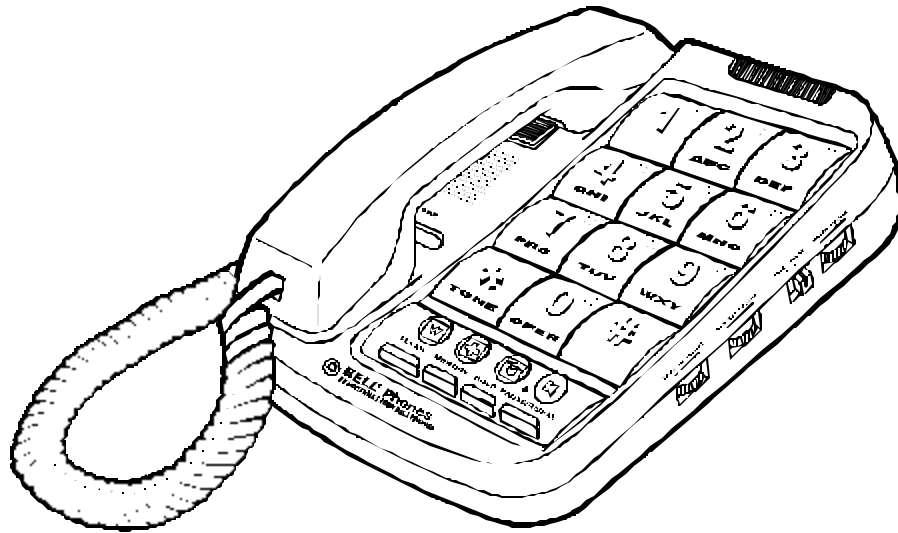


# *Big Button Plus 20200*

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Congratulations on your selection of the Big Button Plus 20200 from Northwestern Bell Phones. This quality telephone, like all Genuine BELL<sup>®</sup> products, has been designed to give you many years of continuous service and represents the best value for your money. It requires little maintenance and is easy to setup and operate.

## **IMPORTANT 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 proof of purchase to simplify and accelerate any needed action. If you need assistance or service, call (800) 888-8990 between 8:00 a.m. and 4:30 p.m. Pacific Standard Time, Monday through Friday. You can also visit our web site at: <http://www.nwbphones.com> for technical support and information on our other products.

### **⚠ 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<sup>®</sup> 20200**

## **Carton Contents**

- Base and Handset
- Handset Cord
- Long Telephone Line Cord
- Short Telephone Line Cord
- User's Manual
- Warranty Registration Card

## SAVE THESE INSTRUCTIONS

### **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 openings 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.

## **FCC NOTICE**

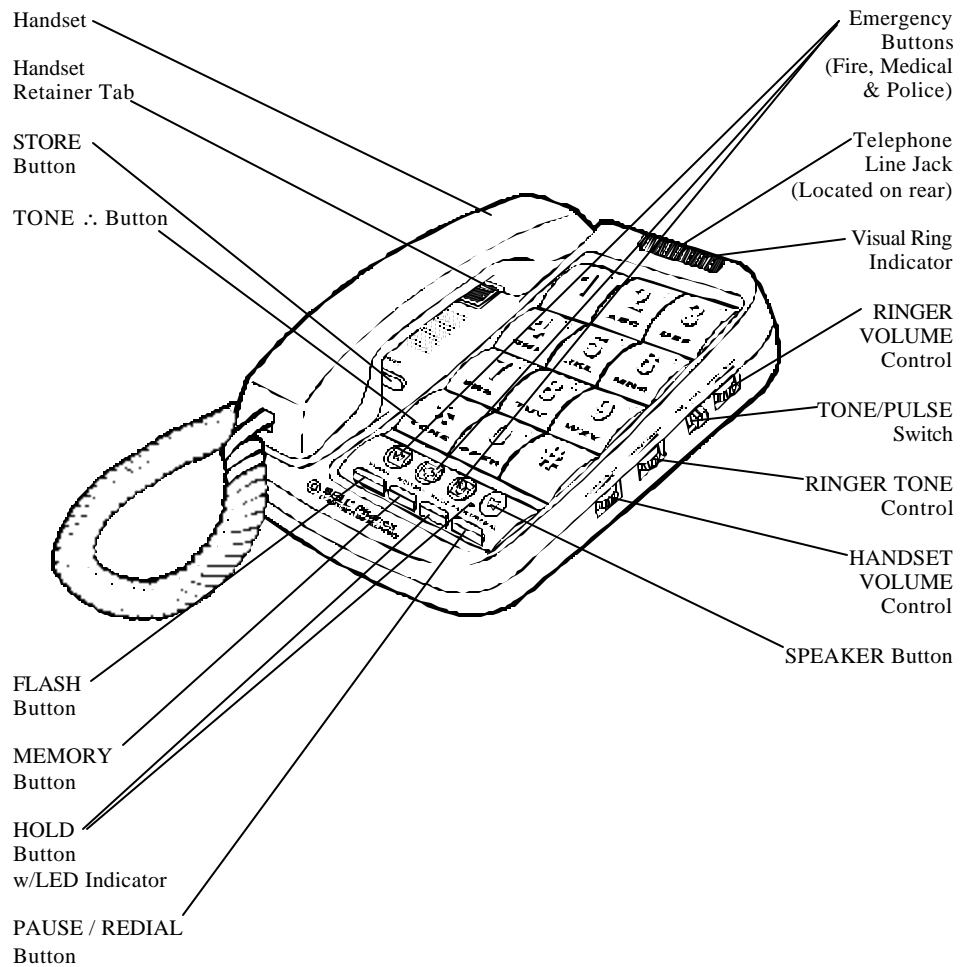
The FCC requires that you be advised of certain requirements involving the use of this telephone.

1. This unit is Hearing Aid compatible.
2. This equipment complies with Part 68 of the FCC rules. On the bottom of this equipment is a label that contains, among other information, the FCC registration number and Ringer Equivalence Number (REN) for this equipment. If requested, 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. If you experience trouble with the telephone, please contact VTC Service & Manufacturing Co., Inc. at (800) 888-8990 or write to: VTC Customer Service, 16988 Gale Ave., City of Industry, CA 91745 for repair/warranty information. The telephone company may ask you to disconnect this equipment from the network until the problem has been corrected or you are sure that the equipment is not malfunctioning.
7. 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.)

## Big Button Plus 20200 CONTROLS DIAGRAM



## **DESCRIPTIONS**

**Emergency Buttons** - Allows you to one-touch dial for any of three (3) emergency numbers.

**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.

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

**HANDSET VOLUME Control** - Used to adjust the receiver volume.

**HOLD Button with LED Indicator** - When a caller is placed on hold, the Big Button Plus 20200 can be hung up without disconnecting the call. The call can then be resumed later. The HOLD LED indicator lights steadily whenever a caller is placed on hold.

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

**MEMORY Button** Allows you to recall 10 user programmed telephone numbers.

**PAUSE / REDIAL Button** - Allows you to insert a 4-second delay between dialed numbers in PABX systems or long distance services. Redial is used to automatically dial the last phone number dialed up to 31 digits.

**PULSE / TONE Switch** - Located on the right side of the base unit, this switch allows you to select the appropriate dialing service to either Pulse or Touch Tone dialing.

**RINGER TONE Control** - Used to adjust the ringer tone.

**RINGER VOLUME Control** - Used to adjust the ringer volume.

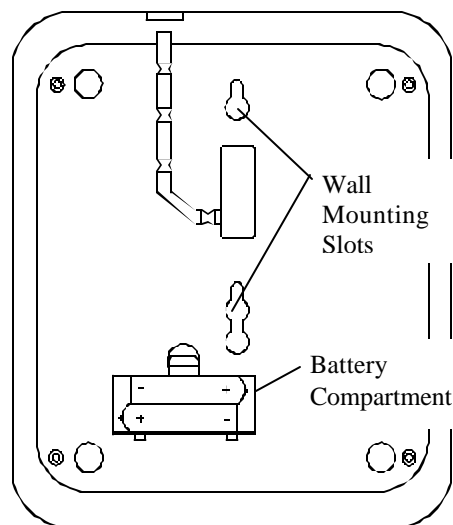
**STORE Button**- Used to store a phone number (up to 16 digits each) into one of the 10 available memory locations and 3 emergency numbers.

**TONE Button**- Provides touch tone outputs while using a pulse dial service to access automated banking services or any other service requiring touch tones.

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

## **BATTERY INSTALATION**

Your unit requires 2 “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:



## **INSTALLATION**

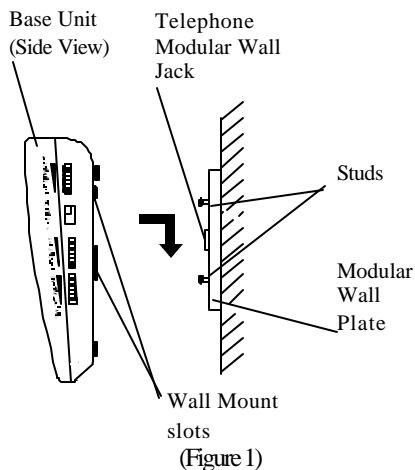
### **Desktop Use**

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)

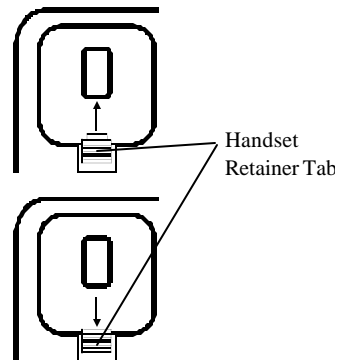
1. Connect the short telephone line cord to the telephone line jack on rear of the base unit.
2. Connect the opposite end of the short telephone line cord to the telephone modular wall jack.
3. Align the wall mounting slots with the studs located on the modular wall plate and slide the base down to lock in place. See figure 1.



**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



## **TELEPHONE OPERATION**

### **Dialing Mode (TONE/PULSE Switch)**

- If your home is equipped with tone dialing service, set the TONE/PULSE switch to TONE position.
- If you have a pulse (rotary) dialing service, set the TONE/PULSE switch to PULSE position.

### **Pulse > Tone (Mixed Mode) Dialing**

If you only have a pulse (rotary) dialing service in your area and want to access tone dialing services, set the PULSE/TONE switch to the PULSE position. Before dialing the desired number upon picking up the handset, press the TONE **Q** button once. You can then access tone dialing services while using a pulse dialing system.

### **Adjusting the Ringer Volume**

You can adjust the ringer volume from low to high by rotating the RINGER VOLUME control, located on the side of the unit.

**NOTE:** If you decrease the ringer volume, always remember to return the

ringer setting so you will not miss any incoming calls.

#### **Adjusting the Ringer Tone**

You can adjust the ringer tone by rotating the RINGER TONE control located on the side of the unit.

#### **Handset Receiver Volume**

Increases or decreases the sound level to the handset receiver, adjust the HANDSET VOLUME control located on the side of the Big Button Plus 20200.

#### **Placing a Call**

1. Lift the handset or press the SPEAKER button and listen for a dial tone.
2. Dial the desired phone number.

#### **Receiving a Call**

When the phone rings, lift the handset or press the SPEAKER button and start conversation with the caller.

**NOTE:** If you cannot hear the caller, adjust the HANDSET VOLUME control to a desired listening level.

#### **Ending a Call**

Upon completion of a call, you can hang up the Big Button Plus 20200 by returning the handset back into the handset cradle on the base or if you are using speaker, press the SPEAKER button.

#### **Last Number Redial**

The last number redial feature may be used to automatically dial the last number called (up to 31 digits).

1. Pick up the handset and listen for a dial tone.
2. Press the REDIAL Button. The phone number dialed last will be dialed out automatically.

#### **Flash**

Pressing this 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. For other Custom Calling features, refer to the instructions provided by your local phone company.

#### **Hold**

1. During conversation, if you want to temporarily put the caller on hold, press the HOLD button once. The HOLD LED Indicator will flash.
2. You can then return the handset back to its cradle on the base without disconnecting the caller.
3. To return to your call, lift the handset from the base or press the SPEAKER button and resume your "hands-free" conversation.

**NOTE:** You may pick up the handset from any extension phone connected to the same line as the Big Button phone to resume your call. When you are finished with the conversation, simply hang up and the line will automatically disconnect from your Big Button phone.

#### **Pause**

To insert a 4-second delay between dialed numbers in PABX systems or long distance services, press the PAUSE button.

#### **Using Memory Dial**

You can store up to 13 frequently called telephone numbers (each up to 16 digits) with your Big Button Plus 20200. Three emergency numbers can be dialed at the touch of a button and ten additional numbers which can be accessed by using the MEMORY button.

**NOTE:** Telephone numbers can be stored in the TONE or PULSE mode.



### To Program the 3 Emergency Numbers

1. Lift the handset and listen for a dial tone.
2. Press and release STORE BUTTON.
3. Enter the number to be stored. (The telephone number will not dial out.)
4. Press and release the STORE BUTTON.
5. Press the corresponding emergency buttons for each of the emergency numbers you wish to store:



(Fire)



(Hospital)



(Police)

6. Replace the handset to the base.

**NOTE:** If the line power is lost for a few hours, phone numbers stored in MEMORY are not lost. The Big Button Plus 20200 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.

#### To program 10 frequently called phone numbers

1. Pick up the handset and listen for a dial tone.
2. Press and release the STORE button.
3. Enter the phone number (up to 16 digits) you want to store into

memory (The telephone number will not dial out).

4. Press and release the STORE button.
5. Press a one-digit number (0 - 9) on the keypad to store the phone number into the desired memory location.
6. Hang up the phone by returning the handset to the handset cradle on the base.
7. Pull the memory index card tab out from under the unit and write the name/company on the memory index card relating to the phone number just stored into memory.
8. To store more phone numbers or modify existing numbers in memory, repeat steps 1-7.

#### Recalling Stored Numbers from Memory

1. Pick up the handset and listen for a dial tone.
2. Press the MEMORY button.
3. Press the corresponding memory location key (0 - 9). The stored telephone number will be dialed out automatically.

## **GLOSSARY**

**Hearing Aid Compatible** – Allows hearing aid devices to function properly while using the handset.

**Hold**-When a caller is placed on hold, the Big Button Plus can be hung up without disconnecting the call. The call can then be resumed later.

**Off-Hook** - The phone is off-hook whenever the handset is not in its cradle.. To get a dial tone, the phone must be off-hook.

**On-Hook** - The phone is on-hook whenever the handset is in its cradle. To hang up the phone, it must be in the on-hook position.

**Ringer Equivalence Number (REN) -**  
A number located underneath the base of your phone(s) or phone-related device. The REN is used to determine how many phones can be connected to the same telephone line while still having all

those devices ring when you receive a call. In most areas, but not all areas, the REN total of all devices should not exceed five (5). Call your local phone company to determine the maximum REN for your calling area.

## TROUBLESHOOTING

<i>SYMPTOM</i>	<i>SOLUTION</i>
No dial tone	<ul style="list-style-type: none"> <li>• The handset cord or telephone line cord may be loose at the connections. Push in firmly at both ends to establish good contacts.</li> <li>• Test the phone at a different telephone wall jack and listen for a dial tone.</li> <li>• Test a different phone in the wall jack and listen for a dial tone.</li> </ul>
Will not ring	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Try a different phone; if the problem still exists, the fault is not with the unit.</li> <li>• 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.</li> </ul>
Static	<ul style="list-style-type: none"> <li>• Try a different phone; if the problem still exists, the fault is not with the unit.</li> <li>• Some atmospheric conditions such as very low humidity can cause static build-up.</li> </ul>
Cannot dial out	<ul style="list-style-type: none"> <li>• Are you in a rotary only area? Move the PULSE / TONE Switch to PULSE.</li> <li>• Try a different phone in the jack. If the problem persists, the fault is not in the Big Button Plus.</li> <li>• 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 adapter at any phone or electrical supply store. Plug the 2 for 1 adapter into the modular wall jack, then plug the phone into one side and the answering machine on the other side of the adapter.</li> </ul>
The handset does not stay on the base unit in wall use position	<ul style="list-style-type: none"> <li>• The handset retainer tab must be pulled out, turned around, and put back in its slot. This tab allows the handset to hang onto the base unit while the base unit is placed in the wall mount position. Refer to the “Handset Retainer Tab Installation” on page 7 for more details.</li> </ul>



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