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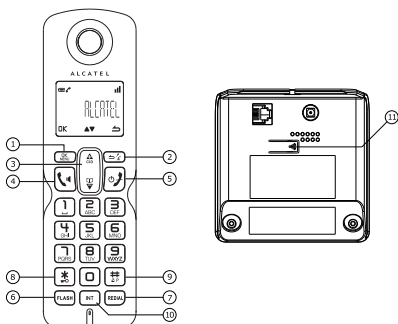
home & business phones

S250 / S250 DUO / TRIO



USER'S GUIDE GUÍA DE USUARIO

PLEASE READ THIS USER'S GUIDE BEFORE USING YOUR PHONE
FAVOR DE LEER TODO EL MANUAL ANTES DE UTILIZAR SU TELÉFONO



ENGLISH

Before 1st use

Connecting your phone:

- Connect plugs in corresponding sockets in the base station.
Plug the telephone line into telephone socket and insert power plug in an electrical outlet.
- Insert batteries in handset.

Before you start to use your telephone, charge the AAA batteries continuously for 15 hours.



Only use plug adapter supplied with the unit and rechargeable batteries with your phone.

Phone Function Keys

1. **OK / Menu key**
2. **Back key / Clear key / Mute key**
(Long press to toggle between handset name and date/time)
3. **Navigation key**
4. **Talk key / Activate handsfree**
5. **Hang-up / Exit key**
6. **Recall (Flash) key** - To access to operator services*
7. **Redial key**
8. **Star key** - To lock / unlock keypad; toggle between calls
9. **Hash key**
10. **Call transfer / Intercom key (Duo/Trio versions)**
11. **Paging key** - To locate handset / to start registration procedure.

Display icons



Fast blink indicates battery low.



Indicates that an external call is connected or held.
Icon blinks when receiving an incoming call.



Indicates you have a new voice mail message*.



Indicates you have new missed calls*, or the call log being viewed.



Displays when the phonebook is accessed.



Displays when the alarm clock is activated.



Displays when handsfree is activated.



Displays when ringer volume is turned off.



Indicates that the handset is registered and range of the base station.
Icon blinks when the handset is out of range or is searching for a base.



Displays when in menu mode to confirm your selection.



Indicates that more options are available.
Use the UP / DOWN keys to scroll up / down.



Displays when in menu mode.
Select BACK to return to the previous menu level.

* Subject to subscription and availability of the service from the land line operator.

Your Telephone Operations

Switching on / off

- Press and hold the  key.

Notes: When the handset is OFF, it cannot be used for making calls including emergency calls. There will be no ringing during an incoming call.

To answer a call, you will need to switch it back on. It may take some time for the handset to re-establish a radio link with the base unit.

To lock / unlock the keypad

- Press and hold the  key.

Note: Incoming calls can still be answered even if the keypad was locked.

Change the display language

- **MENU** /  or  to select **AJUSTES PERS** / **OK** /  or  to select **IDIOMA** / **OK** /  or  to your desired language / **OK** / confirmation beep.

Note: Once the display language is set, the option menus on the handset will switch to display in the selected language immediately.

Set time and date

Note: If you subscribe to the Caller Display service, the time and date will be set automatically when you receive a call, but you may still need to set the correct year.

- **MENU** /  or  to select **CLOCK & ALARM** / **OK** / **OK** to select **DATE / TIME** to display the last stored date / enter the current (YY - MM - DD) / **OK** / enter the time (HH-MM) / **OK**.

Change your handset's name

- **MENU** /  or  to select **PERSONAL SET** / **OK** /  or  to select **HANDSET NAME** / **OK** to display the current handset name /  to delete the characters / enter the new name (maximum 10 characters) / **OK** / confirmation beep.

Make and answer calls

Make a call

-  either before or after dialing your number.
- From redial list : **REDIAL** /  or  / .
- From call log list*:  /  or  / .
- Note: You need to subscribe to Caller Line Identification service to be able to see the caller's number or name in the call log.
- From phonebook:  /  or  / .
- From direct memories : long press on KEY 1 or KEY 2 in idle mode.

Answer and end a call

-  / .
- IMPORTANT NOTE: You can simply place the handset back on its base station or charger pod to end the call.

Use handsfree

- To activate / deactivate handsfree : .

Adjust the earpiece volume

During a call, press  or  to select from VOLUME 1 to VOLUME 5.

Mute / unmute microphone

-  to turn on / off the microphone.

Paging

- Press  located at the back of the base station. All the registered handsets start to ring.
- Once retrieved, press any key on the handset or the  again to end the paging.

Call waiting

If you have subscribed to Call Waiting service, the earpiece will emit a beep tone to inform you that there is a second incoming call.

The number or name of the second caller will also be displayed on your phone if you have subscribed to Caller Line Identification service (CLI). Please contact your network provider for more information on this service.

Phonebook settings: 50 entries

Store a contact in the phonebook

- **MENU** /  or  to select **PHONEBOOK** / **OK** / **OK** to enter **NEW ENTRY** / enter the name of contact / **OK** / enter the number of contact / **OK** / confirmation beep ( to delete characters).

Access phonebook

-  or **MENU** to select **PHONEBOOK** / **OK** /  or  to select **LIST** / **OK**.

Note: Instead of pressing  or  to browse the phonebook entries, you can press the numeric key corresponding to the first letter of the entry you wish to locate.

Modify a phonebook entry

- **MENU** /  or  to select **PHONEBOOK** / **OK** /  or  to select **EDIT ENTRY** / **OK** /  or  to select an entry to edit / **OK** / current name is displayed / edit the name / **OK** / edit the number / **OK** / confirmation beep.

Delete a phonebook entry

- **MENU** /  or  to select **PHONEBOOK** / **OK** /  or  to select **DELETE** / **OK** /  or  to select entry to delete / **OK** / **OK** / confirmation beep.

Delete all entries from the phonebook list

- **MENU** /  or  to select **PHONEBOOK** / **OK** /  or  to select **DELETE ALL** / **OK** / **OK** / confirmation beep.

Add / edit direct access memory

- **MENU** /  or  to select **PHONEBOOK** / **OK** /  or  to select **DIRECT MEM.** / **OK** /  or  to select **KEY 1** or **KEY 2** / **OK** / stored name displayed, or **NO NUMBER** displayed if it is empty / **MENU** to

enter direct memory menu / **▲** or **▼** to select **EDIT NUMBER** / **OK** / currently stored name displayed (or **ENTER NAME** if there is no number stored) / edit or enter the name / **OK** / / **OK** / confirmation beep.

Delete direct access memory

- **MENU** / **▲** or **▼** to select **PHONEBOOK** / **OK** / **▲** or **▼** to select **DIRECT MEM.** / **OK** / **▲** or **▼** to select **KEY 1** or **KEY 2** / **OK** / stored name displayed (or **NO NUMBER** if it is empty) / **MENU** to enter direct memory menu / **▲** or **▼** to select **DELETE** / **OK** / **OK** / confirmation beep.

Using the redial list

The redial list stores the last 5 numbers dialed.

Access redial list

- **REDIAL** / **▲** or **▼** to browse the redial list / **OK** to view details.

Save a redial number into the phonebook

- **REDIAL** / **▲** or **▼** to select an entry / **MENU** to display **SAVE NUMBER** / **OK** to display **ENTER NAME** / enter the name of contact (maximum 12 characters) / **OK** / return the display to redial list.

Using the call log: stored up to 10 external calls

Access call log

- **▲** / **▲** or **▼** / **OK** .

Save call list entry into the phonebook

- **▲** / **▲** or **▼** to select an entry / **MENU** / **▲** or **▼** to select **SAVE NUMBER** / **OK** to select and enter the name of contact (maximum 12 characters) / **OK** .

Delete a Call Log entry

- **▲** / **▲** or **▼** / **MENU** / **▲** or **▼** to select **DELETE** / **OK** / **OK** / confirmation beep.

Delete all entries in the Call Log

- **▲** / **MENU** / **▲** or **▼** to select **DELETE ALL** / **OK** / **OK** / confirmation beep.

Call screening

Call screening allows you to hear the caller while he is leaving a message.

You can then decide if you want to talk to the caller directly.

Using the intercom (Duo / Trio versions)

Intercom another handset

- If only 2 registered handsets: **INT** .
- If more than 2 registered handsets: the available handset number and * displayed / enter the handset number.
- To ring all handsets to intercom: * ∞ .

Transfer an external call to another handset

During the call:

- If only 2 registered handsets: **INT** .
- If more than 2 registered handsets: the available handset number and * displayed / enter the handset number.
- To ring all handsets to intercom: * ∞ .
- **↵** on the called handset to answer the internal call / **📞** on the first handset transfer the external call to the called handset / external call transferred.

Note: If there is no answer from the called handset, press **INT** key to resume the external call.

Answer an external call during intercom

- **↵** / answer the external call and end the intercom.

Note: To put the internal call on hold and answer the incoming external call, press **INT** key.

Switch between an internal and external call

- During the call, press and hold **INT** .

Establish a three-party conference call

- During call, **INT** / enter handset number / **↵** on the called handset to answer / long press **OK** on the first handset.
- CONFERENCE** will be displayed on the screen once the conference call is established.

Handset Tone

Set the ring volume

There are 5 ringer volume options (OFF, LEVEL 1, LEVEL 2, LEVEL 3, LEVEL 4 and LEVEL 5). The default level is LEVEL 3.

- **MENU** / **▲** or **▼** to select **PERSONAL SET** / **OK** / **▲** or **▼** to select **HANDSET TONE** / **OK** to select **RING VOLUME** / **OK** / **▲** or **▼** to the desired volume level / **OK** / confirmation beep.

Set the ring melody: 10 ring melodies

- **MENU** / **▲** or **▼** to select **PERSONAL SET** / **OK** / **▲** or **▼** to select **HANDSET TONE** / **OK** / **▲** or **▼** to select **RING TONES** / **OK** / **▲** or **▼** to the desired melody / **OK** / confirmation beep.

Activate / deactivate key tone

- **MENU** / **▲** or **▼** to select **PERSONAL SET** / **OK** / **▲** or **▼** to select **HANDSET TONE** / **OK** / **▲** or **▼** to select **KEY BEEP** / **OK** / **▲** or **▼** to select **ON** or **OFF** / **OK** / confirmation beep.

Activate / deactivate auto hang-up

- **MENU** / **▲** or **▼** to select **PERSONAL SET** / **OK** / **▲** or **▼** to select **AUTO HANG-UP** / **OK** / **▲** or **▼** to select **ON** or **OFF** / **OK** / confirmation beep.

Set date / time format

Set time format

- **MENU**/  or  to select **CLOCK&ALARM** / **OK** /  or  to select **SET FORMAT** / **OK** / **OK** to enter **TIME FORMAT** / **OK** / current setting displayed /  or  to select **12 HOURS** or **24 HOURS** / **OK** / confirmation beep.

Set date format

- **MENU**/  or  to select **CLOCK&ALARM** / **OK** /  or  to select **SET FORMAT** / **OK** /  or  to select **DATE FORMAT** / **OK** / current setting display /  or  to select **DD/MM** or **MM/DD** / **OK** / confirmation beep.

Set alarm

- **MENU**/  or  to select **CLOCK&ALARM** / **OK** /  or  to select **ALARM** / **OK** /  or  to select **OFF**, **ON ONCE** or **ON DAILY** / **OK**.
- if select **ON ONCE** or **ON DAILY**, enter time (HH-MM) for alarm /  or  to select **AM** or **PM** if in 12 HOURS format / **OK** / confirmation beep.

Set alarm tone

- **MENU**/  or  to select **CLOCK&ALARM** / **OK** /  or  to select **ALARM TONE** / **OK** /  or  to select **MELODY 1**, **MELODY 2** or **MELODY 3** / **OK** / confirmation beep.

Advanced use of your telephone

Change Master PIN

The Master PIN is used for registration / unregistration of handsets.
The default Master PIN number is 0000.
Note: If you forget your PIN code, you can reset it to its default 0000 using a handset Reset.

- **MENU**/  or  to select **ADVANCED SET** / **OK** /  or  to select **CHANGE PIN** / **OK** / enter current master pin when prompted / **OK** / enter new **PIN** / **OK** / confirmation beep.

Register your handset

IMPORTANT: Handset registration is only necessary when you buy extra handsets or if a handset has become faulty.
Up to 4 handsets can be registered to one base station.
The Master PIN is required before you can register or unregister handsets.
By default, the Master PIN is 0000.

- On the base station, press and hold the  key for 5 seconds
- On the handset, press **MENU**/  or  to select **ADVANCE SET** / **OK** /  or  to select **REGISTRATION** / **OK** / enter Master PIN when prompted / **OK** / **WAITING** displayed / confirmation beep.

Unregister your handset

- **MENU**/  or  to select **ADVANCE SET** / **OK** /  or  to select **UNREGISTER** / **OK** / enter Master PIN when prompted / **OK** /  or  to select the handset number to unregister / **OK** / confirmation beep.

Change recall time

- **MENU**/  or  to select **ADVANCE SET** / **OK** /  or  to select **RECALL TIME** / **OK** /  or  to select **SHORT**, **MEDIUM** or **LONG** / **OK** / confirmation beep.

Change the dial mode (dual mode dialing version only)

You should normally leave the dialling mode at its default setting of TONE (also called MF or DTMF).
However, you can change to PULSE if necessary.
Note: If PULSE dialling is set, you can press *** 00** to switch to TONE dialling for the rest of that call.

- **MENU**/  or  to select **ADVANCED SET** / **OK** /  or  to select **DIAL MODE** / **OK** /  or  to select **TONE** or **PULSE** / **OK** / confirmation beep.

Reset unit

- **MENU**/  or  to select **ADVANCE SET** / **OK** /  or  to select **RESET** / **OK** / **OK** / confirmation beep.

Troubleshooting

If you have difficulty with your phone, please try the suggestions listed below.

As a general rule, if a problem occurs, remove the batteries from all the handsets in your installation for about 1 minute, then disconnect and reconnect the power supply to the base and reinstall the handset batteries.

Always check first that:	You have followed all the steps listed in the user manual to install and set up your telephone. All connectors are firmly inserted in their sockets. Mains power to the base unit is switched on at the socket. The handset's batteries are correctly and securely installed and are not run down.
Everyday use "I cannot make or answer calls"	If the handset's display is blank, it may have been switched off. Press and hold the HANG-UP/EXIT key to switch it back on. Check that the base unit's mains power adapter is plugged in and power is switched on. The base unit needs mains power for normal operation of the phone - not just for charging the batteries. Make sure you are using the telephone line cable supplied with your telephone. Other telephone line cables might not work. Move the handset closer to the base unit. Check the battery level symbol on the display. If it is low, replace the handset on the base unit or charger pod to recharge the batteries. Switch off power at the mains socket, wait for a short time and then switch back on. This may solve the problem.

"I cannot make a call"	If the handset display shows KEYS LOCKED, press and hold the * button to unlock it before you make a call. Only one handset (or the base unit) can be connected to the outside line at a time. If another handset is already using the line, you need to wait until it has finished its call.
"When I press on the keys, nothing happens"	Make sure the batteries are fitted in your handset. If the Battery Level symbol on the display shows 'low', put your handset back on the cradle to charge.
"When I key in a number, it appears on the display, but I cannot make an outside call"	Try a different position for the base unit – somewhere higher if possible, or further from other electrical equipment. Try moving the handset closer to the base unit.
"The phone does not ring"	Check that the base unit's mains power adapter is plugged in and power is switched on. Check that ring volume is not on OFF.
"I hear 'beeps' from my handset while I'm on a call"	You may be going out of range of the base unit. Move closer or your call may be cut off. Check the Battery Level symbol on the display. If it's low, recharge the batteries.
"The volume in the earpiece is low when I'm on a call"	Make sure you're holding the earpiece correctly over your ear. Adjust the volume using the UP/DOWN key.
Batteries "The handset's battery cells are running low within an hour or two"	Before you first use the handset, you should have left it on the base unit or charger pod for 15 hours to charge the batteries fully. You may need to replace the batteries. Check the connection between the base unit and the mains power socket unit.
"I try to recharge the batteries but I still get a warning that they are low"	You need to replace the batteries. Dispose of used batteries safely – never burn them, or put them where they could get punctured. Do not use non - rechargeable batteries in your handset – they may explode, causing damage.
If the fault persists...	Disconnect all other instruments connected to the same line and try to make a call. Disconnect the base unit from the telephone line and plug a different phone into the master telephone socket. Try making a call. If this works, the line is OK. If the call does not work, and you are using a two-way socket adapter, remove it and plug a telephone directly into the socket. If the call now works, the adapter may be faulty. If you cannot make a call, the fault may be on the exchange line. Contact the service provider.

The store where you bought your telephone can also provide you with information and after - sales support.

SAFETY

This telephone is not designed for Emergency calls when the main power fails.

Do not use your telephone to notify a gas leak or other potential explosion hazard!

Do not open your device or its power supply to avoid risk of electrical shock. Do not attempt to open the batteries, as they contain hazardous chemical substances.

Your telephone must be located in a dry place away from hot, humide and direct sunlight condition. To avoid radio signal interference, place the phone at least 1 meter away from other electrical appliances or other phones.

ENVIRONMENT



This symbol means that your inoperative electronic appliance must be collected separately and not mixed with the household waste.

Help us protect the environment in which we live!

www.alcatel-home.com

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