/down▼ key to ON/OFF the Auto Attendant function. Press right menu key  to confirm. (Default setting is **OFF**.)
7. Press end key  to exit.

When **DISA** function is off, all handset will ring when there is an incoming call. We recommend that you turn the power off on the base then on again after DISA setting.






Time and Date

NB If you have caller ID with your service provider, there is NO need to set time and date. This will be done automatically with incoming calls

1. Press right menu key  to enter the menu.
2. Press up▲/down▼ key to select **Base Setting**. Press right menu key  to confirm.
3. Press up▲/down▼ key to select **Set Time**. Press right menu key  to confirm.
4. MM/DD/YYYY and DD/MM/YYYY two formats are displayed. Press up▲/down▼ key to select one. Press right menu key  to confirm.
5. 12H and 24H two formats are displayed. Press up▲/down▼ key to select one. Press right menu key  to confirm.

6. The time and date will be displayed, such as: "01-01-2014 10:10 *AM".(for example you select MM/DD/YYYY and 12H)
7. Enter in the following order: month, date, year, hour, minute, AM or PM. If the entered number does not match the required item, you will hear a long beep. Press " * " to switch between AM and PM.
8. Press right menu key  to confirm.
9. Press end key  to exit.

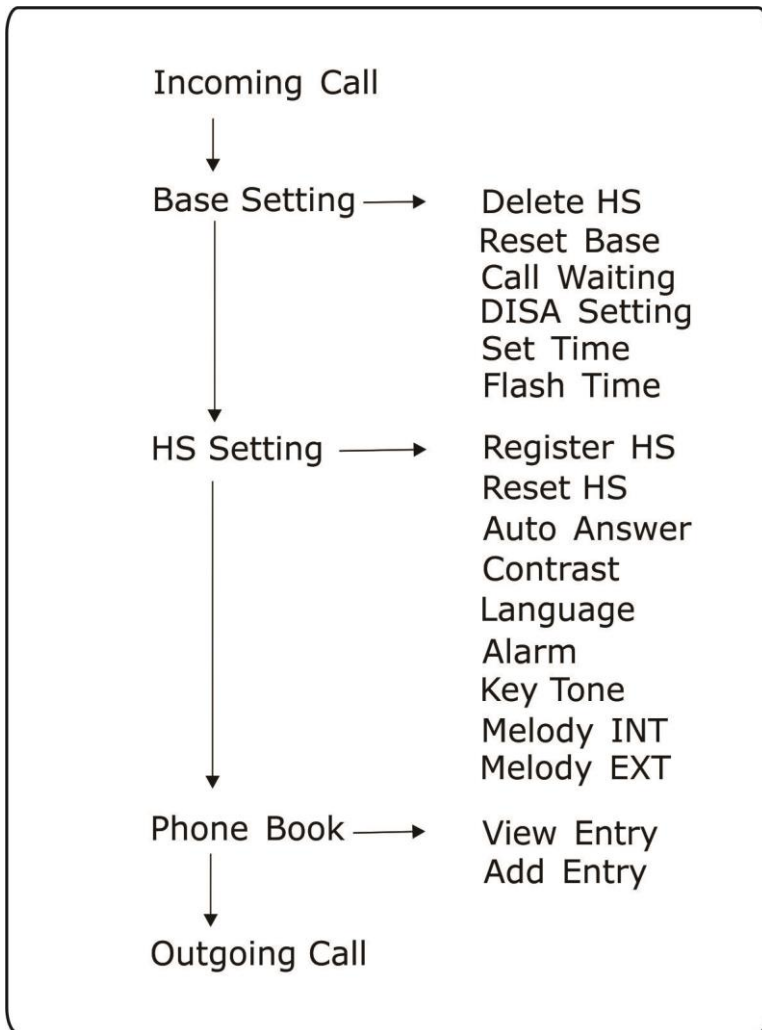
RECALL (Flash) Time

1. Press right menu key  to enter the menu.
2. Press up▲/down▼ key to select **Base Setting**.
3. Press right menu key  to confirm.
4. Press up▲/down▼ key to select **Flash Time**.
5. Press right menu key  to confirm. **600 ms** will be displayed. Press up▲/down▼ key to select the flash time you want. There are 100ms/300ms/600ms and 900ms four types. The UK standard is 100ms and in Europe 300ms
6. Press right menu key  to confirm.
7. Press end key  to exit.

Adding an answer machine or PDQ (Credit Card payment) machine.

Such machines should be added directly into a line socket – not to the 312 base. Suggest you get a double or triple adaptor.

Handset Menu



TROUBLESHOOTING

Error	Solution
The handset cannot be used.	<ul style="list-style-type: none"> ● Make sure the power cord of the base station is connected to a power source. ● Make sure the batteries are charged and inserted correctly. ● Make sure the phone cables are properly connected to the RJ-11 phone jacks. ● Make sure the handset is registered to the base station.
No dial tone.	<ul style="list-style-type: none"> ● Make sure the power cord of the base station is connected to a power source. ● Make sure the phone cables are properly connected.
Caller ID is not working.	<ul style="list-style-type: none"> ● Contact your local phone service provider. ● Wait for the handset to ring at least once before picking up. ● If the caller has withheld caller ID on their phone, the phone number will not be displayed.
The battery depletes soon after recharging.	<ul style="list-style-type: none"> ● Replace the batteries with RECHARGABLE AAA Types
Cannot transfer a call.	<ul style="list-style-type: none"> ● Make sure the handset number you have entered is correct. ● Make sure the target handset has been registered to the same base station.
Missing incoming calls or not able to make out going calls	<p>It could be that one of the lines has a fault. Turn the power Off then On at the base, if one of the lines is faulty the Line LED on the base will flash. Go to the main socket for this line and plug a standard phone directly into the socket. If no dial tone report to your line provider. When the line is fixed turn the power Off then On and the line LED should stop flashing.</p>
'Out of Range' shows on the LCD of a handset	<p>You have gone out of range of the Base. Replace the handset in it's charger for 1 minute and it will reset.</p>

FEATURES

- 1.8GHz, Digital Enhanced Cordless Technology
- GAP compliance, compatible with most DECT handsets
- Base for 3 PSTN lines
- Expandable up to 12 cordless handsets
- Supports 4 simultaneous calls
- Phone line auto searching
- Caller ID FSK/DTMF available
- Auto attendant function(DISA)
- Intercom between extension handsets
- Call transfer to other handsets
- LCD display
- Phonebook with 30 sets dialing memory
- 30 incoming call logs
- 30 outgoing call logs
- Handset speakerphone/handsfree function
- Adjustable receiver and ringer volume
- Multi-language (8 languages: English, French, Spanish, Dutch, German, Italian, Portuguese & Chinese)
- Off hook dialing and Pre-dialing
- Call timer display
- Out of range tone
- 10 Internal ring tone melodies
- 10 External incoming melodies
- Low battery tone indicator
- Keypad lock function
- Alarm function

TECHNICAL SPECIFICATIONS

Frequency	1880-1895MHz
Frequency modulation	GFSK
Air interface	TDMA/TDD
Channel space	1.728MHz
Carrier frequency offset	<±50KHz
Output power	Max. 250mW Avg. 10mW
Charging time	12 hrs
Temperature	Normal:15°C~35°C Special:0°C~40°C
Humidity	0%~90%
Dimensions(mm)	Base:145x133x29 Handset:160x46x22
Power	Base input:DC9V 0.5A HS charger:DC7V 0.42A HS Battery:Ni-MH 1.2Vx2,600mAh

SAFETY

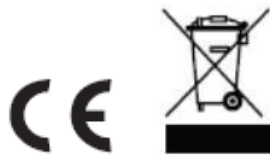
If the mains adapter fails, it must be replaced by an identical model.

If not connected to the mains power or if there is a mains power failure, telephones that use cordless handsets will not work. You will then be unable to make or receive calls in the event of an emergency.

This is why we recommend that you also keep a conventional telephone – one that doesn't require a power supply – as a backup.

Orchid Telecom Ltd hereby declares that the following model conform to the essential requirements and other applicable provisions of European directive 1999/5/EC.

Alcatel Multiline DECT AMD312



Customer Help Desk – Call Orchid Telecom on 01572 717888 or email sales@orchid-telecom.com