Register your product and get support at
www.philips.com/welcome

US   Cordless Phone

⚠ **Warning**

Use only rechargeable batteries.
Charge the handset for 14 hours before use.

PHILIPS

Table of contents

1   Important

Take time to read this user manual before you use your phone. It contains important information and notes regarding the operation of your telephone.

1.1   Terms and Conditions of Use

No emergency calls on Skype. Skype is not a replacement for your ordinary telephone and can't be used for emergency calls. See Skype's terms and conditions at www.skype.com/eula and www.skype.com/tos.

The service will not work if there is a power cut or broadband failure.

1.2   Power Requirements

The handset requires a power source of two rechargeable NiMH batteries, size AAA 1.2V 750mAh (HR10/44).

! Caution

In case of power failure, communication can be lost.

This product requires an electrical supply of 120 volts AC. In case of power failure, the communication can be lost. The Electrical network is classified as hazardous. The only way to power down the charger is to unplug the power supply from the electrical outlet. Ensure that the electrical outlet is always easily accessible. The voltage on the network is classified as TNV-3 (Telecommunication Network Voltages), as defined in the standard UL 60-950.

Handset Charger Adapter

Input: 100-240V 50/60Hz
Output: 7.5VDC 200mA

! Caution

Use only the mains adapter supplied with this equipment. Incorrect adapter polarity or voltage can seriously damage the unit.

⚠ Warning

RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. Never use non-rechargeable batteries. Use the recommended type supplied with this product. NiMH batteries must be disposed of in accordance with the applicable waste disposal regulations.

⚠ Warning

To avoid damage or malfunction:

- Use only the battery type listed in the instruction manual. Do not use lithium or non-rechargeable batteries, as they can explode.
- Do not allow the charging contacts or the battery to come into contact with metal objects. These objects could create a short circuit across the battery terminals that could in turn cause the batteries or conductor to overheat resulting in burns.
- Always use the cables provided with the product.

1.3   Safety Information

To avoid damage or malfunction:

- Read and follow all warnings and instructions marked on the product.
- Do not use this product near water, a laundry tub, in a wet basement, or near a swimming pool.
- Do not allow the charger to come into contact with liquids.
- Do not place this product on an unstable surface. The product may fall and be damaged.
- This product should never be placed near or over a radiator or heat register.
- Do not expose the phone to excessive heat caused by direct sunlight.
- This product should be operated only from the type of power source indicated on the label.
- Do not drop your phone or allow objects to fall on your phone.
- Do not allow anything to rest on the power cord. Do not locate this product where the cord will be abused by people walking on it.
- Do not overload wall outlets and extension cords as this can result in the risk of fire or electric shock.

- Avoid using a telephone during a storm or severe weather with lightning. There may be a risk of electric shock from lightning.
- Do not use this product to report a gas leak in the vicinity of the leak.
- Do not use the product in places where there are explosive hazards.
- Do not use this product near intensive care medical equipment or by any people with pacemakers.
- Due to the radio signals between base station and handset, wearers of hearing aids may experience interference in the form of a humming noise.
- Active mobile phones in the vicinity may cause interference.
- Do not let small metal objects come into contact with the product. This can deteriorate audio quality and damage the product.
- Do not use any cleaning agents containing alcohol, ammonia, benzene or abrasives as these may harm the set.
- Do not open the product as you could be exposed to high voltages.
- Operating and storage temperatures:
  - Operate in a place where the temperature is always between 0 and 35º C (32 to 95º F).
  - Store in a place where the temperature is always between -20 and 45º C (-4 to 113º F).
  - Battery life may be shortened in low temperature conditions

SAVE THESE INSTRUCTIONS

1.4 Conformity

Hereby, Philips Consumer Lifestyle declares that this VOIP251 is in compliance with the essential requirements and other relevant provisions of Directive 1999/5/EC. The declaration of conformity is available at: www.p4c.philips.com

1.5 Recycling & disposal

Disposal instructions for old products:
The purpose of the WEEE directive (Waste Electrical and Electronic Equipment; 2002/96/EC) is to ensure that products are recycled using best available treatment, recovery and recycling techniques to ensure human health and high environmental protection.
Your product is designed and manufactured with high quality materials and components, which can be recycled and reused.
Do not dispose your old product in your general household waste bin.
Find out about the local separate collection system for electrical and electronic products marked by this symbol.

Use one of the following disposal options:
- Dispose of the complete product (including its cables, plugs and accessories) in the designated WEEE collection facilities.
- If you purchase a replacement product, hand your complete old product back to the retailer. He should accept it as required by the WEEE directive.

1.6 Disposal instructions for batteries

Batteries should not be disposed of with general household waste.

1.7 Recycle your batteries

Do not dispose of your rechargeable batteries. Call the toll free number 1-800-822-8837 to get instructions on how to recycle your batteries.

1.8 Packaging information

Philips has marked the packaging with standard symbols designed to promote the recycling and appropriate disposal of your eventual waste.

- A financial contribution has been paid to the associated national recovery & recycling system.
- The labelled packaging material is recyclable.

1.9 Warranty

The warranty information is available on www.philips.com/support.

1.10 Electric, Magnetic and Electromagnetic Fields ("EMF")

1. Philips Royal Electronics manufactures and sells many consumer oriented products which usually, as with any electronic apparatus, have the ability to emit and receive electromagnetic signals.

2. One of Philips's leading Business Principles is to take all necessary health and safety precautions for our products, to comply with all applicable legal requirements and to stay well within the EMF standards applicable at the time of production.

3. Philips is committed to developing, producing and marketing products that cause no adverse health effects.

4. Philips confirms that if its products are handled properly for their intended use, they are safe to use according to scientific evidence available today.

5. Philips plays an active role in the development of international EMF and safety standards, enabling Philips to anticipate further developments in standardization for early integration in its products.

2   Your VOIP251 Cordless Telephone

Congratulations on your purchase and welcome to Philips!

To fully benefit from the support that Philips offers, register your product at www.philips.com/welcome.

2.1   What's in the box?

Base Station and 0.9m USB cable

Handset x 1
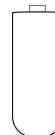
Handset battery Cover x 1
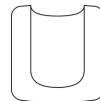
Charger

NiMH AAA Battery x 2

Charger power adapter

Installation CD with User Manual

Quick Start Guide

Additional Assistance leaflet

Belt clip

⊜ **Note**

*Only the Skype version printed on the Installation CD is guaranteed full compatibility. New features in upgraded Skype versions may not be available on VOIP251.

2.2   What else you need
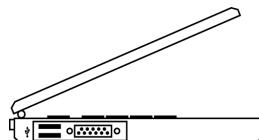
- A desktop or laptop with free USB port
- Internet connection (broadband recommended)
- A free standard wall outlet

NEED MORE HELP?
- See the Frequently Asked Questions section in this user guide on page 40.
- Visit our online help www.philips.com/support

2.3 The handset
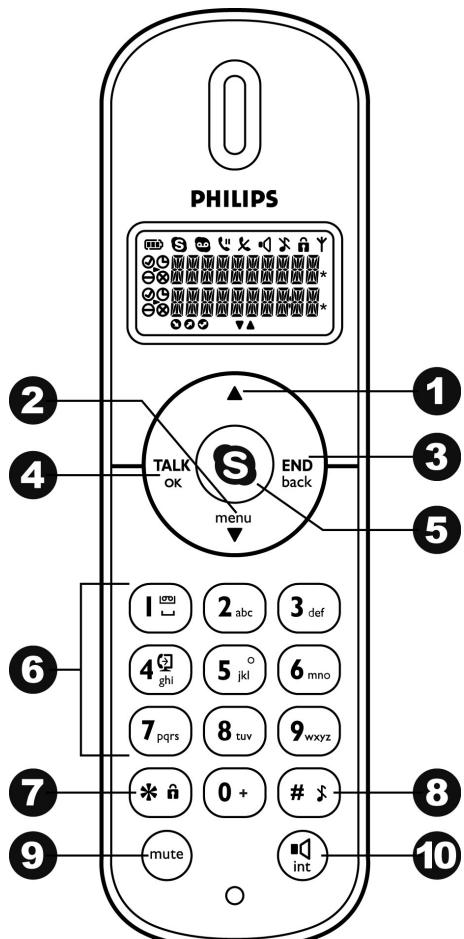
1 Up Navigation and Presence key ▲
Scroll up menu
Increase receiver volume
Enter online status menu

2 Down Navigation and Menu key ▼ᵐᵉⁿᵘ
Scroll down menu
Decrease receiver volume
Access main menu

3 End and On / Off key ᴱᴺᴰᵦₐ꜀ₖ
End call
Exit menu
Clear digits
Stop voicemail playback
Power on/off the handset

4 Talk and OK key ᵀᴬᴸᴷₒₖ
Make and answer calls
Hold, resume and toggle calls
Launch conference call
Play voicemail
Confirm a selection
Access call history

5 Skype key Ⓢ
Open contact list

6 Digit keys
Dial digit and enter text
Press and hold 1 key to enter voicemail list
Press and hold 4 key to transfer call to computer
Press and hold 0 key to enter +

7 Star and Keylock key ✱ⓐ
Enter *
Select contacts for a conference call
Press and hold to lock/unlock keypad

8 Pound and Ringer Off key #ⱬ
Enter #
Press and hold to enable / disable silent mode

9 Mute key ⓜᵘᵗᵉ
Mute / un-mute microphone

10 Speaker and Intercom key ⓘₙₜ
Turn speaker on / off
Press and hold to make intercom call
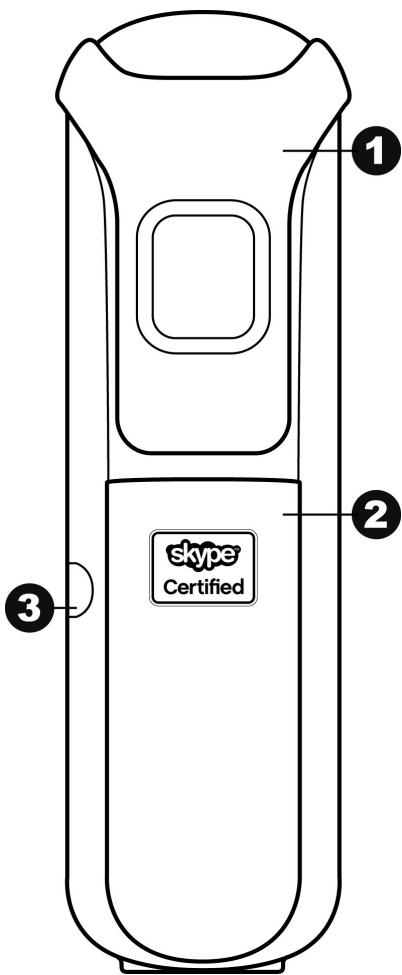
1 Belt clip
2 Battery compartment
   Remove battery cover to replace batteries.
3 Headset jack
   Headset is sold separately.
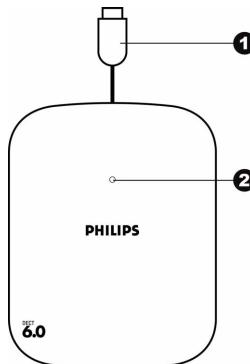
1 USB cable
   The length of the cable can be customized up
   to a length of 0.9m.
   Refer to the figure below.
2 Base indicator
   Slow Blinking (0.5 second intervals):
   Indicates that:
   - a call is in progress, OR
   - the handset is being paged, OR
   - the base station is in registration mode.
   Fast Blinking (0.1 second intervals):
   Indicates that the phone is receiving a call.
   Steady On:
   Indicates that the base station is connected to
   computer.

Cover release
The length of the USB cable can be customized up
to a length of 0.9m.
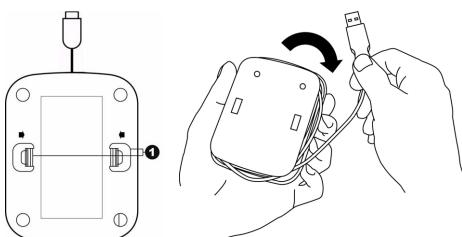
1 Squeeze the tabs together.
   Lift off the back cover. Uncoil as much of the
   cable as is needed.

2.5 Display icons

Each icon gives you a visual message about what is happening on your handset.

🔋	Battery
Ⓢ	Skype call
🔵	Voicemail indicator
📞	Intercom
☎ǁ	Hold
✗	Mute on
◀	Speaker on
✗	Silent mode on
🔒	Keypad locked
Ψ	Signal
⊘ 🕐 ⊖ ⊗	Skype status
▶	Focus indicator
✱	Conference / new voicemail marker
🔵 🔵 🔵	Call status
▼	More items below
▲	More items above

2.6 The menus

Your phone offers a variety of features and functions grouped in the menus. The menus include the main menu, call log and contact list.

2.6.1 Browsing the main menu

The main menu includes the Skype, Setting and Advanced menus.
- Short press ▼menu when the handset is in idle to enter the main menu.

2.6.2 Main menu structure

The table below describes the menu tree of your phone.

SKYPE	CONTACT	
	CALL LOG	ALL
		MISSED
		INCOMING
		OUTGOING
	PRESENCE	
	VOICEMAIL	
	SORTING	STATUS
		ALPHANUM
	CALL FORWD	ON
		OFF
	SERVICE	CREDITS
		SKYPEIN
		VOICEMAIL
SETTING	RING TONE	MELODY 1
		...
		MELODY 10
	RING VOL	SILENT
		...
		LEVEL 5
	KEY TONE	ON
		OFF
	BACKLIGHT	ON
		OFF
	CONTRAST	LEVEL 1
		...
		LEVEL 5
	HS NAME	
	PICK-UP	AUTO
		MANUAL
	HANG-UP	AUTO
		MANUAL
ADVANCED	REGISTER	
	RESET	
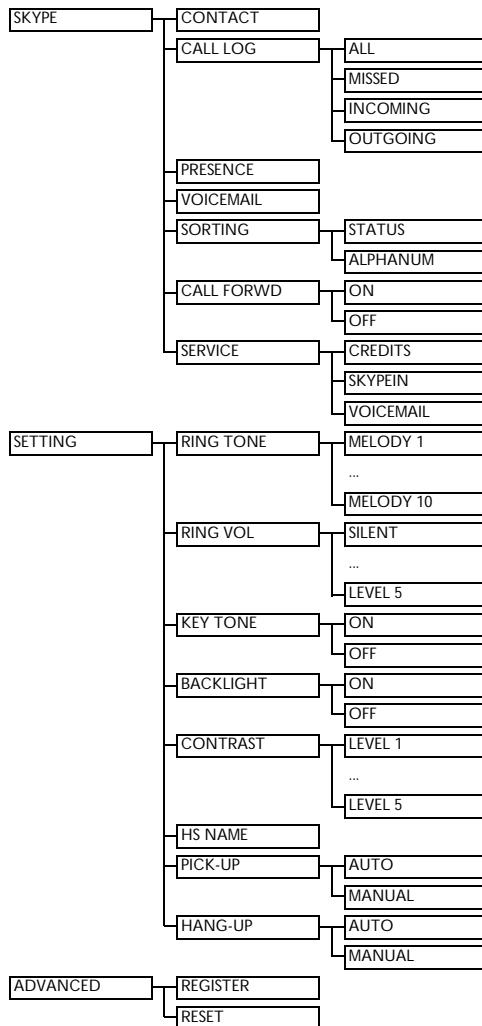
✱ **Tip**
Use ▲ or ▼menu to navigate the menus.
✱ **Tip**
Quick Exit. Press and hold ENDback to exit from any menu instantly. All unconfirmed changes will not be saved.

2.6.3 Browsing the call log and contact list

- Short or long press $^{TALK}_{OK}$ when the handset is in idle to enter the call log.
- Short press ⑤ when the handset is in idle to enter the contact list.

3 Getting Started

3.1 Requirements
In order to use this phone, your computer should meet the following requirements:
- Computer running Windows 2000, Windows XP, Windows Vista, Mac OS X 10.3.9, 10.4.x
- 800 MHz processor
- Windows: 256 MB RAM and 50 MB HDD Mac OS X: 512 MB RAM and 40 MB HDD
- Computer should be switched on

3.2 Connecting your charger
1 Connect the power adapter of the charger to a standard wall outlet.
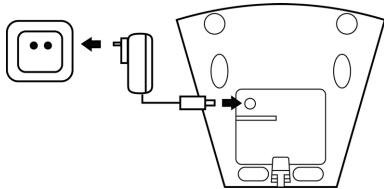
3.3 Charging your handset
2 rechargeable batteries are already inserted in your handset.
1 Remove the battery pull tab from the handset back.
2 Place the handset on the charger for charging.
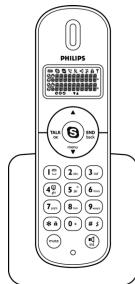
Note
Charge the handset(s) for 14 hours before initial use!

Note
Handset may get warm during initial charge. This is normal. The handset may take a few seconds to power up.

3.3.1 Replacing the batteries
1 Remove the battery cover and replace the batteries.
2 Slide the battery door firmly into place.
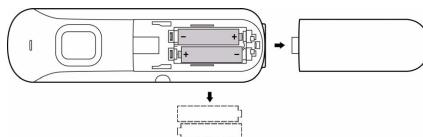
Caution
Never use non-rechargeable batteries
Caution
Check the battery polarity when inserting. Incorrect polarity may damage the product.

3.4 Positioning the base station
The position in which you place the base station can have an affect on the range and performance of your product. Avoid placing the base station too close to large metal objects such as filing cabinets, radiators or electrical appliances. This can impair the range and sound quality. Buildings with thick internal and external walls may impair transmission of signals to and from the base station.
Note
Your base station needs no external power. Power is supplied by the computer through the USB cable.

3.5 Checking the signal strength
The signal icon Ψ indicates the link status between your handset and the base station. A steady icon means your handset and the base station are linked. A flashing icon means your handset and the base station are not linked.
If you move too far away from the base station while you are on the phone, you will hear warning tones notifying you that your handset is almost

out of range - lost link. Take your handset closer to the base station or your call will be cut off shortly after the warning.

⊜ Note
If your handset has lost link, you will not be able to make or receive any calls. You will also not be able to carry out many of the phone's functions and features.

3.6 Checking the battery level
The battery icon displays the current battery level.

🔋 = 100% full

🔋 = 60% full

🔋 = 30% full

🔋 = Empty. Require charging.

Your handset may power down shortly if it is not charged after the battery is empty. If you are on the phone when the battery is nearly empty, you will hear warning tones. Your call may be cut off shortly after the warning.

3.7 Installing software
Before using your phone, you need to install the software provided on the enclosed CD. You can choose Automatic or Custom installation.

1 Insert the installation CD into a CD-ROM (or DVD-ROM) drive on your computer. The installation program will start automatically.

⊜ Note
If the installation program for Windows does not start automatically:
1. Under Windows Vista, click the Windows icon. Click **Computer**.
   Under Windows XP, click **Start**. Click My **Computer**.
   Under Windows 2000, click **My Computer** at desktop.
2. Navigate to the CD-ROM (or DVD-ROM) drive.
3. Double-click **Wizard.exe**.

⊜ Note
If the installation program for Mac OS X does not start automatically:
1. Click **Go** in the menu bar. Select **Computer**.
2. Click VOIP251 CD icon.

3. Double-click **VOIP251.dmg**.

2 Follow the instructions on the screen. You will be asked to plug the base station into your computer during the installation.
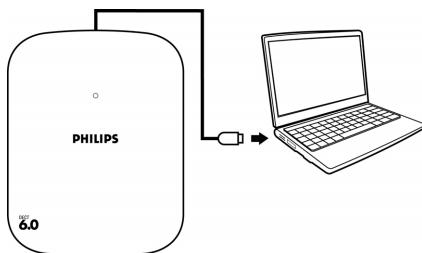
3 Eject the installation CD after installation completes.

⊜ Note
If your computer is running Windows 2000, you may need to restart your computer to complete the installation.

3.8 Setting up for the first time
Windows

1 Make sure that the phone is directly connected to a USB slot on your computer.

2 If this is your first installation, the VOIP software may be launched automatically. It depends on your selection during installation.

⊜ Note
Connection status. When the software is running, a tray icon 🔵 displays at the bottom right corner of your desktop.

3 If the software is not running, start the VOIP251 software by double clicking the shortcut icon created on your desktop.

4 Start Skype if the VOIP251 software has not started Skype for you.

5 Log in to your Skype account.

6 If this is your first time running the VOIP251 software, you will see the pop-up message **Another program wants to use Skype**. Select **Allow this program to use Skype** and click **OK**.

✷ **Tip**

If you don't have a Skype account, you can find details on how to create one at http://www.skype.com.

✷ **Tip**

Quit software. Right click the tray icon, and select Quit. Note that you cannot make or receive any calls if the software is not running.

Mac OS X

1 Make sure that the phone is directly connected to a USB slot on your computer.

2 Click **Go** in the menu bar and select **Computer**. Select the **Applications** folder and double-click **VOIP251**.

⊜ **Note**

Connection status. When the software is running, a VOIP251 icon appears in your dock.

3 Start Skype if the VOIP251 software has not started Skype for you.

4 Log in to your Skype account.

5 If this is your first time running the VOIP251 software, you will see the pop-up message **Another application wants to use Skype**. Select **Allow this application to use Skype** and click **OK**.

✷ **Tip**

If you don't have a Skype account, you can find details on how to create one at http://www.skype.com.

✷ **Tip**

Quit software. Click **VOIP251** in the menu bar. Select **Quit VOIP251**. Note that you cannot make or receive any calls if the software is not running.

3.9 Checking Skype connection status

This option allows you to check if Skype is running properly.

3.9.1 From your computer

Windows

1 Double-click the tray icon.

2 In the VOIP251 Phone Settings window, select **About**.

3 If **VOIP251 - OK** is displayed in the VOIP251 Phone textbox, the connection is normal. Otherwise, correct the problem according to the displayed status.

✷ **Tip**

You can also check your connection status by looking at the colour of the tray icon:

- = Skype is online and you are logged in.

- = The base is connected but Skype is offline or you are not logged in.

- = The base is disconnected.

- No icon = VOIP251 software is not running.

Mac OS X

1 Click the VOIP251 icon in the dock.

2 Click VOIP251 in the menu bar. Select **About**.

3 If **VOIP251 - OK** is displayed in the VOIP251 Phone textbox, the connection is normal. Otherwise, correct the problem according to the displayed status.

3.9.2 From your handset

Your handset gives you a visual indication if Skype or the VOIP251 software is not running properly.

- The handset is linked with the base station and the VOIP251 software is running, but Skype is

not running or you are not logged in. The tray icon is grey.

```
 (▥)                    Ψ
    SKYPE NOT
    AVAILABLE
```
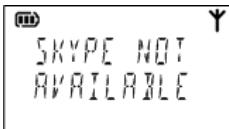
• The handset is linked with the base station but the VOIP251 software is not running. The tray icon is not displayed.

```
 (▥)                    Ψ
    PC APP NOT
    AVAILABLE
```

3.10 Auto power off

For your phone to work properly, your computer should be switched on and Skype should be running.
In order to conserve battery life if your base station is disconnected or your computer is switched off, your handset will indicate **SEARCHING** for 30 minutes. Then, it will be switched off.
To switch your handset ON, press **END back** or place it on the charger.
⊜ Note
Your handset will not switch off automatically if it is on the charger.

3.11 What is standby mode?

Your phone is in standby mode when it is idle. The standby screen displays the handset name and number, Skype user status, time, signal icon and battery icon.

```
 (▥)                    Ψ
 ⊘  PHILIPS 1
              10:31
```
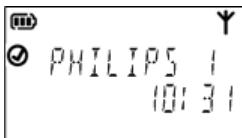
3.12 Switching your handset on/off

3.12.1 Switching on your handset
1 Press **END back**. The handset may take a few seconds to power up.

3.12.2 Switching off your handset
1 Press and hold **END back**.
⊜ Note
Your handset cannot receive any calls if there is no power.

4   Contact List

Your phone can retrieve contacts from the contact list on Skype.

4.1   Viewing the contact list
1 Press ▼menu. Select **SKYPE** and press TALK/OK. Select **CONTACT** and press TALK/OK.
OR
Press Ⓢ.

2 Scroll to the contact you want.
☰ Note
Contact list empty. If there are no contacts in the contact list, **EMPTY** will be displayed.
☰ Note
If the name contains non-latin characters, the contact's Skype name will be displayed instead.

4.1.1 Skype status icon
The status icon indicates the Skype status of each contact in the contact list.

Icon	Skype status
⊘	Online, SkypeMe, Call Forwarding
⊕	Away
⊖	Not Available, Do Not Disturb
⊗	Offline, Invisible, Not Authorized, Blocked
(no icon)	SkypeOut

4.1.2 Searching a contact
You can search your contacts using the alphanumeric mode or by scrolling the list.

4.1.2.1 Search by scrolling
1 Press ▲ or ▼menu to scroll to the contact you want. Press and hold ▲ or ▼menu to start auto-scroll. Release to stop scrolling.

4.1.2.2 Search by first letter
1 While the contact list is opened, enter the first letter of a contact using the keypad to search. For example, to search the contact "Sam", press 7 four times.
2 The first contact that begins with the letter S will be selected.

4.2   Making a call from the contact list
See "Calling from contact list" on page 17.

4.3   Changing the sorting method
This setting changes how contacts are sorted in the contact list, either by Skype status or following alphanumeric order.
1 Press ▼menu.
2 Select **SKYPE** and press TALK/OK.
3 Select **SORTING** and press TALK/OK.
4 Select the new setting. Press TALK/OK.
  • *The setting is saved.*

5   Call

Your phone supports Skype, SkypeOut and SkypeIn calls.

⊜ Note
Emergency call. This phone is not designed for making emergency phone calls when the power fails. Alternative arrangements should be made for access to emergency services. See page 38 for more details.

5.1   Making a call
This section describes the different ways to make a call.

⊜ Note
Signal strength. Check the signal strength before making a call and during a call. See "Checking the signal strength" on page 12.

5.1.1 Calling from contact list
For details on the contact list, see "Contact List" on page 16.

1. Press ⑤ during standby mode.
2. Select the contact you want to call.
3. Press ᵀᴬᴸᴷₒₖ to dial out the call. The ⑤ icon and call timer are displayed.

⊜ Note
Call timer. The call timer displays the talk time of your current call.

5.1.2 Calling from the call log
Your phone displays incoming, outgoing and missed calls. For details, see "Call Log" on page 20.

1. Press ᵀᴬᴸᴷₒₖ during standby mode.
2. Select a call record.
3. Press ᵀᴬᴸᴷₒₖ to dial out the call. The ⑤ icon and call timer are displayed.

5.1.3 Calling SkypeOut
⊜ Note
Skype credit. You need to purchase Skype credit to make SkypeOut calls. **NOT SUBSCRIBED** will be displayed on the handset if you have no credit. For details, visit the SkypeOut website at http://www.skype.com/store/buy/skypeout.html.

1. Enter the phone number. The phone number shall include +, the international calling code, area code, and subscriber number.
2. Press ᵀᴬᴸᴷₒₖ to dial out the call. The ⑤ icon is displayed.
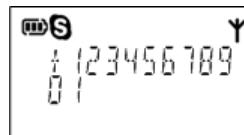
✪ Tip
To insert +, press and hold ⓪·.

✪ Tip
To clear a digit, press ᴱᴺᴰ_back.

⊜ Note
Low battery. During a call, you will hear warning tones if your handset is almost out of battery. Charge your handset or your call may soon be cut off. See "Checking the battery level" on page 13.

5.2   Ending a call
1. Press ᴱᴺᴰ_back. **LAST CALL** is displayed along with the total time of your call.

✪ Tip
Auto hang-up. Place the handset on the charger to end the call automatically. See "Auto hang-up" on page 28.

5.3   Answering a call
When you receive a call, your phone rings and the ⑤ icon blinks. Press ᵀᴬᴸᴷₒₖ to answer the call.

5.4   Rejecting a call

When a call comes in, you can reject the call by pressing END back.

5.5   Turning off the ringer

You can turn off the ringer for incoming calls.

1 Press and hold (#) during standby mode or when the phone is ringing. ✗ is displayed on the screen. For details on the ringer setting, see "Setting your handset's ring volume" on page 27.

5.6   During a call

This section describes the features that are available during a call.

5.6.1 Holding and resuming a call

1 Press ᵀᴬᴸᴷₒₖ to hold the call. **ON HOLD** and the ☎ icon are displayed.
   • *Voice communication is paused.*
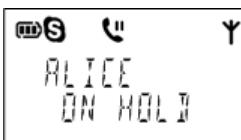
2 Press ᵀᴬᴸᴷₒₖ again to resume the call.
   • *Voice communication is resumed.*

⊜ Note

You are unable to hear the opposite party talking when the call is put on hold.

5.6.2 Muting the microphone

The mute feature allows you to speak to someone in the house privately.

1 Press (mute) during a call. **MUTE** and the ✗ icon are displayed. The other party cannot hear you, but you can still hear his voice.
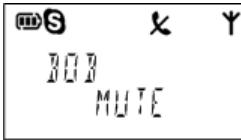
2 Press (mute) again to un-mute the microphone. You can now communicate with the caller.

5.6.3 Adjusting the earpiece volume

1 Press ▲ or ▼ᵐᵉⁿᵘ to adjust the volume during a call. There are 5 volume levels.
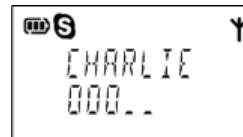
❋ Tip

You can also adjust the earpiece volume from your computer. See page 34.

5.6.4 Using the speaker

1 Press 🔊 during a call to turn the speaker on. The ◗ icon is displayed. Press 🔊 again to turn the speaker off.
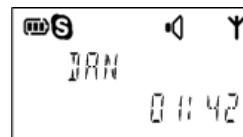
❋ Tip

Adjust speaker volume. Press ▲ or ▼ᵐᵉⁿᵘ during a call to adjust the speaker volume.

5.6.5 Making additional calls

During a call, you can make other calls.

1 Press Ⓢ.
2 Select the contact you want to call.
3 Press ᵀᴬᴸᴷₒₖ. The call is made to the contact. The previous call is put on hold and the ☎ icon is displayed.
4 When the call is established, repeat steps 1-3 to make more calls. Other calls are put on hold.

✷ **Tip**

SkypeOut. You can dial a SkypeOut number even if you are already on a call. See "Calling SkypeOut" on page 17.

✷ **Tip**

Ending additional calls. Press ᴱᴺᴰₐₖ to end the current call. Press ᵀᴬᴸᴷₒₖ to resume the previous call.

5.6.6 Answering additional calls

During a call, you will hear a call waiting tone and the name of the caller will be displayed to notify you that there is another incoming call.

1 Press ᵀᴬᴸᴷₒₖ to answer the call. Other calls are put on hold and the 📞 icon is displayed.

✷ **Tip**

Toggling. Press ᵀᴬᴸᴷₒₖ to toggle between calls. The current call is put on hold and you are reconnected to the previous call.

✷ **Tip**

Combining calls. Press and hold ᵀᴬᴸᴷₒₖ to combine up to 9 existing calls into a conference call. See "Conference Calls" on page 21.

6   Call Log

Your phone can retrieve call log records from
Skype, including all incoming, outgoing and missed
calls.

Icon	Call
◑	Incoming
◐	Outgoing
◓	Missed

The call log includes information of the caller
name (or **CONFERENCE** for conference calls),
date and time.
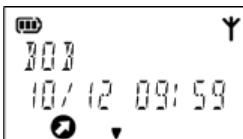
6.1   Viewing the call records

1 Press ᵀᴬᴸᴷ/ₒₖ when the handset is in standby
mode. All call records are displayed.
OR
Press ▼ᵐᵉⁿᵘ. Select **SKYPE** and press ᵀᴬᴸᴷ/ₒₖ.
Select **CALL LOG**, then select the type of
record you want to view. Press ᵀᴬᴸᴷ/ₒₖ.

2 Scroll to the call record you want.

⊜ Note
Call log empty. If there are no records in the call
log, **EMPTY** will be displayed.

6.2   Making a call
To return or redial a call, see "Calling from the
call log" on page 17.

7 Conference Calls

A conference call is a conversation between the handset and up to 9 Skype contacts. You can make additional calls, including SkypeOut, while you are on a conference call.

7.1 Making a conference call

1 Press ⑤.

2 Scroll to the first contact you want to call.

3 Press ✱⌂. A star ✱ icon appears next to the contact.

✱ Tip

Press ✱⌂ again and the star icon will disappear. The contact will not be included as a conference participant.

4 Repeat steps 2 and 3 to select more contacts.

5 Press ᵀᴬᴸᴷₒₖ. **CONFERENCE** is displayed and a conference call is made to all the contacts you selected.

7.2 Adding more contacts to a call

1 Press ⑤ during a call.

2 Scroll to a contact you want to add.

OR

3 Dial a SkypeOut number (see page 17).

4 Press ✱⌂. A star ✱ icon appears next to the contact.

5 Repeat steps 2 and 3 to select more contacts.

6 Press ᵀᴬᴸᴷₒₖ. **CONFERENCE** is displayed and a conference call is made joining all the contacts you selected to the existing call.

7.3 Making and receiving additional calls

During a conference call you can still make and receive other calls. All contacts participating in the conference call will be put on hold. See page 18 for details.

⬙ Note

The total number of contacts for the conference and additional calls cannot be greater than 9.

7.4 Ending a conference call

1 Press ᴱᴺᴰ_back. If you created the conference call, all calls will end. If you are only a participant, only your call will end and the conference will continue without you.

8   Intercom

An intercom call is a call to another handset that shares the same base station. Up to 4 VOIP251 handsets can share the same base station.

8.1   Calling another handset

1   Press and hold 📞.

🔾 **Note**

If there is only 1 handset registered to the base, **NOT AVAILABLE** is displayed for 3 seconds.

2   Select the handset number you want. Press TALK OK.
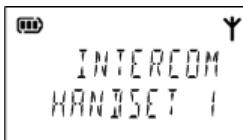
🔾 **Note**

If there are only 2 handsets registered to the base, you can make an intercom call simply by pressing and holding 📞.

3   The 📞 icon is displayed. Wait for the other party to answer your call.

4   Press END back to cancel or end the intercom call.

8.2   Transferring a call

1   Press and hold 📞 during a call.

• *The external call is put on hold.*

🔾 **Note**

If there is only 1 handset registered to the base, **NOT AVAILABLE** is displayed for 3 seconds. Your call will not be put on hold.

2   Select the handset number you want. Press TALK OK.

🔾 **Note**

If there are only 2 handsets registered to the base, you can make an intercom call simply by pressing and holding 📞.

3   The 🆂 and 📞 icons are displayed. Wait for the other party to answer your call.

4   Your call is transferred to the other handset. The other handset now displays the contact name or SkypeOut number and the call timer. Your handset hangs up automatically.

9 Call Transfer

You can transfer Skype call(s) between your handset and your computer.

9.1 Enabling call transfer
Windows
Open the "VOIP251 Phone Settings" window and select the **Audio Settings** tab.

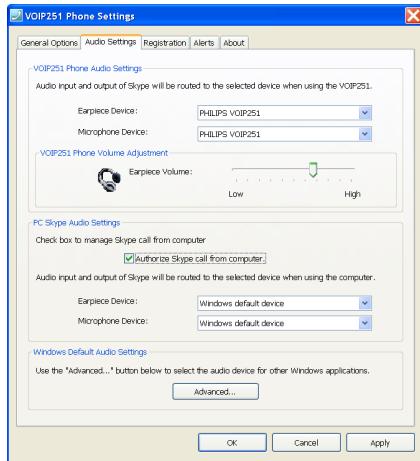1. Under PC Skype Audio Settings, check the "Authorize Skype call from computer" box.
2. Select a device from the **Earpiece Device** and **Microphone Device** drop down menus.
3. Click **Apply**.
4. **Transfer Call** is now available in the tray icon menu.

Note
The "Authorize Skype call from computer" box must be checked in order for you to use the computer's audio device.

Mac OS X
Open the "VOIP251 Phone Settings" window and select the **Audio Settings** tab.
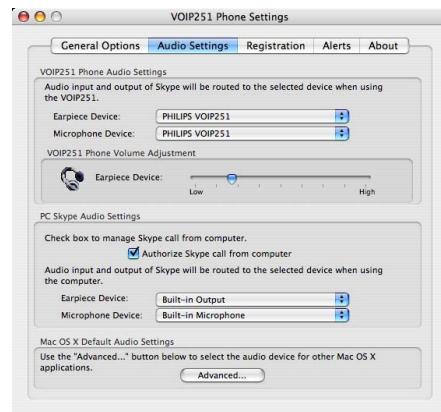
1. Under Mac Skype Audio Settings, check the "Authorize Skype call from computer" box.
2. Select a device from the **Earpiece Device** and **Microphone Device** drop down menus.
3. **Transfer Call** is now available in the VOIP251 menu.

Note
The "Authorize Skype call from computer" box must be checked in order for you to use the computer's audio device.

9.2 Transfer to computer
1. During a call, press and hold 4️⃣ on your handset.
2. **TRANSFER** is displayed on the handset.

3. A dialogue box with a transfer confirmation request displays on your computer.
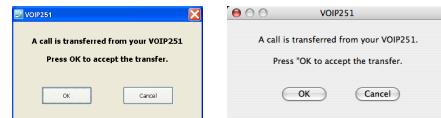
4. Click **OK** on your computer. You can continue the call using your computer's audio

device. Your handset returns to standby mode and the ⑤ icon flashes.
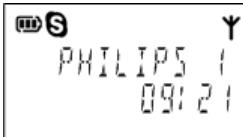
```
📶 ⑤                    Ψ
      PHILIPS 1
              09:21
```

9.3   Transfer to handset
Windows
1 During a call taken on your computer, right click the tray icon. Select **Transfer Call**. Your handset rings. **COMPUTER** is displayed on the handset and the ⑤ icon flashes.

```
📶 ⑤                    Ψ
      COMPUTER
```

Mac OS X
1 During a call taken on your computer, click VOIP251 in the menu bar. Select **Transfer Call**. Your handset rings. **COMPUTER** is displayed on the handset and the ⑤ icon flashes.

```
📶 ⑤                    Ψ
      COMPUTER
```
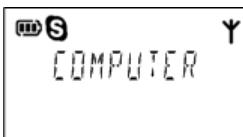
Then,

2 Press ^{TALK}. You can continue the call with your handset.

✹ Tip

Cancel transfer. When your computer is transferring a call to the handset, the pop up message **Transfer call in progress** appears. Click **Cancel** to stop the transfer.
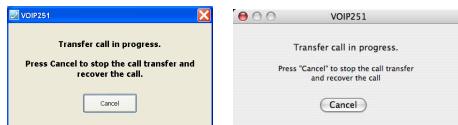
10 Skype Tools

This section describes the Skype tools that you can access from this phone.

In standby mode:
1 Press $\overset{menu}{\blacktriangledown}$.
2 Select **SKYPE**.
✷ **Tip**
Use ▲ or $\overset{menu}{\blacktriangledown}$ to navigate the menus.

10.1 Contact
You can browse the contact list, view a contact's profile and make a Skype call.

10.1.1 Viewing the contact list
See "Contact List" on page 16 for details.

10.1.2 Viewing a contact's profile
You can view a contact's home, office and mobile phone number.

From the contact list,
1 Scroll to the contact you want.
2 Press ⑤. The contact's home number is displayed.
3 Press $\overset{menu}{\blacktriangledown}$ to view the office and mobile numbers.

```
┌─────────────────────────────┐
│ ▥                        Ψ  │
│        303                  │
│     +16041111111            │
│                    ▼▲       │
└─────────────────────────────┘
```

4 Press ⑤ to return to the contact list.

10.1.3 Making a call
See "Calling from contact list" on page 17 for details.

10.2 Call Log
You can access records of all incoming, outgoing and missed calls through the call log. See page 20 for details.

10.3 Presence
You can change your Skype status.
1 Press $\overset{menu}{\blacktriangledown}$. Select **SKYPE** and press $\overset{TALK}{OK}$. Select **PRESENCE** and press $\overset{TALK}{OK}$.
   OR
   Press ▲.
2 Scroll to the Skype status you want.
✷ **Tip**
Refer to page 16 for the meaning of each Skype status icon.
3 Press $\overset{TALK}{OK}$.
   • *The setting is saved.*

10.4 Voicemail
Your phone supports Skype Voicemail™. You can browse and listen to voicemails. Visit the Skype website at www.skype.com to learn more about how to subscribe to Skype Voicemail™.
⊜ **Note**
Skype credit. You need to purchase Skype credit to use Voicemail. **NOT SUBSCRIBED** will be displayed on the handset if you have no credit.

10.4.1 Retrieving a voicemail
On the handset, you see a blinking voicemail icon
⊙ when there are voicemail(s) not retrieved.
1 Press $\overset{menu}{\blacktriangledown}$. Select **SKYPE** and press $\overset{TALK}{OK}$. Select **VOICEMAIL** and press $\overset{TALK}{OK}$
   OR
   Press and hold (Ⅰ⌨).
2 Select the voicemail record you want.

```
┌─────────────────────────────┐
│ ▥    ⊙                   Ψ  │
│      JAN BROWN              │
│    06/07 23:59 ∗            │
│                    ▼▲       │
└─────────────────────────────┘
```
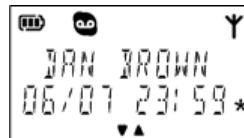
✷ **Tip**
New voicemail. ∗ is displayed next to new voicemail records. If there is no voicemail, **EMPTY** is displayed.

3 Press ^{TALK}OK to play the voicemail.

✱ **Tip**

Change volume. While a voicemail is playing, you can press ▲ or ^{menu}▼ to adjust the earpiece volume.

✱ **Tip**

Stop voicemail. Press ^{END}back to stop voicemail playback. Press ^{END}back again to return to standby.

10.5 Sorting

You can sort your contacts by Skype status or alphanumerical order. See page 16 for details.

10.6 Call forward

Your phone supports Skype Call Forwarding. You can have Skype calls redirected to another number when you are not online. Visit the Skype website at www.skype.com to learn more about how to subscribe to call forwarding.

10.6.1 Activating/Deactivating call forwarding

1 Press ^{menu}▼ .

2 Select **SKYPE** and press ^{TALK}OK .

3 Select **CALL FORWD** and press ^{TALK}OK .

4 Select the new setting. Press ^{TALK}OK . Your calls will be forwarded to the number you have selected via the Skype website.

10.7 Service

You can check your Skype credit balance and subscription. To purchase Skype credits or change your subscription, go to www.skype.com.

10.7.1 Checking your skype credits

1 Press ^{menu}▼ .

2 Select **SKYPE** and press ^{TALK}OK .

3 Select **SERVICE** and press ^{TALK}OK . Select **CREDITS**.

4 Press ^{TALK}OK . The currency and credit balance is displayed.

10.7.2 Checking your skypein subscription

1 Press ^{menu}▼ .

2 Select **SKYPE** and press ^{TALK}OK .

3 Select **SERVICE** and press ^{TALK}OK . Select **SKYPEIN**.

4 Press ^{TALK}OK . Your subscription status is displayed.

10.7.3 Checking your voicemail subscription

1 Press ^{menu}▼ .

2 Select **SKYPE** and press ^{TALK}OK .

3 Select **SERVICE** and press ^{TALK}OK . Select **VOICEMAIL**.

4 Press ^{TALK}OK . Your subscription status is displayed.

11 Setting Options

You can customize your phone using these options.

In standby mode:
1. Press menu ▼.
2. Select **SETTING**.

❂ **Tip**

Use ▲ or menu ▼ to navigate the menus.

11.1 Setting your handset's ring tone

You can choose from 10 different ringer melodies.
1. Press menu ▼.
2. Select **SETTING** and press TALK OK.
3. Select **RING TONE** and press TALK OK.
4. Select the new setting. Press TALK OK.
   - *The setting is saved.*

11.2 Setting your handset's ring volume

Your handset has 5 ringer volume levels plus silent mode.
1. Press menu ▼.
2. Select **SETTING** and press TALK OK.
3. Select **RING VOL** and press TALK OK.
4. Select the new setting. Press TALK OK.
   - *The setting is saved.*

❂ **Tip**

Silent mode. Press and hold (#⚡) to enable silent mode. No tone will be emitted from the handset. Press and hold (#⚡) again to return to the previous volume setting.

11.3 Setting the key tone

Key tone is the sound you hear when you press a key on the handset.
1. Press menu ▼.
2. Select **SETTING** and press TALK OK.
3. Select **KEY TONE** and press TALK OK.
4. Select the new setting. Press TALK OK.
   - *The setting is saved.*

⊜ **Note**

Disable silent mode. Silent mode is disabled if you change the key tone or ringer volume setting.

11.4 Setting the backlight
1. Press menu ▼.
2. Select **SETTING** and press TALK OK.
3. Select **BACKLIGHT** and press TALK OK.
4. Select the new setting. Press TALK OK.
   - *The setting is saved.*

11.5 Setting the screen contrast level
1. Press menu ▼.
2. Select **SETTING** and press TALK OK.
3. Select **CONTRAST** and press TALK OK.
4. Select the new setting. The contrast changes dynamically, allowing you to see the new setting before you save it.
5. Press TALK OK.
   - *The setting is saved.*

11.6 Naming your handset

Each handset can have its own name. The name displays on the screen during standby mode.
1. Press menu ▼.
2. Select **SETTING** and press TALK OK.
3. Select **HS NAME** and press TALK OK.
4. Enter or edit the name. Use END back to make corrections.
5. Press TALK OK.
   - *The setting is saved.*

❂ **Tip**

Your handset's name can be up to 8 characters long. For details on entering text and numbers, see page 37.

11.7 Auto pick-up

Auto pick-up enables you to answer an incoming call by picking up the handset from the charger. You do not need to press a key to answer the call.

11.7.1 Activating/Deactivating auto pick-up
1 Press ^{menu} ▼ .
2 Select **SETTING** and press ^{TALK}_{OK} .
3 Select **PICK-UP** and press ^{TALK}_{OK} .
4 Select the new setting. Press ^{TALK}_{OK} .
  • *The setting is saved.*

11.8 Auto hang-up
Auto hang-up allows you to end a call by placing the handset on the charger. You do not need to press a key to end the call.

11.8.1 Activating/Deactivating auto hang-up
1 Press ^{menu} ▼ .
2 Select **SETTING** and press ^{TALK}_{OK} .
3 Select **HANG-UP** and press ^{TALK}_{OK} .
4 Select the new setting. Press ^{TALK}_{OK} .
  • *The setting is saved.*

12 Advanced Settings

12.1 Registering another handset

You can register up to 4 handsets to your base station. To register an extra handset, use the CD that comes with the extra handset packaging. Follow the instructions in this section only if the extra handset CD has been lost.

⊜ Note

If **UNREGISTER** is displayed on your handset, follow the steps below.

Windows

Open the VOIP251 Phone Settings window and select the **Registration** tab.
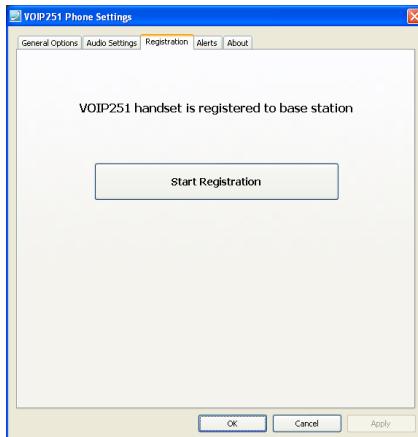
Mac OS X

Open the VOIP251 Phone Settings window and select the **Registration** tab.

Then,

1. Click **Start Registration**. The base station enters registration mode.
2. Press ▼ menu on your handset.
3. Select **ADVANCED** and press ᵀᴬᴸᴷₒₖ.
4. Select **REGISTER** and press ᵀᴬᴸᴷₒₖ.
   Your handset starts searching for the base station.
   Registration shall be completed within 60 seconds. The base station automatically assigns your handset a number.

⊜ Note

Each handset can be registered to one base at a time. If you attempt to register to additional base stations, the new registration will overwrite the old one.

12.2 Restoring default settings

The default settings are the original factory settings for your phone. You can restore your phone settings to the factory default.

1. Press ▼ menu.
2. Select **ADVANCED** and press ᵀᴬᴸᴷₒₖ.
3. Select **RESET** and press ᵀᴬᴸᴷₒₖ.
4. The handset displays a confirmation request. Press ᵀᴬᴸᴷₒₖ to confirm.
   • *All settings have been reset.*

⊜ Note

After reset, the handset displays **DONE** for 3 seconds and then returns to the **RESET** menu.

To see a list of default settings, refer to "Default (pre-programmed) settings" on page 38.

13 Emergency Management

Skype cannot dial out emergency calls. If you try to dial out an emergency number, **NO SUPPORT EMERGENCY** will be displayed on your handset and a warning beep will be heard to notify you that you cannot make the call.

⊜ Note
Skype is not a replacement for your ordinary phone. Make sure you have alternate arrangements for emergency calling.

14   Extra Features

Discover and explore the additional features your phone offers! Find out how these features can benefit you and help you make the most of your phone.

14.1 Keypad lock

You can lock the keypad to prevent accidental presses on the handset while you are carrying it around.

14.1.1 Locking/unlocking the keypad

1 Press and hold ✱🔒 to lock the keypad. **LOCKED** and the 🔒 icon displays. Press and hold ✱🔒 again to unlock the keypad.

```
┌─────────────────────────┐
│ ▥              🔒 ⅄     │
│   PHILIPS 1             │
│       LOCKED            │
└─────────────────────────┘
```

🗐 Note

Making calls. You will not be able to make any calls when the keypad is locked.

15   Phone Settings

These are the settings available through the PC application. To start configuring your phone:
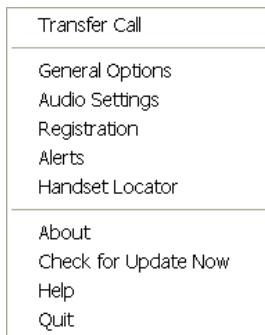
Windows

1 Double-click the tray icon at the bottom right corner of your screen to open the VOIP251 Phone Settings window.

OR

2 Right-click the tray icon and select one of the following options:
- Transfer Call
- General Options
- Audio Settings
- Registration
- Alerts
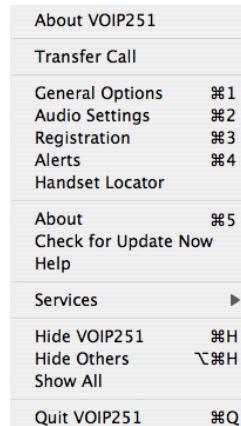- Handset Locator
- About
- Check for Update Now
- Help
- Quit

Mac OS X

1 Click on the VOIP251 icon in the dock.

2 Click on VOIP251 in the menu bar and select one of the following options:
- About VOIP251
- Transfer Call
- General Options
- Audio Settings
- Registration
- Alerts
- Handset Locator
- About

- Check for Update Now
- Help
- Services
- Hide VOIP251
- Hide Others
- Show All
- Quit VOIP251

15.1 General options

Windows

Open the VOIP251 Phone Settings window and select the **General Options** tab.
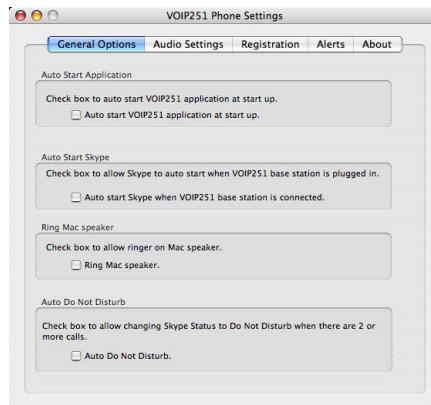The following settings are available:

Mac OS X
Open the VOIP251 Phone Settings window and select the **General Options** tab.
The following settings are available:

15.1.1 Auto start application
When the box is checked, the VOIP251 software will automatically run when you start your computer.

15.1.2 Auto start Skype
When the box is checked, Skype will automatically start when the VOIP251 base station is plugged into your computer.

15.1.3 Language selection
Windows
1 Choose a language from the pull down menu under **Language Selection**.
2 Click **Apply**.
   • *The setting is saved.*
Mac OS X
Your VOIP251 handset and software follow the current language setting on your computer. If you want to change the VOIP251 display language, you will need to change your computer setting.

15.1.4 Ring computer speaker
When the box is checked, your computer's speaker will ring when you receive a Skype call.
⊜ Note
Computer Ringer. You can only enable the computer ringer when Skype is available.
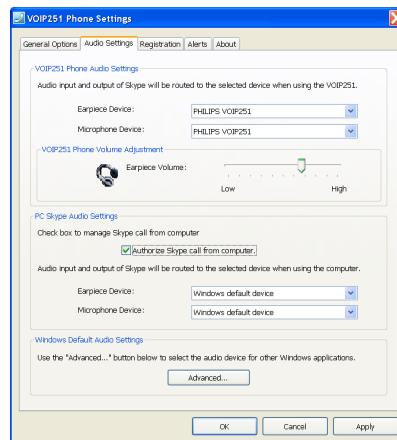
15.1.5 Auto Do Not Disturb
You can set your Skype status to automatically change to Do Not Disturb when there are 2 or more calls. When the box is checked, the feature is enabled.

15.2 Audio settings
Windows
Open the VOIP251 Phone Settings window and select the **Audio Settings** tab.
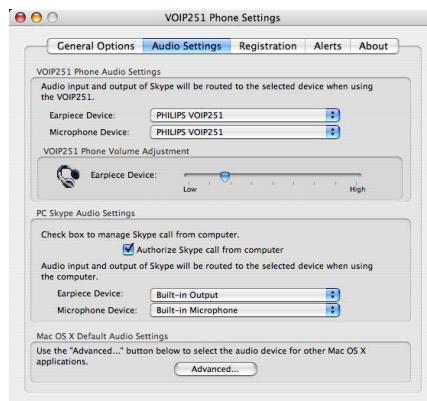The following settings are available:

Mac OS X
Open the VOIP251 Phone Settings window and select the **Audio Settings** tab.
The following settings are available:

15.2.1 VOIP251 Phone Audio Settings
You can choose the audio device that will be used when you take calls on your phone.
Windows
1 Select a device from the **Earpiece Device** and **Microphone Device** drop down menus.
2 Click **Apply**.
Mac OS X
1 Select a device from the **Earpiece Device** and **Microphone Device** drop down menus.

15.2.2 VOIP251 phone volume adjustment
Adjust the Earpiece Volume bar to change the earpiece volume of your phone.
⊜ Note
When the bar is moved to the lowest position, the earpiece is muted.
✱ Tip
Adjust earpiece volume. You can also press ▲ or
menu
▼ on the handset to adjust the earpiece volume during a call or while listening to a voicemail.

15.2.3 Skype Audio Settings
You can choose the audio device that will be used when you take calls on your computer. See page 23 for details.
✱ Tip
Default audio settings. You can select the default audio device for other applications on your computer. Click **Advanced**. Your computer's audio device window will open and you can make changes to the settings.

15.3 Registration
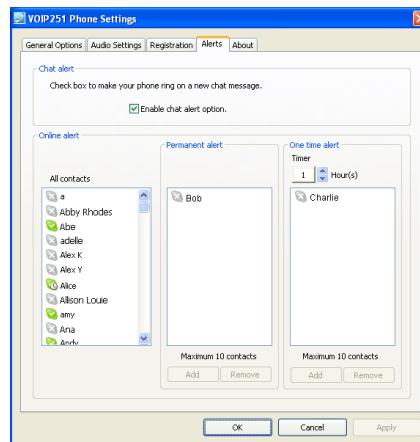You can register additional handsets to your base station. See "Registering another handset" on page 29.

15.4 Alerts
Windows
Open the VOIP251 Phone Settings window and select the **Alerts** tab.
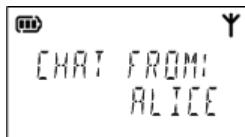The following settings are available:

Mac OS X

Open the VOIP251 Phone Settings window and select the **Alerts** tab.
The following settings are available:

15.4.1 Chat alert

When the box is checked, your handset will emit an alert tone when a chat message is received on Skype. The name of the contact will be displayed.

15.4.2 Online alert

You can select contacts so that you will be notified when they become available from offline status. You can choose to be notified once only or whenever a contact comes online.

15.4.3 Selecting contacts

1 Under **Online Alert**, select contacts from the list on the left.

2 Click **Add** under the **Permanent Alert** or **One Time Alert** list. The contacts are moved to the list you have chosen.

✍ **Note**

Maximum number of contacts. You can select a maximum of 10 contacts for each type of alert.

✹ **Tip**

Alert timer. When there are contacts in the One Time Alert list, you can set the timer for up to 24 hours. The list resets to empty when the timer expires. The Permanent Alert list is not affected.

✹ **Tip**

Remove contacts. You can remove contacts by selecting them in the Permanent or One Time Alert lists. Click **Remove**.

15.4.4 Receiving an online alert from your computer

When a contact you selected becomes available, you will hear an alert tone from the handset. The name of the contact will be displayed on the handset for 10 seconds.

You can do the following once you received an online alert:

1 Press ᵀᴬᴸᴷₒₖ to make a call to the contact
   OR

2 Press ᴱᴺᴰ_back to return to standby mode.

15.5 About

Windows

Open the VOIP251 Phone Settings window and select the **About** tab.

Mac OS X
Open the VOIP251 Phone Settings window and select the **About** tab.

You can read information about your phone, including connection status and the software version you currently have installed. For details on how to check your connection status, see page 14.

15.6 Handset locator
Windows
1 Right click the tray icon and select **Handset Locator**. All handsets emit a paging tone. **STOP HS LOCATOR** is displayed.

2 Right click on the tray icon and select **Stop Handset Locator** to stop the paging.

Mac OS X
1 Click the VOIP251 icon in the dock. Click VOIP251 in the menu bar.

2 Select **Handset Locator**. All handsets emit a paging tone. **STOP HS LOCATOR** is displayed.

3 Select **Stop Handset Locator** in the menu bar to stop the paging.

✡ **Tip**
Stop paging. You can also press ᴱᴺᴰ on the handset to stop the paging tone. Each handset can only stop paging for itself.

15.7 Checking for updates
The VOIP251 software automatically checks for updates every week. You can also check for updates yourself at any time
Windows
1 Right click the tray icon and select **Check for Update Now**.

2 A confirmation screen will appear if updates are available. Click **Yes** to start download.

Mac OS X
1 Click the VOIP251 icon in the dock.

2 Click VOIP251 in the menu bar and select **Check for Update Now**.

3 A confirmation screen will appear if updates are available. Click **Yes** to start download.

15.8 Help
If you need more help with your VOIP251, you can visit Philips online support.
Windows
1 Right click the tray icon and select **Help**.

2 The Philips support website opens in your default browser.

Mac OS X
1 Click the VOIP251 icon in the dock.

2 Click VOIP251 in the menu bar and select **Help**.

3 The Philips support website opens in your default browser.

16 Text and Numbers

You can enter text and numbers for your handset name and other menu items.

16.1 Entering text and numbers

1 Find the key with the character you want.
2 Press it as many times as needed for the character you want.

Key	Characters
(0·)	0 +
(1⌨)	space 1
(2abc)	A B C 2
(3def)	D E F 3
(4ghi)	G H I 4
(5jkl)	J K L 5
(6mno)	M N O 6
(7pqrs)	P Q R S 7
(8tuv)	T U V 8
(9wxyz)	W X Y Z 9

✱ **Tip**
Editing. Use ⏎ to delete characters.

17 Appendix

17.1 What is Skype™?

Skype™ is a piece of software that allows you to make free calls.

IMPORTANT

No Emergency Calls. Skype is not a replacement for your ordinary telephone and cannot be used for emergency calling.

17.1.1Other Skype products

SkypeOut™

SkypeOut is a way to call out from Skype to landlines and mobile phones.

SkypeIn™

SkypeIn is a number your friends can use to call you from any phone. You answer in Skype. You can get numbers in one or more of the places offered and receive calls in Skype from anywhere in the world.

Skype Voicemail™

Skype Voicemail takes your calls when you are busy or offline.

Skype Call Forwarding

Skype Call Forwarding redirects your calls to a landline, mobile phone or another Skype name.

For more information, visit www.skype.com.

17.2 Default (pre-programmed) settings

General Settings - Computer	
Auto start PC application at Windows start up	Checked
Authorize Skype call from computer	Unchecked
Enable chat alert option	Checked
Contact online list	Empty

General Settings - Handset	
Contact sorting method	Status (sorted by online status)
Auto pick-up	Disabled
Auto hang-up	Enabled

Display Settings - Computer	
Language	English

Display Settings Handset	
Backlight	Enabled
Contrast	Level 3
Handset name	PHILIPS

Sound Settings - Computer	
Chat alert tone	Enabled
Contact online alert tone	Enabled

Sound Settings - Handset	
Silent mode	Disabled
Ringer melody	Melody 1
Ringer volume	Level 3
Key tone	Enabled

17.3 Phone specifications

Item	Specification
Product name	VOIP251
Handset dimensions	46 x 163 x 33 mm
Handset weight	140 g (with batteries) 110 g (without batteries)
Base station dimensions	76 x 97 x 22 mm
Base station weight	90 g

Frequency bands	Europe: 1880-1900MHz South America: 1910-1930MHz North America (UPCS): 1920-1930MHz Taiwan: 1880-1895MHz
Number of channels	North America (UPCS): 60 channels Taiwan: 96 channels Others: 120 channels
Range	300 m open field, 50 m indoor
Connection	USB
Standby time	150 hours
Talk time	10 hours
Charging time	12 hours
Rechargeable battery cells	2 X AAA, NiMH 750 mAh

18 Troubleshooting

In this chapter, you will find the most frequently asked questions and answers about your phone.

Connection

Signal icon flashing
- The handset may be out of range. Move closer.
- If the handset displays **UNREGISTER**, register the handset. See page 29.

Sound

No parking tone
- The handset may not be placed properly on the charger. Try again.
- Charging contacts may be dirty. Disconnect the power supply first and then clean contacts with a damp cloth.
- Disable silent mode. See page 27.

Cannot hear the other party clearly/ earpiece too loud/quiet
- Refer to page 34 for how to adjust the handset earpiece volume on your computer.

Product behaviour

Handset on the charger does not charge
- Batteries may be defective. Purchase new ones from your dealer.
- Check that the batteries are inserted correctly.
- Make sure the handset is placed properly on the charger. The battery icon animates while charging.
- Make sure that the charger power adapter is plugged into a wall outlet.
- Make sure that the coaxial jack of the charger power adapter is plugged into your charger.
- However, if your handset on the charger does not charge after running for a while, check for power loss or overcharge. (If your wall outlet has a switch, is it in the ON position?)

No display
- Check that the batteries are charged.
- Check the power and phone connections.
- Check that the handset is turned on.

Bad audio (crackles, echo, etc.)
- The handset may be nearly out of range. Move closer to the base station.
- The phone may be receiving interference from nearby electrical appliances. Move the base station.
- The phone may be at a location with thick walls. Move the base station.

Handset does not ring
- Check that the handset ringer is turned on. See page 27.
- Check that the USB cable is connected properly.
- Check that Skype online status is not Do Not Disturb.

Contact list / User status display NOT AVAILABLE
- The handset may be out of range. Move closer.
- Check that your base station is connected to the computer.
- Check if Skype is running on the computer. Start Skype if the VOIP251 software has not started Skype for you.
- Check that the VOIP251 software is running on your computer.

Cannot make SkypeOut calls
- Enter + (press and hold 0) before the number to dial.
- Check your account to see if you have enough credit.
- Check that the handset is linked to the base station.

⊜ **Note**

If the above solutions do not help, remove the power from the handset, unplug the base station from the computer and restart Skype as well as the computer software. Wait for 15 minutes and try again.

You can also visit our online help site at www.philips.com/support

Troubleshooting

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PHILIPS

Please Recycle
Printed in China

THE RBRC© SEAL

The RBRC© seal on the nickel metal hydride battery indicates that Philips Royal Electronics is voluntarily participating in an industry program to collect and recycle these batteries at the end of their useful lives, when taken out of service within the United States and Canada.

The RBRC© program provides a convenient alternative to placing used nickel metal hydride batteries in the trash or municipal waste, which may be illegal in your area.

Philips's participation in RBRC© makes it easy for you to drop off the spent battery at local retailers participating in the RBRC© program or at authorized Philips product service centers. Please call 1-800-8-BATTERY for information on the Ni-MH battery recycling and disposal bans/restrictions in your area. Philips's involvement in this program is part of its commitment to protecting our environment and conserving natural resources.

RBRC© is a registered trademark of Rechargeable Battery Recycling Corporation.

COMPLIANCE INFORMATION

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation. This device complies also with RSS-213 of Industry Canada.

Notice: The term "IC." before the certification number signifies that Industry Canada technical specifications were met. This certification means that the equipment meets certain radio communications and operational requirements.

This class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la class B est conforme à la norme NMB-003 du Canada.

Caution

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.
Do not attempt to repair or modify this equipment.
Repairs to certified equipment should be made by an authorized maintenance facility designated by the supplier. Any repairs or alterations made by the user to the equipment may render the equipment void in product warranty and compliance. This could also void the user's authority to operate the equipment.

Interference

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.

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

1. Reorient or relocate the receiving antenna.
2. Increase the distance between the equipment and receiver.
3. Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
4. Consult the dealer or an experienced radio/TV technician for help.

RF Radiation Exposure

This equipment complies with FCC for an uncontrolled environment. This equipment and its antenna must be installed to provide a minimum separation distance of 20 centimeters from all persons. This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter. For body-worn operation, compliance is restricted to the belt clip supplied with this product. Use of other accessories may not ensure compliance with the RF exposure guidelines. Use of belt clip must maintain a separation distance of 3 mm between the back of the unit and the body of the user to ensure compliance.

Noise

Electrical pulse noise is present at one time or another. This is most intense during electrical storms. Certain kinds of electrical equipment, such as light dimmers, fluorescent bulbs, motors, fans, etc., also generate pulse noise. Because radio frequencies are susceptible to this, you may on occasion hear pulse noise through the receiver. This is usually only a minor annoyance and should not be interpreted as a defect of the unit.

Privacy of Communications

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

USB Cable included in this package must be used with this equipment to ensure compliance with the Class B FCC limit.

Service Support

Philips Accessories & Computer Peripherals
North America1881 Route 46 WestLedgewood, NJ 07852
Phone: (800) 233-8413   www.philips.com/support