

DECT 521
DECT 525

User manual



**Charge the handset(s) 24 hours
before use.**

PHILIPS

Quick start guide

The **LEFT & RIGHT keys**   allow you to browse through the menus and submenus.

Press  to select a menu or an option and validate a setting.

Answer/end a call

Press  to answer a call; Press  to end a call.

Make a call

Predial number &  or  and dial number

Read Call log

Press  and browse  .

Redial a number

Press  and browse   and .

Call from phonebook

Press , browse   through the list and .

Add a name in the phonebook

Predial number and press  scroll   to **Store** and press , enter the name and press .

Adjust the earpiece volume during a call

Use the  or  keys to increase or decrease the volume.

Adjust the handset loudspeaker volume

During a handsfree call, use the  or  keys to increase or decrease the volume.

Mute and unmute the microphone

During a call press  to select **Options**, press  to select **Mute**. Press to select  **End mute**

Transfer a call/Intercom (if there are at least 2 handsets)

Press  + number phone

Read an event

Press  to select **View**

Set the date and time

Press  to enter the carousel, browse   to reach **Handset** and press , scroll to **Date and time** and press . Press  to select **Set date** and enter the current date, press . Scroll to **Set time** and enter the current time, press .

Set the handset external ring tone

Press  to enter the carousel, browse   to reach **Sounds** and press , press  to select **Handset ring tones**. Press  to select **External ring tone**. Browse through the list to hear the ring tones and press  to select your ring tone

Activate/deactivate the answer machine

Press  on the base station to switch the answer machine **ON** or **OFF**

Configuration mode for Singapore / South Africa

Thank you for choosing Philips for your home communications.

Before using your DECT 521/525 we invite you to configurate it according to the country you live in.

Install the batteries. After a few minutes of charge, the configuration screen appears.

Press  and scroll   to browse through the different countries.

Press  to select the configuration that suits you.

Your phone is ready to be used.

See page 54 if you need to re-configure you DECT 521/525.

DECT 521/DECT 525 Handset

Phonebook / Right key

- Press to access the phonebook from idle mode.
- Press to move through the menus and options in menu screen.

OK key

- Press to enter the carousel menu
- Press to validate your choice

Call log / Left key

- Press to access the call log from idle mode.
- Press to move through the menus and options in menu screen.

Talk key

- Press to make or answer a call

Keypad lock & Editing

- Short press to insert *
- Long press to lock/unlock the keypad in idle mode
- Long press to insert R (in between-digit pause) when dialling
- Long press to enter multitap system or Eaton[®] editor when entering text
- A short press to change the letter when editing in Eaton[®].

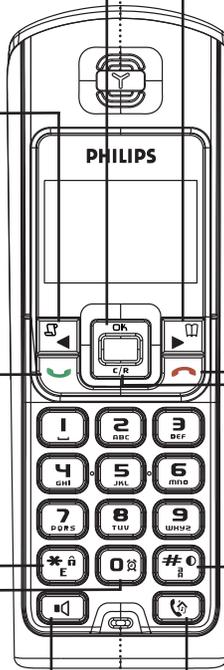
Alarm clock

- A short press to dial 0
- A long press to activate/deactivate the alarm clock

Loudspeaker*

- Short press to take the line or to activate the handset loudspeaker during a call

Earpiece



End key

- Press to end a call

Clear/Recall

- Short press to correct a digit when predialling or a character when editing
- Short press to go back one menu when browsing through the menus
- Short press to use operator services during a call
- Long press to delete several digits or a whole text in once
- Long press to return to idle mode when browsing through the menus

Do not disturb & case mode

- Short press to insert # when dialling
- Long press to activate/deactivate the "Do Not Disturb" mode
- Long press to insert a pause (P) when dialling
- Press to switch case mode when editing

Call transfer/Intercom

- Short press to initiate or cancel internal call
- Short press during internal call to transfer the call or switch between internal call and External call
- Short press to answer an internal call or to release an internal call

Microphone

***Warning :** Handsfree activation could suddenly increase the volume in the earpiece to a very high level. Make sure the handset is not too close to your ear.

Icons on the handset display

The display gives information about the operation of your telephone

On first use, it is sometimes necessary to wait for a few minutes of charge before seeing icons on the display.



When charging, the battery bars scroll from empty to full status.

When the handset discharges, the battery shows the status :

Full , 2/3 , 1/3  and empty .



The answer machine is activated (DECT 525). **When blinking**, this symbol indicates that there is a new message on the answer machine or on the operator voice mailbox. **When fast blinking** it shows that the answer machine is full.



The ring tone is deactivated.



An external call is in progress. **When blinking**, this symbol indicates that there is an incoming external call in progress or that the line is already busy.



An internal call is in progress. **When blinking**, this symbol indicates that there is an incoming internal call.



The handset loudspeaker is activated. **When blinking**, this symbol shows that the base loudspeaker is activated (only for DECT 525).

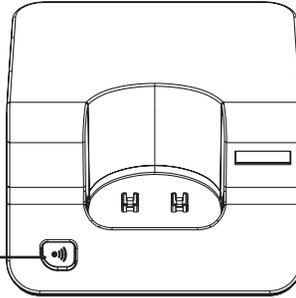


The SMS function is activated. **When blinking**, this symbol indicates that a new SMS has been received. **When fast blinking**, it indicates that the SMS memory is full.



The handset is registered and in range of the base. **When blinking**, this symbol indicates that the handset is not registered to the base.

Base station DECT 521



Paging key

The paging key enables you to locate a missing handset. Press the key until the handset starts to ring. Once retrieved, press any key on the handset to end paging.

Base station DECT 525

Loudspeaker (only for ring tones and answerphone messages)

New message indicator

When blinking, it indicates that there is a new message.

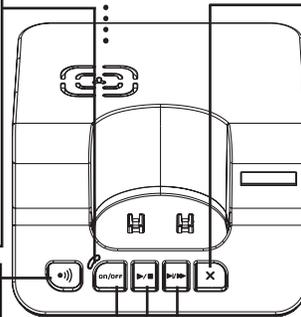
When fast blinking, it indicates that the answer machine memory is full.

Paging key

Press to locate all handsets

ON/OFF key

Press to switch the answer machine ON or OFF



Delete key

Short press to delete current message

Long press to delete all the messages (except unread ones)

Skip/Fast forward key

Short press to go to the next message while listening

Long press to fast forward the current message while listening

Play/Stop key

Short press to play new message

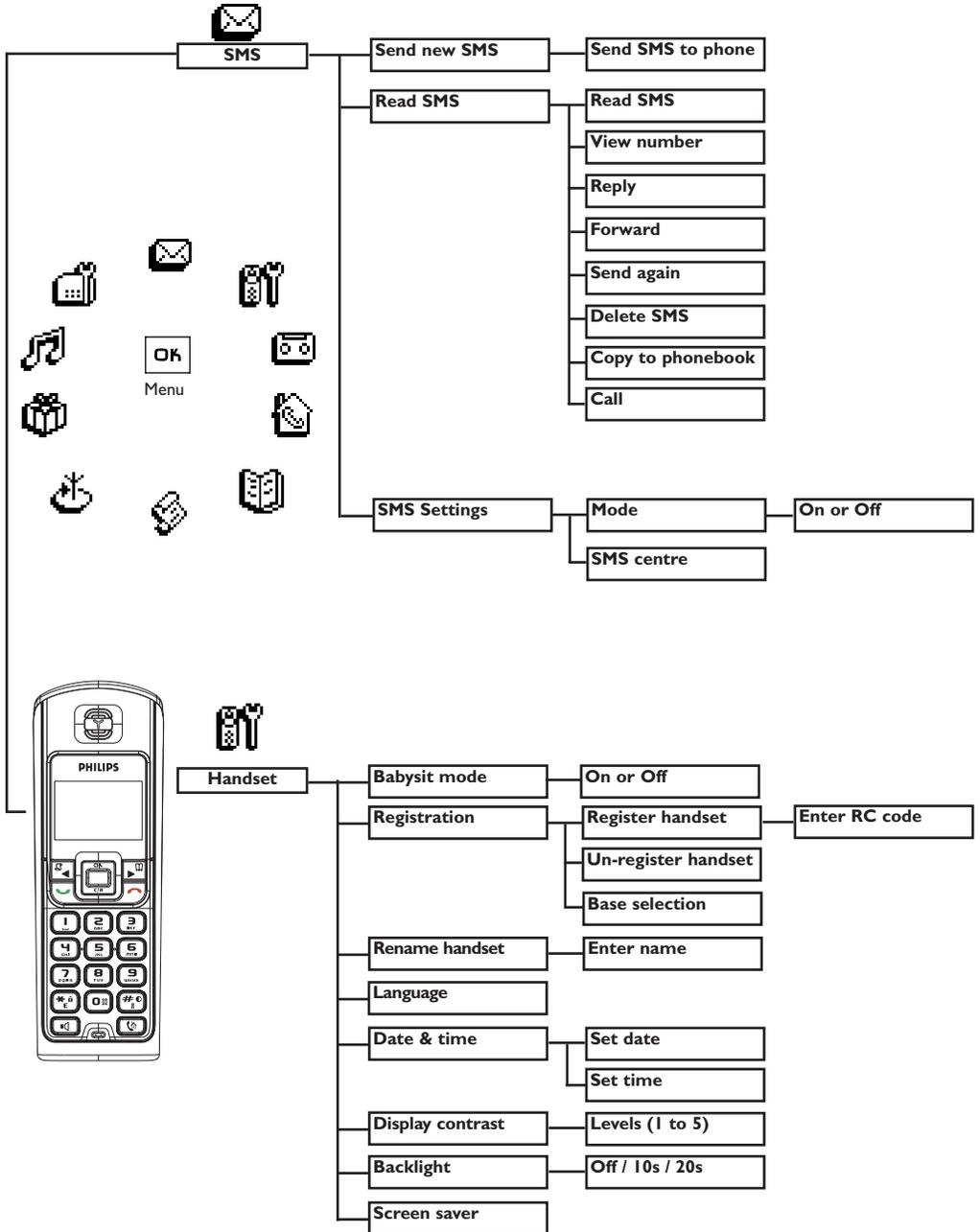
Short press to stop a message while listening to it

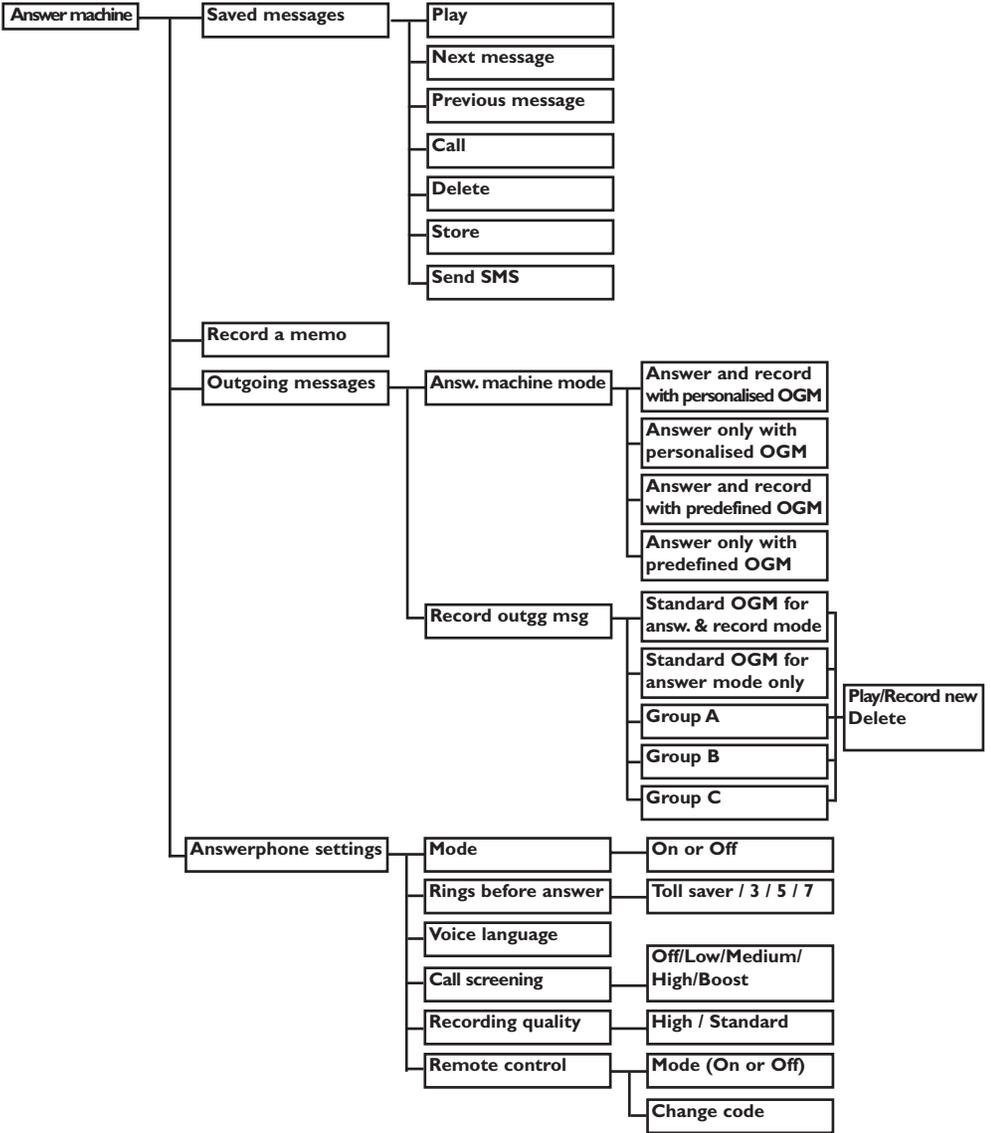
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Menu structure

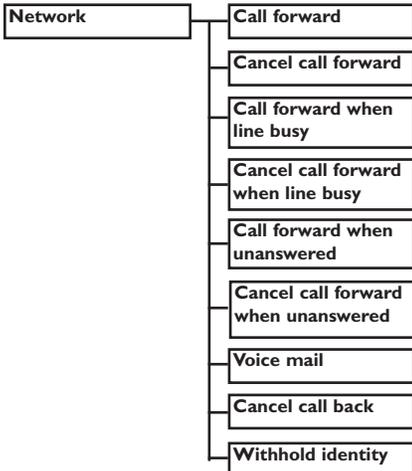
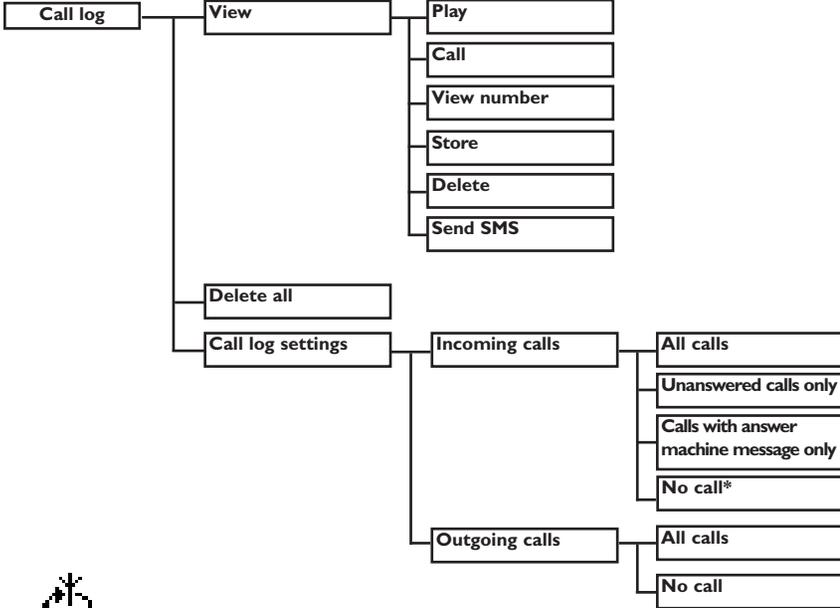
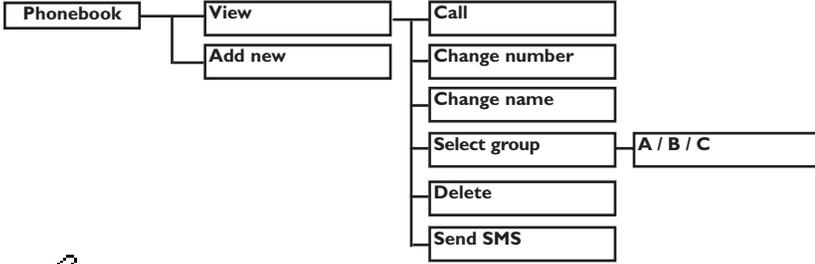
By using the left  and right  keys, you can scroll through the menus.

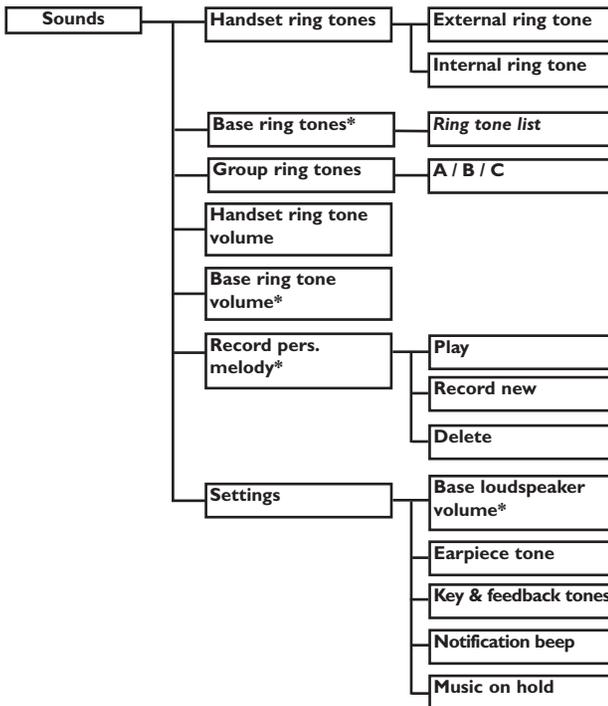
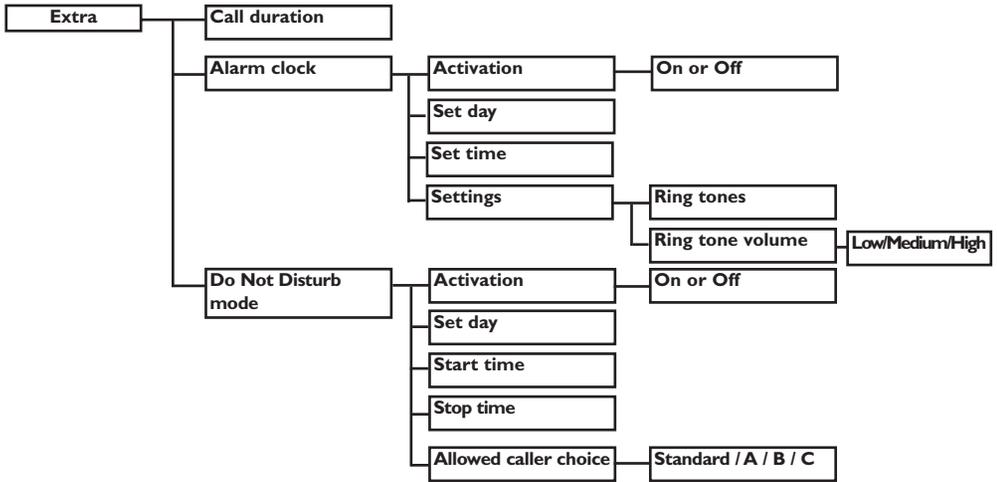


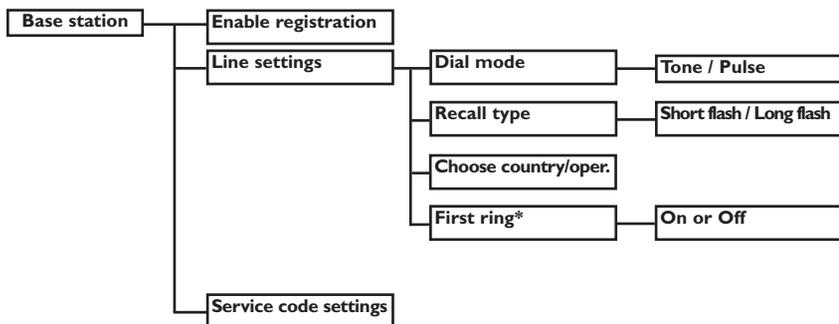


Play/Record new
Delete









Safety information

This equipment is not designed to make emergency calls when the power fails. An alternative has to be made available to allow emergency calls.

Conformity

This product can only be connected to the analogue telephone network of Singapore, South Africa, Turkey and Russia.

Power requirements

This product requires an electrical supply of 220-240 volts, alternating monophased power, excluding IT installations defined in standard EN 60-950. In case of power failure, the communication can be lost.

Warning !

The electrical network is classified as hazardous according to criteria in the standard EN 60-950. The only way to power down this product is to unplug the power supply from the electrical outlet. Ensure the electrical outlet is located close to the apparatus and is always easily accessible.

Telephone connection

The voltage on the network is classified as TNV-3 (Telecommunication Network Voltages), as defined in the standard EN 60-950.

Safety precautions

Do not allow the handset to come into contact with water. Do not open the handset or the base station. You could be exposed to high voltages. Do not allow the charging contacts or the battery to come into contact with conductive materials.

Environmental care

Please remember to observe the local regulations regarding the disposal of your packaging materials, exhausted batteries and old phone and where possible promote their recycling.

Declaration of conformity

We,
PHILIPS Consumer Electronics
Route d'Angers
72081 Le Mans Cedex 9
France

Declare that the products DECT521xx and DECT525xx are in compliance with ANNEX III of the R&TTE-Directive 1999/5/EC and then with the following essential requirements:

Article 3.1 a : (protection of the health & the safety of the user)

Safety : EN 60950-1 (10/2001)

SAR : EN 50371 (2002)

Article 3.1 b : (protection requirements with respect to electromagnetic compatibility)

EMC : ETSI EN 301 489-6 V1.2.1 (08/2002) & ETSI EN 301 489-1 V1.4.1 (08/2002)

Article 3.2 : (effective use of the radio spectrum)

Radio : EN 301 406 V1.5.1 (2003)

The presumption of conformity with the essential requirements regarding Council Directive 1999/5/EC is ensured.

Date : 04/03/2005

Le Mans



Product Quality Manager
Home Communication

Using GAP standard compliance

The GAP standard guarantees that all DECT™ GAP handsets and base stations comply with a minimum operating standard irrespective of their make. Your DECT 521/525 handset and base station are GAP compliant, which means the minimum guaranteed functions are : register a handset, take the line, receive a call and dial. The advanced features may not be available if you use another handset than a DECT 521/525 with your base station.

To register and use your DECT 521/525 handset with a GAP standard base station of a different make, first follow the procedure described in the manufacturer's instructions, then follow the procedure page 27.

To register a handset from another make to the DECT 521/525 base station, place the base station into registration mode (page 27), then follow the procedure in the manufacturer's instructions.

Philips has marked the battery and packaging with standard symbols designed to promote the recycling and appropriate disposal of your eventual waste.

 A financial contribution has been paid to the associated national recovery & recycling system.

 The labelled packaging material is recyclable.

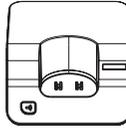
DECT™ is a Trade Mark of ETSI registered for the benefit of the implementers of the DECT technology.

Installing the DECT 521/525

Unpacking your DECT 521

The DECT 521 package contains:

One DECT 521 base station



One DECT 521 handset



NiMh 2HR
AAA 650 mAh
rechargeable
batteries



A user guide



A guarantee



A power supply



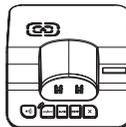
A line cord



Unpacking your DECT 525

The DECT 525 package contains:

One DECT 525 base station



One DECT 525 handset



NiMh 2HR
AAA 650 mAh
rechargeable
batteries



A user guide



A guarantee



A power supply



A line cord



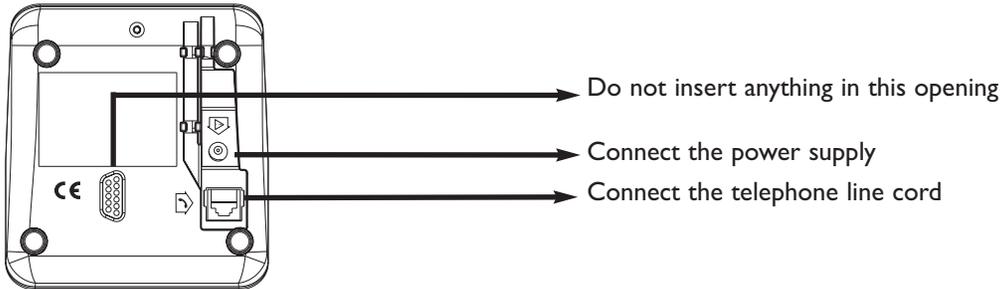
In DECT 521 and DECT 525 multi-handset packs, you will also find one or more additional handsets, chargers with their power supply and additional rechargeable batteries.

Installing the base station

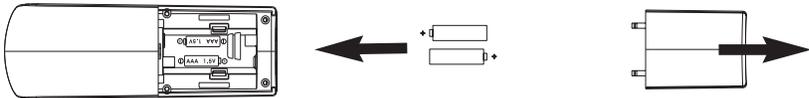
Situate your product close enough to the telephone and mains power sockets so that the cables will reach. To properly install the base station, plug the line cord and the power cable into the base station. Plug the cord and the cable into the wall. A beep indicates that the phone is properly installed (only available for DECT 525). If you have a broadband DSL Internet Installation, please make sure you have one DSL filter plugged directly on each line socket used in the house and check the modem and the phone are plugged in the correct filter slot (one specific for each).

Warning! The electrical network is classified as dangerous according to criteria in the standard EN 60-950. The only way to power down this product is to unplug the power supply from the electrical outlet. Ensure the electrical outlet is located close to the apparatus and is always easily accessible. Please take care that the power supply and telephone line are connected to the correct sockets as incorrect placement could damage your equipment.

Warning! Always use the cables provided with the product.



Installing and replacing the batteries in the handset



To insert the batteries, open the battery cover, place the batteries as indicated and put the battery cover back. When the handset is placed on the base station the 3 battery bars scroll (if charge is needed). Allow the handset to charge for 24 hours to reach full charge. On first use it may be necessary to wait for a few minutes before seeing symbols on the display.

In case you need to change the batteries, the following type is mandatory 2HR AAA NiMh 650 mAh.

Warning: the base station must always be plugged into the mains when charging or when in use. Always use rechargeable batteries.

The warranty shall not apply to the batteries and any other components within limited lifetime and wear.



Battery life and range

Optimal battery life is reached after 3 cycles of complete charge & discharge. When reaching the range limit and the conversation becoming crackly, move closer to the base. To reach optimal range, place the base station away from electrical appliances.

Battery life in standby mode	Battery life in communication	Indoor range	Outdoor range
up to 300 hours	up to 15 hours	up to 50 metres	up to 300 metres

Introduction

Philips screen saver

After 2 minutes of inactivity, the screen saver is displayed:

You can deactivate it (see p.29)

PHILIPS

Idle mode

In idle mode, the DECT 521/525 display shows various information:

- The date & time, the name of the handset and the instructions to access the menu.

- Missed calls , new SMS  or new messages  (answer machine) or network voice-mailbox message , if any.

- “Do Not Disturb” mode , and the alarm clock , if activated.

To activate/deactivate these functions press  or 

Understanding the menu system



To access the carousel menu from idle mode, press . The carousel represents a loop of icons that gives access to the different first level menus.

Scroll left or right   to reach the desired menu and press  to select.

The sub menus are listed and represented by little squares  at the bottom of the display. To reach one particular sub-menu use the  and  keys and press  to validate your choice.

A “tick”  shows the selected sub-menu or option. The  shows the option you are browsing.

Note: some menus are also directly accessible via a dedicated key on the keypad like the Intercom with , the phonebook with  and the call log with .



How to navigate in the menus



Press to access the carousel menu

Scroll to **Sounds**, and press  to select

Scroll to **Handset ring tone vol.** and press  to select

The current level is heard, browse   to hear other levels

Browse through the levels and select one with 

Basic principles

To make and to answer a call

Pre dialling



Dial the number



Make the call

Direct dialling



Press the key



Dial the number

Answer a call

When ringing



Take the line

To call from the phonebook



Press to directly access **Phonebook**

Choose a name in the list

Make the call or press  to select **Call** in the options

To store a name from predial



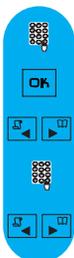
Dial the number

Press to enter the options

Scroll to **Store** and press  to select

Enter the name and press 

To store an SMS



Dial the number

Press to enter the options

Scroll to **Send SMS** and press  to select

Enter the text and press 

Scroll to **Store** and press 

Redial from call log



Press to directly access **Call log**.

Choose an entry in the list

Make the call or press  to select **Call** in the options

In call features

During an external call, some other options are available. Press  to enter **Options**.

To mute the handset microphone



Press to enter **Options**

Press to select **Mute** (the caller can no longer hear you)

Press again to resume the conversation (**End mute**)

Intercom (available only if you have at least two handsets)

During an external call, you can use the intercom in-call option to call another handset and for example transfer the call to this handset.



Press to enter **Options**

Scroll to **Intercom** (the caller can no longer hear you)

If there is only one additional handset it rings automatically, otherwise select a handset from the list.

Press **Transfer** when the second handset has taken the line.

Other options are available such as **Switch** and **Conference call** (see page 38).

To record a conversation (DECT 525 only)



Press to enter **Options**

Scroll to **Record** and press  to select

To listen to the conversation, go to the call log menu or the messages list by pressing the call log  key.

To switch the handset loudspeaker ON/OFF

Press  to activate or deactivate the handset loudspeaker

Warning : Handsfree activation could suddenly increase the volume in the earpiece to a very high level. Make sure the handset is not too close to your ear.

To increase/decrease the handset & earpiece/loudspeaker volume during a call



Press  to increase or  to decrease the volume when on line

There are 5 volume levels available. The last setting is stored for the next calls.

To access the phonebook or the call log during an external call

Press  to enter the options. Scroll to **Phonebook** or **Call log** and press  to select

Caller Line identification and Call waiting

If you subscribe to the Call waiting service, a beep in the earpiece informs you of a second incoming call. The name or number of the second caller may be displayed if you also subscribe to Caller Display service. To answer that second call, use  +  (according to your network, the code may be different). Please contact your network provider for more details.

Case mode

By default, the first letter of a sentence is in upper case. Use  to change the case mode:

- all letters in upper case (AB)
- all letters in lower case (ab) or
- the first letter in upper case and the rest of the word in lower case (Ab).

Punctuation and mathematical marks are available through  and  while other special characters are also available on  (see table page 21).

Use the left & right keys   to move the cursor left or right. Press  to delete a character ; a long press deletes the whole text.

DECT 521/525 uses two editing systems : Multi-tap and Eatoni[®]. While editing, a long press on  enables you to switch between the two systems.

The standard multi-tap system

This system allows you to enter the text character by character, pressing the corresponding key as many times as necessary to reach the desired character.

The Eatoni[®] system is a predictive editing system designed to help you to write an SMS. A little E in the header helps you to know the mode you are using.

Eatoni[®] is a word editor that chooses the most probable letter.

The operation of the Eatoni[®] system is the following:

Press the key that displays the character you want to edit. The character that is most likely to be correct is displayed on the screen. If it does not match the expected letter, press  to display the next most probable character available on the key.

Let's compare Multitap and Eatoni[®] systems to write "Peter".

To write "Peter" with multi-tap

Press  once : P

Press  twice : Pe

Press  once : Pet

Press  twice : Pete

Press  three times : Peter

Keypad Keys	Multi-tap Sequence
1	[space] @ _ # = < > () & € £ \$ ¥ [] { } □ §
2	a b c 2 à ä ç å æ
3	d e f 3 è é Δ φ
4	g h i 4 ì Γ
5	j k l 5 Λ
6	m n o 6 ñ ò ö
7	p q r s 7 ß Π θ Σ
8	t u v 8 ù ü
9	w x y z 9 φ Ω Ξ Ψ
0	. 0 , / ; " ' ! ; ? ; * + - % \ ^ ~

To write "Peter" with Eatoni[®]

Long press  to activate Eatoni[®]

Press 

Press  to change character

Press 

Press 

Press 

Press 

Press  to validate the name

Eatoni[®] & LetterWise are trademarks of Eatoni Ergonomics, Inc. and used by Philips under license.



- Send new SMS
- Read SMS
- SMS settings

Important information are also available on the SMS leaflet in the box

SMS stands for Short Message Service. To benefit from this service you must subscribe to the Caller Line Identification Service (CLI) together with the SMS service from your network provider. SMS can be exchanged with a phone (mobile or compatible fixed lines) provided the receiver has also subscribed to the CLI & SMS services.

Your DECT 521/525 factory settings correspond to the main national operator. If you wish to send or receive SMS through another service provider you must set the corresponding numbers (see page 26 and the SMS leaflet).

Send new SMS

To send an SMS to a phone

-  Press to enter the carousel menu
-  Press to select **SMS**
-  Press to select **Send new SMS**
-  Enter the phone number directly and press  or press  to retrieve the number from the **Phonebook**
-  Enter the text and press  (see page 20)
-  Press to select **Send now**, otherwise
-  if you want to store your SMS, scroll to **Store** and press  to select. The SMS stored can be later retrieved from **Read SMS**

The sent SMS can be up to a maximum of 160 characters long. The special characters €,] and [count for 2. The DECT 521/525 can store 60 SMS.



Read SMS

The SMS list contains the stored and received SMS.

The received SMS are shown by and the stored SMS are shown .

To read an SMS/to view the number



Press to enter the carousel menu



Press to select **SMS**



Scroll to **Read SMS** and press to select



Browse the list of SMS and select with



Press to select **Read SMS**



or scroll to **View number** and press

When reading the list of received SMS, some options are only available for SMS received from a phone. Those options are **Reply**, **Forward**, **Copy to phonebook**, **Call** and **View number**. The options **Reply** and **Copy to phonebook** use the sender's own sub-address.

To reply to an SMS



Press to enter the carousel menu



Press to select **SMS**



Scroll to **Read SMS** and press to select



Browse the list of SMS and select with the one you want to reply to



Scroll to **Reply** and press to select



Enter the text and press



Press to select **Send now**



To forward an SMS

OK

Press to enter the carousel menu

OK

Press to select **SMS**



Scroll to **Read SMS** and press to select



Browse the list of SMS and select with the one you want to forward



Scroll to **Forward** and press to select



Enter the number and press

You can modify the text if necessary or press

OK

Press to select **Send now**

To send again

OK

Press to enter the carousel menu

OK

Press to select **SMS**



Scroll to **Read SMS** and press to select



Browse the list of SMS and select with the one you want to send again



Scroll to **Send again** and press

To delete an SMS

OK

Press to enter the carousel menu

OK

Press to select **SMS**



Scroll to **Read SMS** and press to select



Browse the list of SMS and select with the one you want to delete



Scroll to **Delete SMS** and press

OK

Press to confirm



To copy a number to the phonebook

OK

Press to enter the carousel menu

OK

Press to select **SMS**



Scroll to **Read SMS** and press **OK** to select



Browse the list of SMS and select with **OK**



Scroll to **Copy to phonebook** and press **OK** to select



Enter the name and press **OK**

To call from the SMS list

OK

Press to enter the carousel menu

OK

Press to select **SMS**



Scroll to **Read SMS** and press **OK** to select



Browse the list of SMS and select with **OK**



Scroll to **Call** and press **OK** to select or make the call 

SMS settings

To set the SMS mode

If there are 2 SMS-enabled phones on your telephone line, you will have to deactivate the SMS feature on 1 of the devices.

OK

Press to enter the carousel menu

OK

Press to select **SMS**



Scroll to **SMS settings** and press **OK** to select

OK

Press to select **Mode**

OK

Press to select **On** or scroll to **Off** and press **OK**



To choose by default an SMS centre

OK

Press to enter the carousel menu

OK

Press to select **SMS**



Scroll to **SMS settings** and press **OK** to select



Scroll to **SMS centre** and press **OK**, choose an SMS centre

OK

Press to select **Choose by default**

To set the SMS centre number(s)

The SMS are sent through a centre. To receive an SMS from another operator, you must set the corresponding numbers.

OK

Press to enter the carousel menu

OK

Press to select **SMS**



Scroll to **SMS settings** and press **OK** to select



Scroll to **SMS centre** and press **OK** to select



Choose an SMS centre and press **OK** to select



Scroll to **Edit incoming number** and press **OK** to select



Enter the number and press **OK**



Scroll to **Edit outgoing number** and press **OK** to select



Enter the number and press **OK**



Handset

- Babysit mode
- Registration
- Rename handset
- Date & time
- Language
- Display contrast
- Backlight
- Screen saver

Babysit mode

if there are at least 2 handsets

This feature allows you to monitor the baby's room. Place the handset in the room to be monitored and you will hear the noise coming from the room on the additional handset.

To activate/deactivate the babysit mode



- Press to enter the carousel menu
- Scroll to **Handset** and press **OK** to select
- Press to select **Babysit mode**
- Select **On** or scroll to **Off** and press **OK** to confirm

An intercom is necessary to monitor the room (see page 37).

Note: during an intercom, you can still answer a call or make a call with the handset

Registration

Up to 6 handsets can be registered to the base station. One handset can be registered to 4 base stations.

Warning: If you wish to associate non Philips handsets to the DECT 521 or DECT 525 base station, make sure that this handset is GAP compliant otherwise it will not operate properly (see p 14).

To register a handset

Unplug and plug back in the mains lead to put the base in registration mode and start the following procedure immediately after that.



- Press to enter the carousel menu
- Scroll to **Handset** and press **OK** to select
- Scroll to **Registration** and press **OK** to select
- Press to select **Register handset**
- Enter the 4-digit RC code written on the sticker placed under the base station and press **OK**

To unregister a handset



- Press to enter the carousel menu
- Scroll to **Handset** and press **OK** to select
- Scroll to **Registration** and press **OK** to select
- Scroll to **Un-register handset** and press **OK** to select
- Choose the handset to un-register from the list and press **OK**
- Enter the 4-digit RC code and press **OK**

Note: should you have your handset serviced alone, please make sure it is un-registered from the base station before taking it back to the repair centre.



To select a base station

Each DECT 521/525 handset can be used with up to 4 base stations.

To use a handset with another base station, the handset must be first registered to that base station.



Press to enter the carousel menu

Scroll to **Handset** and press to select

Scroll to **Registration** and press to select

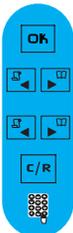
Scroll to **Base selection** and press to select

Choose the base station from the list and press

Warning: the handset will automatically operate with the last base station to which it was registered. If the handset is out of range, it will automatically search for another base station from the list.

Rename handset

To rename a handset



Press to enter the carousel menu

Scroll to **Handset** and press to select

Scroll to **Rename handset** and press to select

Long press to delete the current name

Enter the name and press

Language

To change the language of the display



Press to enter the carousel menu

Scroll to **Handset** and press to select

Scroll to **Language** and press to select

Browse through the list and select with

Date & time

To set the date and time



Press to enter the carousel menu

Scroll to **Handset** and press to select

Scroll to **Date & time** and press to select



OK

Select **Set date**



Enter the current date and press



Scroll to **Set time** and press to select



Enter the current time and press

Warning: If your phone is connected to an ISDN line through an adaptor, the date & time may change after each call. Please check the date & time settings in your ISDN system. Please contact your network provider (see FAQ p.55).

Display contrast

To set the display contrast

OK

Press to enter the carousel menu



Scroll to **Handset** and press to select



Scroll to **Display contrast** and press to select



Browse through the levels and select with the appropriate one

Backlight

To set the display backlight duration or deactivate it

OK

Press to enter the carousel menu



Scroll to **Handset** and press to select



Scroll to **Backlight** and press to select



Browse through the durations **Off / 10 seconds / 20 seconds** and select with

Screen saver

After 2 minutes of inactivity, the screen saver is displayed. You can choose to activate or deactivate it

To activate or deactivate the screen saver

OK

Press to enter the carousel menu



Scroll to **Handset** and press to select



Scroll to **Screen saver** and press to select

OK

Press to select **On** or scroll to **Off** and press



Answer machine

- Saved messages
- Record a memo
- Outgoing messages
- Answerphone settings

The DECT 525 includes an answer machine that records the calls when it is activated. You can reach the answer machine from the base station or the handset.

By default, the answer machine is activated. It can store up to 25 messages within the maximum recording time of 30 minutes. A message can be up to 3 minutes long.

To switch the DECT 525 Telephone Answer Machine ON/OFF

From the handset



Press to enter the carousel menu



Scroll to **Answer machine** and press to select



Scroll to **Answerphone settings** and press to select



Press to select **Mode**



Press to select **On** or scroll to **Off** and press

From the base station

A press on activates or deactivates the answer machine. Once activated, the red indicator is lit.

Saved messages

You can listen to new or saved messages via the handset or the base station.

To listen to new message(s) via the handset

The display shows that there is 1 or more new message(s) ().

Press to view.

The message is automatically played.

Note: the entry shows the number of times the caller tried to reach you. If you have subscribed to the Caller Identification Service (CLI), the display shows the name of the caller and its group if activated (see page 39).



To play and browse through saved message(s) via the handset

OK

Press to enter the carousel menu



Scroll to **Answer machine** and press **OK** to select

OK

Select **Saved messages**, the message which was recorded first is automatically played

OK

Press to access the **Options**

OK

Press to select **Play**



To go to next or previous messages, scroll to **Next message** or **Previous message** and press **OK** to select

Note: you can listen to the message(s) via the Call log. Press  to access the Call log and scroll to choose the message from the call log list. The entry is marked  (see page 42).

To play and go to next saved message(s) via the base station



Press to play a message and press once again to stop a message while listening



Press to go to the next message while listening. Make a long press to fast forward the messages while listening

To delete a message via the handset

OK

Press to enter the carousel menu



Scroll to **Answer machine** and press **OK** to select

OK

Select **Saved messages**, the message which was recorded first is automatically played

OK

Press to access the **Options**



Scroll to **Delete** and press **OK** to select

OK

Press **OK** to confirm

To delete a message via the base station

Press **X** to delete the current message.

Make a long press to delete all the messages (except unread ones)

The other options available from the handset are **Call** (if number is displayed), **Store** (if number is displayed) and **Send SMS** (if number is displayed).



Settings

To select the answer mode and the outgoing message (OGM) type

You can select among 2 answer modes : Answer only (when no messages can be left) and Answer & record (when messages can be left). For each mode, 2 outgoing message types are available: predefined or personal message. By default the answer machine is set to Answer & Record with predefined OGM.

OK

Press to enter the carousel menu



Scroll to **Answer machine** and press to select



Scroll to **Outgoing messages** and press to select

OK

Select **Answ. machine mode**



Choose the appropriate mode among the 4 options above (2 answer modes and 2 outgoing message types) and press to select

Note: a predefined message cannot be deleted

To record your personal outgoing message (OGM)

You can record 5 different personal OGM: a specific personal OGM for Answer & record mode for each group (A, B or C), the standard OGM for Answer & record mode for normal callers (not belonging to any group) and the standard OGM for Answer only mode for all callers. It is possible to record specific messages for specific groups only if you subscribe to the Caller Line Identification service (CLI) and if you have set the groups in the phonebook (see page 41).

OK

Press to enter the carousel menu



Scroll to **Answer machine** and press to select



Scroll to **Outgoing messages** and press to select



Scroll to **Record outgg msg** and press to select



Choose between the different type of OGMs and the various groups and press



Scroll to **Record new** and press to select

OK

Press to start recording and once again to stop recording



The message is automatically played back. You can delete and/or record it again. The personal message can be up to 1 minute long.

Note: Select **Standard OGM for answer only mode** or **Standard OGM for Answ. & Record mode** if you have no CLI subscription.

Warning: Please make sure that you have selected the appropriate answering machine mode (refer to page 32 “**To select the answer mode and the outgoing message type**”)

To set the number of rings before answering

You can set the answer machine to start playing the outgoing message after a given number of rings (3, 5, 7 or Toll saver). The toll saver option (activated by default) is useful when using the remote access. The answer machine will start playing the outgoing message after 3 rings if there are new messages. If there is no new message the outgoing message will be played after 5 rings. Hang up after the 4th ring if you want to check if you have any messages at no cost.

OK

Press to enter the carousel menu



Scroll to **Answer machine** and press **OK** to select



Scroll to **Answerphone settings** and press **OK** to select



Scroll to **Number of rings before answering** and press **OK** to select



Choose between **Toll saver**, **3 rings**, **5 rings** or **7 rings** and press **OK** to select

To set the voice language

You can change the language of the predefined message (OGM).

OK

Press to enter the carousel menu



Scroll to **Answer machine** and press **OK** to select



Scroll to **Answerphone settings** and press **OK** to select



Scroll to **Voice language** and press **OK** to select



Choose the appropriate language among the list and press **OK**



To set the call screening

This feature allows you to activate or deactivate the base station loudspeaker so that you can choose whether to hear or not the callers leaving a message. You can set permanent call screening on the base station.

Press to enter the carousel menu



Scroll to **Answer machine** and press to select



Scroll to **Answerphone settings** and press to select



Scroll to **Call screening** and press to select

Press to select **Medium** or scroll to **High, Boost, Off** or **Low**, and press to select

Note: this feature is activated by default on Medium level.

Call screening “call by call” on the handset is also possible. While the caller is leaving a message, press to listen and press again to stop listening. Adjust the volume with or .

To set the recording quality

There are 2 recording qualities: standard and high. In standard quality the total capacity is 30 minutes and in high quality the capacity is up to 15 minutes.

Press to enter the carousel menu



Scroll to **Answer machine** and press to select



Scroll to **Answerphone settings** and press to select



Scroll to **Recording quality** and press to select



Choose between **High** or **Standard** and press to select

To activate and deactivate the remote control

Press to enter the carousel menu



Scroll to **Answer machine** and press to select



Scroll to **Answerphone settings** and press to select



Scroll to **Remote control** and press to select

Press to select **Mode**

Press to select **On** or scroll to **Off** and press

Note: the default setting is OFF. Activate this feature if you want to be able to remotely use the answer machine.



To remotely control your answer machine

To remotely access your answer machine :

- from another phone dial home

- if your answer machine is on, during or after the message press the star  key on the handset ;

if your answer machine is off, you will hear a beep after 39 seconds, then press the star  key

- dial your remote control code (the default code is the registration code RC)

- if you have new messages they will be automatically played.

The following table indicates the features available when remotely accessing the answer machine.

Record memo	dial 	Delete	dial 
Play previous message	dial 	Activate answer machine	dial 
Play message	dial 	Stop	dial 
Play next message	dial 	Deactivate	dial 
Listen again	dial 		

To change the remote control code

The default code is the registration code (written under your base station). We advise you to personalize it.



Press to enter the carousel menu



Scroll to **Answer machine** and press  to select



Scroll to **Answphone settings** and press  to select



Scroll to **Remote control** and press  to select



Scroll to **Change code** and press  to select



Delete the default code, enter your new remote control code and press 



Record and listen to a memo

This feature allows you to leave local messages for your family on the answer machine. A memo is recorded from the handset, it is represented by  in the call log and can last up to 3 minutes.

To record a memo



Press to enter the carousel menu

Scroll to **Answer machine** and press  to select

Scroll to **Record a memo** and press  to select



Press to start recording and once again to stop

To listen to a new memo

The display shows there is 1 new local message (1 ). Press  to select **View**. The message is automatically played. **Delete** is also available in the options (see page 31)

To listen to a saved memo

You can use the **Answer machine** sub menu **Saved messages** and select **Play** or listen to a new or a saved memo through the base station (see page 31).



Intercom

Call all

Handset list

Intercom menu is accessible via the carousel or

Using the Intercom (if there are at least 2 handsets)

This feature allows you to make free internal calls, transfer external calls from one handset to another, use the conference option and the babysit feature (room monitoring).

Internal call



Press to call the selected handset + handset number (for example)



Hang up

Note: If the handset does not belong to the Philips DECT 521/525 range, this function may not be available.

Fast call transfer when on line

During a call you can transfer the call without waiting for the other handset to pick up. All the handsets will then ring.



Press to call the other handset



Hang up

Note: the person on hold hears music. A press on allows you to switch between the 2 calls.

Call transfer to a specific handset when on line

During a call you can transfer the call to a specific handset.



Press to call the selected handset + handset number (for example)



Hang up

Note: the person on hold hears music. A press on allows you to switch between the 2 calls.

Call transfer via the in-call options

During a call you can transfer the call via the in call options.



Press to enter the options (with handset 1).



Scroll to **Intercom** and press to select

If there is only one additional handset, it rings automatically. Otherwise:



Browse through the handset list and select with the one you want to transfer the call to.



The called handset rings. The external call is put on hold. If there is no answer from the called handset you can resume the call on the first handset.



Take the line on the called handset, both internal callers can talk

Press to select **Transfer** (with handset 1)



Scroll to **Switch** and come back to the external caller

Note: to answer the call on the second handset you can press .

Conference call via the in-call options

Conference call allows one external call to be shared with two handsets (in intercom). The 3 people can share the conversation. No operator subscription is needed.



Press to enter the options (with handset 1)



Scroll to **Intercom** and press  to select

If there is only one additional handset, it rings automatically. Otherwise:



Browse through the handset list and select with  the one you want to call.

The called handset rings. The external call is put on hold. If there is no answer from the called handset you can resume the call on the first handset.



Take the line on the called handset, both internal callers can talk



Scroll to the **Conference call** option and press  to select.

The 3 people can share the conversation.

Note: to answer the call on the second handset you can press .

To initiate the babysit (room monitoring) if there are at least two handsets

To use the babysit mode feature you need to activate it (see page 27) & initiate an intercom. Place the handset in the room to be monitored and you will hear the noise coming from the room on the additional handset.



Press to enter the options



Scroll to **Intercom** and press  to select

If there is only one additional handset, it rings automatically. Otherwise:



Browse through the handset list and select with  the one you want to call.

The called handset rings.



Take the line on the called handset, the room monitoring can start.



Phonebook

- Add new
- View

Phonebook menu is accessible via the carousel or 

250 names and numbers can be stored in the phonebook.

The phonebook contains all the information related to the callers, especially the group settings. The names and numbers are shared with all the handsets registered to your base.

Group settings

There are 3 groups (group A, group B and group C). When ringing, the ring tone helps you identify the caller's group (see p.49) and the screen shows the caller's name. A subscription to the Caller Line identification is needed.

Add new

The names are stored in alphabetical order.

To add a name to the phonebook



Press to enter the carousel menu



Scroll to **Phonebook** and press  to select



Scroll to **Add new** and press  to select



Enter the number and press 



Enter the name and press  (see page 19 "Editing systems")

To store a name and number from predial

Once the number is dialled, press  to reach the options, scroll to **Store** and press  to select.

Enter the name and press 

View

To quickly reach a name in the list, enter the first character (browse through the list if several names start with the same letter).



To call



Press to directly reach the list of names



Browse through the list of names



Make the call



Or press to reach the options



And press again to select **Call**

To change a number



Press to directly reach the list of names



Browse through the list of names and press to select a name



Scroll to **Change number** and press to select



Press to erase the current number



Enter the new number and press

Note: it is possible to erase the current number with a long press on . You can simply change any digit by moving the cursor or to reach the digit and make a single press on

To change a name



Press to directly reach the list of names



Browse through the list of names and press to select a name



Scroll to **Change name** and press to select



Press to erase the current name



Enter the new name and press

Note: it is possible to erase the current name with a long press on . You can simply change any letter by moving the cursor or to reach the letter and make a single press on



To define a group for a name and number (see Group settings p.39)



Press to directly reach the list of names



Browse through the list of names and press **OK** to select a name



Scroll to **Select group** and press **OK** to select



Browse through the groups and select with **OK**

To delete an entry



Press to directly reach the list of names



Browse through the list of names and press **OK** to select



Scroll to **Delete** and press **OK** to select



Press **OK** to confirm

To send an SMS from the phonebook



Press to directly reach the list of names



Browse through the list of names and press **OK** to select



Scroll to **Send SMS** and press **OK** to select



Enter the text and press **OK** (see page 20)



Press to select **Send now**



Call log

- View
- Delete all
- Call log settings

Call log menu is accessible via the carousel or 

The call log can store up to 40 entries

-  : unanswered calls
-  : memo or recorded conversation*
-  : messages*
-  : outgoing calls
-  : answered calls
-  : messages (operator voice mail/if operator sends the information)

* DECT 525 only

The call log shows the list of outgoing calls.

If you have subscribed to the Caller Line Identification (CLI), you will also have the list of incoming calls. In this case the name (or number) of the callers will be displayed. The date & time of the call are also shown. If you have no subscription, the display shows “Unknown caller” as well as the date & time of the call.

View

To view the call log



Press to directly reach the calls list



Browse through the list and read the information

To listen to a message (DECT 525 only)



Press to directly reach the calls list



Browse through the list and press  to select the entry marked with 



Select **Play** in the options

To call / redial



Press to directly reach the calls list



Browse through the list and press  to select an outgoing call entry**



Press to call



Or press to select **Call** in the options

** **Note** : to be able to call back a correspondent in the case of an incoming call, you need to subscribe to the Caller Line Identification service.



To view the number



Press to directly reach the calls list

Browse through the list and press **OK** to select an entry

Scroll to **View number** and press **OK** to select

To store the caller's number



Press to directly reach the calls list

Browse through the list and press **OK** to select an entry

Scroll to **Store** and press **OK** to select

Enter the name and press **OK**

To delete a name and a number



Press to directly reach the calls list

Browse through the list and press **OK** to select an entry

Scroll to **Delete** and press **OK** to select

Press **OK** to confirm your choice

Warning: if a message is associated to the entry, it is also erased from the answer machine, whether it is read or not (DECT 525 only). (see page 44)

To send an SMS from the call log



Press to directly reach the calls list

Browse through the list and press **OK** to select an entry

Scroll to **Send SMS** and press **OK** to select

Enter the text and press **OK** (see page 20)

Press to select **Send now**



Delete all

To delete all the call log

OK

Press to enter the carousel menu



Scroll to **Call log** and press **OK** to select



Scroll to **Delete all** and press **OK** to select

OK

Press to confirm **OK**

Note: entries with unread answerphone messages will also be deleted (DECT 525 only).

Call log settings

You can set the call log to store information about incoming calls and/or outgoing calls.

OK

Press to enter the carousel menu



Scroll to **Call log** and press **OK** to select



Scroll to **Call log settings** and press **OK** to select

OK

Press to select **Incoming calls** or scroll   to **Outgoing calls** and press **OK** to select



Browse through the options and press **OK** to select the one that suits you



Network

This feature allows you to activate or deactivate operator services that are subscription dependent. You need to set up codes (see page 55).

Contact your network operator for more details. You can usually subscribe to Call forward, operator voice mailbox etc...

Example of service: Call forward

Calls can be redirected to another phone number. Set the code (see page 55) and activate it when necessary.

To activate call forward



Press to enter the carousel menu



Scroll to **Network** and press  to select



Press to select **Call forward**



Enter the phone number directly and press  or press  to retrieve from the phonebook the number to which the calls are to be forwarded and press 



The number is automatically chained to the call forward prefix and the system dials the number.



Hang up

From now on the calls will be redirected to the assigned phone number.

To deactivate call forward



Press to select **View**



Press to select **Cancel**



Hang up



Extra

- Call duration
- Alarm clock
- Do Not Disturb mode

Call duration



Press to enter the carousel menu



Scroll to **Extra** and press  to select



Press to select **Call duration**

The total communication time is displayed



Press  to **Reset** the counter

Alarm clock

To set the alarm clock



Press to enter the carousel menu



Scroll to **Extra** and press  to select



Scroll to **Alarm clock** and press  to select



Scroll to **Set day** and press  to select. Choose a day.



Scroll to **Set time** and press  to select



Enter the time and press 

When the alarm rings, press any key to stop it. The snooze is then activated (will ring again every 5 minutes). To definitely stop it press .

To activate / deactivate the alarm clock

A long press on  activates/deactivates the alarm clock with your own settings.



To set the alarm ring tone type and ring tone volume

OK

Press to enter the carousel menu



Scroll to **Extra** and press **OK** to select



Scroll to **Alarm clock** and press **OK** to select



Scroll to **Settings** and press **OK** to select

OK

Press to select **Ring tones**



Choose among the available ring tones and press **OK** to select



Scroll to **Ring tone volume** and press **OK** to select



Choose among the available volume levels and press **OK** to select

Do Not Disturb mode

This feature allows you to screen calls after a certain time in the evening or when you do not want to be disturbed. Enter the time and select the group(s) allowed to call you. If none of the 4 groups is selected but the feature is activated, then nobody will be able to reach you. If the caller does not belong to an allowed group, the handset and base station will remain silent, while the caller will hear ringing. The answer machine (if activated) or the operator voice mail (network dependent) will answer the call. The feature is deactivated by default. You need to subscribe to the Caller Line Identification service (CLI).

To set the Do Not Disturb mode

OK

Press to enter the carousel menu



Scroll to **Extra** and press **OK** to select



Scroll to **Do Not Disturb mode** and press **OK** to select



Scroll to **Set day**, press **OK** to select the day and press **C/R**



Scroll to **Start time**, enter the time and press **OK**



Scroll to **Stop time**, enter the time and press **OK**



Scroll to **Allowed caller choice**, activate the callers group(s) allowed to call you and press **OK** to select

Warning! only allowed callers will be able to reach you during the selected day & time

A long press on **#8*** activates/deactivates this mode with your own settings.



Sounds

- Handset ring tones
- Base ring tones
- Group ring tones
- Handset ring tone volume
- Base ring tone volume
- Record personal melody
- Settings

Handset ring tones

To set the external ring tone (ring tone for external calls)



Press to enter the carousel

Scroll to **Sounds** and press **OK** to select

Press to select **Handset ring tones**

Press to select **External ring tone**

Browse through the list of ring tones and press **OK** to select one

To set the internal ring tone (ring tone for internal calls)



Press to enter the carousel

Scroll to **Sounds** and press **OK** to select

Press to select **Handset ring tones**

Scroll to **Internal ring tone** and press **OK** to select

Browse through the list of ring tones and press **OK** to select one

Base ring tones

only available for DECT 525



Press to enter the carousel

Scroll to **Sounds** and press **OK** to select

Scroll to **Base ring tones** and press **OK** to select

Browse through the list of ring tones and press **OK** to select one



Group ring tones

To set the group ring tones

There are 3 groups of callers (see p 39 Group settings). You can associate 1 ring tone to a group.



Press to enter the carousel



Scroll to **Sounds** and press  to select



Scroll to **Group ring tones** and press  to select



Scroll through the 3 different groups and press  to select one



Browse through the list of ring tones and press  to select

Handset ring tone volume



Press to enter the carousel



Scroll to **Sounds** and press  to select



Scroll to **Handset ring tone vol.** and press  to select



The current level is heard, browse through the levels to hear them



Press to select the appropriate volume

Warning : We strongly advise to put the handset far from your ear when it is ringing.

Base ring tone volume

only available for DECT 525



Press to enter the carousel



Scroll to **Sounds** and press  to select



Scroll to **Base ring tone volume** and press  to select



The current level is heard, browse through the levels to hear them



Press to select the appropriate volume



Record personal melody

only available for DECT 525

To play a recorded melody

OK

Press to enter the carousel



Scroll to **Sounds** and press **OK** to select



Scroll to **Record pers. melody** and press **OK** to select

OK

Press to select **Play**

To record a new melody

OK

Press to enter the carousel



Scroll to **Sounds** and press **OK** to select



Scroll to **Record pers. melody** and press **OK** to select



Scroll to **Record new** and press **OK** to select

OK

Press to start recording

To delete a recorded melody

OK

Press to enter the carousel



Scroll to **Sounds** and press **OK** to select



Scroll to **Record pers. melody** and press **OK** to select



Scroll to **Delele** and press **OK** to select

OK

Press **OK** to confirm



Settings

To set the base loudspeaker volume only available for DECT 525

OK

Press to enter the carousel



Scroll to **Sounds** and press **OK** to select



Scroll to **Settings** and press **OK** to select

OK

Press to select **Base loudspeaker vol.**

OK

Press to select the appropriate volume

To set the earpiece tone

OK

Press to enter the carousel



Scroll to **Sounds** and press **OK** to select



Scroll to **Settings** and press **OK** to select



Scroll to **Earpiece tone** and press **OK** to select



Browse through the options and press **OK** to select the appropriate setting

To set the key & feedback tones

OK

Press to enter the carousel



Scroll to **Sounds** and press **OK** to select



Scroll to **Settings** and press **OK** to select



Scroll to **Key & feedback tones** and press **OK** to select

OK

Press to select **On** or scroll to **Off** and press **OK** to select



To set the notification beep



Press to enter the carousel



Scroll to **Sounds** and press  to select



Scroll to **Settings** and press  to select



Scroll to **Notification beep** and press  to select



Press to select **On** or scroll to **Off** and press  to select

To activate/deactivate the music on hold

The feature allows the caller to hear music when the call is put on hold when transferring a call from one handset to the other.



Press to enter the carousel



Scroll to **Sounds** and press  to select



Scroll to **Settings** and press  to select



Scroll to **Music on hold** and press  to select



Press to select **On** or scroll to **Off** and press  to select



Base station

- Enable registration
- Line settings
- Service code settings

Enable registration

This feature allows you to register a DECT peripheral without keypad. Some DECT peripherals, such as repeaters, do not have any keypad. A special menu-operated procedure is used to register such peripherals to the base station. Also use the peripheral instructions to register it to the base

To register a DECT peripheral



Press to enter the carousel menu



Scroll to **Base station** and press  to select



Press to select **Enable registration**



Enter the peripheral code (RC code) and press 

Follow the instructions in the peripheral manual

Line settings

To change the dial mode



Press to enter the carousel menu



Scroll to **Base station** and press  to select



Scroll to **Line settings** and press  to select



Press to select **Dial mode**



Press to select **Tone** or scroll to **Pulse** and press  to select

Note: this setting allows you to select pulse dialling (also called “Loop disconnect” and used in countries without DTMF tone dialling capability or using old PABX).



To change the recall type

OK

Press to enter the carousel menu



Scroll to **Base station** and press to select



Scroll to **Line settings** and press to select



Scroll to **Recall type** and press to select

OK

Press to select **Short flash** or scroll to **Long flash** and press to select

Note: this setting is useful when using operator services. The use of some services accessed with +1, +2 and +3 (call waiting, call forward...) will depend on the flash setting (short/long) according to your installation type (ISDN, Public, PABX).

To change the configuration

OK

Press to enter the carousel menu



Scroll to **Base station** and press to select



Scroll to **Line settings** and press to select



Scroll to **Choose country/oper.** and press to select



Browse through the countries and press to select the appropriate one.



Browse through the operator type and press to select the appropriate one.

To activate and deactivate the first ring only available in Singapore

To prevent the phone from ringing when receiving an SMS, the first ring tone is deactivated. You can activate it.

OK

Press to enter the carousel menu



Scroll to **Base station** and press to select



Scroll to **Line settings** and press to select



Scroll to **First ring** and press to select

OK

Choose between **On** or **Off** and press to select



Service code settings

When you subscribe to extra services with your operator you may need to set some codes in your phone. The default codes are the codes used by the main national operator. If you subscribed to another operator you may need to change the codes. Contact your network operator for more information on the services.



Press to enter the carousel menu



Scroll to **Base station** and press  to select



Scroll to **Service code settings** and press  to select



Browse through the list of services and press  to select



Enter the code and press 

1/ I have no dialling tone after having installed my phone. How do I solve this problem?

Check that you have connected your phone using the supplied line cable and not the one from any previous phone (they are often wired differently).

Check that you have fully charged the handset according to the instructions given for the phone.

Check that the aerial icon (radio link with the base station) is displayed. If the handset is not registered you may need to register it (see p.27).

2/ Can the handset be left on the base all the time?

Yes there is no "memory effect". The handset can be left on the base station for all current models using NiMh batteries.

3/ Will my phone lose all recorded data (phonebooks entries, recorded messages) in the case of a general power cut?

No it will not. The data recorded in your phone is not deleted in the case of a general power failure or when you unplug your base station or when you replace the batteries.

4/ I have set up the date & time on my phone and the information given after a call is not correct. Why?

If you have a ISDN phone installation, these parameters (date & time) may be transferred directly through the ISDN to the phone. If you did not set-up the ISDN correctly this can explain why the information transmitted is not correct. Set-up the date & time directly on the ISDN phone installation or, if this is not possible, call the Operator/dealer who provided and installed the ISDN.

5/ I cannot use the answering machine of my Philips phone together with my Fax plugged into the same line, why is this?

To avoid this, it is recommended to set up the number of rings before the answering machine switches on.

Example: if the network mail box or a fax is set to answer the calls after 4 rings, please set up your answering machine on 3 rings. To set up the number of rings, please see p 33.

6/ What is CLI and how do I make it work?

CLI stands for Caller Line Identification and it is a special service that you may subscribe to from your network operator. Once you have subscribed to the service, a CLI enabled phone will display the callers number (unless withheld) as the phone rings so that you may decide whether or not to take the call.

7/ The CLI service does not work on my Philips phone, on my digital phone installation (ISDN, ADSL). How do I solve this problem?

Our products are designed to work on an analogue network. If you plugged your PHILIPS phone into a digital installation, the CLI may not be displayed upon incoming calls. Digital phone installations (ISDN) are not always compatible with analogue phones as far as operator services are concerned.

You may find the information regarding compatibility in the user guide of your ISDN. If not, please contact the ISDN manufacturer to check if the device is designed to display CLI on analogue phones. ISDN over 2 or 3 years old are generally not compatible with analogue phones for the CLI Service.

Note that the filters used with some ADSL lines can filter out part of the CLI signal and prevent the phone from displaying CLI correctly. It is possible to purchase better ADSL filters that do not cause this problem.

8/ What is CNIP (Caller Name Identification)?

As with the CLI service this new feature is dependent on the Network and it has to be activated by your Operator (by subscription). It will allow you to have the name of the caller displayed upon an incoming call. This service may not be available from all Operators yet. We advise you to check with your Operator. NB. If the name of the caller is registered in your phonebook upon an incoming call it will be the name you have registered which will be displayed and not the one provided by the Operator. The data in your phonebook will have priority over the Operator's data in this particular case. The CNIP uses the same technology as for the CLI. Therefore the limits of this service are identical (please refer to the questions related to CLI if the service is not working properly). Remember that it only works with alphanumeric display.

9/ My answering machine does not record the messages left by my correspondents. How do I solve this problem?

Check the operator voice mail box is not activated. If it is activated, set the answering machine so that it starts recording first (set up the number of rings before the answering machine switches on).

10/ Which are the conditions required to be able to send an SMS ?

You must first have a subscription to Caller Display (CLI) service from your network operator as well as an SMS service subscription from the appropriate provider.

11/ Is it possible to write, read send or receive an SMS when the other handset is in communication (DECT 521 and DECT 525 multi-handset packs only)?

No it is not possible.

12/ What happens if I send an SMS to a fixed line with no SMS phone ?

The correspondent could receive a vocal message (SMS provider dependent).

13/ Is it possible to send an SMS to a fixed line in another country ?

This feature depends on your provider. Please contact your provider for more details.

14/ How can I get the SMS centre number ?

One SMS centre number at least is pre-programmed in your DECT 521/DECT 525. However, should you need to store another number, other numbers can be set into the phone from the menu **SMS/SMS Settings/SMS centre**. Please check the incoming and outgoing centre numbers with the SMS provider or from the enclosed addendum to your phone user manual.

15/ When using my SMS-enabled Philips phone with another SMS-enabled phone on the same line, can it cause any problems ?

Yes, this will prevent the phones from receiving SMS. You need to deactivate the SMS feature on one of the phones. Your DECT 521/DECT 525 has a feature which enables you to turn the SMS feature off. Go to menu **SMS/SMS Settings/Mode/Off**

Telephone troubleshooting

PROBLEMS	CAUSES	SOLUTIONS
The icon  does not scroll when the handset is placed on the base	<ul style="list-style-type: none"> - Bad battery contact - Dirty contact - Battery is full 	<ul style="list-style-type: none"> - Move the handset slightly - Clean the contact with a cloth moistened with alcohol - No need to charge
No dialling tone	<ul style="list-style-type: none"> - No power - Batteries are empty - You are too far from the base station - Wrong cable 	<ul style="list-style-type: none"> - Check the connections. Reset the phone : unplug and plug back in the mains - Charge the batteries at least 24 hours - Move closer to the base station - Always use the cable provided
No ring tone	<ul style="list-style-type: none"> - The ring tone is deactivated - The Do Not Disturb mode is ON 	<ul style="list-style-type: none"> - Increase the volume (page 49) - Deactivate it (page 47)
The icon  does not appear	<ul style="list-style-type: none"> - No mains power - The handset is too far from the base station 	<ul style="list-style-type: none"> - Check connections - Move closer to the base station
The icon  is blinking	<ul style="list-style-type: none"> - Handset not registered to the base station 	<ul style="list-style-type: none"> - Register the handset to the base (page 27)
- Crackling on the line	<ul style="list-style-type: none"> - You are too far from the base station - The base station is too close to electrical appliances, reinforced concrete walls or metal door-frames 	<ul style="list-style-type: none"> - Move closer to the base station - Move the base station to find a better place (the higher the better)
The handset displays 'Not available'	<ul style="list-style-type: none"> - The procedure to add a handset has failed, try again - Maximum number of handsets (6) has been reached - Base station is already busy with another handset (ie : phonebook) 	<ul style="list-style-type: none"> - Disconnect and connect the base station power supply. Follow the procedure to register a handset (page 27) - Un-register a handset - Wait until it is available
- when attempting to add another handset to the base station		
- when using a handset		
Noise interference on your radio or television	The DECT 521/525 base station or mains power pack are too close to electrical appliances	Move the power pack or base station as far as possible
Caller Line Identification (CLI) service does not work	- The service is not activated	- Check your subscription with your network operator

PROBLEMS	CAUSES	SOLUTIONS
A phonebook entry cannot be memorised	The phonebook is full	Delete an entry to free memory
No new SMS are received	<ul style="list-style-type: none"> - SMS memory is full - The SMS mode is deactivated 	<ul style="list-style-type: none"> - Delete old SMS - Activate it (p 25)
No SMS can be sent or received	<ul style="list-style-type: none"> - The outgoing or incoming SMSC number is not set or is wrong - SMS mode is OFF - You have no subscription - Another SMS-enabled phone is also on your line - There is a problem of compatibility between operators - The identity is withheld 	<ul style="list-style-type: none"> - Refer to the SMS leaflet to get the correct SMSC's numbers - Activate SMS mode (page 25) - Contact your provider for more information - Deactivate the SMS mode on one of the device. - Contact your provider for more information - Show identity
No caller Id/ poor audio quality/Poor connection quality with broadband DSL internet	<ul style="list-style-type: none"> - DSL filter(s)/splitter missing or insufficient number of filters - Modem &/or phone plugged in the wrong DSL filter slot - Defective DSL filter(s) 	<ul style="list-style-type: none"> - Make sure you have one DSL filter plugged directly on each line socket used in the house - Check the modem and the phone are plugged in the correct filter slot (one specific for each) - The filter(s) can be defective. Replace it/them and make another test

Answer machine troubleshooting

PROBLEMS	CAUSES	SOLUTIONS
The answer machine does not record messages	<ul style="list-style-type: none"> - The memory is full - The answer only mode is activated - The Answer & record is not activated 	<ul style="list-style-type: none"> - Delete messages - Select the Answer & record mode - Press 
The remote control access does not work	The remote control access is not activated	Activate the remote control access (page 34)
It is not possible to record an outgoing message	The memory is full	Delete messages
The DECT 525 hangs up during remote access	<ul style="list-style-type: none"> - 3 failed attempts to send a code - Duration is too long 	<ul style="list-style-type: none"> - Enter the correct code - Manage the remote control quicker
The answer machine stops automatically	<ul style="list-style-type: none"> - The memory is full - Message exceeds 3 minutes 	<ul style="list-style-type: none"> - Play & delete messages - Messages must not exceed 3 mn

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