



**MODEL: BE-3872**

**2.4GHZ CORDLESS DIGITAL  
ANSWERING SYSTEM**

**INSTALLATION AND OPERATING GUIDE**

600-1600702-A

**IMPORTANT:** To receive Caller ID information on incoming telephone calls, you must subscribe to the Caller ID service provided by your local telephone company; there is a fee for this service and it may not be available in all areas.

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## IMPORTANT SAFETY INSTRUCTIONS



This symbol is to alert you to important operating or servicing instructions that may appear in the user's manual. Always follow basic safety precautions when using this product to reduce the risk of injury, fire, or electrical shock.

When using this product, 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. Use only with class 2 power source DC 9V 500mA.
4. Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.
5. Do not use this product near water; for example, near a bathtub, wash bowl, kitchen sink or laundry tub, in a wet basement or near a swimming pool.
6. Do not place this product on an unstable cart, stand, or table. The product may fall, causing serious damage to the product.
7. Slots and openings in the cabinet back or 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, sofa, rug, 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 an enclosed environment unless proper ventilation is provided.
8. Do not allow anything to rest on the power cord. Do not locate this product where the cord will be abused by animals or persons walking on it.
9. Do not overload wall outlets and extension cords as this can result in risk of fire or electrical 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 that could result in a risk of fire or electrical shock. Never spill liquid of any kind on the product.
11. To reduce the risk of electrical shock, do not disassemble this product. Instead take it to a qualified service person when service or repair work is required. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect re-assembly can cause electrical shock when the appliance is subsequently used.
12. Unplug all cords 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 exposed to rain or water.
  - D. If the product does not operate normally by following the operating instructions. Adjust only those controls covered in the operating instructions. Improper adjustment of other controls may result in damage and require work by a qualified technician to restore the product to normal operation.
13. Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
14. Do not use a telephone to report a gas leak in the vicinity of the leak.

### IF YOUR PRODUCT UTILIZES BATTERIES, THE FOLLOWING ADDITIONAL PRECAUTIONS SHOULD BE OBSERVED:

1. There is danger of the battery exploding if it is incorrectly installed. When inserting the batteries into this product, the proper polarity or direction must be observed. Reverse battery insertion can cause charging that may result in leakage or explosion.
2. Use only the type and size of batteries specified in the users manual.
3. Do not dispose of batteries in a fire. The cells may explode. Check with local codes for possible special disposal instructions.
4. Do not open or mutilate the batteries. Released electrolyte is corrosive and may cause damage to the eyes or skin. It may be toxic if swallowed.
5. Exercise care in handling batteries in order not to short the battery with conducting materials such as rings, bracelets and keys. The battery or conductor may overheat and cause burns.
6. Do not attempt to recharge the batteries with or identified for use with this product. The batteries may leak corrosive electrolyte or explode.
7. Do not attempt to rejuvenate the batteries provided with or identified for use with this product by heating them. Sudden release of the battery electrolyte may occur causing burns or irritation to eyes or skin.
8. When replacing batteries, all batteries should be replaced at the same time. Mixing fresh and discharged batteries could increase internal cell pressure and rupture the discharged batteries.
9. Remove the batteries from this product if the product will not be used for a long period of time (several months or more) since during this time the batteries could leak, damaging the product.
10. Discard "dead" batteries as soon as possible since they are more likely to leak in a product.
11. Do not store this product, or the batteries provided with or for identified use with this product, in high temperature areas.
12. If your product uses a rechargeable battery, charge the battery(ies) only in accordance with the instructions and limitation specified in the User Manual.

## SAVE THESE INSTRUCTIONS

## FCC REGULATIONS

**Warning:** Modifying or tampering with the telephone's internal components can cause a malfunction and might invalidate the telephone's warranty and void your FCC authorization to operate it. If the trouble is harming the telephone lines, the telephone company might ask you to disconnect the telephone until you have resolved the problem.

As it complies with Part 68 of the FCC rules and the technical requirements for connection to telephone networks published by ACTA, your unit has been registered with the FCC.

The FCC requires us to provide you with the following information:

1. Connection and use with the nationwide telephone network:

The FCC requires that you connect to a nationwide telephone network through a modular telephone outlet which is TIA/EIA-IS-968 compliant. It is USOC jack type RJ11C.

This equipment may not be used on coin service provided by the telephone company. Connection to party lines is subject to state tariffs. Check with your local telephone company.

2. Notification to the telephone company:

FCC rules require that upon request you provide the following information to the phone company.

- A. The line (telephone number) to which you will connect the telephone equipment.
- B. The Registration Number and Ringer Equivalence Number (REN). These numbers are found on the back or bottom of your telephone equipment.

The REN is useful to determine the quantity of devices you may connect to your telephone line and still have all of those devices ring when your telephone number is called. In most, but not all areas, the sum all RENs should be 5 or less. To determine the number of devices permitted in your area, contact your local telephone company.

3. Repair instructions:

If it is determined that your telephone equipment is malfunctioning, the FCC requires that it not be used and be unplugged from the modular outlet until the problem has been corrected. Repairs to this telephone equipment can be made only by the manufacturer or its authorized agents, or by others who may be authorized by the FCC. Unauthorized repairs void registration and warranty.

4. Rights of the telephone company:

If your product is causing harm to the telephone network, the telephone company may temporarily discontinue your service. 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 given the opportunity to correct the problem, and 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 telephone equipment. If such changes are planned, you will be notified in advance.

## FCC REGULATIONS

- 5. This product is compatible with inductively coupled hearing aids.

**Note:** This applies only if this product is equipped with a corded or cordless handset.

6. Programming/testing emergency numbers:

When programming emergency numbers and/or making test calls to emergency numbers

- A. Remain on the line and briefly explain to the dispatcher the reason for the call before hanging up.
- B. Perform such activities in the off-peak hours, such as early morning or late evening.

### INTERFERENCE INFORMATION: PART 15 OF FCC RULES

Some telephone equipment generates and uses radio frequency energy which if not properly installed, may cause interference to radio and television reception.

This unit has been tested and found to comply with the limits for a Class B computing device in accordance with the specifications in Part 15 of the FCC rules. These specifications are designed to provide reasonable protection against such interference in a residential installation. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause interference to radio or television reception, when it's in use, the user is encouraged to try to correct the interference by one or more of the following measures:

- A. Where it can be done safely, reorient the radio or TV receiving antenna.
- B. To the extent possible, relocate the television, radio, or other receiver with respect to the telephone equipment.
- C. If your telephone product runs on AC power, plug your product into an AC outlet that's not on the same circuit as the one used by the radio or television.

## BATTERY CAUTIONARY INSTRUCTIONS

### BATTERIES: CAUTION

To reduce the risk of fire or injury to persons, read and follow these instructions:

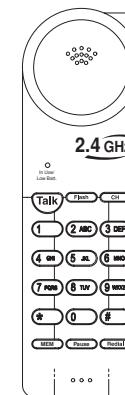
- For the cordless handset, use only 3.6V 600mAh Nickel-Metal Hydride (Ni-MH), cordless telephone battery pack PM-38BAT (included).
- Do not dispose of the batteries in a fire. The cells may explode. Check with local codes for possible special disposal instructions.
- Do not open or mutilate the batteries. Released electrolyte is corrosive and may cause damage to the eyes or skin. It may be toxic if swallowed.
- Exercise care in handling batteries in order not to short the battery with conducting materials such as rings, bracelets, and keys. The battery or conductor may overheat and cause burns.
- Do not attempt to rejuvenate the batteries identified for use with this product by heating them. Sudden release of the battery electrolyte may occur causing burns or irritation to eyes or skin.
- When inserting batteries into this product, the proper polarity or direction must be observed. Reverse insertion of batteries can cause charging, and that may result in leakage or explosion.
- Remove the batteries from this product if the product will not be used for a long period of time (several months or more) since during this time the battery could leak in the product.
- Do not store this product, or the batteries identified for use with this product, in high temperature areas. Batteries that are stored in a freezer or refrigerator for the purpose of extending shelf life should be protected from condensation during storage and defrosting.

**Batteries should be stabilized at room temperature prior to use after cold storage.**

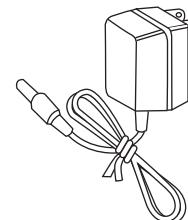


The EPA certified RBRC® Battery Recycling Seal on the nickel-metalhydride (Ni-MH) battery indicates TT Systems LLC is voluntarily participating in an industry program to collect and recycle these batteries at the end of their useful life, when taken out of service in the United States or Canada. The RBRC® program provides a convenient alternative to placing used Ni-MH batteries into the trash or the municipal waste stream, which may be illegal in your area. Please call 1-800-8-BATTERY for information on Ni-MH battery recycling and disposal bans/restrictions in your area. TT Systems LLC's involvement in this program is part of our commitment to preserving our environment and conserving our natural resources.

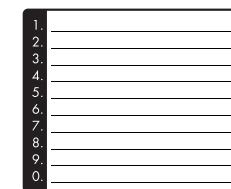
## BE-3872 PARTS CHECKLIST



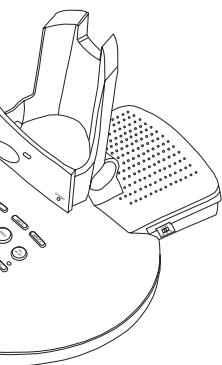
1. Handset



4. AC power adapter



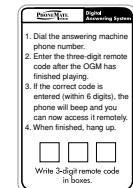
5. 10-number memory card



2. Base



3. 7-foot line cord for desk use



6. Remote access card

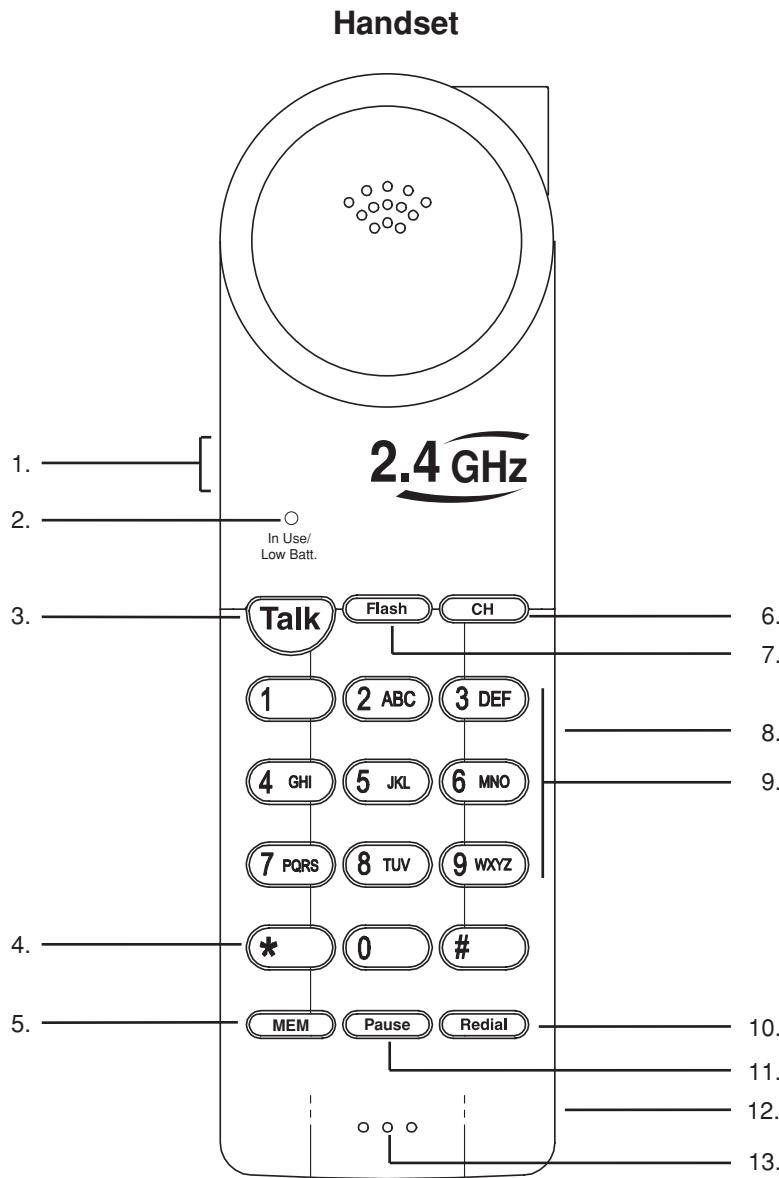


7. Quick start card



8. Ni-MH battery pack

## LOCATION OF CONTROLS AND FEATURES



## LOCATION OF CONTROLS AND FEATURES

### 1. Volume Switch

The **RINGER** switch is used to adjust the handset receiver volume level between **Hi** (High), **Med** (Medium) and **Low**.

### 2. In Use LED

On (red) when line is in use. Flashes when the battery is low.

### 3. Talk

The key is used to access the telephone line or end a call.

### 4. Temporary Tone key

If the base is set to pulse dialing, pressing causes subsequent digits to be dialed out using tone until the line is put back on hook.

### 5. Memory Key MEM

Use to program and retrieve the numbers in the speed dial directory.

### 6. Channel Key CH

The key, if pressed when the line is off-hook, will scan up to 50 channels and select the clearest one to provide the best possible reception.

### 7. Flash Key Flash

The key is used to access telephone company services, such as call waiting.

### 8. Headset Jack

Allows using a standard 2.5mm headset for hands-free convenience.

### 9. Dial Pad

Numeric keys are used in the conventional manner for dialing.

### 10. Redial Key REDIAL

When the phone is idle or off-hook, press to redial the last number dialed.

### 11. Pause Key Pause

is used to insert a 4-second pause into a stored number.

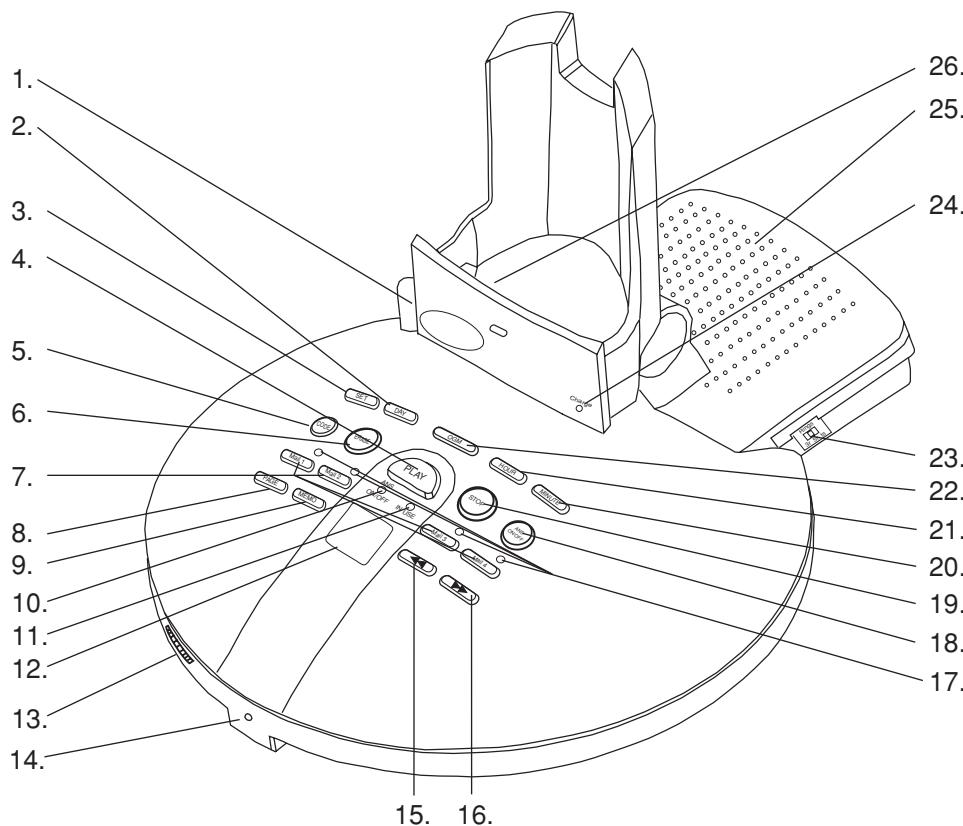
### 12. Ringer Switch

The **RINGER** switch is used to adjust the handset ringer level between **Hi**, **Low**, and **Off**.

### 13. Microphone

## LOCATION OF CONTROLS AND FEATURES

### Base



#### 1. Antenna

#### 2. Day Key (DAY)

The (DAY) key is used to set the day for the time/day voice prompt on the answering machine.

#### 3. Set Key (SET)

The (SET) key is used to save the current voice prompt setting.

#### 4. Play Key (PLAY)

To play the messages recorded on the answering machine, press (PLAY). Playback can also be paused by pressing this key.

## LOCATION OF CONTROLS AND FEATURES

#### 5. Code Key (CODE)

The (CODE) key is used to set the answering machine's remote access code.

#### 6. Erase Key (ERASE)

Press (ERASE) during playback to delete an answering machine message.

#### 7. Mailbox Keys (Mail 1, Mail 2, Mail 3, Mail 4)

The mailbox (e.g. (Mail 1)) keys are used to play the messages and memos left in each individual mailbox.

#### 8. Page Key (PAGE)

Used to initiate a handset page – aids in finding a misplaced handset.

#### 9. Memo Key (MEMO)

Enables recording of a memo message on the answering machine.

#### 10. Answer On/Off LED

Lights red when the answering machine is set to ON.

#### 11. In Use LED

Lights red when the handset is in use. Flashes when the phone is ringing.

#### 12. Two Digit Counter Display

Displays the number of messages stored in the answering machine. Also displays various other information about the base and answering machine.

#### 13. Volume Up/Down Rotary Dial

Adjust the rotary dial to choose your preferred ringer and playback volume.

#### 14. Microphone

#### 15. Repeat Key (7)

Press (7) during message playback to repeat the current message. Also used for scrolling during base setting mode.

#### 16. Skip Key (8)

Press (8) during message playback to skip to the next message. Also used for scrolling during base setting mode.

#### 17. Mailbox LEDs

Flashes when new messages have been left in the associated mailbox.

## LOCATION OF CONTROLS AND FEATURES

### 18. Answer On/Off Key

Press  to turn the answering machine on or off.

### 19. Stop Key

Press  to halt the current mode, such as to stop playing messages during message playback.

### 20. Minute Key

The  key is used to set the minute for the time/day voice prompt on the answering machine.

### 21. Hour Key

The  key is used to set the hour for the time/day voice prompt on the answering machine.

### 22. OGM Key

Plays back the current outgoing message and allows selection and recording of new outgoing messages.

### 23. Ring Select Switch (TS/5R/3R)

Used to set the number of rings before the answering machine picks up to either 3, 5, or Tollsaver 3/5 (TS) rings.

### 24. Charge LED

Lights red when the handset is on the cradle being charged.

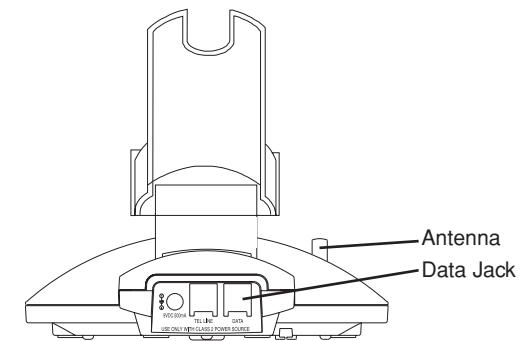
### 25. Speaker

### 26. Charging Contacts

Used to recharge battery and reset the security code in the handset.

## LOCATION OF CONTROLS AND FEATURES

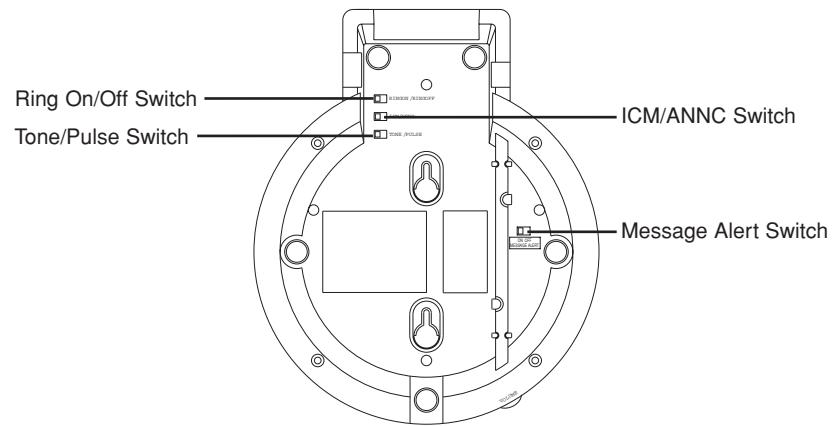
### Base Back View



#### Data Jack

Used for connecting a computer or fax machine.

### Base Bottom View



#### Ring On/Off Switch

Used to turn the base ringer on and off.

#### Tone/Pulse Switch

Used to set the dialing method for tone or pulse dialing.

#### ICM/ANNC Switch

Used to choose between Announcement and Announce only modes.

#### Message Alert Switch

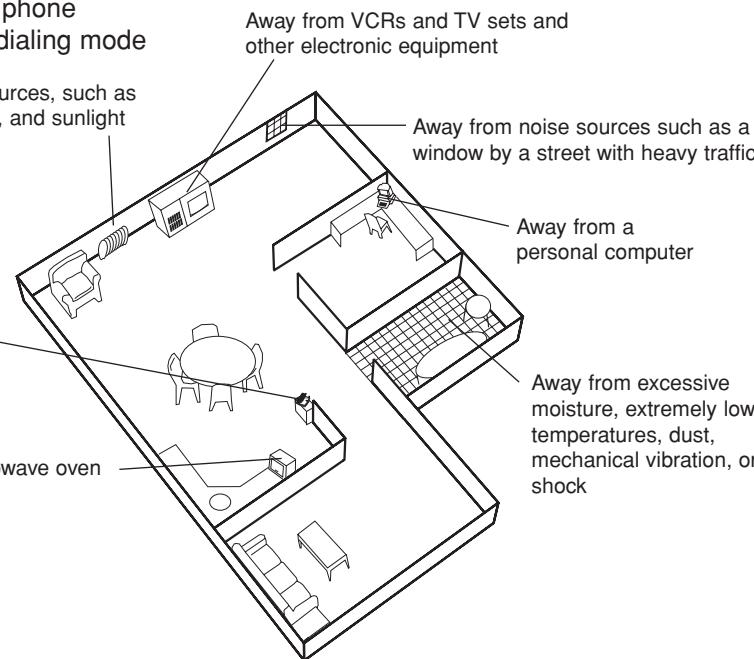
Used to turn on and off the beeping that alerts you there are new messages.

## CHOOSING A LOCATION

### Do the following:

- Choose the best location
- Connect the phone
- Choose the dialing mode

Away from heat sources, such as radiators, air ducts, and sunlight



Where you place the phone affects the reception quality of the handset:

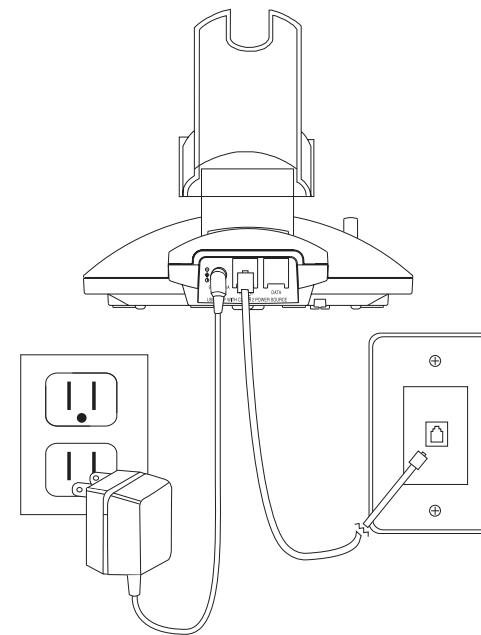
- Away from another cordless telephone
- Place the base near an AC electrical outlet and near telephone line jack
- Place the base away from metal walls and metal file cabinets

**CAUTION:** The cordless telephone operates at a frequency that may cause interference to nearby TVs and VCRs; the base phone should not be placed near, or on top of a TV or VCR. If interference is experienced, moving the cordless telephone farther away from the TV or VCR will often reduce or eliminate the interference.

**Note:** While the 2.4GHz frequency is clearer, we suggest that you do not use this phone within 20 feet of a working microwave. The microwave produces frequencies in this range which may cause interference. This interference is normal for all 2.4GHz phones and should not be considered a product defect.

## TELEPHONE SETUP

### Connecting the Base



1. Connect the telephone line cord to the "Line" jack and to a telephone outlet.
2. Connect the AC power adapter to the 9V DC jack and to an AC outlet.

**Note:** Use only the supplied AC power adapter. Do not use any other AC power adapter. Connect the AC power adapter to a continuous power supply. Place the phone close to the AC outlet so that you can plug in the AC power adapter easily.

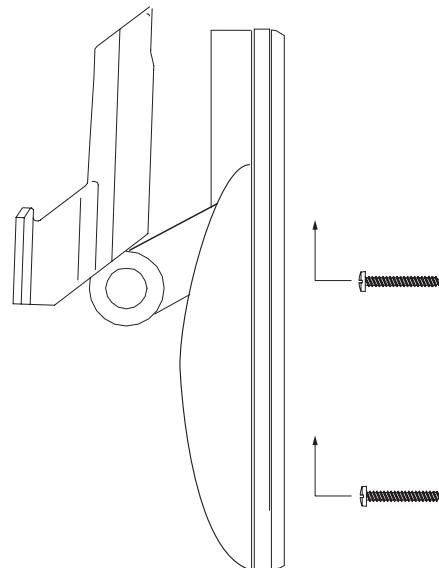
**Tip:** If your telephone outlet is not modular, contact your telephone company for assistance.

### Wall Mounting

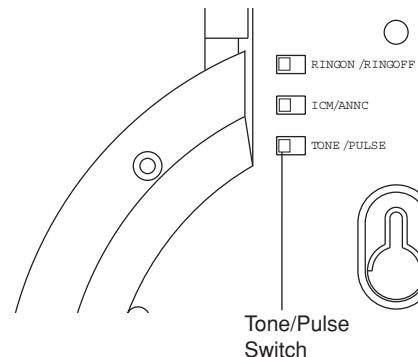
The BE-3872 telephone may be installed onto two screws (not included) fastened into the wall. When installing screws into plasterboard walls, use wall anchors (not included) to ensure that the screws remain secure. Insert the screws into the wall leaving 3/16" of each screw extending out from the wall. See the wall mount template on page 37 to properly space the screws in the wall for mounting. The BE-3872 is not compatible with mounting on a standard telephone wall plate.

### Wall Mounting Instructions:

1. Remove the handset from the base.
2. Adjust the base to the wall mount position (see illustration).
3. Plug the supplied 7-foot telephone cord into the **Line** jack on the telephone.
4. Connect the telephone line cord to the wall jack.
5. Insert the AC adapter into the **9V DC** jack on the top of the base.
6. Run the cables down through the cable channel to allow for flush wall mounting.
7. Slip the telephone base onto the wall, lining up the wall mounting holes over the screws. Slide the telephone base down so it is firmly in place.
8. Return the handset to the telephone base.
9. Plug the other end of the AC adapter into the AC outlet.



### Tone/Pulse Switch



1. Choose the correct dialing mode.
2. Select the dialing mode Tone or Pulse by setting the switch on the bottom of the base unit.

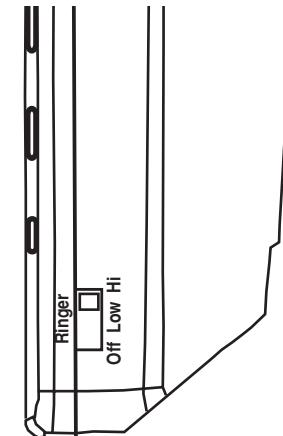
**Note:** Changes to the switch position during a call do not take effect until the call has ended.

**Tip:** If you are unsure of the proper dialing mode, make a trial call with the dial mode setting to **TONE**. If the call connects, leave the switch as is (**TONE** mode), otherwise, set to **PULSE**.

**NOTE:** Pulse dialing works for direct dialing and redialing only, not for memory dialing.

### Handset Volume

Adjust the receiver volume of the handset using the volume control switch on the right side of the handset.



## BATTERY INSTALLATION

To install the 3.6V 600mAh cordless handset battery pack:

1. Slide open the battery compartment door on the back of the handset.
2. Insert the battery into the battery compartment and then plug the battery connector into the 2-pin connector located just inside the battery compartment.
3. Close the battery compartment door.
4. Place the handset on the base unit cradle.
5. Once you have installed the battery pack and placed the handset on the base you will hear a tone indicating the handset has connected with the base and will successfully charge.
6. **IMPORTANT:** Charge the battery pack for at least 12 hours before using the handset the first time.
7. The **CHARGE** LED on the base illuminates when the handset is properly making contact with the charge terminals.

### Battery Duration

A fully charged battery lasts for approximately:

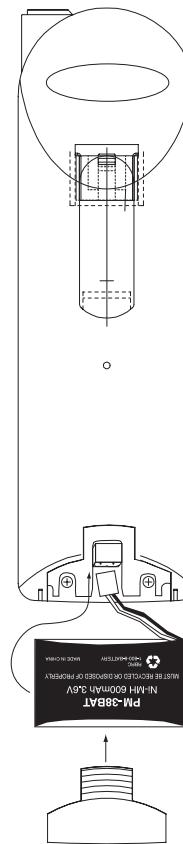
- 5 hours when you use the handset continuously (talk time).
- 5 days when the handset is not in use (standby).

### When the Battery Needs Charging

- The phone will beep.
- The In Use/Low Batt LED will flash.

### When to Purchase a New Battery Pack

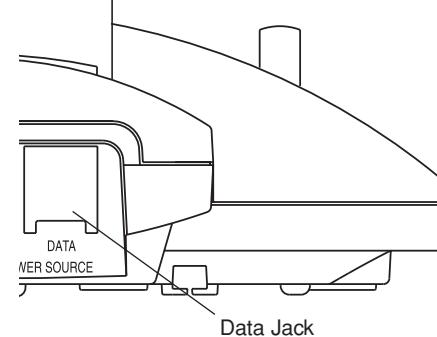
If the battery lasts only a few minutes even after a full charge, the usable life of the battery has expired and needs to be replaced. Replacement batteries can be purchase directly from <https://www.ttsystems.com/ShoppingCart/shop.asp>, or you can contact TT Systems LLC customer support center at 1-800-592-1336 for information about how to order a new battery.



## HEADSET AND DATA JACK

### The Data Jack

The jack located on the side of the telephone labeled "DATA" is a convenience jack. It is useful for connecting a fax machine or modem when there is no telephone jack available for that device.



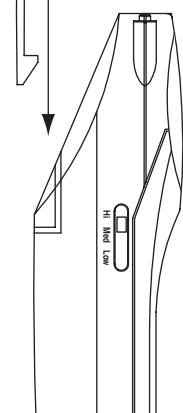
### The Headset Jack

The headset jack is located on the side of the handset and is a standard 2.5mm plug. Simply plug the headset (not included) into the jack and the headset will be active.



**Note:** When the headset is plugged into the telephone, the microphone and earpiece on the handset are not active.

Belt-clip



### Belt-Clip

Be sure to remove the belt-clip filler cap prior to installing the belt-clip. Install the belt-clip as shown.

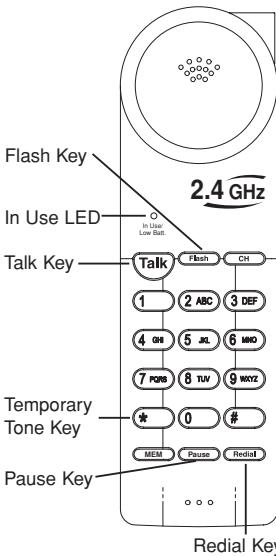
To remove the belt-clip, squeeze the release at the top of the clip where it attaches to the phone, and gently pull the clip up and out of the handset.

## BASIC OPERATION

### Making Calls

1. Pick up the handset from the base and press **Talk**. The LED on the handset will glow steadily when a connection is made. Wait until you hear a dial tone.
2. Dial the number you wish to dial.
3. When you are finished talking, press the **Talk** key or place the unit back into the base to end the call.

**Note:** The **IN USE** light on the handset will flash when the line is active.



### Receiving Calls

Make sure that the handset ringer switch is not set to "Off" in order to receive incoming calls.

#### When you hear the phone ring:

1. If the handset is in the base, lift the handset from the base. The handset will turn on. There is no need to push the **Talk** key if the unit is on the base when the call comes in.
2. If the handset is off the base, you will need to press **Talk** to answer the call.
3. When you are finished, push **Talk** or place the handset back on the base.

### Additional Options

To:	Do This:
Redial the last number	Press <b>Talk</b> . Wait for dial tone and then press <b>REDIAL</b> .
Adjust the volume in the earpiece	Adjust the Volume Hi/Mid/Low switch on the upper left side of the handset, until the desired volume is reached.
Switch to temporary tone dialing	Press the <b>*</b> key after the phone is in use. The phone will remain in tone dialing mode for the duration of the call.
Receive a call waiting call	Press <b>Flash</b> to go to the new caller. Press <b>Flash</b> again to go back to the original caller.

## SPEED DIALING

The BE-3872 will store up to 10 speed dial numbers.

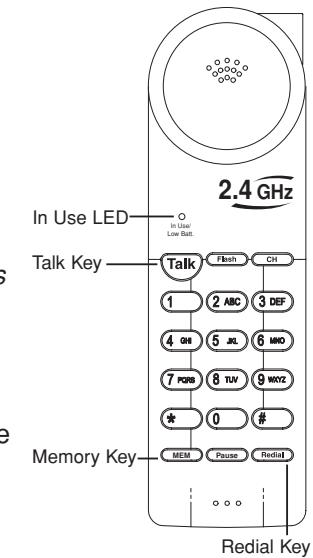
### Storing Phone Numbers

1. With the handset in the idle state, press **MEM**. The handset will beep.
2. Dial the number you wish to store (up to 16 digits).

**Note:** Press **REDIAL/PAUSE** to insert a dialing pause into the number. The pause lasts for 4 seconds and uses one digit of the 16 digits available.

3. Press **MEM**.
4. Press the dial pad key (0-9) for the location where you wish to store the number. The handset will give a confirmation tone.

**Note:** If you make a mistake the handset will give three quick beeps to let you know that the number was not stored.



### Making Speed Dial Calls

1. Push **Talk**. The handset **In Use** LED will glow steadily when a connection is made. Wait until you hear a dial tone.
2. Press **MEM** and the dial pad key location where the number is stored.
3. When you are finished with your call, press **Talk**, or place the handset back on the base.

**Note:** Be sure to check that the line is not in use by another extension.

### Deleting a Stored Number

1. With the handset in the idle state, press **MEM**. The handset will beep.
2. Press **REDIAL** and then press **MEM**. After each press the phone will beep.
3. Press the dial pad key location where the stored number that you want to delete is located. The handset will give a confirmation tone.

### Using the Handset Finder (PAGE)

1. Press **PAGE** on the base and the phone will beep.
2. Press any key on the handset, or place the handset in the base to stop the page/find feature.

### 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 (indicated by a beep).

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 the handset on the 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 and then reconnect. Place the handset back on the base and then re-plug the AC adapter.

### Channel Changing

If you are experiencing interference during a telephone call, press the **CH** key. The BE-3872 will scan up to 50 channels and select the clearest one to provide the best possible reception.

### Out of Range Warning

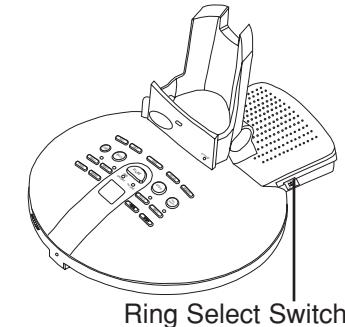
If the handset is moving too far away from the base, the phone will sound a beep to warn you that it is out of range. Move closer to the base to end the beeping and maintain the connection on your phone call. Otherwise, the call may be disconnected.

**IMPORTANT:** To ensure proper operation of your BE-3872:

1. Press the **[Reset]** button on the left side of the Base prior to initial use.
2. Wait for at least 45 seconds after plugging the AC adapter into the phone before operating your answering system.

### Setting the Ring Count

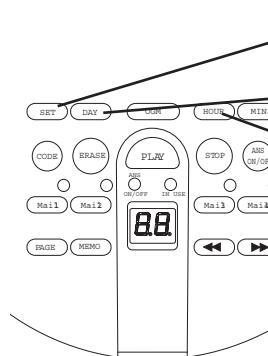
The ring count setting will prompt the BE-3872 to pick up an incoming call with the answering machine after 3, 5, or TS (tollsaver 3/5) rings. There is a Ring Select switch on the side of the base; adjust this switch to the number of rings that you desire.



**3r:** The unit will pick up after three rings.

**5r:** The unit will pick up after five rings.

**TS:** The answering machine will pick up after five rings if there are no new messages or after three rings if there are. This enables you to hang up after the fourth ring when checking your messages remotely (which saves toll charges), since you know there are no new messages.



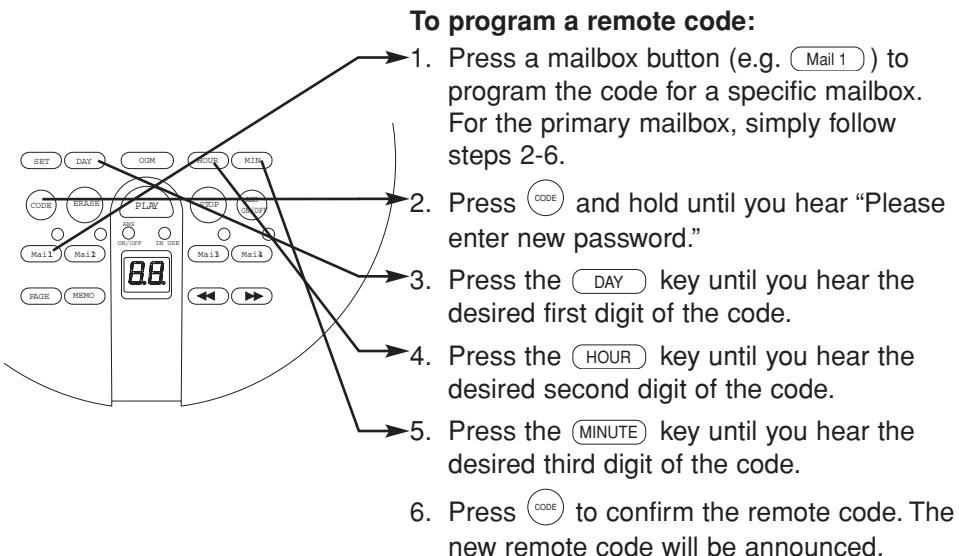
### Setting the Day and Time

1. Press and hold **SET** until you hear "Please enter new time."
2. Press the **DAY** key until the current day of the week is announced.
3. Press the **HOUR** key until the current hour (1 AM through 12 PM) is announced.
4. Press the **MINUTE** key until the current minutes (01 through 59) is announced.
5. Press **SET** to confirm the programmed day, hour and minute. The new day and time will be announced.

### Setting the Remote Access Codes

The BE-3872 allows you to set a three-digit access code to retrieve messages for the primary mailbox and each of the four mailboxes, as well as program the answering machine, from a remote location. The default codes are: Primary Mailbox: 999; Mailbox 1: 555; Mailbox 2: 666; Mailbox 3: 777; Mailbox 4: 888.

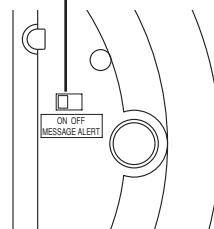
**Note:** The digits 1, 2, 3, and 4 cannot be used when changing the remote access codes for any mailbox. All digits of the remote access codes are a combination of the numbers 5, 6, 7, 8, 9, and 0.



**Note:** If your new remote access code is the same as that of another mailbox, the BE-3872 will not record your new password.

**Note:** If **[RESET]** is pressed, the remote codes return to the factory presets.

Message Alert Switch



### Setting Message Alert

When the message alert switch (located on the base bottom) is set to "ON," the unit will generate a beep sound every 15 seconds after a new incoming message has been recorded. If you do not want to hear the beep, set the switch to "OFF."

### Recording an Announcement

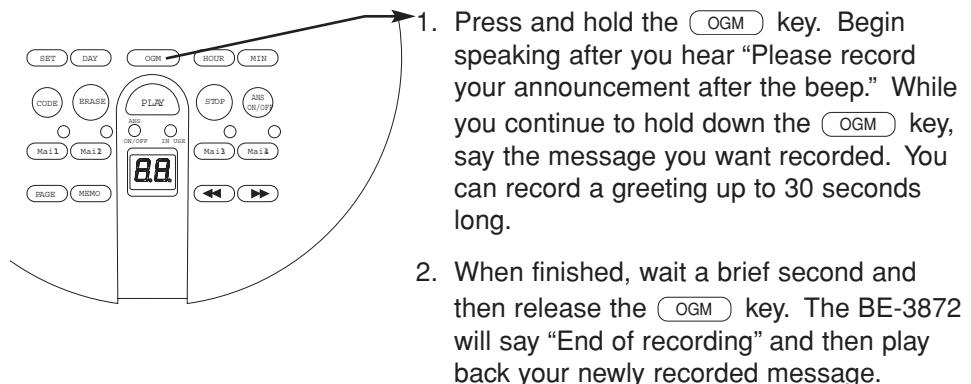
The BE-3872 answering system has one Primary Mailbox and four individual Mailboxes (1, 2, 3, 4), each of which can receive their own incoming Messages. Before using the answering system, it is suggested that you record an Outgoing Message (OGM). This is the announcement that the caller will hear when the systems answers a call.

The default announcement "Please record your message after the beep" is played if no personal OGM has been recorded.

### Recording an announcement for the Primary Mailbox:

It is recommended that you record an OGM on your Primary Mailbox instructing the caller to leave a message on one of the four mailboxes. If the caller is using a touch-tone telephone, this will enable the caller to record the message directly into one of the four mailboxes by dialing "110" for mailbox 1, "220" for mailbox 2, "330" for mailbox 3, and "440" for mailbox 4.

A sample primary OGM: "Hello, please leave a message after the tone; or, if you are using a touch-tone telephone, please dial 110 to leave a message for Beth, dial 220 for Jenny, dial 330 for Jonathan, or dial 440 for Eric."



**Tip:** For the best sound quality for recorded messages, speak directly into the base microphone from a distance of 9-12 inches.

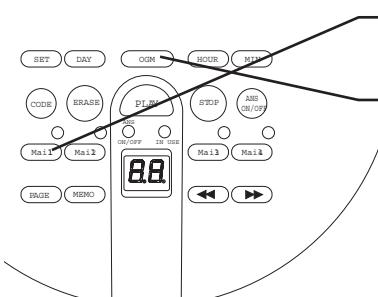
**Note:** To check your OGM, press the **OGM** button. If you did not record an OGM, your answering system will announce "You have no announcement."

## ANSWERING SYSTEM SETUP

**Note:** To return to the default announcement (erasing the recorded announcement), after the message has begun playing, press and release the [Erase] key. A beep will be heard and the unit will return to the default outgoing announcement.

### Recording an announcement for the Individual Mailboxes:

You can record a personal announcement for each of the four individual mailboxes.



1. Press a Mailbox key (e.g. Mail 1). The corresponding mailbox LCD will blink.
2. Press and hold the OGM key. Begin speaking after you hear "Please record your announcement after the beep." While you continue to hold down the OGM key, say the message you want recorded. You can record a greeting up to 30 seconds long.
3. When finished, wait a brief second and then release the OGM key. The BE-3872 will say "End of recording" and then play back your newly recorded message.

**Note:** To check an OGM of a specific mailbox, press a mailbox key and then the OGM button. If you did not record an OGM, your answering system will announce "You have no announcement, Mailbox #."

**Note:** Pressing a mailbox key activates that mailbox (the corresponding mailbox LED will blink). If you do not press a button to activate another function within 10 seconds, the answering system will return to the primary mailbox. You may return to the primary mailbox at any time by pressing the STOP key.

## ANSWERING SYSTEM SETUP

### Setting the Announce Mode

There are three different answering modes that the BE-3872 can be set to: normal answering mode, answer only mode, and answer off.

#### Setting the Answering System Off:

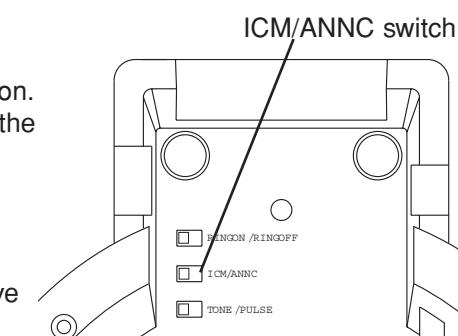
When the answering machine is set off, the answering system will not pick up until the phone rings 10 times, and then only to allow for remote operation. The caller will not hear an announcement and will not be able to leave a message.

1. Press the ANS ON/OFF key to turn the answering machine on. The system will announce "Answering Machine is On." The ANS ON/OFF LED will light.
2. Press the ANS ON/OFF key again to turn the answering machine off. The system will announce "Answering Machine is Off."

#### Setting to Normal Answering Mode:

Make sure that the answering machine is on. The ANS ON/OFF LED will be lit. Locate the ICM/ANNC switch on the base bottom. Make sure the switch is set to "ICM."

When set to "ICM," the BE-3872 will play your announcement, and then allow the caller to leave a message on any of the five available mailboxes.



**Note:** Incoming messages are limited to a maximum of 2 minutes. Once the message exceeds 2 minutes, the system beeps three times and disconnects the call. If the system memory is exceeded, "Memory full" is announced and the call is disconnected.

#### Setting to Announce Only Answering Mode:

Make sure that the answering machine is on. The ANS ON/OFF LED will be lit. 1. Locate the ICM/ANNC switch on the base bottom.

2. Set the switch to "ANNC." The message counter will display "Ao."
3. Record your Announce Only announcement by following the same steps under "Recording an Announcement for the Primary Mailbox" on page 45.

When set to "ANNC," the BE-3872 will play your announcement, and then disconnect the call. The caller is unable to leave any messages.

**Note:** If you have not recorded an announcement only greeting, while in this mode the system will simply answer "Memory Full" and then hang up.

## ANSWERING SYSTEM OPERATION

The BE-3872 is a digital (no tapes required) answering machine with a maximum of 18 minutes of record time or 63 messages (including outgoing messages, memos, and incoming messages). The maximum record time for a single message is two minutes.

### Two-Digit Message Counter Display

When new calls are received, the BE-3872 will count the calls and messages separately.

1. When new Caller IDs are saved in memory the new call counter in the handset display will increase by one.
2. When new messages are recorded the message counter on the base will increase by one.

The counter display also shows various information about the answering machine and the status of the commands given it:

 [02] Message Counter

 [25] Recording length counter

 [1r] Memo recording

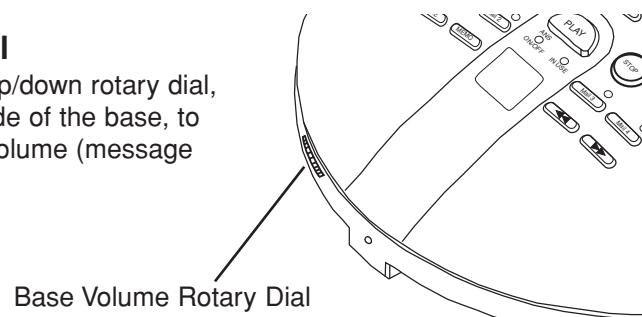
 [Ao] Answer Only mode

 [FL] Memory Full

 [1r] 2-way recording

### Base Volume Control

You can use the volume up/down rotary dial, located on the front left side of the base, to adjust the base speaker volume (message playback) volume.

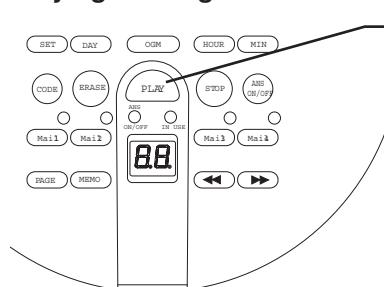


## ANSWERING SYSTEM OPERATION

### Playing Back Messages

If there are new messages, the BE-3872 will play new messages and memos only. If there are no new messages, all messages and memos are played in the order they were recorded in.

#### Playing messages in the Primary mailbox:

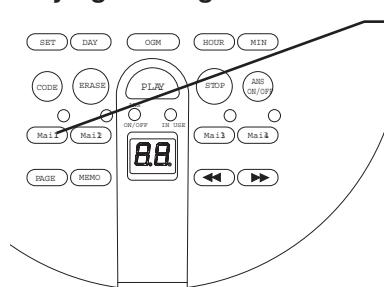


1. Press and release the  key to hear messages. You will hear the number of messages, and how many of them are new. If there are no messages, the BE-3872 will announce "You have no messages."
2. At the beginning of each message, the message number is announced. At the end of the message, it announces the day and time the message was received
3. After all messages have been played, the BE-3872 announces "End of messages."

**Note:** If there are old and new messages, the unit will play new messages only.

Push  key to listen to previous played messages once new messages have been reviewed.

#### Playing messages in an individual mailbox:



1. Press a mailbox key (e.g. ). The corresponding mailbox LED indicator will blink and the number of new messages will be announced and the message counter display will show the total number of messages.
2. Follow steps 1-3 of "Playing messages in the Primary mailbox" above.

**Note:** When a mailbox LED is lit, messages are present in that mailbox.

## Reviewing Messages

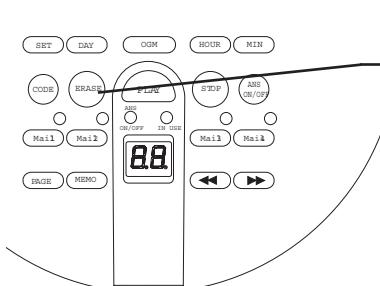
To repeat the currently playing message, press the **7** key.

During message playback, pushing the **8** key will advance playback to the next message. The new message number will be announced and the message will begin playing.

To stop message playback, press **STOP**. The answering system will stop and announce "End of messages."

## Deleting Messages

Messages will be saved unless you delete them.

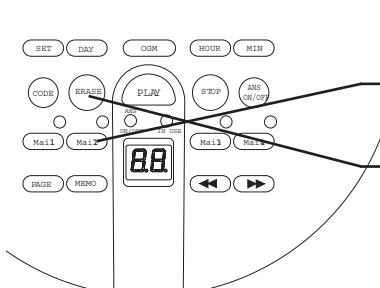


### To delete a single message:

1. While a message is playing press **ERASE**. The BE-3872 announces "Message erased."
2. The BE-3872 will announce the next message number and play the next message or, if the message was the last one, announce "No more messages."

### To erase all messages in the primary mailbox:

1. Press and hold down the **ERASE** key until you hear the BE-3872 announce "Messages erased."



### To erase all messages in an individual mailbox:

1. Activate the desired mailbox by pressing its mailbox key (e.g. **Mail 2**).
2. Press and hold down the **ERASE** key until you hear the BE-3872 announce "Messages erased, mailbox two."

## Memory Full

When the BE-3872's memory is full, the message counter will display [FL].

When an incoming call is received, the BE-3872 will play the Announcement Only message. No incoming messages will be recorded. After a 10-second waiting period, the call will be disconnected.

Erase some or all messages to record new messages.

You can access the answering system with remote operation when the memory is full, however, you must enter your remote access code within the 10-second waiting period.

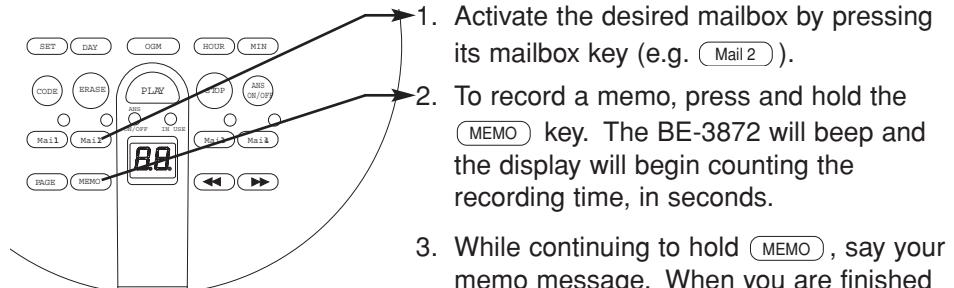
**Note:** When the memory is filled during a call, the call will be interrupted and the caller will hear "Memory full." The call will then be disconnected.

## Call Interrupt

If the BE-3872 answers the telephone before you do, you can automatically interrupt the answering machine by picking up any extension phone or by pressing **TALK** on your handset.

## Recording a Memo

The BE-3872 will allow you to record memo messages up to two minutes long. The memo will be considered as a new message.

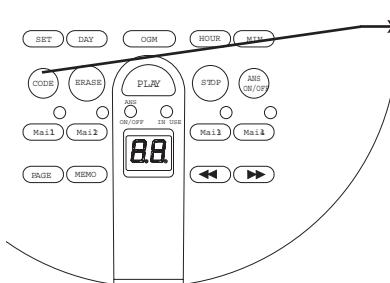


You can also record a memo into the primary mailbox by following steps 2 and 3.

**Note:** If the memory becomes full during recording, the unit will announce "Memory full" and the memo recording is ended.

### Two-way Recording

The BE-3872 will allow you to record a telephone conversation. There is no limit of how long the recording can be, unless the answering system reaches its memory capacity. The recording will be considered a new message.



1. While on a phone call using the BE-3872 handset, press a mailbox key (e.g. **Mail 2**) where you wish to record your conversation.
2. Press and hold the **MEMO** key. The BE-3872 will beep and the message counter will display "2r" to indicate that it is recording a 2-way conversation.
3. Continue to hold **MEMO** for as long as you wish the call to be recorded. Release the **MEMO** key when you wish the BE-3872 to stop recording the call.
4. The conversation is then stored as a new message.

You can also record the two-way conversation into the primary mailbox by following steps 2 and 3.

**Note:** Recording two-way conversations may be subject to local, state, or federal laws and regulations. Consent of both parties is required when a conversation will be recorded.

**Note:** If the memory becomes full during recording, the unit will announce "Memory full" and the two-way recording is ended.

### Screening Incoming Calls

#### From the base:

1. When an incoming call comes in, you can hear the message being left on the answering system.
2. If you want to talk to the caller, pick up any extension phone. The answering machine will stop recording and you may talk to the caller.

### Remote Access

The BE-3872 provides several remote functions, which allow you to access the answering system functions from any touch-tone telephone. The remote function is ONLY recognized after a correct remote access code is received.

1. When the BE-3872 answers, after the outgoing message has finished, enter one of the three digit remote access codes, depending on which mailbox you wish to access. If a correct code is entered, the answering machine will stop and a single beep will sound. Re-enter the remote code if the answering system does not stop.
2. The BE-3872 will request you enter an instruction code or press "0" for help. Press **\*TONE** and it will begin playing the remote access instruction codes to help guide you to press the correct buttons.
3. At any time, you can press the appropriate key to play back messages, skip backward, repeat messages, skip forward, record announcements, change announcements, record memos, delete messages, and/or turn the answering system on or off. See below for more details.
4. If no commands are entered within 10 seconds, the answering system will beep three times and then hang up.

**Note:** See "Setting the Remote Access Codes" on page 44 for more information about remote access codes.

### Remote Access Options

When the correct remote code is entered, you can enter any of the commands below. These commands only affect the mailbox that you remotely accessed.

#### Message Playback:

1. While in the main menu, press **2 ABC** to play messages.
2. If you wish to erase the currently playing message, press **9 WXYZ**.
3. If you wish to repeat the current message, press **1**.
4. If you wish to skip to the next message, press **3 DEF**.
5. If you wish to stop message playback, press **8 TUV**.
6. When playback is ended, the BE-3872 will announce "No more messages."

#### Changing the mailbox:

1. Press **#**.
2. Enter the remote access code for the new mailbox you wish to access.

## REMOTE OPERATION

### Playing the Current Announcement:

1. Press **5**. The announcement for the current mailbox is played.

### Recording a New Announcement:

1. Press **0**. You will hear "To record a message, press 2; to record an announcement, press 5."
2. Press **5**. The answering system will ask which mailbox you wish to record the announcement for. Press the corresponding key (**1**, **2 ABC**, **3 DEF**, or **4 GHI**) for the mailbox you wish to record for, or do not press any key to record to the primary mailbox.
2. Say your new greeting after the beep.
3. When you are done saying your announcement, press **8 TUV** to stop recording.

### Recording a Memo Message:

1. Press **0**. You will hear "To record a message, press 2; to record an announcement, press 5."
2. Press **2 ABC**. Press **1**, **2 ABC**, **3 DEF**, **4 GHI** or no key to record to a specific mailbox.
2. Say your memo message after the beep.
3. When you are done saying your message, press **8 TUV** to stop recording.

### Turning the Answering System On or Off:

1. Press **6**. If the answering system was on, it is now turned Off ("Answer Off"). If the answering system was off, it is now turned On ("Answer On").

### Instruction Codes:

To playback message, press 2. To repeat message, press 1. To skip message, press 3. To stop, press 8. To playback announcement, press 5. To turn answering machine off or on, press 6. To erase message, press 9. To record a Memo or announcement, press 0.

(To record a message, press 2. To record an announcement, press 5.)  
(Press 1 for mailbox 1, press 2 for mailbox 2, press 3 for mailbox 3, press 4 for mailbox 4; otherwise if you did not press the desired mailbox # within 2-3 seconds, the message will be automatically recorded in the primary mailbox).

To change mailbox, press #."

**Note:** If no key is pressed after 10 seconds, you will hear a triple beep and the call is disconnected.

**Note:** A remote access card is included for easy remote operation.



## CARE AND MAINTENANCE

Your BE-3872 telephone has been designed to give years of trouble-free service. It is a sensitive electronic instrument. To assure its longevity, please read the following maintenance instructions.

1. Keep the BE-3872 away from heat as high temperatures can shorten the life of the electrical components and distort or melt its plastic parts.
2. The BE-3872 should be kept free of dust and moisture. If it gets wet, wipe it dry immediately. Liquids can contain minerals that can corrode electronic circuits.
3. Handle your BE-3872 gently and carefully. Dropping it can cause serious damage to circuitry, or the plastic case, which may result in malfunction.
4. Do not use any type of chemical or any abrasive powder to clean the cabinet. Use only mild detergents on a soft, damp cloth to clean the BE-3872 telephone.
5. The BE-3872 has built-in surge protection circuits that meet or exceed FCC requirements. However, an incident such as a lightning strike at or near the telephone lines, could cause serious damage.
6. If the BE-3872 is installed in an area with frequent or severe electrical storms, it is suggested that the telephone be disconnected during these storms or that additional surge suppression equipment be added to the installation.
7. In the case of trouble with the telephone, do not attempt to repair the telephone yourself. It is the responsibility of users requiring service to report the need for service to our Service Department. They will make the necessary arrangements for repair or replacement.
8. If you should have any questions about the operation of your BE-3872 telephone, please call our Service Department at **1-800-592-1336**. Or you may contact TT Systems LLC for technical assistance via our Internet Web site: [www.ttsystems.com](http://www.ttsystems.com) or e-mail: [tech@ttsystems.com](mailto:tech@ttsystems.com).
9. Please register your product online at [www.ttsystems.com/CustomerSupport/RegOnline.asp](http://www.ttsystems.com/CustomerSupport/RegOnline.asp)

## TROUBLESHOOTING

### No dial tone/phone will not dial out.

- Check that the AC power adapter is plugged into a working AC power outlet.
- Check all telephone cord connections or try another wall jack.
- Do a basic reset of the phone: Disconnect the phone from the wall and remove the battery. Leave for 30 minutes and then re-install as instructed by the manual.

### Can't hear the ring signal.

- Check the handset ringer volume control; at the lowest level the ring may not be heard.
- Check the base ring on/off switch, located on the bottom of the phone, to make sure it is set to the proper position.

### While on a call, you hear another call on the line or experience radio frequency interference.

- Switch channels to a clear channel.
- Check the wiring for bad connections.
- Do not use this phone within 20 feet of a working microwave. The microwave produces frequencies in this range which may cause interference. This interference is normal for all 2.4GHz phones and should not be considered a product defect.

### Cannot remotely access the answering system.

- Verify that the 3-digit remote access code has not been reset to the default code (press **[Code]** to announce the current remote access code).
- Be sure to wait until after the outgoing message has begun playing before entering the remote access code.

### Can't receive or make phone calls.

- Check if the phone is set to the correct type of service, either Tone or Pulse.

### The answering machine 2-digit displays shows "OP."

- This stands for "Outgoing (message) Playback." This is just a visual indication that the outgoing message is currently being played.

## WARRANTY

### Aastra Telecom

- A. Aastra warrants that the BE-3872 sold by Aastra within the continental limits of the United States, Hawaii and Alaska, is free from defects in materials and workmanship under normal use and service for 1 year. This warranty is applicable only to the original purchaser of the BE-3872, when accompanied by a sales receipt stating the date of purchase and name of the company from which purchased. This warranty is in lieu of and excludes all other warranties, expressed or implied, including any implied warranty of merchantability or fitness, and of any other obligation on the part of Aastra.
- B. If the BE-3872 shall prove to be defective, then Aastra shall either replace or repair the BE-3872 at its discretion as follows:
  1. At no cost to the original purchaser except shipping charges, within 90 days of the date of purchase.
  2. Warranty service for your BE-3872 is provided by TT Systems LLC From 91 days to 365 days, you may return the BE-3872 to TT Systems LLC at the following address:

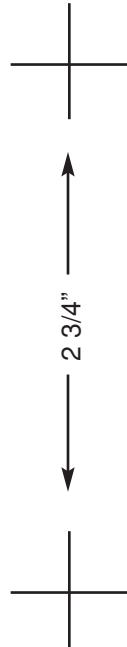
**TT Systems LLC**  
**4 Executive Plaza**  
**Yonkers, New York 10701**  
**Tel: 914-968-2100**

- C. Shipping charges are at the customer's expense. Please include a copy of your sales receipt and a check or money order made out to TT Systems LLC for the amount of \$14.95 to cover shipping and handling.
- D. There is no informal dispute settlement mechanism available.
- E. Some states do not allow limitations on how long an implied warranty lasts and/or do not allow the exclusions or limitations of incidental or consequential damages, so the above limitations or exclusions may not apply to you.
- F. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.
- G. This warranty does not extend to any BE-3872 sold by Aastra which has been subjected to misuse, neglect, accident, improper application, improper installation or to use in violation of the instructions furnished by Aastra. This warranty does not extend to or apply to any BE-3872 which has been repaired or altered by any persons who have not been expressly approved by Aastra.
- H. Aastra shall not be liable for any special or consequential damages or for loss or expense directly or indirectly arising from use of the products or any inability to use them either separately or in combination with other equipment or product accessories or from any other cause.
- I. Aastra reserves the right to make changes in the design of the BE-3872 and to make additions or improvements to the BE-3872 without incurring any obligation to modify any BE-3872 previously sold.

## WALL MOUNT TEMPLATE

Place this template on the wall. The location of the screws is indicated by the centers of the crossed lines.

Fasten the screws leaving 3/16" of the screw extending from the wall.

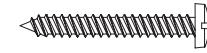


**Remove This Page to Mark Wall**

Screws needed for wall mounting:



Expansion Anchor



#6 or #8 Pan Head Self Tapping Screw

## BATTERY ORDER FORM



To order a replacement battery pack for the BE-3872 cordless telephone, please mail this order form to the licensee for this product.

<p><b>TT SYSTEMS LLC</b> <b>7 Odell Plaza</b> <b>Yonkers, NY 10701</b></p>	
<p>From:</p> <p>PM-38BAT Battery Packs are \$14.95 each</p> <p>Please enclose a check or money order made out to <b>TT SYSTEM LLC</b> for the respective amount. Shipping and handling is included in the price.</p> <p>Please ship order to:</p> <p>Name: _____</p> <p>Company: _____</p> <p>Address: _____</p> <p>City: _____ State: _____ Zip: _____</p>	<p>(This is your mailing label)</p>