# Dect 311

# User manual

**PHILIPS**

# Quick start guide

The **Pilot key** allows you to navigate the menus.

**Up** 𝄃 : to go left in the menus & options.

**Down** 𝄃 : to go right in the menus & options.

**Press** ✦𝄃 : to select a menu or options and validate a setting.

It is also used as short cut to some menus.

| | |
|---|---|
| Answer/end a call | 📞 |
| Make a call | Predial number & 📞 **or** 📞 & dial number |
| Read Call log | 𝄃 up and browse 𝄃 |
| Redial a number | 𝄃 up and browse 𝄃 and 📞 |
| Call from phonebook | 𝄃 down and browse 𝄃 and 📞 |
| Add a name in the phonebook | Predial number and select ✦𝄃 scroll to 𝄃 **Store** and select ✦𝄃, enter the name and press ✦𝄃**Ok** |
| Adjust earpiece volume during call | Scroll up 𝄃 to increase the volume ; 𝄃 down to decrease |
| Adjust the handset loudspeaker volume | During a handsfree call, up 𝄃 to increase ; 𝄃 down to decrease |
| Mute the microphone | During call press ✦𝄃 **Options** ; press ✦𝄃 **Mute** |
| Unmute the microphone | Press ✦𝄃 **Unmute** |
| Transfer a call/Intercom (If at least 2 handsets) | Press 📞⚲ + number phone |
| To read an event | Press ✦𝄃 **View** |
| To set the date and time | Press ✦𝄃 to enter the carousel. Scroll to 𝄃 **Handset** and select. ✦𝄃, scroll to 𝄃 **Date & time** and select. ✦𝄃 Press ✦𝄃 to select **Set date** and enter the current date, press ✦𝄃**OK** <br><br>Scroll to **Set time** and enter the current time, press ✦𝄃**OK** |
| To set the handset ring tone | Press ✦𝄃 to enter the carousel. <br>Scroll to 𝄃 **Sounds** and select. ✦𝄃 <br>Press ✦𝄃 to select **Handset ring tones,** <br>Press ✦𝄃 to select **External ring tone,** <br>browse through the list to hear the ring tones and select ✦𝄃 your ring tone |

## DECT 311 Handset

### Pilot key

⬤- Press to enter the carousel or validate a choice

⬤- Scroll to navigate in the menus & options
- Move the cursor right/left

⬤-Scroll up to reach the **Call log** from idle mode

⬤- Scroll down to reach the **Phonebook** from idle mode

⬤- Long press to unlock the keypad

**Earpiece**

**PHILIPS**

**Talk**
To take the line, answer a call or hang up

**Clear/Recall**
- To correct a digit when predialling or a character when editing
- Short press to go back one menu when navigating
- Long press to return to idle mode when navigating
- To insert R for operator services when on line

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

**Loudspeaker \***
Press to take the line or activate the handset loudspeaker during a call

**Keypad lock**
- Short press to insert * when dialling
- Long press to lock/unlock the keypad in idle mode
- Long press to insert R (in between-digit pause) when predialling

**SMS key**
- Short press to reach **Send new SMS** menu from idle mode
- Short press from the Phonebook or the Call log to edit an SMS

**Microphone**

**Call transfer/Intercom**
- Short press to initiate or cancel internal call
- Short press to answer an internal call
- Short press during internal call to transfer the call or switch between internal call and external call

**Alarm clock**
- Short press to dial 0
- Long press to activate/deactivate the alarm clock

\***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 handset display

On first use, it may be necessary to wait for a few minutes of charge before seeing symbols on the display.

When charging, the battery bars scroll from empty to full status. When the handset discharges, the battery shows the status :

Full $\boxed{III}$ , 2/3 $\boxed{II}$ , 1/3 $\boxed{I}$ and empty $\boxed{\phantom{I}}$

The ringer is deactivated.

A message on your operator voice mailbox

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

An internal call is in progress. **When blinking**, this symbol shows that there is an internal call with an extra handset.

The handset loudspeaker is activated.

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 shows that the handset is not registered to the base.

# Dect 311 base station

**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.

PHILIPS

Dect 311

# Table of contents

# Menu structure

By using the "pilot key" ✦◁ on the side of the handset, you can browse ◁▷ through the menus

✉
**SMS**

| Send new SMS |
|---|
| ☐ Send SMS |

| Read SMS |
|---|
| ☐ View SMS |
| ☐ View number |
| ☐ Reply |
| ☐ Forward |
| ☐ Send again |
| ☐ Delete SMS |
| ☐ Copy to phonebook |
| ☐ Call |

| SMS Settings |
|---|
| ☐ SMS mode |
| ☐ SMS center |

🛠
**Handset**

| Babysit mode |
|---|

| Registration |
|---|
| ☐ Register handset |
| ☐ Un-register handset |
| ☐ Base selection |

| Rename handset |
|---|

| Date & time |
|---|

| Display contrast |
|---|

| Screen saver |
|---|

📞
**Intercom**

📖
**Phonebook**

| View |
|---|
| ☐ Call |
| ☐ Change number |
| ☐ Change name |
| ☐ Select group |
| ☐ Change sub-address |
| ☐ Delete |
| ☐ Send SMS |

| Add new |
|---|

📑
**Call log**

| View |
|---|

| Delete all |
|---|

| Call log settings |
|---|

☝
**Operator services**

🎁
**Extra**

| Call duration |
|---|

| Alarm clock |
|---|
| ☐ Activation |
| ☐ Set day |
| ☐ Set time |
| ☐ Settings |

| Do not disturb mode |
|---|

🎵
**Sounds**

| Handset ring tones |
|---|

| Group ring tones |
|---|

| Handset ring tone volume |
|---|

| Settings |
|---|

📟
**Base station**

| Enable registration |
|---|

| Line settings |
|---|
| ☐ Dial mode |
| ☐ Recall type |
| ☐ Choose country/oper. |
| ☐ First ring |

| Service codes settings |
|---|

# Information

## Conformity, Environment and Safety

**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** : Hereby, PHILIPS, declares that DECT 311XX is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC (see page 42).
This product can only be connected to the analogue telephone network of Singapore.
**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 a power failure, the communication can be lost.
**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.
**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.

**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 311 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 an DECT 311 with your base station.

## Unpacking DECT 311/DECT3112

The DECT 311 package contains :

A base station  A handset 

NiMH 2HR AAA600 mAh rechargeable Batteries 

A user guide  A guarantee 

A power supply  A line cord 

In the DECT 3112 pack you will find one more additional handset and its charger & power supply, together with additional NiMH 2HR AAA 600 mAh rechargeable batteries.

# Installing the phone

## Installing the base station

To properly install the base station, connect the line cord and the power cable. Plug the cord and the cable into the wall. Situate your product close enough to the telephone and mains power sockets so that the cables will reach. 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 !* *Always use the cables provided with the product.*
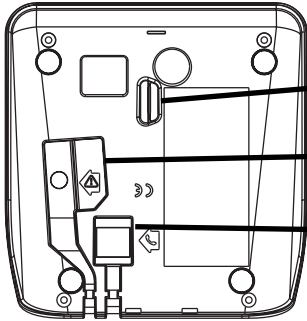


Do not insert anything in this opening

Connect the power supply

Connect the telephone line cord

## Installing and replacing the batteries
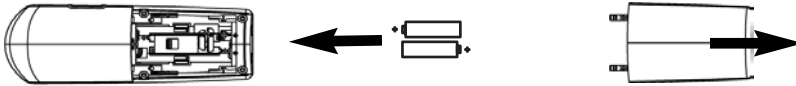


Batteries should not be disposed of with general household waste

Insert the batteries as indicated and slide the battery cover back into place.
Allow the handset to charge for 24 hours to reach full charge.
**Optimal battery life is reached after 3 cycles of complete charge & discharge.**
In case you need to change the batteries, only use the approved type :2HR AAA NiMH 600 mAh.
**Note**: The base station must always be plugged into the mains when charging or when in use. Always use rechargeable batteries.
*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*

## Battery life and range

| Battery life in standby mode | Battery life in communication | Indoor range | Outdoor range |
|---|---|---|---|
| Up to 200 hours | Up to 15 hours | Up to 50 meters | Up to 300 meters |

# Introduction

## Philips screen saver

After 2 minutes of inactivity, the screen saver is displayed :
You can deactivate it (See p.19)

**PHILIPS**

## The screen in idle mode

In idle mode, the DECT 311 display shows various information :

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

Mon  4 Nov 04 11:31
PHILIPS
✦▯ Menu

- Missed calls 📞, new SMS ✉ or operator voice mailbox message
📞▦, if any.

Mon  14 Nov 04 19:00
1✉   2▦
2📞
✦▯ View

- "Do Not Disturb" mode 🔕, and the alarm clock ⏰, if activated.

Fri   22 Nov 04 15:10
PHILIPS
✦▯ Menu   ⊗🔕

To activate/deactivate these functions press ⟦#⟧ or ⟦◻⟧

## Understanding the menu system

To access the carousel menu from idle screen, press ✦▯ on the side of the handset.
The carousel represents a loop of icons that gives access to the different first level menus.

Scroll up or down ▐▌ to reach the desired menu. Press ✦▯ to enter that menu.
The sub-menus are listed and represented by little squares at the bottom of the display.

To reach one particular sub-menu (option) use the "pilot key" ▐▌ and press ✦▯ to enter it.

A ☑ shows the selected sub-menu (option).

The ▪ shows the sub-menu (option) your are browsing.

Certain menus are directly accessible via a dedicated key (Example : SMS ⟦sms⟧ or Intercom ⟦📞⟧)

## Example of navigation in the menus

To set the handset melody volume

| | |
|---|---|
| ✦▯ | Press to enter the carousel menu |
| ▐▌ | Scroll to **Sounds** and select ✦▯ |
| ▐▌ | Scroll to **Handset ring tone vol.** and select ✦▯ |
| | The current level is heard, ▐▌ to hear other levels |
| ▐▌ | Browse through the levels and select one ✦▯ |

Sounds
Handset ring tone vol.
◻◻▪◻

# Basic principles

**To make or to answer a call**

**Pre dialling**
Dial the number

Make the call

Or **Direct dialling**
Press the key

Dial the number

**Answer a call**
When ringing

Take the line

**To call from the phonebook**

Scroll down to directly reach the list of names

Choose a name in the list

Make the call

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

Phonebook
Paula Jameson
014181098765...
Options
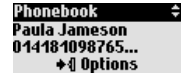
**To store a name from predial**

Dial the number

Press to enter the options

Scroll to **Store** and select

Enter the name and press **OK**

Options
Store
□■□

**To store an SMS**

Dial the number

Press to enter the options

Scroll to **Send SMS** and select

Edit the text and press **OK**

Scroll to **Store** and select

0243439263
Store
□■
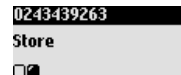
**To redial from call log**

Scroll up to directly reach **Call log**

Choose an entry in the list

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

Gregory Mills
Call
●□□□□

# 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** | Options |
| ✚◀ | Press to select **Mute** (The caller can no longer hear you) | Mute |
| ✚◀ | Press again to resume the conversation (**End mute**) | ●□□□ |

**Intercom (only if DECT 3112)**

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) | Options |
| | If there is only one additional handset it rings automatically, otherwise select a handset from the list. | Transfer |
| ◢◀ | Press to select **Transfer** when the second handset has taken the line. The call is then ended on your handset. | ●□ |

Other options are available (**Switch** & **Conference call**), See p.21.

**To switch the handset loudspeaker ON/OFF**

Press 🔊 to activate/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**

| | |
|---|---|
| ◢◀ | Scroll up to increase the volume when on line |
| ◣◀ | Scroll down to decrease the volume when on line |

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

**Caller Line Identification and Call waiting**

If you subscribe to Call waiting, 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 Line Identification service.

To answer that second call, use 🄲/🅁 + 🄱 (according to your network, the code may be different). Please contact your network provider for more details.

# Editing system

## Case mode

By default, the first letter of a sentence is in upper case. Use $\boxed{\text{a}^{\text{#}\text{O}}}$ to change the case mode:
- all characters in upper case (AB)
- all letters in lower case (ab)
- First letter in upper case and the rest of the text in lower case (Ab)

Punctuation and mathematical marks are available through $\boxed{\text{0}^{\text{#}}}$ and $\boxed{!}$ while other special characters

are available on $\boxed{!}$.

Scroll $\boxed{\ }$ to move the cursor left or right.

Press $\boxed{\text{C/R}}$ to delete a character ; a long press deletes the whole text.

## 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.

To write "Peter" with multi-tap

Press $\boxed{7_{\text{PQRS}}}$ once : P

Press $\boxed{3_{\text{DEF}}}$ twice : Pe

Press $\boxed{8_{\text{TUV}}}$ once : Pet

Press $\boxed{3_{\text{DEF}}}$ twice : Pete

Press $\boxed{7_{\text{PQRS}}}$ three times : Peter

Press $\blacklozenge\ $ to validate the name.

| Keypad Keys | Multi-tap Sequence |
|---|---|
| 1 | [space] 1 @ _ # = < > ( ) & € £ $ ¥ [ ] { } ¤ § |
| 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 , / : ; " ' ! ¡ ? ¿ * + - % \ ^ ~ \| |

## SMS

- ☐ Send new SMS
- ☐ Read SMS
- ☐ SMS settings

⚠

**SMS** menu is accessible via the Carousel or [sms]

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

SMS stands for Short Message Service. To benefit from this service you must subscribe to the Caller Line Identification together with the SMS service from your network provider.

SMS can be exchanged with a phone (mobile or compatible fixed line) provided the receiver has also subscribed to the CLI & SMS services.

⚠ **Your DECT 311 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 p.15 and the SMS leaflet).

## Send new SMS

### To send New SMS

[sms]    Press to directly reach **Send new SMS** and select ➕∢

▦    Enter the number and press ➕∢ **OK** or scroll down ∢∢ to retrieve the number from the phonebook

▦    Enter the text and press ➕∢

∢∢    To store your SMS, scroll to **Store** and select ➕∢

➕∢    Press to select **Send now**

> **SMS**
> **Send New SMS**
> ▮☐☐

> **0243184341**
> **Send now**
> ▮☐

**Note**: If you store an SMS you can later retrieve it from **Read SMS**

The sent SMS can be up to 160 characters long (including e-mail address), the special characters **Euro** and [ ]count for 2.

It is possible to store a variable number of SMS (depending on the length of each SMS).

## Read SMS

A stored SMS is marked ☑ in the SMS list. A received SMS is marked ➧☑.

### To read SMS/View number

[sms] Press to directly reach **Send new SMS**

Scroll to **Read SMS** and select ➧

Browse the SMS list and select ➧

Press to select **Read SMS**

or scroll to **View number** and select ➧

Bobby
View number
□●□□□□□□
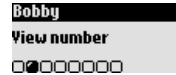
### To reply

[sms] Press to directly reach **Send new SMS**

Scroll to **Read SMS** and select ➧

Browse the SMS list and select ➧

Scroll to **Reply** and select ➧

Enter the text and press ➧ **OK**

Press to select **Send now**

Bobby
Reply
□□●□□□□□

### To forward

[sms] Press to directly reach **Send new SMS**

Scroll to **Read SMS** and select ➧

Browse the SMS list and select ➧

Scroll to **Forward** and select ➧

Enter the number and press ➧ **OK**

You can modify the text if necessary or select ➧

Press to select **Send now**

Bobby
Forward
□□□●□□□□
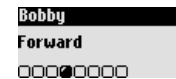
**To send again**

[sms] Press to directly reach **Send new SMS**

Scroll to **Read SMS** and select ◆▸[

Browse the SMS list and select ◆▸[

Scroll to **Send again** and select ◆▸[

> **Bobby**
> **Send again**
> □□□□●□□□
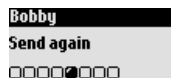
**To delete SMS**

[sms] Press to directly reach **Send new SMS**

Scroll to **Read SMS** and select ◆▸[

Browse the SMS list and select ◆▸[

Scroll to **Delete SMS** and select ◆▸[

Press to confirm ◆▸[ **OK**

> **Bobby**
> **Delete SMS**
> □□□□□●□□

**To copy a number to the phonebook**

[sms] Press to directly reach **Send new SMS**

Scroll to **Read SMS** and select ◆▸[

Browse the SMS list and select ◆▸[

Scroll to **Copy to phonebook** and select ◆▸[

Enter the name and press ◆▸[ **OK**

> **Bobby**
> **Copy to phonebook**
> □□□□□□●□

**To call**

[sms] Press to directly reach **Send new SMS**

Scroll to **Read SMS** and select ◆▸[

Browse the SMS list and select ◆▸[

Scroll to **Call** and select ◆▸[

Or make the call

> **Bobby**
> **Call**
> □□□□□□□●
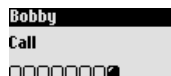
## SMS settings

### 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.

(sms) Press to directly reach **Send new SMS**

Scroll to **SMS Settings** and select ✦

Press to select **Mode**

Press to select **ON** or scroll to **OFF** and select ✦

**SMS Settings**
Mode
◉○

### To choose by default an SMS centre

(sms) Press to directly reach **Send new SMS**

Scroll to **SMS Settings** and select ✦

Scroll to **SMS centre** and select ✦

Choose an SMS centre and select ✦

Press to select **Choose by default**

**SMS centre 1**
Choose by default
◉○○

### To set the SMS centre numbers

(sms) Press to directly reach **Send new SMS**

Scroll to **SMS Settings** and select ✦

Scroll to **SMS centre** and select ✦

Choose an SMS centre and select ✦

Scroll to **Edit incoming number** and select ✦

Enter the number and press ✦ **OK**

Scroll to **Edit outgoing number** and select ✦

Enter the number and press ✦ **OK**

**Edit incoming number**
|
✦ OK

**Edit outgoing number**
|
✦ OK

## Handset

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

## Babysit mode (only DECT3112)

**To activate/deactivate the babysit mode**

Press to enter the carousel menu

Scroll to **Handset** and select ✦◻

Press to select **Babysit mode**

Press to select **ON** or scroll to ◻ **OFF** and select ✦◻

Handset
**Babysit mode**
●◻◻◻◻◻◻

**Note**: An intercom is necessary to monitor the room (See p.22). You can still answer/make a call with the handset.

## Registration

Up to 4 handsets can be registered to a base station. A handset can be registered to 4 base stations.
*Warning !: if you wish to associate non Philips handset, make sure that this handset is GAP compliant, otherwise it will not operate properly.*

1- Unplug and plug back in the mains lead to put the base in registration mode

2- With the additional handset press ✦◻ to start the registration

3- Enter the 4-digit RC code written on the sticker placed under the base station

If successful the additional handset is named & numbered (example: **Philips2**)

**To un-register a handset**

**To un-register a handset**

Press to enter the carousel menu

Scroll to **Handset** and select ✦◻

Scroll to **Registration** and select ✦◻

Scroll to **Un-register handset** and select ✦◻

Registration
**Un-register handset**
◻●◻

Choose the handset in the list and press ✦◻ **OK**

Enter the RC code (4-digit code) and press ✦◻ **OK**

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

**To select a base station**

Press to enter the carousel menu

Scroll to **Handset** and select

Scroll to **Registration** and select

Scroll to **Un-register handset** and select

Choose the handset in the list and press OK

Enter the RC code (4-digit code) and press OK

Registration
**Base selection**
□□●
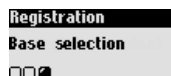
## Rename handset

**To rename a handset**

Press to enter the carousel menu

Scroll to **Handset** and select

Scroll to **Rename handset** and select

Long press to erase the current name

Enter the name and press OK

Handset
**Rename handset**
□□●□□□

## Date & time

**To set the date & time**

Press to enter the carousel menu

Scroll to **Handset** and select

Scroll to **Date & time** and select

Select **Set date**

Enter the current date press OK

Scroll to **Set time** and select

Enter the current time press OK

Date & time
**Set date**
●□

Date & time
**Set time**
□●

*Warning ! If your phone is connected to an ISDN line through an adapter, the date & time settings may change after each call. Please check the date & time settings in your ISDN system. Please contact your network provider. See FAQ.p.39.*

## Display contrast

### To set the display contrast

Press to enter the carousel menu

Scroll to **Handset** and select

Scroll to **Display contrast** and select

Browse through the levels and select

Handset
**Display contrast**
□□□□■□

## Screen-saver

After 2 minutes of inactivity, the screen saver is displayed (see p.8).
You can deactivate it.

### To activate or deactivate the screen-saver

Press to enter the carousel menu

Scroll to **Handset** and select

Scroll to **Screen-saver** and select

Press to select **ON** or scroll to **OFF** and select

Handset
**Screen-saver**
□□□□□■
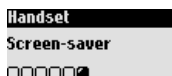
### 🖎 **Intercom**

⚠️ **Intercom** menu is accessible via the Carousel or 🕼

This feature allows you to make free internal calls, transfer internal calls from one handset to another or use the conference option (DECT 3112 only). It also enables you to use the babysit feature (room monitoring).

#### **Internal call**

🕼    Press to call the other handset (s)

     To call a selected handset press handset number (for example 🔢2️⃣ )

📞    Hang up

**Note**: If the handset does not belong to the Philips DECT 311 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 (**Switch**).

#### **Call transfer to a specific handset when on line**
During a call you can transfer the call to a specific handset.

🕼    Press + handset number (for example 🔢2️⃣ to call the selected handset)

📞    Hang up

**Note**: The person on hold hears music.

A press on 🕼 allows you to switch between the 2 calls (**Switch**).

## 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 select

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

Select from the handsets list the handset you want to call and select

The called handset rings (handset 2). 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 with handset 2. Or press.

Both internal callers can talk.

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

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

**Options**
**Transfer**

## The 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 select

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

Select from the handsets list, the handset you want to call and select

The called handset rings (handset 2). 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 with handset 2

Both internal callers can talk.

**Options**
**Conference call**
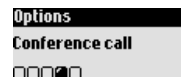
Scroll to the **Conference call** option and select (with handset 1)

The 3 people can share the conversation.

**Initiate the babysit/Room monitoring**

To use the babysit mode feature you need to activate it (see p.16) and to initiate an intercom. Place the handset in the baby's room and you will hear the noise on your additional handset.

Press to enter the carousel menu

Scroll to **Intercom** and select ✦⌇

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

Select from the handsets list the handset you want to call and select ✦⌇

The called handset rings

Take the line on the called handset

The room monitoring can start
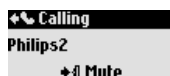
### Phonebook

- ☐ View
- ☐ Add new

⚠ **Phonebook** menu is accessible via the Carousel or ▯◁

50 names and numbers can be stored in the phonebook (shared with all handsets).
The phonebook contains all the information related to the callers, especially the group settings. The names & numbers are shared with all the handsets registered to your base.

## Group settings

There are 3 groups (group A, group B & group C). When ringing, the ringer helps you identify the caller's group (See p. 32) and the screen shows the caller's name.
A subscription to the Caller Line Identification service is needed.

### Add new

The names are stored in alphabetical order.

**To add a name and number**

➕◁ Press to enter the carousel menu

▯◁ Scroll to **Phonebook** and select ➕◁

▯◁ Scroll to **Add new** and select ➕◁

▦ Enter the number and press ➕◁ **OK**

▦ Enter the name and press ➕◁ **OK**

Phonebook
Add new
☐●

**To store a name and number from predial**

Once the number is dialled select **Store** in the options

Enter the name and press ➕◁ **OK**

### View

To quickly reach a name in the phonebook, press the first letter of the name (browse if several names begin by the same letter).

**To call**

Scroll down to directly reach the list of names

Browse through the list of names and select ➜ ◀ a name

Make the call

Or press to reach the options

And press again to select **Call**

Paula Jameson
Call
●0000000

**To change a number**

Scroll down to directly reach the list of names

Browse through the list of names and select ➜ ◀ a name

Scroll to **Change number** and select ➜ ◀

Press to erase current number

Enter the new number and press ➜ ◀ **OK**

Paula Jameson
Change number
0●000000
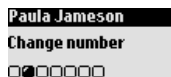
**Note:** it is possible to erase the current number with `C/R`. You can simply change any digit by moving

the cursor to reach the digit and press `C/R`.

**To change a name**

Scroll down to directly reach the list of names

Browse through the list of names and select ➜ ◀ a name

Scroll to **Change name** and select ➜ ◀

Press to erase the current name

Enter the new name and press ➜ ◀ **OK**

Paula Jameson
Change name
00●00000
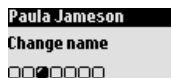
**Note:** it is possible to erase the current name with `C/R`. You can simply change any letter by moving

the cursor to reach the letter and press `C/R`.

**To define a group for a name and a number** (See p. 23)

Scroll down to directly reach the list of names

Browse through the list of names and select ✦{ a name

Scroll to **Select group** and select ✦{

Browse through the groups (A, B, C) and select ✦{

> **Paula Jameson**
> Select group
> ☐☐☐⬤☐☐☐

**To delete a name and number**

Scroll down to directly reach the list of names

Browse through the list of names and select ✦{ a name

Scroll to **Delete** and select ✦{

Press to confirm ✦{ **OK**

> **Paula Jameson**
> Delete
> ☐☐☐☐☐⬤☐

**To send an SMS from the phonebook**

Scroll down to directly reach the list of names

Browse through the list of names and select ✦{ a name

Scroll to **Send SMS** and select ✦{

Enter the text and press ✦{

Press to select **Send now**

> **Paula Jameson**
> Send SMS
> ☐☐☐☐☐☐⬤

**Note**: Once in the list of names, a press on `sms` enables you to directly edit your SMS text.

### Call log

- ◻ View
- ◻ Delete all
- ◻ Call log settings

⚠️ **Call log** menu is accessible via the Carousel or 📱

The call log can store up to 20 entries.

- ✦📞 Unanswered call                    - ✦📞 Outgoing calls

- ✦📞 Answered calls                      - 📞🗐 Messages (voice mailbox)

The call log shows the list of incoming & outgoing calls.

If you have subscribed to the Caller Line Identification (CLI), the name (or number) of the callers, will be displayed. The date & time of the call is 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

📱 Scroll up to directly reach the calls list

📱 Browse through the list and read the information

```
Call log              ↕
Gregory Mills
✦📞   24/03    12:10
      ✦ Options
```
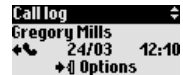
### To call/redial

📱 Scroll up to directly reach the calls list

📱 Browse through the list

✦ Press to select an entry

📞 Press to call

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

```
Gregory Mills
Call
●□□□□
```

**Call log**                                                                                    **25**

**To view the number**

Scroll up to directly reach the calls list

Browse through the list

Press to select an entry

Scroll to **View number** and select ✦⁅

**To store**

Scroll up to directly reach the calls list

Browse through the list

Press to select an entry

Scroll to **Store** and select ✦⁅

Enter the name or number and press ✦⁅ **OK**

The name and number are stored in the phonebook.

Gregory Mills
Store
☐☐◉☐☐

**To delete**

Scroll up to directly reach the calls list

Browse through the list

Press to select an entry

Scroll to **Delete** and select ✦⁅

Press to confirm ✦⁅ **OK**

Gregory Mills
Delete
☐☐☐◉☐

## To send an SMS

Scroll up to directly reach the calls list

Browse through the list

Press to select an entry

Scroll to **Send SMS** and select

Edit the text and press

Press to select **Send Now**

> **Gregory Mills**
> **Send SMS**
> 00000●

**Note**: Once in the list of names, a press on `sms` enables you to directly edit your SMS text.

## To delete all

### To delete all the call log

Press to access the carousel

Scroll to **Call log** and select

Scroll to **Delete all** and select

Press to confirm **OK**

> **Call-log**
> **Delete all**
> 0●0

## Call log settings

### To set the call log

Press to access the carousel

Scroll to **Call log** and select

Scroll to **Call log settings** and select

Press to select **Incoming calls** or scroll to **Outgoing calls**

Browse the various options and select

**Call log** 27

## Operator services

This feature allows you to activate or deactivate operator services.
Codes need to be set in the phone (See p.37). Contact your network operator for more details.
Example of services : Call forward

### To activate call forward

Press to enter the carousel menu

Scroll to **Operator services** and select

Press to select **Call forward**

| Operator Services |
| Call forward |
| ●□□□□□□□□ |

Enter the number to which the calls are to be forwarded and press **OK**

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

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

Mon 13 May 04  08:00
Call forwarded

View

## Extra

- Call duration
- Alarm clock
- "Do not disturb"

## Call duration

### To view the time

Press to enter the carousel menu

Scroll to **Extra** and select

Press to select **Call duration**

The total time of communications is displayed

Press to **Reset** the counter

```
Extra
Call duration
●○○
```
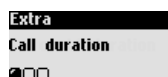
## The alarm clock

### To activate/deactivate the alarm clock

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

### To set the alarm clock

Press to enter the carousel menu

Scroll to **Extra** and select

Scroll to **Alarm clock** and select

Scroll to **Set day** and select a day

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

```
Extra
Alarm clock
○●○
```

When the alarm rings, press any key to stop it.

The snooze is then activated (will ring every 5 mn). To definitely stop it, press

**To set the alarm ringer type**

Press to enter the carousel menu

Scroll to **Extra** and select

Scroll to **Alarm clock** and select

Scroll to **Settings** and select

Press to select **Ring tones** and select
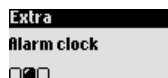
The current ringer is heard

Browse through the list and select

**Alarm Clock Settings**
Ring tones
⬤▢

**To set the alarm ringer volume**

Press to enter the carousel menu

Scroll to **Extra** and select

Scroll to **Alarm clock** and select

Scroll to **Settings** and select

Scroll to **Ring tone Volume** and select

The current volume is heard

Browse through the levels and select

**Alarm Clock Settings**
Ring tone volume
▢⬤

## "Do not disturb" mode

This feature allows you to screen calls after a certain time in the evening when you do not want to be disturbed. Enter the time and select the group(s) allowed to call you.
If the caller does not belong to an allowed group the handset will remain silent, while he will hear ringing. The operator voice mailbox (if any) will answer the call. A subscription to Caller Line Identification service is needed.

### To activate/deactivate "Do not disturb" mode

A long press on ⟦#o⟧ activates/deactivates the "Do not disturb" mode with your own settings.

### To set the "Do not disturb" mode

Press to enter the carousel menu

Scroll to **Extra** and select ✚⟨

Scroll to **Do not disturb** and select ✚⟨

Scroll to **Set day**, enter the day or period of time

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 select ✚⟨
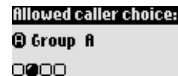
*Warning !* Only *allowed callers will be able to reach you during the selected day & time.*

**Note:** You can select up to 4 groups. If no group is selected but the feature is activated, then nobody will be able to reach you.

### 🎵 Sounds

- ☐ Handset ring tones
- ☐ Group ring tones
- ☐ Handset ring tone volume
- ☐ Settings

## Handset ring tones

### To set the external ring tone

Press to enter the carousel

Scroll to **Sounds** and select

Press to select **Handset ring tones**

Press to select **External ring tone**

Browse through the list to hear the ring tones

Press to select your ring tone

> **Handset ring tones**
> **External ring tone**

### To set the internal ring tone

You can set the melody heard when receiving an internal call.

Press to enter the carousel

Scroll to **Sounds** and select

Press to select **Handset ring tones**

Scroll to **Intenal ring tone** and select

Browse through the list to hear the melodies

Press to select your melody

> **Handset ring tones**
> **Internal ring tone**

## Group ring tones

### To set the group ring tone

There are 3 groups of callers (See p.23). You can associate 1 ring tone to a group.

Press to enter the carousel

Scroll to **Sounds** and select

Scroll to **Group ring tones** and select

Press to select a group (A, B or C)

Browse through the list of melodies and select

Sounds
**Group ring tones**
□●□□
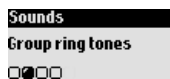
## Handset ring tone volume

### To set the ring tone volume

Press to enter the carousel

Scroll to **Sounds** and select

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

The current level is heard
Browse through the levels to hear them

Press to select the appropriate volume

Sounds
**Handset ring tone vol.**
□□●□
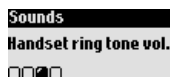
## Settings

### To set the earpiece tone

Press to enter the carousel

Scroll to **Sounds** and select

Scroll to **Settings** and select

Press to select **Earpiece tone**

Browse through the options

And select the appropriate setting

Settings
**Earpiece tone**
●□□□

**Sounds**      33

**To set the key & feedback tone**

Press to enter the carousel

Scroll to **Sounds** and select

Scroll to **Settings** and select

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

Press to select **ON** or scroll to **OFF** and select

Settings
Key & feedback tones
▢●▢▢


**To set the notification beep**

Press to enter the carousel
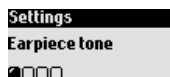
Scroll to **Sounds** and select

Scroll to **Settings** and select

Scroll to **Notification beep** and select

Press to select **ON** or scroll to **OFF** and select

Settings
Notification beep
▢▢●▢


**To activate/deactivate the music on hold**

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

Press to enter the carousel

Scroll to **Sounds** and select

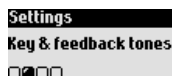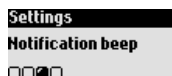Scroll to **Settings** and select

Scroll to **Music on hold** and select

Press to select **ON** or scroll to **OFF** and select

Settings
Music on hold
▢▢▢●

## Base station

□ Enable registration
□ Line settings
□ Service codes settings

## Enable registration

This feature allows you to register a DECT peripheral without keypad
Some DECT peripherals, such as repeaters, do not have 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 select

Press to select **Enable registration**

Enter the peripheral code and press **OK**
Follow the instructions in the peripheral manual

**Base Station**
**Enable registration**
●○○
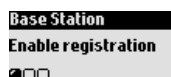
## Line settings

### To change the dial mode

Press to enter the carousel menu

Scroll to **Base station** and select

Scroll to **Line settings** and select

Press to select **Dial mode**

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

**Line settings**
**Dial mode**
●○○○○○

**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

Press to enter the carousel menu

Scroll to **Base station** and select

Scroll to **Line settings** and select
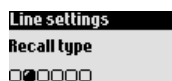
Scroll to **Recall type** and select

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

**Line settings**
**Recall type**
□●□□□□

**Note**: This setting is useful when using operator services. The use of some services accessed with R+1, R+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

Press to enter the carousel menu

Scroll to **Base station** and select

Scroll to **Line settings** and select

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

Browse through the countries and select the appropriate one

**Line settings**
Choose country/Oper.
□□●□
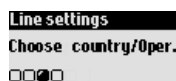
**Note:** Useful if the Caller Line Identification service does not work whereas you subscribed to that service.

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

### To activate/deactivate the first ring

Press to enter the carousel menu

Scroll to **Base station** and select

Scroll to **Line settings** and select

Scroll to **First ring** and select

Press to select **ON** or scroll to **OFF** and select

**Line settings**
First ring
□□□□□●

---

**36** **Base station**
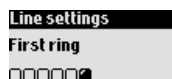
## Service codes settings

When you subscribe to extra services with your operator you may need to set some codes in your phone.
The default codes are 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.

### To change a service code

Press to enter the carousel menu
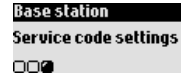
Scroll to **Base station** and select

Scroll to **Service code settings** and select

Browse the list of services and select

Enter the new code and press **OK**

> Base station
> **Service code settings**
> □□●

# FAQ

**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 (refer to the user guide).

**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.

**Will my phone lose all recorded data (phonebooks entries) 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.

**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.

**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.

**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.

**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.

**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.

**Is it possible to write, read send or receive an SMS when the other handset is in communication (DECT 3112 only)?**
No it is not possible.

**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).

**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.

**How can I get the SMS centre number ?**
One SMS centre number at least is pre-programed in your DECT 311. 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.

**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 311 has a feature which enables you to turn the SMS feature off. Go to menu **SMS/SMS Settings/Mode/OFF**

| PROBLEMS | CAUSES | SOLUTIONS |
|---|---|---|
| The 🔋 does not scroll when the handset is placed on the base | - Bad battery contact<br>- Dirty contact<br><br>- Battery is full | - Move the handset slightly<br>- Clean the contact with a cloth moistened with alcohol<br>- No need to charge |
| No dialling tone | - No power<br><br><br>- Batteries are too low<br><br>- You are too far from the base station | - Check the connections. Reset the phone : unplug and plug back in the mains<br>- Charge the batteries at least 24 hours<br>- Move closer to the base station<br>- Always use the cables provided |
| No ringer | - The ringer is deactivated<br>- The Do not Disturb mode is ON | - Set the ringer (page 33)<br>- Deactivate it (page 32) |
| The Y does not appear | - No mains power<br>- The handset is too far from the base station | - Check connections<br>- Move closer to the base station |
| The Y is blinking | - Handset not registered to the base station | - Register the handset to the base (page 17) |
| - Crackling on the line | - You are too far from the base station<br>- The base station is too close to electrical appliances, reinforced concrete walls or metal door-frames | - Move closer to the base station<br><br>- Move the base station to find a better place (the higher the better) |
| The handset displays 'not available'<br>- when attempting to add another handset to the base station<br>- when using a handset | - The procedure to add a handset has failed, try again<br><br><br>- Maximum number of handsets has been reached<br>- Base station is already busy with another handset (ie : phonebook) | - Disconnect and connect the base station power supply. Follow the procedure to register a handset (page 17)<br>- Un-register a handset<br><br>- Wait until it is available |
| Noise interference on your radio or television | The DECT 311 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 | SMS memory is full | Delete old SMS |
| No SMS can be sent or received | - The outgoing or incoming SMSC number is not set or is wrong<br>- SMS mode is OFF<br>- You have no subscription<br><br>- Another SMS-enabled phone is also on your line<br>- There is a problem of compatibility between operators | - Contact your operator to get the correct SMSC's numbers<br>- Activate SMS mode (page 15)<br>- Contact your provider for more information<br>- Deactivate the SMS mode on one of the device.<br>- Contact your provider for more information |
| No caller Id/ poor audio quality/Poor connection quality with broadband DSL internet | - DSL filter(s)/splitter missing or insufficient number of filters<br><br>- Modem &/or phone plugged in the wrong DSL filter slot<br><br>- Defective DSL filter | - Make sure you have one DSL filter plugged directly on each line socket used in the house<br>- Check the modem and the phone are plugged in the correct filter slot (one specific for each)<br>- The filter(s) can be defective. Replace it/them and make another test |

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

**Declaration of conformity**

We
Philips Consumer Electronics
Route d'Angers
72081 Le Mans Cedex 9
France
Declare that the products DECT 311XX are in compliance with the 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) : EN 60950-1 (10/2001)

Article 3.1.b (protection requirements with respect to electromagnetic compatibility : 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) EN 301 406 (2003)

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

Date : 10/05/2004
Le Mans

Quality Manager
Home Communication

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