



**MODEL: BE-3872**

**2.4GHZ CORDLESS TELEPHONE**

**INSTALLATION AND OPERATING GUIDE**

**16**

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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. Danger of explosion, if battery is incorrectly replaced. Use only the type and size of batteries specified in the users manual.
2. Do not dispose of batteries in a fire. The cells may explode. Check with local codes for possible special disposal instructions.
3. 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.
4. Exercise care in handling batteries in order not to short the battery with conducting materials such as rings, bracelets and keys. The battery or conductor may overheat and cause burns.
5. Do not attempt to recharge the batteries with or identified for use with this product. The batteries may leak corrosive electrolyte or explode.
6. 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.
7. 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.
8. When inserting the batteries into this product, the proper polarity or direction must be observed. Reverse insertion of batteries can cause charging, which may result in leakage or explosion. If a battery is installed incorrectly it may explode.
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.

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, and
  - 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.
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.*

## FCC REGULATIONS CONTINUED

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 400mAh Nickel-Cadmium (Ni-Cd), cordless telephone battery pack, 35BAT (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.**

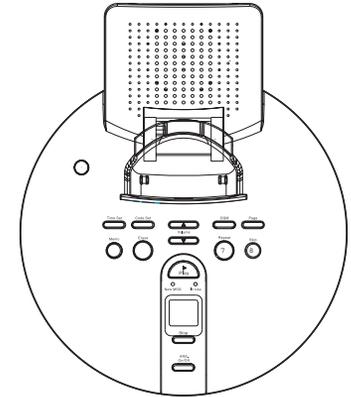


The EPA certified RBRC® Battery Recycling Seal on the nickel-cadmium (Ni-Cd) battery indicates Aastra Telecom is voluntarily participating in an industry program to collect and recycle these batteries at the end of their useful life, when taken out of service in the United States or Canada. The RBRC® program provides a convenient alternative to placing used Ni-Cd 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-Cd battery recycling and disposal bans/restrictions in your area. Aastra Telecom's involvement in this program is part of our commitment to preserving our environment and conserving our natural resources.

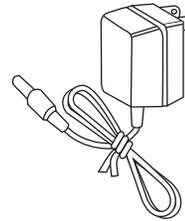
# BE-3872 PARTS CHECKLIST



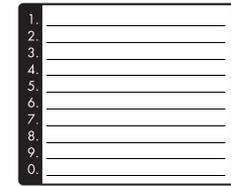
1. Handset



2. Base



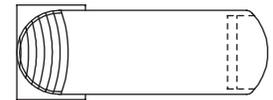
3. AC power adapter



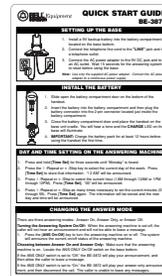
4. 10-number memory card



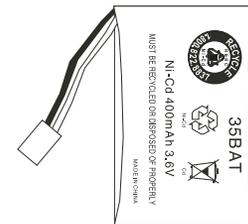
5. 7-foot line cord for desk use



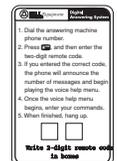
8. Belt-Clip



6. Quick start card



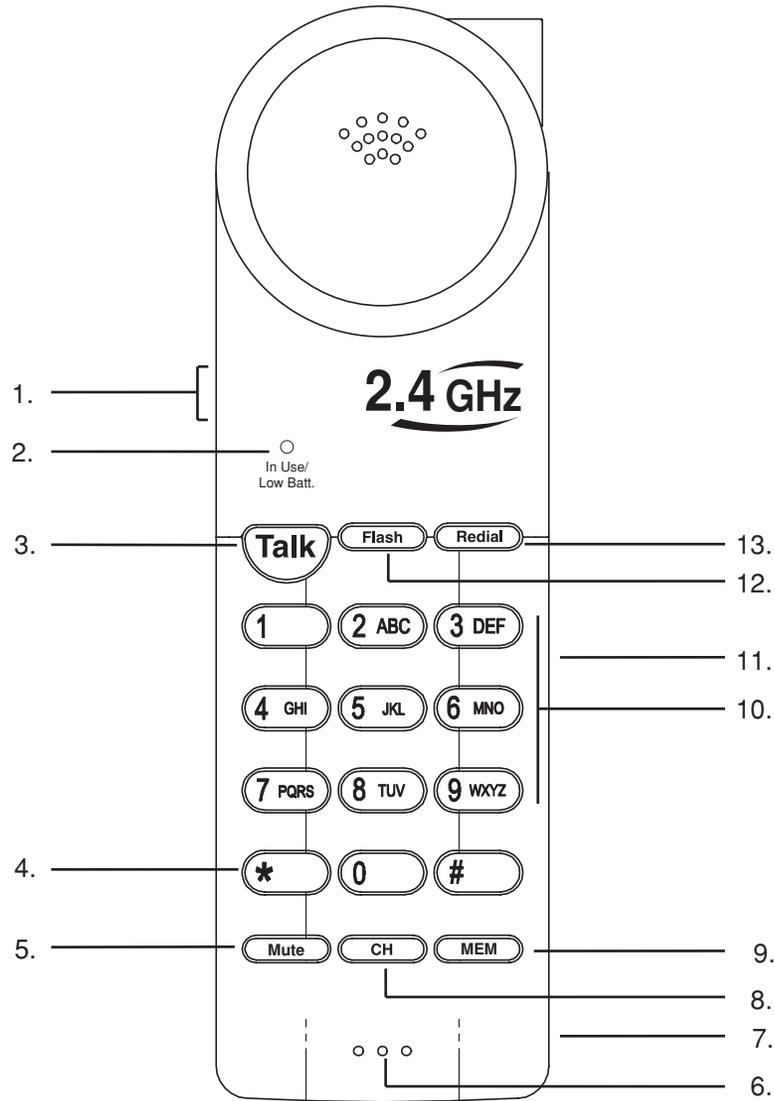
7. Ni-Cd battery pack



9. Remote Access Card

## LOCATION OF CONTROLS AND FEATURES

### Handset



## LOCATION OF CONTROLS AND FEATURES

### 1. Volume Up/Down Key ▲ ▼

The ▲ ▼ key lets you adjust the handset volume.

### 2. In Use/Low Battery LED

Lights (red) when line is in use. Flashes quickly when the phone rings. Flashes steadily when the phone is muted. Flashes slowly 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. Mute Key

The  key is used to temporarily mute the handset microphone.

### 6. Microphone

### 7. Ringer Switch

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

### 8. Channel Key

The  key, if pressed when the handset is in use, will scan up to 40 channels and select the clearest one to provide the best possible reception.

### 9. Memory Key

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

### 10. Dial Pad

Numeric keys are used in the conventional manner for dialing.

### 11. Headset Jack

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

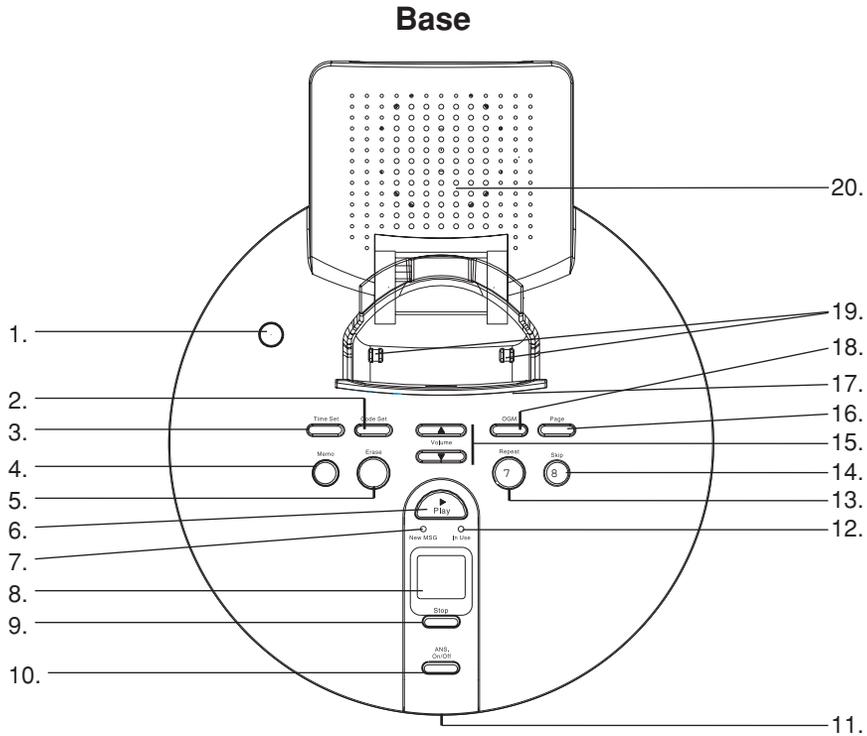
### 12. Flash Key

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

### 13. Redial Key

When the phone is off-hook, press  to redial the last number dialed.  is also used to insert a pause into a number stored in the phone book.

## LOCATION OF CONTROLS AND FEATURES



### 1. Antenna

### 2. Code Set Key

The [Code Set] key is used to set the answering machine's remote access code.

### 3. Time Set Key

The [Time Set] key is used to set the time and day for the voice day/time coding of each message.

### 4. Memo Key

Enables recording of a memo message on the answering machine.

### 5. Erase Key

Press [Erase] during playback to delete an answering machine message.

### 6. Play Key

To play the messages recorded on the answering machine, press .

## LOCATION OF CONTROLS AND FEATURES

### 7. New Message LED

Flashes when new messages have been left on the answering machine.

### 8. 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.

### 9. Stop Key

Any current function, such as playback, can be halted by pressing this key.

### 10. Answer On/Off Key

Press [ANS On/Off] to select between the answer modes "answer on" and "answer off."

### 11. Microphone

### 12. In Use/Low Battery LED

Lights red when the handset is in use. Flashes when the base backup battery is low or not installed.

### 13. Repeat Key

Press /Repeat during message playback to repeat the current message. Also used for scrolling during Time Set, and Code Set modes.

### 14. Skip Key

Press /Skip during message playback to skip to the next message. Also used for scrolling during Time Set, and Code Set modes.

### 15. Volume Up/Down Keys ▲ ▼

The ▲ ▼ keys let you adjust the speakerphone volume.

### 16. Page Key

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

### 17. Charge LED

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

### 18. OGM Key

Plays back the current outgoing message and allows new outgoing messages to be recorded.

### 19. Charging Contacts

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

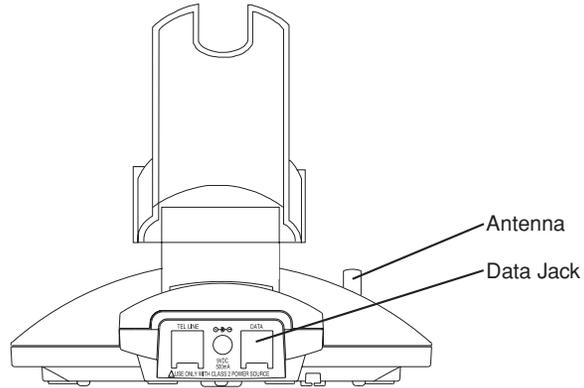
### 20. Speaker

## LOCATION OF CONTROLS AND FEATURES

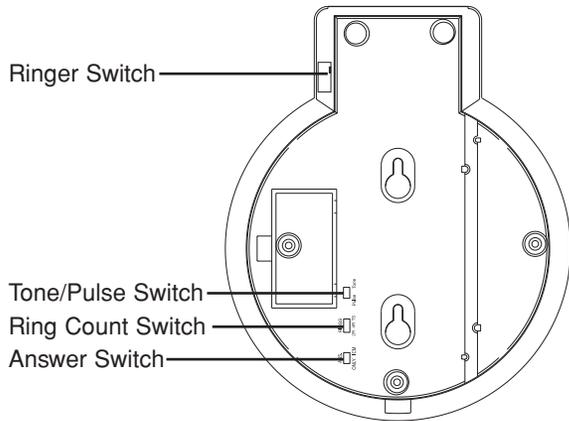
### Base Back View

#### Data Jack

Used for connecting a telephone device such as a computer modem or fax machine.



### Base Bottom View



#### Ringer Switch (On/Off)

Used to set the base ringer On or Off.

#### Tone/Pulse Switch

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

#### Ring Count Switch (2/4/TS)

Used to set the number of rings before the answering machine picks up to either 2, 4, or Tollsaver 2/4 (TS) rings.

#### Answer Switch (Only/ICM)

Used to set the phone to answer and let the caller leave a message (ICM) or only play the announcement and not let the caller leave a message (ONLY).

## 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

Away from VCRs and TV sets and other electronic equipment

Away from noise sources such as a window by a street with heavy traffic

Away from a personal computer

Near a central location and on a level surface

Away from excessive moisture, extremely low temperatures, dust, mechanical vibration, or shock

Away from a microwave oven

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

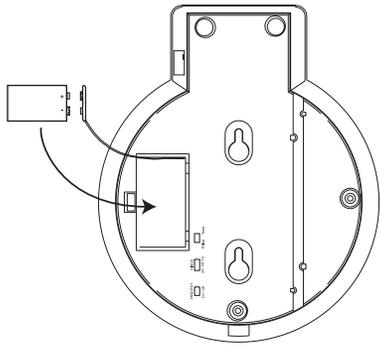
- Away from another cordless telephone
- Place the base near an AC electrical outlet and near telephone line jack
- Place the base away from metal walls and metal file cabinets

**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.

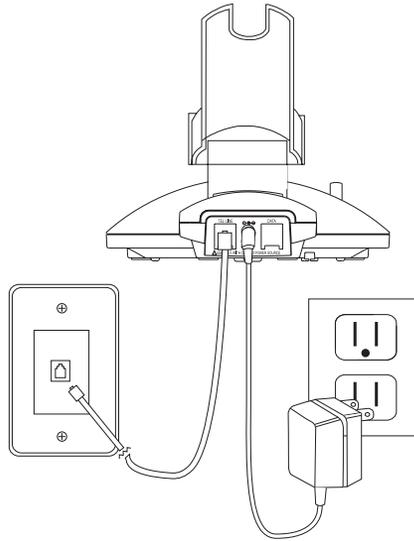
**Note:** While the 2.4GHz frequency is inherently clearer, we suggest that you do not use this phone within 20 feet of a working microwave. The microwave produces frequencies in this range which may cause interference. This interference is normal for all 2.4GHz phones and should not be considered a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

## TELEPHONE SETUP

### Connecting the Base



1. Remove the battery compartment cover located on the base bottom.
2. Install a 9V backup battery (not included) into the battery compartment as shown and replace the battery compartment cover.
3. Connect the telephone line cord to the "LINE" jack and to a telephone outlet.
4. Connect the AC power adapter to the 9V DC jack and to an AC outlet. Wait 15 seconds for the answering system to reset before using the telephone.



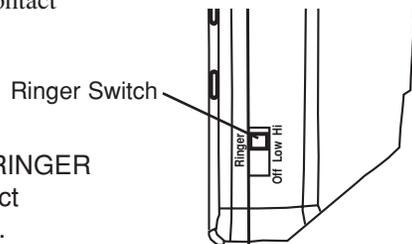
**Note:** With standard use, the 9V battery should be replaced every 1-2 years. If used to save memories during a power outage, it can do this for up to 10 hours, but should then be replaced.

**Note:** Use only the supplied AC power adapter; connect it 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.

### Handset Ringer Volume

Adjust the handset ringer volume using the RINGER switch on the right side of the handset. Select between Hi ringer, Low ringer, and ringer Off.



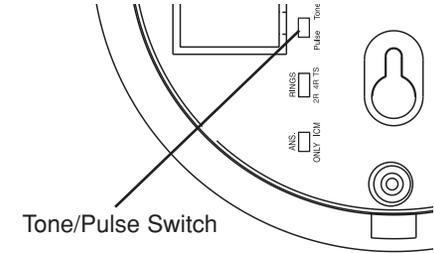
## TELEPHONE SETUP

### Tone/Pulse Switch

1. Select the dialing mode, either 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 switch set to **Tone**. If the call connects, leave the switch as is. Otherwise, set it to **Pulse**.

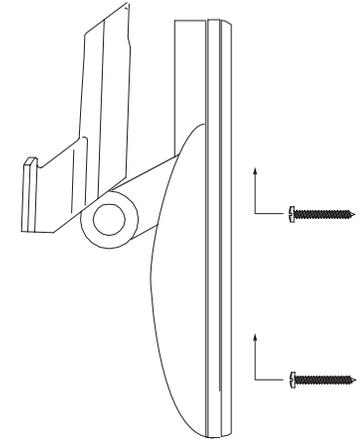


### Wall Mounting

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 33 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:

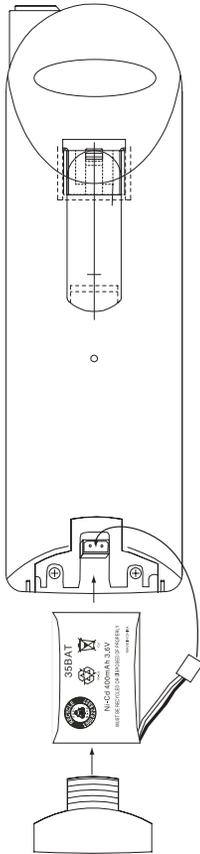
1. Remove the handset from the base.
2. Adjust the base to the wall mount position (see illustration).
3. Plug the supplied 7-foot telephone cord into the **LINE** jack on the telephone.
4. Connect the telephone line cord to the wall jack.
5. Insert the AC adapter into the **9V DC** jack on the top of 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.



## BATTERY INSTALLATION

To install the 3.6V 400mAh 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 and place the handset on the base unit cradle.
4. 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.
5. **IMPORTANT:** Charge the battery pack for at least 12 hours before using the handset the first time.
6. The **CHARGE** LED on the base illuminates when the handset is 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).
- 7 days when the handset is not in use (standby).

### When the Battery Needs Charging

- The handset will beep.
- The **In Use/Low Batt.** LED will flash slowly.

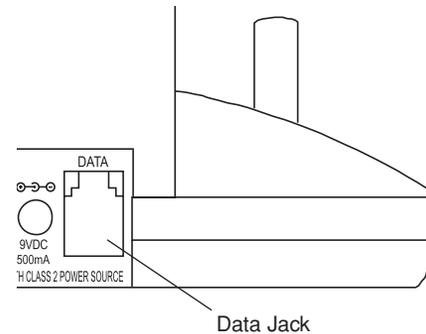
### When to Purchase a New Battery Pack

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. For replacement batteries visit <http://www.bell-equipment.com/support> or

**you can contact Aastra Telecom customer support center**

at 1-888-663-1505 for information about how to order a new battery.

## HEADSET AND DATA JACK



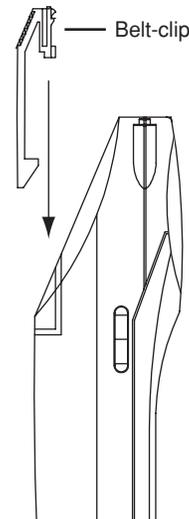
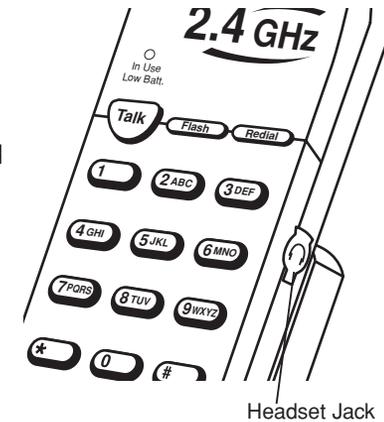
### The Data Jack

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

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

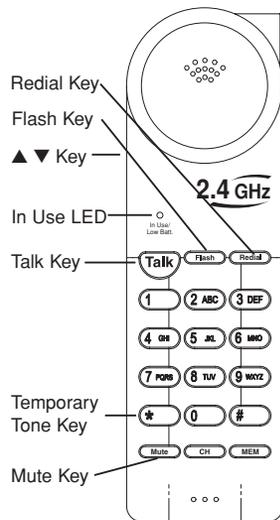
To remove the belt-clip, squeeze the release at the top of the clip where it attaches to the phone, and gently pull the clip up and out of the handset.

## BASIC OPERATION

### Making Calls

1. Pick up the handset from the base and press **Talk**. The LED on the handset will flash while the handset is scanning for a clear channel. The LED 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 illuminate when the line is active.



### Receiving 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	Press <b>▲▼</b> during a call until the desired volume level 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.
Mute a call	Press the <b>Mute</b> key. Press <b>Mute</b> to continue speaking to the caller.

## SPEED DIALING

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

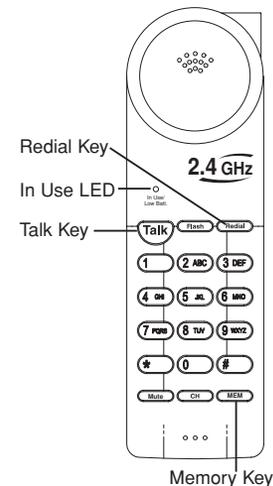
### Storing Phone Numbers

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

**Note:** Press **REDIAL** 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 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 two quick beeps to let you know that the number was not stored.



### Making Speed Dial Calls

1. Push **Talk**. The LED on the handset will flash while the handset is scanning for a clear channel. 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:** It is possible to "Chain Dial" stored numbers. Simply repeat steps 2 and 3 for each additional number you wish to dial during the same call.

### 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 of the stored number that you want to delete. The handset will give a confirmation tone.

## OTHER HANDSET FEATURES

### Using the Handset Finder (PAGE)

1. Press **PAGE** on the base. The **In Use** LED will light. If the handset is within range, a series of beeps will sound for approximately 60 seconds.
2. Place the handset back into the base or press any key on the handset 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. If the handset is placed in the base to charge, 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).

### Channel Changing

If you are experiencing interference during a telephone call, press the **CH** key. The BE-3872 will scan up to 40 channels and select the clearest one to provide the best possible reception.

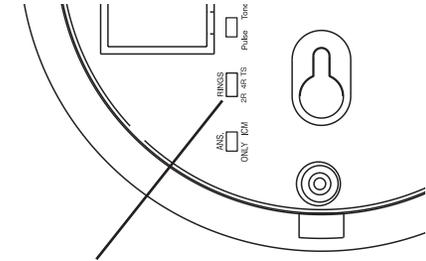
### Out-of-Range Warning

If you venture too far from the base, the handset will beep. Reverse your direction to re-establish connection with the base or the call will be dropped. When the base detects that the handset has been out of range for 20 continuous seconds it will release the engaged line.

## ANSWERING SYSTEM SETUP

### Setting the Ring Count

The ring count setting will prompt the BE-3872 to pick up an incoming call with the answering machine after 2, 4, or TS (toll-saver 2/4) rings. There is a ringer switch on the bottom of the base; adjust this switch to the number of rings that you desire.



Ring Count Switch

**2R:** The unit will pick up after two rings.

**4R:** The unit will pick up after four rings.

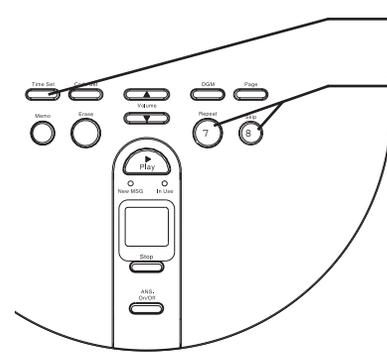
**TS:** The answering machine will pick up after four rings if there are no new messages or after two rings if there are. This enables you to hang up after the third ring when checking your messages remotely (which saves toll charges).

### Setting the Day and Time

While in standby mode, press the **[Time Set]** key and the currently programmed date and time is heard; [rc] shows in the message counter display.

#### To program the day and time:

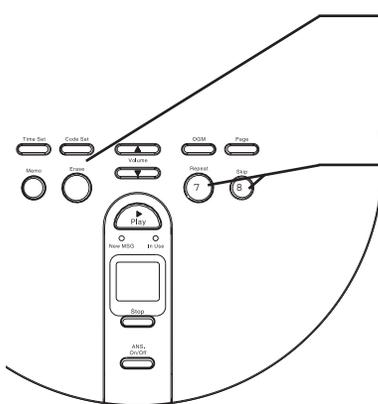
1. Press and hold **[Time Set]** for three seconds until "Monday" is heard.
2. Press the **◀**/Repeat or **▶**/Skip key to select the current day of the week.
3. Press **[Time Set]** to store that information. "12 AM" will be announced.
4. Press **◀**/Repeat or **▶**/Skip to select the current hour (1AM through 12AM or 1PM through 12PM).
5. Press **[Time Set]**. "00" will be announced. Press **◀**/Repeat or **▶**/Skip as many times necessary to set the current minutes (01 through 59).
6. Press **[Time Set]** again. The information will be stored and the new day and time will be announced.



## Setting the Remote Access Code

The BE-3872 allows you to set your own two-digit access code to retrieve messages or program the answering machine from a remote location. Pressing the [Code Set] key while the phone is idle will play the current remote access code; [5c] shows in the message counter display. The default code is "58."

### To program the remote code:

- 
1. Press and hold [Code Set] for three seconds. You will hear two short beeps, a long beep, and another short beep, after which you can begin programming.
  2. Push ◀/Repeat or ▶/Skip until the first digit of the desired code is displayed.
  3. Push the [Code Set] key to set.
  4. Push the ◀/Repeat or ▶/Skip key to select the second digit.
  5. Push [Code Set] to set.

**Note:** Write down the remote code on the remote access card provided.

## Recording an Announcement

The default announcement is "Please record your message after the beep."

### To record your own announcement:

1. Press and hold the [OGM] key. The display will show [OP]. You will hear "Please record your announcement after the beep" and then a 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.
2. When finished, release the [OGM] key. "End of recording will be announced and then the BE-3872 will play back your newly recorded message."

**Note:** To return to the default announcement (erasing the recorded announcement), press and release [OGM] (the announcement begins playing), and then press [Erase]. "Erased announcement" will be heard and the unit will return to the default outgoing announcement.

## Setting the Announce Mode

There are three different answering modes that the BE-3872 can be set to: normal (ICM) 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. At that point, the BE-3872 is automatically turned on, and set to one of the two answer modes below, depending on the ANS. switch setting.

1. Press the [ANS On/Off] key to turn the answering machine on. The system will announce "Answering Machine is On."
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 message counter will show something other than "--"). Locate the ANS. switch on the base bottom. Make sure the switch is set to "ICM."

When set to ANS. "ICM," the BE-3872 will play your announcement, and then allow the caller to leave a message.

Press the [OGM] key at any time to hear the current announcement. If no OGM is recorded, "you have no announcement" is heard instead. "OP" will display during playback.

**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 message counter will show something other than "--").

1. Locate the ANS. switch on the base bottom.
2. Set the switch to "Only." The message counter will display [Ao].
3. Record your Announce Only announcement by following the same steps under "Recording an Announcement" on page 21.

When set to ANS "Only," 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 approximately 15 minutes of record time. The maximum record time for one message is two minutes.

### Two-Digit Message Counter Display

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		[Ao] Answer Only mode
	[EA] Single message erased		[--] Answer Off mode
	[1r] Memo recording mode		[FU] Memory Full
	[2r] Two-way recording mode		[An] Answering a call
	[rc] Remote/Time set		

### Base Volume Control

You can use the volume ▲ ▼ buttons on the base to program the base speaker (message playback) volume.

Pressing ▲ ▼ either while the phone is idle, or while it is playing a message adjusts the playback volume.

## ANSWERING SYSTEM OPERATION

### Answering Calls with Answer On

To avoid unnecessary pauses due to hangups, and to save message capacity, your unit will automatically stop recording after seven seconds of silence.

1. When there is an incoming call the announcement will start.
2. After the announcement plays the BE-3872 will beep indicating that the caller can record his/her message. The maximum length of the incoming message is two minutes.
3. The message counter will increase by one with each new message received.

### Answering Calls in Announce Only Mode

1. When the telephone rings, the BE-3872 will answer the telephone line depending on the number of rings selected.
2. The announcement will start playing.
3. Ten seconds after the announcement finishes playing, the phone will disconnect.

**Note:** In Answer Only mode, no messages will be recorded.

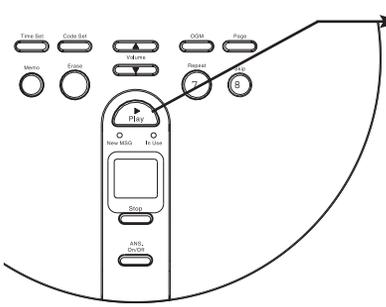
### Answer Off

In this mode, the BE-3872 is designed not to answer the phone. However, if you let the phone ring 10 times, the answering machine will pick up the phone line and automatically turn on the answering machine. An announcement will sound, based on the ANS. ONLY/ICM switch setting, and allow remote access.

1. After 10 rings, the BE-3872 will turn the answering machine on.
2. An announcement will start playing. See “Answering Calls with Answer On” and “Answering Calls in Announce Only Mode” above for more information.

## Playing Back New Messages

If there are new messages, the BE-3872 will only play new messages and memos. Otherwise, all messages and memos are played in the order they were recorded.



1. Press and release the **Play** key to hear messages. You will hear the number of messages, or the number of new messages. 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 **Play** key to listen to previous played messages once new messages have been reviewed.

## Reviewing Messages

To repeat the currently playing message, press the **Repeat** key once.

While a message is playing, push the **Repeat** key twice to play the previous message.

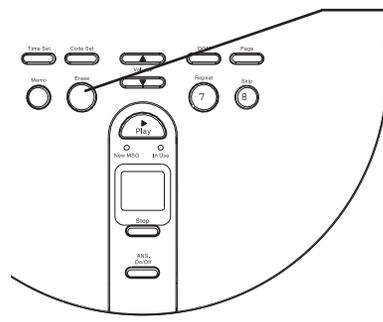
During message playback, pushing the **Skip** key will advance playback to the next message. The new message number will be announced and the message will begin playing.

Press the **[Stop]** key to stop message playback, and return to the idle mode.

## 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 [message number] 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 "End of messages."

To delete all messages:

1. While the phone is idle, press and hold **[Erase]**. The BE-3872 announces "Messages erased. You have no messages."

## Memory Full

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

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.

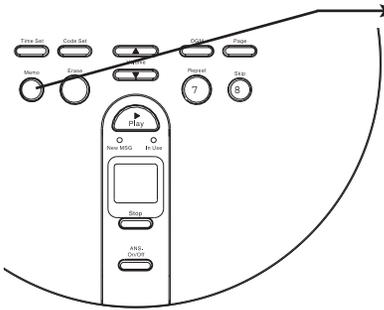
Erase some or all messages to allow new messages to be recorded.

**Note:** When the memory is filled during a call, the call will be interrupted by a triple beep and the words "Mailbox is full." It will then be disconnected.

## ANSWERING SYSTEM OPERATION

### 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.

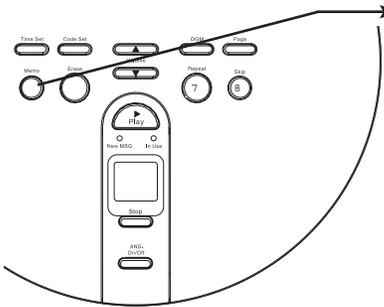


1. To record a memo, press and hold the **[Memo]** key. The BE-3872 will announce "Please record your message after the beep," and then beep. The display will show "1r" indicating the phone is in memo recording mode.
2. While continuing to hold down the **[Memo]** key, say your memo message. When you are finished with your memo, release the **[Memo]** key.

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

### Two-Way Recording

The BE-3872 will allow you to record a telephone conversation onto the answering machine. The conversation will be considered a new message.



1. To record a telephone conversation, while on the call, press and hold the **[Memo]** key. The display will show "2r" indicating the phone is in two-way recording mode.
2. Continue to hold down the **[Memo]** key for as long as you wish to continue recording the telephone call. When you are finished recording, release the **[Memo]** key.
3. The conversation is stored as a new message and the new message light will flash.

**Note:** Recording conversations over the phone may be subject to federal and local laws. Ask the caller for his or her permission to record the conversation, or get legal assistance before you record a conversation with a caller.

## REMOTE OPERATION

### Remote Access

The BE-3872 provides several remote functions, which allow you to access the answering system functions from any touchtone 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, press **\*TONE** and then enter your two digit remote access code.
2. The BE-3872 will announce the number of messages, and then request you enter an instruction code or press "9" for help. The answering machine will begin playing the voice help menu.
3. After the voice help menu begins, 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, announce "End of remote," and then hang up.

**Note:** See "Setting the Remote Access Code" on page 21 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.

#### Message Playback:

1. While in the main menu, press **8 TUV** to play messages.
2. If you wish to erase the currently playing message, press **4 CLR**.
3. If you wish to repeat the current message, press **8 TUV**.
4. If you wish to skip to the next message, press **9 WXYZ**.
5. If you wish to stop message playback, press **\*TONE**.
6. When playback is ended, the BE-3872 will announce "End of messages."

#### Recording a Memo Message:

1. Press **6 MNO**. You will hear "Please record your message after the beep. To stop recording, press \*."
2. Say your memo message after the beep.
3. When you are done saying your message, press **\*TONE** to stop recording.

## REMOTE OPERATION

### Playing the Current Announcement:

1. Press **7 PULSE**. The announcement for the current mailbox is played.

### Recording a New Announcement:

1. Press **5 JKL**. You will hear "Please record your announcement after the beep. To stop recording, press \*."
2. Say your new greeting after the beep.
3. When you are done saying your announcement, press **\* TONE** to stop recording.

### Turning the Answering System On or Off:

- Press **#** to turn the answering system on.
- Press **0 OPER** to turn the answering system off.

### Change your Remote Access Password:

1. Press **1**. The BE-3872 will announce "your password is XX. Please enter new password."
2. Use the dial pad to enter the new two-digit password.
3. The BE-3872 will playback the new password and go back to replaying the voice help menu.

### Room Monitoring:

The room monitor feature allows you to listen to what is going on in the room that the BE-3872 is located. The room monitor feature lasts for 20 seconds. When complete, the voice menu will begin playing.

1. Press **3 DEF**. You will hear the ambient noises in the room that the BE-3872 is located.
2. Wait 20 seconds or hang up to end room monitoring.

## 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 ringer volume controls; verify that the switch is not set to "Off."

### 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 2-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.

### 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.

### Can't make phone calls.

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

## 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. Warranty service for your BE-3850 is provided by Aastra Telecom

**For Warranty Service  
Please Call 888-663-1505**

- C. You will be responsible for shipping charges, if any. When you return this telephone for warranty service, you must present proof of purchase.
- 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.

## CARE AND MAINTENANCE

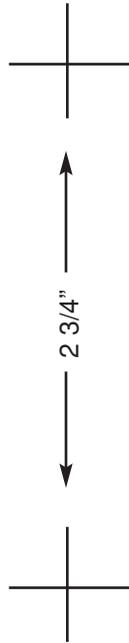
Your BE-3872 telephone has been designed to give years of trouble-free service. It is a sensitive electronic instrument. To assure its longevity, please read the following maintenance instructions.

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 **1-888-663-1505**. Or you may contact Aastra Telecom for technical assistance via our Internet Web site: **[www.aastra.com](http://www.aastra.com)** or e-mail: **[support@aastra.com](mailto:support@aastra.com)**.

## 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

**For Support, Please  
Call 888-663-1505**