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# Phonak DECT CP1

Cordless phone

User Guide



**PHONAK**  
life is on

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## 1. Welcome

The cordless phone DECT CP1 is a quality product developed by Phonak, one of the world's leading companies in the field of hearing technology.

Please read this user guide thoroughly in order to be able to benefit from all the possibilities this product can offer.

If you have any questions, please consult your hearing care professional or go to [www.phonak.com/dect](http://www.phonak.com/dect)

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[www.phonak.com](http://www.phonak.com)



## 2. Getting to know the phone

### 2.1 Check the package content

Power supply with adapters



EU



US/CAN



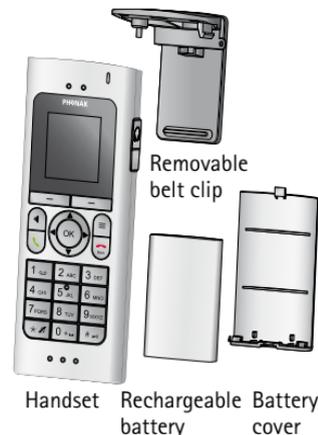
Phone cable RJ11 with adapters



D



CH



Handset

Rechargeable battery

Battery cover



DECT base and charger („Base“)

## 2. Getting to know the phone

### 2.2 How the phone works

This telephone can be used as any other cordless phone. But the integrated wireless Phonak transmission technology makes telephoning with Phonak hearing aids much easier.



The phone signal is sent wirelessly to both hearing aids in digital quality.

If you approach the handset towards your head, the hearing aids will automatically switch to the phone program.

Of course, you can also use the phone without a hearing aid.

The phone supports the international DECT standard (Digital Enhanced Cordless Telecommunications).

### 2.3 Descriptions of the devices

#### The base

The base is connected to the telephone line and is also the charger for the handset.



① Charging contacts



② Power supply input

③ Pairing button: short press will force handsets to ring  
**Press 2 sec.** = Pair another handset to this base.

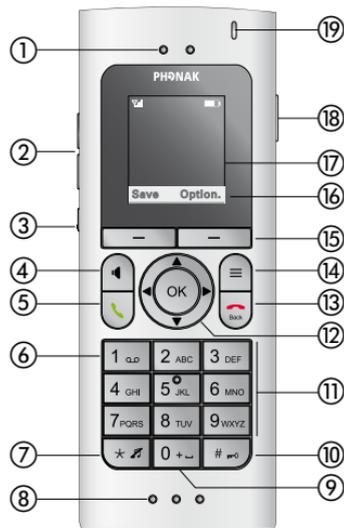
④ Analog phone line plug.

① The default PIN code for the base is "0000".

① The base and the handset have already been paired up at the factory. You don't need to log them on.

## 2. Getting to know the phone

### The handset



① To change the display language, follow the instructions in Chapter 4.5.

- ① Receiver
- ② Volume up/down
- ③ Volume boost    
Press 2 sec. = Hearing aid connectivity test (demo mode)
- ④ Hands-free on/off
- ⑤ Talk/repeat call
- ⑥ Press  2 sec. = Dial voicemail number
- ⑦ Press  2 sec. = All ring tones off/on
- ⑧ Microphone openings
- ⑨ Press  2 sec. = Dial international prefix "+"
- ⑩ Press  2 sec. = Keypad lock on/off
- ⑪ Number keypad
- ⑫ Navigation keys
- ⑬ End call/Back (one menu level up)  
Press  2 sec. in standby mode = handset on/off
- ⑭ Function key
- ⑮ Display keys
- ⑯ Context menu  
(use the display keys to select functions depending on the display)
- ⑰ Display
- ⑱ 3.5 mm headset socket
- ⑲ Indicator light

## 2. Getting to know the phone

### Display symbols in standby mode



- ① Time
- ② Date
- ③ Alarm clock on
- ④ Battery and charging state
- ⑤ Ringtone off
- ⑥ Keypad locked
- ⑦ Handset name  
(visible if more than one handset is used with the same base)
- ⑧ Signal strength from base

### Display symbols if call is in progress

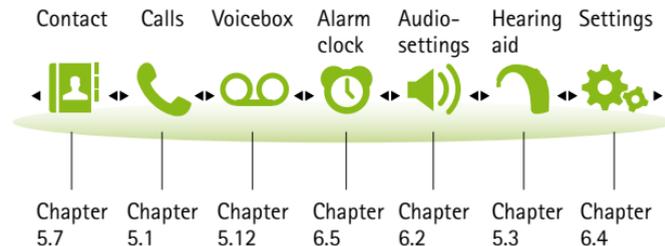


- ① The content of the display varies depending on the settings.

### Menu points

Press to enter menu and sub-menus.

Press to go back.



## 2.4 Hearing aid compatibility

This product uses a dedicated wireless link to the Phonak hearing aids. Please ask your hearing care professional about the compatibility to your hearing aids. The compatibility can easily be checked using the demo mode (→ Chapter 4.8).

---

### 3. Important safety information

Please read the information on the following pages before using your Phonak DECT CP1.

- ⚠ These devices may only be repaired by an authorized service center. Changes or modifications to the devices that were not explicitly approved by Phonak are not permitted. Such changes may damage these devices, your ear or the hearing aid.
- ⚠ Opening any of the devices might damage them. If problems occur which cannot be resolved by following the instructions of this user guide, consult your hearing care professional.
- ⚠ Do not use the devices in explosive areas (mines or industrial areas with danger of explosions).
- ⚠ Do not use the devices in areas where electronic equipment is prohibited.
- ⚠ DECT CP1 US/CAN version may NOT be used in Europe as it causes and suffers from interference with the European cellular networks. Illegal use of such products are prohibited by European Telecommunications Authorities.

- ⚠ DECT CP1 EU version may NOT be used in the US and Canada as it causes and suffers from interference with US and Canada cellular networks, and for that reason is deemed illegal to use by the FCC and IC.
- ⚠ The handset contains small parts that can cause choking, if swallowed by children. Keep out of reach of children under 3 years, mentally challenged people and pets. If swallowed, consult a physician or hospital immediately.
- ⚠ The following is only applicable for persons with active implantable medical devices (i.e. pacemakers, defibrillators, etc.):  
If you experience any interference, do not use the device and contact the manufacturer of the active implant (please, note that interference can also be caused by power lines, electrostatic discharge, airport metal detectors etc.).
- ⚠ Please contact the local recycling facility for removal of the battery and dispose of electrical components in accordance with your local regulations.

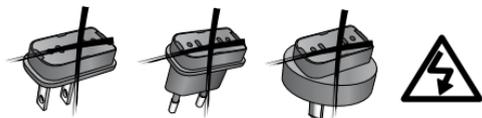
### 3. Important safety information

⚠ External devices may only be connected if they have been tested in accordance with corresponding IECXXXXX standards.

⚠ Using the cables in any way contradictory to their intended purpose (e.g., wearing the phone cable around the neck) can cause injury.

⚠ The mini-USB port is to be used for the described purpose only.

⚠ Caution: electric shock. Do not insert power adapter alone into electrical outlets.



⚠ For safety reasons, only use chargers supplied by Phonak or USB certified chargers with a rating of 5VDC, min. 1000 mA.

⚠ Never supply the base from a PC or laptop USB port. This may damage your equipment.

⚠ Do not connect a USB or phone cable exceeding 3 meters (9 ft) in length to the base.

⚠ Only insert a rechargeable battery that meets the specification in the Phonak DECT CP1 data sheet as inserting wrong batteries can damage the device or cause serious injuries.

⚠ Don't hold the handset with the back of the handset to your ear while it is ringing, or when hands-free mode is switched on. This can cause severe, permanent damage to your hearing.

⚠ The handset may cause buzzing noises in analog hearing aids. If you have any problems, contact your hearing care professional.

⚠ Only give your Phonak DECT CP1 to someone else together with the instruction manual.

### 3. Important safety information

- ⚠ Please do not use a faulty base, or have it repaired by the Service Department, since it may disrupt other radio services.

#### Notices

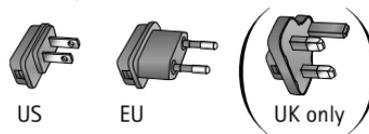
Some of the functions described in this instruction manual are not available in all countries.

The phone will not work during a power cut. It cannot be used for emergency calls either.

## 4. Getting started

### 4.1 Setting up the power supply

1. Select the power adapter that corresponds to your country.



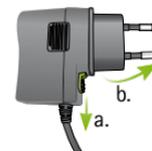
2. Insert the round corner of the adapter to the round corner of the universal power supply until it is completely inserted.



3. Click the tail of the adapter in to lock it into place. Make sure the adapter is securely locked.

#### To remove the power adapter:

- a. Pull back the tab on the universal power supply and hold.
- b. Gently pull the adapter upwards to remove it from receptacle.
- c. Then start over with step 1 (above).



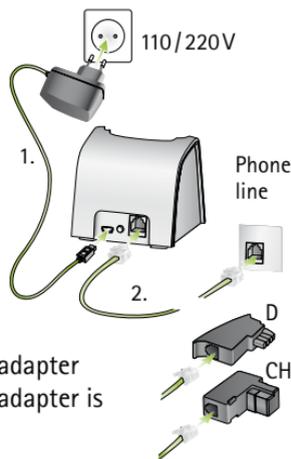
## 4. Getting started

### 4.2 Connecting the base

- ① Put the base on a non-slip, flat surface in a central place.

1. Plug the mini-USB plug into the base and the power supply into a power outlet.

2. Connect the line input of the base with the analog phone socket using the phone cable.



Use an appropriate phone line adapter if required (German and Swiss adapter is part of the package).

- ① The phone only works when the power supply is plugged into the base and a power socket.
- ① Please use the power supply and phone cable provided.

### 4.3 Inserting the battery

- ⚠ Only use the lithium ion battery provided by Phonak, as otherwise significant personal injury and damage to property may occur.

1. Make sure the battery contacts are located as shown.
2. Insert the contacts side first.
3. Insert the battery completely. You will hear the startup melody as the phone will switch on automatically.
4. Align the battery cover flat on top of the battery.
5. Then slide it gently to click it into place.



- ① To open the battery cover, lift the small latch at the bottom first, then slide the cover open.



## 4. Getting started

### 4.4 Charging the handset

① The handset must only be charged in its base.

You may place the handset into the base after each call in order to charge the battery.

If the battery symbol shows only one bar  (<25%), charge the handset as soon as possible.



#### Initial charging

The charge status display will only work properly if you first fully charge the battery and then let it run down:

- First place the handset on the base and charge for 8 hours.
- Then remove it from the base and only replace it when the battery is completely discharged.

① The battery may become a little warm during charging.

### 4.5 Changing the display language

In order to function properly, the language, country, time and date need to be set.

Language	
English	✓
Deutsch	
Français	
Italiano	

When you use the handset for the first time, you will automatically be asked which language settings you would like:

- Press ▼ to choose the language, then confirm with .

① Press the End call key  each time to go back a menu level or to cancel an entry.

If you would like to change the language later:

- Press the ► key until the **Settings** menu appears, then press .
- Press the ▼ key until the sub menu **Language** appears, then press .
- Press the ▼ key until your language is selected, then press .



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## 4. Getting started

- ① After setting the language for the first time, you can do a test with your hearing aid. Please follow the instructions on the display (→Chapter 4.8).

### 4.6 Setting date and time

To set the date/time:

- Press the ► key until the **Settings** menu appears, then press . 
- Press the ▼ key until the sub menu **Date/Time** appears, then press .
- Use the ▼ key to choose the **Time** and **Date** and enter these correctly using keys **0–9** (format hh:mm and dd.mm.yyyy).

- ① You can use the ◀/▶ keys to overwrite information.
- To apply what you have entered, press the display key to **Save**.

- ① The date and time are always saved in the base.  
**Following a power cut, you must re-enter the date and time.**

- ① Depending on the network operator, the date and time may be set automatically when you make a call.

### 4.7 Setting the location

**Attention:** To ensure that all functions work properly, you must enter the country where the phone is being used.

To set the country:

- Press the ► key until the **Settings** menu appears, then press . 
- Press the ▼ key until the sub menu **Location** appears, then press .
- Use the ◀/▶ keys to choose the country from the list where your telephone is being used and save your settings with the display key **Save**.

## 4. Getting started

- ① In this sub menu, you can also enter the **Country area code**, **National area code** and **International area code** if these are not automatically shown correctly.
- ① If your country is not listed, choose one with similar telephone conditions.

### 4.8 Testing the connection to the hearing aid

You can start the test directly by pressing and holding the Boost key (→ Chapter 5.4) in standby mode.

A test message will play and be wirelessly transmitted to your hearing aids.



You can test the connection to your hearing aids also via the menu:

- Press the **▶** key until the **Hearing aid** menu appears, then press **OK**.
- Press the **▼** key until the sub menu **Check connection** appears, then press **OK**.



As soon as **Playing demo...** appears on the display, bring the handset towards your hearing aids (max. 25 cm away from both aids).



- ① Hold the phone onto the other side of the head to check you can hear the sound over the wireless transmission and not through the hearing aid microphone. The sound should not change when you turn your head.
- ① Changing position can interrupt the transmission. This is normal.
- Use the volume buttons to set the volume to a comfortable level.
- Press the display key **End** to end the test.
- ① The test will automatically stop after 15 minutes.

The test will be in English, German, French or Spanish depending on the language setting for the phone. If you choose a language other than one of these four languages, the message will be played in English.

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## 4. Getting started

### 4.9 Transferring existing contacts

If you already have a DECT-compatible cordless phone, it should be possible to transfer your contact data to the Phonak DECT CP1 phone.

To do this, the existing handset must be logged in to the Phonak base first. Read the instructions about this for your current handset and log it into the Phonak base (→Chapter 6.10).

Then look for the contacts in your existing handset and transfer them to the base.

Your contacts can stay on the Phonak base or they can be transferred to the Phonak handset (→Chapter 6.3).

You can read more about phone settings in Chapter 6.4

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Your phone is now ready to use. What would you like to do next?

Changing the display language	Chapter 4.5
Making and ending a call	Chapter 5.1
Setting the volume	Chapter 5.4
Setting ringtones	Chapter 5.5
Setting up a contact entry	Chapter 5.7
Setting up the voice box	Chapter 5.12
Multiple handsets for one base	Chapter 6.10

## 5. Everyday use

### 5.1 Making and ending a call

#### Making a call

- Enter the phone number you would like to dial on the number keypad. You can correct a wrong number by pressing the display key **Delete**.
- Then press the Talk key  to make the call.



- ① You can check the line before dialing a number by pressing the Talk key for 2 seconds.
- ① During your conversation, the display will show the number you have dialed and the duration of the call. If you have saved the number under a name in your contact list, the name will appear.

#### Ending a call

To end the call, press the End key .

#### To accept a call

In addition to the ringtone an incoming call is signaled by the flashing indicator light and vibration when enabled.

To accept an incoming phone call, press the Talk key .

- ① When it is ringing, the phone can be set to silent using the display key **Mute**.

#### Automatic call acceptance

Taking the handset from the base automatically accepts a call. To switch this function on or off:

- Press the **▶** key until the **Settings** menu appears, then press **OK**.
- Press the **▼** key until the sub menu **Base** appears, then press **OK**.
- Use the **◀/▶** keys to select the relevant setting **On/Off**.
- Apply the settings with the display key **Save**.



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## 5. Everyday use

### 5.2 Muting the handset microphone

You can switch off the handset microphone by using the display key **Mic mute** during a conversation. The person you are speaking to will then no longer be able to hear you.



To switch the microphone back on again, press the display key **Mic mute** again.

### 5.3 Making a call with a Phonak hearing aid

- ① Wireless transmission of the phone call is only possible to Phonak hearing aids.
- ① No special configuration is needed for the hearing aid or the phone. However, your hearing care professional can fine tune the telephone program.
- ① If you cannot connect wirelessly to your hearing aid in spite of the following instructions, please contact your hearing care professional.

---

### Connecting to your hearing aid

Simply hold the handset near your hearing aids while you use the telephone (max. 25 cm away from both hearing aids).

The hearing aid will switch automatically. Depending on the settings of your hearing aid, you will hear a switchover sound.

- ① You need to be actively making a call for the wireless connection to the hearing aid to work. The handset cannot be in hands-free mode or be operating with a headset, because otherwise wireless transmission will be disabled.
- ① If your hearing aid does not work with wireless Phonak technology, you can still use it with an existing telephone coil program in your hearing aid to improve the sound quality.

## 5. Everyday use

### Holding the handset correctly

The microphone openings in the handset pick up your voice. So you need to hold the handset near your mouth.



The handset will transfer the call wirelessly and via the receiver simultaneously. If you find it unpleasant being able to hear the conversation through your hearing aid and the handset receiver at the same time, we recommend turning the upper part of the handset slightly away from your ear.

### Breaking the connection with your hearing aids

When you move the handset away from your hearing aids, end the call or switch on hands-free mode, the hearing aids automatically switch back to the last used hearing program.

- ① Switching back takes from 1 to 3 seconds, depending on the hearing aid model.

## 5.4 Setting the volume

Use the volume keys **+/-** on the side to set the volume during a conversation.

The current volume setting will appear briefly on the display as bars and be saved automatically.

- ① The handset volume setting also controls the volume of the wireless connection to your hearing aids.

### The volume Boost key

By pressing the Boost key on the side during a conversation, the handset switches to a second volume range. The symbol for this appears on the display.

You can set the volume for this function separately using the volume keys **+/-** and it goes up to 15 dB louder than the highest level during normal operation.

- ① This mode does not work during hands-free or headset operation.



---

## 5. Everyday use

By pressing the Boost key  again, the handset switches back to the normal volume range and the volume Boost symbol disappears.

A new telephone conversation always begins in normal volume mode.

- ① Please tell other people using your phone about this setting, because people with normal hearing can find this function very loud.

### 5.5 Setting ringtones

- ① Ringtones are not transmitted wirelessly to your hearing aid.

Choose your individual ringtones in the Audio settings menu:

- Press the **▶** key until the **Audio settings** menu appears, then press . 
- Press the **▼** key until the sub menu **Ring tones** appears, then press .
- Press the **▼** key until **External call** appears, then press .

---

Now you can choose your settings:

- **Tune**  
Choose a ringtone from the list of **1–12**, that you can hear clearly without your hearing aids.
- **Volume**  
Select the ringtone volume level **1–5** so it is comfortable for you and your surroundings.
- **Rising**  
Choose **On** for a ringtone that increases in volume while ringing. If it is **Off**, the ringtone stays at the volume you have set.
- **Delay**  
You can choose from **None** up to **20 seconds** ringtone delay from the time a call is received.

Apply the settings with the display key **Save**.

## 5. Everyday use

- ① The ringtone volume is easy to set in standby mode by pressing the volume keys **+**/**-**. This will not change internal calls from other handsets.



### 5.6 Switching on/off the handset

The handset can always stay switched on.



#### Standby mode

Press the End key  until the display is in standby mode. The handset will automatically go into standby mode after 1 minute.

#### Switching off

If you would like to switch off the handset:

- Press the End key  in standby mode for 2 seconds until the display shows the Phonak logo.

#### Switching on

- To switch on, briefly press the End key  or simply place the handset onto the base.

- ① The Phonak start logo will appear in the display and you will hear the Phonak start melody.

## 5.7 Setting up a contact entry

The phone has 2 contact lists. One in the base and one in the handset.



### Handset

- Any contacts you have saved under **Contacts** → **Handset** are only visible on this handset.
- You can save up to 100 entries with 3 phone numbers each.
- You can set the ringtone and volume individually for each entry.

### Base

- Any contacts you have saved under **Contacts** → **Base** are visible to all handsets logged into the base.
- You can save up to 200 entries with 3 phone numbers each.

- ① To make it easier to find contacts later, we recommend always saving them in the same contact list.

---

## 5. Everyday use

① Recommendation: If you only use one handset on the base, choose **Contacts Handset**. If you use different handsets on the base (→ Chapter 6.10), choose **Contacts Base**.

① You can copy contacts between the contact lists later.

### Setting up contact entries

- Press the ► key until the **Contacts** menu appears, then press .
- Now use the ▼ key to choose whether you would like to set up an entry in **Contacts Handset** or in **Contacts Base**, then press .
- Press the ▼ key until **+ New entry** appears, then press .
- Use the key to jump from field to field and enter your contact details as required using the numbers and letters **A-Z/0-9**  
**Name**, **First name**, **Private** number, **Work** number, **Cell phone** number.



① If you store the numbers in the handset, you can also set the **Tune** and the **Volume** of the ringtone for this contact ◀/▶ (the **Default** setting means that global settings will be used (→ Chapter 5.5).

- Depending on which field you are editing, save the entry or any changes directly using the display key **Save** or use **Option** → **Save**.

① When entering characters, you can use the  key to set upper or lower case. Use keys **1** and **0** to access other special characters.

## 5. Everyday use

### 5.8 Looking up contacts

#### Speed dial

Use the number/letter keypad to go directly to the first letter of your contact's name in the contact list by pressing and holding the corresponding letter while in standby mode.

Example: Press key **7** (=P, Q, R, S) for 2 seconds. The display will show the contact list for the letter P. Briefly press key **7** again immediately to reach letters Q, R or S.

**i** You can set which contact list will be accessed, as described in Chapter 6.3.

#### Access via the Contact menu

- Press the **▶** key until the **Contacts** menu appears, then press **OK**.
- Choose **▼** where you would like to search for the contact (**Contacts handset**, **Contacts base** or **Internal call**, then press **OK**.)
- Use the arrow keys **▼/▲** to find the contact you are looking for.



**i** If you have a lot of contacts, it is easier to look for a name directly, e.g. Mike, by first pressing key **6** (for „M“). Then the letter M and all names beginning with „M“ will then appear at the top of the display. Now briefly press **4** (=G, H, I) 3 times in quick succession until you see „Mi“ displayed.

- Press **OK** when you have found the name, then press **▼** until it highlights the number you would like to call, then press **OK** to dial the number.

### 5.9 Searching for the handset

The base can help you to search for the handset as long as the handset is switched on and is within range of the base.

- Briefly press the **Pair** key on the back of the base.



Any logged in handsets will ring at the same time, even if the ringtone is switched off.

- End the call individually for each handset using the End key .
- Pressing the **Pair** key on the back of the base again briefly will stop all the handsets ringing.

---

## 5. Everyday use

### 5.10 Using the caller list

You can review the last 150 incoming, outgoing or missed calls in the **Calls** menu:

- ① Briefly press the Talk key  to directly bring up the list of all calls.
  
- Press the **▶** key until the **Calls** menu appears in the display, then press **OK**. 
- Use the **▼** key to jump from field to field between **Missed**, **Accepted**, **Outgoing** or **All calls** and press **OK** to open the list you want.
- Use the **▼** key to choose the number you would like from the list.
  
- ① If one of the numbers is saved in your contact list, the name will also be displayed.
  
- Press **OK** to start dialing.
  
- ① To display the caller ID the phone number transmission (CLIP) must be working correctly. Your network operator can give you information about this.

You can edit entries using the display keys:

- **Delete**: Deletes the current entry from the caller list (of course, it won't be deleted from the contact list).
- **Option** → **Save**: Saves the current entry to the contact list.
- **Option** → **Delete all**: Deletes all entries from the caller list (the contact list stays saved).

### 5.11 Notifications in the Inbox menu

If you have missed calls, voice box messages or other notifications, the menu option **Inbox** will appear in the main menu and the indicator light will flash. Use the **OK** key to open the list of notifications and follow the instructions on the display.

---

## 5. Everyday use

### 5.12 Answerphone „Voice box“

#### Setting up the voice box

Voice box is the answerphone on your provider's network.



- ① You can only use the voice box if you have requested it from your service provider.

Before you can use your voice box, it needs to be set up:

- Press the ► key until the **Settings** menu appears, then press .
  - Use the ▼ key to jump to the **Voice box** submenu, then press .
  - Ask your network operator for the voice box number and enter this in the **Number** field.
  - Press the display key **Save** to save the setting.
- ① If the number changes at a later date, you can simply overwrite it.



#### Everyday use of the voice box



If there's a message waiting for you, there will be a signal from your network operator with the symbol and number of messages received.

- Press and hold the  key for 2 seconds to dial the voice box number.
  - You can now listen to your messages by following the voice box instructions from your network operator.
- ① While viewing the display or using the keys, the transmission to your hearing aids will be temporarily interrupted. During this time switch to the hands-free mode by pressing the hands-free key .
  - ① The network operator manages your voice box. Please contact your network operator directly to find out about the functionality available for managing your voice box.

---

## 5. Everyday use

### 5.13 Additional features when using the phone

#### Hands-free

To go hands-free, switch on the loudspeaker to hear the conversation without holding the handset to your ear. This means you have both hands free or other people can listen too. You can switch hands-free mode on or off during a call by briefly pressing the speaker key . Use the **+/-** keys to adjust the volume.



- ① The conversation is not transmitted to your hearing aids wirelessly when you are in hands-free mode!
- ① If you would like someone else to listen to the conversation, be sure to tell the caller.
- ① The hands-free mode is terminated if the  Booster key is pressed.



---

#### Using a headset

You can make calls using a headphone, or a headset with a microphone, plugged into your handset with a 3.5 mm stereo jack.

Plug it into the side of your handset. A headset symbol will appear on the display.

- ① When using a headphone without microphone, the handset microphone will be used.
- ① If you are using a headset with a microphone, it must be Apple compatible.
- ① As long as the headset is plugged in, no wireless transmission will be made to your hearing aids.

## 6. Handset settings

### 6.1 Switching the key lock feature on/off

Key lock prevents unwanted or accidental use of the handset.

**To lock:** Press the  key in standby mode for 2 seconds until the display shows **Unlock device with #**.



The lock symbol  on the display shows the handset is locked.

**To unlock:** Press the  key in standby mode for 2 seconds until the display shows **Device unlocked**.



① You can still dial emergency numbers when key lock is switched on. Emergency numbers vary depending on the country. Please note that the location must be set (→ Chapter 4.7).

① You can still accept incoming calls when key lock is switched on.

### 6.2 Switching on/off ring tones

You can mute the phone for all calls (internal and external) with just one key if you do not want to be disturbed.



**Ring tone off:** Press the  key in standby mode for 2 seconds until the display shows **Ring tone off**.

**Ring tone on:** Press the  key in standby mode for 2 seconds until the display shows **Ring tone on**.

The tune symbol  on the display shows the ringtone is switched off.

① You can also use the side buttons **+/-** or **Audio settings** → to switch **Ringtones** to mute. This does not appear on the display. So if you cannot hear a ring tone, please check this setting.

---

## 6. Handset settings

### 6.3 Other Contact list functions

#### Setting the contact list for speed dial

Using **Settings** → **Contacts** → **Speed dial with**, you can select which contact list (handset, base or internal) you would like to jump to with Speed dial (→Chapter 5.8).

#### Setting contact sort order

Using **Settings** → **Contacts** → **Sort order** you can choose whether to sort contacts by **Last name, first name** or **First name, last name**.

#### Setting upper and lower case

When typing text, you can choose between upper and lower case. In text mode, press the  key until the display shows the mode you would like.

Abc	Only the first letter is capitalized
ABC	All letters are capitalized
abc	Lower case

To add a space, use the **0+** key.

---

### Editing contacts

You can change saved contacts, copy them from the handset to the base or from the base to the handset, or delete them at any time. To do this, find the contact in the contact list and choose what you would like to do:

- **Modify** to change the fields for this contact or to add a new number.
- **Option.** → **Delete** to delete the entry.
- **Option.** → **Copy** to copy the entry from the handset to the base or from the base to the handset.
- **Option.** → **Copy all** to copy all contacts from the handset to the base or from the base to the handset.
- **Option.** → **Delete all** to delete all contacts from your current contact list.

**Warning:** If you confirm this by pressing **Yes**, all contacts in your current contact list will be **permanently deleted!** Even Phonak will not be able to retrieve them.

---

## 6. Handset settings

### 6.4 Other handset settings

#### Adjust the display

You can adjust the display using **Settings** → **Display**:

- Choose the background color you prefer via **Design** → **White** or **Gray**.
- **Illumination in** and **outside base**: This function specifies whether the display darkens after a minute or stays faintly lit. You can set this separately for when it is in or out of the base.

① If illumination is not completely switched off, it reduces battery time out of the base by about 10%.

---

#### Setting the function key



You can assign the function key a specific function via **Settings** → **Function key** using the ◀/▶ key.

This gives you immediate access to one of the following functions:

- **Speed dial**: Save an important telephone number here. Then you can call this number directly with just one press of a key.
- **Internal**: If several handsets are logged into the base, you can call these directly.
- **Deactivated**: This setting means the function key has no purpose assigned to it.
- **Line selection**: This function is not available with the DECT CP1 base.

---

## 6. Handset settings

### Switching indicator tones on or off

As well as the different ringtones, your handset also has indicator tones for different events. Using **Audio settings** → **Indicator tones**, you can switch these on or off:

- Use the ▼ key to choose the field and switch it **On** or **Off** with the ◀/▶ keys.
- Press the display key **Save** to save the setting.

### Setting up vibrate mode

The handset vibrates when different events take place. You can set this up via **Audio settings** → **Vibration**.

- Use the ▼ key to choose the field and switch it **On** or **Off** with the ◀/▶ keys.
- Press the display key **Save** to save the setting.

---

## 6.5 Alarm clock function

You can set up 4 different alarm times on your handset.

### Programming one of the 4 alarms

- In the main menu, select **Alarm clock**, then press . 
- Choose one of the 4 alarms using the ▼ key, then press .
- Use the ◀/▶ buttons to set the functions you would like in the fields:  
**Mode:**
  - **Single:** The alarm will ring once when the next set time is reached.
  - **Recurrent:** The alarm will ring every time the set time is reached.  
If it is set to Recurrent, you can also use the ◀/▶ keys to set which day the alarm will ring on (**Monday** to **Sunday**).
  - **Off:** The alarm is switched off.

## 6. Handset settings

- **Time:** Use the number keypad to set the alarm time in hh:mm format. Change your entries with ◀/▶.
- **Name:** This name will appear in the alarm list later and be shown when the alarm is ringing. Add a new name using the letters on the keypad. Press the display key **Delete** to make a correction. To add letters, use the ◀/▶ keys and for a space use the 0 key.
- **Tune:** Use the ◀/▶ keys from List 1–12 to choose a tune you like.

Press the display key **Save** to save the settings.

- ① Set the other 3 alarms in the same way if you need to.
- ① Please note that the alarm clock function only works if
  - the time and date are set correctly,
  - and the handset battery is sufficiently charged (min. 25% ).

### Alarm symbol on the display

In sleep mode and when at least one alarm is active, the  symbol will appear.

The alarm symbol in the main menu shows how many alarms are active.



In the list of alarms, active alarms are checked. If you select an alarm with the ▼ key, the alarm time will also show.

Mike Info	✓
09:10	
Mike Test	✓

### Switching off alarms

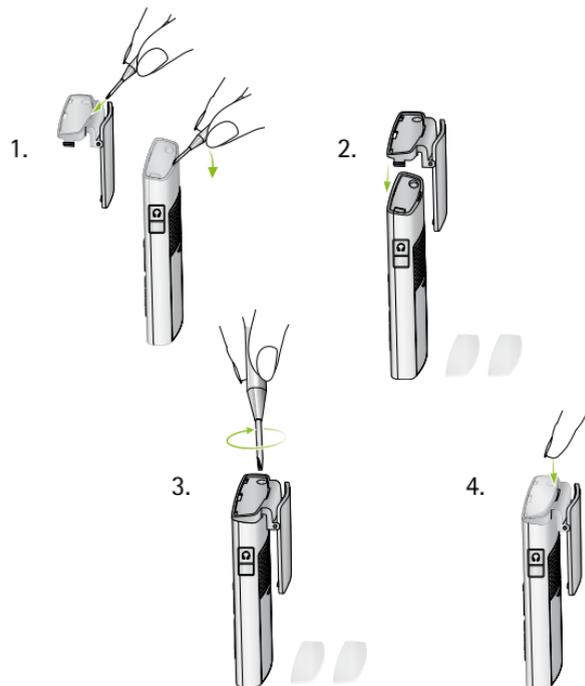
- Select the alarm you would like to switch off using **Alarm clock** → **Alarm [1–4]** → **Mode** and set the function to **Off** using the ◀/▶ keys.
- Press the display key **Save** to save the setting.

- ① When all alarms are switched off, the  symbol on the display will disappear.

## 6. Handset settings

### 6.6 Fitting the belt clip

To fit the belt clip to your handset, you need a small Phillips-head screwdriver to attach the fixing screws.



### 6.7 Reception strength indicator

The antenna symbol shows the strength of reception between the base and the handset. This depends on the distance and any furniture or walls between them. In general, the maximum distance to the base inside the house is up to 50 m (160 ft) and in the open is up to 300 meters (950 ft).

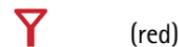
Weak to strong radio contact



Location with weak reception



No reception, base not found



Eco-mode active (→ Chapter 6.8)



① If the reception reduces bring the handset closer to the base if the connection drops.

① Choose a central place (similar range to all handsets) to put the base.

## 6. Handset settings

### 6.8 Eco-mode

- ① Eco-mode can only be activated in Europe.
- ① The Eco-mode menu is only available when the handset is connected to the base.

In Eco-mode, radio activity between the base and the handset is switched off when no call is being made.

#### Switching Eco-mode on/off

- Press the ► key until the **Settings** menu appears, then press . 
- Press the ▼ key until **ECO mode** appears, then press .
- Press the ► key until **Full ECO mode** is set to **On**.
- Press the display key **Save** to save the setting.
- Instead of the range symbol , the display will show the Eco-mode symbol .

- ① Signal strength is not shown in Eco-mode. Check the connection with the base by pressing the Talk key  for 2 seconds. If the base is in range, you will hear the dialing tone.

- ① When Eco-mode  is switched on, call setup is delayed by about 2 seconds.

- ① Battery use in standby mode is around 50% higher when Eco mode is switched on.

- ① All phones logged into the base must support Eco-mode.

### 6.9 Battery status display

The battery symbol means:

-  Battery charging
-  100%
-  75%
-  50%
-  25%
-  Empty

- ① When the battery charge drops below 25%  at the latest, you should charge the handset.

---

## 6. Handset settings

### 6.10 Multiple handsets for one base

Up to 6 Phonak DECT CP1 handsets can be logged into the base.

- ① The handset and the base that come together in one pack have the same serial numbers and are already paired. You do not need to log them on again.

#### Logging on another handset

- On the handset, select **Settings** → **Log on/off** → **Log on** to start the log on process.
- Then press the **Pair** key on the back of the base for 2 seconds.
- Wait a few seconds until the display shows successful login.



- ① It is possible to log into the base with other GAP\*-compatible DECT handsets. Phonak only guarantees that original Phonak DECT CP1 handsets will function correctly.

- ① \*GAP (Generic Access Protocol) is a technical standard which specifies that cordless handsets and a base are compatible with one another.

- 
- ① More than one cordless phone must be logged in to the base for the following functions!

#### Setting the handset name

As soon as more than one handset is logged into the same base, the internal name of the handset, e.g. DECT 1, will be shown in standby mode.

- You can change these names using **Settings** → **Handset** → **This handset**.

- ① You can also specify at this point whether this handset can take a call in progress or not.

#### Making internal calls

- You can call another handset paired to this base for free via **Contacts** → **Internal call**.

#### Consultation during a call

During a call, using the display key **Option** → **Internal call** allows you to call another handset (e.g. „DECT 5“) on the same base.

---

## 6. Handset settings

If someone accepts the internal call on handset „DECT 5“, the external caller „Mike“ is put on hold and does not hear the conversation.



### Brokering during a call

Use the display key **Option** → **Brokering** to switch between „Mike“ and „DECT 5“ as often as you would like.



### Transferring a call internally

Use **Option** → **Transfer** to connect the 2 lines „Mike“ and „DECT 5“ and disconnect your own handset.



### Conference calls

If all 3 participants would like to speak to each other, select **Option** → **Conference**. All participants can now hear and speak to one another.

### Ending a conversation with multiple participants.

Press the End key  to end the active conversation.

---

## 6.11 Using an existing base

If you already have another GAP-compatible DECT base, you can log the Phonak DECT CP1 handset into it.

To do this, follow the login procedure described in Chapter 6.10, but hold down the pairing button on your existing base. Enter the security code for this base at the same time (please consult the instruction manual of the existing base).

- ① The Phonak base for the cordless handset DECT CP1 now works as a charger and must therefore be connected to the main power cable. You no longer need the telephone cable.

---

## 6. Handset settings

### 6.12 Changing the battery

If battery performance decreases noticeably over time, you can change the battery.

⚠ So that your phone functions properly, it is extremely important to only use an original battery (Li-Ion 3.7V, type: CE-MB206-5C-01, 1100 mAh).

Open the battery cover as described in Chapter 4.3 to replace the battery.

---

## 7. PIN-codes and resetting your settings

### 7.1 Changing PIN codes

As all telephone systems are programmed in the factory with the PIN code „0000“, you can change this yourself later to improve security:

- Using **Settings** → **Security** → **Base PIN**, enter the current PIN „0000“ and confirm by pressing **OK**.
- You can then enter your own PIN and confirm by pressing **OK**.
- Using **Settings** → **Security** → **Handset PIN**, enter the correct code in the handset and confirm by pressing **OK**.

① If you forget the PIN, you can reset it as described in Chapter 7.3.

## 7. PIN-codes and resetting your settings

### 7.2 Resetting your settings

You can reset all original settings for the base or the handset, apart from the PIN code and the telephone book, under **Settings** → **Reset settings**.

- Enter the original PIN „0000“ or the PIN you set yourself.

### 7.3 Resetting the system PIN

If you forget the system PIN, you must do a general reset:

- Press and hold the **Pair** button on the back of the base and reinsert the power cable into the base at the same time.
- Press and hold the **Pair** key for at least 5 seconds.



- ① For your phone to work properly again, you must re-enter the settings described in Chapter 4.5.
- ① Please ensure that you delete the contact list on the phone separately (→Chapter 6.3) before giving it to anyone else.

## 8. Troubleshooting

<i>Most probable cause</i>	<i>Remedy</i>	
<b>The display is still dark</b>		
■ Battery is not inserted	■ Insert battery	4.3
■ Battery is fully discharged	■ Put handset in charger	4.4
■ Handset is not switched on	■ Switch on handset	5.6
<b>The display is only faintly lit</b>		
■ Battery almost discharged	■ Charge handset	4.4
■ Display illumination switched off	■ Adjust the display	6.4
<b>Indicator light constantly flashes green</b>		
■ Missed call	■ Look for messages in the Inbox menu	5.11
■ Important setting missing		
<b>Battery does not last long</b>		
■ Initial charge not carried out	■ Fully charge / discharge	4.4
■ Battery is very old	■ Replace battery	6.12
<b>Sound not being transmitted to hearing aids</b>		
■ Hearing aid not switched on	■ Switch on hearing aid	5.3
■ Too far from handset	■ Move handset closer to hearing aid	

## 8. Troubleshooting

<i>Most probable cause</i>	<i>Remedy</i>	
<b>Volume is too loud</b>		
■ Boost mode is on	■ Press Boost key again	5.4
■ Ringtones are too loud	■ Set the volume	5.5
<b>No sound from handset</b>		
■ Headset plugged in	■ Unplug headset	5.4
■ Volume too low	■ Increase volume	6.2
<b>Phone does not ring</b>		
■ Ringtones are switched off	■ Switch on ringtones or	6.2
■ Ringtones are too quiet	■ Increase volume	6.2
<b>Name not found in contact list</b>		
■ There are 2 contact lists	■ Select correct contact list	5.8
<b>Caller's number not shown</b>		
■ Service not supported by network operator	■ Ask your network operator if it supports CLIP	6.12

<i>Most probable cause</i>	<i>Remedy</i>	
<b>I can't find the voicebox</b>		
■ Voice box service is not activated	■ Get provider to activate voice box service	5.12
■ Voice box number is not programmed	■ Program the number	5.12

You can see other questions and answers (FAQs) on our website [www.phonak.com/dect](http://www.phonak.com/dect).

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## 9. Information on product safety

- ① Protect the device connectors, plugs, charging slot and power supply from dirt and debris.
- ① Never immerse the devices in water! Protect them from excessive moisture. Never use these devices in the shower, bath, or swimming area, as the device contains sensitive electronic parts.
- ① Protect the devices from heat (never leave them near a window). Never use a microwave or other heating equipment to dry the devices.
- ① Do not drop these devices! Dropping onto a hard surface can damage them.
- ① Clean devices using a damp cloth. Never use household cleaning products (washing powder, soap, etc.) or alcohol to clean them.

- 
- ① Special medical or dental examination including radiation described below, may adversely affect the correct functioning of your device. Remove and keep it outside the examination room/area before undergoing:
    - Medical or dental examination with X-ray (also CT scan).
    - Medical examination with MRI/NMRI scans, generating magnetic fields.
  - ① When operating the system near computer equipment, larger electronic installations, strong electromagnetic fields, or metallic structures, the operating range may significantly be reduced. It may be necessary to be at least 60cm (24") away from the interfering device to ensure proper operation.
  - ① If the hearing aids do not respond to the phone because of an unusual field disturbance, move away from the disturbing field.

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## 10. Service warranty

### 10.1 Local warranty

Please ask the hearing care professional, where you purchased your Phonak DECT CP1, about the terms of the local warranty.

### 10.2 International warranty

Phonak offers a one-year limited international warranty, valid starting from the date of purchase. This limited warranty covers manufacturing and material defects. The warranty only comes into force if proof of purchase is shown.

The international warranty does not affect any legal rights that you might have under applicable national legislation governing sale of consumer goods.

---

### 10.3 Warranty limitation

This warranty does not cover damage from improper handling or care, exposure to chemicals, immersion in water or undue stress. Damage caused by third parties or non-authorized service centers renders the warranty null and void. This warranty does not include any services performed by a hearing care professional in their office.

Serial number:

\_\_\_\_\_

Authorized hearing  
care professional  
(stamp/signature):

Date of purchase:

\_\_\_\_\_

\_\_\_\_\_

---

## 11. Compliance information

Europe:

### **Declaration of Conformity**

Hereby Phonak AG declares that this Phonak product is in compliance with the essential requirements of the Radio and Telecommunications Terminal Equipment Directive 1999/5/EC. The full text of the Declaration of Conformity can be obtained from the manufacturer or the local Phonak representative whose address can be taken from the list on <http://www.phonak.com> (Phonak worldwide locations).

US and Canada:

1. This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the bottom of this equipment is a label that contains, among other information, a product identifier in the format US:KWCTE00BX8170. If requested, this number must be provided to the telephone company.

2. A plug and jack used to connect this equipment to the premises' wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.
3. If this equipment Phonak DECT CP1 causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.
4. The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

---

## 11. Compliance information

5. If trouble is experienced with this equipment Phonak DECT CP1, for repair or warranty information, Service can be facilitated through our office at:

Phonak Inc.  
4520 Weaver Parkway  
Warrenville, IL 60555  
Tel: 800-777-7333  
Fax: 630-393-7400

If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

6. Do not alternate or repair any parts of device except specified. For repair procedures, follow the instructions outlined under the limited warranty.
7. Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

8. If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this 1.9 GHz DECT Product for PSTN does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your network operator or a qualified installer.
9. If the telephone company requests information on what equipment is connected to their lines, inform them of:
  - a) The ringer equivalence number [00]
  - b) The USOC jack required [RJ11C]
  - c) Facility Interface Codes ("FIC") [02LS2]
  - d) Service Order Codes ("SOC") [9.0Y]
  - e) The FCC Registration Number [KWCTE00BX8170]

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## 11. Compliance information

10. The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local network provider. The REN for this product is part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point. For this product the FCC Registration number is [US: KWCTE00BX8170] indicates the REN would be 00.

11. This product is hearing aid compatible.

---

### **FCC Caution:**

Changes or modifications made to this device not expressly approved by Phonak may void the FCC authorization to operate this device.

This device complies with Part 15 of the FCC Rules and with RSS-210 of Industry Canada. Operation is subject to the following two conditions:

- 1) this device may not cause harmful interference, and
- 2) this device must accept any interference received, including interference that may cause undesired operation.

### **IMPORTANT NOTE:**

#### **FCC Radiation Exposure Statement:**

This equipment complies with FCC radiation exposure limits set forth for an uncontrolled environment. This equipment should be installed and operated with a minimum distance of 20 cm between the base and your body.

This transmitter must not be co-located or operating in conjunction with any other antenna or transmitter.

---

## 11. Compliance information

### Note:

This device has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules.

These limits are designed to provide reasonable protection against harmful interference in a residential installation. This device generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this device does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the device and receiver.
- Connect the device into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

---

### Specific Absorption Rate (SAR) information

SAR tests are conducted using standard operating positions accepted by the FCC with the phone transmitting at its highest certified power level in all tested frequency bands, although the SAR is determined at the highest certified power level, the actual SAR level of the phone while operating can be well below the maximum value, in general, the closer you are to a wireless base station antenna, the lower the power output.

Before a new model phone is available for sale to the public, it must be tested and certified to the FCC that it does not exceed the exposure limit established by the FCC. Tests for each phone are performed in positions and locations (e.g. at the ear and worn on the body) as required by the FCC.

For body worn operation, this handset has also been tested and meets the FCC RF exposure guideline. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.

---

## 11. Compliance information

Non-compliance with the above restrictions may result in violation of RF exposure guidelines.

Privacy of communications may not be ensured when using this telephone!

### IC Warning

CS03:

This product meets the applicable Industry Canada technical specifications.

RSS (Category I Equipment):

This device complies with Industry Canada license-exempt RSS standard(s). Operation is subject to the following two conditions:

- 1) this device may not cause interference, and
- 2) this device must accept any interference, including interference that may cause undesired operation of the device.

---

Under Industry Canada regulations, this radio transmitter may only operate using an antenna of a type and maximum (or lesser) gain approved for the transmitter by Industry Canada. To reduce potential radio interference to other users, the antenna type and its gain should be so chosen that the equivalent isotropically radiated power (e.i.r.p.) is not more than that necessary for successful communication.

---

## 12. Information and explanation of symbols



The CE symbol is a confirmation by Phonak AG that this Phonak product meets the requirements of the R&TTE Directive 1999/5/EC on Radio and Telecommunication Terminal Equipment.

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This symbol indicates that it is important for the user to read and take into account the relevant information in these user guides.

---



This symbol indicates that it is important for the user to pay attention to the relevant warning notices in these user guides.

---



Important information for handling and product safety.

---

### Operating conditions

The product is designed such that it functions without problems or restrictions if used as intended, unless otherwise noted in these user guides.

---

### Transport and storage conditions

Temperature:  $-20^{\circ}$  to  $+60^{\circ}$  Celsius ( $-4^{\circ}$  to  $+140^{\circ}$  Fahrenheit).  
Humidity transportation: Up to 90% (non condensing).  
Humidity storage: 0% to 70%, if not in use.  
Atmospheric pressure: 200 hPa to 1500 hPa.

---

## 12. Information and explanation of symbols



The symbol with the crossed-out garbage bin is to make you aware that this device may not be thrown away as normal household waste. Please dispose of old or unused devices, at waste disposal sites intended for electronic waste, or give it to your hearing care professional for disposal. Proper disposal protects the environment and health.