lIMPORTANT SERVICE INFORMATION

Read this manual before attempting to setup or use this instrument. It contains important information regarding safe installation and use. Keep this manual for future reference. Also save the carton, packing and <u>proof of purchase</u> to simplify and accelerate any needed action.

⚠ WARNING

To prevent fire or shock hazard, do not expose this product to rain or any type of excess moisture. If accidentally dropped into water, the AC adaptor should immediately be unplugged from the wall along with the telephone line cord.

THIS SYMBOL IS INTENDED TO ALERT THE USER OF THE PRESENCE OF IMPORTANT OPERATING AND MAINTENANCE (SERVICING) INSTRUCTIONS IN THE OWNER'S MANUAL.

Big Button Plus® *20270*

CARTON CONTENTS

- Handset and Base Unit

- Handset Cord

- Long Telephone Line Cord

- User's Manual

- Warranty Card

- Accessory Order Form

SAVE THESE INSTRUCTION

⚠ IMPORTANT SAFETY INSTRUCTIONS

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

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on the product.
3. Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
4. Do not use this product near water, for example, near a bathtub, wash bowl, kitchen sink, or laundry tub, in a wet basement or near a swimming pool.
5. Do not place this product on an unstable cart, stand, or table. The product may fall, causing serious damage to the product.
6. Slots and opening in the cabinet and the back or bottom are provided for ventilation, to protect it from overheating. These openings should never be blocked or covered. The openings should never be blocked by placing the product on the bed, sofa, rug, or other similar surface. This product should never be placed near or over a radiator or heat register. This product should not be placed in a built-in installation unless proper ventilation is provided.
7. This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply to your home, consult your dealer or local power company.
8. Do not allow anything to rest on the power cord. Do not locate this product where the cord will be abused by persons walking on it.
9. Do not overload wall outlets and extension cords as this can result in the risk of fire or electric shock.

10. 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.
11. To reduce the risk of electric shock, do not disassemble this product, but take it to a qualified service contractor when some service or repair work is required. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when the appliance is subsequently used.
12. Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
    A. When the power supply cord or plug is damaged or frayed.
    B. If liquid has been spilled into the product.
    C. If the product has been exposed to rain or water.
    D. If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions. Improper adjustments of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
    E. If the product has been dropped or the cabinet has been damaged.
    F. If the product exhibits a distinctive change in performance.
13. Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
14. Do not use the telephone to report a gas leak in the vicinity of the leak.

SAVE THESE INSTRUCTIONS
⚠ MAINTENANCE

1. Use a damp cloth to clean the plastic cabinet. A mild soap will help to remove grease or oil. Never use polish, solvents, abrasives or strong detergents

since these can damage the finish.
2. Your phone should be situated away from heat sources such as radiators, heaters, stoves or any other appliance that produces heat.

⚠ INSTALLATION PRECAUTIONS

1. Never install telephone wiring during a lightning storm.
2. Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
3. Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.
4. Use caution when installing or modifying telephone lines.

⚠ CAUTION

To reduce the risk of fire or injury to persons, read and follow these instructions:

1. Use only the battery(ies) specified in this manual.
2. Do not dispose of the battery(ies) in a fire. The cell may explode. Check with local codes for possible special disposal instructions.
3. Do not open or mutilate the battery(ies). Released electrolyte is corrosive and may cause damage to the eyes or skin. It may be toxic if swallowed.
4. Exercise care in handling the battery(ies) in order not to short the battery with conducting material such as rings, bracelets and keys. The battery or conductor may overheat and cause burns.
5. Do not attempt to recharge the battery(ies) provided with or identified for use with this product. The battery(ies) may leak corrosive electrolyte or explode.
6. Do not attempt to rejuvenate the battery(ies) provided with or identified for use with this product by heating them. Sudden release of the battery electrolyte may occur causing burns or irritation to eyes or skin.
7. When replacing the batteries, all the batteries should be replaced at the same time. Mixing fresh and discharged batteries could increase internal cell pressure and rupture the discharged batteries.
8. When inserting the battery(ies) into this product, the proper polarity or direction must be observed. Reverse insertion of batteries can cause charging, and that may result in leakage or explosion.
9. Remove the battery(ies) from this product if the product will not be used for a long period of time (several months or more) since during this time they could leak in the product.
10. Discard the "dead" battery(ies) as soon as possible since "dead" batteries are more likely to leak in a product.
11. Do not store this product, or the battery(ies) provided with or identified for use with this product, in high-temperature areas. Batteries that are stored in a freezer or refrigerator for the purpose of extending shelf life should be stabilized at room temperature prior to use after cold storage.
12. Disconnect telephone lines before installing batteries.
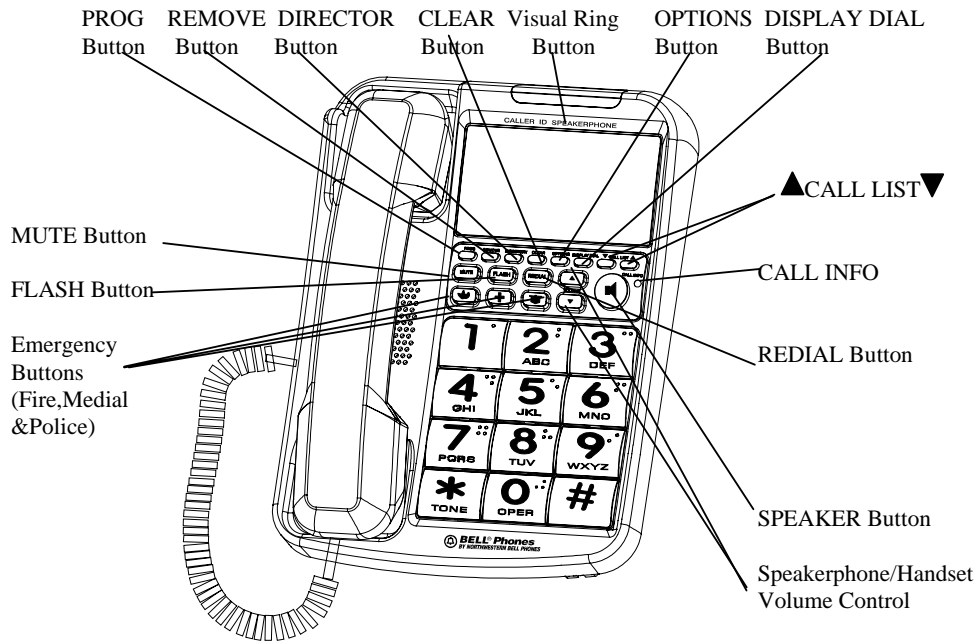
⚠ FCC NOTICE

The FCC requires that you be advised of certain requirements involving the use of this telephone.
1. This telephone is hearing aid compatible.
2. This equipment complies with 47 CFR Part 68 requirement. On the bottom of this equipment is a label that contains, among other information, the ACTA registration number and Ringer Equivalence Number (REN) for this equipment. If requested, provide this information to your telephone company.
3. The REN is useful to determine the quantity of devices you may connect to your telephone line and still have all of those devices ring when your number is called. In most, but not all areas, the sum of the RENs of all devices should not exceed five (5.0). To be certain of the number of devices you may connect to your line, as determined by
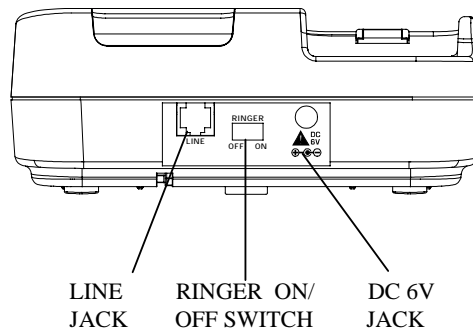
the REN, you should call your local telephone company to determine the maximum REN for your calling area.

4. If your telephone causes harm to the telephone network, the telephone company may discontinue your service temporarily. If possible, they will notify you in advance. But if advance notice is not practical, you will be notified as soon as possible. You will be advised of your right to file a complaint with the FCC.

5. Your telephone company may make changes to its facilities, equipment, operations or procedures that could affect the proper operation of your equipment. If they do, you will be given advance notice so as to give you an opportunity to maintain uninterrupted service.

6. This equipment may not be used on coin service provided by the telephone company. Connection to party lines is subject to state tariffs. (Contact your state public utility commission or corporation commission for information.).

7. USOC jack type is RJ11C and the compatible jack is part 68 compliance.

NOTICE: If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this [equipment ID] does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

Big Button Plus 20270 CONTROLS DIAGRAM

PROG Button REMOVE Button DIRECTOR Button CLEAR Button Visual Ring Button OPTIONS Button DISPLAY DIAL Button

▲CALL LIST▼

CALL INFO

MUTE Button

FLASH Button

REDIAL Button

Emergency Buttons (Fire,Medial &Police)

SPEAKER Button

Speakerphone/Handset Volume Control

Base Unit (Rear View)

LINE JACK   RINGER ON/OFF SWITCH   DC 6V JACK

DESCRIPTIONS

CALLER ID DISPLAY:

Alphanumeric Caller ID LCD panel -
A three-line LCD panel that displays:
- Real Time Clock
- Name /Phone Number of Caller
- Time /Date of Call
- New Call Indication
- Call Timer
- Repeat Call Indication
- Off-Hook Indication 🕿
- Line Error
- Battery Low Indication
- Three Selectable Languages (English, French, Spanish)

REMOVE – Press to delete the displayed entry. When the telephone is idle, press and hold to remove all call history entries.

Options – Press to display the menu. When in the menu, press to save your setting and advance to the next feature setting.

DIRECTORY– Press to enter the directory or when in directory exit and return to idle mode.

PROG – Press to save numbers in emergency buttons.

REDIAL – Press to redial the last number dialed. When the telephone is idle, press and hold to delete the last number dialed.

FLASH –During a call, press to receive an incoming call if you subscribe to the call waiting service from your telephone service provider.

MUTE – Press to mute the handset or speakerphone microphone; press again to resume conversation.

▲ **CALL LIST**▼ – Press to review call history records or scroll through options when in the feature menu.

DISPLAY DIAL – Press to dial the display number.

CLEAR – Press to return to idle mode.

SPEAKER – Press to turn the base speakerphone on or off.

▲ **VOLUME**▼ – Press to adjust the speakerphone or handset listening volume.

CALL INFO
- On when the line is in use.
- Flashes quickly when there is an incoming call.
  -OR-
  When the connected telephone line cord is not plugged into a wall jack.
  -OR-
  When the telephone on the same line is in use.

TELEPHONE UNIT:

FLASH Button - Momentarily hangs up the phone to access custom calling features such as Call Waiting or Three-Way Calling provided by your local phone company.

LCD BACKLIGHT AND LIGHTED KEY PAD – The LCD and keypad illuminates making for easy dialing even in a darkened room.

Handset Retainer Tab - If you decide to have the unit placed in the wall mount position, the handset retainer tab can be pulled out and turned around so that it allows the handset to hang onto the base unit**.**

RINGER ON/OFF Switch - Used to turn the ringer volume ON or OFF.

Hook switch - A switch on the handset cradle of the base unit, which is used to hang up or get a dial tone.

Off -Hook Indication -
The LCD panel will display the Off-Hook icon " ⬆ " on the first line of the LCD panel to indicate that the handset is Off - Hook .

One-Touch Memory Buttons - The Big Button Plus 20270 can store up to 3 emergency telephone numbers into memory (up to 16 digits each), and you can then dial any of the stored phone numbers by just pressing one of the emergency buttons located above the LCD panel.

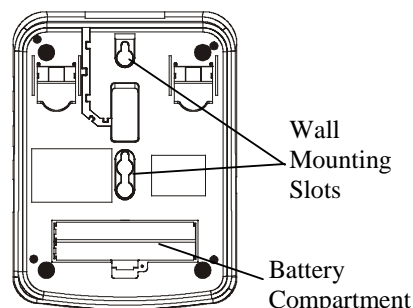**REDIAL Button -** This button allows you to automatically dials the last phone number dialed up to 32 digits.

SPEAKERPHONE Button - Allows you to place and receive calls without having to use the handset.

VOLUME Control - Used to adjust the volume of the speaker when using the speakerphone.

Visual Ring Indicator - flashes to alert a person who has trouble hearing that the phone is ringing.

BATTERY INSTALLATION
Your unit requires 4 "AA" batteries (not included). alkaline batteries are recommended. The battery compartment is located in the bottom of the base unit. Carefully remove the battery cover and follow the markings in the compartment as shown below:

Wall Mounting Slots
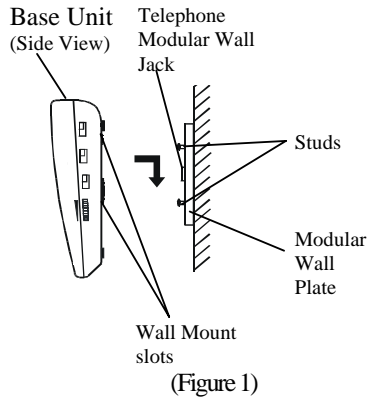
Battery Compartment

(Figure 1)

INSTALLATION
Desktop Use
1. Set the unit on the selected desktop and connect the telephone line cord to the telephone line jack on the rear of the base unit.
2. Connect the opposite end of telephone line cord to the telephone modular wall jack.
3. Connect one end of the coiled handset cord to the handset jack of the base unit (located on the left hand side of the base) and the other end to the handset jack of the handset.

Wall Use
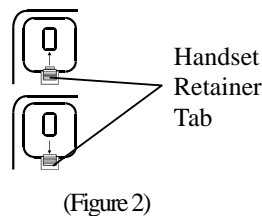(with a standard AT&T or GTE modular wall jack)
1. Connect the short telephone line cord to the telephone line jack on rear of the base unit.
2. Connect the opposite end of the short telephone line cord to the telephone modular wall jack.
3. Align the wall mounting slots with the studs located on the modular wall plate and slide the base down to lock in place. See figure 1.

Base Unit (Side View) | Telephone Modular Wall Jack | Studs | Modular Wall Plate | Wall Mount slots

(Figure 1)

NOTE: If you do not have a standard modular wall jack, have a qualified technician mount one on the wall.

Handset Retainer Tab Installation
If the base unit is to be placed in the wall mount position, the handset retainer tab must be pulled out, turned around and placed in the opposite direction, so that the tab allows the handset to hang onto the base unit, as shown in figure 2

Handset Retainer Tab

(Figure 2)

OPTIONAL AC ADAPTOR

⚠ **CAUTION:** Use only with Class 2 AC Adaptor (not included)with a rating of 120VAC input, DC6V, 100 mA output with a center tip that is negative. The adaptor plug must correctly fit the machine's DC jack.
1. Plug the AC Adaptor into a standard AC outlet.
2. Insert the small plug into the DC jack on the rear of the base.

NOTE: If you wish to order the optional AC Adaptor, an Accessory Order Form has provided with this unit.
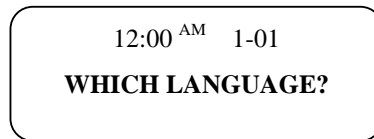
TELEPHONE SETTINGS
The screen will display prompts to help you set up the telephone when you first install it. You can always get back to these setup screens by pressing **OPTIONS**.
NOTE: You can exit feature setup at any time by pressing **CLEAR** or by lifting the handset when there is no incoming call.

Language selection
You can select **ENGLISH, ESPANOL**(Spanish) or **FRANCAIS** (French) as the language in which your screen prompts are displayed. When you first install batteries, the screen displays:
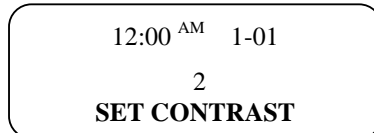
> 12:00 ^{AM} 1-01
>
> **WHICH LANGUAGE?**

1. Press **CALL LIST▲** or **CALL LIST▼** until the screen displays your language selection.
2. Press **OPTIONS** to save your setting, and move to the next option.

Set contrast
Adjust screen brightness to a comfortable level, from 1 (light) to 4 (dark).
1. Press **OPTIONS** repeatedly until the screen displays:

> 12:00 ^{AM} 1-01
>
> 2
> **SET CONTRAST**

2. Press **CALL LIST▲** or **CALL LIST ▼** until the screen displays the contrast level you prefer.

3. Press **OPTIONS** to save the setting, and move to the next option.

Set home area code

You must program your area code, so your telephone can properly recognize and dial calls.

1. Press **OPTIONS** repeatedly until the screen displays:

> 12:00 ^{AM}   1-01
>
> HAC - _ _ _
> **HOME AREA CODE?**

2. Use the dial pad keys (0-9) to enter the three digits of your home area code.
   - Press **CALL LIST▲** to backspace and erase a digit.
   - Press **CALL LIST▼** to move to the next digit.
   - Press **REMOVE** to delete all digits entered.
3. Press **OPTIONS** to save the setting. You will see the local area code setup screen.

NOTE: A home area code must be programmed to use the display dial feature. If you try to use **DISPLAY DIAL** before entering a home area code, you will be prompted to enter the home area code. Enter the code and press **OPTIONS.**

Set local area code

You can program up to four local area codes.

1. Press OPTIONS repeatedly until the screen displays:

> 12:00 ^{AM}   1-01
>
> LAC 1- _ _ _
> **LOCL AREA CODE?**

2. Use the dial pad keys (0-9) to enter the three digits of the first local area code.

- Press **CALL LIST▲** to backspace and erase a digit.
- Press **CALL LIST▼** to move to the next digit.
- Press **REMOVE** to delete all digits entered.
3. Press **OPTIONS** to save the setting.
4. Repeat steps 2-3 to set more local area codes.

NOTE: If you do not need to program the local area codes, press **OPTIONS** repeatedly to scroll to other options or press **CLEAR** to exit.

Set time and date

1. Press OPTIONS repeatedly until the screen displays:

> 12:00 ^{AM}   1-01
>
> **SET CLOCK**

2. Use the dial pad keys (0-9) to change the blinking digits.
   - Press **CALL LIST▲** to move to the previous digit or **CALL LIST▼** to move to the next digit.
   - Press **#** (pound key) to select between **AM** and **PM**.
3. When the correct time and date (month-year) are shown, press **OPTIONS** to save the new setting and move to the next option.

Set remaining features

You can customize how the features of this product work.

1. Press **OPTIONS** repeatedly until the screen displays the desired feature.
2. Press **CALL LIST▲** or **CALL LIST▼** until the screen displays your selected setting. Refer to the **Feature summary** on the next page for a full description of the features and your choices.

3. Press **OPTIONS** to save your selection and move to the next option setting. When you finish setting features, the telephone will automatically return to standby after 15 seconds or you can press **CLEAR** to exit programming immediately.

NOTE: After the first time you set up the telephone menu, the order of the menu options changes to : **SET CLOCK, SET CONTRAST, REPEATED CALLS, CALL LIST ORDER, WHICH LANGUAGE? HOME AREA CODE? LOCL AREA CODE?**

Feature summary (Default settings indicated by *)

Feature/options	Function
SET CLOCK 12:00 ^{AM} 1-01 *	Set the date and time. Use # (pound key) to select between **AM** and **PM**. Use **CALL LIST▲** or **CALL LIST ▼** to choose a digit to edit, then use the dial pad keys to change the digits.
WHICH LANGUAGE? ENGLISH* ESPANOL FRANCAIS	Choose whether the display language is English, Spanish, or French.
SET CONTRAST 1 2 * 3 4	Adjust screen brightness to a comfortable level, from 1 (light) to 4 (dark).
HOME AREA CODE? HAC- _ _ _	Program the system to recognize calls from your area code.
LOCL AREA CODE? LAC1- _ _ _* LAC2- _ _ _* LAC3- _ _ _* LAC4- _ _ _*	Program up to four local area codes that do not require dialing a 1 before them.
REPEATED CALLS COMBINED SEPARATE*	Choose how new calls from the same number are display. The screen shows only the most recent call from this number, and **REP** is displayed. Each call from this number is listed separately.
CALL LIST ORDER BY TIME NEW CALLS FIRST*	Choose in what order received calls are displayed. Reverse order. Last call received is displayed first. New or missed calls are displayed first, then calls by time.

Telephone operation
Make a call
1. Lift the handset, then enter the telephone number.
   -OR-
   Press **SPEAKER** on the telephone base, then enter the telephone number.
2. To end the call, hang up.
   -OR-
   Press **SPEAKER.**

Answer a call
● Lift the handset.
   -OR-
   Press **SPEAKER.**
NOTE: The **CALL INFO** indicator flashes quickly to show that the telephone is ringing.

Switch between handset and speakerphone
While on a handset call, press **SPEAKER** and replace the handset in the telephone base.
While on a speakerphonecall, lift the handset.

Handset or speakerphone volume
Press **VOLUME ▲** or **VOLUME ▼** to adjust the volume of what you hear while on a call.

Redial
The last number called from this telephone (up to 32 digits) is stored in redial memory.
1. Lift the handset.
   -OR-
   Press **SPEAKER.**
2. Press **REDIAL**. The number is dialed automatically.
NOTE: When the telephone is idle, press and hold **REDIAL** to delete the last number dialed. **DELETED** displays.

Chain dialing

Chain dialing is useful if you need to access numbers other than telephone numbers (such as bank account numbers or access codes) from the directory, speed dial locations or call history.

1. Lift the handset or press **SPEAKER**.
2. Wait for a dial tone. Dial the first number. You can do this manually, from the directory or the call history.
3. To dial a number (up to 48 digits):
   From the directory:
   a. Press **DIRECTORY.**
   b. Press **CALL LIST▲** or **CALL LIST▼** to scroll to **REVIEW.** Press **OPTIONS.**
   c. Press **CALL LIST▲** or **CALL LIST▼** to scroll to the desired entry.
   d. Press **DISPLAY DIAL**. The telephone will automatically dial the displayed number.
   From the call history:
   a. Press **CALL LIST▲** or **CALL LIST▼** to scroll to the desired entry.
   b. Press **DISPLAY DIAL**. The telephone will automatically dial the displayed number.

Flash/ call waiting

If you subscribe to call waiting service with your telephone service provide, you can answer a new incoming call without losing your current call.

1. While on a call, press **FLASH** to connect to the new call when you receive a call waiting signal.
2. Press **FLASH** again to return to the original call.

NOTES:
- Use **FLASH** to access other subscriber services, as described by your telephone service provider.
- The telephone cannot display the caller ID information if another telephone on the same line is in use.

Make sure all extensions are not in use.

Mute

Press **MUTE** to prevent the other party from hearing you. You will still be able to hear the other party. Press **MUTE** again to return to your two-way conversation.

Ringer switch

Use the ringer switch on the base to adjust the ringer **ON** or **OFF**. If the ringer switch is set to **OFF**, this telephone will not ring when there is an incoming call. However, the **CALL INFO** indicator will still flash to indicate an incoming call.

Call info

The **CALL INFO** indicator on the telephone is used to indicate there is additional information in the display about the current or previous calls.

Directory operation

Directory memory capacity

This telephone has a directory where you can store up to 25 additional telephone numbers and names. Numbers can be up to 24 digits long and names can be up to 15 characters.

Directory entries are stored in alphabetical order. You may wish to enter names with the last name first to maintain consistency with information stored through the caller ID features of this telephone.

Press **CLEAR** at any time to exit the directory without saving changes and return to the idle screen.

NOTE: Entries cannot be edited after the screen displays **STORED**.

Store numbers and names in the directory

1. Press **DIRECTORY**. Then press **CALL LIST▲** or **CALL LIST▼** to scroll to **STORE**.
2. Press **OPTIONS** and the screen displays **ENTER NUMBER**
3. Enter the telephone number (up to 24 digits) you want to store. Press **CALL LIST▲** to backspace and make corrections
   -OR-
   Press **REDIAL** to store the last number dialed (up to 24 digits).
4. Press **OPTIONS**, and the screen displays **ENTER NAME.**
5. Press **CALL LIST▲** to backspace and **CALL LIST▼** to advance or add a space. When you want to enter two character in a row that share a dial pad key (for example **M** and **O**), you must press **CALL LIST▼** to move the cursor to the next position. The screen automatically returns to idle mode if you do not press a dial pad key within 15 seconds.
6. Press **OPTIONS** to store the name and number.

NOTE: If the number you entered is over 24 digits, the screen displays **ONLY 24 ALLOWED.**

Store a pause or a flash in a directory number
Press **CALL LIST▼** twice to store a pause in the dialing sequence (**P** displays). Press **FLASH** to store a flash in the dialing sequence for some special services (**F** displays).

NOTE: To exit the directory at any time without saving changes, press **CLEAR**.

Store a call history number in the directory
1. Press **CALL LIST▲** or **CALL LIST▼** to scroll through the call history.
2. Press **DIRECTORY** to store the displayed call information in the

telephone directory. The screen displays **STORED**.

NOTE: Call information is stored exactly as it appears in the call history.

Review directory entries
1. Press **DIRECTORY**. Then press **CALL LIST▲** or **CALL LIST▼** to scroll to **REVIEW**.
2. Press **OPTIONS,** and the screen displays the first entry in the directory.
3. Press **CALL LIST▲** or **CALL LIST▼** to scroll through an alphabetical list of names stored in the telephone directory.
   -OR-
   Use the dial pad keys to enter the first character of the name you want to view, then press **CALL LIST▼** if needed to move to the desired name.
4. Press **DIRECTORY** or **CLEAR** to exit

Dial a directory number
1. Follow the instructions in **Review directory entries** above to find the number you want to call.
2. When the entry you want is displayed, press **DISPLAY DIAL** to make the call. The speakerphone is activated.
   -OR-
   Press **DISPLAY DIAL**, then lift the handset to make the call.

Delete a directory entry
1. Follow the instructions in **Review directory entries** above to find the number you want to delete.
2. When the number is displayed, press **REMOVE** to delete the entry.

Caller ID operation
Information about call history
If you subscribe to caller ID service with your telephone service provider, this

telephone stores all incoming calls with valid caller ID information in the call history. Name, number, time and date can all be stored, if they are sent with the call. A call is assigned a number from 1 to 65. The most recent call will have the highest number. The call history number appears next to the telephone number on the display. New (missed) call information shows **NEW** in the display. A repeat call from the same number shows **REP** in the display.

If you answer a call before information appears on the screen, it will not be stored in the call history. Between the first and the second rings, the screen displays:
- The caller's name (up to 15 letters are sent by your telephone service provider)
- The caller's area code and telephone number (area code is not displayed if it is programmed as the home area code).
- The time and date of the call.
- The caller's position in the call history, which is displayed to the left of the telephone number.

Call information is displayed for about 15 seconds.

NOTES:
- If you press **REMOVE** while the telephone is ringing, or while you are on a call, the call information will not be stored in the call history.
- If you are using the display for setup or to review entries stored in the memory and a call comes in , press **CLEAR** while the telephone is ringing to see the information. If you are setting up the telephone, press **OPTIONS** first to save the setup information. Even if the call information is not displayed, it will be stored in the call history.

<u>Caller ID</u>

You can customize how the caller ID features of this product work. See **Set remaining features** on pag 9 for instructions. For options, see **REPEATED CALLS** and **CALL LIST ORDER** in the **Feature summary** on page 10.

<u>Review call history</u>
1. When the telephone is idle, press **CALL LIST▲** or **CALL LIST▼** to enter the call history.
2. If you select **NEW CALL FIRST** in **CALL LIST ORDER** (see **Feature summary** on page 10), press **CALL LIST▲** repeatedly to show the new calls. Once the new calls have been reviewed, all caller ID entries are shown starting with the most recent call.
   -OR-
   If you select **BY TIME** in **CALL LIST ORDER** (see **Feature summary** on page 10), the screen shows the caller ID entries starting with the most recent call. Press **CALL LIST▲** or **CALL LIST▼** to scroll through the caller ID entries.
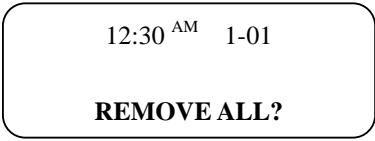3. Press **CLEAR** to exit and return to idle mode.

<u>Remove call records</u>
Remove a specific call record
1. Press **CALL LIST▲** or **CALL LIST▼** to display the call record you want to remove.
2. Press **REMOVE**. The call record is removed.

Remove all call records
1. When the telephone is idle, press and hold **REMOVE** until the screen displays (for approximately 3 seconds).

```
┌─────────────────────────────────┐
│   12:30 ᴬᴹ   1-01               │
│                                 │
│        REMOVE ALL?              │
└─────────────────────────────────┘
```

2. Press **REMOVE** again to remove all calls. The screen will briefly display **DELETED** and then automatically return to idle mode.

NOTE: Once a call is removed from the call history, it cannot be retrieved.

Display dial

While you are reviewing the call history, you can dial a number displayed on the screen:
1. Lift the handset.
   -OR-
   Skip to step 2 to use the speakerphone.
2. Press **CALL LIST▲** or **CALL LIST▼** until the number you want to dial is displayed.
3. Press **DISPLAY DIAL**. The screen shows the number being called and the call is dialed automatically. If the screen displays **ERROR PRESENT** or **NO NUMBER**, The present number cannot be dialed.

NOTE: You cannot use this feature to dial **PRIVATE** or **UNKNOWN** numbers.

Display options

If the number displayed in the call history needs to hace a 1 or the area code added or removed, you can do that. When the number you wish to call is displayed, press **OPTIONS** and then press **CALL LIST▲** or **CALL LIST▼** to scroll through the dialing format choices.

The various dialing options are:
888-722-7702
1-722-7702

722-7702
1888-7227702

The specific dialing options available for each call history record depends on the format of the original call.

To Program the 3 Emergency Numbers
1. Press and release the **emergency numbers button**.
2. Enter the number to be stored. (The telephone number will not dial out.)
3. Press and release the **emergency numbers button** again.
4. Press the corresponding emergency buttons for each of the emergency numbers you wish to store:

```
┌──────┐      ┌──────┐      ┌──────┐
│  🔥  │      │  ✚  │      │  👮  │
└──────┘      └──────┘      └──────┘
 (Fire)       (Hospital)     (Police)
```

NOTE: If the line power is lost for a few hours, phone numbers stored in MEMORY are not lost. The Big Button Plus 20270 will retain the programmed numbers.

IMPORTANT: When programming emergency numbers and/or making test calls to emergency numbers:
1. Remain on the line and briefly explain to the dispatcher the reason for the call before hanging up.
2. Perform such activities during off-peak hours such as early morning or late evening.

To Dial an Emergency Number
1. Lift the handset and listen for a dial tone.
2. Press the desired button. The number stored in that button's memory location will be dialed.

Store a call history number in emergency numbers

1. Press **CALL LIST▲** or **CALL LIST▼** to scroll through the call history.
2. Press **PROG**, then press a emergency numbers to store the number. The screen displays **STORED.**

TROUBLESHOOTING

CALLER ID UNIT TROUBLESHOOTING TABLE	
SYMPTOM	SOLUTION
The Caller ID LCD panel is blank	• Check the batteries for proper installation. • If the batteries are weak or dead, replace with new batteries (alkaline batteries are recommended). Please refer to the "Battery Installation" section of the user's manual for more details. • Check the connection of the AC adaptor.
The Caller ID LCD panel does not show the caller's name and/or phone number	• The Caller ID unit will not function until you have Caller ID service provided by your local phone company. Call your local phone company to have Caller ID installed on your telephone line. • Check your telephone line connections. Refer to the section "INSTALLATION" of the manual for details. • If you picked up the phone <u>before</u> the second ring, the caller information <u>will not</u> be correctly received. If you have a telephone answering device (TAD) connected with the unit, set the TAD to answer after two rings or more. • If it is a blocked call or an out-of-area call, the caller's name and/or phone number will not appear on the display. Please refer to the "Receiving Caller ID Information" section of the user's manual for more details.
"LINE ERROR"	• On rare occasions, the Caller ID information sent by the telephone company may have an error in the transmission. This is not the fault of your Caller ID unit. It can only capture and store the data that was received.
CALL INFO Light incorrectly Flashing.	• Make sure the telephone line cord is connected properly.
Difficulty storing numbers in memory.	• Make sure you are pressing the correct sequence of keys for storing numbers. • If you are interrupted by a recorded announcement asking you to hang up or by a loud buzzing noise, hang up and store the number without lifting the handset.
No Data Sent	• On rare occasions, Caller ID information sent by the telephone company may be too weak to be detected by the Caller ID. This is not the fault of the Caller ID unit; it can only capture and store the digital data that was received. • This message also appears when the Caller's local phone company does not have Caller ID service available.

TELEPHONE UNIT TROUBLESHOOTING TABLE	
SYMPTOM	SOLUTION
No dial tone	• The handset cord or telephone line cord may be loose at the connections. Push in firmly at both ends to establish good contacts. • Test the phone at a different telephone wall jack and listen for a dial tone. • Test a different phone in the wall jack and listen for a dial tone.
Will not ring	• Check the RINGER ON/OFF switch. It may be in the OFF position. • The phone or another phone connected to the same line may be in the off-hook (in-use) position. Place the phone in the on-hook (hung-up) position to receive incoming calls. • Try a different phone; if the problem still exists, the fault is not with the unit. • Look for the Ringer Equivalence Number (REN) number Printed underneath your phone(s). Sum up the total REN numbers for all the phones or answering machines connected to your telephone line. Your phone(s) may not ring if the REN total exceeds five (5). Please call your local company to determine the maximum REN for your calling area.
Static	• Try a different phone; if the problem still exists, the fault is not with the unit. • Some atmospheric conditions such as very low humidity can cause static build-up.
Cannot dial out	• Try a different phone in the jack. If the problem persists, the fault is not in the Big Button Plus 20270. • Is the phone connected to an answering machine? Disconnect the answering machine and try to have the phone plugged into the jack alone. If it works alone, there is a compatibility problem. Purchase a 2 for 1 adaptor at any phone or electrical supply store. Plug the 2 for 1 adaptor into the modular wall jack, then plug the phone into one side and the answering machine on the other side of the adaptor.

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