

Xen

Xen Enhanced Cordless Phone



MultiSens



User guide

For more information visit www.phonicear.com

Xen

This cordless DECT telephone is intended for connection to the public switched analogue telephone network and may be operated in: AT, BE, CH, CZ, DE, DK, ES, FI, FR, GB, GR, HU, IE, IS, IT, LI, LV, LU, MT, NL, NO, PL, PT, SE

Table of contents

- Xen Diagram 5
- Xen Introduction 6
- Xen Setup 7
- Xen Key Functions 8
- Xen Display Symbols 9
- Xen Settings 10
 - Setting Language, Vibrator and Flash 10
 - Setting Date/Time, Dialling Mode 11
- Xen Normal Operation 12
 - Make a New Call, Receiving a Call, Adjust Receiver Volume, Boost Receiver Volume, Mute/Privacy Button 12
- Xen Phone Book 13
 - Make a New Entry, Call from Phone Book Memory, Quick Phone Book Search, Delete a Phone Book Record, Change a Phone Book Record 13-14
- Xen Caller ID Memory 15
 - Review Caller ID and make a Call, Copy Number from Caller ID Memory and Redial List to Phone Book, Delete Caller ID Memory, Delete all Records in Caller Memory, Message Waiting Indicator 15
- Xen Personalizing Your Phone 16
 - Setting Key Click, Ringer Volume and Melody, Naming Your Handset 16
- Xen Advanced Option 17
 - PIN - Personal Identification Number, Changing Handset PIN, Make and Receive Internal Calls (Intercom), Make an Internal Call to another Handset, Call Transfer and 3 Parties Conference, Call Transfer or Conference Setup 18
 - Call Barring/Call Block for Specific Telephone 19
 - Emergency/Direct Call/One-Touch Pre-programmed Dialling 20
 - Flash time 21
 - Multiple Handset and Base Registration 21-24
- Xen Maintenance 24
- Appendix A/B - Xen Desktop Installation & Wall Mounting 27
- Disposal 28
- Warranty** **29**

Declaration of conformity

We

Phonic Ear A/S
Kongebakken 9
DK-2765 Ledøje-Smørum
Telephone: +4539177101
Telefax: +4539277900
E-mail: info@phonicear.dk
www.phonicear.dk

declare under our own responsibility that the product

Xen, Cordless DECT telephone

to which this declaration refers conforms with the relevant standards or other standardising documents

EN 301 406 V1.5.1

Digital Enhanced Cordless Telecommunications (DECT); Harmonised EN for Digital Enhanced Cordless Telecommunications (DECT) covering essential requirements under article 3.2 of the R&TTE Directive; Generic radio

EN 301 489-01 V1.6.1

Electromagnetic compatibility and Radio spectrum Matters (ERM); ElectroMagnetic Compatibility (EMC) standard for radio equipment and services; Part 1: Common technical requirements

EN 301 489-06 V1.2.1

Electromagnetic compatibility and Radio spectrum Matters (ERM); ElectroMagnetic Compatibility (EMC) standard for radio equipment and services; Part 6: Specific conditions for Digital Enhanced Cordless Telecommunications (DECT) equipment

EN 60950-1:2001

Information technology equipment - Safety -- Part 1: General requirements

ETSI TS 103 021-1 V1.2.1 (2004-05)

Access and Terminals (AT); Harmonized basic attachment requirements for Terminals for connection to analogue interfaces of the Telephone Networks; Update of the technical contents of TBR 021, EN 301 437, TBR 015, TBR 017; Part 1: General aspects

ETSI TS 103 021-2 V1.2.2 (2004-11)

Access and Terminals (AT); Harmonized basic attachment requirements for Terminals for connection to analogue interfaces of the Telephone Networks; Update of the technical contents of TBR 021, EN 301 437, TBR 015, TBR 017; Part 2: Basic transmission and protection of the network from harm

ETSI TS 103 021-3 V1.1.2 (2003-09)

Access and Terminals (AT); Harmonized basic attachment requirements for Terminals for connection to analogue interfaces of the Telephone Networks; Update of the technical contents of TBR 021, EN 301 437, TBR 15, TBR 17; Part 3: Basic Interworking with the Public Telephone Network

ETSI EG 201 121 V1.1.3 (2000-02)

A guide to the application of TBR 21

According to the regulations in

Radio Equipment and Telecommunications Terminal Equipment (R&TTE) Directive 1999/5/EC

Smørum the 18th of December 2006


Karen Wibling Smidt, general manager

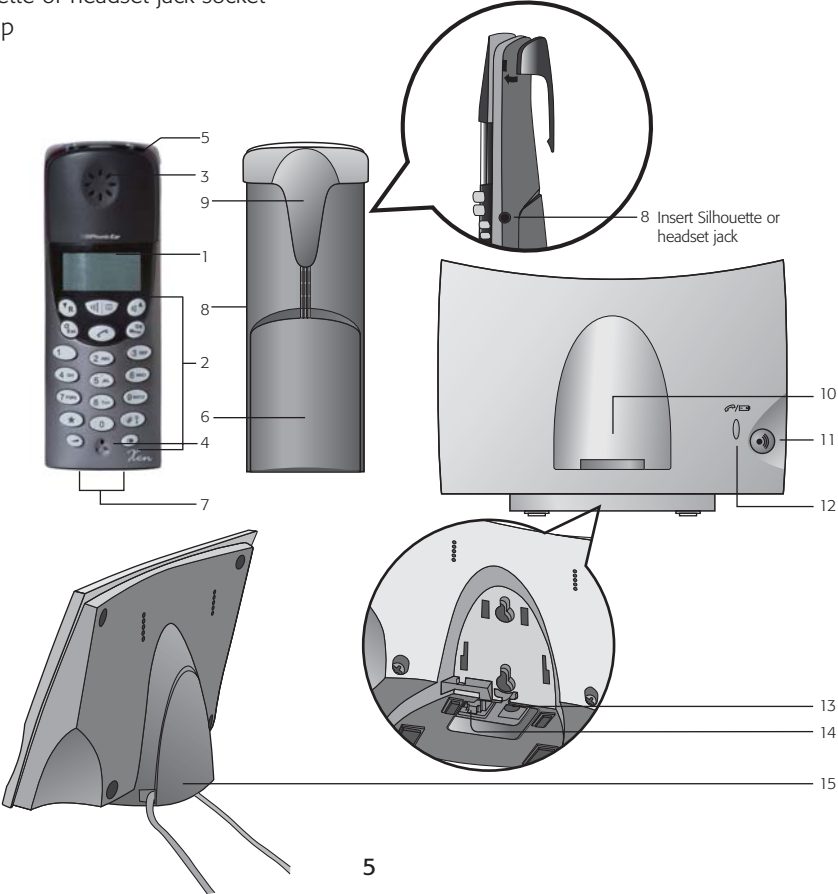
Xen Diagram

Handset

- 1. LCD screen
- 2. Function keys
- 3. Ear piece/Receiver
- 4. Mouth piece/Microphone
- 5. Flash lens
- 6. Battery compartment cover
- 7. Handset charger contacts
- 8. Silhouette or headset jack socket
- 9. Belt clip

Base Unit

- 10. Base charger contacts
- 11. Page button
- 12. Charge/In-use/ringing indicator
- 13. Power adaptor connection port
- 14. Phone line connection port
- 15. Removable cover for wall mounting

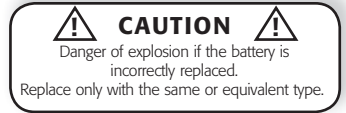


Xen Introduction

Accessories & Content

The following items are included in your phone package:

- Phone base unit
- Handset unit
- Rechargeable batteries (1.2V 600mAh x 2 pieces)
- Telephone line cord
- Power adaptor
- Instruction for use
- Wall mounting kit
- HAC Silhouette ear hook for one ear (only supplied with certain packages)



Instruction for Use

Xen has been specifically designed to deliver maximum performance for both non hearing impaired and hearing impaired users. The phone is based on DECT (Digital Enhanced Cordless Telecommunication) to provide digital sound quality, user friendly controls and increased functionality. The phone offers superior performance, increased and controllable speaker volume and call notification via increased volume, flash and vibration. For complete hearing aid compatibility a Silhouette is included, which is an ear hook with a built-in teleloop. This allows the user to benefit from the flexibility of a cordless phone with the "T" function on their hearing aid.



In addition, a built-in caller ID memory, re-dial, phone book and re-dial list provides greater convenience to manage phone calls.

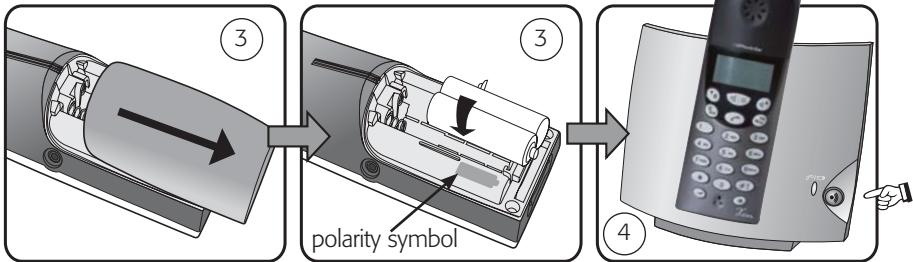
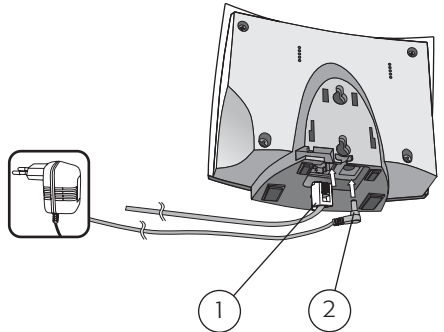
According to the DECT system standard (GAP compatible), 5 different handsets (sold separately) can be registered to a single base unit to perform mini-PABX functions which offers intercom and call transfer between handsets and base units.

The following user guide describes the installation procedure and the phones features so that you can quickly start enjoying using Xen.



ATTENTION This phone is protected by PIN (personal identification numbers). Never change PIN of your handset or base unit unless you are familiar with electronic products and you have a real need to protect your phone through the use of a PIN. Please refer to the **ADVANCED OPERATION SECTION** for details.

Xen Setup

1. The connection for the phone line is located on the underside of the base station and is marked with the following symbol . Connect one end of the telephone line to this socket on the base station and the other end to the telephone outlet socket on the wall.
2. Connecting base station to power socket. The connection for power input is located on the underside of the base station and is marked with the following symbol . Take the jack pin at the end of the cable on the power adaptor provided and place it in the power input socket. Take the power adaptor and connect it to your power socket on the wall.
3. Install batteries into handset (it is recommended to replace batteries every 2nd year).
 - a. Remove the battery compartment door.
 - b. Insert the two rechargeable batteries while observing the symbol for polarity marked on the phone.



4. Charging handset.










When batteries are charged and installed correctly the base unit illuminates to show charging in progress. (see base unit  / )

NOTE: The LED light on base shows the charge status (steady light) and in-use (flashing). The LED will also keep flashing when the base is in registration mode (refer to Advance Operation Section). (Please refer to Appendix A for desktop installation and Appendix B for wall installation).

IMPORTANT NOTICE: To obtain best battery performance, keep the handset on charged for 15 hours when first installed.

Xen Key Functions

Multiple functions are assigned to each button.

| Button | In Standby | During Conversation | In Programming/View Mode |
|---|--|--|--|
|  | Answer incoming call or make a call | End call during conversation | When viewing phone book or caller ID records, press to make a call |
| 0-9 | Enter digit 0-9 | Send tone signal of 0-9 | Enter digit 0-9 or enter alphabet characters |
| * | Enter * | Send tone signal of * | Enter * |
| #  | To enter # and press and hold for key lock | Send tone signal of # | Enter # |
|  R | | Switch between 2 lines | Down arrow when browsing |
|   | View caller ID records | Switch on 2 way speaker phone | Up arrow when browsing |
| OK MENU | Enter setup menu or confirm | Enter Intercom menu, and perform call transfer | Confirm an action |
|  | Redial list | | Enter timed pause in phone book records |
|  Esc | | Mute | Cancel an action |
|  | Quick entry to RING SEL menu | Adjust receiver volume | |
|  | Activate phone book. | Boost volume and browse phone book Send tone signal | Save numbers on display to phone book |

Xen Display Symbols

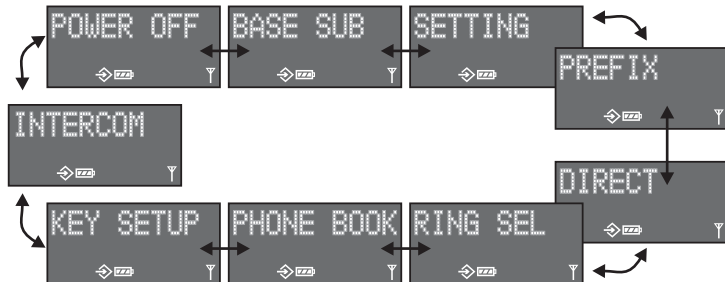
LCD Display:



| | |
|-----------|--|
| BU-1 HS-1 | Name and number of the handset |
| | Message waiting Indicator |
| | Phone book review mode shows when phone book records are being viewed |
| | Setup Menu mode |
| | Battery capacity indicator |
| | Ringer off |
| | Talk mode |
| | Handset microphone muted |
| | Caller ID (CID) review mode |
| | Boost mode |
| | Constant antenna symbol shows good radio reception. Flashing antenna symbol indicates out of range or no power on base unit |

Main Menu

Pressing the button allows you to browse through the function menus in a circular manner using and buttons.



Use a combination of menu , cancel & up/down / buttons to setup your phone.

Xen Settings

Throughout the remaining part of this user guide, a quick Key Map will lead the way through the steps to make selections required.

For example:

Key Map showing the key sequence for arriving at language setting area.

Key Map:



Above Key Map shows you the following steps:

1. On the handset, press button.
2. Use / button to browse until is shown on the display.
3. Press button to confirm.
4. Use / button to browse until is shown on the display.
5. Press button to confirm.

Setting Language

English is the standard factory-programmed display language.

Key Map:



1. Use / buttons to browse through languages.
2. When desired language is shown, press button to confirm. A long beep will be heard as confirmation.

Setting Vibrator and Flash ON and OFF

If this function is activated, the handset will vibrate and flash as notification of an incoming call.

Key Map:



1. Use / to select ON or OFF.
2. When desired setting is shown, press button to confirm. A long beep will be heard as confirmation.

Xen Settings

Setting Date/Time

Key Map:



1. Use the numeric button on the handset to enter DATE/TIME information.
2. When finished, press button to confirm. A long beep will be heard as confirmation.

NOTE: Depending on caller ID system and operator date/time information may be recorded automatically.

Setting Dialling Mode (tone/pulse)



Key Map:





1. Use / buttons to browse modes.
2. When desired mode is shown, press button to confirm. A long beep will be heard as confirmation.



Xen Normal Operation

Make a new Call

1. Enter phone number to be called before or after pressing the  button. Entered number will be dialed automatically.
2. To end call press  button.

Receiving a Call



1. Press the  button to answer call.
2. If you have subscribed to caller ID service with your operator, the caller's number will be shown on the display. If the caller's number is stored in the phone book the matched name will be displayed.
3. To end call press  button.



NOTE: Make sure the  symbol on the handset screen is constant indicating a good radio signal. If the  symbol is flashing, it indicates either the handset is too far away from the base unit, or the main power connection is not good.

Adjust Receiver Volume

1. The phone has 5 receiver volume levels. During conversation press  button, then press 1-5 to select desired volume.

Boost Receiver Volume

1. During conversation press  button to enter the boosted receiver volume mode.
2. Press the  button to exit the boosted receiver volume mode.
3. At the end of a call, the phone will automatically return to normal receiver volume mode.



 **Warning** 

Always make sure to set the volume controls correctly according to your hearing

By using the telephone with a sound pressure level that is too high, you may risk impairing your hearing.

Mute/Privacy Button

During a conversation you can mute the microphone on Xen so that your voice cannot be heard.

1. During conversation press  button and the microphone is muted.
2. To un-mute the microphone Press  button again and your voice will be heard by the caller.

Xen Phone Book

The phone book stores up to 50 numbers (10 characters and 24 digits for each record).

Make a new Entry

Key Map:



1. Use the alphanumeric buttons (2 to 9) to enter a name. Press the appropriate button repeatedly until the letter you desire appears. Press button to confirm.
2. Use the numeric buttons (0-9) to enter phone number. Press button to save the record. A long beep will be heard as confirmation.

NOTE: For PABX purposes a timed pause can be inserted inside telephone.

Make a Call from Phone Book Memory

Key Map:



1. Use the alphanumeric key pad to enter first letter of a desired name then press button. The first record starting with the entered letter will be shown on the display.
2. Use / buttons to browse until desired name is shown.
3. Press button to make call.

Quick Phone Book Search

1. Press button.
2. Browse using / until desired name is shown.
3. Press button to make call.

Delete a Phone Book Record

Key Map:










1. Use the / buttons to browse and use the alphanumeric key pad to find desired record.
2. Press button to delete. You will be asked to confirm permanent deletion. Press button. A long beep will be heard as confirmation.

Xen Phone Book

Change a Phone Book Record


Key Map:







1. Use the  /  buttons to browse until desired name is shown.
2. Press  button to confirm.
3. Cursor is positioned at the end of name. Use the  button to delete letters and alphanumeric key pad to edit name. press  button to store.
4. Cursor will be positioned at the end of number. Use  button to delete numbers and numeric buttons (0-9) to edit number. Press  button to save record. A long beep will be heard as confirmation.

Xen Caller ID Memory

If caller ID service is available from service operator and subscribed to, the telephone number of the caller will be shown.



The phone stores the last 30 caller ID records in caller ID memory. The oldest record will be replaced by newest record. The  symbol is displayed if a call with caller ID information is missed.

Review Caller ID Records and make Call

1. Press  button and last caller ID record is shown.
2. Use  /  buttons to browse records.
3. Press  button to make call.




NOTE: The caller ID memory also tells the date and time of the call.

Copy Number from Caller ID Memory and Redial List to Phone Book




1. When desired number is shown in caller ID memory or re-dial list, press  button.
2. When finished, press  button. A long beep will be heard as confirmation.

Delete Caller ID Memory


You may delete either a single or all records in the caller ID memory.


1. Use  /  buttons to brows records.
2. Press  button to delete. You will be asked to confirm. A long beep will be heard as confirmation.

Delete all Records in Caller ID Memory

1. Press  button to enter caller ID memory.
2. Press and hold  until "delete all" is shown
3. Press  to confirm. A long beep will be heard as confirmation.

Message Waiting Indicator (MWI)

If voice message service is available from service operator and subscribed to the message box  symbol may appear.

Depending on service operator's service, voice message indicator should turn off automatically once messages are reviewed. In some situations, press  button for around 3 seconds in stand-by mode and the indicator will be removed.

Xen Personalizing Your phone

Xen is built with features to offer personalized settings, such as ringing melody, ringing volume, key click and key lock.

Naming your Handset

Key Map:

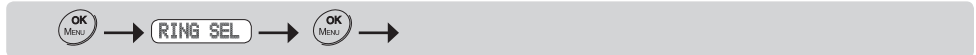


The handset name will be shown on the stand by display followed by the handset number.

Setting ringing Volume and Melody

Different ringing melody and volume can be programmed to each handset.

Key Map:



1. From this menu, you may set the following by using / & buttons.
 - a. External ringing melody and volume
 - b. Internal ringing melody and volume (in intercom mode - se advanced operations option)
2. Use / buttons to browse until the desired melody and volume are heard.
3. Press button confirm. A long beep will be heard as confirmation.

NOTE: Switch off external ringer by setting ring volume to "0". A symbol will be shown.

Setting Key Click ON and OFF

Key Map:



A long beep will be heard as confirmation.

The key pad can be locked to avoid accidental operation. When the key-lock is on, incoming calls can still be answered via the button.

1. Press and hold to lock key pad. A long beep will be heard as confirmation.
2. Press and hold to unlock key pad. A long beep will be heard as confirmation.

When the key pad is locked, the display shows the word "locked".

Xen Advanced Option

Attention!!!

Failure to follow the steps correctly may prevent the phone from operating normally.

- PIN - Personal Identification Number..... 18
- Changing Handset PIN..... 18
- Make and Receive Internal Calls (Intercom)..... 18
- Make an Internal Call to another Handset..... 18
- Call Transfer and 3 Parties Conference..... 18
- Call Transfer or Conference Setup..... 18-19
- Call Barring/Call Block for Specific Telephone..... 19
- Emergency/Direct Call/One-Touch Pre-programmed Dialling..... 20
- Flash time..... 21
- Multiple Handset and Base Registration..... 21-24

Xen Advanced Option

PIN (Personal Identification Number)

The phone is protected by a PIN. The factory default PIN for the handset and base unit are the same: 0000.

Changing Handset PIN

Key Map:



1. As a security procedure, enter the old code.
2. Enter a new code.
3. Repeat your new code again before confirmation. A long beep will be heard as confirmation.

Attention!!!

You must remember or record your new PIN. The only way to unlock a forgotten PIN is to use after-sales repair service, which may incur a charge.

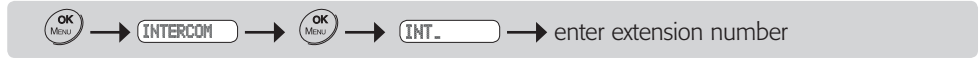
Make and receive an Internal Calls (Intercom)


Internal communication (INTERCOM) can be made between handsets – including call transfer and conference conversation.

Make an Internal Call to Another Handset

You can talk between two handset registered to the same base unit.

Key Map:



To answer an internal call, simply press  button.



Call Transfer and 3 Parties Conference


External calls can be transferred from one handset to another handset. Conference conversations (or 3 parties conversation) can also be made. Two internal handsets can be used to talk to an external caller at the same time.

Call transfer or Conference Setup:

1. Follow the instruction listed above to make an internal call. The external caller will be put on hold until your internal call has been answered.

Xen Advanced Option

2. When internal call is answered:
 - a. Press  button to transfer the external call.
 - b. Press and hold down button  for three seconds and 3 parties conference starts.

NOTE: If the internal call is not answered, the external call can be retrieved by pressing  button.

Call Barring/Call Block for Specific Telephone



You may select 5 telephone numbers (or leading digits of a type of telephone numbers) to be barred from each independent handset (BARR list may apply to different handsets if there is more than one handset registered to the base unit).


Your phone will filter and block any outgoing calls if the dialled number sequence (leading digits) matches with the BARR number list.

Set BARR number list:

Key Map:



1. There is an area within the barring section where up to five numbers can be stored.
2. Enter numbers to be listed, and press  button to confirm.
3. You will be asked which HS (handsets) will be controlled by this BARR list. You may enter HS (handset) number from 1 to 5 respectively. If there are five handsets registered with the same base, and you just intend to keep three particular handsets under this BARR list, then you may just enter those three particular handset numbers under this BARR list. Entered handset number shows above the BARR list. When finished, press  to confirm. A long beep will be heard as confirmation.
4. You will enter one BARR list at a time. You have to repeat the above procedures for other BARR lists.

NOTE: To remove a BARR list, go through the same procedure and clear the BARR number with button .

Xen Advanced Option

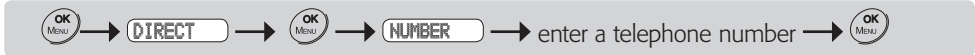
Emergency/Direct Call/One-Touch Pre-programmed Dialling

Your phone is equipped with a special one touch pre-programmed dialling function. It is designed for the elderly or children at home on their own.

This function allows you to programme your own mobile or office number into the phone. It then allows your elderly relative or child when alone to press a simple button and the phone dials the number automatically. This means that the elderly relative or child does not need to be able to dial or remember the full phone number in an emergency.

Enter a Number into Emergency/Direct Call Memory

Key Map:



A long beep will be heard as confirmation.

Turn ON Emergency/Direct Call Mode:

Key Map:



A long beep will be heard as confirmation and **DIRECT ON** will show on the screen indicating that Emergency/Direct mode is ON.

Turn OFF Emergency/Direct Call Mode:

Press **OK Menu** button twice, and Emergency/Direct mode is turned OFF.

Reverting to Factory default Settings

You can change all of the settings in your phone back to the factory default settings. All programming and settings you have made to the phone will be erased automatically. The following memory banks will remain unchanged after resetting to factory default:

- Caller ID memory
- Last number re-dial list
- Base unit and handsets registration

To change all settings back to factory default:

Key Map:



A long beep will be heard as confirmation.

Xen Advanced Option

Setting Flash Time (long/short)

Key Map:



1. Use / buttons to browse option.
2. When desired option is shown, press button to confirm. A long beep will be heard as confirmation.

Multiple Handset and Base Registration

According to the DECT system standard (GAP compatible), a base unit can be registered to work with multiple numbers of handsets, and a handset unit can also be registered to work with multiple numbers of base units.

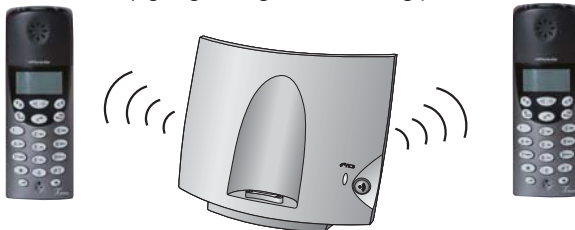
Different manufactures of headsets and bases design their products to work with different numbers of units. Please read the various manufactures user manuals for compatibility and maximum number of units that can be registered.

In principle, your phone (base unit and handset) work with any makers of digital cordless phones in the DECT system (GAP compatible). However, it is only advised to register handsets to base units from the same manufacture to achieve complete functionality.

This phone system works with a maximum of five handsets and four bases from the same maker. This means that the phone could operate like a mini-PABX system to offer you functions such as intercom, call transfer and conference call.

Registering of Additional Handsets to a Base Unit

If an additional handset is purchased separately or at a later stage, handset registration (base subscription) can be done by going through the following procedures.



Xen Advanced Option

Preparation for Registration/Subscription Procedures


Make sure the additional handset is installed with charged batteries.

Before you proceed, you should have the following information available:

- i. Make sure the handset you intend to register is DECT system and GAP compatible.
- ii. Information showing how to bring the handset into registration mode and registration procedures. Usually, this information can be found in the instruction manual that comes with the handset.
- iii. The PIN code of the base station. PIN code of base unit may be changed by the user. If you have changed the PIN code yourself, you must have this PIN code available. If you have not changed the PIN code yourself, the default base PIN code of this DECT phone is 0000.

Registration Procedure

Base unit

1. Make sure no other handset is in charging mode and LED of the base unit is not ON at this point.
2. Bring the base unit into registration mode. Press and hold the Page  button on the base unit for around 10 seconds until the LED starts to blink, then release the button.

NOTE: The base unit will remain in registration mode for 1 minute. You must complete the rest of the procedures before the base unit exits the registration mode. If you fail to complete the registration in time, the indicator on the base unit will stop blinking and you must restart the entire procedures again.


Handset Registration Procedure

If you intend to register an additional handset different from a Xen, you should follow the instructions that come with the handset you have purchased to finish the registration procedures.

If you intend to register an additional Xen handset, you should follow the instructions listed below.

Key Map:



1. You should select the first available base (BASE 1). Use the digit key pad to enter "1".
2. The handset starts to search for any available base in registration mode within range. When found, the handset screen may show a long series of numbers. This is the identity number of the base unit. Press  button to confirm.

Xen Advanced Option

3. You will be asked to enter the base PIN. If you have not changed the base PIN, default base PIN is 0000. Press **OK** after base PIN.
4. **SEARCHING** will be shown on the display and the antenna symbol **Y** will remain flashing until the handset completes the registration procedures. A long beep will be heard as confirmation.

Repeat the above procedures to register another additional handset to the base unit if required. Please note that the base unit can register up to a maximum of 5 handsets. The base unit will reject subscription if there are already 5 handsets registered with the base unit. You may remove any unused handset from the base unit to create room for a new handsets.

How to Remove Connection between Handset and Base Unit

Key Map:



A long beep will be heard as confirmation.

How to Subscribe to Additional Base Unit

A single handset can work with more than one base unit. This could be useful if more than one telephone line and telephone number is connected to your house or office. Then one single handset can operate different telephone lines by selecting and switching between different base units.



Xen Advanced Option/Maintenance

Usually, a standard product packages will not include more than one base unit. In case you have another set of DECT phone (GAP compatible) installed in your house or office, you may go through the following steps to registre the handset of this DECT phone to your other base units.

NOTE: Subscription of a new base unit will automatically replace any previous base unit setting in the same base number memory bank. If you do not intend to replace and over write any existing base unit setting, always register a new base unit at a free base number memory bank in your handset (each handset can work with maximum four base units). If your handset has already been registered with base one and base two, then when registering a new base, you should proceed to use base three and complete the registration.

How to Change/Switch Base Unit from the Handset

If the handset is registered to more than one base unit, you may switch among base stations (switch among different telephone lines).

Key Map:




If you have selected "AUTO" base selection, your handset may switch to any registered base when a radio signal from the connected base becomes weak or disconnected.

If you have selected "MANUAL" base selection, you will be asked for a base number to complete the base selection process.

Maintenance

1. Do not expose this product to dust, strong sunlight, humidity, high temperature or mechanical shock.
2. Do not use corrosive or abrasive cleansers on this product. Keep the unit dust free by wiping it with a soft, dry cloth.
3. Do not disassemble this product, it contains no user-serviceable parts.
4. In case of a thunderstorm, it is advised to disconnect the power adaptor, as product warranty does not cover damage caused by lightning/serge.
5. Only use the adaptor and battery pack that comes with the package.

Q1. My phone does not work!

- A1. Make sure if you have locked the key pad of your handset. When key pad lock is turned on, a **KEY LOCKED** script will show on the screen. To remove the key pad lock, quickly press the  button twice.

Xen Maintenance

- A1. Make sure all connections to adaptor and line cord are connected securely to the base and wall sockets.
- A1. Make sure you have inserted batteries into the handset battery compartment, and they are charged and inserted in the correct way.
- A1. If you have connected more than one phone to the same telephone line, make sure all other telephones connected are put on the hook. Some telephone systems, disconnect all other telephones when the first phone on the same telephone line is used.
- A1. Try to connect another telephone to the telephone socket, if the problem persists, it appears that there is a problem with your telephone line system, consult your network provider.
- A1. If the person on the other end of the conversation does not hear your voice, make sure you have not activated the MUTE function. This can be checked by (refer to **Mute section** page 12).
- A1. Check if the antenna symbol **Y** on the screen is flashing. If it is flashing, it indicates your handset is too far away from the base unit and radio signal is too weak. You should get closer to the base unit and try again.
- A1. If your handset rejects to dial a number, check if the number is barred (refer to **Call Barring** section page 19).
- A1. If the handset is without normal battery charging for a prolonged period of time, it may lock itself when battery level becomes too low. Try to disconnect the batteries and put them back in again and put the handset on charger for 15 hours to resume.

Q2. My phone does not ring!

- A2. Check if the ringing volume is set to "0" (refer to **Adjust Receiver Volume** page 12). Your phone will not ring if the ringing volume is set to "0". Change the ringing volume to a higher setting range.
- A2. Make sure your handset is not switched off.
- A2. Make sure the line cord is connected securely to base and wall socket.
- A2. Check if you have selected the right base unit via base selection function (if you have registered more than 1 base unit to your handset).

Q3. The phone book memories do not work as expected!

- A3. Make sure you have not entered a telephone number longer than limits mentioned in the Phone Book section.
- A3. If your phone is connected to a PABX system, consult your system provider for information of timed pause delay required to make an external call.

Xen Maintenance

Q4. Caller's number does not show on my phone!

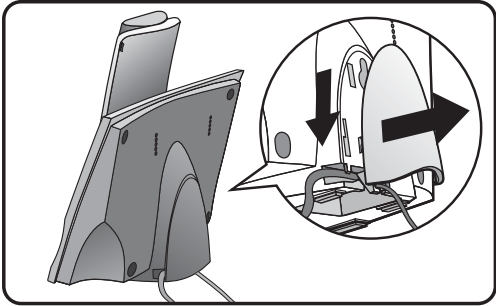
- A4. Make sure your phone line is provided with caller ID function from the phone service provider. In most countries, caller ID function must be subscribed to. For details, please consult your phone service provider.
- A4. Callers may suppress their caller's number when making their phone call. Caller's number does not necessary display when a call is received. For details, please consult your phone service provider.
- A4. If a call is made from abroad, the caller's number cannot be transmitted.

Q5. My handset does not work after I have registered my handset to a base unit from adifferent manufacturer!

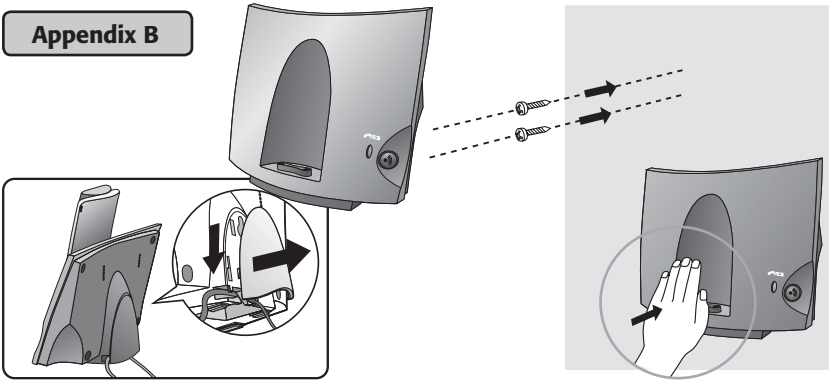
- A5. According to DECT standard (GAP compatible), a handset can be registered to any DECT system base unit. However, manufacturer specific functions may not be compatible between products. Only basic function can be operated if handset and base unit from 2 manufacturers are registered together.
- A5. Check if the other base unit is GAP compatible according to DECT standard. Only GAP compatible products can be compatible with each other.

Xen Desktop Installation & Wall Mounting

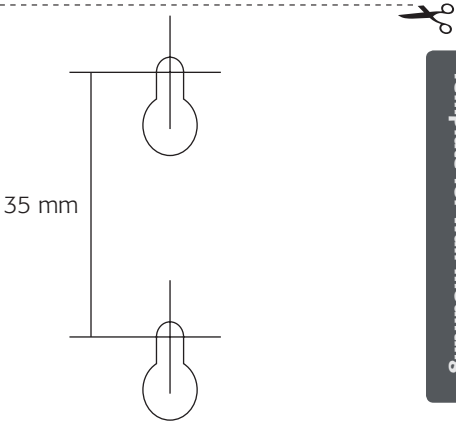
Appendix A



Appendix B



Screw position in actual



Xen Disposal

Electrical and electronic equipment (EEE) contains materials, components and substances, that could be dangerous or detrimental to human health and the environment if waste electrical and electronic equipment (WEEE) is not disposed of correctly.

Products marked with the crossed-out dustbin shown below are electrical and electronic equipment. The crossed-out dustbin indicates that waste electrical and electronic equipment may not be disposed of with unsorted household waste and that it must be collected separately.

In developing and manufacturing your Phonic Ear product, we used high-quality materials and components that can be reused. Thus, when disposing of your waste electrical and electronic equipment, you must use a collection system designated for this purpose, regardless of whether you dispose of your waste at your local waste site or it is collected from your home. Please contact your local authority for further information.



Warranty

A Two-year limited warranty is issued to the original consumer of this product by Phonic Ear A/S.

Time period of warranty

This warranty will go into effect upon the date of original purchase of this equipment, and will remain in effect for two calendar years from that date as long as the instrument remains the property of the original consumer.

What is covered by this warranty

Any electronic component which, because of workmanship, manufacturing, or design defects, fails to function properly under normal use during the life of this warranty will be replaced or repaired at no charge for parts or labour when returned to the factory service centre. Transportation is paid by the customer. If it is determined that repair is not feasible, the entire unit may be replaced with an equivalent unit upon mutual agreement of the manufacturer and customer.

What is not covered by this warranty

- 1 Malfunctions resulting from abuse, neglect, or accident.
- 2 Peripheral accessories as itemized within the product brochure, when such items are returned after 30 days from the original purchase.
- 3 Batteries.
- 4 Instruments connected, installed, used, or adjusted in a manner contrary to instructions provided by the manufacturer.
- 5 Consequential damages and damages resulting from delay or loss of this instrument. The exclusive remedy under this warranty is strictly limited to repair or replacement as herein provided.
- 6 Products damaged in transit unless investigated by the shipper and returned to the warrantor with the investigation report.

Phonic Ear A/S reserves the right to make changes in the design or construction of any of its instruments at any time without incurring any obligation to make any changes whatsoever on units previously purchased. This warranty is in lieu of all other expressed warranties. All expressed and implied warranties will terminate upon the expiration of this written warranty. No representative or person is authorized to represent or assume for us any liability in connection with the sale or use of our products other than as set forth above.

The above warranty does not affect any legal rights that you might have under applicable national legislation governing sale of consumer goods. Your distributor may have issued a warranty that goes beyond the clauses of this limited warranty. Please consult your distributor for further information.

What to do if you need service

If you require service under the terms of this warranty, carefully package the instrument to prevent damage and return it to your distributor (see information on back cover). Please provide your receipt, a detailed description of the problem, your full name, billing address, and telephone number.

Manufactured by:  **Phonic Ear**[®]
Connected to life

Kongebakken 9 • 2765 Smørum • Denmark
Phone: +45 3917 7101 • Fax: +45 3927 7900
E-mail: mail@phonicear.com

Your local representative:

