

OWNER'S INSTRUCTION MANUAL



CALLER ID TYPE II Four Line TELEPHONE SYSTEM

MODEL 2740

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**THANK YOU
FOR PURCHASING THE
2740 CALLER ID TYPE II
FOUR LINE TELEPHONE SYSTEM**

We want you to know all about your new Telephone, how to install it, the features it provides, and the services you can expect from its use. We have included this information in your Owner's Instruction Manual.

**PLEASE READ BEFORE INSTALLING AND USING YOUR NEW
TELEPHONE EQUIPMENT.**

IMPORTANT SAFETY INSTRUCTIONS

Always follow basic safety precautions when using your telephone equipment to reduce the risk of fire, electrical shock, and injury.

1. **Read and understand all instructions** in the Owner's Instruction Manual.
2. **Read all warnings** and follow all instructions marked on the product.
3. **Unplug this product from the wall outlet before cleaning.** Use a damp cloth for cleaning. Do not use liquid or aerosol cleaners.
4. **Do not use the telephone near water.** For example, do not use near a bathtub, wash bowl, kitchen sink, laundry tub, swimming pool, or in a wet basement.
5. **Do not place this product on an unstable cart or stand.** The product may fall causing serious damage to the product.
6. **Use only the type power source indicated on the label.** If you are not sure of the type power supply to your home, consult your dealer or local power company.
7. **Do not place any objects on the telephone line cord.** Do not locate the telephone where the line cord will be walked on.
8. **Do not block or cover ventilation slots and openings** in the bottom of the telephone. The openings should never be blocked by placing the telephone on a bed, sofa, rug, or other similar surfaces. The telephone should never be placed near or over a radiator or heat register. The telephone should never be placed in a built-in installation unless proper ventilation is provided.
9. **Never spill liquid on the telephone or push objects of any kind through ventilation slots.** Liquid or objects may touch dangerous voltage points or short out parts that could result in a risk of fire or electrical shock.
10. **Do not disassemble this product.** Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electrical shock when the product is subsequently used.
11. **Do not overload outlets and extension cords.** Some telephones require AC power from an outlet. Overloading the outlets can result in the risk of fire or electric shock.
12. **Avoid using a telephone during a local thunderstorm.** There may be a remote risk of electrical shock from lightning.
13. **Use only the power cord and batteries indicated in this manual.** Do not dispose of batteries in a fire. They may explode. Check with local codes for possible special disposal instructions.
14. **Do not use a telephone to report a gas leak in the vicinity of the leak.**

1.0 Unpacking and Installation

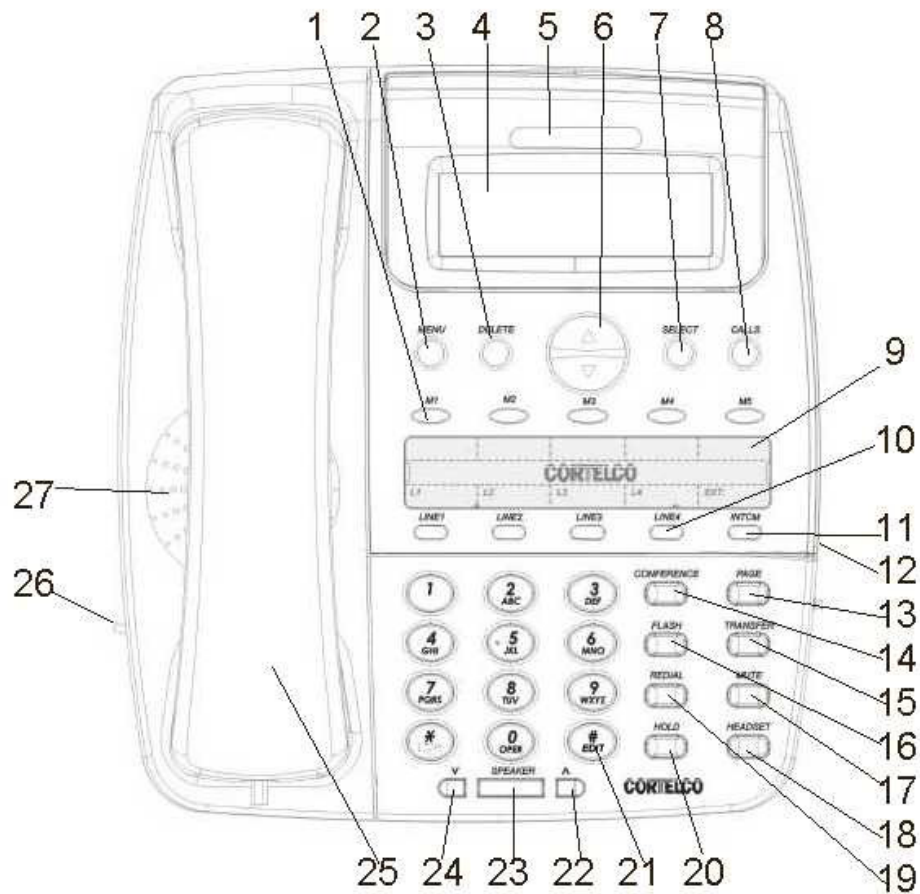
1.1 Box Contents

The following items should be packed with your 2740. Please contact your delauer if any of them is missing.



| | |
|-----------------------------|-------|
| 2740 Phone (Main Body) | 1 pcs |
| Handset | 1 pcs |
| Handset Cord (Coiled Cord) | 1 pcs |
| Line Cord | 2 pcs |
| Short Line Cord | 1 pcs |
| Desk Stand | 1 pcs |
| Power Adapter (Transformer) | 1 pcs |

1.2 Telephone Part Identification



| | | | | | |
|---|-----------------------|----|---------------------|----|--------------------|
| 1 | Memory Buttons | 10 | Line Buttons | 19 | Redial Button |
| 2 | Menu Button | 11 | Intercom Button | 20 | Hold Button |
| 3 | Delete Button | 12 | 2.5 mm Headset Jack | 21 | Dial Buttons |
| 4 | Multi-Angle LCD | 13 | Page Button | 22 | Volume Up Button |
| 5 | Message Lamp | 14 | Conference Button | 23 | Speaker Button |
| 6 | Review Up/Down Button | 15 | Transfer Button | 24 | Volume Down Button |
| 7 | Select Button | 16 | Flash Button | 25 | Handset |
| 8 | Calls Button | 17 | Mute Button | 26 | Handset Jack |
| 9 | Directory/Logo Strip | 18 | Headset Button | 27 | Speaker |

1.3 Installation

1.3.1 Identify Your Existing Wiring System

For you to properly connect your **2740 4-Line Telephone System** to an existing wiring system, it is important that you understand its configuration. The following are the most common multiple line situations. They consist of either one or both types of standard telephone jacks: The RJ11 Single Line Jack and the RJ14 Double Line Jack. Your system should match one of them.

1.3.2 Plan Your Installation

Up to 16 **2740 4-Line Telephone System** telephones may be connected to form your office/home configuration. Each phone must be assigned a different station number, from 01 to 16. Until a telephone is assigned a station number, the telephone will not operate. To assign this telephone a station number, simply press the soft key under CHANGE repeatedly until the desired station number is displayed.

NOTE: Each 2740 telephone must be connected to the same Line 1 telephone number for proper operation. The remaining lines may or not be connected to each station.

1.3.3 Standard Installation:

Your 2740 telephones come factory-set for a standard installation, which is also called “square” in telephone terminology. This means that Line 1 is to be connected to the same Line 1 telephone number at all the stations, Line 2 is to be connected to the same Line 2 telephone number at all the stations, and so on for Lines 3 and 4. This is the desired setup for most installations, and if this is how you will be connecting your 2740, you do not need to change any of the line connection settings in the telephones. You need only connect the phones to the telephone lines.

1.3.4 Installations with Private Lines and Unconnected Lines:

You may wish to connect private lines to Lines 2, 3 or 4 at some or all of your telephones. A private line is a telephone number that is connected to only one of the **2740 4-Line Telephone System**, and is not shared with any other station.

1.3.5 Desk Mount

1. Select the desired viewing angle and install the desk stand. The desk stand can be installed in two positions to give a choice of viewing angle.
2. Connect the power adapter to the jack on the bottom of the phone. Plug the large part of the adapter into a wall outlet which is not controlled by a wall switch. Use only a 9V DC 500mA, center positive Class 2 adapter.
3. Connect the line cords. See Section 1.3.9.
4. Plug the coiled cord into the handset jack, and then plug the other end of the cord into the base.
5. Place the handset on the base.

1.3.6 Wall Mount

1. Remove the desk stand. The unit will then mount directly on a standard wall telephone jack.
2. Connect the power adapter and the line cords. See Steps 2 and 3 above.

3. Rotate the handset hook into the wall mount position.
4. Plug the coiled cord into the handset, and then plug the other end of the cord into the base.
5. Place the handset on the base.

1.3.7 Assign a Station Number

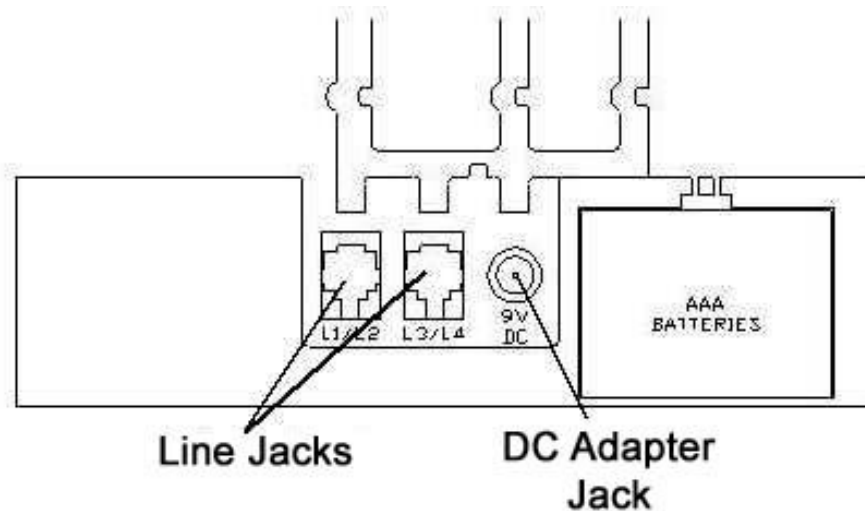
Refer to Section 2.1 for detailed instructions on assigning a station number.

1.3.8 Install Batteries (Optional)

While it is not necessary for you to install batteries in your 2740 telephone for it to function normally, we do recommend that they be installed. The batteries are not needed to preserve your memory dial numbers, because all memory dial numbers are stored in static memory. The purpose of having batteries installed is so that the telephone itself can function for up to two hours in the event of a power failure. The telephone uses 3 AAA size batteries. We recommend using alkaline batteries.

1. Make sure the AC cord remains attached to the telephone and to an electrical outlet
2. Turn the telephone over.
3. Remove the desk stand if attached.
4. Remove the battery door by using the tip of a ball point pen, paper clip, or similar object to release the battery door tab.
5. Remove the old batteries.
6. Insert 3 pieces of new size AAA 1.5V alkaline batteries. Please note the “+” and “-” markings in the battery compartment for the orientation of the batteries.
7. Close the battery cover.

Use caution when disposing of old batteries. Do not dispose of them in a fire. They may explode.



1.3.9 Connect Cords to Telephone

If the wall jack is labeled Lines 1 & 2, connect the short telephone line cord to the jack on the telephone labeled L1/L2. If the wall jack is labeled Lines 3 & 4, connect the short cord to the jack on the telephone labeled L3/L4. Connect the long telephone line cord to the other line jack on the telephone and thread it through its long groove on the bottom of the phone, then plug the AC power cord into the adapter jack on the bottom of the telephone, threading the power cord through its long groove on the bottom of the phone. Thread the short telephone cord through the square hole in the center of the wall mount bracket, and then attach the wall mount bracket to the base of the telephone.

1.3.10 Verify Proper Installation

The following procedure should be used at each telephone to check for proper installation. Also use this procedure any time you are experiencing difficulty. The phone must be connected to the AC power supply, line 1 must be connected to the line 1 jack, and the phone must have been assigned an intercom station number.

First, verify that line 1 is connected to the same telephone number at all the telephones. To do this, press the line 1 button at one of the telephones. The line 1 LED should be green, the speakerphone LED should be red, and dial tone should be heard from the speaker. Now go to each of the other stations and make sure that each line 1 LED is red. Next, make sure that lines 2, 3 and 4 are connected the same at all the phones by performing the following steps at each telephone:

1. Press the line 1 button. The line 1 LED should be green, the speakerphone LED should be red, and dial tone should be heard from the speaker.
2. Dial the telephone number for line 2. The line 2 LED should flash slowly. If the line 2 LED does not flash, then line 2 is improperly connected to this telephone.
3. If this telephone utilizes line 3 and/or line 4, repeat steps 1 and 2, substituting the respective phone number(s) in step 2.

2. SYSTEM PROGRAMMING

2.1 Station Number Assignment

Each station must be assigned a different station number.

To assign a number to a station:

- a. Press **MENU**. The display will read “**Phone Setting**”
- b. Press the soft key under **ENTER**. The display will show the currently assigned station number.
- c. Press the soft key under **CHANGE** repeatedly, until the desired station number is displayed. *The choices are Station #01 through Station #16.*
- d. Press **MENU** to exit.

Until a telephone is assigned a station number, the telephone will not operate. To assign this telephone a station number, simply press the soft key under **CHANGE** repeatedly until the desired station number is displayed.

Note: One phone in the system must be set as Station #01 in order for all the system features, to function.

2.2 Station Name Assignment

If you wish, you may give a name to each of your 2740 telephones, so that people can see the names along with the station numbers when they place intercom calls. For example, you might name station #02 “Mary” and station #05 “Conference Room.”

To assign a name to a station:

At Station #01:

- a. Press **MENU**. The display will read “**Phone Setting**”
- b. Press **ENTER**.
- c. Press the **Down Arrow** repeatedly until the display reads “**Station Naming**”
- d. Press **ENTER**. The display will show the currently stored name for station #01, or indicate “No Name” if no name has yet been given to station #01.
- e. Press soft Key under **CHANGE** if you wish to store a new name for station #01, or press **DOWN ARROW** repeatedly until you see the station number that you want to name, and then press **CHANGE**.
- f. Use the dialpad numbers to enter the name for the desired station.
- g. Press the soft key under **SAVE**.

Repeat steps a - g for any additional stations you wish to name.

The table below shows which dialpad numbers to press for all the different letters and special characters. Note that you can press the 0, *, and # buttons if you want those characters, and you can press the down arrow button below the display to leave an empty space. Press the **DELETE** button to make corrections.

| | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| 0 | 0 | | | | | | | | |
| 1 | , | - | ' | & | . | (|) | 1 | |
| 2 | A | B | C | a | b | c | 2 | | |
| 3 | D | E | F | d | e | f | 3 | | |
| 4 | G | H | I | g | h | i | 4 | | |
| 5 | J | K | L | j | k | l | 5 | | |
| 6 | M | N | O | m | n | o | 6 | | |
| 7 | P | Q | R | S | p | q | r | s | 7 |
| 8 | T | U | V | t | u | v | 8 | | |
| 9 | W | X | Y | w | x | y | 9 | | |
| * | * | | | | | | | | |
| # | # | | | | | | | | |

2.3 Line Configuration

While you must share the same Line 1 telephone number at all the stations, you may choose to leave some lines unconnected at particular stations or to connect private lines to Lines 2, 3 or 4 at particular stations.

2.3.1 COMMON

This is the factory setting for all lines. This setting assumes that the line is connected to the same telephone number at all stations.

2.3.2 PRIVATE

Use this setting at any telephone that is connected to a different telephone number than the corresponding line at the other stations.

For example, you may connect your private telephone number to Line 3 at your station instead of connecting your station to the common Line 3. In this example, you would set Line 3 at your station as PRIVATE.

2.3.3 UNCONNECTED

Use this setting at any telephone that is not physically connected to all of its lines. For example, you may install a 2740 4-line telephone in a room that is currently wired for only lines 1, 2 and 3. In this example, you would set Line 4 at this station as UNCONNECTED.

- a. Press **MENU**. The display will read “**Phone Setting.**”
- b. Press **ENTER**.
- c. Press the **DOWN ARROW** repeatedly until the display reads “**Line Connections.**”
- d. Press **ENTER**. *The display will show the current line connection setting for Line 2.*
- e. Press the soft key under **CHANGE** repeatedly, until the desired line connection setting for Line 2 is displayed. The choices are:
 - i. L2: COMMON (factory setting)
 - ii. L2: PRIVATE
 - iii. L2: UNCONNECTED
- f. Press the soft key under **NEXT** to see the current setting for Line 3, and repeat steps c, d, and e to change the settings for Lines 3-4.
- g. Press **MENU** to exit.

2.4 Loop Voltage Detector

- a. Press **MENU**.
- b. Press **DOWN ARROW** repeatedly until “**Advanced Setting**” appears in the display.
- c. Press **ENTER**.
- d. Press **DOWN ARROW** repeatedly until “**Loop Detect:**” appears in the display, along with the current setting
- e. Press the soft key under **CHANGE** repeatedly until the desired loop detect setting is displayed. The choices are:
 - i. Loop Detect: 48V (factory setting)
 - ii. Loop Detect: 24V (24 volts)
 - iii. Loop Detect: 12V
 - iv. Loop Detect: OFF
- f. Press **MENU** to exit.

Your 2740 telephone will light up its line status indicators when a non-2740 telephone such as a fax ma-

chine, modem, or standard telephone is using a line.

Note: If the line status indicators of your **2740** telephones do not function properly, either failing to light up when a standard telephone uses a line, or staying lit even though no telephone is using a line, the loop voltage detector setting needs to be adjusted.

The factory setting of 48 volts is appropriate for most installations. If this is not suitable, try setting your phone to 24 volts. If that does not work, then set it to 12 volts. You can also turn this feature OFF if you prefer.

If a line indicator at your 2740 telephone stays lit because there is no telephone line connected, and you wish to turn it off, do not use this feature, but set this line at this station to UNCONNECTED

2.5 Ringer Configuration

The ringers for each outside line are controlled individually at each telephone. There are three possible settings for each line ringer:

RINGER ON: The line will ring normally.

DELAYED RING: The line will start ringing after the first 20 seconds. This is useful for an office where the phone is normally answered at a central location.

RINGER OFF: The line will not ring.

In all these cases, the line indicators will flash to signal an incoming call. You can always answer a ringing line, whether or not it is ringing audibly at your telephone, by pressing the corresponding flashing line button.

2.5.1 To choose how each line will ring:

- a. Press **MENU**. The display will read “**Phone Setting**”
- b. Press **ENTER**.
- c. Press the **Down Arrow** repeatedly until “**Ringer Settings**” appears in the display.
- d. Press **ENTER**. The display will show the current ringer setting for Line 1.
- e. Press the soft key under **CHANGE** repeatedly, until the desired ringer setting for Line 1 is displayed. The choices are:
 - i. L1 Ringer: ON (factory setting)
 - ii. L1 Ringer: DELAY
 - iii. L1 Ringer: OFF
- f. Press the soft key under **DOWN ARROW** to see the current ringer setting for Line 2. Repeat steps c - e to change the ringer settings for Lines 2-4.
- g. Press **MENU** to exit.

2.5.2 Setting Distinctive Ringing

All lines are initially set to ring with Ring Sound #1. If you prefer, you may assign each outside line one of seven other distinctive ringer tones. To assign distinctive rings to one or more lines:

- a. Press **MENU**. The display will read “**Phone Setting**”
- b. Press the **DOWN ARROW** repeatedly until “**Distinctive Ring**” appears in the display.
- c. Press **ENTER**. The display will show the distinctive ring setting for Line 1.
- d. Press the soft key under **CHANGE** repeatedly, until the desired distinctive ring setting for Line 1 is displayed. There are eight choices.

- e. Press the **DOWN ARROW** to see the current setting for Line 2, and repeat steps c and d to change the settings for Lines 2-4.
- f. Press **MENU** to exit.

Note: At any time when you have a particular distinctive ring setting displayed, you may press the soft key under **CHANGE** to hear an example of that distinctive ring.

This feature is usually used in one of four ways:

1. You may want to assign one of your lines its own ring tone and leave the other lines set at the default ring. For example, if line 3 were a private line at your telephone, you may assign it a distinctive ring so you could easily recognize calls ringing on your private line.
2. You may want to assign a particular line the same distinctive ring at all of the stations. For example, if line 3 were the customer service line, you may assign line 3 the same distinctive tone at all the telephones so everybody can easily tell when this line is ringing.
3. You may want to give all of the lines at your telephone the same distinctive ring so that you can easily tell when your particular phone is ringing and differentiate it from the ringing of other nearby telephones.
4. You may give all of your lines the same distinctive ring simply because you prefer that particular ringing tone.

2.5.3 Setting Off-Hook Ringing

If you set a ringer **ON** or **DELAYED**, and a call comes in on that line while you are having a conversation on another outside line, a double ring will sound every 15 seconds to alert you of the incoming call. This feature is called “off-hook ringing” and can be turned off if you prefer. To disable off-hook ringing

- a. Press **MENU**.
- b. Press the soft key under **NEXT** repeatedly until “Off Hook Ring” appears in the display, along with the current setting.
- c. Press the soft key under **CHANGE** to change the setting.
- d. Press **MENU** to exit.

Note: If a call comes in on an outside line while you are engaged in an intercom call, there will not be off hook ringing. However the line lamps will flash normally to indicate an incoming call.

2.6 Intercom Call Response and Paging

You may set your telephone to respond to intercom calls in one of three ways:

1. **INTERCOM HANDSFREE:** When someone makes an intercom call to you, your telephone will ring once, then give a triple alert tone which lets you know that your phone has automatically answered the intercom call on speakerphone. You may respond to the call simply by speaking towards your telephone.
2. **INTERCOM RING:** When someone makes an intercom call to you, your telephone will ring repeatedly with the intercom ring. You may respond to the call by lifting the handset or pressing the **SPEAKER** button.
3. **INTERCOM VOICE:** When someone makes an intercom call to you, your telephone will ring once, then give you an alert tone, followed by the caller’s voice. You may respond to the call by lifting the handset or pressing the **SPEAKER** button.

Note: When someone makes an intercom call to you while you are on an outside line, you will hear a single intercom ring regardless of your intercom ringer setting

2.6.1 To choose how your phone will respond to intercom calls:

- a. Press **MENU**. The display will read **Phone Setting**
- b. Press **ENTER**.
- c. Press the **Down Arrow** repeatedly until **Intercom Prefs** appears in the display.
- d. Press **ENTER**. The display will show the current intercom setting.
- e. Press the soft key under **CHANGE** repeatedly, until the desired intercom setting is displayed.
- f. Press **MENU** to exit.

2.6.2 To block pages at your telephone:

- a. Press **MENU**. The display will read **Phone Setting**
- b. Press **ENTER**.
- c. Press the **Down Arrow** repeatedly until **Intercom Prefs** appears in the display.
- d. Press **ENTER**.
- e. Press **DOWNARROW** repeatedly until **Pages: Allowed** appears in the display.
- e. Press the soft key under **CHANGE** to select between Pages ALLOWED and Pages BLOCKED.
- f. Press **MENU** to exit.

2.7 Automatic Line Selection

This feature allows you to choose which line will be selected automatically when you lift the handset or press the **SPEAKER** button. You may choose any of the outside lines or the Intercom line. If your chosen line is in-use, the telephone will automatically select the next available line. To choose which line will be automatically selected:

- a. Press **MENU**. The display will read “**Phone Setting**”
- b. Press the soft key under **ENTER**.
- c. Press the **DOWN ARROW** repeatedly until “**Auto Seize**” appears in the display. The display will show the current auto seize setting.
- d. Press the soft key under **CHANGE** repeatedly, until the desired auto seize setting is displayed. The choices are:
 - i. *Auto Seize:L1 (factory setting)*
 - ii. *Auto Seize:L2*
 - iii. *Auto Seize:L3*
 - iv. *Auto Seize:L4*
 - v. *Auto Seize:INTCM*
- e. Press **MENU** to exit.

Note: An incoming call that is ringing at your telephone will be selected automatically when you lift the handset or press the **SPEAKER** or **HEADSET** button, regardless of the choices you have made for automatic line selection. If you wish to select a different line while your phone is ringing, you must press the desired **LINE** button before lifting the handset.

2.8 Toll Restriction

The Toll Restriction feature enables you to control outgoing calls and helps you prevent unauthorized long distance calls. The toll restriction access code must be set at station #01. This code is needed when you wish to change any toll restriction settings or when you wish to change the toll restriction setting at a particular phone.

2.8.1 To set the system's toll restriction access code:

At Station #01:

- a. Press **MENU**. The display will read “**Phone Setting**”
- b. Press the **DOWN ARROW** repeatedly until “**Toll Restriction**” appears in the display.
- c. Press **ENTER**. The display will read “**Access Code:****.**”
- d. Press the soft key under **CHANGE** to store a new access code.
- e. Enter a 4 digit number.
- f. Press **MENU** to exit.

If you ever forget the access code, simply set a new code at Station #01. Until you set the access code, the code will be the one set at the factory, which is “1234”.

Setting the restricted numbers and the allowed exceptions at a particular telephone:

Follow the instructions on the following three pages for setting toll restrictions at individual phones. After you set a phone's toll restrictions, the settings will not be erased, even in the event of a power failure.

2.8.2 Turning toll restriction on/off at a particular telephone:

Note: After setting a station's restrictions, its toll restriction is automatically ON. In the future, you may temporarily override its toll restriction or turn its toll restriction off for a longer period without affecting the settings stored in the telephone.

2.8.2.1 To set the restricted numbers at a particular telephone:

- a. Press **MENU**. The display will read “**Phone Setting**”
- b. Press the **DOWN ARROW** repeatedly until “**Toll Restriction**” appears in the display.
- c. Press **ENTER**. The display will read “**Enter Code:**”[all stations other than #01]
- d. Enter the 4 digit toll restriction access code which was set at Station #01. You will hear a confirmation beep and the display will read “**Set Restricted #**”
- e. Press **ENTER**. The display will show the currently stored Restriction #1, or indicate “1:” if there is no Restriction #1 yet stored.
- f. Press the soft key under **CHANGE** if you wish to store a new Restriction #1.
- g. Dial desired restricted number, up to 6 digits.
- h. Press the soft key under **SAVE**.
- i. Press the **DOWN ARROW** and repeat steps f-h if you wish to store any additional restrictions at this phone.

Toll restriction numbers are set individually at each station, so the restrictions can vary from phone to phone.

Some examples of popular restrictions:

“1” ... to restrict all numbers starting with “1”.

“01” ... to restrict all international calls.

“0” ... to restrict all operator-assisted calls.

“#976” ... to restrict all “0976” and “1976” calls.

(When you enter restricted numbers, “#” is a wildcard that stands for the number “0” or “1”.)

Note: Restrictions are usually just a few digits, since they prevent the dialing of all numbers starting with those digits.

2.8.2.2 To completely restrict specific lines at a telephone:

- a. Press **MENU**. The display will read “**Phone Setting**”
- b. Press the **DOWN ARROW** repeatedly until “**Toll Restriction**” appears in the display.
- c. Press **ENTER**. The display will read “**Enter Code:**”[all stations other than #01]
- d. Enter the 4 digit toll restriction access code which was set at Station #01. You will hear a confirmation beep and the display will read “**Set Restricted #**”
- e. Press the **DOWN ARROW** repeatedly, until “**Line Restriction**” appears in the display.
- f. Press **ENTER**.
- g. Press the soft key under **CHANGE** to select between **NORMAL** (factory setting) and **RESTRICTED**.
- h. Press the soft key under **DOWN ARROW** to see the current setting for Line 2, and repeat steps e - g to change the settings for Lines 2-4.
- i. Press **MENU** to exit.

In addition to setting specific restrictions at a particular phone, you may completely restrict any or all of the lines at a particular station. That station will not be able to make any outgoing calls on the restricted lines, with the exception of the allowed numbers at that station and calls to “911”. However, the station can still receive incoming calls on these lines, take calls off hold, and have full use of the intercom.

The ability to completely restrict lines is useful in an office where you only want people to make calls on certain lines at particular stations. You may also wish to put one station in a public area, such as a lobby, and completely restrict all or most of its lines

2.8.2.3 To set the allowed numbers at a particular telephone:

- a. Press **MENU**. The display will read “**Phone Setting**”
- b. Press **ENTER**.
- c. Press the **DOWN ARROW** repeatedly until “**Toll Restriction**” appears in the display.
- d. Press **ENTER**. The display will read “**Enter Code:**”
- e. Enter the 4 digit toll restriction access code which was set at Station #01. You will hear a confirmation beep and the display will read “**Set Restricted #**”
- f. Press the soft key under **NEXT**. The display will read “**Set Allowed #**”
- g. Press **ENTER**. The display will show the currently stored Allowed #1, or indicate “1:” if there is no Allowed #1 yet stored.
- h. Press the soft key under **CHANGE** if you wish to store a new Allowed #1
- i. Dial desired allowed number, up to 10 digits.
- j. Press the soft key under **SAVE**.
- k. Press the soft key under **DOWN ARROW** and repeat steps g-j if you wish to store any additional allowed numbers at this phone.

If you set restrictions at a particular phone, you will probably want to store some allowed exceptions at that telephone. For example, if you restrict long-distance calls, you may want to store some allowed area codes, such as “1301”, or you may wish to store “1800”, to allow all “1800” calls, or “1*****” to allow all “1+7 digit” calls. You may also want to store some specific allowed numbers, for example other company offices. (When you enter allowed numbers, “*” is a wildcard that stands for any number from 0-9.)

2.9 System Privacy

The Call Privacy feature is set at Station #01. This setting governs the entire system. There are two possible settings:

CALL PRIVACY ON: When this is set, no one can pick up their station and join or listen to your conversation. This can be released by pressing the **CONFERENCE** button. This helps prevent eavesdropping and the disturbance of people accidentally interrupting your telephone conversations. This is the initial factory setting.

CALL PRIVACY OFF: This setting allows other stations to join existing conversations simply by going off hook. This is useful for people who find the call privacy feature unnecessary or inconvenient.

2.9.1 To Change the Privacy Setting

At Station #01:

- a. Press **MENU**. The display will read “**Phone Setting**”
- b. Press the **DOWN ARROW** repeatedly until “**Advanced Setting**” appears in the display.
- c. Press **ENTER**.
- d. Press **DOWN ARROW** repeatedly until “**System Privacy**” appears in the display.
- e. Press **ENTER**. The display will show the current Call Privacy setting.
- f. Press the soft key under **CHANGE** repeatedly, until the desired call privacy setting is displayed.
- g. Press **MENU** to exit.

Note: Even with Call Privacy set to ON, people will still be able to turn Call Privacy off during a call by pressing the **CONFERENCE** button.

Note: There is always call privacy on intercom calls regardless of your system call privacy selection. People at other stations cannot listen in to your intercom conversations.

2.10 Dialing Mode

The Tone or Pulse dialing selection is made at Station #01 for the entire system. If any of your telephone lines have Pulse service, you must select Pulse Dialing. If all your lines have Tone Service, leave the setting at Tone Dialing.

At Station #01:

- a. Press **MENU**. The display will read “**Phone Setting**”
- b. Press the soft key under **DOWN ARROW** repeatedly until “**Advanced Setting**” appears in the display.
- c. Press **ENTER**.
- d. Press the **DOWN ARROW** repeatedly until “**Tone/Pulse**” appears in the display. The display will show the current tone/pulse setting.
- e. Press the soft key under **CHANGE** repeatedly, to select either TONE or PULSE dialing.
- f. Press **MENU** to exit.

Note: If your system is set to Pulse Dialing, you may press the * button to change the dialing mode temporarily to tone during a call. This feature is useful for access to telephone banking, long distance or other special services. Dialing mode will revert to pulse when you hang up.

3. Memory Settings

3.1 Area Codes

Home Area Code: You may also enter area codes into your 2740 telephone so that telephone numbers are displayed properly. This enables you to dial numbers in the caller list without pressing the “#” button first. You may enter one HOME area code. Use this feature if you only need to dial the seven digits of the telephone numbers for calls in your own area code. After you program your home area code, the screen will display only seven digits when you receive a call from within this area code. Only those seven digits will be dialed out.

Local Area Code: You may also enter up to six LOCAL area codes. Use this feature if there are certain area codes that require you to dial the area code plus seven digits, but without the “1” in front.

1 Plus 7: You may enter up to six “1 PLUS 7” area codes. Use this feature for that require you to dial a “1” plus the seven digits, but without the area code.

3.1.1 To enter HOME, LOCAL, and “1 PLUS 7” area codes

- a. Press **MENU**. The display will read “**Phone Setting**”
- b. Press **ENTER**
- c. Press **DOWNARROW** until “**Area Codes**” appears in the display
- d. Press **ENTER**. The HOME area code setting will be displayed.
- e. Press **CHANGE** to change this setting
- f. Press **DOWNARROW** to view the LOCAL setting
- g. Press **CHANGE** to change this setting
- h. Press **DOWNARROW** to view the 1 PLUS 7 area code settings.
- i. Press **CHANGE** to change this setting

3.2 Memory Features

Your 2740 telephone can store up to 45 of your most often dialed numbers in its memory. Five numbers can be stored into one-button Memory locations which are dialed by pressing a memory button. Forty numbers can be stored into Personal Directory locations, which are dialed by pressing “#” followed by the arrow buttons.

3.2.1 Storing a hyphen into memory

You can store hyphens in your memory dial numbers for easy reading. To insert a hyphen into a number you are storing, press **PAGE**. Each press of **PAGE** will insert a hyphen.

3.2.2 Storing a dialing pause into memory

You can store a pause in a memory location for use with certain banking and long distance services. You may also need to insert a pause between the access number and the telephone number if your telephone is connected to a PBX or Centrex system. To insert a dialing pause into a number you are storing, press **HOLD**. Each press of **HOLD** will insert a 1.5 second pause, represented by a “p” in the display.

3.2.3 Storing a flash into memory

You can store a flash into a memory location for use with certain custom calling services, such as Call Waiting. You may also need to insert a flash as part of a feature activation code if your telephone is connected to a PBX or Centrex system. To insert a flash into a number you are storing, press **FLASH**. Each press of **FLASH** will insert a 600 millisecond (mSec) flash, represented by an “f” in the display.

Note: If 600 mSec is not an appropriate length for your installation, you may set a different value.

3.2.4 Storing temporary tone dialing into memory

If your system is set to pulse dialing mode, you can store a temporary switch to tone dialing in a memory location. You may, for example, wish to dial a number in pulse followed by an access code in tone dialing. To insert “switch to tone” into a sequence you are storing, press the * (**TONE**) button. All the following numbers in the sequence will automatically be dialed in tone mode.

3.2.5 Storing one of the last five numbers dialed into memory

To store a dialed number into memory, press **REDIAL**. You may then press the **UP** or **DOWN** key to scroll through the last five numbers dialed. Press the memory location key or the Directory key (#) and press Yes to save or No to cancel when the desired number is displayed.

3.2.6 Storing a Caller ID number into memory

To store a caller ID number into memory, press **CALLS**. You may then press the **UP** or **DOWN** key to scroll through the Caller ID list to select a Caller ID to save. Press the memory location key or the Directory key (#) and press Yes to save or No to cancel when the desired number is displayed.

3.3 To store a memory dial number

- a. Press **MENU**. The display will read “**Phone Setting**.”
- b. Press **DOWNARROW** until “**Memory Setting**” appears in the display
- c. Press **ENTER**. The display will read “**Select Location**”
- d. Press the Memory button where you wish to store the number. The display will show the currently stored number, or indicate “**Empty Location**.”
- e. Press the soft key under **ENTER** if you wish to store a new number.
- f. Dial the desired telephone number, up to 32 digits.
- g. Press the soft key under **SAVE**.

You may store up to 5 telephone numbers at your telephone which can be dialed automatically with the press of a memory button. You can enter hyphens for easy reading, as well as flashes and pauses.

3.4 To store a personal directory dial number

- a. Press **MENU**. The display will read “**Phone Setting**”
- b. Press **DOWNARROW** until “**Memory Setting**” appears in the display
- c. Press **ENTER**. The display will read “**Select Location**”
- d. Press **#**. The display will read “Empty Location,” or indicate that your personal directory is full.
- e. Press the soft key under **ENTER** to store a new number, or press **DOWNARROW** repeatedly until you see the previously stored entry you would like to change, and then press **CHANGE**.
- f. Dial desired telephone number.
- g. Press **NEXT**. The display will show the currently stored name, or indicate “No Name.”
- h. Press the soft key under **ENTER** if you wish to store a new name, and then use the dialpad numbers and the soft keys to enter the name.
- i. Press the soft key under **SAVE**.

You may store up to 40 personal directory dial telephone numbers at your telephone. You can enter hyphens in your numbers for easy reading, as well as flashes and pauses.

3.5 To Store Caller ID Calls

- a. Press **MENU**. The display will read “**Phone Setting**”
- b. Press **ENTER**
- c. Press **DOWN ARROW** repeatedly until “**Caller ID Store**” appears in the display, and then press **ENTER**.
- d. Press **CHANGE** if you wish to change the setting for Line 1.
- e. Then press **DOWN ARROW** to view and change the settings for Lines 2-4.

3.6 To Store the Centrex prefix

The Centrex prefix is the part of the telephone that you DO NOT dial when you wish to reach another Centrex number in your system. For example, if your Centrex telephone number is 609-555-1380, and people in your office can reach you by dialing “1380”, then your Centrex prefix is “609555.” If you wish, you may store the Centrex prefix at your telephone. Entering your Centrex prefix is useful if you subscribe to Caller ID service, and would like the convenience of dialing other Centrex stations from your caller list. When you dial a number from the caller list, the telephone will dial it as it is shown in the display. If you have entered the Centrex prefix, the number will be displayed properly, so that you can dial it simply by going off-hook.

- a. Press **MENU**. The display will read “**Phone Setting**”
- b. Press **ENTER**
- c. Press **Down Arrow** repeatedly until “**Centrex Prefix**” appears in the display
- d. Press **ENTER**. The display will show the currently stored Centrex prefix, or indicate “XXXXXXXX” if none has been stored.
- e. Press the soft key under **CHANGE**
- f. Enter the desired Centrex prefix, up to seven digits.
- g. Press the soft key under **SAVE**.
- h. Press **MENU** to exit.

4. Miscellaneous Settings

4.1 Time and Date

- a. Press **MENU**. The display will read “**Phone Setting.**”
- b. Press the **DOWN ARROW** repeatedly until “**Time/Date Set**” appears in the display
- c. Press **ENTER**. The display will show the currently set time
- d. Press the soft key under **CHANGE**
- e. Enter the time as instructed in the display
- f. Press **DOWN ARROW**
- g. Press **CHANGE** to choose between AM or PM
- h. Press **DOWN ARROW**. The display will show the currently set date.
- i. Press the soft key under **CHANGE**
- j. Enter the date as instructed in the display.
- k. Press **MENU** to exit.

Follow these same steps whenever you wish to adjust your system’s clock.

Note: If you subscribe to caller ID service from your local telephone company, there is no need to set the time and date. This will be set automatically by the caller ID information, and will be updated with each new call.

4.2 Message Waiting Lamp

The MSG lamp on the 2740 will flash when a voice mail signal is received. Note that you must be subscribed to voice mail from your telephone company or be connected to a PBX which provides voice mail signaling for this function to work correctly.

4.2.1 Message Waiting Line Selection

The 2740 can detect voice mail signals on any of the four lines. By default, the 2740 is set to respond to messages on Line 1. Follow the instructions below to set your voice mail detector to the proper line.

- a. Press **MENU**
- b. Press **ENTER**
- c. Press **DOWN ARROW** repeatedly until “Telco VMWI” appears in the display.
- d. Press **ENTER**. The display will read “**VMWI: LINE 1.**”
- e. Press **CHANGE** repeatedly to select LINE 2, LINE 3, LINE 4, or OFF

4.2.2 Message Waiting Mode Selection

The 2740 can respond to either FSK or Stutter Dial Tone (SDT) message waiting signaling. To change the mode follow the steps below after selecting the desired line as described in Section 4.21.

- a. Press **DOWN ARROW**. The display will read “**VMWI: FSK.**”
- b. Press **CHANGE** to select **SDT**. This will activate the stutter dial tone detector.
- c. Press **MENU** to exit

4.3 Caller ID on Call Waiting (CIDCW) Sensitivity

If your 2740 does not respond correctly to CIDCW signals, it may be necessary to adjust the sensitivity.

- a. Press **MENU**,
- b. Press **ENTER**
- c. Press **DOWNARROW** repeatedly. “CIDCW: High Sens” or “CIDCW: Low Sens” appears in the display
- d. Press **CHANGE** to change sensitivity
- e. Press **MENU** to exit.

4.4 Held Call Reminder

Your 2740 is factory-set to automatically alert you at 2 minutes, and then every 2 minutes thereafter, if a caller is still on hold. This feature is designed to prevent calls from accidentally being left on hold for long periods. If you would prefer a different first reminder time, you may change the setting to 30 seconds or 1 minute, or you may set the Held Call Reminder to OFF.

- a. Press **MENU**. The display will read “**Phone Setting**”
- b. Press **ENTER**
- c. Press **Down Arrow** repeatedly until “**Hold Remind:**” appears in the display
- d. Press the soft key under **CHANGE** repeatedly until the desired held call reminder time is displayed.
- e. Press **MENU** to exit.

4.5 Adjusting Auto Hold Drop Time

Your 2740 telephone is factory-set to automatically drop a call if it is on hold for more than 30 minutes. This feature is designed to prevent calls from accidentally being placed on hold indefinitely. If you would prefer a different length of time, you may change the setting to 5 minutes or 15 minutes.

- a. Press **MENU**
- b. Press **DOWNARROW** repeatedly until “**Advanced Setting**” appears in the display
- c. Press **ENTER**
- d. Press **DOWNARROW** repeatedly until “**Hold Drop**” appears in the display
- e. Press **ENTER**. The display will show the currently set hold drop time.
- f. Press the soft key under **CHANGE** repeatedly, until the desired hold drop time is displayed.
- g. Press **MENU** to exit.

4.6 Adjusting Flash Length

Your 2740 telephone is factory-set to have a flash length of 600 milliseconds, which is appropriate for most environments. However, if your installation requires a different flash length, you may change the length to 100 milliseconds, 300 milliseconds, or 1 second.

- a. Press **MENU**
- b. Press **DOWNARROW** repeatedly until “**Advanced Setting**” appears in the display
- c. Press **ENTER**.
- d. Press **DOWNARROW** repeatedly until “**Flash Time**” appears in the display
- e. Press **ENTER**.
- f. Press the soft key under **CHANGE** repeatedly, until the desired flash length is displayed.
- g. Press **MENU** to exit.

4.7 Erase Numbers Stored in Memory

To erase all memory dial numbers and personal directory numbers stored in your telephone.

- a. Press **MENU**
- b. Press **DOWNARROW** repeatedly until “**Advanced Setting**” appears in the display
- c. Press **ENTER**. “**Erase Memory**” will appear in the display.
- d. Press **ENTER**. “**Memory Dials**” will appear in the display.
- e. Press the soft key under **ERASE**. After a brief pause, the display will read “**Erasing Done!**”

4.8 Erase Toll Restrictions

At station #01

- a. Press **MENU**
- b. Press **DOWNARROW** repeatedly until “**Advanced Setting**” appears in the display
- c. Press **ENTER**. “**Erase Memory**” will appear in the display.
- d. Press **DOWNARROW** repeatedly until “**Erase Toll Restr**” appears in the display.
- e. Press **ENTER**
- f. Press **ERASE**. After a brief pause, the display will read “**Erasing Done!**”

4.9 Erase All Feature Settings

To erase all the feature settings stored at a particular station and return that telephone to its original factory settings.

- a. Press **MENU**
- b. Press **DOWNARROW** repeatedly until “**Advanced Setting**” appears in the display
- c. Press **ENTER**. “**Erase Memory**” will appear in the display.
- d. Press **DOWNARROW** until “**Erase Settings**” appears in the display.
- e. Press **ENTER**
- f. Press **ERASE**. After a brief pause, the display will read “**Erasing Done!**”

Note that when you erase all feature settings at a particular station, you do not erase the memory dial or the directory dial numbers that may be stored in this station.

5. TELEPHONE OPERATION

5.1 Making and Answering Calls

When you lift the handset to make a call, the phone selects a line according to its automatic line selection setting. If you lift the handset while your phone is ringing, your phone will automatically select the ringing line.

You can also use the speakerphone to make or answer a call or a page. Simply press the **SPEAKER** button instead of lifting the handset. When you press the **SPEAKER** button to make a call, the phone selects a line according to its automatic line selection setting. If you press the **SPEAKER** button while your phone is ringing, you will automatically answer the ringing line. If you wish to override automatic line selection, press the desired **LINE** button instead of pressing the **SPEAKER** button, and you will be connected to that line on the speakerphone.

During a call, you may switch back and forth between handset and speakerphone as much as you like. Simply press the **SPEAKER** button while using the handset to activate the speakerphone and then hang up your handset. To switch back to a handset call, lift the handset. Note that whenever the **SPEAKER** indicator is on, you may hang up the handset without disconnecting your call.

5.2 Redial

5.2.1 To redial the last phone number dialed

- a. Go off-hook, either by lifting the handset, pressing **SPEAKER**, pressing **HEADSET**, or by pressing the desired **LINE** button.
- b. Press **REDIAL**.

5.2.2 To redial any of the last five phone numbers dialed

The Redial feature enables you to redial or simply view any of the last five telephone numbers you dialed, along with the time, date and duration of each call. This feature is useful if you wish to review your recent calls, or if you wish to know the duration of a particular call. There is no need to actually dial the number.

- a. With the phone on-hook and idle, press **REDIAL**. The display will show the last number dialed, the time and date of the call, and its duration.
- b. Press the right arrow button under the display repeatedly to scroll through a list of the last five numbers dialed along with the time, date, and duration.
- c. Go off-hook at any time to dial the displayed number.

5.3 Hold

5.3.1 Placing a Call on Hold

To place an outside call on Hold, press **HOLD**. To take the call off hold, press the line button of the line on hold. While a caller is on hold, you can replace the handset without disconnecting the call.

Once a call is on hold, it can be taken off hold by any telephone connected to that line simply by accessing the line.

If a call remains on hold after 2 minutes, your 2740 will alert you. See Section 4.4.

Note: You cannot put an intercom call on hold.

5.3.2 Making a call on another line

While having a conversation on one line, you may make a call on another line. Press **HOLD** to place your first call on hold and then press another **LINE** button to make a second call.

Press the first **LINE** button at any time to return to your original call and disconnect the second call. If you wish to keep the second call, you must remember to place it on hold before returning to the original call.

You can switch between lines as much as you want during the course of a call. Always remember to place your current call on hold before seizing another line, or you will disconnect your current call.

5.3.3 Answering a call on another line

While having a conversation on one line, if a call comes in on another line, its line lamp will begin flashing and a double ring will sound every 15 seconds. If an incoming call is coming in on a line that is set to “ringer off”, the alerting ring will not sound.

You may answer the call by pressing the flashing **LINE** button. Remember to put the first call on hold before answering the incoming call, or the first call will be disconnected.

5.4 Conference

Your 2740 allows you to make conference calls with two other parties. You may conference either two outside lines or one outside line and one intercom station.

5.4.1 Outside Calls

- a. Make or answer a call.
- b. Press **HOLD**.
- c. Make or answer a call on another line.
- d. When the second call is connected, press the **CONFERENCE** button. The lines are immediately conferenced.
- e. Hang up to end the conference call. You may press a **LINE** button if you wish to continue the call with the party that line. The other line will be disconnected.

5.4.2 Outside Call with Intercom Station

- a. Place an intercom call to the desired station. The outside call is automatically placed on hold.
- b. After the person at the other station answers, press the **CONFERENCE** button to create a conference call.
- c. Hang up to end the conference call. The person at the other station may remain connected to the outside call.

Another way to conference an intercom station to an outside call is to press the appropriate **LINE** button at the second intercom station. Note that System Call Privacy must be OFF for this method to work. See Section 2.8.

If you wish to talk privately with one party during a conference call, press **HOLD** to place both lines on hold, and then press a **LINE** button to talk with the person on that line. Press **CONFERENCE** to resume the conference call.

5.5 Transfer

5.5.1 Attended Transfer

- a. Place an intercom call to the desired station. The outside call is automatically placed on hold.
- b. When the intercom party answers announce that you are transferring the call. If the other **2740** station does not wish to be transferred the call, press the **LINE** button to return to the outside call.
- c. Press the **TRANSFER** button.

5.5.2 Blind Transfer

- a. Press the **TRANSFER** button.
- b. Dial the desired two-digit station number to transfer the call to that station. If the desired station does not answer, it will stop ringing after one minute.

To re-engage the call press the flashing **LINE** button. The call can be answered at any telephone by pressing the flashing **LINE** button.

5.5.3 Transfer Ring

You may transfer an outside call to all stations by using the transfer ring. If you answer a call that is not for you, and you do not know where to direct it, press **TRANSFER** twice. All of the other phones will ring in the transfer ring and the call will be transferred to the next answering station. The call will remain on hold at your station until another station picks up the call.

5.5.4 Personal Ring

The **2740** telephone also features eight unique personal transfer rings. You may assign each person their own personal ring. Calls can then be transferred to them using this ring. This feature is helpful if you wish to transfer a call to a person who may not always be at a particular phone. Many people find this method of transferring a call more professional and unobtrusive than the traditional method of using voice pages to call people to the phone.

To use this feature, press **TRANSFER** and then the desired dial pad number buttons. All the other phones will now ring with the personal ring represented by that number.

5.6 Caller ID

The Caller ID feature works in conjunction with Caller ID service offered by your local telephone company. The 2740 can store up to 50 of your most recent calls.

In order for this feature to work, you must subscribe to the Caller ID service from your local telephone company. Call waiting caller ID may not be available in all areas that offer caller ID service, and may cost more than basic number caller ID service. Also, please note that you must order Caller ID service separately for each line on which the service is desired.

5.6.1 Incoming call

The caller ID information will be displayed automatically. There is no need to press the **CALLS** button.

5.6.2 Call Waiting Caller ID

When you are on the line and another call comes in, the display will automatically display the caller ID information. To answer that call, press **FLASH**. To return to the previous call, press **FLASH** again.

5.6.3 Caller List

5.6.3.1 Reviewing Calls

To review previous calls, press the **CALLS** button and use the up and down arrow buttons under the display to scroll through the caller list.

The display will indicate the number of new calls in the caller list, as well as the total number of calls in the caller list. A “new” call is one that has not yet been viewed.

5.6.3.2 Dialing Calls

Follow the instructions in Section 6.631 for viewing the caller list. Once the desired number is displayed, lift your handset, press **SPEAKER**, **HEADSET**, or a **LINE** button to dial the number.

Before dialing, you may press the “#” button repeatedly to scroll through different dialing choices for dialing that number, either with or without the area code or a “1” in front.

5.6.3.3 Deleting Numbers

To delete a single number, press the **DELETE** button **twice** when the desired number is displayed. To delete all the numbers in the caller list press the **DELETE** button and keep it depressed for 5 seconds while reviewing the caller list.

Note: If you do not wish to store incoming calls in the Caller List, see Section 3.5 to disable this feature.

5.7 Volume Levels

The Ringer, Handset, Speakerphone, Intercom Speaker and Discrete Alert Volumes can all be set independently by using the **VOLUME** buttons. Eight ringer, four handset, eight speakerphone, eight intercom speaker, and eight discrete alert volumes are available.

To increase the volume, press the **UP** button.

To decrease the volume, press the **DOWN** button.

5.7.1 Ringer

While the phone is on-hook and idle, press the up and down **VOLUME** buttons to set desired ringer volume. With each press, the phone will ring once at the new volume.

5.7.2 Handset

While using the handset, press the up and down **VOLUME** buttons to set desired handset volume.

5.7.3 Speakerphone

While the speakerphone is activated, press the up and down **VOLUME** buttons to set desired speakerphone volume.

5.7.4 Intercom Speaker

While using the intercom or receiving a page, press the up and down **VOLUME** buttons to set desired intercom speaker volume.

The speaker volume levels for the intercom and for outside calls are independent of each other. You may, for example, set your speakerphone so that a caller's voice will be at a normal level, yet intercom pages will come through at a louder volume.

5.7.5 Discrete alert

While the phone is on-hook and idle, press **HOLD**. Then press the up and down arrows of the **VOLUME** button to set desired discrete alert volume.

With each press, the phone will ring once at the new discrete alert volume. The discrete alert volume setting governs the volume of off-hook ringing, off-hook intercom ringing, the held call reminder, and the line reserve alert.

5.8 Voice Mail (Message Waiting)

5.8.1 Accessing Messages

Dial the number for your voice mail service. You may wish to store this number in one of your phone's memory locations for easy access.

5.8.2 Resetting MSG Lamp

If your MSG lamp continues to flash after you have retrieved your messages, you may turn it off manually by following the following instructions:

- a. Press **MENU**. The display will read “**Phone Setting**”
- b. Press the **DOWN ARROW** until “**Message Lamp**” appears in the display.
- c. Press the soft key under **RESET**.

For this feature to operate correctly, several items must be set correctly. You must be subscribed to Voice Mail from the telephone company. The message signaling must arrive on the correct line, and the phone must be set for the correct type of message waiting. Message signals are sent by the Telephone Company in one of two ways: FSK or stutter dial tone. Your telephone comes factory-set to FSK, which means that only its FSK detector is active.

If your Message Waiting lamp does not flash when messages arrive, see Section 4.2 to modify the configuration.

5.9 Flash

Press **FLASH** instead of pressing the hookswitch to activate services such as Call Waiting or 3-Way Calling, or to activate certain PBX or Centrex features. You may be required to press other buttons before or after you press **FLASH**. Refer to the custom calling instructions provided by your local telephone company or to the operating instructions provided with your PBX.

The initial factory-set flash length is 600 milliseconds, which is appropriate for most installations. However, you can adjust the flash length to make it longer or shorter. See Section 4.6.

Flash may be stored into a memory location. When a flash is stored, it is represented in the display by a small “f”.

5.10 Mute

The Mute feature allows you to turn off your telephone’s microphone so that the other party cannot hear you. The Mute feature works with both the handset and the speakerphone. It silences only your voice. The other party can still be heard. Mute automatically cancels when you hang up, switch between lines or switch from speakerphone to handset during a call. To activate this feature, press **MUTE**. The **MUTE** indicator will light. Press **MUTE** again to cancel the feature. The **MUTE** indicator will turn off.

5.11 Do Not Disturb (DND)

While the DND feature is activated, your telephone will not ring. Incoming calls will be signaled only by the **LINE** indicators flashing.

NOTE: Pages will not be heard through your telephone, and other stations will be unable to make intercom calls to you or transfer calls to your telephone. You may still answer outside calls by pressing the flashing **LINE** button. You may also place outside calls and intercom calls.

To activate DND

- a. Press **MENU**. The display will read “**Phone Setting**”
- b. Press the soft key under **ENTER** until “**Do not Disturb:N**” appears in the display.

- c. Press the soft key under **CHANGE**. The display will now read “**Do not Disturb:Y**”.
- d. Press **MENU** to exit.

The DND indicator in the display will now be on, and the display will read “Do Not Disturb.”

To cancel DND press the soft key under **RESET**

5.12 Line Reserve

The Line Reserve feature enables you to reserve a line that is currently in use. As soon as that line becomes free, your phone will alert you with a triple ring and that line will be reserved for your station. This feature is especially useful in offices where the phones are in heavy use.

To reserve a line

- a. Press **HOLD**.
- b. Press the desired **LINE** button. The line indicator will turn from red to orange.

To cancel Line Reserve press the **LINE** button again. The line indicator will turn from orange back to red.

If you do not go off-hook within 15 seconds after you are alerted, the line will become free again for others to use. Line Reserve will also cancel if you make or answer a call on another line.

5.13 Call Privacy

See Section 2.8 for a description of Call Privacy and for initial programming instructions.

To release call privacy during a single call press **CONFERENCE**. “Privacy Released” will appear in the display. Call privacy will be reactivated for the next call.

Note: Call Privacy is always on for intercom calls.

5.14 Toll Restriction

See Section 2.7 for a description of Toll Restriction and initial programming instructions.

5.14.1 Toll Restriction Removal (Single Call)

- a. Press **HOLD**.
- b. Enter the 4 digit toll restriction access code which was set at Station #01. If no code was set, the access code is the initial number set at the factory, which is “1234”.
- c. The **SPEAKER** light will flash indicating that toll restriction is temporarily off, and you may make your call.

When you use this feature, Toll Restriction will be reactivated 10 seconds after you hang up. This will be signaled by a flash of the **SPEAKER** light. You may continue making unrestricted calls as long as you go off-hook again within 10 seconds of hanging up your previous call.

5.14.2 Toll Restriction Removal (Single Station)

You may turn Toll Restriction ON and OFF at a telephone without affecting the Toll Restriction settings stored in that telephone. For example, you may wish to turn Toll Restriction off for some guests, or you may want Toll Restriction to be on only during certain periods. When you turn off Toll Restriction at a telephone using this feature, it will stay off until it is reactivated. To access this feature:

- a. Press **HOLD**.
- b. Enter “*” or “#”.
 - i. * ... to turn Toll Restriction ON.
 - ii. # ... to turn Toll Restriction OFF
- c. Enter the 4 digit toll restriction access code which was set at Station #01. If no code was set, the access code is the initial number set at the factory, which is “1234”.

Note: Turning Toll Restriction ON at a telephone will have no effect unless restrictions have been stored at that telephone.

5.15 Timer

5.15.1 Elapsed Call Time

The display automatically shows the elapsed time during a call.

5.15.2 Timer Reset

Press the up arrow (^) button, which is found directly below the display.

5.15.3 Elapsed Call Time (Previous Calls)

While the phone is on-hook and idle, press **REDIAL**. The display will show the elapsed time of the previous call, along with its time and date. Use the right arrow button under the display to view the lengths of the previous five calls, along with their times and dates.

5.16 Headset

Your 2740 is headset-ready. It comes equipped with a 2.5mm headset jack, and a built-in headset amplifier, along with a dedicated **HEADSET** button. To use this feature, plug a telephone headset with a 2.5 millimeter plug into the headset jack. There is no need to buy a headset with a separate amplifier.

You can use your headset to make or answer an outside call, an intercom call or a page. Simply press **HEADSET** instead of lifting the handset. During a call, you may switch back and forth between handset, headset and/or speakerphone as much as you like.

If you wish to override automatic line selection, press the desired **LINE** button instead of pressing **HEADSET**, and you will be connected to that line on the speakerphone. Then press **HEADSET** to toggle to the headset.

Press **HEADSET** again to hang up.

5.17 Directory Card

Remove the directory card and write down the names or telephone numbers associated with memory locations.

5.18 Memory Dial

Press the memory button where the desired telephone number is stored. The speakerphone turns on automatically, and the number is dialed out. You may lift the handset or press **HEADSET** to switch to a handset or headset call at any time.

5.19 Personal Directory

- a. While the phone is on-hook and idle, press the “#” button. The display will read “**Directory.**”
- b. Use the up and down arrow buttons below the display to view the personal directory entries.
- c. When the desired entry is displayed, you may dial it simply by lifting your handset, or by pressing **SPEAKER** or **HEADSET**, or by pressing a desired **LINE** button.

Note: The directory is organized alphabetically. You may jump to your desired entry by pressing the corresponding dial pad number. For example, press the “5” dial pad button three times to jump to the first entry starting with “L”. You can then use the up and down arrow buttons to view the entries starting at that point.

5.20 Predialing

Predialing allows you to enter a telephone number and check it in the display before it is dialed out. To make a predialed call, enter the number using the dialpad while the telephone is on-hook, then lift the handset or press **SPEAKER** or **HEADSET** or press the desired **LINE** button. If you make a mistake while dialing the number, you can use **DELETE** to erase digits one at a time.

5.21 Intercom Calls

You may place an intercom call by dialing the two-digit station number of the desired station. When you place an intercom call, your speakerphone turns on automatically.

If the called station is set to **INTERCOM RING**, you may speak to the station as soon as they answer.

If the called station is set to **INTERCOM VOICE** or **INTERCOM HANDSFREE**, you may speak to the station after you hear the confirming tone.

Note: If the intercom line is busy or the called station is set to **DO NOT DISTURB**, you will hear a **no action tone**.

5.21.1 Intercom while Idle

- a. Press **INTCM**.
- b. Dial the two-digit station number of the station you wish to intercom.
- c. To end the conversation, hang up or press **SPEAKER** or **HEADSET** button.

5.21.2 Intercom while on an Outside Call

- a. Press the **INTERCOM** button. The outside call is automatically placed on hold.
5.22.2 All Page
The **All Page** feature enables you to make announcements through all of the other 2740 stations. When you make an All Page, your announcement, preceded by a double paging alert tone, will be heard at all the phones that are not in use and do not have their **DO NOT DISTURB** or **Page Block** activated. To perform an All Page:
 - a. Press **PAGE** twice.
 - b. After you hear the paging tone, speak towards the telephone or lift the handset and make your announcement.
- b. Dial the two-digit station number of the station you wish to intercom.
- c. Press the **LINE** button of your outside call at any time to return to that call.

5.21.3 Answering Intercom Calls

5.21.3.1 Intercom Ring

Press **SPEAKER** or **HEADSET** or lift the handset and begin talking.

5.21.3.2 Intercom Voice

You will hear one ring, then an alert tone followed by the caller's voice. Press **SPEAKER** or **HEADSET** or lift the handset and begin talking.

5.21.3.3 Intercom Handsfree

You will hear one ring, then a triple alert tone to let you know that your phone has automatically answered an intercom call on speakerphone. At any time you may respond to the call by speaking towards your telephone.

5.21.3.4 Answering an Intercom Call while on an Outside Call

Press the flashing **INTERCOM** button. The outside call is automatically placed on hold. Press the **LINE** button of your outside call at any time to return to that call.

5.22 Paging

The Paging feature allows you to make announcements to other 2740 stations in the system. When you make a Page, your speakerphone is automatically activated. You can talk immediately using the speakerphone or the handset.

Note: You may Page another station only if it is not in use, does not have DO NOT DISTURB activated, and is not set to Block Pages. If the station is in any of these conditions, you will hear a no action tone.

5.22.1 Single Page

- a. Press **PAGE**.
- b. Dial the two-digit station number of the station you wish to page.
- c. After you hear the paging tone, speak towards the telephone or lift the handset and make your announcement.

5.22.3 Answering Pages

5.22.3.1 Single Page

A page directed to a particular station may be answered only at that station. Lift the handset, press **SPEAKER** or **HEADSET**, or press the flashing **INTERCOM** button. You will then be connected to the caller in a private intercom conversation.

Replace the handset in the cradle or press the **SPEAKER** or **HEADSET** button to hang up.

5.22.3.2 All Page

An All Page may be answered from any phone in the system, even one that is busy on an outside line, has DO NOT DISTURB set or has blocked pages. You may answer an All Page by pressing the flashing **INTERCOM** button. You will then be connected to the caller in a private intercom conversation.

5.22.4 Blocking Pages

Pages may be blocked at any telephone in the system. See Section 2.52. When pages are blocked, no pages will be heard on that telephone. Also, the person attempting to page the telephone will hear a no action tone.

5.23 Room Monitoring

The Room Monitoring feature allows you to activate the speakerphone of another station to monitor sounds in that room. This feature is especially useful in a nursery room or home office where there are children present.

Place an intercom call to telephone you wish to monitor. Press **MUTE** if you want to prevent sounds in your room from being heard at the monitored phone.

To end monitoring, hang up the handset or press **SPEAKER**. The remote station will disconnect immediately.

Note: The remote phone must be set to Intercom **HANDSFREE**.

6. Using standard telephones

You may also use standard (non-2740) telephones in conjunction with your **2740** telephones. All features of the non-2740 telephones will operate normally. However, they will not be able to share the features of the 2740 telephones.

6.1 Line Status and Calls on Hold

The line status indicators of the 2740 phones will recognize standard telephones. When a call is placed on hold at a 2740 telephone, it can be taken off hold at a standard telephone.

Note: If the line status indicators of your 2740 telephones do not function properly, follow the instructions for setting the loop voltage detector in Section 2.3.

6.2 Call Privacy

Call privacy is not observed by non-2740 telephones. A non-2740 telephone on any line has access to that line at any time, whether or not it is being used by a 2740 telephone.

6.3 Intercom

Non-2740 telephones cannot use the intercom feature to communicate with 2740 telephones.

6.4 Fax Machines and Modems

You may connect modems or fax machines to any of your lines, and the line indicators of the 2740 telephones will light when these devices are using a line.

7. Batteries

7.1 Battery Replacement

- a. Make sure the AC cord is attached to the telephone and to a working electrical outlet.
- b. Turn the telephone over.
- c. Remove desk pedestal/wall mount bracket if attached.
- d. Remove battery door cover by using the tip of a ball-point pen, or paper clip, or similar object to release the battery door tab.
- e. Remove the old battery.
- f. Insert 3 new AAA size alkaline batteries. Note that we recommend ONLY alkaline batteries.
- g. Close the battery cover.

7.2 Power Failure Operation

Your 2740 telephone uses AC power from a standard wall outlet. As long as the telephone is connected to a wall outlet, it will operate using the AC power. **Please remember to plug your telephone into a wall outlet that is not controlled by a wall switch.**

If AC power is disconnected or there is a power failure, the telephone automatically switches to battery operation for approximately two hours. When the power is restored, the telephone automatically switches back to AC power and resumes normal operation.

If the battery is missing or low on power when AC power is lost, the telephone will not function. However, all feature settings and memory numbers will be maintained.

Note: It is recommended to always have at least one telephone connected that does not require battery power, so that you are always sure to have use of a telephone during a power failure.

Appendix A

Menu Tree

Top Level

- Phone Setting
- Memory Setting
- Time/Date Set
- Advanced Setting

Phone Setting Menu

| MENU OPTION | SUB MENU | DEFAULT | AVAILABLE OPTIONS/COMMENT |
|------------------|-----------------|-----------|----------------------------|
| Station # | | None | |
| Do Not Disturb | | N | Y(Yes)/N(No) |
| Ringer Settings | L1 Ringer | ON | On/Delay/Off |
| | L2 Ringer | ON | On/Delay/Off |
| | L3 Ringer | ON | On/Delay/Off |
| | L4 Ringer | ON | On/Delay/Off |
| Off Hook Ring | | Y | Y(Yes)/N(No) |
| Intercom Pref | Intcm | Handsfree | Ring/Voice/Handsfree |
| | Pages | Allowed | Allowed/Blocked |
| Line Type | L2 | Common | Common/Private/Unconnected |
| | L3 | Common | Common/Private/Unconnected |
| | L4 | Common | Common/Private/Unconnected |
| Auto Sieze | | L1 | L1/L2/L3/L4/Intcm |
| Distinctive Ring | L1:RING SOUND # | 1 | 1, 2, 3, 4, 5, 6, 7, 8 |
| | L2:RING SOUND # | 1 | 1, 2, 3, 4, 5, 6, 7, 8 |
| | L3:RING SOUND # | 1 | 1, 2, 3, 4, 5, 6, 7, 8 |
| | L4:RING SOUND # | 1 | 1, 2, 3, 4, 5, 6, 7, 8 |

Phone Setting Menu Continued

| MENU OPTION | SUB MENU | DEFAULT | AVAILABLE OPTIONS/COMMENT |
|------------------|-------------------|---------|-------------------------------------|
| Area Codes | Home Code | None | Three Digits |
| | Local Code 1 | None | Three Digits |
| | Local Code 2 | None | Three Digits |
| | Local Code 3 | None | Three Digits |
| | Local Code 4 | None | Three Digits |
| | Local Code 5 | None | Three Digits |
| | Local Code 6 | None | Three Digits |
| | 1 Plus 7 Code 1 | None | Three Digits |
| | 1 Plus 7 Code 2 | None | Three Digits |
| | 1 Plus 7 Code 3 | None | Three Digits |
| | 1 Plus 7 Code 4 | None | Three Digits |
| | 1 Plus 7 Code 5 | None | Three Digits |
| | 1 Plus 7 Code 6 | None | Three Digits |
| Telco VMWI | VMWI: Line | Line 1 | Line 1, Line 2, Line 3, Line 4, OFF |
| | VMWI: Type | FSK | FSK/Stutter |
| Caller ID Store | L1 CID Store | ON | ON/OFF |
| | L2 CID Store | ON | ON/OFF |
| | L3 CID Store | ON | ON/OFF |
| | L4 CID Store | ON | ON/OFF |
| Toll Restriction | Set Restriction 1 | | Enter 1234 to access programming |
| | Set Restriction 2 | | |
| | Set Restriction 3 | | |
| | Set Restriction 4 | | |
| | Set Restriction 5 | | |
| | Set Allowed 1 | | |
| | Set Allowed 2 | | |
| | Set Allowed 3 | | |
| | Set Allowed 4 | | |
| | Set Allowed 5 | | |

Phone Setting Menu Continued

| MENU OPTION | SUB MENU | DEFAULT | AVAILABLE OPTIONS/COMMENT |
|------------------|---------------------|-----------|---|
| Toll Restriction | Line Restriction L1 | | Normal Restricted |
| | Line Restriction L2 | | Normal Restricted |
| | Line Restriction L3 | | Normal Restricted |
| | Line Restriction L4 | | Normal Restricted |
| Station Naming | | | Set at Station 01 for each of 16 stations |
| Hold Remind | | Off | Off/30 s/1 min/2 min |
| Centrex Prefix | Prefix | | Up to 7 digits |
| Message Lamp | RESET | | |
| CIDCW | | High Sens | High Sens/Off/Low Sens |
| End of List | EXIT | | |

Memory Setting Menu

| MENU OPTION | SUB MENU | DEFAULT | AVAILABLE OPTION/COMMENT |
|-------------|----------|---------|--------------------------|
| TIME | | | HH:MM |
| AM/PM | | | AM/PM |
| DATE | | | MM/DD/YY |

Time/Date Set

| MENU OPTION | SUB MENU | DEFAULT | AVAILABLE OPTION/COMMENT |
|-------------|----------|---------|--------------------------|
| TIME | | | HH:MM |
| AM/PM | | | AM/PM |
| DATE | | | MM/DD/YY |

Advanced Setting Option

| MENU OPTION | SUB MENU | DEFAULT | AVAILABLE OPTION/COMMENT |
|------------------------|--------------|---------|------------------------------------|
| Erase Memory | Memory Dials | | |
| Erase Settings | | | |
| Erase Toll Restriction | Enter Code: | | |
| Headset Type | Hst: | | 2.5 mm/ Handset |
| Flash Time | | | 600mS/1S/100mS/300mS |
| Hold Drop | | | 30min/5min/15min |
| Hold Release | | | ON/OFF |
| Station # | | | Normal/Locked |
| Loop Detect | | | 48V/24V/12V/Off |
| Tone/Pulse | | Tone | Tone/Pulse |
| System Privacy | | Y(Yes) | Yes/No Only appears for Station 01 |

FCC Information

This equipment complies with Part 68 of the FCC rules. On the base of this equipment is a label that contains, among other information, the FCC registration number and ringer equivalence number (REN) for this equipment. If requested, this information must be provided to the telephone company.

The FCC requires that you connect your telephone to the telephone network through a modular telephone outlet or jack, which must comply with FCC part 68 rules. The modular telephone outlet or jack to which your 2740 telephone must be connected is a USOC RJ11C or RJ14C. The Facility Interface codes (FIC) for your 2740 telephone is 02LS2 which is a 2-wire, Local Switched Access, Loop-start.

The Ringer Equivalence Number (REN) is used to determine the quantity of devices which may be connected to the telephone line. The REN for your 2740 telephone is 0.2. Excessive RENs on the telephone line may result in the devices not ringing in response to an incoming call. In most areas, the sum of the RENs should not exceed five (5). To be certain of the number of devices that may be connected to the line, as determined by the total RENs, contact the telephone company to determine the maximum REN for the calling area.

If the 2740 telephone causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If advance notice isn't practical, the telephone company will notify you as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary. The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make the necessary modifications in order to maintain uninterrupted service.

If trouble is experienced with your 2740 telephone, please contact **Cortelco Technical Support, 662-287-5281** for repair and/or warranty information. If the trouble is causing harm to the telephone network, the telephone company may request you remove the equipment from the network until the problem is resolved. Do not attempt to repair or modify this equipment. Please contact **Cortelco** for information on obtaining service for this product. This equipment cannot be used on public coin service provided by the telephone company. Connection to Party Line Service is subject to state tariffs. (Contact the state public utility commission, public service commission or corporation commission for information.) This equipment is hearing-aid compatible.

This equipment is capable of providing users access to interstate providers of operator services through the use of access codes. Modification of this equipment by call aggregators to block access dialing codes is a violation of the Telephone Operator Consumers Act of 1990.

Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

Reorient or relocate the receiving antenna.

Increase the separation between the equipment and receiver.

Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

Consult the dealer or an experienced radio TV technician for help.

This Class B digital apparatus complies with Canadian ICES-003. Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

Automatic Dialers

When programming emergency numbers and/or making test calls to emergency numbers remain on the line and briefly explain to the dispatcher the reason for the call before hanging up. Perform such activities in the off-peak hours, such as early morning hours or late evenings.

TELEPHONE REPAIR

DO NOT ATTEMPT TO REPAIR THIS PRODUCT YOURSELF. Telephones manufactured by CORTELCO must be returned to us for repair. You can return your telephone to CORTELCO for repair or replacement in accordance with our LIMITED WARRANTY.

CORTELCO warrants THIS PRODUCT against defects in material and workmanship in accordance with our LIMITED WARRANTY. If your telephone is returned for repair, include a copy of your sales receipt containing the date-of-purchase. **DO NOT INCLUDE THE ORIGINAL SALES RECEIPT.** If date-of-purchase is not included, the factory date printed on the label on the bottom of your telephone will be used as the date-of purchase. The factory date allows six months for distribution and sale of this product. If you return your telephone for repair, the warranty period is not extended. The original date-of-purchase continues to apply to your warranty.

OUT-OF-WARRANTY REPAIR We will repair this product for a nominal fee after the LIMITED WARRANTY has expired if you send it to us in a complete and undamaged condition. The repaired unit will be shipped to you C.O.D., freight collect.

RETURN-FOR-REPAIR PACKAGING If you are returning a unit to us for repair, package it carefully, preferably in the original carton. Be sure to include your return address, a copy of the sales receipt showing date-of-purchase, and a note with your name, telephone number, return street address, and describe the problem that you have with your Telephone. Shipping must be prepaid. If the telephone is in warranty, it will be repaired or replaced, at our option, at no cost to you, and it will be returned shipping prepaid. Ship your telephone (shipping prepaid) to:

CORTELCO
REPAIR CENTER
1703 SAWYER ROAD
CORINTH, MS 38834

LIMITED WARRANTY

If you purchased this product new in the U.S. or Puerto Rico, **CORTELCO** warrants it against defects in material and workmanship for a period of one (1) year from the date of original purchase. This warranty is in lieu of all other express warranties. During the warranty period, **CORTELCO** agrees to repair or, at its option, replace the defective product, or any part of it without charge for parts or labor. This is your exclusive remedy. This warranty does not cover damage resulting from accident, misuse, abuse, improper installation or operation, lack of reasonable care, the affixing of any attachment not provided by **CORTELCO** with the product and loss of parts. The warranty is voided in the event any unauthorized person alters or repairs the unit. Telephone companies use different types of equipment and offer various types of services to customers. **CORTELCO does not warrant that this product is compatible with the type of equipment of any particular phone company or the services provided by it.**

CORTELCO DISCLAIMS ANY IMPLIED WARRANTY, INCLUDING THE WARRANTY OF MERCHANTABILITY AND THE WARRANTY OF FITNESS FOR A PARTICULAR PURPOSE, AS OF THE DATE ONE YEAR FROM THE ORIGINAL PURCHASE OF THE PRODUCT. **CORTELCO** ASSUMES NO RESPONSIBILITY FOR ANY SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES.

THIS WARRANTY GIVES YOU SPECIFIC LEGAL RIGHTS, AND YOU MAY HAVE OTHER RIGHTS WHICH VARY FROM STATE TO STATE. SOME STATES DO NOT ALLOW THE EXCLUSION OR LIMITATION OF SPECIAL, INCIDENTAL OR CONSEQUENTIAL DAMAGES OR LIMITATIONS ON HOW LONG AN IMPLIED WARRANTY LASTS, SO THE ABOVE EXCLUSION AND LIMITATION MAY NOT APPLY TO YOU.

If failure occurs and your telephone is in warranty, service shall be provided by returning it to **CORTELCO - Repair Center, 1703 Sawyer Road, Corinth, Mississippi 38834, shipping prepaid**. The product will be repaired or replaced if examination by us determines the product to be defective. Telephones received damaged as a result of shipping will require you to file a claim with the carrier.