



motorola

## Motorola CD5 Series

Digital Cordless Telephone  
with Answering Machine



For: CD5011, CD5012, CD5013 and CD5014

Handset: Motorola CD501-HS

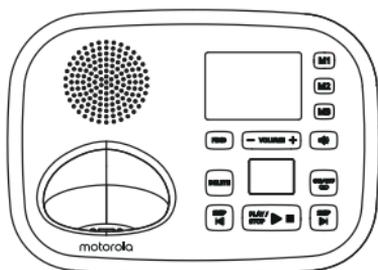
Base: Motorola CD501-B

Charger: Motorola CD501-C

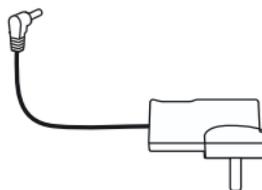
### Quick Start Guide

For a full explanation of all features and instructions, please refer to the User Guide.

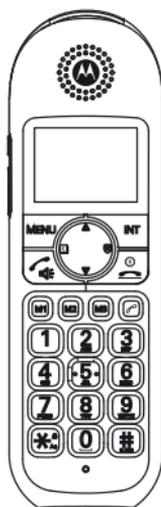
## 1. What's in the box



Base  
(Motorola CD501-B)



AC power adaptor for the base



Handset  
(Motorola CD501-HS)



2 x rechargeable 750mAh  
Ni-MH battery cells



Telephone line cord



User guide



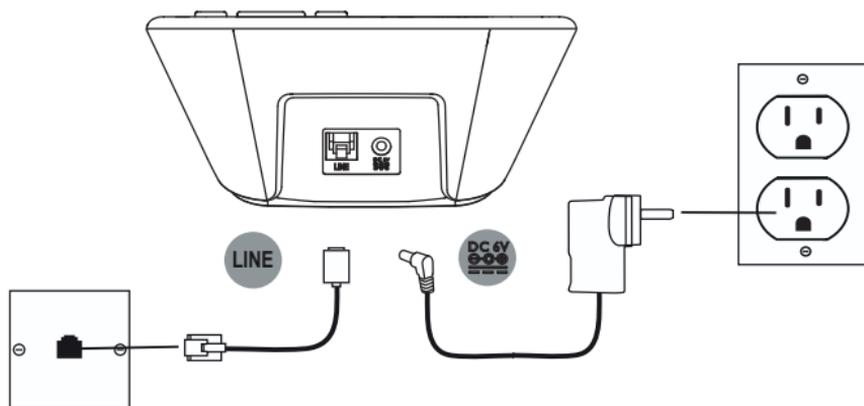
Quick start guide

**If you have purchased an CD5 multiple pack you will also have the following additional items:**

- Handset (Motorola CD501-HS)
- Charger cradle (Motorola CD501-C)
- AC power adaptor for the charger cradle
- 2 x rechargeable 750mAh Ni-MH battery cells

## 2. Getting started

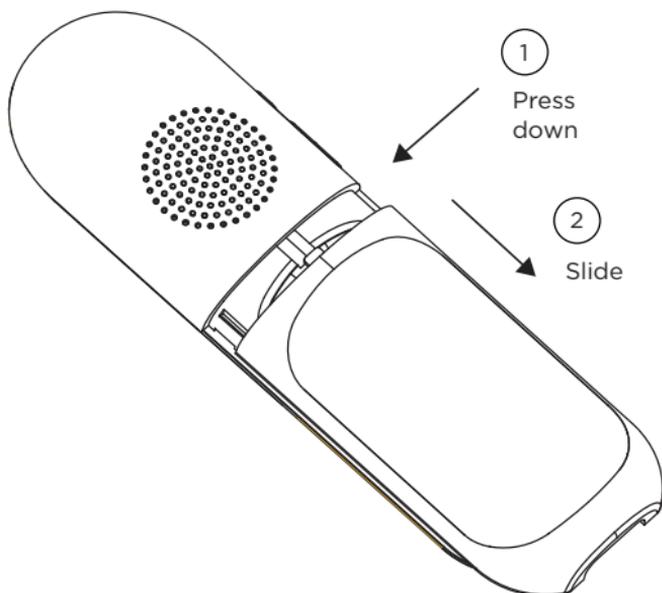
### Connecting the base



1. Plug the telephone line cord into the socket marked LINE on the rear of the base. Plug the other end of the telephone line cord into the telephone wall jack.
2. Plug the AC power jack into the socket marked  $\frac{DC\ 6V}{\text{Symbol}}$  on the rear of the base and the AC power adaptor into the AC power outlet.

### Installing and charging the handset

1. Remove the battery cover from the back of the handset and insert the rechargeable Ni-MH battery cells supplied. Please note the '+' and '-' markings inside the battery compartment and insert in the correct direction.

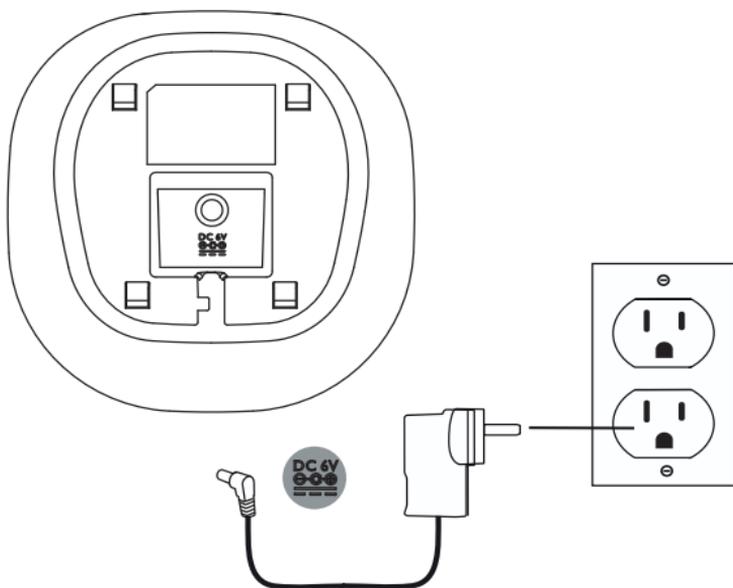


2. Slide the battery cover back into place.

3. If you are charging the batteries for the first time, place the handset on the base to charge for at least 16 hours continuously.
4. When the handset is fully charged, the  icon will appear steady on the display.

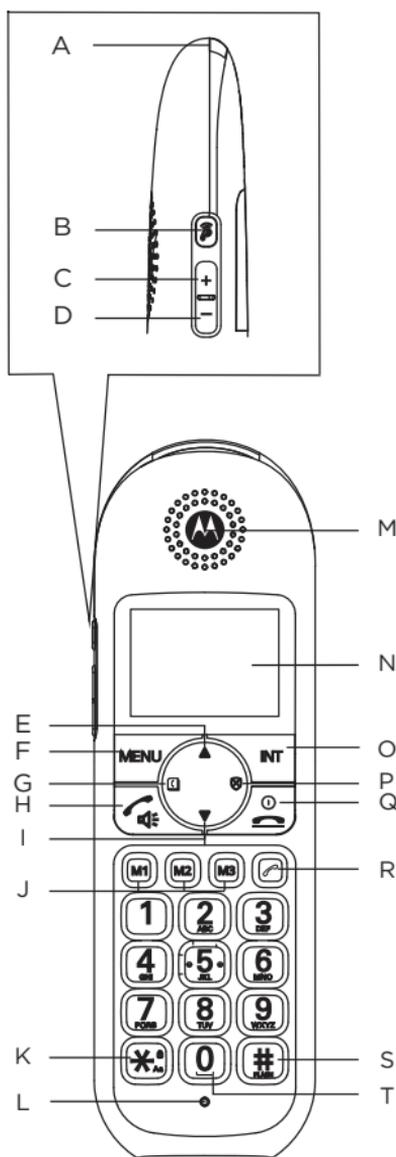
### Connecting the handset and charger cradle (for multi-pack only)

If you have purchased a multiple pack, you will need to carry out this process for all the handsets and charger cradles.



1. Plug the AC power jack into the socket marked  on the rear of the charger cradle and the AC power adaptor into the AC power outlet.
2. Remove the battery cover from the back of the handset and insert the 2 x AAA Ni-MH rechargeable batteries supplied. Please note the '+' and '-' markings inside the battery compartment and insert in the correct direction.
3. Slide the battery cover back into place.
4. If you are charging the batteries for the first time, place the handset on the charger cradle to charge for at least 16 hours continuously. When the handset is fully charged, the  icon will appear steady on the display.

### 3. Overview of the handset



**A Handset LED**

Flashes when there is an incoming call.

**B Amplified volume**

During a call, press to amplify the ear piece volume.

**C Earpiece volume up**

During a call, press to increase the earpiece volume.

**D Earpiece volume down**

During a call, press to decrease the earpiece volume.

**E Scroll Up / Ringer volume up**

In menu, scroll up through lists and settings.  
In standby, press to increase the ringer volume.

**F Menu / OK**

In standby, enter the main menu.  
In standby, if there is a notification on the screen, press and hold to enter the menu without clearing the notifications.  
In menu, select the option displayed on screen.  
In menu, confirm an option.

**G Contacts**

In standby, press to open the contacts menu.

**H Talk / Hands-free key**

Make or answer a call.  
During a call, activate and deactivate hands-free.

**Important**

Hands-free activation can suddenly increase the volume in the earpiece to a very high level. Make sure the handset is not too close to your ear.

**I Scroll Down / Ringer volume down**

In menu, scroll down through lists and settings.  
In standby, press to decrease the ringer volume.

**J Memory keys**

In standby, press to dial the memory number stored.

**K \* / Keypad lock / Change case**

Dial a \*.  
In standby, press and hold to lock / unlock the keypad.  
In editing mode or when entering letters, press and hold to change the case from Abc, abc, ABC or 123.

**L Microphone****M Earpiece****N Display****O Intercom / Back / Delete**

Press to make an internal call.  
In menu, go back to the previous menu level.  
In editing mode, press to delete characters and digits.

**P Call block**

In standby mode, press to open the call block menu.

**Q End call / Exit / Switch handset on / off**

During a call, press to end a call.  
In menu, press to go back to standby mode.  
In standby, press and hold to switch the handset off.  
When switched off, press to turn the handset on.

**R Call log**

In standby, press to enter the call log.

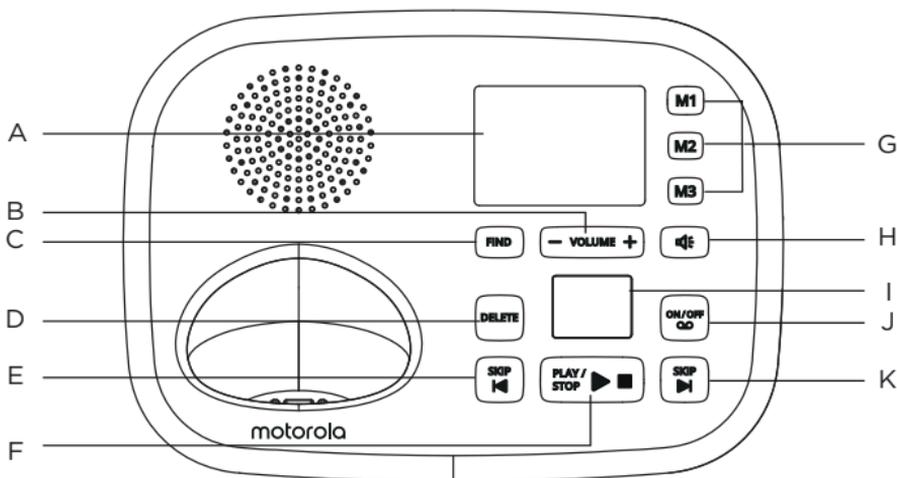
**S # / Flash / CID format**

Dial a #.  
Use with switchboard / PABX services and some network services.  
In calls lists: Press to toggle the Caller ID display format between 7, 10 and 11 digits when returning calls from the calls list.

**T Space / Pause**

In editing mode, press to inset a space in text / number editing.  
When dialing or storing a number, press and hold to enter a pause (P).

## 4. Overview of the base



### A Memory label

### B Volume up / down

Increase and decrease playback volume.

### C Find key

The find key is a useful way to find lost handsets.

1. Press **Find** on the base. All handsets ring.  
Press **Find** again to cancel the find call or press any key on the handset to stop the find call.
2. Press and hold to enter registration mode when registering handsets.

### D Delete

During message playback, delete the current message.  
In standby, press twice to delete all old messages.

### E Skip back

During message playback, press once to replay the current message and twice to skip to the previous message.

### F Play / Stop

Press to play recorded messages, press again to stop message playback.

### G Memory keys

In standby, press to dial the quick dial number stored.

### H Speakerphone

Lights up when on a speakerphone call.  
Press to answer a call using the speakerphone.  
Press to end a speakerphone call.

### I Message counter

Shows the number of messages when the answering machine is on.

### J Answering machine On / Off

Switches the answering machine on / off.

### K Skip forward

During message playback, press to skip forward through the answering machine messages.

## 5. Using the phone

### 5.1 Calls

#### 5.1.1 Using the handset

##### Make a call

1. Press .
2. Dial the telephone number.

##### Pre-dial

1. Enter the phone number (maximum 24 digits). If you make a mistake press **Clear**.
2. Press  to dial the phone number entered.
3. Press  again to dial over hands-free.

##### Memory numbers

1. Press **M1**, **M2** or **M3**, the number (or name if stored in the contacts list) is displayed and dialed automatically.

##### Adjust volume

1. During a call, press **+** / **-** or **▲** / **▼** to adjust the earpiece or hands-free volume. The level is shown in the handset display.
2. You can also amplify the earpiece by pressing  on the side of the handset.

##### Answer a call

1. When the phone rings the LED flashes on the handset, press  to answer the call.
2. Press  again to answer the call via hands-free.
3. To switch between hands-free and the earpiece press .

##### Note

If auto answer is on, simply lift up the handset from its base to answer the call. The default setting is **Off**.

An incoming call has priority over other events. Whenever there is an incoming call, other operations in progress such as phone settings, menu navigation, etc. will be ended.

##### Mute

Mute the microphone so that you can talk to someone else in the room without your caller hearing you.

1. During a call, press **Mute**. The microphone is muted and **Call muted** is displayed.
2. Press **Unmute** to turn the microphone back on.

##### End a call

1. Press  or replace the handset on the base to end the call.

After you hang up, the duration the phone is off-hook is displayed for 2 seconds.

##### Note

If auto end call is off you must press  to end the call. The default setting is **On**.

#### 5.1.2 Using the base

##### Making a call

You can make calls with the base unit after storing phone numbers in memory keys.

1. Press **M1**, **M2** or **M3** on the base, the number is dialed automatically.

##### Adjust volume

1. During a call, press **+** / **-** to adjust the hands-free volume.

##### Answer a call

1. When the phone rings the LED flashes on the handset, press  to answer the call.

An incoming call has priority over other events. Whenever there is an incoming call, other operations in progress such as playing messages, will be ended.

##### End a call

1. Press  on the base to end the call.

## 5.2 Handset equalizer

This feature clarifies the voice of the person you are talking to, producing a more natural-sounding voice that is easier to hear and understand.

You can choose from Treble, Alto, Bass or HAC (Hearing Aid Compatibility).

1. On a call, press **Options**, scroll ▼ to **Equalizer** and press **OK**.
2. Scroll ▲ or ▼ to select the required setting and press **Select**.

### Note

Depending on the condition and quality of your telephone line, this feature may emphasise existing line noise. If it becomes difficult to hear, you can change the setting.

This feature is not available while using the hands-free.

## 5.3 Intercom

If more than one handset is registered to the base, internal calls can be made between two handsets. The screen displays **Internal call** and the handset number you are calling.

### Call another handset

1. Press **INT**.
  - If you only have two handsets, press **Call** to call the other handset.
  - If more than two handsets are registered to the base, scroll ▼ to the number of the handset you want to call and press **Call**.
2. Press  to hang up.

### Receive an internal call

When you receive an internal call, the screen displays **Internal call** and the handset number calling you.

1. Press  to answer the call.

### Note

If the handset does not belong to CD5 range, this function may not be available.

## Transfer an external call to another handset

You can transfer an external call to another handset registered to the base.

1. During an external call, press **Options**.  
Your caller is put on hold.
2. Scroll ▼ to **Transfer call** and press **OK**,
  - If you only have two handsets, the other handset is called automatically.
  - If more than two handsets are registered to the base, scroll ▼ to the number of the handset you want to call and press **Call**.
3. When the other handset answers, announce the caller then press  to transfer the call. If the other handset does not answer, press **End** to talk to your caller again.

## 3-way conference call

You can hold a 3-way conference call between 2 internal callers and 1 external caller.

1. During an external call, press **Options**.  
Your caller is put on hold.
2. The display shows **Conference**, press **OK**,
  - If you only have two handsets, the other handset is called automatically.
  - If more than two handsets are registered to the base, scroll ▼ to the number of the handset you want to call and press **Call**.
3. When the other handset answers, announce the caller then press **Join** to connect all three callers and begin the conference call. If the other handset does not answer, press **End** to talk to your caller again.
4. Press  to hang up.

## 5.4 Call Waiting with Caller ID

To use Call Waiting with Caller ID, you must first subscribe with your phone service provider. These features allow you to receive calls while you are already talking on the phone. If you receive a call while on the phone, you will hear a call waiting tone.

1. If you have Call Waiting Caller ID, press **Switch** or press and hold **#** to answer the 2nd call.
2. Press **Switch** or press and hold **#** to switch between calls.

### Note

If you do not subscribe to Caller ID, when you hear the call waiting tone, press **Options**. Scroll **▼** to **Answer Call Waiting** and press **OK**.

## 5.5 Keypad lock

Prevent accidental dialing while carrying the handset by locking the keypad.

While the keypad is locked, you can answer incoming calls as normal.

1. Press and hold **\***.  
The display shows **Keypad locked** and **🔒** is displayed.
2. To unlock the handset, press and hold **\*** again.

## 5.6 Voicemail

If you have subscribed to your network's voicemail service, your CD5 displays **New VMW** when you have a new message.<sup>1</sup>

### Note

When viewing the Calls list, press and hold **(5)** for 2 seconds, the display shows **Delete all voicemail?**, press **Yes** to delete.

<sup>1</sup>This feature is dependent on your Network Service provider supporting the service. A subscription fee may be payable.

## 5.7 Dial mode

The default CD5 dialing mode is suitable for your country and network operator. It is unlikely that you should need to change this setting unless advised to do so.

1. Press **Menu**, scroll **▲** to **Settings** and press **OK**.
2. Scroll **▼** to **Advanced settings**. Press **OK**.
3. Scroll **▼** to **Dial mode**. Press **OK**.
4. Scroll **▲** or **▼** to select **Tone** or **Pulse**.
5. Press **OK** to confirm.
6. Press **⏪** to return to standby.

## 5.8 Switch the answering machine on / off

### Via the base

1. Press **ON/OFF** on the base to turn the answering machine on or off.
2. When the answering machine is on, the LED will show the number of messages.

### Via the handset

1. Press **Menu**, the display shows **Answer machine**, press **OK**.
2. Scroll **▼** to **Answer on/off** and press **OK**.
3. Scroll **▲** or **▼** to select **On** or **Off**.
4. Press **OK** to confirm.
5. Press **⏪** to return to standby.

## 5.9 Store a name or number

1. Press **(1)**. Display shows the first entry.
2. Press **Options**. Display shows **Add new contact**. Press **OK**.
3. Enter a name and press **OK**.  
If you make a mistake press **Clear** to delete a character or press and hold **Clear** to delete all characters.
4. Enter a number and press **Save**.  
The entry is saved.  
If you make a mistake press **Clear** to delete a digit or press and hold **Clear** to delete all digits.
5. Press **⏪** to return to standby.

## 5. Help

### Phone does not work

- Check that the AC power adaptor is securely plugged into the base and power outlet.
- Check that the batteries are inserted correctly in the handset and that the handset is switched on. Use only approved rechargeable batteries supplied.
- Check that telephone line cord is firmly plugged into the base socket and the telephone wall jack. Use only the supplied telephone line cord or ensure that the pin connections are correct when using an existing telephone line cord.
- Check with your telephone service provider for network issues.
- Reset the Motorola CD5 by removing the batteries from the handset and unplugging the AC power from the base. Wait for around 15 seconds before connecting it again. Allow up to one minute for the handset and base to synchronize.
- Move the handset and/or base away from other electrical appliances or metal objects and try again.
- Check that you are not too far from the base.

### No dial tone

- Refer to the **Phone does not work** section above.
- If these suggestions do not help, disconnect the telephone line cord and connect the telephone line cord to another telephone to check that the telephone line cord is not defective.
- If there is still no dial tone, try another telephone wall jack as the wiring to the current telephone wall jack may be defective.

### No display

- Check that the batteries are inserted correctly and fully charged. Use only approved rechargeable batteries supplied.
- Check that the handset is switched on.

### Handset does not ring

- Refer to the **No dial tone** section above.
- Check that the handset ringer volume is not set to off.
- Check that you have not accidentally blocked the caller.
- Check that the handset is registered to the base.
- Check that you do not have too many extension telephones plugged into the same line.

### Weak audio or call cutting in and out

- Refer to the **Phone does not work** section above.
- If you subscribe to high-speed internet service through your telephone line, try installing a DSL (Digital Subscriber Line) filter between the base and the telephone wall jack. This filter will help prevent interference, noise and caller ID problems caused by DSL interference.

### No Caller Display

- Check the subscription with your telephone network operator.
- If you subscribe to high-speed internet service through your telephone line, try installing a DSL (Digital Subscriber Line) filter between the base and the telephone wall jack. This filter will help prevent interference, noise and caller ID problems caused by DSL interference.

- The caller may have withheld their number.
- Check that your caller is not making call through a switchboard.

#### **Caller Display cannot show the contact name match**

- Refer to the **No Caller Display** section above.
- Check that the contact can be found in the contacts list.
- Check that the correct number is stored in the contacts list, with the full area code.

#### **Searching for base... appears on the handset**

- Check that the AC power adaptor is securely plugged into the base and power outlet.
- Check that you are not too far from the base.
- Reset the Motorola CD5 device by removing the batteries from the handset and unplugging the AC power from the base. Wait for around 15 seconds before connecting it again. Allow up to one minute for the handset and base to synchronize.
- Try re-registering the handset.

#### **Cannot register a handset to the base**

- Up to 4 handsets can be registered to the base. If 4 handsets are already registered, de-register a handset before registering a new one.

#### **A contact entry cannot be stored**

- Check the contacts list is not full. Delete an entry to free memory.

#### **Answering machine does not record messages**

- Switch the answering machine on.
- The memory may be full. If so, you will need to delete some messages.
- Answer mode may be set to Answer only. Change the mode to Answer & record.

#### **Cannot access messages remotely**

- Check that remote access is not switched off.
- If the wrong PIN is entered you will hear "Incorrect access PIN, please enter your access PIN". You can enter the PIN again.

#### **Cannot record outgoing message**

- Check the memory is not full. Delete some messages to free memory.

#### **Answering machine stops automatically**

- Check the memory is not full. Delete some messages to free memory.
- The maximum message length is 3 minutes.

## **6. General Information**

### **If your product is not working properly...**

1. Read this Quick Start Guide.
2. Visit our website: [www.motorolahome.com/support](http://www.motorolahome.com/support)
3. Contact Customer Service: 1-833-468-1468
4. Please refer to the full user guide.

Version 2 (US)

