

Monitor™ 420

Digital Answering Machine

User Guide



If you have any problems with your answering machine, firstly refer to the Troubleshooting section of this User Guide or call our TechHelp line on 1300 369 193.

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Key features

19 minutes recording capacity

Offers the benefits of digital recording.

Message Indicator

Allows you to see when a memo or message has been left. Also alerts you when the memory is full by flashing rapidly.

12 step electronic volume control

Lets you set the loudspeaker volume for message playback.

Remote access

You can ring your Monitor™ 420 from another phone and switch it on or operate it to play back your messages.

Time Saver

This means that your Monitor™ 420 will answer after 2 rings if messages have been left. If there are no messages it will answer after 6 rings. During **Remote Access** this allows you to hang up before your Monitor™ 420 answers, therefore avoiding the cost of a call.

Call screening

You can hear who's calling you through the loudspeaker and decide whether to answer the call in person or let your Monitor™ 420 record a message.

Remote Access

Keep a reference of your

Remote Access Security Code here:

For warranty purposes, proof of purchase is required, so please keep your receipt.

2

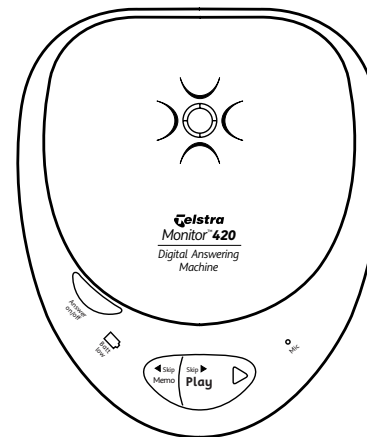
Monitor™ 420 parts checklist

Your Monitor™ 420 has been designed for ease of use and made to the high standards set by Telstra.

You can expect your Monitor™ 420 to give you many years of trouble-free service.

Please read the instructions carefully before use and keep this User Guide for future reference.

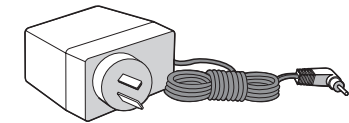
If anything is missing, please contact your place of purchase immediately.



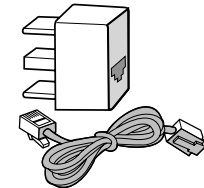
Monitor™ 420 digital answering machine



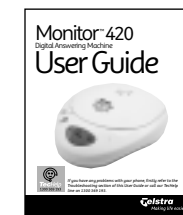
Screws and wall plugs for wall mounting



Mains adaptor



Adaptor plug & Telephone line cord



Easy reference user guide

3

Setting up your Monitor™ 420

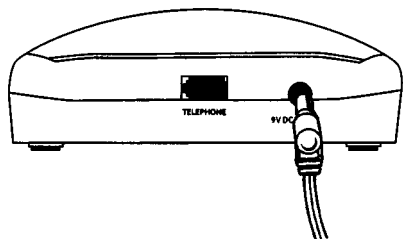
Follow these steps to set up your Monitor™ 420 ready for use.

Plan the location of your Monitor™ 420

Situate your Monitor™ 420 close enough to the phone and mains power sockets so that the cables will reach.

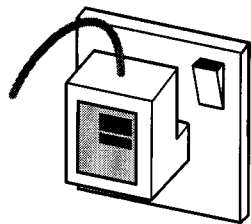
Plug the mains power cord into the back of the machine

To prevent the mains cable being pulled out accidentally, route the cable through the channel on the base of your Monitor 420.



Plug the adaptor into a mains power socket

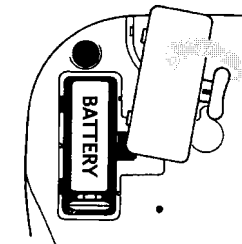
The message indicator will light up. To record your own personal outgoing message see page 8.



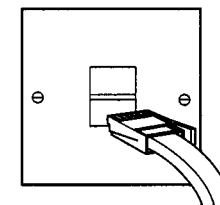
Insert the back up battery

The back-up battery (9v 6LR61 not supplied) ensures that all settings and messages are saved for up to six hours in the event of a power cut.

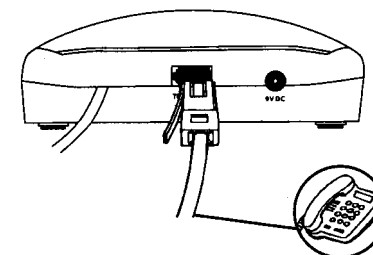
If the back-up battery runs out, or no battery is fitted, then in the event of a power failure your Monitor™ 420 will revert to its original settings and messages will be lost.



Plug your Monitor™ 420 into a socket



You can now plug your telephone into your Monitor™ 420



You will now be able to use your telephone as normal.

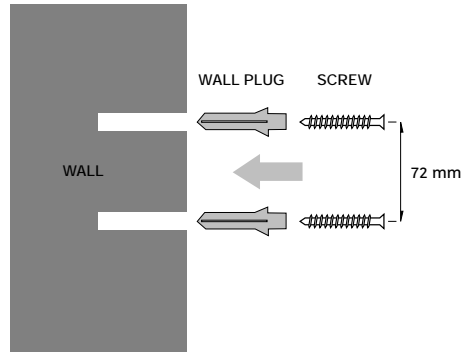
Your Monitor™ 420 is now ready to use.

Wall mounting your Monitor™ 420

Wall mounting your Monitor™ 420

Use the template on page 16 to drill holes in the wall. Leave a small gap between the screw heads and the wall.

Place your Monitor™ 420 over the screw heads and slide down.



Safety instructions

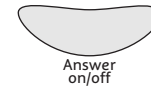
- Use only the power adaptor supplied.
- There is a slight chance that your answering machine could be damaged by an electrical storm.
We recommend that you unplug your Monitor™ 420 from the mains power and telephone line socket during storms.
- Do not place your Monitor™ 420 on untreated antique furniture.
- Do not use your Monitor™ 420 in damp, humid conditions such as bathrooms.
- Do not expose the equipment to fire or water.
- Disconnect the telephone line before inserting the back-up battery (9v 6LR61 not supplied).

Using your Monitor™ 420

Answering machine controls

To switch the answering machine ON and OFF

Press buttons in the order shown



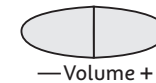
You can switch your Monitor™ 420 on or off by pressing the **ANSWER ON/OFF** button.

When on, the message indicator on the **PLAY** button lights up. When off the message indicator goes out.

When set to **ANSWER OFF** your Monitor™ 420 does not delete messages.

To adjust the loudspeaker volume

Lift the lid to adjust the volume of the loudspeaker.



To increase the volume press +.

To decrease the volume press -. The unit will beep twice when it has reached its minimum or maximum setting.

Recording your outgoing message

The outgoing message is the message a caller hears when your Monitor™ 420 answers a call.

You can record your own outgoing message. A typical message might be *'Hello, I cannot take your call at the moment, so please leave your message after the tone'*.

You can record an outgoing message of up to two minutes long.



Lift the lid of your Monitor™ 420.

Press and hold down the **OGM** button until you hear a long beep.

Record your message. Speak clearly, about 15-30cms from the microphone.



To end recording release the **OGM** button. Your Monitor™ 420 will automatically play the message back to you.

The machine is now ready to take messages.

To check your outgoing message

Lift the lid of your Monitor™ 420.



Press and release the **OGM** button. Your outgoing message will be played back to you.

To change your outgoing message

You can change your outgoing message at any time by recording a new message as described on this page.

Receiving messages

After following the set-up procedure your Monitor™ 420 is ready to receive messages.

Your Monitor™ 420 answers the call after 6 rings if you have no messages. After your first message is recorded your Monitor™ 420 answers subsequent calls after 2 rings (see Remote Access, page 12).

A caller can leave a message of up to 2 minutes long.

Monitor™ 420 will terminate a call under certain conditions:

- If a caller paused for more than 6 seconds when leaving a message.
- If the memory becomes full during recording.
- If the length of the incoming message is longer than 2 minutes.

Message indicator

While a message is being recorded the red indicator light on the **PLAY** button remains lit.

When a message has been recorded, the red indicator light flashes.



If the memory is full

When the memory is full the message indicator will flash rapidly.

Your Monitor™ 420 will not answer any calls, allow you to record a new outgoing message or record memo's until you have deleted some or all of the messages. If any of these functions are tried whilst the memory is full you will hear 4 error beeps.



To record a memo message

You can use your Monitor™ 420 to record a memo which can be played back by another user. A memo can be any length up to the maximum recording time available.

Press and hold the **MEMO** button. Start speaking your memo when you hear the beep.

To end the recording release the **MEMO** button. A beep confirms the recording has stopped.



To play back messages and memos

Press buttons in the order shown

When the red light is flashing: Your messages and memos are played back in the order they were received until all your messages have been played.



Press the **SKIP/MEMO** button once to replay the current message, or twice to go back to the previous message.



Press the **SKIP/PLAY** button once to skip forward to the next message.

To delete messages

While your messages are being played back.

Lift the lid of your Monitor™ 420.

Press the **DELETE** button to delete messages one at a time.



Delete

To delete all messages

Lift the lid of your Monitor™ 420.

Wait until playback of all messages has finished. Within 8 seconds press and hold the **DELETE** button.

After you hear 2 beeps release the **DELETE** button.

All messages will be deleted.



Delete

To stop playback

While your messages are being played back.

Lift the lid of your Monitor™ 420.

Press the **STOP** button. Playback stops.



Stop

Call screening

You can let your Monitor™ 420 answer an incoming call and hear the caller's voice through the loudspeaker so you can decide whether or not to take the call in person.

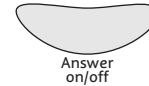
Press the **ANSWER ON/OFF** button to switch your Monitor™ 420 on.

Make sure the volume is set to an audible level.

When the phone rings, let your machine answer the call and wait until the caller begins to leave their message.

If you want to talk to the caller in person, pick up your handset and speak.

The Monitor™ 420 will automatically stop recording and reset to answer new calls.



Setting the number of rings before answer

To check the number of rings before answer

Lift the lid.

Momentarily press the **STOP** button. The unit will read back the current setting.

Stop



To change the number of rings before answer

Lift the lid.

Press and hold the **STOP** button. The unit will read back the current setting and will then read back the other available options.

When you hear the setting you wish release the **STOP** button. The unit will then read back your new setting.

Stop



Remote Access

You can switch on and operate your answering machine from another TouchTone phone to play back your messages and memos.

Setting your security code

To help keep your messages private, your Monitor™ 420 requires you to enter a 3-digit Security Code before you can play back your messages. The pre-set code is 012.



Delete

To review your Security Code

Lift the lid. Press the **DELETE** button momentarily. The unit will read back your security code.



Delete



To change your Security Code

Press and hold the **DELETE** key until you hear a beep. Using the **PLAY** button change the first number and then press **DELETE**.

Using the **PLAY** button change the second number and then press **DELETE**.

Using the **PLAY** button change the third number and then press **DELETE**.

The unit will then read back your new security code.

Remember to note your new security code on page 2 of this guide for future reference.

To switch on your Monitor™ 420 from another phone

This is useful if you forget to turn on your answering machine before going out.

KEYPAD



Ring your Monitor™ 420 phone number. After 20 rings your machine will then answer the call.

After listening to your outgoing message press * button on your telephone.



You will then be prompted to enter your security code. After the next voice prompt "To hear main menu", press 0. Your Monitor™ 420 is now switched on and will answer incoming calls.

KEYPAD

To operate your Monitor™ 420 remotely

Call your Monitor™ 420 phone number.



After listening to the outgoing message press * then key in your Security Code e.g. **012**. A beep tone will sound

KEYPAD

On hearing the beep you can begin using the buttons on the following page to access the function you require.

Troubleshooting

Menu for Remote Access

1

To hear main menu Press **1**.

2

To play all messages. Press **2**.

3

To play new messages only. Press **3**.

During Playback:

Current message being played will be deleted. If all messages have been played you will hear 2 beeps, if you press the **3** button within the next 5 seconds all messages will be deleted.

4

To skip back during message playback. Press **4**.

5

To delete a message during playback. Press **5**.

6

To skip forward during playback. Press **6**.

7

To exit remote access. Press **7**.

8

To play outgoing message press **8**.

9

To record an outgoing message. Press **9**.

0

To set answer ON or OFF. Press **0**.

If you have any problems using your Monitor™ 420, this section gives you the most common solutions.

LED does not light up.

Check that your Monitor™ 420 is correctly connected to the mains and that the power cable is inserted into the socket on the back of the machine.

Outgoing message is not clear.

Speak clearly, close enough (15-30 cms) to the microphone when recording your message.

Incoming message does not record.

Check the Monitor™ 420 is set to 'Answer on'.

Check you have recorded an outgoing message.

Check that the memory is not full.

You may have too many devices on your telephone line. Note the REN number on the base of each telephone device, the total should not exceed 3.

Battery Low light remains illuminated.

Check that you have a back up battery inserted or that the battery has not run out.

Customer helpline

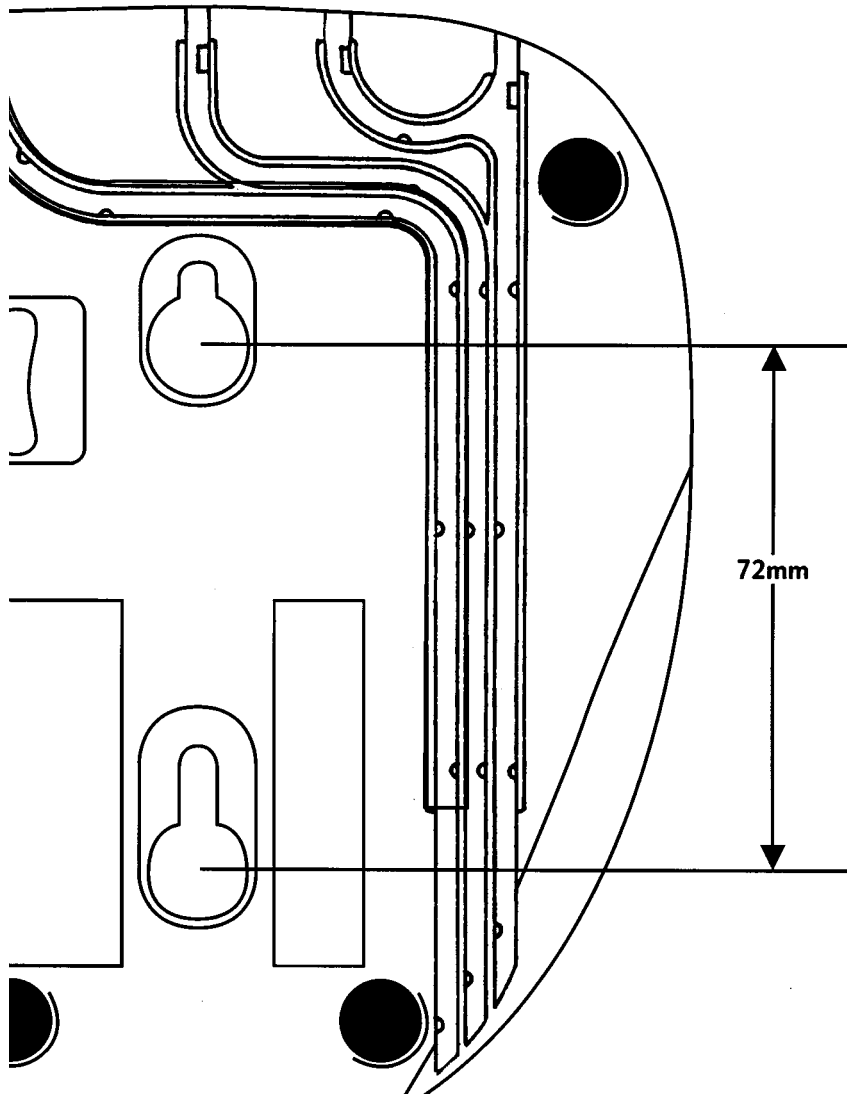
Should you still have problems with your machine, call the TecHelp Help line on 1300 369 193.

Maintenance

Simply clean your Monitor™ 420 with a soft cloth. Do not clean with a wet cloth. Do not clean with abrasive materials or solvents as these may damage the unit.

Do not spray aerosol cleaners onto your Monitor™ 420.

Wall mounting template



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Product warranty & Customer service

Product Warranty

Telstra Guarantees your product for 12 months from date of purchase against any defect in materials or workmanship under conditions of normal use and service and subject to proof of the date of purchase being provided and subject to the conditions specified below.

The benefits conferred by this warranty are in addition to all other rights and remedies in respect of the product that the consumer has under the Trade Practices Act and similar State and Territory laws.

Warranty Service Conditions

Subject to your statutory rights referred to above, Telstra expressly limits its liability with respect to its products to the person who purchases the Product from the Telstra authorised retailer.

Subject to your statutory rights referred to above, Telstra expressly limits its liability with respect to its products to whichever is the lowest amount out of:

- The cost of having the goods repaired
- The cost of replacing the goods: or
- The cost of obtaining equivalent goods.

Subject to your statutory rights referred to above, in the event of the goods requiring service under warranty, the owner is responsible for the cost of transportation to the authorised service organisation. Whilst in transit the goods are at the owner's risk.

Subject to your statutory rights referred to above, should the goods be found to be in sound working order by the authorised service organisation the owner may be charged a service fee.

Subject to your statutory rights referred to above, the goods will not be eligible for service if:

- Proof of date of purchase cannot be provided;
- The goods are not branded Telstra;
- The goods have been rented to another person;
- The defect was caused by an accident, misuse, abuse, improper installation or operation, lack of reasonable care, unauthorised modification, loss of parts, tampering or attempted repair by a person not authorised by Telstra.
- The product has been damaged by lightning or a mains power surge.

Do you really need service?

Before calling for service under this warranty have you :

Checked that all cables are securely connected as detailed in the User Guide.

Referred to the User Guide to ensure that the features are being used correctly.

If you are trying to access a network service such as Call Waiting, confirmed with your network provider that you have access to this feature.

If You Require Warranty Service

To obtain service during the terms of this warranty:

Call the Product Information Line (1300 369 193) for advice and assistance on the repair of your product, or contact us by E-mail at:

tcpsupport@techpac.com

After consulting our operators, should it be deemed necessary to have the product serviced, the operator will inform you of your nearest authorised service organisation and provide a Return Authority Number.

Please ensure that :

- You provide proof of the date of purchase
- That your product is suitably packaged (Preferably in original packaging)
- That you have included all components from the original purchase:
- That you provide details of the Return Authority Number

IMPORTANT

Please retain this booklet with your sales receipt as proof of the date of purchase.



Techhelp is our commitment to providing superior service for our Corded and Cordless Telephones, Answering Machines and accessories. We support this by providing the

following:

- Product Information Line 1300 369 193
- 12 Month Product Warranty
- Referral service for product repairs outside of warranty

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