V-250

DECT GAP Phone

User's Guide
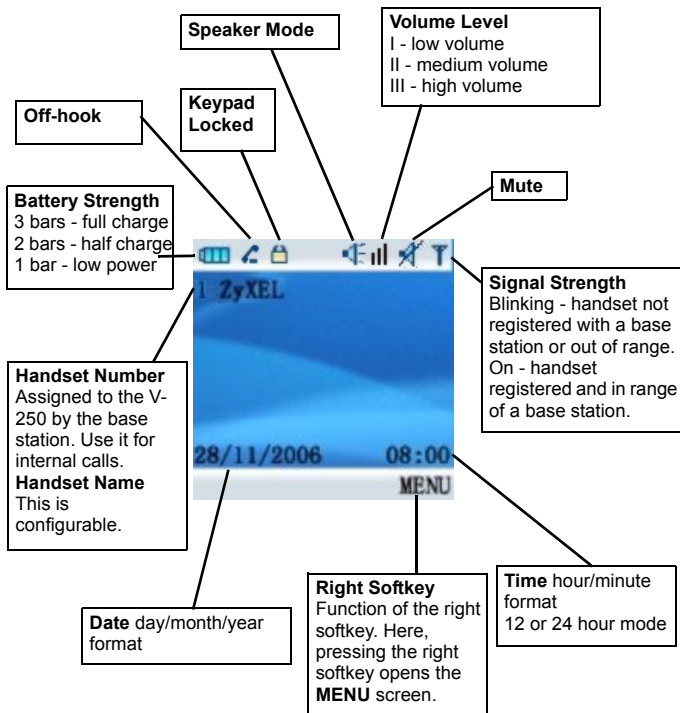
Version 1.01
Edition 1
4/2007
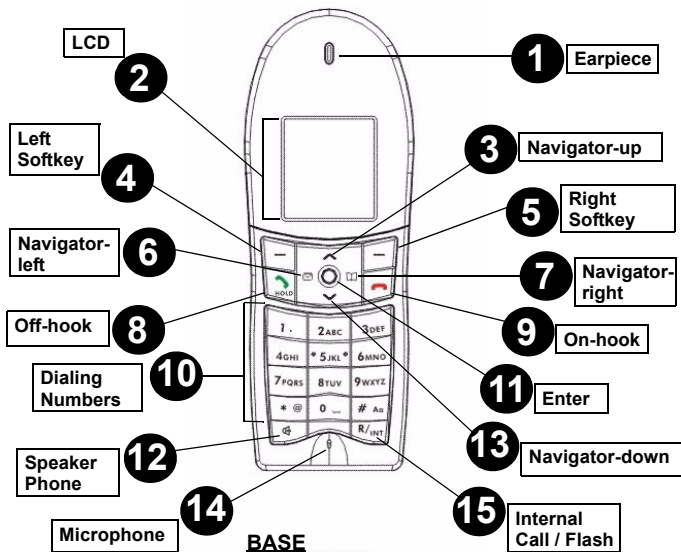
ZyXEL
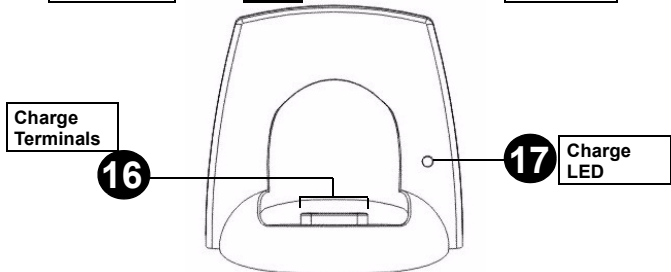
1 LCD Display

Speaker Mode

Volume Level
I - low volume
II - medium volume
III - high volume

Off-hook

Keypad Locked

Mute

Battery Strength
3 bars - full charge
2 bars - half charge
1 bar - low power

i ZyXEL

Signal Strength
Blinking - handset not registered with a base station or out of range.
On - handset registered and in range of a base station.

Handset Number
Assigned to the V-250 by the base station. Use it for internal calls.
Handset Name
This is configurable.

28/11/2006   08:00

MENU

Date day/month/year format

Right Softkey
Function of the right softkey. Here, pressing the right softkey opens the **MENU** screen.

Time hour/minute format
12 or 24 hour mode

2 Quick Reference - Physical Parts

HANDSET

LCD	
2	**1** Earpiece
Left Softkey	**3** Navigator-up
4	**5** Right Softkey
Navigator-left **6**	**7** Navigator-right
Off-hook **8**	**9** On-hook
Dialing Numbers **10**	**11** Enter
Speaker Phone **12**	**13** Navigator-down
14	**15** Internal Call / Flash
Microphone	

BASE

Charge Terminals **16**	**17** Charge LED

3 Quick Reference - Basic Operations

- **Make a call**
  Lift the V-250 from the charger and press **Off-hook** (**8**). Dial a number. To end the call, place the V-250 on the charger or press **On-hook** (**9**).

- **Receive a call**
  When the V-250 rings, lift the handset or press **Off-hook** (**8**). To end the call, place the V-250 on the charger or press **On-hook** (**9**).

- **Make a call using speakerphone**
  Press **Speaker Phone** (**12**). Dial a number. Speak into the microphone. To switch to earpiece, press **Speaker Phone** (**12**) again. To end the call, place the V-250 on the charger or press **On-hook** (**9**).

- **Receive a call with speakerphone**
  When the V-250 rings, press **Speaker Phone** (**12**). Speak into the microphone. To end the call press **On-hook** (**9**).

- **Transfer a call to another handset**
  Press **Internal Call** (**15**) during a call. Dial the number of another handset (1-5) registered with the base station. Press **On-hook** (**9**) when the other party answers.
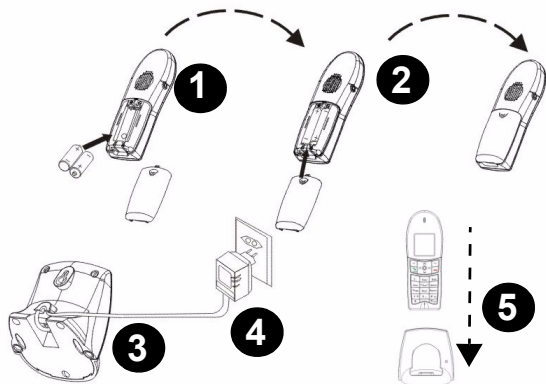
- **Change the earpiece or speakerphone volume**
  During a call, press **Right Softkey** (**5**) to lower/raise the volume.

- **Mute a call**
  During a call, press and hold **Right Softkey** (**5**) for two seconds. You can hear the other caller, but they cannot hear you.

4 Install and Charge the Batteries

1 Insert the included batteries. Make sure that the polarities (+/-) are facing the right direction.

2 Slide the back cover closed. You should hear a click.

3 Connect the RJ-11 jack of the included power adaptor cable to the back of the charger base.

4 Connect the other end of the power cable to a wall socket.

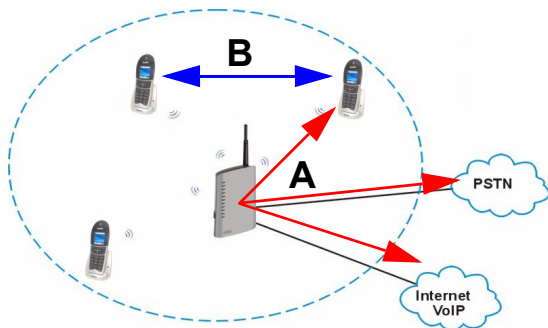**5** Place the handset in the base station for charging.

4.1 Important Notes About Charging the Batteries

Note: Make sure to charge the batteries for 16 hours before using your V-250 for the first time.

- After initial charging, the power adaptor must remain connected to the main power supply and the base unit with the main power switched on. It is recommended to leave the handset charging overnight to ensure the maximum usable time.
- The batteries should hold their charge for up to 120 hours, depending on use. The batteries need replacing if the batteries do not hold a charge for more than two hours.
- If the phone is not to be used for a substantial period of time, for example during holidays, disconnect the main power adaptor. When power is reconnected it is necessary to recharge the handset for 16 hours.
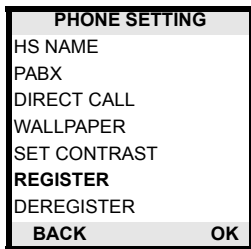
5 Basic Setup and Operations

You must have a DECT GAP base station already set up with a phone connection (VoIP, PSTN or ISDN) to make external calls (**A**). You can also use the V-250 to make internal calls (**B**).
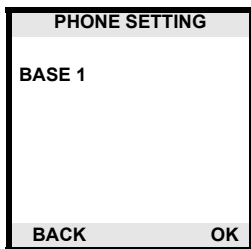
5.1 Register with a Base Station

1 Put your base station in registration mode. On ZyXEL base stations, press the base station button for 6 to 11 seconds. See your base station documentation for details.

2 Make sure the LCD is on (press any key).

3 Press the **Right Softkey** to enter the main menu.

4 Navigate to the **PHONE SETTING** screen by using the **Navigator-right** button, then press the **Right Softkey** to select **OK** and enter the **PHONE SETTING** menu.

5 Use the **Navigator-up** button to scroll to **REGISTER** and press the **Right Softkey** to select **OK** and enter the base registration screen.

PHONE SETTING
HS NAME
PABX
DIRECT CALL
WALLPAPER
SET CONTRAST
REGISTER
DEREGISTER
BACK   OK

6 Use the **Navigator-up** and **Navigator-down** buttons to scroll and select which base station you want to register with (1-4). You can register with up to 4 base stations. Press the **Right Softkey** to select **OK** and enter the screen to enter the base station PIN (password).
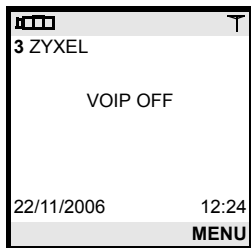
PHONE SETTING
BASE 1
BACK   OK

7 Use the numbers on the V-250's keypad to enter the base station PIN. This is a 4 digit number you configure on the base station. Press the **Right Softkey** to select **OK** and enter the screen to enter the base station PIN (password). Default on ZyXEL base stations is **1234**.

```
        PHONE SETTING



 PIN : ****
LONG PRESS BASE
PAGE KEY

22/11/2006          12:23
 BACK               OK
```

Your handset attempts to register with the base station. Once registration is successful the **Signal Strength** indicator stops blinking.

Note: The **Signal Strength** indicator blinks if the V-250 is not registered with any base stations or if there are no base stations within range.

8 After a successful registration the LCD displays the handset's internal number and VoIP status.

- Internal Number - "**3**" here. This number can be used to call the V-250 from other handsets registered with this base station.
- **VOIP OFF**/**ON** - This indicates whether the base station this phone is registered with has a VoIP connection.

```
▥▥▥▥                    ⊤
3 ZYXEL

        VOIP OFF


22/11/2006          12:24
                    MENU
```

5.2 Last Number Redial

The V-250 stores the last 10 numbers you dialed in memory.

1 Select one of the last numbers dialed by pressing the **Navigator-down** button when the V-250 is in stand-by mode (not in any configuration screen).

2 Dial one of the recently dialed numbers by pressing the **Off-hook** button when the phone number is selected.

Note: The V-250 stores phone numbers up to 24 digits long (longer phone numbers will be truncated).

You can clear all of the recently dialed phone numbers.

1 Select one of the last numbers dialed.

2 Press and hold the **On-hook** button for about 2 seconds or until a **YES** / **NO** prompt appears on the LCD.

3 Use the navigator buttons to select **YES** and press the **Right Softkey** to select **OK** and clear all the recently dialed numbers from the V-250's memory.

5.3 Call Timer

The LCD displays the time of your ongoing phone calls. The timer starts when you press the **Off-hook** button and stops when you press the **On-hook** button.

5.4 Adjust the Volume

The volume of the V-250 earpiece and speaker can be adjusted into three levels. They are low: ı, medium: ıl and high: ıll.

Adjust the volume level during a call by using the **Right Softkey** to select **VOLUME**. The V-250 alternates between the three levels of volume. Stop pressing the **Right Softkey** when you have selected the level you want.

In our example the volume is at high level (ıll).

5.5 Flash Function

Press the **R/INT** button on the V-250 to put an existing call on hold and pick up a second call. Press the **R/INT** button again to switch back to the original call.

Note: You must subscribe to call waiting with your phone service provider in order to place external calls on hold.

5.6 Make Intercom Calls

If multiple V-250s are registered to the same base station, it is possible to make calls from one handset to another. This kind of call is referred to as an intercom call.

  1 Press and hold the **R/INT** button for 2 seconds, a short beep sounds.
  2 Enter the handset number of the handset you wish to call. This number is displayed on the handset next to the handset name.

3 "PAGING" and the handset number of the person calling is displayed on the V-250 receiving the intercom call.

"INTERCOM" and the handset number is displayed on the V-250 during the conversation.

4 Press the **On-hook** button to terminate the call.

5 If an external call comes in during an intercom call, the V-250 plays a tone to indicate that an external call is coming in during an intercom call.

Press the **On-hook** button to terminate the intercom call and when you hear the ring signal in the handset you can answer the incoming call by pressing the **Off-hook** button.

Note: You can set up different melody to play for intercom calls and external calls. See **Ring Type Menu** section on page 18 for more information.

5.7 Call All Phones

You can use the V-250 to call all handsets registered with the base station as well as all the analog phones connected to the phone ports of the base station.

1 Dial #### on the V-250 keypad.

2 Press the **Off-hook** button to connect the call.

3 All the handsets registered to the base station and all the analog phones physically connected to the base station ring.
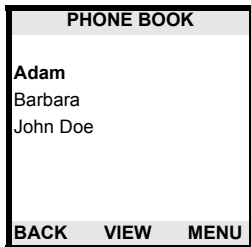
6 Menu Features

The V-250 has four menus:

1 Phone Book - Use this menu to add, edit or delete stored numbers. The V-250 can store up to 90 telephone number entries of up to 24 digits in length. The names associated with the phone numbers can be up to 15 characters in length.

2 Phone Setting - Use this menu to set the time and date on the V-250, register to a base station, change the dial mode and display and enable other features.

3 Call History - Use this menu to view up to 10 of the most recent received and/or missed calls to the V-250.

4 Ring Type - Use this menu to set the ringer volume and select the melody to use for incoming calls. You can set different settings for incoming external and internal calls.
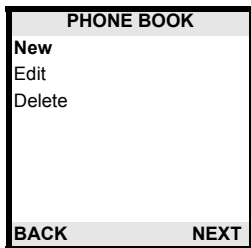
7 Phone Book Menu

Enter the **Phone Book**:

1 Press the **Right Softkey** button.

2 Use the **Navigator-up/down/ right/left** buttons to select the icon. Press the **Right Softkey** button and the **Phone Book** opens.

Note: The first time you enter this menu it will not contain any names. "Adam", "Barbara" and "John Doe" are just examples.

```
        PHONE BOOK

Adam
Barbara
John Doe




BACK    VIEW    MENU
```

7.1 Phone Book Menu Features

1 In the **Phone Book** menu, press the **Right Softkey** to select **MENU**. The **Phone Book** menu opens.

2 Use the **Navigator-up** and **Navigator-down** keys to scroll through the options on this screen (do the same on any other screen with multiple choices).

```
        PHONE BOOK
New
Edit
Delete




BACK            NEXT
```

The phone book allows you to add new entries and edit or delete existing entries.

Note: Use the # key on the handset to alternate between capital and lowercase characters.

Press the number keys repeatedly to rotate through the letter options when typing characters. For example, press **2** twice to type the letter **B**.
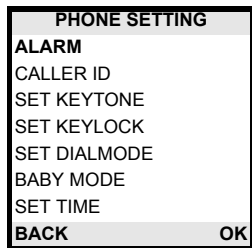
8 Phone Setting Menu

Enter the **Phone Setting** menu:

1 Press the **Right Softkey** button.

2 Use the **Navigator-up/down/ right/left** buttons to select the 🔄 icon. Press the **Right Softkey** button and the **Phone Setting** menu opens.

PHONE SETTING	
ALARM	
CALLER ID	
SET KEYTONE	
SET KEYLOCK	
SET DIALMODE	
BABY MODE	
SET TIME	
BACK	**OK**

Use the **Navigator-up** and **Navigator-down** keys to scroll through the options on this screen (do the same on any other screen with multiple choices). The following table describes the **Phone Setting** menu functions.

FUNCTION	DESCRIPTION
Alarm	Turn the alarm on and off and specify the type of melody to play.
Caller ID	Activate or deactivate the caller ID feature. You must subscribe to this feature from your service provider.

14

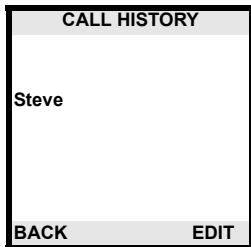| FUNCTION	DESCRIPTION
Set Keytone	Activate or deactivate the tone you hear when pressing keys on the V-250.
Set Keylock	Activate or deactivate keypad lock. You must unlock your phone when you want to make calls. You can also turn this feature on by pressing the **Left Softkey** for 2 seconds. Use the **Left Softkey** followed by the ***** key to temporarily unlock the keypad. The phone keypad locks again after 15 seconds of inactivity. Turn the **Keylock** off permanently via the **Phone Setting** menu.
Set Dialmode	Use this to select either tone or pulse dialing.
Baby Mode	Activate and configure the **Baby Mode** feature. When **Baby Mode** is on, the handset automatically picks up an internal call and the caller can listen. Use this function to monitor a baby room. Leave the V-250 in the baby room. When you call the V-250 from another handset registered to the same base station, the V-250 picks up automatically. You can listen to the sounds near the V-250 without the baby hearing you.
Set Time	Enter the current time. This information is displayed on the LCD of the V-250.
HS Name	Enter a handset name for the V-250. This name is displayed on the LCD.
PABX	Enter an identification code for a PABX. (Only necessary for a PABX that does not automatically recall the identification code.)

FUNCTION	DESCRIPTION
Direct Call	Activate and configure the Direct Call feature on the V-250. You can program a phone number which is dialed automatically when any key is pressed on the V-250. **Note:** You can only use the direct call feature with another handset registered to the same base station as the V-250. Press the **On-hook** button to end a direct call. Press and hold the **On-hook** button for 2 seconds to turn the **Direct Call** mode off.
Wallpaper	Select from one of 2 wallpapers.
Set Contrast	Change the contrast on the LCD display.
Register	Register the V-250 with a base station.
Deregister	Unregister the V-250 from a base station.
Select Base	Connect to different base stations that you have registered with. You can only communicate with one base station at a time.
Base Pin	The V-250 cannot change the base station's PIN. **Note:** Use the web configurator to change the base station PIN.

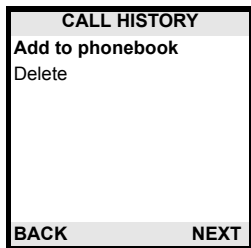| FUNCTION	DESCRIPTION
Handset Version	Use this to view the V-250's firmware version number as well as the RFPI number. The RFPI number is a factory assigned number (unique to each handset) used to identify the V-250.
Default	Use this to reset the phone settings to the factory defaults. This does not affect the phone numbers saved on your phone or the base station registration.

9 Call History Menu

Enter the **Call History** menu:

1 Press the **Right Softkey** button.

2 Use the **Navigator-up/down/ right/left** buttons to select the icon. Press the **Right Softkey** button and the **Call History** menu opens.

3 Use the **Right Softkey** to select **NEXT** and view the 10 most recent calls received by the V-250.

```
        CALL HISTORY



Steve




BACK              EDIT
```

4 Use the **Navigator-up** button to scroll through the received calls. Press the **Right Softkey** to select **EDIT** with one of the numbers highlighted.

```
        CALL HISTORY
Add to phonebook
Delete




BACK              NEXT
```
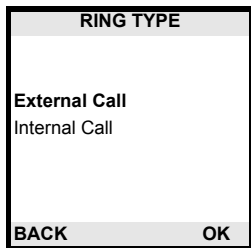
The Call History menu allows you to add recently dialed phone numbers to the V-250s phonebook or delete single entries from recently received calls memory.
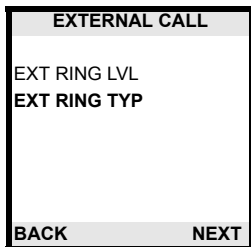
10 Ring Type Menu

Enter the **Ring Type** menu:

1 Press the **Right Softkey** button.

2 Use the **Navigator-up/down/right/left** buttons to select the icon. Press the **Right Softkey** button and the **Ring Type** menu opens.

```
          RING TYPE


External Call
Internal Call




BACK                OK
```

3 Use the **Navigator-up** and
Navigator-down keys to select
internal or external call settings.
Press the **Right Softkey** to select
OK with one of the types of calls
selected (for example **External
Call**). The LCD displays as shown.

```
        EXTERNAL CALL

EXT RING LVL
EXT RING TYP




BACK              NEXT
```

This menu allows you to specify the
ring volume and select a melody for
calls coming in from external lines.

Note: The same functions are available for internal calls
(calls between V-250s registered to the same base
station). They are called **INT RING LVL** and **INT
RING TYP**.

Specifications

Values are accurate at the time of writing.

Table 1 Device Specifications

Feature	Specification
Handset Batteries	2 x AAA Rechargeable NiMH batteries (1.2V, 750 mA)
Power Supply	6 Volt DC @ 300 mA
Operating Requirements	Operating Temperature: 0 to 50° C Storage Temperature: -30 to 60° C Operating Humidity: 20 to 85% RH Storage Humidity: 20 to 95% RH

Safety Warnings

- Do NOT use this product near water, for example, in a wet basement or near a swimming pool.
- Do NOT expose your device to dampness, dust or corrosive liquids.
- Do NOT store things on the device.
- Do NOT install, use, or service this device during a thunderstorm. There is a remote risk of electric shock from lightning.
- Connect ONLY suitable accessories to the device.
- ONLY qualified service personnel should service or disassemble this device.
- Use ONLY an appropriate power adaptor or cord for your device.
- Connect the power adaptor or cord to the right supply voltage (for example, 110V AC in North America or 230V AC in Europe).
- Do NOT allow anything to rest on the power adaptor or cord and do NOT place the product where anyone can walk on the power adaptor or cord.
- Do NOT use the device if the power adaptor or cord is damaged as it might cause electrocution.
- If the power adaptor or cord is damaged, remove it from the power outlet.
- Do NOT attempt to repair the power adaptor or cord. Contact your local vendor to order a new one.
- Make sure you insert the batteries with correct polarities.

Battery Safety Precautions

The V-250 uses two AAA batteries. Please read and follow these safety precautions when using and handling the batteries:

- **CAUTION**: RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS. Dispose of them at the applicable collection point for the recycling of electrical and electronic equipment. For detailed information about recycling of this product, please contact your local city office, your household waste disposal service or the store where you purchased the product.
- Before using the batteries carefully read any information supplied by their manufacturer.
- To charge the rechargeable batteries, use only the charger units recommended by the manufacturer.
- Never try to recharge non-rechargeable batteries. This could cause them to leak or explode.
- Do NOT allow children to play with the batteries.

- Do NOT use batteries with visible oxidation marks (leaking).
- If the oxidation products get into your eyes or onto your skin, immediately rinse with large amounts of water. In case of accidental swallowing, drink large amounts of water and induce vomiting, then call the doctor.
- Do NOT use new and old batteries together.
- NEVER expose the batteries to high temperatures (such as fire or prolonged direct sunlight). This could cause the battery to ignite or explode.
- Do NOT open or mutilate the batteries.
- The material contained in the battery may be toxic if swallowed.
- Exercise care when handling the batteries in order not to short the battery with conductive materials such as rings, bracelets, keys and so on. The battery and/or conductor may overheat and cause burns.

Related Documentation

Please go to http://www.zyxel.com for product news, firmware, documentation, and other support materials.

ZyXEL Limited Warranty

ZyXEL warrants to the original end user (purchaser) that this product is free from any defects in materials or workmanship for a period of up to two years from the date of purchase. During the warranty period, and upon proof of purchase, should the product have indications of failure due to faulty workmanship and/or materials, ZyXEL will, at its discretion, repair or replace the defective products or components without charge for either parts or labor, and to whatever extent it shall deem necessary to restore the product or components to proper operating condition. Any replacement will consist of a new or re-manufactured functionally equivalent product of equal or higher value, and will be solely at the discretion of ZyXEL. This warranty shall not apply if the product has been modified, misused, tampered with, damaged by an act of God, or subjected to abnormal working conditions.

Note

Repair or replacement, as provided under this warranty, is the exclusive remedy of the purchaser. This warranty is in lieu of all other warranties, express or implied, including any implied warranty of merchantability or fitness for a particular use or purpose. ZyXEL shall in no event be held liable for indirect or consequential damages of any kind to the purchaser.

To obtain the services of this warranty, contact ZyXEL's Service Center for your

Return Material Authorization number (RMA). Products must be returned Postage Prepaid. It is recommended that the unit be insured when shipped. Any returned products without proof of purchase or those with an out-dated warranty will be repaired or replaced (at the discretion of ZyXEL) and the customer will be billed for parts and labor. All repaired or replaced products will be shipped by ZyXEL to the corresponding return address, Postage Paid. This warranty gives you specific legal rights, and you may also have other rights that vary from country to country.

Registration

Register your product online to receive e-mail notices of firmware upgrades and information at www.zyxel.com for global products, or at www.us.zyxel.com for North American products.

Customer Support

Please have the following information ready when you contact customer support.

- Product model and serial number.
- Warranty Information.
- Date that you received your device.
- Brief description of the problem and the steps you took to solve it.

Corporate Headquarters (Worldwide)

- Support E-mail: support@zyxel.com.tw
- Sales E-mail: sales@zyxel.com.tw
- Telephone: +886-3-578-3942
- Fax: +886-3-578-2439
- Web Site: www.zyxel.com, www.europe.zyxel.com
- FTP Site: ftp.zyxel.com, ftp.europe.zyxel.com
- Regular Mail: ZyXEL Communications Corp., 6 Innovation Road II, Science Park, Hsinchu 300, Taiwan

Costa Rica

- Support E-mail: soporte@zyxel.co.cr
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- Fax: +506-2015098
- Web Site: www.zyxel.co.cr
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- Fax: +33-4-72-52-19-20
- Web Site: www.zyxel.fr
- Regular Mail: ZyXEL France, 1 rue des Vergers, Bat. 1 / C, 69760 Limonest, France

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- Support E-mail: support@zyxel.de
- Sales E-mail: sales@zyxel.de
- Telephone: +49-2405-690969
- Fax: +49-2405-6909-99
- Web Site: www.zyxel.de
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- Support E-mail: support@zyxel.hu
- Sales E-mail: info@zyxel.hu
- Telephone: +36-1-3361649
- Fax: +36-1-3259100
- Web Site: www.zyxel.hu
- Regular Mail: ZyXEL Hungary, 48, Zoldlomb Str., H-1025, Budapest, Hungary

Kazakhstan
- Support: http://zyxel.kz/support
- Sales E-mail: sales@zyxel.kz
- Telephone: +7-3272-590-698
- Fax: +7-3272-590-689
- Web Site: www.zyxel.kz
- Regular Mail: ZyXEL Kazakhstan, 43, Dostyk ave.,Office 414, Dostyk Business Centre, 050010, Almaty, Republic of Kazakhstan

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- Sales E-mail: sales@zyxel.com
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- Fax: +1-714-632-0858
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+" is the (prefix) number you enter to make an international telephone call.

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- Help us help you. E-mail all User Guide-related comments, questions or suggestions for improvement to techwriters@zyxel.com.tw or send regular mail to The Technical Writing Team, ZyXEL Communications Corp., 6 Innovation Road II, Science-Based Industrial Park, Hsinchu, 300, Taiwan. Thank you.