

## **Why can't I make or receive telephone calls (cordless phones)?**

This may be due to several factors. Please follow these recommendations in order:

- First, ensure that you are using the line cord that was supplied with the phone. Your existing line cord may not be suitable.
- Check that both ends of the supplied line cord are connected securely.
- Check that the power is on and that you have the power adaptor correctly plugged into a known working mains socket and also to the telephone base unit.
- If the handset display flashes 'Searching', 'Base', it indicates that the handset has lost its link to the base. Move the handset closer to the base and if the link is not restored you will need to re-register the handset to the base. Please consult the userguide for your product.
- Switch the mains power off, wait five seconds and then turn it on again. This will reset your product.
- If the line cord is not connected to the telephone master socket, try it in this socket. If the problem clears there may be a problem with your internal wiring between the telephone sockets.
- Remove all other telephone equipment connected to the same line. If the problem clears you may have exceeded the amount of equipment that can be connected. All telephone networks have a REN value allocated to them. The standard allocation for a residential line is four REN and equipment connected to the line should not exceed this value. You can check the total REN connected to your line by adding together the REN value of each piece of telecommunication equipment; it is normally shown underneath the base.
- If you have a broadband service, ensure you use a broadband filter on all telephone sockets that are in use.
- Try connecting another known working telephone to the telephone line socket. If you still cannot make or receive calls you should contact your service provider for the line to be checked.
- Try testing your telephone on a telephone line in a different property (eg a neighbour's line). This will also help verify whether the phone or line is at fault. If you can make but are not receiving calls then please check the following;
- Confirm that the ringer is not switched off on either the handset or the base.
- Check if call divert is activated on the line.
- If none of the above remedies solve your problem, please contact the helpdesk

## **Why do the batteries keep running low?**

Depending on your individual phone specification, your phone, when new and fully charged, will have a performance of approximately 10 hours talk time and 100 hours standby time (check your userguide for exact figures). Battery performance will diminish over time. If you believe battery life is too short, then you should try the following:

- Remove and then replace the handset batteries. Place the handset on the base or charger and allow to charge for up to 24 hours.
- If you have a multi-handset phone, try swapping the batteries between handsets
- Ensure that you place the handset on the base or charger after use.
- If the batteries still do not hold their charge, they may have to be replaced. Please ensure that you use the correct type and rating of battery (see userguide for specifications). Batteries are available from the BT Helpdesk for your product.
- If none of the above remedies solve your problem, please contact the helpdesk

## **Why don't I seem to get a very good range?**

Motorola's DECT phones are tested to ensure that they meet the minimum range of 50 metres indoors and up to 300 metres outdoors. This is in ideal conditions. However in a normal home environment there are conditions that can affect performance - for example, the construction of the building in which the base/handset is placed including the wall material, thickness of walls and dampness.

- The base ideally needs to be placed away from large metal items such as fridge-freezers, microwave ovens, etc.
- Make sure the distance between the base and handset is obscured by as few walls as possible.
- The base should be placed away from other electrical/electronic equipment, eg, PCs, TVs, etc.
- If none of the above remedies solve your problem, please contact the helpdesk.

## **Why does my handset continually display 'Searching', 'Base' on the screen?**

If the handset displays 'Searching', 'Base' on the screen, this indicates that the handset has lost its link with the base.

The following procedure should be followed to help resolve the problem:

- Confirm that the power lead has not been inadvertently disconnected from the base.
- Ensure that the handset batteries are correctly installed and are fully charged.
- Ensure that the handset and base are within range of each other.
- Switch the mains power off, wait five seconds and then turn it on again. This will reset your product.
- Carry out a reset procedure on both the handset and the base to return the settings back to the factory default. Your user guide will guide you through the correct procedure.
- If none of the above remedies solve your problem, please contact the helpdesk.

## **Why does my handset continually display 'Register' or 'Unregister' or 'Please Register' on the screen?**

The following procedure should be followed to help resolve problems where 'Register' or 'Unregister' or 'Please Register' is displayed on the handset:

- Ensure that the handset and base are within range of each other.
- Carry out the registration procedure to register the handset to the base. Since individual DECT phone models vary in procedure for you will need to follow the user guide instructions.
- If none of the above remedies solve your problem, please contact the helpdesk.

## **Why doesn't my handset ring?**

- Ensure that the handset ringer volume hasn't been turned down or off. On some models, you can check the settings in the handset Settings menu, please consult your user guide.
- Ensure that you are using the line cord that was supplied with the phone. Your existing line cord may not be suitable.

- Check that both ends of the supplied line cord are connected securely.
- Check that the power is on and that you have the power adaptor correctly plugged into a known working mains socket and also to the telephone base unit.
- If the handset display flashes 'Searching', 'Base', it indicates that the handset has lost its link to the base. Move the handset closer to the base and if the link is not restored you will need to re-register the handset to the base. Please consult the user guide.
- Switch the mains power off, wait five seconds and then turn it on again. This will reset your product.
- Carry out a reset procedure on both the handset and the base to return the settings back to the factory default. Your user guide will guide you through the correct procedure.
- If none of the above remedies solve your problem, please contact the helpdesk.

### **Why is my answering machine not recording messages?**

- Check that the power is on and that you have the power adaptor correctly plugged into a known working mains socket and also to the telephone base unit.
- Check that you have the answering machine turned on to receive messages. There will be an indicator when it is turned on. Depending on the model this will be an icon in the handset display or an indicator on the base. Your user guide will provide the actual details for your product.
- If you have a Network answering service, you may need to change the answer delay settings to ensure the answering machine takes the call before the network answering service.
- You can also adjust the number of rings on your answering machine between 2 to 9 rings and time saver or 5, 10, 15,20,25,30 seconds. Please consult the user guide for your product.
- If you have a fax machine connected to the same line as your answering machine you may need to change the answer delay settings to ensure the answering machine takes the call before fax machine. Consult the fax machine user guide to see how to adjust the answer delay settings Your can also adjust the number of rings on your answering machine between 2 to 9 rings and time saver or 5,10,15,20,25,30 seconds. Please consult the user guide.
- Your answer machine may be set to Answer Only. This option does not allow a caller to leave a message. Please consult the user guide on how to change the setting to Answer & Record.

- Check the volume setting of the playback message. If you have it set too low you may not hear any messages that have been recorded.
- Your answer machine capacity may be full, then it will auto turn to Answer Only mode. Please delete some messages to release enough room for new message recording.
- If none of the above remedies solve your problem, please contact the helpdesk

### **Why can't I play messages that have been left on my answering machine?**

- Check the volume setting of the playback message, if you have it set too low you may not hear any messages that have been recorded.
- Check that the power is on and that you have the power adaptor correctly plugged into a known working mains socket and also to the telephone base unit.
- If none of the above remedies solve your problem, please contact the helpdesk

### **Why am I receiving interference or noise on my phone?**

This issue may be due to several factors. Please follow these recommendations in order:

- If you have a broadband service, ensure you use a broadband filter on all telephone sockets that are in use.
- If your base line cord is not connected to the telephone master socket, try it in this socket. If the problem clears there may be a problem with your internal wiring between the telephone sockets.
- Try connecting another known working telephone to the telephone line socket. If the problem remains you should contact your telephone service provider for the line to be checked.
- Try testing your telephone on a telephone line in a different property - for example, a neighbour's line. This will also help verify whether the phone or line is at fault.
- The base ideally needs to be placed away from large metal items such as fridge-freezers, microwave ovens, etc.
- The distance between the base and handset is obscured by as few walls as possible.
- The base should be placed away from other electrical/electronic equipment, eg, PCs, TVs, etc.
- If none of the above remedies solve your problem, please contact the helpdesk for your product.

## **Why are all my incoming calls too quiet?**

- Motorola DECT (cordless) phones have a setting that allows you to adjust the volume up or down. Please consult the user guide to make sure this is set appropriately.
- Ensure that the earpiece is free from all obstructions, including packaging and labels.
- If none of the above remedies solve your problem, please contact the helpdesk.