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## 2 Line Phone



**Owner's Manual**

Please read before using this equipment.

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## □ **Features**

Your RadioShack 2 Line Phone lets you make or receive calls on two separate telephone lines using the headset, handset or the built in speakerphone.

**Line Status Indicators** — let you see at a glance if a line is available, in use, or on hold.

**Data Port** — lets you connect to a communication device, such as a computer modem.

**Speakerphone** — lets you make or answer calls without using the handset/headset.

**Distinctive Ring** — tells you which line is ringing.

**Conference Call** — lets you talk with more than one person using both phone lines.

**Hold** — lets you put one or both lines on hold with a separate indicator for each line.

**Headset Jack** — lets you connect a headset for private, handsfree calling.

**Hearing-Aid Compatibility** — lets you use your phone with hearing aids that have a telephone switch.

### **READ THIS BEFORE INSTALLATION**

Your telephone conforms to federal regulations, and you can connect it to most telephone lines. However, each device that you connect to the telephone line draws power from the line. We refer to this power draw as the device's ringer equivalence number, or REN. The REN is on the bottom of the base.

If you are using more than one phone or other device on the line, add up all the RENs. If the total is more than five, your phones might

not ring. In rural areas, a total REN of three might impair ringer operation. If ringer operation is impaired, remove a device from the line.

### **THE FCC WANTS YOU TO KNOW**

In the unlikely event that your telephone causes problems on the telephone line, the telephone company can disconnect your service. The telephone company normally attempts to notify you in advance. If advance notice is not practical, the telephone company notifies you as soon as possible and advises you of your right to file a complaint with the FCC.

Also, the telephone company can make changes to its lines, equipment, operations, or procedures that could affect the operation of this telephone. The telephone company notifies you of these changes in advance so you can take the necessary steps to prevent interruption of your telephone service.

### **FCC STATEMENT**

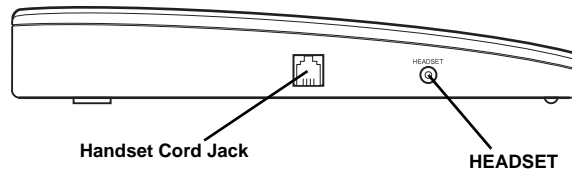
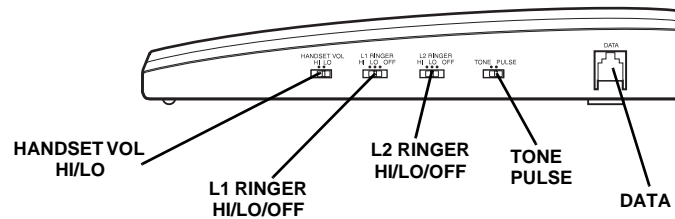
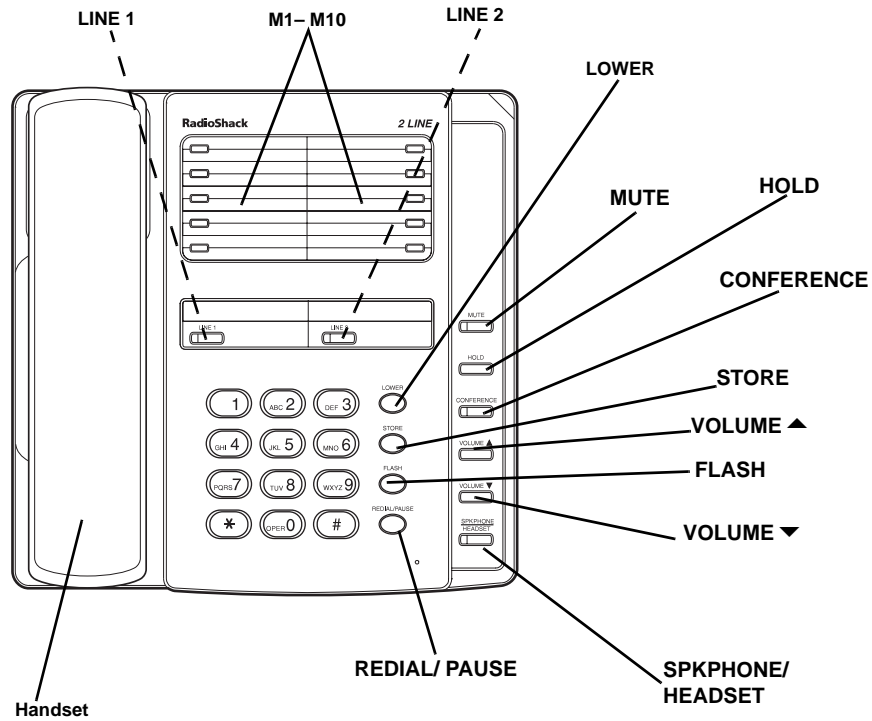
This telephone complies with Part 68 of *FCC Rules*. You must, upon request, provide the FCC registration number and the REN to your telephone company. Both numbers are on the bottom of the telephone.

**Note:** You must not connect your phone to coin-operated systems, party line systems, or most electronic key phone systems

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## □ A Quick Look at Your Phone



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## □ Installation

### USING AC POWER

You can power the phone using the supplied 9V, 300mA AC adapter.

#### Cautions:



You must use a Class 2 power source that supplies 9V DC and delivers at least 300mA. Its center tip must be set to positive and its plug must fit the phone's **DC 9V 300mA** jack. The supplied adapter meets these specifications. Using an adapter that does not meet these specifications could damage the phone or the adapter.

- Always connect the AC adapter to the phone before you connect it to AC power. When you finish, disconnect the adapter from AC power before you disconnect it from the phone.
1. Insert the supplied AC adapter's barrel plug into the 9V DC jack on the back of the phone.
  2. Route the AC adapter's cord through the strain relief slot if you place the phone on a desktop.
  3. Plug the adapter into a standard AC outlet.

### CONNECTING THE PHONE

To take full advantage of the telephone's capabilities, you must have two phone lines with separate phone numbers. If you have only one line, you can order a second one from your phone company.

#### Notes:

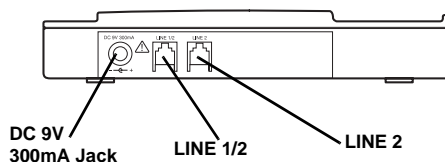
- Your phone connects directly to a modular phone line jack. If your phone wiring

does not have a modular jack, you can update it using jacks and adapters available at your local RadioShack store, or have the phone company update it for you. You must use compatible modular jacks that are compliant with Part 68 of *FCC Rules*.

- The USOC number of the two-line jack to be installed is RJ14C (RJ14W for a wall plate). The USOC number of a single line jack is RJ11C.
1. Plug one end of the supplied 7-foot modular cord into the **LINE1/2** phone jack at the back of the phone, and plug the other end of the modular cord into a RJ14C modular wall jack.

If you use two single-line jacks, you can connect the lines with an optional two-line coupler and plug into the phone's **LINE1/2** jack.

Or, you can plug one end of the modular cord into the **LINE1/2** jack, and the other end into the **LINE 2** jack.



2. Insert the AC adapter's barrel plug into the power jack at the back of the phone, and plug the other end into a standard AC outlet. If AC power fails, you can still use Line 1 for dialing.

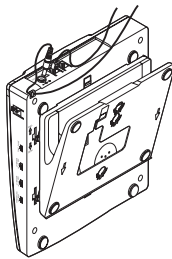
If the phone is only connected to Line 1, turn off the Line 2 indicator by picking up the handset and pressing **LOWER**, then **LINE 2**, after Line 1 picks up. Repeat to turn **LINE 2** back on.

## MOUNTING THE PHONE

You can place the telephone on a desk or table, or mount it on a standard wall plate or directly on a wall. Choose a location that is near an AC outlet and a modular telephone line jack, and out of the way of normal activities.

### On a Desktop

Use the supplied mounting bracket as a stand when you place the phone on a desk, shelf, or table. You can also place the phone on a desk without the bracket.

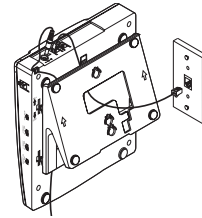


Insert the mounting bracket's tabs into the slots on the bottom of the phone with the arrows engraved on the bracket pointing to the front of the phone. Then push the bracket down until it snaps into place.

### On a Wall Plate

1. Align the adapter's power cord and modular cord on the top of the mounting bracket. Pull the other end of the modular cord through the large hole in the center of the bracket.
2. Insert the mounting bracket's tabs into the slots on the bottom of the phone with the engraved arrows pointing to the back of the phone. Then pull the bracket up until it snaps into place.
3. Coil the excess modular cord in the recess of the mounting bracket by pushing it back through the large hole. Leave only about 1–2 inches of cord outside the bracket.

4. Plug the exposed end of the cord into a wall plate jack.



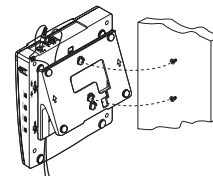
5. Line up the key-hole slots on the bracket with the studs on the wall plate, then slide the bracket down onto the wall plate until it is secure.

### Directly on the Wall

Use a drill, screws with heads that fit the key-hole slots on the bottom of the mounting bracket, and the supplied mounting bracket to mount your phone directly on the wall.

1. Drill two holes  $3\frac{1}{4}$  inches apart, one below the other.

2. Thread a screw into each hole, letting the heads extend about  $\frac{1}{8}$  inch from the wall.



3. Align the adapter's power cord and modular cord on the top of the mounting bracket. Pull the other end of the modular cord through the large hole in the center of the bracket.
4. Insert the mounting bracket's tabs into the slots on the bottom of the phone with the engraved arrows pointing to the back of the phone. Then pull the bracket up until it snaps into place.
5. Plug the exposed end of the cord into a modular phone jack wall plate.
6. Fit the head of the screws into the key-hole slots on the bottom of the bracket, then slide the phone down until it is secure.

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## □ Preparation

### CONNECTING THE HANDSET

Plug one end of the supplied coiled cord into the modular jack on the left side of the phone, and plug the other end into the modular jack on the handset. Then place the handset on the cradle.

### SETTING THE RINGER VOLUME

To indicate which line has an incoming call, Line 1 has a higher ringer sound than Line 2.

You can adjust the ringer volume of Lines 1 and 2 independently. To adjust the ringer volume, set the separate **RINGER** switch at right side to **HI**, **LO** or **OFF**. With the ringer off, you can still answer calls if you hear an extension phone ring or see one of the phone's **LINE** indicators flash.

### RINGER INDICATOR

The indicator flashes when either line rings. In case of a power failure, the indicator flashes only when Line 1 rings. Line 2 does not work without AC power.

### SETTING THE DIALING MODE

Set **TONE/PULSE** for the type of service you have. If you are not sure which type you have, do this simple test:

1. Be sure **TONE/PULSE** is set to **TONE**.
2. Lift the handset and listen for a dial tone.
3. Press any number except 0.

**Note:** If your phone company requires that you dial an access code (9, for example) before you dial an outside number, do not press the access code.

4. If the dial tone stops, you have touch-tone service. If the dial tone continues, you have pulse service.
5. If you have pulse service, set **TONE/PULSE** to **PULSE**. Otherwise, leave it set to **TONE**.

### CONFIRMING THE LINE NUMBERS

To determine which phone number is connected to which line, press **LINE 1**, then lift the handset. Dial one of your phone numbers. If the **LINE 2** indicator flashes rapidly, the number is connected to Line 2. If you hear a busy signal, the number is connected to Line 1.

### CHECKING THE LINE STATUS INDICATORS

You can check the status of each line by glancing at the line status indicator.

Indicator	Line is
Flashes slowly	On hold (on a parallel phone or line)
Light on	Parallel phone in use
Light pauses, then flashes normally	In use
Flashes rapidly	Ringing (continues flashing until ringing stops or the phone line is picked up)
Not lit	Not in use

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## □ *Operation*

### **MAKING AND ANSWERING CALLS**

Press the line button to select a line. The system will automatically use the speakerphone. Then dial the number.

The phone has automatic line selection. To dial your number directly without pressing the line button, pick up the handset, or press **SPKPHONE/HEADSET**. To use a specific line, press the button for that line.

When you receive a call, that line's indicator flashes rapidly until ringing is stopped. To answer the call, press the corresponding line button (**LINE 1** or **LINE 2**), lift the handset, or press **SPKPHONE/HEADSET**.

To end a call, hang up the handset or press **SPKPHONE/HEADSET**.

**Note:** The speakerphone only operates with AC power.

### **ADJUSTING THE HANDSET/ HEADSET/SPEAKER VOLUME**

To adjust the handset/headset volume, set **HANDSET VOL** to **HI** or **LO**.

To adjust the speakerphone volume, listen to the dial tone while the speakerphone is in use. Then press **VOLUME ▲** or **VOLUME ▼** to set the desired volume.

### **SWITCHING BETWEEN THE HANDSET AND THE SPEAKERPHONE**

To switch from the handset to the speakerphone, press **SPKPHONE/HEADSET**, then return the handset to the cradle.

To switch from the speakerphone to the handset, just lift the handset.

To switch from the speakerphone to the handset during redialing or memory dialing, let the number dial completely, then lift the handset.

To switch from the handset to the speakerphone during redialing or memory dialing, let the number dial completely, then press **SPKPHONE/HEADSET** and return the handset to the cradle.

### **USING A HEADSET**

For hands-free calling, you can connect an optional headset to the telephone. Contact your local RadioShack store for a suitable headset.

**Note:** If the headset is connected and there is AC power, the phone automatically switches to headset mode even if the handset is lifted. When there is no AC power, the headset only works if the handset is picked up.

1. Insert the headset's plug into the **HEADSET** jack at the left side of the phone.
2. Press **SPKPHONE/HEADSET** instead of lifting the handset to make or answer calls. To override automatic line selection, press the desired **LINE** button instead of pressing **SPKPHONE/HEADSET**. You will be connected to that line with the headset.
3. Press **SPKPHONE/HEADSET** again to hang up.

To switch from the headset to handset, pick up the handset and unplug the headset from the phone to make or receive a call.

To switch from headset to speakerphone, just unplug the headset from the phone.

## USING MUTE

To temporarily disconnect the speakerphone, handset, or headset without ending the call, so you can talk privately with someone in the room, press **MUTE**. The MUTE indicator lights.

To resume your call, press **MUTE** again. The MUTE indicator goes off.

**Note:** The Mute feature is automatically cancelled when you hang up, switch to the other line, press dial buttons, memory buttons, or **LOWER/FLASH/REDIAL** during a call.

## USING REDIAL

You can quickly redial the last number dialed by pressing **REDIAL/PAUSE** when you hear a dial tone. The redial number is replaced each time you dial a new number. The redial memory holds up to 32 digits, so it can store long-distance as well as local numbers.

**Note:** The redial memory only stores the first 32 digits of any number dialed.

## USING FLASH

Use **FLASH** to perform the switchhook operation for special services, such as Call Waiting.

1. Press **FLASH** to put a call on hold and take a second incoming call on the same line.
2. Press **FLASH** again to return to the first call.

## USING HOLD

To place a call on hold, press **HOLD**. The line indicator flashes slowly. To return to the call,

press the line button you are using or pick up a parallel phone.

**Note:** Pressing another line button without pressing **HOLD** disconnects the current call.

## USING THE DATA PORT

The phone is equipped with an extra phone jack that allows you to connect a communication device (a computer modem, answering machine, or fax machine) to Line 2. Connect a line cord (not supplied) from the communication device to the **DATA** jack.

**Note:** You can not use Line 2 while a computer modem or fax machine is connected to the DATA jack and in use. Line 1 still functions normally. When you are finish using the modem or fax machine, Line 2 will be available.

## MEMORY DIALING

You can store up to 20 numbers (32 digits each) in memory and dial any stored number by pressing one or two keys.

### Storing a Number in Memory

The phone has 10 memory location buttons. Each button can recall two stored numbers: one upper memory number and one lower memory number.

1. Pick up the handset or press **SPK-PHONE/HEADSET**.
2. Press **STORE**
3. Enter the number you want to store, including any pause. See "Entering a Pause".
4. Choose a memory location and store the number there.

- To store an upper memory location, simply press a memory location button (M1–M10).
  - To store a lower memory location, press **LOWER**, then press a memory location button (M1–M10).
5. Hang up the handset or press **SPK-PHONE/HEADSET** again.

**Note:** To keep a record of each stored number, use a flat-blade screwdriver to lift the plastic cover from the telephone number index card. Write the name on the index card. For easy reference, you can use the shaded areas for upper memory numbers and the blank areas for lower memory numbers. Use a pencil in case you want to change it later.

### Storing the Last Number Dialed in Memory

1. Pick up the handset or press **SPK-PHONE/HEADSET**.
2. Press **STORE**.
3. Press **REDIAL/PAUSE**, then enter the memory location.

**Note:** You can store the very last number dialed by pressing **REDIAL/PAUSE**, but you should not press any digits before pressing **REDIAL/PAUSE**. Otherwise, the number will be stored as a pause.

### Entering a Pause

In some telephone systems, you must dial an access code (9, for example) and wait for a second dial tone before you can dial an outside number. You can store the access code with the phone number. However, you should also store a pause after the access code to allow the necessary connection time.

1. Press **REDIAL/PAUSE** to enter a 2-second pause.
2. Press **REDIAL/PAUSE** again for a longer pause.

**Note:** Each Pause entry uses one digit of memory.

### Dialing a Memory Number

To dial a number stored in an upper memory location, press the desired memory location button.

To dial a number stored in a lower memory, press **LOWER** then the desired memory location button.

## USING ANOTHER LINE DURING A CONVERSATION

To make a call on another line:

1. Press **HOLD** to place the first call on hold.
2. Press the other **LINE** button.
3. Press the first call's **LINE** button at any time to return to the first call.

To answer a call ringing on another line:

1. Press **HOLD** to place the first call on hold.
2. Press the flashing **LINE** button to answer the incoming call.

To switch between lines:

1. Press **HOLD** to place your current call on hold.
2. Press the other **LINE** button to make or answer another call.

**Note:** If AC power fails, the telephone can only be operated with Line 1.

## Transferring a Call During a Conversation

You can transfer a call from one phone to another parallel phone during your conversation.

1. Press **HOLD** to place the call on hold.
2. Hang up the handset.
3. Pick up the handset on the parallel phone. The line is automatically released.

### Notes:

- If the call is originally made from a parallel phone with **HOLD** and a line status indicator, the call can be transferred.
- When you are talking, a third party can pick up a parallel phone and join in the conversation, unless they are using the same model 2 Line Phone.

## CONFERENCE CALLS

1. Make or answer a call.
2. Press **HOLD** to make a call on another line.
3. When the second call is connected, press **CONFERENCE**. The lines are immediately connected.
4. To hold both lines, press **HOLD**.
5. To release hold and resume the conference call between both lines, press **CONFERENCE**.
6. To end the conference call, hang up. Both parties are disconnected, or you can press a **LINE** button if you wish to continue with the call on that line. The party on the other line will be disconnected.

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## ❑ Troubleshooting

We do not expect you have any problems with your Two Line Phone, but if you do, these suggestions might help.

Problem	Suggestions
No dial tone	Be sure you pressed the correct <b>LINE</b> button. Check that the phone line and handset cords are securely connected.
Line 1 works, but Line 2 does not	Be sure you pressed the correct <b>LINE</b> button. Check that the line cord is correctly connected to an RJ14C jack. (RJ14C jacks normally have four visible wire contacts.)
Low volume or unusual sounds	Someone has picked up another phone on the same line. Hang up the other phone.
The LINE 2 indicator stays on even when the line is not in use	Press <b>LINE 1</b> or <b>SPK-PHONE/HEADSET</b> to pick up the line
	Press <b>LOWER</b> , then <b>LINE 2</b> to turn off the LINE 2 indicator
The power goes out and the speaker-phone stops working.	Reset the phone by unplugging the AC jack and then plugging it back in.

If you still have problems, disconnect the phone. If other phones on the same line work properly, the fault is in this phone or its installation. If you cannot find the problem, take the phone to your local RadioShack store for assistance.

## CARE

Keep the phone dry; if it gets wet, wipe it dry immediately. Use and store the phone only in normal temperature environments. Handle the phone carefully; do not drop it. Keep the phone away from dust and dirt, and wipe it with a damp cloth occasionally to keep it looking new.

Modifying or tampering with the phone's internal components can cause a malfunction and might invalidate its warranty and void your FCC authorization to operate it. If your phone is not performing as it should, take it to your local RadioShack store for assistance. If the trouble is affecting the telephone lines, the phone company can ask you to disconnect your phone until you have resolved the problem.

## Lightning

Your telephone has built-in protection circuits to reduce the risk of damage from surges in telephone line current. These protection circuits meet or exceed the FCC requirements. However, lightning striking the telephone lines can damage your telephone.

Lightning damage is not common. Nevertheless, if you live in an area that has severe electrical storms, we suggest that you unplug your telephone during storms to reduce the possibility of damage.

### Limited One-Year Warranty

This product is warranted by RadioShack against manufacturing defects in material and workmanship under normal use for one (1) year from the date of purchase from RadioShack company-owned stores and authorized RadioShack franchisees and dealers. EXCEPT AS PROVIDED HEREIN, RadioShack MAKES NO EXPRESS WARRANTIES AND ANY IMPLIED WARRANTIES, INCLUDING THOSE OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, ARE LIMITED IN DURATION TO THE DURATION OF THE WRITTEN LIMITED WARRANTIES CONTAINED HEREIN. EXCEPT AS PROVIDED HEREIN, RadioShack SHALL HAVE NO LIABILITY OR RESPONSIBILITY TO CUSTOMER OR ANY OTHER PERSON OR ENTITY WITH RESPECT TO ANY LIABILITY, LOSS OR DAMAGE CAUSED DIRECTLY OR INDIRECTLY BY USE OR PERFORMANCE OF THE PRODUCT OR ARISING OUT OF ANY BREACH OF THIS WARRANTY, INCLUDING, BUT NOT LIMITED TO, ANY DAMAGES RESULTING FROM INCONVENIENCE, LOSS OF TIME, DATA, PROPERTY, REVENUE, OR PROFIT OR ANY INDIRECT, SPECIAL, INCIDENTAL, OR CONSEQUENTIAL DAMAGES, EVEN IF RadioShack HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES.

Some states do not allow limitations on how long an implied warranty lasts or the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

In the event of a product defect during the warranty period, take the product and the RadioShack sales receipt as proof of purchase date to any RadioShack store. RadioShack will, at its option, unless otherwise provided by law: (a) correct the defect by product repair without charge for parts and labor; (b) replace the product with one of the same or similar design; or (c) refund the purchase price. All replaced parts and products, and products on which a refund is made, become the property of RadioShack. New or reconditioned parts and products may be used in the performance of warranty service. Repaired or replaced parts and products are warranted for the remainder of the original warranty period. You will be charged for repair or replacement of the product made after the expiration of the warranty period.

This warranty does not cover: (a) damage or failure caused by or attributable to acts of God, abuse, accident, misuse, improper or abnormal usage, failure to follow instructions, improper installation or maintenance, alteration, lightning or other incidence of excess voltage or current; (b) any repairs other than those provided by a RadioShack Authorized Service Facility; (c) consumables such as fuses or batteries; (d) cosmetic damage; (e) transportation, shipping or insurance costs; or (f) costs of product removal, installation, set-up service adjustment or reinstallation.

This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

RadioShack Customer Relations, 200 Taylor Street, 6th Floor, Fort Worth, TX 76102

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