# The Wanderer

# Cordless Key Telephone



User Guide

# The Wanderer™

Cordless Key Telephone Unit

# User Guide

Issue 1 - August, 2002 P/N: 9018-10

Issue	Release Date	Changes
1	08-02	Initial Release

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# About the Wanderer

The Wanderer<sup>TM</sup> is a light-weight, 2.4 GHz, digital cordless handset for use with your digital key telephone.

Take the Wanderer to a nearby office, a meeting, a conference room, or to check inventory ... you are still available through your extension!



## Cordless Capabilities ... and ... Digital Quality

For **maximum clarity and range**, the *Wanderer's* Digital Spread Spectrum Technology spreads the signal over one of 40 independent frequency ranges.

A **pre-assigned digital code** is shared by the charging base and handset to prevent other radiated frequencies from interfering with system sound quality.

**Signal strength** is constantly monitored and the system automatically selects one of three power levels to gain maximum range and optimal battery life.

A **digital coding security system** is used to prevent unauthorized use of your telephone by other nearby cordless telephone users.

About the Wanderer

## Product Overview

The **Handset** is a lightweight design with an easy-to-read display and comfortable soft keypad buttons.

#### Handset features also include:

10 Interactive Feature Buttons:

CONF ON/OFF FLASH SPEED FLEX TRANS

HOLD VOL DOWN
MUTE VOL UP

12-button Dial Pad

2-line x 12-character LCD Display

Antenna

Power Switch (located on bottom of handset)

Headset Jack (located on side of handset)

Hearing-aid Compatible Receiver



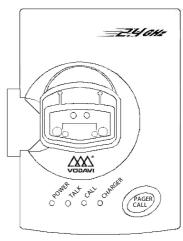
The **Charger Base** is a compact unit that can be placed on any flat surface.

## Base features also include:

Radio frequency and voice path circuitry

Pager Call button to locate handset

LED indicators for Power, Talk, Call, and Charger



# **Initial Setup**

## Installing Your Cordless Phone

## Verify Parts Received

Remove all contents from the shipping box, and check the items received with the following list:

✓ Desktop charging base

✓ Ni-MH battery

✓ Handset

✓ Power adaptor \*

✓ Modular cable \*

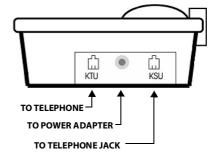
✓ User Guide



\* To ensure proper connections ... ONLY use the cable and adaptor provided with your new Wanderer.

## **Connect Cables**

- Unplug the cable from your existing wired telephone. Plug this cable into the charger base jack labeled KSU.
- 2. Plug the modular cable supplied with the *Wanderer* into the



charging base jack labeled KTU. Plug the other end of this cable into your existing wired telephone.

## **Supply Power**

- Plug the power adaptor into a wall outlet. Plug the other end into the charging base where it is labeled DC IN 12V.
- 2. Turn the switch on the bottom of the *Wanderer* to the ON position and place the handset in the charging base.
- 3. Charge your new Wanderer for 12-14 hours.

Initial Setup

## Activating Your New Wanderer

## **Initialize Handset to Charging Base**

To associate your Wanderer with your Station Number:

Simultaneously press and hold the [PAGER CALL] button on the charging base and the [FLASH] button on the handset for ten seconds ... or until "REGISTER" appears on the display.

(The unit will beep once to indicate registration is complete.)

## **Register Station Number to Handset**

Although station number registration is automatic ... use this procedure to prevent a "previously saved number" from appearing on the *Wanderer* display (e.g., new ext. number).

From your Wanderer, perform the following steps:

- 1. Press [HOLD].
- From the dial pad, enter a station or intercom number.
   (Up to four digits may be entered, however, your intercom or extension number is recommended.)
- 3. Press [HOLD].

## Assign CKTU Mode

From your telephone, activate the CKTU mode as described:

## Display Telephone

- 1. Dial [6] + [4] + [8] on the dial pad.
- 2. Press [\*] repeatedly until **CKTU** appears on the display.
- 3. Press [HOLD] to save.

Non-display Telephone

Contact your System Administrator.

Review this section for step-by-step operating instructions.

# When to Recharge Handset

The Wanderer will send an audible alert to indicate recharging.

#### **Talk Time**

You can talk for approximately **4 hours** on your *Wanderer* before recharging is necessary.

### **Standby Time**

Your *Wanderer* may be idle and out of its base for approximately *40 hours* before recharge is necessary

## **Low Battery Indication**

The LCD on the *Wanderer* indicates a low battery condition when the battery charge falls below 25%.



Wanderer handset emits a tone at 30-second intervals until it is returned to the charging base. When LCD indicates a low battery condition, it should be charged for **at least 8 hours**.

## Answering Calls

When your Wanderer rings, the LCD indicates Ringing.

 If handset is in charging base and ringing, simply remove it to answer the call. You do not need to press [ON/OFF].
 -or-

If carrying handset, press [ON/OFF] to answer the call.

2. Press [ON/OFF] to end the call.



The wired telephone may ring 1-2 times before the Wanderer rings. This is normal operation.

6 Placing Calls

Using Your New Wanderer

# Placing Calls

When you place a call, the Wanderer LCD indicates Talk.

#### **Intercom Calls**

- 1. Remove the *Wanderer* from the charger base and press [ON/OFF] to access a dial tone.
- 2. Dial the intercom number.
- 3. Press [ON/OFF] to end call.

#### **Outside Calls**

- 1. Remove the *Wanderer* from the charger base and press [ON/OFF] to access a dial tone.
- 2. Dial [9] to access an outside line dial tone.
- 3. Then dial the desired phone number.
- 4. Press [ON/OFF] to end call.

- » If multiple lines are ringing, the "oldest" is answered first.
- » Outside line calls have priority over intercom calls.
- » If [ON/OFF] is pressed during a call, that call is terminated.
- » The Wanderer does NOT audibly ring if it is in the charging base, or if it is out of the charging base and turned OFF.
- » Both the telephone and the Wanderer audibly ring if the handset is not in the charging base and is turned ON.
- » Only 1 call may be put on hold at a time on the *Wanderer*.
- » Calls may not be placed from your cordless handset while the telephone is active. "Base Busy" appears on the LCD.
- » Depending on environmental conditions, you may notice an increase or decrease in the call range when using the Wanderer. This is the nature of the radio frequency signal.

### **Button Features**

This section describes how to use each of the *Wanderer's* ten feature buttons

#### **CONFERENCE Button**

A conference call supporting up to eight parties can be originated from the *Wanderer*.

#### To initiate a conference call:

- 1. While on a call, press [CONF] to place the party on hold. Listen for a dial tone.
- 2. To add outside parties to a conference call, dial [9] + telephone number.

-or-

To add internal parties to a conference call, dial the extension number.

- 3. When the party answers, press [CONF] to place the party on hold.
- 4. To add additional parties to the conference call, repeat steps 1 through 3 until all appropriate parties are on hold.
- 5. Press [CONF] + [CONF] to connect all parties.
- 6. Press [ON/OFF] to end the conference call.

- » The number of outside parties is limited by the number of line appearances on the telephone.
- » Individual parties may be dropped from the conference call through the telephone only. Individual parties may not be dropped from your *Wanderer*.

8 FLASH Button

Using Your New Wanderer

#### **FLASH Button**

The FLASH button can be used to:

Terminate a call, and place a new call.

Activate certain features provided by your phone company.

#### CONDITIONS

- » Flash feature may be stored as part of Speed Dial number.
- Pressing the FLASH button will have the following results:

while connected to intercom ... reinitiates the intercom dial tone.

while on an outside call ... terminates call & restores dial tone.

during an intercom call or page announcement

... will not terminate the intercom call or page announcement.

#### **FLEXIBLE Button**

The Flexible Button (FLEX) on the *Wanderer* may be assigned to function as one of the 24 flexible buttons on your telephone.



The desired feature must be programmed as a button on the telephone prior to activating the FLEX button on the Wanderer.

To assign the FLEX button on the Wanderer:

- 1. Press [ON/OFF] on the Wanderer.
- 2. Press [SPEED] + [SPEED] on the Wanderer.
- 3. Press [FLEX] on the Wanderer.
- 4. Press the desired flexible button on the keyset telephone. Listen for confirmation tone on the *Wanderer*.
- 5. Press [ON/OFF] on the Wanderer.

- » The default assignment is NONE.
- » Not all features can be assigned to the FLEX button (Answering Machine Emulation, Call Screening, etc.).

#### **HOLD Button**

This feature allows you to place a call on hold.

To place or retrieve a call on hold:

- 1. While on an outside line call, press [HOLD] to place the call on hold.
- 2. Press [HOLD] again to retrieve the call.

To place an outside call while on hold:

- 1. Press [HOLD].
- 2. Press [ON/OFF] to enter idle mode.
- 3. Press [ON/OFF] again, listen for dial tone. Place the outside call.
- 4. Press [ON/OFF] to end the call and enter idle mode.
- 5. Press [HOLD] to retrieve the call on hold.

To switch calls from the Wanderer to the telephone:

- 1. Press [HOLD] to place the call on hold.
- 2. Press [ON/OFF].
- 3. Pick up the call by pressing the flashing, outside line, loop or intercom button on the telephone.

To switch calls from the telephone to the Wanderer:

- Place the call on hold at the telephone.
   Make sure [ON/OFF] button is not lighted and the handset is in cradle.
- 2. Press [ON/OFF] on the Wanderer.
- 3. Press [HOLD] to pick up the call on the Wanderer.

To process multiple calls from your Wanderer:

- 1. Press [HOLD] to place your call on hold. An intercom dial tone is heard.
- 2. Dial an intercom number or a trunk group access number to be connected to a second call.
  - If [HOLD] is pressed while on the second call, it is ignored.

10 MUTE Button

Using Your New Wanderer

#### CONDITIONS

- » Only one call at a time may be placed on hold.
- » If multiple calls are on hold at the telephone, the Wanderer retrieves the last call put on hold.
- » Intercom calls may be placed on hold or retrieved, provided there are intercom flex buttons assigned on the telephone.

#### **MUTE Button**

The Mute button may be pressed during a conversation to disable the *Wanderer* microphone. This feature is useful in noisy environments, or if a private side-conversation is desired.

While on an intercom or outside line call:

- 1. Press [MUTE] to disable the microphone.
- Press [MUTE] again to enable the microphone.
   The LCD will indicate *Mute* while function is active.

#### **ON/OFF Button**

The ON/OFF button on your *Wanderer* is used to answer calls and place calls. The handset must be turned ON and removed from the charger base.

To activate handset, press [ON/OFF]. LCD will display Search.

Once the base is located, the display will indicate *Talk*.

If the *Wanderer* is unable to find the base ... three short beeps will sound.

#### **SPEED Button**

You may assign Speed Dial numbers on your *Wanderer* to provide speedy access to frequently-used telephone numbers.

### To program a speed dial number:

- 1. Press [ON/OFF].
- 2. Press [SPEED] + [SPEED], then enter the Bin Number.
- 3. Dial the telephone number to be stored.
- 4. Press [SPEED] then [ON/OFF].

### To dial a speed dial number:

- 1. Press [ON/OFF].
- 2. Press [SPEED], then enter the Bin Number.

## To clear a speed dial number:

- 1. Press [ON/OFF].
- 2. Press [SPEED] + [SPEED], then enter the Bin Number.
- 3. Press [SPEED].
- 4. Press [ON/OFF].

#### CONDITIONS

» A Speed Dial number bin can contain 24 digits including:

Pause Press [HOLD]
Pulse to DTMF Switchover Press [TRANS]
Flash Commands Press [FLASH]

Display Security Press [TRANS] as 1st digit in bin

(conceals dialed numbers on LCD)

- » If all outside lines are busy when you dial a Speed Dial Number, a busy tone is heard.
- » Speed Dial numbers are protected by Battery B/U Memory.
- » Speed Dial bins access outside lines only and cannot be programmed to access internal numbers.

12 TRANSFER Button

Using Your New Wanderer

#### **TRANSFER Button**

External and internal calls may be transferred to idle or busy stations by performing the following steps:

#### SCREENED TRANSFER

#### While on a call:

- 1. Press [TRANS] + station number.
- 2. When the call is answered, announce the transfer.
- 3. Press [ON/OFF] to complete the transfer.

#### UNSCREENED TRANSFER

#### While on a call:

- 1. Press [TRANS] + the station number.
- Press [ON/OFF] to complete the transfer.

#### **VOLUME Buttons**

These buttons may be used to modify the volume for both voice and ring sound levels.

#### VOICE RECEIVE VOLUME

To adjust the voice receive volume while on an intercom or outside line call:

- 1. Press [VOL UP] to increase volume.
- 2. Press [VOL DOWN] to decrease volume.

#### RING VOLUME

To adjust the ring volume while in idle mode:

- 1. Press [VOL UP] to increase volume.
- 2. Press [VOL DOWN] to decrease volume.

- » Three Voice Receive Volume levels are available.
- » Two Ring Volume levels are available High and Low.

## Other Features and Functions

## Pager Call

The Pager Call button is located on the charger base and is used to locate the *Wanderer* handset.

- Press [PAGER CALL] on the charger base. The base sends a stutter tone burst to the handset for 30 seconds, and the LCD on the handset indicates *Paging Call*. Repeat as necessary until your *Wanderer* is located.
- 2. Press [ON/OFF] on the handset to stop the ringing.

#### CONDITIONS

» When Pager Call button is activated, the Call LED pulses.

### Redialing

To redial an outside call:

- 1. Press [ON/OFF].
- 2. Press [SPEED] + [#].

  For added security, only the [#] sign appears on the LCD display.

## **Ringing Signal**

The audible ring signal on the *Wanderer* can identify the type of incoming call as internal or external.

Internal Ring Signal ... a *single* ring is repeated. External Ring Signal ... a *double* ring is repeated.

- » The telephone associated with the *Wanderer* may ring once or twice before the *Wanderer* rings.
- » A screened transfer call rings as an internal call until the supervising party hangs up, then it changes to an external signal.

14 LED Indicators

Using Your New Wanderer

#### **LED Indicators**

The LED indicators on the charging base function as follows:

Power ... lights when the base is properly plugged in

Talk ... lights during an active call

Call ... pulses when the Pager Call button is activated Charger ... lights when handset is resting properly in base

## **LCD Displays**

The following examples show each calling mode and call status that could appear on your *Wanderer* display screen.

First group of LCDs -- displays you might see "while the Wanderer and the Keyset are both idle".

Second group of LCDs -- displays you might see on the *Wanderer* when it is idle, but while "the associated keyset" is being used.

Active Call LCD -- You will see this display whenever you are on a call.

TAL	K
X X X	XXXX

### Wanderer Displays ... while Wanderer & Keyset are idle

ACD/UCD LOGON (Primary & Secondary)

STA	XXXX
PXXXX	S X X X X

ACD/UCD CALLS IN QUEUE DISPLAY

X X X X	CIQ:CC	
AGENT	(S):XX	

ACD/UCD UNAVAILABLE STATUS



CALL BACK BY A STATION

CALL	ВАСК
FROM	X X X X

CALL FOR A STA (Call Coverage)

CALL	FOF	}
STA	XXXX	(

CALL FROM A STA - direct CALL FROM A STA - via another Sta (Sta # or Name displays)

CALL		F	R	ОМ
STA	Χ	Χ	Χ	Χ

CALL FWD (ALL) TO ACD/UCD GRP

FORWARDED TO UCD XXXX

CALL FWD (ALL) TO HUNT GRP

FORWARDED TO HUNT XXXX

CALL FWD (ALL) TO A STA - (name or #)

FORWARDED TO

CALL FWD (ALL) TO VOICE MAIL

FORWARDED TO VOICE MAIL

CALL FWD (BSY/NA) TO ACD/UCD GRP

BSY/NA FWD UCD XXXX

CALL FWD (BSY/NA) TO HUNT GRP

BSY/NA FWD HUNT XXXX

CALL FWD (BSY/NA) TO A STA

BSY/NAFWD STAXXXX

CALL FWD (BSY/NA) TO VOICE MAIL

BSY/NA FWD VM XXXX

CALL FWD (BUSY) TO ACD/UCD GRP

BUSY FWD TO UCD XXXX CALL FWD (BUSY) TO HUNT GRP

BUSY FWD TO HUNT XXXX

CALL FWD (BUSY) TO A STA

BUSY FWD TO STA XXXX

CALL FWD (BUSY) TO VOICE MAIL

BUSY FWD TO VM XXXX

CALL FWD (NO ANS) TO ACD/UCD GRP

N/A FWD TO UCD XXXX

CALL FWD (NO ANS) TO HUNT GRP

N/A FWD TO HUNT XXXX

CALL FWD (NO ANS) TO A STA

N/A FWD TO STA XXXX

CALL FWD (NO ANS) TO VOICE MAIL

N/A FWD TO VM XXXX

CALL FWD TO REMOTE DEVICE #

FWD TO RDN XXXX

CALL TRANSFERED FROM (Sta # or 7-digit name)

XFR FROM STA XXXX 16 LCD Displays

Using Your New Wanderer

CO LINE NUMBER IS RECALLING

LINE XXX RECALLING

DO NOT DISTURB - You are in DND

STA IN DND

IDLE DISPLAY - Sta # format

STA XXXX

IDLE DISPLAY - Sta # & Name format

STA XXXX nnnnnnn

INCOMING CO LINE CALL (brief initial indication)

RINGING

INCOMING CO LINE CALL (Name or Number info, if available)

NAME/NUMBER LINE RINGING

LINE HOLDING - You are holding a CO Line XXX (Excl Hold must be priority)

LINE HOLDING LINE XXX

**MESSAGES WAITING** 

MSG: XXXX XXXX XXXX

NAME/NUMBER FORWARD RING

NAME / NUMBER FORWARD RING OFF-HOOK VOICE OVER ANNOUNCEMENT FROM A STA

> ANNOUNCE FROM XXXX

PAGE FROM A STATION

PAGE FROM STA XXXX

**QUEUE CALLBACK** 

QUE UE C A L L B A C K

QUEUE FOR A LINE NUMBER

QUEUE FOR LINE XXX

STA & HUNT GRP ASSOCIATION

STA XXXX HUNT XXXX

TRANSFER RECALL

RECALL FROM

VOICE MAIL MSGS IN QUEUE (analog - # of NEW VM msgs)

NEW VM MSGS XXX

VOICE MAIL MSGS IN QUEUE (digital - # of ALL VM msgs)

V M MESSAGES XXX-XXX-XXX

### Wanderer Displays ... while using Keyset

ACD/UCD CIQ - Keyset on CO Line Call ACD/UCD CIQ - Keyset on Internal Call (with incoming calls)

ACD/UCD STATUS - Code 567 dialed at keyset to display group status

UCD XXXX CALLS IN QUE

CALL FWD - OFF-NET

FWD OFF NET LINE XXX

CALL TO STA (CO) - call in progress

STA XXXX LINE XXX

CALL TO STA (CO) - that you picked up CALL TO STA (INT) - prior to pickup CALL TO STA (INT) - that you picked up CALL TO STA - picked up by other Sta CALL TO STA - via ACD/UCD Group CALL TO STA - via Hunt Group

CALL TO STA XXXX

CALL TO VM VIA VOICE MAILBOX #

CALL TO VM VIA XXXX

CAMP ON BY A STATION

CAMP-ON BY STA XXXX **CONFERENCE CALL** 

CONFERENCE

DO NOT DISTURB - Called Sta is in DND (Sta # or 7-digit name)

DND STA XXXX

FORWARDED TO A STA - Your call to another destination (by Sta #)

FORWARDED TO STA XXXX

**IN-PROGRESS CALL INDICATION** 

LINE XXX

LEAST COST ROUTING

LCR

LEAST COST ROUTING QUE CALLBACK

LCR QUEUE CALLBACK

MESSAGES - 1st 12 digits (code 633)

ABCDEFGHIJKL

18 LCD Displays

Using Your New Wanderer

OFF-HOOK VOICE OVER ANNOUNCE TO ANOTHER STA

ANNOUNCE TO STA XXXX

OUT OF SERVICE (called Sta is OOS)

STA XXXX OUT OF SVC

PAGE - ALL CALL (from Wanderer)

ALL CALL PAGE

PAGE - External Zones (All)

EXTERNAL ALL CALL PAGE

PAGE - External Zone number

EXTERNAL PAGE ZONE XX

PAGE - Internal Zones (All)

INTERNAL ALL CALL PAGE

PAGE - Internal Zone number

INTERNAL PAGE ZONE XX

QUEUE FOR A GROUP NUMBER

QUEUE FOR GROUP XX **RECORDING MODE** 

RECORDING

**RECORDING SETUP** 

R E C O R D I N G S E T U P

RECORDING UNAVAILABLE

R E C O R D I N G U N A V A I L A B L E

**SCREENING MODE** 

SCREENING

**SCREENING RING MODE** 

S C R E E N I N G R I N G

STATION MONITORING

MONITORING STA XXXX

VOICE MAIL - Call to Voice Mail

CALL TO VOICE MAIL

VOICE MAIL - Forward to VM via Sta #

FWD TO VM VIA STA XXXX

# **Frequently Asked Questions**

Answers to some common questions have been addressed in the following table:

Question	Answer		
After I plug the adapter into a wall outlet and the charging base, why don't I have power, or the LED light up?	Verify the following:  ☐ Ensure the switch on the bottom of the handset is in the ON position.  ☐ If you own a 900 MHz Wanderer, make sure its adapter was not used by mistake. It is not compatible with the 2.4 GHz model.		
Why doesn't the handset charge?	Check the contacts and battery pack:  Ensure that the contacts on both the charger base and the handset are in contact during charging. The contacts my need to be cleaned with an alcohol-moistened cloth.  The Ni-MH battery pack may need to be totally discharged, before a full charge is possible.		
Why can't I make a call from my Wanderer? When I press the ON/OFF button to make a call, the LCD indicates Searching, beeps 3 times and displays my Station Number.	The Wanderer cannot locate its charging base for one of the following reasons:  ☐ Out of range ☐ Charging base power unplugged ☐ Incoming call		
Why doesn't the Wanderer ring when it is out of the charging base?	There are several reasons why the Wanderer may have stopped ringing:  ☐ The handset may be out of range or turned OFF.  ☐ Check H-T-P settings on the wired telephone for Hands-Free mode. The telephone must be in Tone Mode for Wanderer to ring.  ☐ If "Distinctive Ringing" on the wired telephone is set to Type 36 (no ring), Wanderer LCD displays ringing, but no tone is heard.		

20 LCD Displays

# Frequently Asked Questions

Question	Answer	
Why can't l initiate a conference call?	Contact your System Administrator to confirm "Conference" feature is enabled.	
When I try to assign my display telephone to the CKTU mode, why doesn't the Wanderer display update with digital keyset information?	Confirm software version.  Version 1.11 or greater for XTS systems, or version 4.11 or higher for other Vodavi key systems, must be installed to enable CKTU mode and use the <i>Wanderer</i> .	
Why do I hear another call on the line or experience radio frequency interference (chattering or hum) while on a call?	There is frequency interference for one of the following reasons:  ☐ The handset rechargeable Ni-MH battery pack may need charging.  ☐ Outside normal operating range. Move closer to the charging base.  ☐ Within 20 feet of a working microwave.	
Why doesn't the Wanderer have dial tone or no longer rings?	Verify each of the following conditions:  ☐ Check that the telephone line connectors are fully pushed into the unit until they click.  ☐ Check the Ni-MH battery pack connection inside the battery compartment of the handset.  ☐ If there was a power failure or the charger base was unplugged, replace handset on charging base for 2-5 seconds. This will reset the system.  ☐ Ensure that the handset and charger base are registered to each other. If not, the handset cannot connect to the phone line to dial out.  (Refer to "Initialize Handset to Charging Base" on page 4.)	
Why do I sometimes receive an audible beeping tone at five-second intervals, sometimes followed by a call disconnect?	One of the following could apply:  ☐ Audible tone at 5-second intervals indicates an out-of-range status.  ☐ Move the Wanderer back within range and the beeping will cease.  ☐ A call could disconnect if the Wanderer is out-of-range for more than 15-20 seconds.	



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Part Number: 9018-10