

Walker W-400

USER MANUAL



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Open this manual for information about this telephone installation and operation.

Please read the **IMPORTANT SAFETY INSTRUCTIONS** included in this manual.

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Installation

CAUTION

1. Never install a telephone during a lightning storm.
2. Never install a telephone in a wet location.
3. Never touch non-insulated telephone wires or terminals.
4. Use caution when installing a telephone line.

120 VOLT OUTLET/TELEPHONE JACK

1. This phone requires a modular phone jack (RJ11) and a standard 120 volt outlet
2. Plug AC adapter directly into outlet.
3. Do not plug other appliances into outlet or have outlet controlled by a wall switch.

WALL MOUNT INSTALLATION

Base unit may be mounted on a standard wall plate.

1. Insert AC adapter into back of base unit.
2. Plug the line cord into modular jack.
3. Mount base on wall plate studs and gently press until the unit locks in place.
4. Plug AC adapter directly into standard 120 volt outlet.

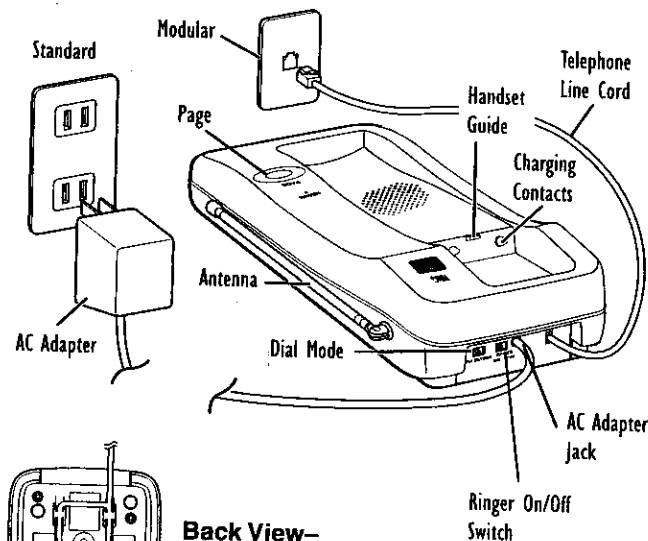
DESK TOP INSTALLATION

1. Plug the line cord into modular jack.
2. Press unit locking lever clicks.
3. Connect AC adapter into back of unit and plug directly into standard 120-volt outlet.

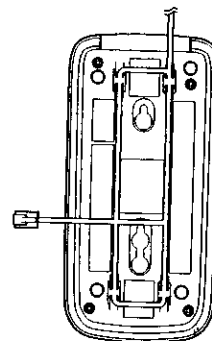
ANTENNAS

Adjust base antenna to upright position.

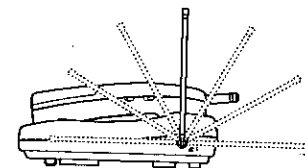
Base Unit Installation View



Back View-Wall Mount Installation

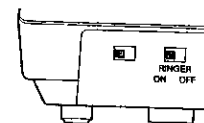
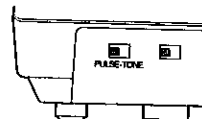


Antenna Position



SET TONE/PULSE SWITCH

Set switch (back of base) to correct dialing mode **TONE** or **PULSE**. Please check with local Phone Company if uncertain of type of service.



Installation

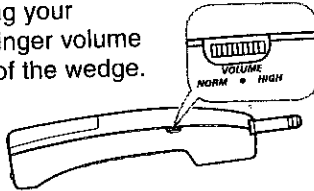
RINGER ON/OFF

Set switch (back of base) to **ON** or **OFF**. Ringer switch must be **ON** for handset to ring during incoming calls.

RINGER CONTROLS

The base ringer comes with a volume, pitch and warble control, allowing it to be tailored to each user.

The **Volume Control** has three settings: OFF, LOW, and HIGH. It is suggested that you set the **volume control** to **high** when you first start using your W-400. To do this, slide the ringer volume control toward the wide end of the wedge.



The ringer also has a **Pitch Control** that has three settings: LOW, MED, and HIGH. The low frequency is typically the easiest for people with partial hearing loss to hear. It is suggested that you set the **pitch control** to **low** (toward the narrow end of the wedge) when you start using the phone.

The **warble rate**, or speed of ring can also be varied from Fast/Slow.

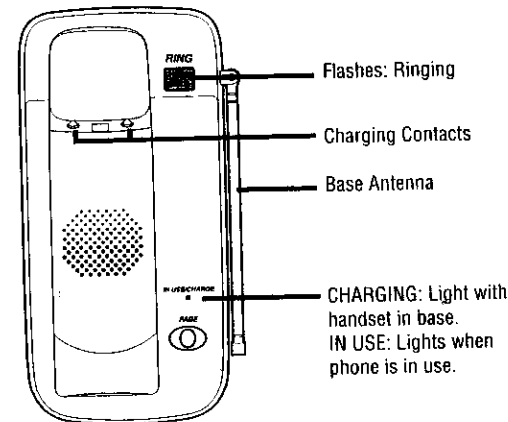
RECEIVER VOLUME CONTROL

1. Refer to *Placing a Call* to establish a phone conversation.
2. Press **BOOST** Button.
3. Adjust the rotary **VOLUME CONTROL** to a desired receiving sound level.
4. After hang-up the sound level will go back to normal level.
5. Next time, during a call, you can press **BOOST** button to get your set sound level.

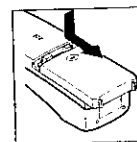
HANDSET BATTERY CHARGING

The battery pack in the handset must be fully charged 10-14 hours before using the telephone for the first time.

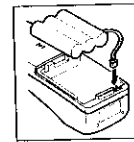
1. Place handset in base. The **CHARGE LED** on base will light.
2. After batteries are fully charged, check for dial tone by pressing **TALK** on handset.
3. When the handset battery gets low, there will be 2 beeps every 30 seconds and the **TALK BUTTON** will flash. Return the handset to the cradle for charging.
4. If battery becomes low while you are on a call, you will be disconnected after about 2 minutes. Terminate the call quickly and recharge battery.



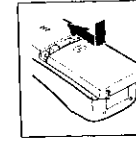
To Replace Battery:



1. Remove battery cover



2. Install new battery



3. Close battery cover. Charge 10-14 hours before first use.

Operations

To recharge battery pack, place handset in base and:

1. Make sure contact points are touching and **CHARGE LED** is lit.
2. Be careful not to short battery with conducting materials such as rings, bracelets and keys.

Extended Battery Life

5 hours Talk time and 8 days in Standby

Replace battery every 2 years. Use only **WALKER EQUIPMENT** approved NiCad batteries in your cordless phone.

Ordering Replacement Batteries:

Call 1-800-552-3368 to purchase replacement batteries.

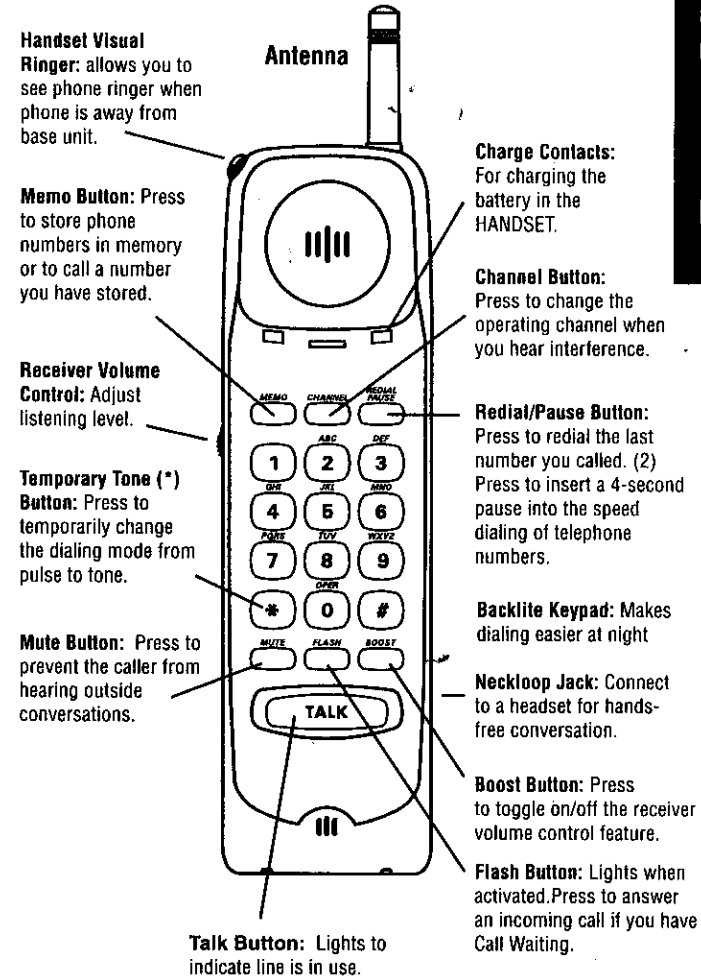
40-CHANNEL OPERATION

The W-400 cordless telephone automatically searches and selects the clearest of 40 channels when it is being used.

SECURITY CODE

The security code prevents your cordless telephone conversation from being accessed by a phone on a different line. Once the handset battery is fully charged, the handset will automatically select the code from a total of over 65,000 combinations. The code is changed every time the handset is placed in the cradle.

If you experience difficulty with placing or receiving calls, a lost security code may be the cause of the problem. When this occurs, the handset can no longer communicate with the base. Reset by placing handset on base for 5-10 seconds. If that does not work, unplug the AC adapter from the wall outlet. Disconnect the handset battery for 5-10 seconds, then reconnect. Place handset back on base and then reinsert the AC adapter.



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Operations

PLACING A CALL

1. Press **TALK** button.
2. **TALK BUTTON** on handset will light.
3. When you hear a dial tone, place your call.
4. While on a call, if you experience noise or static:
 - a. Press **CHANNEL** on handset until a clear channel is found; the call will not be interrupted.

Or

- b. Move closer to base.

Note: You must be in usable range to change channels. Base antenna should be in upright position.

RECEIVING A CALL

1. IF THE HANDSET IS OUT OF THE BASE UNIT, press **TALK**.
2. IF THE HANDSET IS IN THE BASE UNIT, lift the handset.

DO NOT press **TALK**. You will automatically be connected.

ENDING A CALL

1. Place the handset in the base or press **TALK** to be disconnected from the line.

FLASH

Use the **FLASH** button to activate custom calling services such as Call Waiting or Three-Way Calling. (*Contact your local Telephone company for these services.)

TEMPORARY TONE (*)

PULSE (rotary) service users may access touch-tone features needed to operate answering machines or use electronic banking, calling cards, etc., by pressing the **tone (*)** button. The phone will automatically return to pulse dialing after the call ends.

OUT OF RANGE

If you experience static while using the telephone, move closer to the base or change the channel by pressing the channel button.

REDIAL/PAUSE

Redial Feature:

This button contains two features

1. Redial the Last dialed number.
2. A 4-second pause.

Last number dialed (up to 32 digits) is stored in redial memory until another number is dialed.

1. Press **TALK** on the handset.
2. When you hear a dial tone, press **REDIAL/PAUSE**.

Pause Feature:

A 4-second **PAUSE** may be inserted into the speed dialing of telephone numbers. Press **REDIAL/PAUSE** button at the required point during storage of a number in memory.

BOOST

Press to toggle **ON/OFF** the **RECEIVER VOLUME CONTROL** feature during a call. The Talk Button will be lite in orange when **BOOST** is activated.

Operations

PAGE / HANDSET LOCATOR

To send a signal from the base to handset, press **PAGE** button on base and a series of rings will sound from handset.

To locate the handset (if it is away from the base), press and hold the **PAGE** button for about 5 seconds. A series of rings will sound for approximately 60 seconds. Return the handset to the base or press the **TALK** button to cancel the page.

HEADSET

1. Plug the headset jack into the handset port located on the side of the handset.
2. Speak directly into the microphone.

ORDERING A HEADSET

In the event that you need to purchase a headset or a replacement headset, please call 1-800-544-4660 and ask for Plantronics part #43142-01.

MEMORY FEATURE

Store up to 10 numbers in memory for quick dialing.

To Program Frequently Called Numbers

1. Pick up the handset, with **TALK** off.
2. Press **MEMO (MEMORY)** button.

3. Dial the phone number (up to 16 digits).

4. Press **MEMO** button again.

5. Press a number key (0-9) for the memory location where the number is to be stored.

6. A long beep will confirm the number has been successfully stored.

7. Record numbers to be speed dialed on the memory index label, which can be adhered to the base or other desired locations.

Note: If a 17th digit is accidentally pressed or a pause of more than 30 seconds occurs during programming, an error tone will sound. Try again. Each **TONE (*)** or **PAUSE** entered uses one of the 16 available memory digits.

CHANGE A STORED NUMBER

Replace a stored number by programming a new number in its place.

DIALING A NUMBER STORED IN MEMORY

1. Lift the handset. Press **TALK**.
2. With **TALK** button lit, press **MEMO**.
3. Press memory location (0-9) assigned to number being called.

Troubleshooting

If you experience difficulty operating your cordless phone, try the suggestions below.

If the trouble persists, call the **WALKER EQUIPMENT** Customer Service Department Toll Free Help Line at 1-800-552-3368, Monday - Friday between the hours of 8:00 a.m.-5:00 p.m. (EST)

THE UNIT WILL NOT OPERATE/NO DIAL TONE:

- Make sure the **TALK BUTTON** is lit.
- Make sure the AC adapter is plugged into base unit and wall outlet.
- Make sure the telephone line cord is plugged into the wall jack.
- Make sure the base antenna is in an upright position.
- Make sure the handset battery is fully charged.
- Make sure you have selected the correct dialing mode, tone (touch) or pulse (rotary).
- Make sure you are within the usable range of the base station.
- Reset the security code by placing the handset in the base for 5-10 seconds.

THE PHONE DOES NOT RING WHEN YOU RECEIVE A CALL:

- Make sure the **RINGER** switch on the base is turned ON.
- Make sure the AC adapter is plugged into the base unit and wall outlet.
- Make sure the telephone line cord is plugged into the wall jack.
- Make sure you are within usable range of the base station.
- You might have too many extension phones on your line. Try unplugging a few.

NOISE, STATIC, INTERFERENCE OR OTHER CALLS HEARD WHILE USING HANDSET:

- Try changing channels.
- Make sure the base antenna is in an upright position.
- Make sure you are within the usable range of the base station.
- Make sure the AC adapter is not plugged into the wall outlet with other appliances.
- Try relocating the base unit to another location.
- Make sure the handset battery is fully charged.

PHONE WILL NOT HOLD CHARGE:

- Make sure the charging contacts on the handset and base are free of dust and dirt. Clean the contacts with a soft cloth.
- Make sure **CHARGE LED** on the base is lit when the handset is in the cradle.
- If necessary, replace the handset battery. (See Handset Battery Charging)

DIFFICULTY IN PLACING OR RECEIVING CALLS:

- Move closer to the base and try again.
- If moving closer doesn't work, you may have lost the security code.
- Reset code by placing the handset back on the base for 5-10 seconds. (See Security Code section)
- Make sure you have selected the correct dialing mode, tone or pulse.
- Make sure the AC adapter is not plugged into a wall outlet with other appliances. Disconnect for 5-10 seconds then reconnect. Place the handset back on the base and then reinsert the AC adapter.
- Make sure the handset battery is fully charged.

FCC Rules and Regulations

This equipment complies with Part 68 of the FCC rules. On the bottom of the base of this equipment is a label that contains, among other information, the FCC Registration Number, Ringer Equivalence Number (REN) and the Universal Service Order Code (USOC), which is RJ-11C, for this equipment. You must, upon request, provide this information to your telephone company.

The REN is useful to determine the quantity of devices you may connect to your telephone line and still have those entire devices ring when your telephone number is called. In most, but not all areas, the sum of the REN's of all devices connected to one line should not exceed five (5.0).

To be certain of the number of devices you may connect to your line, as determined by the REN, you should contact your local telephone company to determine the maximum REN for your calling area.

If your telephone equipment causes harm to the telephone network, the telephone company may discontinue your service temporarily. If possible, they will notify you in advance. But if advance notice isn't practical, you will be notified as soon as possible. You will be informed of your right to file a complaint with the FCC.

Your telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the proper functioning of your equipment. If they do, you will be notified in advance to give you an opportunity to maintain uninterrupted telephone service. If you experience trouble with this telephone equipment, disconnect from the network until the problem has been corrected or until you are sure that the equipment is not malfunctioning.

This equipment may not be used on coin service provided by the Telephone Company. Connection to party lines is subject to state tariffs.

This equipment is hearing aid compatible.

WARNING: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

NOTE: This equipment 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 equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment 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 equipment and receiver.
- Connect the equipment 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.

SAVE THESE INSTRUCTIONS

BEFORE USING YOUR TELEPHONE EQUIPMENT, BASIC SAFETY PRECAUTIONS SHOULD ALWAYS BE FOLLOWED TO REDUCE THE RISK OF FIRE, ELECTRIC SHOCK AND INJURY TO PERSONS, INCLUDING THE FOLLOWING:

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on the product.
3. Unplug this product from the wall telephone jack and power outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use damp cloth for cleaning.
4. Do not use this product near water; for example, near a bathtub, wash bowl, kitchen sink, laundry tub, swimming pool, or in a wet basement.
5. Do not place this product on an unstable cart, stand or table. The product may fall, causing serious damage to the product.
6. Slots or openings in the cabinet and the back and bottom are provided for ventilation, to protect it from overheating. These openings must not be blocked or covered. The openings should never be blocked by placing the product on the bed, or other similar surface. This product should never be placed near or over a radiator or heat register. This product should not be placed in a built-in installation unless proper ventilation is provided.
7. This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply to your home, consult your dealer or local power company.
8. Do not allow anything to rest on the power cord. Do not locate this product where the cord will be damaged by persons walking on it.
9. Do not overload wall outlets extension cords, as this can result in fire or electric shock.
10. Never push objects of any kind into this product through cabinet slots, as they may touch dangerous voltage points or short out parts. This could result in fire or electric shock.
11. Never spill liquid of any kind on this product.
12. To reduce the risk of electric shock, do not disassemble this product. Instead, when some repair work is required, take the unit to a qualified technician. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when the appliance is subsequently used.
13. Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
 - a. When the power supply cord or plug is damaged or frayed.
 - b. If liquid has been spilled into the product.
 - c. If the product has been to rain exposed or water.
 - d. If the product does not operate normally and proper operating instructions have been followed, adjust only those controls that are covered by the operating instructions. Improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
 - e. If the product has been dropped or cabinet has been damaged.
 - f. If the product exhibits a distinct change in performance.
14. Avoid using telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electrical shock from lightning.
15. Do not use the telephone to report a gas leak in the vicinity of the leak.

SAVE THESE INSTRUCTIONS

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SAFETY INSTRUCTIONS FOR BATTERIES

CAUTION: To reduce the risk of fire or personal injury, read and follow these instructions:

1. Use only a **WALKER EQUIPMENT** approved battery pack in the handset of your cordless telephone.

FOR HANDSET UNIT:

a. GP40AAK 3.6V 400mAh

GPI International Ltd. or

b. D-2/3AA400BC 3.6V 400mAh, BYD Battery Co. Ltd.

2. Do not dispose of the battery in a fire, as it may explode. Check with local codes for possible special disposal instructions.

3. Do not open or mutilate the battery. Released electrolyte is corrosive and may cause damage to the eyes and skin. It may be toxic if swallowed.

4. Exercise care in handling batteries in order not to short the battery with conducting materials such as rings,

bracelets and keys. The battery or conduction material may overheat and cause burns.

5. Charge the battery (ies) provided with or identified for use with this product only in accordance with the instructions and limitations specified in this manual.

6. Observe proper polarity orientation between the Battery Pack and battery charger.

The RBRC Seal on the nickel-cadmium (Ni-Cd) battery indicates that **WALKER EQUIPMENT** Retail

Sales is voluntarily participating in a program to collect and recycle these batteries at the end of their useful life, when taken out of service within the United States. Please call the RBRC, toll-free at 1-800-8-BATTERY or contact your local recycling center for information on where to return the spent battery.

RBRC is a trademark of the Rechargeable Battery Recycling Corporation.

Walker Equipment Limited Warranty*

Walker Equipment warrants each item of new telephone equipment manufactured by it against defects in material or workmanship for a period of one year from the date of original purchase. Your purchase includes the following warranty which is in lieu of all other express warranties. This warranty starts upon purchase. It stops if you rent, sell, give away, put any foreign device on the equipment, or at the expiration of the applicable warranty period. Walker Equipment agrees to repair or at its own option, replace any defective equipment or part thereof, without charge for either parts or labor.

The duration of any and all express and implied warranties shall extend for a period of one year from the date of original purchase.

It is the responsibility of the person who installs the equipment to correctly install for proper operation. This warranty does not cover damage resulting from accident, misuse or abuse, improper installation or operation, lack of reasonable care, the affixing of any attachment not provided with the product and loss of parts, and is voided in the event any unauthorized person alters or repairs the equipment.

Walker Equipment Limited Warranty*

(Continued)

No responsibility is assumed for any special, incidental or consequential damages.

Telephone companies use different types of equipment and Walker Equipment does not warrant that its equipment is compatible with the equipment of a particular telephone company.

If failure occurs and your equipment is in warranty, service shall be provided by returning the equipment to Walker Equipment, 4009 Cloud Springs Road, Ringgold, Georgia 30736, shipping costs prepaid. The equipment will be

repaired or replaced if examination by Walker Equipment determines the equipment to be defective. Equipment received damaged as a result of shipping will require you to file a claim with the carrier.

*This warranty gives you specific legal rights, and you may have other rights which vary from state to state. Some states do not allow the exclusion or limitation of special, incidental or consequential damages or limitations on how long an implied warranty lasts, so the above exclusion and limitation may not apply to you.

To obtain warranty service from Walker on your Walker W-400, please call the following toll-free number: 1-800-552-3368

Exclusions and Limitations Your Walker W-400 Warranty does not cover:

- Damage by negligence, misuse, or accident.
- Lack of performance due to incompatibility with the equipment of any particular telephone company.

- Modifications to the Walker W-400 to make it compatible with any particular telephone company.
- Damage or failure caused by modification or repair other than that done by Walker Equipment.
- Damage to the Walker W-400 resulting from improper installation or operation.

Who is Protected? Where?

- This warranty applies only in the U.S.A. to you, the original purchaser.