

## L4 Frequently Asked Questions

**Q: Why can I not hear a dial tone on the accessory handset even when the TALK key is pressed?**

A: The accessory handset might not be properly registered to the base. Please follow the quick start guide to complete the registration procedure.

The registered base might be disconnected from the electrical outlet. Please check the base power connection or unplug the unit for 15 seconds and then plug the unit back in.

The battery might be out of power. Please charge the battery for 24 hours.

The accessory handset may be too far from the registered base. Please move the handset closer to the base.

The telephone line cord may not be the proper one. Please only use the telephone line cord provided.

**Q: Why have the battery icons on the accessory handset display stopped scrolling even when the phone is placed on the charger?**

A: The accessory handset might not be properly positioned in the charger. Please adjust the handset slightly until you hear the confirmation beep.

The accessory handset metal charging pins at the bottom of the phone might need to be cleaned. Please clean the metal contacts with a cloth moistened with alcohol.

The battery might already be fully charged. In this case the icon will be static.

**Q: Why do I hear poor audio quality from the accessory handset?**

A: The registered base might be placed too close to electrical appliances, a reinforced concrete wall or metal door frames. Please keep the base away from those possible wireless obstructers.

**Q: Why does the phone not ring when calls come in?**

A: The ringers may be set to "off". Please activate the ringer or increase the ringer volume on the handsets.

**Q: Why does the caller ID not display on my phone?**

A: Caller ID requires a service plan. Please check your subscription with your network operator.

If you subscribe to a high-speed internet service (Digital Subscriber Line – DSL) through your telephone lines, you must install a DSL filter between the telephone base and the telephone wall jack. The filter will prevent noise and

caller ID problems caused by DSL interference. Please contact your DSL service provider for more information about DSL filters.

**Q: Why can I not store new phonebook entries to the memory?**

A: The phonebook memory might be full. Please free the memory space by deleting some entries.

**Q: Why does the display on the accessory handset not turn on?**

A: The battery may be out of power. Please recharge or replace the battery pack in the cordless handset.

If these do not remedy the problem, please re-power the registered base by unplugging and re-plugging the power connection.

**Q: Why does the accessory handset drop its link during a call?**

A: The power of the registered base might be disconnected. Please check that the power cord is properly connected to the unit and that the power adaptor is connected properly to the electrical outlet.

The unit might be out range between the base and the cordless handset. Please move the accessory handset closer to the registered base.

If these do not remedy the problem, please unplug the base's electrical power. Wait for 15 seconds and plug it back in. Then allow one minute for the cordless handset to link up again with the base.

**Q. I found the answering machine symbols on the accessory handset buttons however it does not work when I press those buttons.**

A. The answering machine function works only when the handset is registered to a L40x or L40xC base. The function is not applicable for the L30x registered base.