agent

simplycommunicate

agent 1100

Instruction Manual

INTRODUCTION

Thank you for purchasing the Agent 1100 caller ID telephone with built in phone book.

Please read through this manual before attempting operation of your new phone.
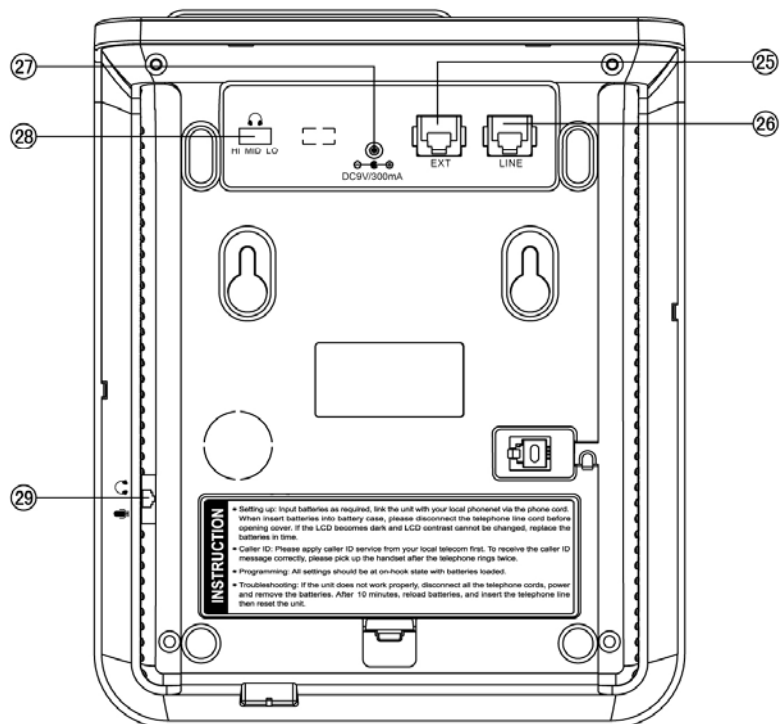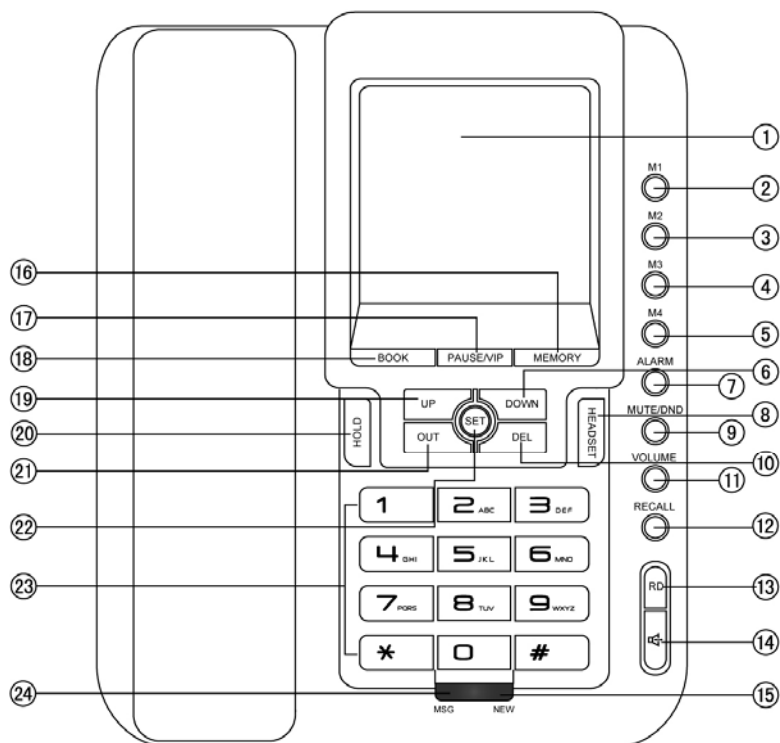
SAFETY INSTRUCTION

When using your telephone equipment, the following basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons:

1.   Read and understand all instructions
2.   Follow all warnings and instructions.
3.   Unplug the product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use damp cloth for cleaning.
4.   Do not place this product on an unstable cart, stand or table. The product may fall, causing damage to the phone.
5.   Do not overload wall outlets and extension cords as this can result in the risk of fire or electric shock.
6.   Never push objects of any kind into this product through cabinet slots as they may touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock. Never spill liquid of any kind on the product.
7.   Do not use this telephone during an electrical storm, there may be a remote risk of electronic shock from lightning and thunder.

FEATURES

➢   FSK/DTMF Caller ID system compatible
➢   Call waiting
➢   Menu selectable in English / French / Spanish / Italian / German / Turkish / Danish / Greece
➢   LCD display with 16-digit and 16-character
➢   4 one-touch memories and 10 two-touch memories
➢   8 kinds of ring melodies
➢   Do Not Disturb function
➢   5 levels of LCD contrast can be set
➢   Mute function
➢   Hold on music
➢   Recall, pause and redial function
➢   Speakerphone
➢   Call duration
➢   4 levels of ringing and hands-free volume control
➢   3 levels of headset volume control
➢   LCD backlight function
➢   NEW and MSG waiting LED indicator
➢   Headset Socket
➢   DC power supply available

LOCATION DESCRIPTION

① LCD	⑧ HEADSET	⑮ NEW LED	㉒ SET
② M1	⑨ MUTE/DND	⑯ MEMORY	㉓ NUMERICAL KEY
③ M2	⑩ DEL	⑰ PAUSE/VIP	㉔ MSG LED
④ M3	⑪ VOLUME	⑱ BOOK	㉕ EXT
⑤ M4	⑫ RECALL	⑲ UP	㉖ LINE
⑥ DOWN	⑬ RD	⑳ HOLD	㉗ DC9V/300mA
⑦ ALARM	⑭ H.F	㉑ OUT	㉘ HEADSET(HI/MID/LO)
			㉙ HEADSET JACK

GETTING STARTED

1. The unit requires 3 X 1.5V AA batteries. Open the cover found underneath the phone and insert the batteries corresponding to the + and – symbols (For best performance consider using alkali batteries). Alternatively you can use an AC/DC power supply to power your phone instead of batteries (AC-DC adaptor, Input Alternating Current 220V, Output DC 9V, Current above 300mA, the output plug should be anode inside and cathode outside, please ensure your adaptor is connected via the correct connection node and securely plugged into the wall point). If the chosen power source has been installed correctly, the default time settings should now be shown on the liquid crystal screen. Please be aware, the battery and DC power supply cannot be used together; when the AC/DC power supply is connected the battery will be cut off automatically prolonging the battery life. If the AC/DC power supply is removed/ turned off, you must take the plug out from the DC jack of the phone to activate the battery power supply.

2. Please now connect your handset using the coiled phone cord, attaching the cord via the head jack sockets found on the side of the phone and the end of the handset.

3. You can now attach the phone line to the socket on the base of the phone, test the connection by listening for a dial tone on the handset. If there is a constant dial tone the phone is correctly installed.

NORMAL USAGE

RECEIVING A CALL

From handset

1. Pick up the handset and talk to the other party.
2. To end the call, return the handset securely to the base.

Switching to speakerphone whilst on a call

1. When using the handset, press 🕬 key and return the handset to the base.
2. To end the call, press 🕬 key again.

Answering a call using a headset

1. Upon receipt of a call, press the **HEADSET** key to answer and talk with the caller through your headset.
2. To end the call, press the **HEADSET** key again.

Note: Please follow the manufacturer's directions on how to connect the headset to your phone.

Answering a call using the speakerphone

1. Upon receipt of a call, press 🕬 key and talk to the caller.
2. To end the call, press 🕬 key again.

Note: To view the caller ID, please allow the phone to ring at least twice before answering the call.

MAKING A CALL

Using the handset

1. Remove the handset from the base unit.
2. When you hear the dial tone, dial the desired number.
3. The phone will automatically start to time the conversation 6 seconds after the connection has been made.
4. To end the call, return the handset to the base.

From Headset

1. Press the **HEADSET** key, dial the desired number.

2. To end the call, press the **HEADSET** key again and the call will be ended.

Note: Please follow the manufacturer's directions on how to correctly use your headset, as headset usage may differ.

From Speakerphone

1. Press the ⬠ key.

2. When you hear the dial tone, dial the desired number.

3. The phone will start to time the conversation 6 seconds after the connection has been made.

4. To end the call, press the ⬠ key again.

Pre-dialing function

1. When the handset is on the base, dial the desired number using the numerical keys.

2. If there are mistakes, use the **DEL** key to edit the number sequence.

3. Press the ⬠ key or pick up the handset and the number will be dialed automatically.

Redial

1. Pick up the handset or press ⬠ key,

2. Press the **RD** key, the last dialed number will be dialed again

Switch the talking mode between using the Handset, Hands free and Headset

1. When using a Headset, pick up the handset to close Headset mode and enter handset talking mode.

2. When using a Headset, press ⬠ key to close Headset mode and enter Hands free talking mode.

3. When in Hands free mode, press the **HEADSET** key to close the hands free speakerphone and enter Headset talking mode.

4. When in handset mode, press the **HEADSET** key and hang up the handset to switch to Headset talking mode.

Note: You can adjust the conversation volume whilst using a Headset by adjusting the 🎧 switch at the bottom of the base.

MENU SETTING

At on-hook state, press the **SET** key to enter the menu settings. the LCD will display **VIEW MENU**↑↓. Please use the **UP** or **DOWN** keys to select among different items. To edit a menu item when visible on the display please press the **SET** key again to go into its setting. After completing any edits, press **SET** key again to confirm and move to another item. To quit the settings menu at any time, press the **DEL** key.

NOTE: The system will time out if you leave more than 6 seconds between key presses.

Full lists of the editable features are listed below:

➢ **Language**

1. At on-hook state, press the **SET** key then press the **UP** key once, **SELECT LANGUAGE** will be displayed on the LCD screen

2. Press the **SET** key, the first language displayed should be **ENGLISH,** as the default menu language setting.

3. Use the **Up or Down** keys to toggle the available languages, pressing the **SET** key to confirm your selection.

➢ **Area code settings**

1. At on-hook state, press the **SET** key then press the **UP** key twice, the option **SET AREA CODE** will now be displayed.

2. Press the **SET** key and you will see ----- displayed on the LCD screen (or the preset area code) and the first '-' flashing. If you have already set the area code, this will be displayed with the first number flashing ready for editing.

3. Use the **Up or Down** key to edit from 0 to 9, and then press the **SET** key again to confirm the selected number.

4. Repeat the instructions above to set the additional digits. A Total of 5 digits can be set.

➢ **Long distance code setting**

1. At on-hook state, press the **SET** key then press the **UP** key three times, **LONG DIST ACCESS** will now be displayed on the LCD screen.

2. Press the **SET** key, you will see ------ displayed on LCD (or the code previously set) and the first '-' flashing. If you have already set the long distance code, the preset code will be displayed with the first digit flashing.

3. Use the **Up or Down** keys to edit from 0 to 9, and then press the **SET** key again to confirm. Repeat the above instructions to edit the further digits.

After setting the long distance code, at on-hook state press the **RD** key twice to dial out the incoming number displayed on LCD ahead with the long distance code in dialing back situation.

➢ **Setting the Date/Time**

1. At on-hook state, press the **SET** key then press the **UP** key four times, The **DATE/TIME** option will now be displayed.

2. Press the **SET** key and the year digits will flash. Use the **Up or Down** keys to change the year, press the **SET** key to confirm. The month digits will now flash awaiting edit.

3. Repeat the operations to set the month, day, hour and minute by turn. The LCD screen will automatically display the corresponding day of the week.

Note: The current date and time will usually be updated by the Caller ID signal while the year setting remains unchanged. DTMF call signal have no effect to the setting of date and time.

➢ **LCD contrast setting**

1. At on-hook state, press the **SET** key then press the **UP** key five times, **CONTRAST ADJUST** will now be displayed on the LCD screen.

2. Press the **SET** key and you will see **CONTRAST 3** on the LCD screen to indicate the default contrast setting is at 3 (medium).

3. Use the **Up or Down** key to select the desired level. There are five available contrast levels, press the **SET** key to confirm the chosen level.

➢ **Baby call setting**

1. At on-hook state, press the **SET** key then press the **UP** key six times, **BABYCALL** will now be displayed on the LCD screen.

2. Press the **SET** key and you will see **BABYCALL OFF** displayed on the LCD screen to indicate the default is BABYCALL OFF.

3. Use the **Up or Down** key to turn it ON and press the **SET** key, then input the BABYCALL number, and press the **SET** key to confirm.

Note: After you set the baby call number and set baby call to ON, then the phone will dial out the saved baby call number when you pick up the handset. To dial with the handset on the on-hook state press any key except the **SET** key.

Note: To turn off this function, repeat the above steps to set **BABY CALL OFF** and press **SET** key to confirm.

➢ **Ring melody setting**

1. At on-hook state, press the **SET** key then press the **UP** key seven times, **RING MELODY** will now be displayed on the LCD screen.

2. Press the **SET** key and you will see **RING MELODY 1** displayed on the LCD screen to indicate the default ring melody is the first one.

3. Use the **Up or Down** keys to select your favorite melody among 8 selectable. Press the **SET** key to confirm.

➢ **Adding a new phone book entry**

1. At on-hook state, press the **SET** key then press the **UP** key eight times, the LCD will display **PHONEBOOK INPUT**

2. Press the **SET** key, the LCD will display **INPUT NUMBER**, Input the telephone number using the numerical key and confirm by pressing the **SET** key.

3. Input the name by using the **UP** or **DOWN** key to move the cursor and the **DEL** key to correct.

4. Press the **SET** key to confirm and go to the next group number input.

Note: You can press the number keys multiple times to input the letters. For example, if you want to input the name "JACK", you should: press 5 key once, 2 key once, 2 key three times, 5 key twice.

The alphabet on the key buttons is arranged as follows:

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ

Note1 – Copy incoming calls to phonebook: Press the **UP** or **DOWN** key to review an incoming call, then press the **BOOK** key twice to copy the incoming call (number & name) to the phonebook memory directly; or press **MEMORY** and **BOOK** key to edit the number, press the **MEMORY** key to confirm and enter. To edit the name, use the alphanumeric keys with the help of **DEL** key for deleting, and the **MEMORY** key for confirming.

Note2 – Please see the section "REVIEWING, DIALING OUT AND DELETING PHONEBOOK ITEMS" to access the desired operations.

➢ **Editing an item in the phone book**

1. At on-hook state, press the **SET** key then press the **UP** key nine times, the LCD will display **PHONEBOOK EDIT.**

2. Press the **SET** key and input the first name character of the item you want to edit, the LCD will display the first item of the character. You can also press the **UP** or **DOWN** key to find the item one by one without inputting the first name character. Press the **SET** key when you find the desired number and name. The rest of the editing process is the same as adding a new item.

➢ **Flash time setting**

3. At on-hook state, press the **SET** key, then press the **UP** key ten times, the LCD will display **FLASH TIME.**

4. Press **SET** and you will see **100ms** flashing on LCD.

5. Use the **UP** or **DOWN** key to select flash time at 100,300,600 or 1000 ms, and then press the **SET** key to confirm.

FUNCTIONS AND OPERATIONS DESCRIPTION
REVIEWING, CALLING BACK AND DELETING INCOMING CALLS

➢ **Caller ID message**

When receiving an incoming call of FSK or DTMF signal, the unit will display the phone number together with the following information: caller's name, calling date & time, and a serial number. A new number will carry a "**NEW**" icon, and a repeated number will carry a "**REP**" icon. "**PRIVATE CALL**" will be displayed when the caller prefers his or her number to be hidden. "**OUT OF AREA**" indicates that the call is coming from an area where Caller ID service is not supplied. "**ERROR**" represents an incorrect incoming signal.

If there are missed calls that haven't been reviewed, the NEW LED will blink once every two seconds.

If there is an incoming message, the MSG LED will be lit.

The current date and time will be updated by the FSK Caller ID signal, while the year setting remains unchanged. DTMF Caller ID signal will not change the date and time setting, as it only contains the caller's number.

If there is no caller's name in the Caller ID signal but your phone book contains the name of this number, the name in phone book will be carried on to this call.

➢ **Reviewing**

At on-hook or off-hook state, use the **UP** or **DOWN** keys to review the incoming call records, each with caller's name, calling number, date and time. To scroll rapidly, press and hold the **UP** or **DOWN** key.

➢ **Calling back**

At on-hook state, to call back an incoming call number, pick up the handset and press 🕬 or **RD** key directly when you find a local call number, or press the **RD** key twice for a long distance call number in order to head the number with the long distance code.

➢ **Deleting**

To review an incoming call you want to delete, press **DEL** key, LCD prompts **DEL?** press **DEL** key again to confirm the deletion. Or press **DEL** key for 2 seconds while reviewing incoming calls, then LCD will prompt **DEL ALL?**, press **DEL** key once again to delete all incoming calls including VIP.

➢ **Setting VIP numbers**

To review an incoming number, press the **PAUSE/VIP** key to set it as VIP number. VIP numbers can't be deleted individually; you should press the **PAUSE/VIP** key to cancel the VIP attribute first. And during DND state, the phone will ring four beeps to indicate a VIP number calling in.

REVIEWING, CALLING BACK AND DELETING OUTGOING CALLS

➢ **Reviewing**

At on-hook or off-hook state, use the **OUT** key to review the outgoing call records, each with called number and conversation time. To scroll rapidly, press and hold **UP** or **DOWN** key.

➢ **Calling back**

At on-hook state, to call back an outgoing call number, pick up the handset and press 📢 or **RD** key directly.

At off-hook state, to call back an incoming number displayed on LCD, press **RD** key directly.

➢ **Deleting**

To review an outgoing call you want to delete, press **DEL** key, the LCD will prompt **DEL?** Press the **DEL** key again to confirm the deletion. Or press and hold the **DEL** key for 2 seconds and the LCD will prompt **DEL ALL?** Press the **DEL** key once again to delete all outgoing calls.

REVIEWING, DIALING OUT AND DELETING PHONEBOOK ITEMS

➢ **Reviewing**

At on-hook or off-hook state, press the **BOOK** key, the LCD will prompt **INPUT PREFIX**; Input the first letter of the name to find the desired item. Or press the **BOOK** key continuously or press the **UP** or **DOWN** keys to review the phonebook items one by one.

To scroll rapidly, press and hold the **UP** or **DOWN** key.

➢ **Calling back**

At on-hook state, to call back a phonebook number, pick up the handset and press 📢 or the **RD** key directly.

At off-hook state, to call back a phonebook number, press the **RD** key directly.

➢ **Deleting**

To review a phonebook item you want to delete, press the **DEL** key and the LCD will prompt **DEL?** Press the **DEL** key again to confirm the deletion.

ONE-TOUCH MEMORY

➢ **Storing**

At on-hook state, pre-dialing a phone number or review to an incoming call number, then press the **MEMORY** key and **Mi (i=1~4)** keys followed.

➢ **Checking and dialing**

At on-hook state, press **Mi (i=1~4)** key to check the stored number, pick up the handset and press 📢 or the **RD** key to dial it out.

At off-hook state, press **Mi (i=1~4)** key to dial out the stored number directly.

➢ **Deleting**

At on-hook state, press **Mi (i=1~4)** key to show the stored number, press the **DEL** key twice to delete it.

TWO-TOUCH MEMORY

➢ **Storing**

At on-hook state, pre-dialing a phone number or to review to an incoming call number, press the **MEMORY** key and followed by one of the number keys 0~9.

➢ **Checking and dialing**

At on-hook state, press the **MEMORY** key and one of number keys 0~9 to check the number stored in the corresponding address, pick up the handset and press 📞 or **RD** key to dial it out.

At off-hook state, press the **MEMORY** key and one of number keys 0~9 to dial out the stored number directly.

➢ **Deleting**

At on-hook state, press the **MEMORY** key and one of number keys 0~9 to show the stored number, then press the **DEL** key twice to delete it.

SELECT DIALING MODE

At on-hook state, press and hold the ＊ key for 2 seconds, the LCD will display **PULSE** which means you are selecting pulse dialing for the phone. Press and hold the ＊ key for 2 seconds again and the LCD will display **TONE** which means you are selecting tone dialing.

MUTE FUNCTION

If you don't want the other party to hear you speaking temporarily during a call, you can press the **MUTE/DND** key to mute your voice. Press it again to release and continue the conversation.

FILTER SETTING (DO NOT DISTURB FUNCTION)

If you don't want to be disturbed by incoming calls at an important time, you can set the phone in DND state.

1. At on-hook state, hold the **MUTE/DND** key for 3 seconds, the LCD will display **FILTER START** to indicate you set a starting time of DND period.
2. Press the **UP** or **DOWN** key to set the hour and press **SET** to confirm.
3. Press the **UP** or **DOWN** key to set the minute and press **SET** to confirm.
4. The LCD will display **FILTER STOP** to remind you to set the end time of DND period.
5. Use the same process to set the hour and minute of end time, press the **SET** key to confirm, the LCD will display the **FILTER** icon.

During DND period, for normal incoming calls the LCD will only display the incoming messages and no ring tone. But for VIP calls the phone will bleep four times.

Note: To end the DND period, press and hold the **MUTE/DND** key until the **FILTER** icon disappears.

ALARM CLOCK

➢ **Set alarm clock**

1. At on-hook state, hold the **ALARM** key for 3 seconds, the LCD will display **ALARM 1 OFF**.
2. Press the **UP** or **DOWN** key to select the alarm clock from 1~3, press the **SET** key to confirm.
3. Press the **UP** or **DOWN** key to select **ALARM 1 ON**, press the **SET** key to confirm.
4. Press the **UP** or **DOWN** key to set the alarm hour and press the **SET** key to confirm.
5. Press the **UP** or **DOWN** key to set the alarm minute and press the **SET** key to confirm.
6. Use the same process to set the other alarm clocks.

➢ **Control the alarm clock**

When the alarm time comes, you can control the alarm using following methods:

If you want to terminate the alarm, press the **ALARM** key, then the alarm will be terminated at once.

If you want to delay the alarm, press the **FLASH** key, the alarm will terminated at once, but it will alarm again after 9 minutes, and it will repeat the process every 9 minutes within 117 minutes. If you don't press any key during the alarm and let the alarm stop automatically, it will repeat the process of the alarm every 9 minutes within 117 minutes.

MUSIC ON HOLD

When talking over handset, press the **HOLD** key to enter the hold mode and the hold music will be sent out to the other party through the telephone line so they can listen to the music. In hold mode:

1. Press the **HOLD** key to release hold mode and to continue to talk over handset.
2. Or hang up handset to set up Hands-free hold mode.

When talking on Hands-free mode, press the **HOLD** key to enter the hold mode and the hold music is sent out. In hold mode:

1. Pick up handset to talk over handset.
2. Or press the **HOLD** or ⌦ key to quit hold mode and talk at Hands-free mode.

RINGING VOLUME CONTROL

At on-hook state, press the **VOLUME** key to select the ringing volume circularly, total of 4 levels.

Note: The default is the maximum volume.

SPEAKER VOLUME CONTROL

During hands-free conversation, press the **VOLUME** key to adjust the hands-free speaker volume circularly, total of 4 levels.

Note: The default is the maximum volume.

HEADSET VOLUME CONTROL

Slide the 🎧 switch at the bottom of the base to select the volume to **HI** (High) or **MID** (Middle) or **LO** (Low) for the headset.

FLASH FUNCTION

When you dial a number but the line is busy, press the **RECALL** key and then press the **RD** key to dial it out again.

If the flash time is 100ms, flash function is available working in special PABX.

PAUSE FUNCTION

When dialing, press the **PAUSE/VIP** key to insert a 3.6s pause time between the dialled numberss.

CALL WAITING

You can receive the call waiting number at any time at the handset conversation except dialing, hold on music, auto-redial.This function needs your local PABX support.

LCD BACKLIGHT FUNCTION

The LCD Backlight is turned on when receiving an incoming call, dialing, pressing any key or at the music on hold state. It is switched off after several seconds if no operation.

Note: If batteries/DC adaptors aren't inserted, there will be no LCD backlight function.

TROUBLE SHOOTING

? **No receiving**

+ **Check** if the handset is on the base or the line cord line is broken.

?   No ring

+   Check if the phone is set at DND state (Press and hold the **MUTE/DND** key to cancel DND).

?   Receive only

+   Check if P/T dialing mode is set correctly.

?   Battery rust or leak

+   Remove the rust. If the battery leaks, replace with a new battery.

?   Noise

+   Check if the connector is moist or rusty (Change the connector).

?   Ring once then disconnect when receive a call. Dialing function is available

+   Check if the connector is in a moist environment.

Check if too many extensions are used together, or the quality of extension is not good enough (Change the bad extension)

?   LCD become dim

+   Check if the LCD contrast is set correctly or battery is low. Adjust LCD contrast. If LCD is still dim, replace the battery.

?   Most of the functions failed

+   Check if the battery is low or the DC adapter is correct (change the battery or use the correct adapter). If the battery is in normal state or adapter is correct (unplug the lines, remove the batteries or disconnect DC adapter), and reinstall them after 10 minutes to reset.

NOTE: Due to the continuous product development, all features and specifications are subject to change without prior notice.