

**Congratulations**  
on purchasing your new VTech product.  
Before using this telephone, please read the  
**Important safety instructions**  
on page 37 of this manual.

This manual has all the feature operations and troubleshooting necessary to install and operate your new VTech telephone. Please review this manual thoroughly to ensure proper installation and operation of this innovative and feature rich VTech product. For support, shopping, and everything new at VTech, visit our website at [www.vtechphones.com](http://www.vtechphones.com). In Canada, go to [www.vtechcanada.com](http://www.vtechcanada.com).



The ENERGY STAR® program ([www.energystar.gov](http://www.energystar.gov)) recognizes and encourages the use of products that save energy and help protect our environment. We are proud to mark this product with the ENERGY STAR® label indicating it meets the latest energy efficiency guidelines.

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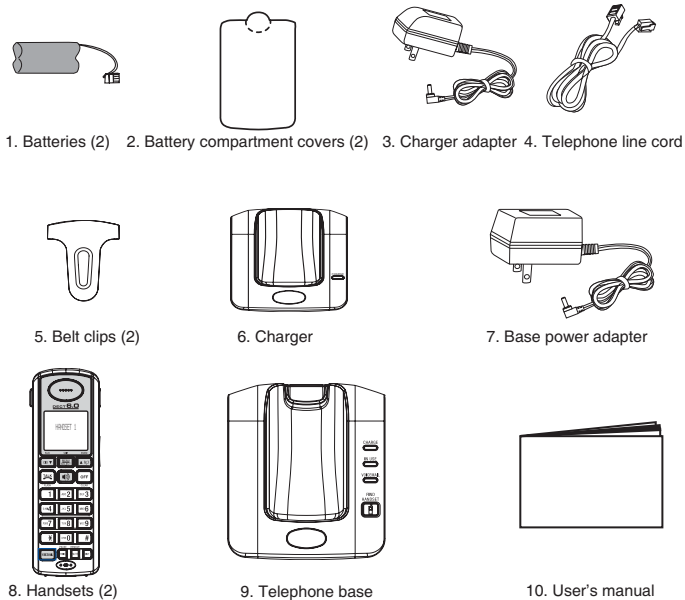
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## Installation

### Parts checklist

Remember to save your sales receipt and the original packaging in case it is necessary to ship your telephone for warranty service. Make sure the telephone package includes the following:

1. Batteries (2)
2. Battery compartment covers (2)
3. Charger adapter
4. Telephone line cord
5. Belt clips (2)
6. Charger
7. Base power adapter
8. Handsets (2)
9. Telephone base
10. User's manual



### note

- To purchase replacement batteries, visit our website at [www.vtechphones.com](http://www.vtechphones.com) or call at 1 (800) 595-9511 in the United States. In Canada, go to [www.vtechcanada.com](http://www.vtechcanada.com) or call 1 (800) 267-7377.

## note

- If the handset will not be used for a long period of time, remove the battery to allow maximum future battery charge.
- To purchase replacement batteries, visit our website at [www.vtechphones.com](http://www.vtechphones.com) or call 1 (800) 595-9511 in the United States. In Canada, go to [www.vtechcanada.com](http://www.vtechcanada.com) or call 1 (800) 267-7377.

## Installation

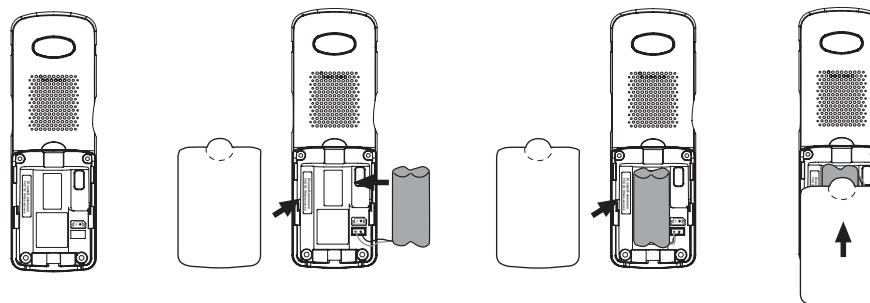
### Install handset battery

Install the handset battery by following these steps:

1. Align the two holes of the battery plug with the socket pins in the handset battery compartment, matching the red and black wires to the color-coded label.
2. Place the battery in the compartment with the wires in the upper left corner.
3. Position the battery compartment cover and slide it towards the unit until it clicks into place.

For optimal performance, we recommend that you charge the handset for 16 hours. You can keep the battery charged by returning the handset to the telephone base after each use. When the battery power is fully depleted, a full recharge takes about 16 hours.

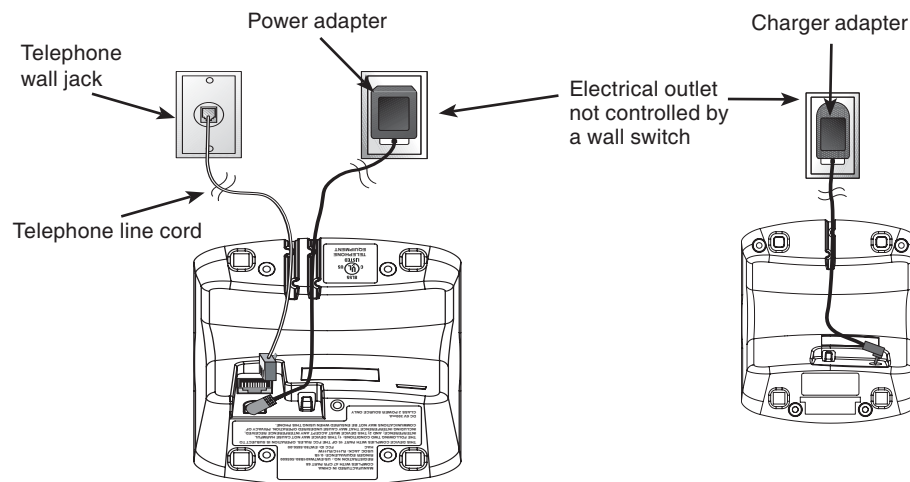
For further information on batteries, please see the **Battery** section on page 29.



## Installation

### Telephone base installation

We recommend that you install the telephone base away from any electronic equipment and appliances such as personal computers, computer routers, television sets, microwave ovens, and refrigerators. Avoid excessive heat, cold, dust or moisture. When a location is selected, install the telephone base and the charger as shown below. Make sure that the electrical outlet is not controlled by a wall switch.



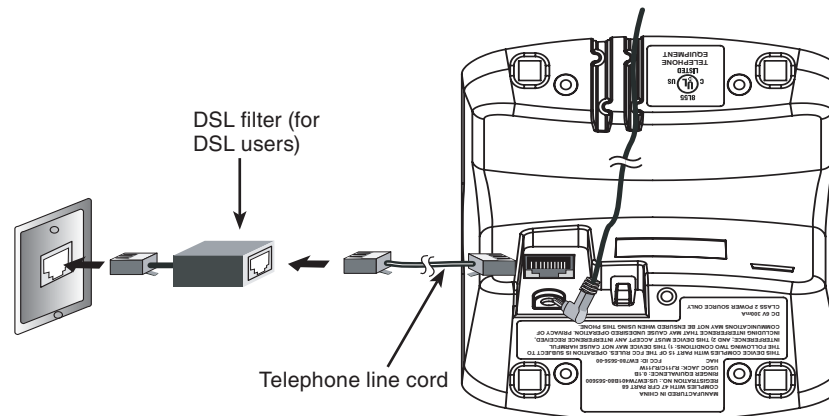
### note

- Use only the VTech battery and AC power adapter supplied with this telephone. To obtain a replacement, visit our website at [www.vtechphones.com](http://www.vtechphones.com) or call 1 (800) 595-9511. In Canada, go to [www.vtechcanada.com](http://www.vtechcanada.com) or call 1 (800) 267-7377.
- The power unit is intended to be correctly oriented in a vertical or floor mount position.

## Installation

## DSL filter

If you subscribe to high speed internet service through your telephone line (commonly referred to as DSL), and you are experiencing interference during telephone conversations and/or your caller ID features are not functioning properly, install a DSL filter to the telephone line between the telephone base and the telephone wall jack. To obtain a DSL filter and more information about DSL interference, contact your DSL service provider.



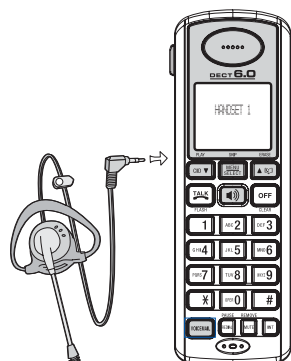
## Installation

### Belt clip & headset (optional)

For hands-free telephone conversations, use any industry standard 2.5mm headset (purchased separately). For best results, use a VTech 2.5mm headset.

#### Headset

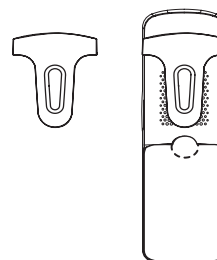
Plug the 2.5 mm headset into the jack on the side of the handset (beneath the small rubber flap).



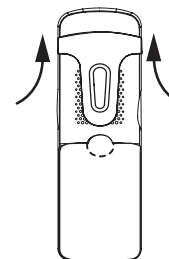
#### Belt clip

Install belt clip as shown below.

Snap the belt clip into the notches on both sides of the handset.



To release the belt clip from the handset, press on both flaps of the belt clip. Pull and unlock one flap from the notch first before detaching the whole belt clip from handset.





#### note

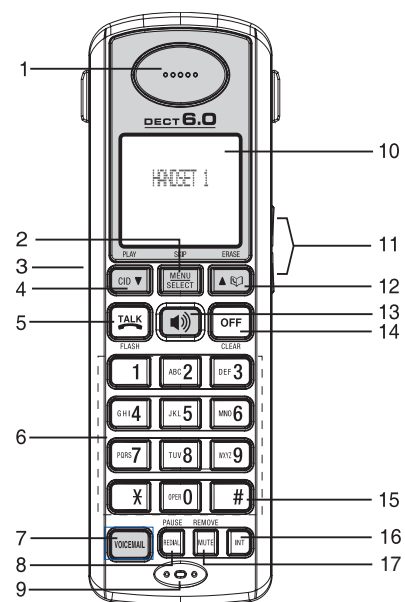
- To purchase a headset, visit our website at [www.vtechphones.com](http://www.vtechphones.com) or call 1 (800) 595-9511. In Canada, go to [www.vtechcanada.com](http://www.vtechcanada.com) or call 1 (800) 267-7377.
- Whenever a compatible headset is connected to the cordless handset, the microphone on the handset will be muted.
- If the sound quality of the headset is poor, try unplugging it, and firmly plugging it in again.



## Telephone settings

### Handset layout

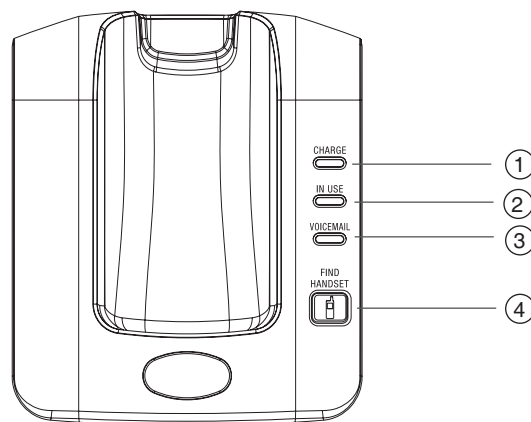
1. Earpiece
2. **MENU/SELECT**  
**SKIP** (page 11)
3. Headset jack (2.5mm) (page 4)
4. **CID▼ (caller ID)** (page 21)  
**PLAY** (page 11)
5. **TALK/FLASH**
6. Dialing keys (0-9, \*, #)
7. **VOICEMAIL** (page 15)
8. **REDIAL/PAUSE** (page 25)
9. Microphone
10. Handset display
11. **VOL ▲/▼** (volume) (page 13)
12. **▲**  (directory) (page 16)  
**ERASE** (page 11)
13.  (speakerphone) (page 12)
14. **OFF/CLEAR**
15. **#** (page 22)
16. **INT** (intercom) (page 13)
17. **MUTE/REMOVE** (page 12)




## Telephone settings

### Telephone base layout

1. **CHARGE** light (page 28)
2. **IN USE** light (page 28)
3. **VOICEMAIL** light (page 28)
4. **FIND HANDSET** (page 15)



## note

- Ringer will be off if the volume is set to zero, and the ringer off icon  will be displayed.
- If the ringer is turned off while scrolling through the options in **RINGER MELODY**, the sample of ringer will not be heard.

## Telephone settings

### Ringer volume

The ringer volume can be adjusted either by the volume control on the right side of the handset, or in the handset menu.

To change the ringer volume:

1. Press the volume button **VOL▲** or **VOL▼** to display the current volume level on the screen from the idle mode.
2. Press **VOL▲** or **VOL▼** to choose the desired volume level. When finished, the new volume level will be saved.

**-OR-**

Press **MENU/SELECT** from the idle mode.

3. Press **▲** or **▼** to select **RINGER VOLUME**, then press **MENU/SELECT**.
4. Press **▲** or **▼** to adjust the volume. A sample of each ringer volume will be played when scrolling through the choices.
5. Press **MENU/SELECT** to save and you'll hear a confirmation tone.

>RINGER VOLUME  
RINGER TONE

RINGER VOLUME  
■■■■■

### Ringer tone

This feature allows you to choose from ten ringer tones.

To choose a ringer tone:

1. Press **MENU/SELECT** from the idle mode.
2. Press **▲** or **▼** to select **RINGER TONE**, then press **MENU/SELECT**.
3. Press **▲** or **▼** to choose the desired ringer tone. A sample of each ringer tone will be played when scrolling through the choices.
4. Press **MENU/SELECT** to save and you'll hear a confirmation tone.

>RINGER TONE  
KEY TONE

RINGER TONE  
1

## Telephone settings

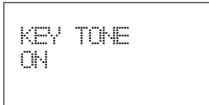
### Key tone

If the key tone is set to off, you will not hear a beep tone when you press any of the handset keys.

1. Press **MENU/SELECT** from the idle mode.
2. Press **▲** or **▼** to select **KEY TONE**, then press **MENU/SELECT**.
3. Press **▲** or **▼** to choose between **ON** or **OFF**.
4. Press **MENU/SELECT** to save and you'll hear a confirmation tone.



KEY TONE  
LANGUAGE



KEY TONE  
ON

### Language

The language menu allows you to select between **ENGLISH**, **FRANÇAIS** or **ESPAÑOL** to be used in all menus and screen displays.

To change the language:

1. Press **MENU/SELECT** from the idle mode.
2. Press **▲** or **▼** to select **LANGUAGE**, then press **MENU/SELECT**.
3. Press **▲** or **▼** to scroll through the choices.
4. Press **MENU/SELECT** to save and you'll hear a confirmation tone.




LANGUAGE  
CLR VOICE MAIL



LANGUAGE  
ENGLISH

## Telephone settings

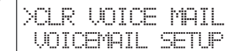
### Clear voicemail

If you subscribe to voicemail service provided by your local telephone company, **NEW VOICEMAIL** and  icon will appear on the handset display and the **VOICEMAIL** light on the telephone base and the handset(s) will flash when you have a new voicemail message.

To turn off these indicators:

1. Press **MENU/SELECT** from the idle mode.
2. Press **▲** or **▼** to select **CLR VOICE MAIL**, and then press **MENU/SELECT**.
3. The screen displays **TURN INDICATOR OFF?**
4. Press **MENU/SELECT** to confirm and you'll hear a confirmation tone.
5. Press **OFF/CLEAR** to return to the previous menu at any time.

The clear voicemail feature only turns off the handset display and the **VOICEMAIL** light on the telephone base. It does not delete your voicemail messages. Contact your local telephone company for more information.



CLR VOICE MAIL  
VOICEMAIL SETUP



TURN INDICATOR  
OFF?

## Telephone settings

### Voicemail setup

This feature allows you to use the **VOICEMAIL**, **PLAY**, **SKIP** and **ERASE** buttons to access your voicemail. Before completing these steps, be sure to have your access number and pin or password to access your voicemail available. You will also need the key sequence to play, skip and delete your messages.

To program the **ACCESS NUMBER** button:

1. Press **MENU/SELECT** from the idle mode.
2. Press **▲** or **▼** to select **VOICEMAIL SETUP**, then press **MENU/SELECT**.
3. Press **▲** or **▼** to select **ACCESS NUMBER**, then press **MENU/SELECT**.
4. Use the dial pad to enter the access number. Press **MUTE/REMOVE** to delete characters if necessary.
5. Press **MENU/SELECT**. You'll hear a confirmation tone.

```
>VOICEMAIL SETUP
  DIRECTORY
```

```
>ACCESS NUMBER
  PASSWORD
```

To program the **PASSWORD**, **PLAY**, **SKIP** and **ERASE** buttons, follow the above steps.

To program a pause:

1. Press **MENU/SELECT** from the idle mode.
2. Press **▲** or **▼** to select **VOICEMAIL SETUP** then press **MENU/SELECT** twice.
3. The blinking cursor should be at the end of your access number. Press and hold the **REDIAL/PAUSE** button until a **P** appears.
4. Press **MENU/SELECT**. You'll hear a confirmation tone.

To reset all codes:

1. Press **MENU/SELECT** from the idle mode.
2. Press **▲** or **▼** to select **VOICEMAIL SETUP** then press **MENU/SELECT**.
3. Press **▲** or **▼** to select **RESET ALL CODES**, then press **MENU/SELECT**.
4. The screen displays **RESET CODES?**
5. Press **MENU/SELECT**. You'll hear a confirmation tone.

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### note




- A single pause (approximately three seconds) is automatically programmed between the access number and the password when you program your **VOICEMAIL** button so that your voicemail service will recognize your password. Depending on your voicemail service, you may need to program an extra pause between the access number and your password.

## note

- The screen displays the elapsed time as you talk (in hours, minutes and seconds).
- While entering a number to dial, press **MUTE/REMOVE** or **OFF/CLEAR** to backspace; press and hold REDIAL/PAUSE to insert a three seconds pause.

## Basic operation

### Make, answer and end calls with the handset

- To make a call press **TALK/FLASH** or , then dial the number.
- OR-
- Dial the number and then press **TALK/FLASH** or .
- To answer a call, press **TALK/FLASH, ** or any dialing keys (0-9, #, \*).
- To end a call, press **OFF/CLEAR**, or put the handset in the telephone base or charger.

### Speakerphone

- During a call, press  on the handset to select between speakerphone and normal handset use.

### Mute

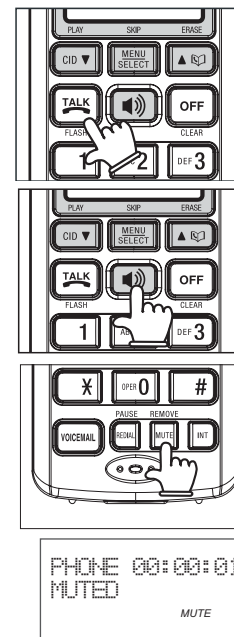
This feature allows you to silence the microphone during a conversation. You can still hear the caller but the caller cannot hear you.

- During a call, press **MUTE/REMOVE** on the handset.
- The screen will display **MUTE**.
- Press **MUTE/REMOVE** again to resume the conversation.

### Call waiting

If you subscribe to call waiting service, you will hear a tone if there is an incoming call during a telephone conversation.

- Press **TALK/FLASH** on the handset to answer the new incoming call and put the current call on hold.
- Press **TALK/FLASH** at anytime to alternate between calls.

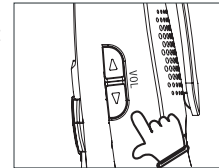


## Basic operation

### Volume

During a call, use the volume button on the right side of the handset to adjust the listening volume.

- Press the **VOL ▲** or **VOL ▼** volume control key to adjust the volume to a comfortable level.



### Ringer mute

This feature allows you to mute the ringer temporarily when the telephone is ringing.

- Press **OFF/CLEAR** or **MUTE/REMOVE** on the handset to temporarily silence the ringer. The next call will ring normally.

RINGER MUTE



### Intercom

The intercom feature allows conversation between one handset to another.

- Press **INT** to initiate the intercom feature.
- The originating handset screen displays **INTERCOM TO:**
- Dial the number associated with the handset you are trying to intercom to.
- The originating handset screen displays **CALLING HANDSET X**.

The destination handset rings and displays **HANDSET X IS CALLING**.

- Press **TALK/FLASH**, **INT** or any dialing keys (**0-9,#,\***) on the handset to answer the intercom call.
- To end an intercom call, press **INT**, **OFF/CLEAR**, or place the handset back in the telephone base or charger.

INTERCOM TO:

CALLING  
HANDSET X

HANDSET X  
IS CALLING



## note

- If the destination handset does not answer the intercom call, the originating handset can return to the external call by pressing **TALK/FLASH**, or **OFF/CLEAR**.
- If a call remains on hold for about 100 seconds, the originating handset screen will display **UNABLE TO CALL TRY AGAIN** and reconnect to the external call automatically. The destination handset returns to idle mode.

## Basic operation

### Multiple handset use

While on a call with one handset, any other available handsets can join the call.

- Press **TALK/FLASH** or **INT** on another handset to join the conversation.
- Press **OFF/CLEAR**, place the handset in the telephone base or charger to drop out of the call. The external call will not be terminated until both handsets hang up.

### Transfer an external call

You can transfer an external call from one handset to another handset.

1. Press **INT** to initiate the intercom feature.
2. The originating handset screen displays **TRANSFER TO:**
3. Dial the number associated with the handset you are trying to intercom to.
4. The originating handset screen displays **CALLING HANDSET X**.  
The destination handset rings and displays **HANDSET X IS CALLING**.
5. To answer the call at the destination handset, press **TALK/FLASH**, **INT** or any dialing keys (**0-9**, **#**, **\***) on the destination handset.
6. Now the party at the originating handset can have a conversation with the party at the destination handset, and the screen displays **INTERCOM**. Press and hold **INT** on the originating handset to let the destination handset join the external conversation.
7. Press **OFF/CLEAR** on the originating handset to transfer the call and its screen displays **CALL TRANSFERRED**.

### Switch between external and internal calls

When on an external call and you wish to make an intercom call to another system handset without ending the external call:

1. Press **INT** to initiate the intercom feature.
2. The originating handset screen displays **TRANSFER TO:**
3. Dial the number associated with the handset you are trying to intercom to.

## Basic operation

### Switch between external and internal calls (continued)

- The originating handset screen displays **CALLING HANDSET X**.  
The destination handset rings and displays **HANDSET X IS CALLING**.
- Press **INT** on the originating handset to switch between the external call (outside) and intercom call.

### Answer an incoming call during an intercom call


- During an intercom call, there will be an alert tone to signify an incoming call.
- To answer the incoming call, press **TALK/FLASH** or **OFF** on the handset, and the intercom call will be ended automatically.
- To terminate the intercom call without answering the incoming call, press **OFF/CLEAR** on the handset.

### Find handset

This feature allows the telephone base to page all the handsets.

- Press **FIND HANDSET** on telephone base, all the handsets ring and the screens display **PAGING**.
- To stop paging, press **FIND HANDSET** again on the telephone base, **TALK/FLASH**, **OFF** or any dialing keys (**0-9**, **#**, **\***) on the handsets.

### Voicemail

If you subscribe to voicemail service and you have a new voicemail message, the **VOICEMAIL** indicator on the telephone base will flash, the **VOICEMAIL** button will be on and the handset will display **NEW VOICE MAIL** .

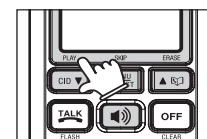
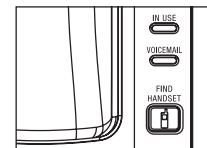
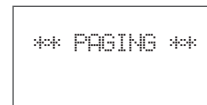
- Press **VOICEMAIL** button and the handset will dial to your local telephone company directly.
- Use **PLAY**, **SKIP** or **ERASE** buttons to access various functions.

To setup the voicemail buttons, see **Voicemail setup** section on page 11.

Contact your local telephone company for more information about voicemail service.

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## note



- If the ringer volume is turned off, the handset will not ring when you press **FIND HANDSET**.
- Once the **VOICEMAIL** button is pressed, **CID**, **PLAY**, **ERASE** and **SKIP** buttons will be disabled and they will be replaced by **PLAY**, **ERASE** and **SKIP** respectively.

## note

- If a handset attempts to enter the directory while another handset is in the directory, **NOT AVAILABLE AT THIS TIME** will be displayed.
- Press **OFF/CLEAR** to exit to a previous menu at anytime.
- **DIRECTORY EMPTY** will be displayed on screen when there is no entry in the directory.
- When the directory is full and you attempt to save an entry, the screen will display **LIST FULL**.
- If you attempt to save a number already stored in the directory, the screen will display **ALREADY SAVED**.

## Advanced operation

### Directory

The directory is shared by all handsets. The directory can store up to 50 entries. Each entry may consist of a number up to 32 digits and a name up to 16 characters. Only one handset can review the directory at a time.

- Press **▲** from the idle mode.

### Store a directory entry

1. Press **MENU/SELECT** twice when in idle mode.
2. Press **▲** or **▼** to reach **STORE**, and then press **MENU/SELECT**.
3. The screen displays **ENTER NUMBER**.
4. Use the dial pad to enter the number.
  - Press **MUTE/REMOVE** to backspace and erase digits.
  - Press and hold **MUTE/REMOVE** to erase the entire entry.
  - Press and hold **REDIAL/PAUSE** to insert a three-second dialing pause.
  - Press **MENU/SELECT** to confirm.
5. The screen displays **ENTER NAME**. Use the dial pad (see the **Character chart** on page 17) to enter the name.
6. Use the dial pad (see the **Character chart** on page 17) to enter the name.
  - Press **MUTE/REMOVE** to backspace and erase characters.
  - Press and hold **MUTE/REMOVE** to erase the entire entry.
  - Press **MENU/SELECT** to confirm.

DIRECTORY IS  
EMPTY

>DIRECTORY  
CALL LOG

>STORE  
REVIEW

ENTER NUMBER

LIST FULL

ALREADY SAVED

## Advanced operation

### Character chart

Use the dial pad and the chart below to enter a name (up to 16 characters). Each press of a particular key causes the characters to be displayed in the following order:

Number key	Characters by number of key presses								
	1	2	3	4	5	6	7	8	9
1	1	#	'	,	-	.	&		
2	A	B	C	2	a	b	c		
3	D	E	F	3	d	e	f		
4	G	H	I	4	g	h	i		
5	J	K	L	5	j	k	l		
6	M	N	O	6	m	n	o		
7	P	Q	R	S	7	p	q	r	s
8	T	U	V	8	t	u	v		
9	W	X	Y	Z	9	w	x	y	z
0	0								
*	*	?	!	/	(	)	@		
#	space								

- Press **MUTE/REMOVE** to backspace and erase a single character. Press and hold **MUTE/REMOVE** to delete the entire entry.
- Press and hold **REDIAL/PAUSE** until **p** displays to insert a three-second dialing pause when entering a telephone number.

### note


- When you enter a name, the handset will automatically display the first character of each word in uppercase.

## Advanced operation

### Search the directory

Entries are sorted alphabetically, and names beginning with numbers are presented first.

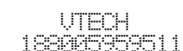
To search for directory entries in alphabetical order:

1. Press ▲  from the idle mode.
2. Press ▲ or ▼ to select **REVIEW**, then press **MENU/SELECT**.
3. Enter the first letter of the name you wish to search for using the dial pad. See **Character chart** on page 17.

For example, if you have Jenny, Kristen, and Linda in the directory, press **5 (JKL)** once to find Jenny. Press **5 (JKL)** twice to find Kristen. Press **5 (JKL)** three times to find Linda. Press **5 (JKL)** a fourth time to return to Jenny.






>REVIEW  
STORE



VTECH  
188005959511

### Dial a directory entry

- Press ▲  to enter the directory.
- Press ▲ or ▼ to scroll to the desired entry, or use the alphabetical search to find it.
- Press /FLASH or  to dial the selected entry.

## Advanced operation

### Edit a directory entry

1. Press ▲ from the idle mode.
2. Press ▲ or ▼ to select **REVIEW**, then press **MENU/SELECT**.
3. The screen displays **EDIT NUMBER**.
4. Use the dial pad to enter the number.
  - Press **MUTE/REMOVE** to backspace and erase digits.
  - Press and hold **MUTE/REMOVE** to erase the entire entry.
  - Press and hold **REDIAL/PAUSE** to insert a three-second dialing pause.
  - Press ▲ or ▼ to move the cursor left or right.
  - Press **MENU/SELECT** to confirm.
5. The screen displays **EDIT NAME**. Use the dial pad (see the **Character chart** on page 17) to enter the name.
6. Use the dial pad (see the **Character chart** on page 17) to enter the name.
  - Press **MUTE/REMOVE** to backspace and erase characters.
  - Press and hold **MUTE/REMOVE** to erase the entire entry.
  - Press ▲ or ▼ to move the cursor left or right.
  - Press **MENU/SELECT** to confirm.



EDIT NUMBER  
595-9511\_



EDIT NAME  
VTECH\_

### Delete from the directory

- Press ▲ from the idle mode, or press **MENU/SELECT** three times to enter the directory.
- Press ▲ or ▼ to scroll to the desired entry, or use the alphabetical search to find it.
- Press **MUTE/REMOVE** to delete the selected entry and you'll hear a confirmation tone.

## **Advanced operation**

### **About caller ID**

If you subscribe to caller ID service from your local telephone company, this feature displays the name and telephone number of the caller before answering a call (even when you are on another call). The caller ID features of this product will work only if you subscribe to caller ID service and both you and the caller are in areas offering caller ID service, and if both telephone companies use compatible equipment.

Contact your local telephone company if:

- you have both caller ID and call waiting, but as separate services (you may need combined service),
- you have only caller ID service, or only call waiting service,
- you do not subscribe to caller ID or call waiting services but wish to try them.

There may be fees for these services, and they may not be available in all areas.

This product can be used without subscribing to either caller ID or combined caller ID with call waiting service, although the caller ID features of this product will not function.

## Advanced operation

### Caller ID

If you subscribe to caller ID service, information about each caller will be displayed after the first or second ring. This information will be stored in the call log and shared by all handsets.

- The call log can store up to 50 entries.
- You can review, redial, and copy the entry into the directory.
- Entries are displayed in reverse chronological order, from the newest to the oldest entry.
- When the call log is full, the oldest entry will be deleted to make room for new incoming call information.
- **XX MISSED CALL** and the **NEW** icon will be displayed if there are new call log entries (including missed and un-reviewed calls.)
- **CALL LOG EMPTY** will be displayed if there is no record in the call log.

To access the call log:

- Press **CID▼**.

**-OR-**

- Press **MENU/SELECT** from the idle mode.
- Press **▲** or **▼** to select **CALL LOG**, then press **MENU/SELECT**.

HANDSET X  
XX MISSED CALLS

CALL LOG EMPTY

>CALL LOG  
RINGER VOLUME

### note

- Due to regional service differences, the caller ID information may not be available for every incoming call. In addition, the callers may intentionally block their names and/or telephone numbers.
- The time of all handsets is automatically set and updated with incoming caller ID information if you subscribe to this service.



## note

- Only one handset can review the directory or call log at a time. If another handset attempts to enter the call log, it will display **NOT AVAILABLE AT THIS TIME**.

## Advanced operation

### Review the call log

- When in the call log, press ▲ or ▼ to scroll through the record.
- The name (if available), number, date and time of all incoming calls are displayed on the screen.

There will be an error tone when the list reaches the top or the end of the call log.

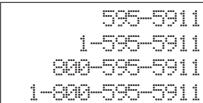


A. PERSON  
595-9511  
3:45PM 2/23

### Make CID entries ready to dial

Although the call log entries you receive are 10 digits, (the area plus the 7-digit number), in some areas, you may need to dial only the seven digits, or a 1 plus the seven digits, or a 1 plus the area code plus the seven digits. You can change the number of digits that you dial or store from the call log.

While reviewing the call log, press # repeatedly to display these dialing options for local and long distance numbers before dialing or saving the telephone number. See an example at right.



595-5911  
1-595-5911  
800-595-5911  
1-800-595-5911

## Advanced operation

### Dial a call log entry

- When in the call log, press ▲ or ▼ to scroll to the desired entry.
- Press # repeatedly to display the possible dialing options.
- Press **TALK/FLASH** or **END CALL** to dial the selected entry.

### Save an entry to the directory

1. When in the call log, press ▲ or ▼ to scroll to the desired entry.
2. Press # repeatedly to display the possible dialing options.
3. Press **MENU/SELECT** to save the entry.
  - If the entry has a name and a number, the screen will display **SAVED**.
  - If the entry only has a name or a number, **EDIT NAME** or **EDIT NUMBER** will be displayed. Use the dial pad to enter the name or number, and then press **MENU/SELECT** to save the entry.
  - If the entry already exists in the directory, the screen will display **ALREADY SAVED**.
  - If there is no caller ID information, the attempt to save will be rejected and the screen will display **UNABLE TO SAVE**.

### Delete from the call log

- While in the call log, press ▲ or ▼ to scroll to the desired entry.
- Press **MUTE/REMOVE** to delete an entry.
- Press and hold **MUTE/REMOVE** to delete all entries and the screen displays **DELETE ALL CALLS?** Press **MENU/SELECT** to confirm and you'll hear a confirmation tone or press **OFF/CLEAR** to exit and return to the previous menu.

SAVED

ALREADY SAVED

UNABLE TO SAVE

DELETE ALL  
CALLS?

### note

- When saving or deleting a number on one handset, it will automatically update all other handsets.

## Advanced operation

### Call log display screen messages

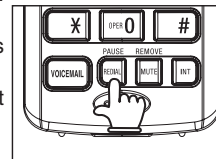
Display:	Means:
PRIVATE NAME	The caller is blocking the name information.
PRIVATE NUMBER	The caller is blocking the telephone number information.
PRIVATE CALLER	The caller is blocking the name and number information.
UNKNOWN NAME	This caller's name is unavailable.
UNKNOWN NUMBER	This caller's number is unavailable.
UNKNOWN CALLER	No call information is available about this caller.
LONG DISTANCE	This is a long distance call.

## Advanced operation

### Redial

The telephone stores the five most recently dialed numbers in the redial list. You can review or redial these numbers.

- When there are already five entries in the redial list, the oldest entry is deleted to make room for the newest entry.
- Entries are displayed in reverse chronological order, i.e. from the most recent to the oldest entry.



### Review redial

- Press **REDIAL/PAUSE** from the idle mode.
- Press ▲ or ▼ to browse through the entries or press **REDIAL/PAUSE** repeatedly to browse through the entries.

### Dial from redial

- Press **REDIAL/PAUSE** from the idle mode.
- Press ▲ or ▼ to scroll to the desired entry.
- Press **TALK/FLASH** or **FLASH** to dial the number.

### Delete from redial

- Press **REDIAL/PAUSE** from the idle mode.
- Press ▲ or ▼ to scroll to the desired entry.
- Press **MUTE/REMOVE** to delete the selected entry and you'll hear a confirmation tone.

## Handset display screen messages





ALREADY SAVED	The telephone number entered is already stored in the directory.
CALL LOG EMPTY	There are no call log entries.
CALLING HANDSET X	Calling another handset.
CHARGING	A handset with low battery has been placed in the telephone base to recharge.
CONNECTING...	The cordless handset is searching for the telephone base.
DIRECTORY EMPTY	There is no directory entry.
ENDED	You have just ended a call.
HANDSET X IS CALLING	Other handset is calling.
INTERCOM	The handset is on an intercom call.
INTERCOM ENDED	An intercom call is terminated.
INTERCOM TO:	The <b>INT</b> button is pressed to initiate an intercom call.
INCOMING CALL	There is an incoming call.
LINE IN USE	A handset on the telephone line is in use.
LIST FULL	The directory is full.
LOW BATTERY	The battery needs to be recharged.
MICROPHONE ON	<b>MUTE</b> has been turned off and the person on the other end can hear you.
XX MISSED CALLS	There are un-reviewed calls in your call log.
MUTED	The microphone is temporarily turned off during a call.

## Handset display screen messages

NEW VOICE MAIL	There are new voice mail message(s).
NO LINE	There is no telephone line connected.
NO SIGNAL, CALL ENDED	Communication between handset and telephone base is lost during an external call.
NOT AVAILABLE AT THIS TIME	Access is denied when there is no line or the handset is out of range from the telephone base. Attempt to review the directory or call log is denied when another handset is reviewing it.
OUTSIDE	Connected to the external call during call transfer.
**PAGING**	The cordless handset locator has been activated.
PHONE	The handset is in use.
PLACE IN CHARGER	The battery is very low. The handset should be placed in the telephone base or charger.
RINGER MUTE	The ringer is muted temporarily during incoming call.
SAVED	Your operation has been saved.
SPEAKER	The handset speakerphone is in use.
UNABLE TO SAVE	You are attempting to save caller ID entry with no name or number.
WARNING CHECK BATTERY!	<p>The battery is not installed or not installed properly in the handset.</p> <p><b>-OR -</b></p> <p>The battery needs to be replaced.</p> <p><b>-OR -</b></p> <p>An incorrect battery has been installed by mistake. Use only the supplied VTech battery or equivalent.</p>

## Handset and telephone base indicators

### Handset indicators

	<ul style="list-style-type: none"><li>• On when the handset speakerphone is in use.</li></ul>
<b>MUTE</b>	<ul style="list-style-type: none"><li>• Microphone is muted.</li></ul>
	<ul style="list-style-type: none"><li>• Ringer off.</li></ul>
<b>NEW</b>	<ul style="list-style-type: none"><li>• New call log entries.</li></ul>
	<ul style="list-style-type: none"><li>• Flashes when there is new voicemail message(s).</li></ul>
(Battery indicator) 	<ul style="list-style-type: none"><li>• Cycles (low, medium, and full) when handset battery is charging.</li><li>• On when the battery is fully charged.</li><li>• Flashes when a low battery condition is detected.</li></ul>

### Telephone base indicators

<b>IN USE</b>	<ul style="list-style-type: none"><li>• Flashes quickly when there is an incoming call.</li><li>• Flashes slowly when another telephone on the same line is in use.</li><li>• On when the handset is in use.</li></ul>
<b>VOICEMAIL</b>	<ul style="list-style-type: none"><li>• Flashes when there is a new network message. (A subscription service from your local telephone company is required.)</li></ul>
<b>CHARGE</b>	<ul style="list-style-type: none"><li>• On when the handset is in the telephone base.</li></ul>

## Battery

After the battery is fully charged, you can expect the following performance:

Operation	Operating time
While in use (talking)	8 hours
While not in use (standby*)	96 hours (4 days)

\*Handset is off the telephone base but not in use.

The battery needs charging when:

- A new battery is installed in the handset.
- The telephone beeps when taken off the telephone base.
- Battery indicator on the handset display is flashing.

### CAUTION:

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

1. Use only the battery(ies) provided or equivalent. To order a replacement, visit our website at [www.vtechphones.com](http://www.vtechphones.com) or call 1 (800) 595-9511. In Canada, go to [www.vtechcanada.com](http://www.vtechcanada.com) or call 1 (800) 267-7377.
2. Do not dispose of the battery(ies) in a fire. They may explode. Check with local waste management codes for special disposal instructions.
3. Do not open or mutilate the battery(ies). Released electrolyte is corrosive and may cause burns or injury to the eyes or skin. The electrolyte may be toxic if swallowed.
4. Exercise care in handling batteries in order not to create a short circuit with conductive materials such as rings, bracelets, and keys. The battery and/or conductor may overheat and cause burns.
5. Charge the battery(ies) provided with or identified for use with this product only in accordance with the instructions and limitations specified in this manual.

### WARNING:

TO PREVENT FIRE OR SHOCK HAZARD, DO NOT EXPOSE THIS PRODUCT TO WATER OR ANY TYPE OF MOISTURE.



## Troubleshooting

If you have difficulty operating your telephone, please try the suggestions below. For Customer Service, visit our website at [www.vtechphones.com](http://www.vtechphones.com), or call 1 (800) 595-9511. In Canada, go to [www.vtechcanada.com](http://www.vtechcanada.com) or call 1 (800) 267-7377.

Problem	Suggestion
My telephone does not work at all.	<ul style="list-style-type: none"><li>• Make sure the battery is installed and charged correctly (pages 2 and 29). For optimum daily performance, return the cordless handset to the telephone base after use.</li><li>• Make sure the power adapter is securely plugged into an outlet not controlled by a wall switch.</li><li>• Make sure the telephone line cord is plugged firmly into the telephone base and the modular wall jack.</li><li>• Unplug the unit's electrical power. Wait for approximately 15 seconds, then plug it back in. Allow up to one minute for the cordless handset and telephone base to synchronize.</li><li>• Charge the battery in the cordless handset for at least 16 hours.</li><li>• Remove and re-insert the battery. If that still does not work, it may be necessary to purchase a new battery.</li></ul>
<b>LOW BATTERY</b> is displayed on screen.	<ul style="list-style-type: none"><li>• Place the handset in the telephone base or charger for recharging.</li><li>• Remove and re-install the battery and use it normally until fully discharged, then recharge the handset in the telephone base or charger for 16 hours.</li><li>• If the above measures do not correct the problem, the battery may need to be replaced.</li></ul>

## Troubleshooting

Problem	Suggestion
The battery does not charge in the handset or the handset battery does not accept charge.	<ul style="list-style-type: none"> <li>• Make sure the handset is placed in the charger correctly. The <b>CHARGE</b> light on the telephone base or charger should be on.</li> <li>• Remove the battery from the handset and re-install it to the handset. Put the handset back in the telephone base or charger and let it charge for 16 hours.</li> <li>• If the cordless handset is in the charger or in the telephone base but the <b>CHARGE</b> light is not on, refer to <b>The CHARGE light is off</b>, below.</li> <li>• It may be necessary to purchase a new battery. Please refer to the <b>Battery</b> section (page 29) of this user's manual.</li> <li>• The telephone might be malfunctioning. Please refer to the <b>Warranty</b> section (see page 39) of this user's manual for further instruction.</li> </ul>
The <b>CHARGE</b> light is off.	<ul style="list-style-type: none"> <li>• Clean the charging contacts on the cordless handset(s) and telephone base each month using a pencil eraser or a dry non-abrasive fabric.</li> <li>• Make sure the power adapter is plugged in correctly and securely.</li> <li>• Unplug the power adapter. Wait for 15 seconds before plugging it back in. Allow up to one minute for the cordless handset and telephone base to reset.</li> <li>• The telephone might be malfunctioning. Please refer to the <b>Warranty</b> section (see page 37) of this user's manual for further instruction.</li> </ul>

## Troubleshooting

Problem	Suggestion
The <b>CHARGE</b> Indicator on the telephone base is flashing.	<ul style="list-style-type: none"><li>• This is a signal that the battery is very low, completely depleted, or when there is no electrical contact between the battery and the telephone base.</li><li>• Ensure the connector of the battery is securely plugged into the handset and place the handset in the telephone base for charging.</li></ul>
There is no dial tone.	<ul style="list-style-type: none"><li>• Move the cordless handset closer to the telephone base. It might be out of range.</li><li>• The telephone line cord might be malfunctioning. Try installing a new telephone line cord.</li><li>• Disconnect the telephone base from the telephone jack and connect a working telephone. If there is no dial tone on the telephone either, the problem is in your wiring or local service. Contact your local telephone company.</li></ul>
I cannot dial out.	<ul style="list-style-type: none"><li>• First, try all the above suggestions.</li><li>• Make sure there is a dial tone before dialing. It is normal if the cordless handset takes a second or two to synchronize with the telephone before producing a dial tone. Wait an extra second before dialing.</li><li>• If the other telephones in your home are having the same problem, the problem is in the wiring or local service. Contact your local telephone company (charges may apply).</li><li>• Eliminate any background noise. Noise from a television, radio, or other appliances may cause the telephone to not dial out properly. If you cannot eliminate the background noise, first try muting the cordless handset before dialing, or dialing from another room in your home with less background noise.</li></ul>

## Troubleshooting

Problem	Suggestion
The telephone does not ring when there is an incoming call.	<ul style="list-style-type: none"><li>• Make sure the ringer is on (page 8).</li><li>• Make sure the telephone line cord and power adapter are plugged in properly (page 3).</li><li>• The cordless handset may be too far from the telephone base. Move it closer to the telephone base.</li><li>• There may be too many extension telephones on the telephone line to allow all of them to ring simultaneously. Try unplugging some of them.</li><li>• If the other telephones in your home are having the same problem, the problem is in the wiring or local service. Contact the local telephone company (charges may apply).</li><li>• Other electronic products can cause interference to your cordless telephone. Try installing your telephone as far away as possible from the following electronic devices: wireless routers, radios, radio towers, pager towers, cellular telephones, digital telephones, intercoms, room monitors, televisions, VCRs, personal computers, kitchen appliances, and other cordless telephones.</li><li>• Test a working telephone at the telephone jack. If another telephone has the same problem, the problem is in the telephone jack. Contact your local telephone company (charges may apply).</li><li>• The telephone line cord might be malfunctioning. Try installing a new telephone line cord.</li><li>• Re-install the battery and place the cordless handset in the telephone base.</li><li>• Wait for the cordless handset to synchronize with the telephone base. Allow up to one minute for this to take place.</li></ul>

## Troubleshooting

Problem	Suggestion
There is noise or interference during a telephone conversation.  My calls fade out or cut in and out when I am using the cordless handset.	<ul style="list-style-type: none"><li>• The handset may be out of range. Move it closer to the telephone base.</li><li>• Appliances or other cordless telephones plugged into the same circuit as the telephone base can cause interference. Try moving the appliance or telephone base to another outlet.</li><li>• Other electronic products can cause interference to your cordless telephone. Try installing your telephone as far away as possible from the following electronic devices: wireless routers, radios, radio towers, pager towers, cellular telephones, digital telephones, intercoms, room monitors, televisions, VCRs, personal computers, kitchen appliances, wireless routers, and other cordless telephones.</li><li>• If your telephone is plugged in with a modem or a surge protector, plug the telephone (or modem/surge protector) into a different location. If this solves the problem, re-locate your telephone or modem farther apart from each other, or use a different surge protector.</li><li>• The layout of your home or office might be limiting the operating range. Try moving the telephone base to another location, preferably a higher location for better reception.</li><li>• Disconnect the telephone base from the modular jack and plug in a corded telephone. If calls are still not clear, the problem is probably in the wiring or local service. Contact your local service company (charges may apply).</li><li>• If the other telephones in your home are having the same problem, the problem is in the wiring or local service. Contact the local telephone company (charges may apply).</li><li>• Do you have DSL service? If yes, you need to have a DSL filter installed at every telephone jack that has a telephone connected to it. Contact your DSL service provider for filter information.</li></ul>

## Troubleshooting

Problem	Suggestion
I hear other calls when using the telephone.	<ul style="list-style-type: none"><li>• Disconnect the telephone base from the telephone jack. Plug in a different telephone. If you still hear other calls, the problem is probably in the wiring or local service. Call your local telephone company.</li></ul>
I hear noise in the cordless handset, and none of the keys or buttons work.	<ul style="list-style-type: none"><li>• Make sure the telephone line cord is plugged in securely.</li><li>• Remove the battery from the handset and re-install it.</li></ul>
My caller ID features are not working properly.	<ul style="list-style-type: none"><li>• Caller ID is a subscription service. You must subscribe to this service from your local telephone company for this feature to work on your telephone.</li><li>• The caller may not be calling from an area which supports caller ID.</li><li>• Both you and the caller's telephone companies must use equipment which are compatible with caller ID service.</li><li>• If you subscribe to DSL service, install a DSL filter to the telephone line between the telephone base and the telephone line jack. Contact your DSL service provider for filter information.</li></ul>
The system does not receive caller ID or the system does not display caller ID during call waiting.	<ul style="list-style-type: none"><li>• Make sure you subscribe to caller ID with call waiting features services provided by the local telephone company.</li><li>• The caller may not be calling from an area which supports caller ID.</li><li>• Both you and the caller's telephone companies must use equipment which are compatible with caller ID service.</li><li>• If you subscribe to DSL service, install a DSL filter to the telephone line between the telephone base and the telephone line jack. Contact your DSL service provider for filter information.</li></ul>

## Troubleshooting

Problem	Suggestion
Caller ID entries do not match the numbers I need to dial.	<ul style="list-style-type: none"> <li>Although the call log entries you receive are 10 digits, (the area plus the 7-digit number,) in some areas, you may need to dial only the seven digits, or a 1 plus the seven digits, or a 1 plus the area code plus the seven digits. You can change the number of digits that you dial or store from the call log. While reviewing the call log, press # repeatedly to display these dialing options for local and long distance numbers before dialing or saving the telephone number.</li> </ul>
My cordless handset beeps and is not performing normally.	<ul style="list-style-type: none"> <li>Make sure the power cord is securely plugged into the telephone base. Plug the unit into a different working electrical outlet not controlled by a wall switch.</li> <li>Move the cordless handset closer to the telephone base. It may be out of range.</li> <li>Reset the telephone base by unplugging the unit's electrical power. Wait for 15 seconds and plug it back in again. Allow up to one minute for the cordless handset and the telephone base to synchronize.</li> <li>Other electronic products can cause interference to your cordless telephone. Try installing your telephone as far away from these electronic devices as possible: wireless routers, radios, radio towers, pager towers, cellular telephones, intercoms, room monitors, televisions, personal computers, kitchen appliances and other cordless telephones.</li> </ul>
Common cure for electronic equipment.	<ul style="list-style-type: none"> <li>If the unit is not responding normally, try putting the cordless handset in the telephone base or the charger. If it does not seem to respond, try the following (in the order listed):</li> <li>Disconnect the power to the telephone base.</li> <li>Disconnect the battery on the cordless handset.</li> <li>Wait a few minutes before connecting power to the telephone base.</li> <li>Re-install the battery and place the cordless handset into the telephone base or charger.</li> <li>Wait for the cordless handset to synchronize its connection with the telephone base. Allow up to one minute for this to take place.</li> </ul>

## Important safety instructions

When using your telephone equipment, basic safety precautions should always be followed:

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on the product.
3. Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
4. Do not use this product near water (for example, near a bathtub, kitchen sink, or swimming pool).
5. Do not place this product on an unstable surface such as a table, shelf or stand. This product may fall, causing serious damage.
6. Slots and openings in the back or bottom of the telephone base and handset are provided for ventilation. To protect them from overheating, these openings must not be blocked by placing the product on a soft surface such as a bed, sofa or rug. This product should never be placed near or over a radiator or heat register. This product should not be placed in an area where proper ventilation is not provided.
7. This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply in your home, consult your dealer or local power company.
8. Do not allow anything to rest on the power cord. Do not install this product where the cord may be walked on.
9. Never push objects of any kind into this product through slots in the telephone base or handset as they may touch dangerous voltage points or create a short circuit that could result in a risk of fire or electric shock. Never spill liquid of any kind on the product.
10. To reduce the risk of electric shock, do not disassemble this product, but take it to an authorized service facility. Opening or removing parts of the telephone base or handset other than specified access doors may expose you to dangerous voltages or other risks. Incorrect reassembling can cause electric shock when the product is subsequently used.
11. Do not overload wall outlets and extension cords as this can result in the risk of fire or electric shock.
12. Unplug this product from the wall outlet and refer servicing to an authorized service facility under the following conditions:
  - A. When the power supply cord or plug is damaged or frayed.
  - B. If liquid has been spilled onto 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 that are covered by the operation instructions, as improper adjustment of other controls may result in damage and often requires extensive work by an authorized technician to restore the product to normal operation.
  - E. If the product has been dropped and the telephone base and/or handset has been damaged.
  - F. If the product exhibits a distinct change in performance.
13. The power unit is intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling, under-the-table or cabinet outlet.
14. Avoid using a telephone (other than cordless) during an electrical storm. There is a remote risk of electric shock from lightning.
15. Do not use the telephone to report a gas leak in the vicinity of the leak.
16. Only put the handset of your telephone next to your ear when it is in normal talk mode.

CAUTION: Use only the power adapter provided with this product. To purchase, visit our website at [www.vtechphones.com](http://www.vtechphones.com) or call 1 (800) 595-9511. In Canada go to [www.vtechcanada.com](http://www.vtechcanada.com) or dial 1 (800) 267-7377.



**SAVE THESE INSTRUCTIONS**  
**[www.vtechphones.com](http://www.vtechphones.com)**



## Operating range

This cordless telephone operates with the maximum power allowed by the Federal Communications Commission (FCC). Even so, this handset and telephone base can communicate over only a certain distance ----which can vary with the locations of the telephone base and handset, the weather, and the layout of your home or office.

When the handset is out of range, the handset will display **CONNECTING....** The user can access the handset directory, and certain parts of the menu system, i.e. handset setting and registration, but not the time setting and telephone base setting. **NOT AVAILABLE AT THIS TIME** will be displayed if access is tried.

If there is a call while the handset is out of range, it might not ring, or if it does ring, the call might not connect well when you press /FLASH. Move closer to the telephone base, then press /FLASH to answer the call.

If the handset moves out of range during a telephone conversation, there might be interference.

To improve reception, move closer to the telephone base.

## Maintenance

### Taking care of your telephone

Your cordless telephone contains sophisticated electronic parts, so it must be treated with care.

### Avoid rough treatment

Place the handset down gently. Save the original packing materials to protect your telephone if you ever need to ship it.

### Avoid water

Your telephone can be damaged if it gets wet. Do not use the handset outdoors in the rain, or handle it with wet hands. Do not install your telephone base near a sink, bathtub or shower.

### Electrical storms

Electrical storms can sometimes cause power surges harmful to electronic equipment. For your own safety, use caution when using electric appliances during storms.

### Cleaning your telephone

Your telephone has a durable plastic casing that should retain its luster for many years. Clean it only with a soft cloth slightly dampened with water or a mild soap. Do not use excess water or cleaning solvents of any kind.

Remember that electrical appliances can cause serious injury if used when you are wet or standing in water. If your telephone base should fall into water, DO NOT RETRIEVE IT UNTIL YOU UNPLUG THE POWER CORD AND TELEPHONE LINE CORDS FROM THE WALL. Then pull the unit out by the unplugged cords.

## About cordless telephones

- **Privacy:** the same features that make a cordless telephone convenient create some limitations. Telephone calls are transmitted between the base and the cordless handset by radio waves, so there is a possibility that your cordless telephone conversations could be intercepted by radio receiving equipment within range of the cordless handset. For this reason, you should not think of cordless telephone conversations as being as private as those on corded telephones.
- **Electrical Power:** The telephone base of this cordless telephone must be connected to a working electrical outlet. The electrical outlet should not be controlled by a wall switch. Calls cannot be made from the cordless handset if the telephone base is unplugged or switched off, or if the electrical power is interrupted.
- **Potential TV Interference:** Some cordless telephones operate at frequencies that may cause interference to televisions and VCRs. To minimize or prevent such interference, do not place the telephone base of the cordless telephone 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. (Applies to 25 channel cordless telephones only).
- **Rechargeable Batteries:** This product contains either Nickel-Cadmium or Nickel-Metal Hydride rechargeable batteries. Exercise care in handling batteries in order not to short the battery with conducting material such as rings, bracelets, and keys. The battery or conductor may overheat and cause harm. Observe proper polarity between the battery and the battery charger.
- **Nickel-Metal Hydride Rechargeable Batteries:** Dispose of these batteries in a safe manner. Do not burn or puncture. Like other batteries of this type, if burned or punctured, they could release caustic material which could cause injury.

## Warranty

### What does this limited warranty cover?

The manufacturer of this VTech Product warrants to the holder of a valid proof of purchase ("Consumer" or "you") that the Product and all accessories provided in the sales package ("Product") are free from defects in material and workmanship, pursuant to the following terms and conditions, when installed and used normally and in accordance with the Product operating instructions. This limited warranty extends only to the Consumer for Products purchased and used in the United States of America and Canada.

### What will VTech do if the Product is not free from defects in materials and workmanship during the limited warranty period ("Materially Defective Product")?

During the limited warranty period, VTech's authorized service representative will repair or replace at VTech's option, without charge, a Materially Defective Product. If we repair the Product, we may use new or refurbished replacement parts. If we choose to replace the Product, we may replace it with a new or refurbished Product of the same or similar design. We will retain defective parts, modules, or equipment. Repair or replacement of the Product, at VTech's option, is your exclusive remedy. VTech will return repaired or replacement Products to you in working condition. You should expect the repair or replacement to take approximately 30 days.

### How long is the limited warranty period?

The limited warranty period for the Product extends for ONE (1) YEAR from the date of purchase. If VTech repairs or replaces a Materially Defective Product under the terms of this limited warranty, this limited warranty also applies to repaired or replacement Product for a period of either (a) 90 days from the date the repaired or replacement Product is shipped to you or (b) the time remaining on the original one-year warranty; whichever is longer.

### What is not covered by this limited warranty?

This limited warranty does not cover:

1. Product that has been subjected to misuse, accident, shipping or other physical damage, improper installation, abnormal operation or handling, neglect, inundation, fire, water or other liquid intrusion; or
2. Product that has been damaged due to repair, alteration or modification by anyone other than an authorized service representative of VTech; or
3. Product to the extent that the problem experienced is caused by signal conditions, network reliability, or cable or antenna systems; or

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## Warranty

4. Product to the extent that the problem is caused by use with non-VTech accessories; or
5. Product whose warranty/quality stickers, product serial number plates or electronic serial numbers have been removed, altered or rendered illegible; or
6. Product purchased, used, serviced, or shipped for repair from outside the United States of America or Canada, or used for commercial or institutional purposes (including but not limited to Products used for rental purposes); or
7. Product returned without valid proof of purchase (see item 2 below); or
8. Charges for installation or set up, adjustment of customer controls, and installation or repair of systems outside the unit.

### How do you get warranty service?

To obtain warranty service in the United States of America, please call 1 (800) 595-9511; In Canada, please call 1 (800) 267-7377. NOTE: Before calling for service, please review the user's manual - a check of the Product controls and features may save you a service call.

Except as provided by applicable law, you assume the risk of loss or damage during transit and transportation and are responsible for delivery or handling charges incurred in the transport of the Product(s) to the service location. VTech will return repaired or replaced Product under this limited warranty to you, transportation, delivery or handling charges prepaid. VTech assumes no risk for damage or loss of the Product in transit. If the Product failure is not covered by this limited warranty, or proof of purchase does not meet the terms of this limited warranty, VTech will notify you and will request that you authorize the cost of repair prior to any further repair activity. You must pay for the cost of repair and return shipping costs for the repair of Products that are not covered by this limited warranty.

### What must you return with the Product to get warranty service?

1. Return the entire original package and contents including the Product to the VTech service location along with a description of the malfunction or difficulty; and
2. Include "valid proof of purchase" (sales receipt) identifying the Product purchased (Product model) and the date of purchase or receipt; and
3. Provide your name, complete and correct mailing address, and telephone number.

### Other Limitations

This warranty is the complete and exclusive agreement between you and VTech. It supersedes all other written or oral communications related to this Product. VTech provides no other warranties for this Product. The warranty exclusively describes all of VTech's responsibilities regarding the Product. There are no other express warranties. No one is authorized to make modifications to this limited warranty and you should not rely on any such modification.

State/Provincial Law Rights: This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state or province to province. Limitations: Implied warranties, including those of fitness for a particular purpose and merchantability (an unwritten warranty that the Product is fit for ordinary use) are limited to one year from date of purchase. Some states/provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. In no event shall VTech be liable for any indirect, special, incidental, consequential, or similar damages (including, but not limited to lost profits or revenue, inability to use the Product or other associated equipment, the cost of substitute equipment, and claims by third parties) resulting from the use of this Product. Some states/provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

**Please retain your original sales receipt as proof of purchase.**

## FCC, ACTA and IC regulations

### FCC Part 15

This equipment has been tested and found to comply with the requirements for a Class B digital device under Part 15 of the Federal Communications Commission (FCC) rules. These requirements are intended to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with 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:

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

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

To ensure safety of users, the FCC has established criteria for the amount of radio frequency energy that can be safely absorbed by a user or bystander according to the intended usage of the product. This product has been tested and found to comply with the FCC criteria. The handset may be safely held against the ear of the user. The telephone base shall be installed and used such that parts of the user's body other than the hands are maintained at a distance of approximately 20 cm (8 inches) or more. If you choose to use a clipping device, please make sure to only use the supplied VTech belt clip.

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

### FCC Part 68 and ACTA

This equipment complies with Part 68 of the FCC rules and with technical requirements adopted by the Administrative Council for Terminal Attachments (ACTA). The label on the back or bottom of this equipment contains, among other things, a product identifier in the format US:AAAEQ##TXXXX. This identifier must be provided to your local telephone company upon request.

The plug and jack used to connect this equipment to premises wiring and the telephone network must comply with applicable Part 68 rules and technical requirements adopted by ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. An RJ11 jack should normally be used for connecting to a single line and an RJ14 jack for two lines. See Installation Instructions in the user's manual.

The Ringer Equivalence Number (REN) is used to determine how many devices you may connect to your telephone line and still have them ring when you are called. The REN for this product is encoded as the 6th and 7th characters following the US: in the product identifier (e.g., if ## is 03, the REN is 0.3). In most, but not all areas, the sum of all RENs should be five (5.0) or less. For more information, please contact your local telephone company.

This equipment may not be used with Party Lines. If you have specially wired alarm dialing equipment connected to your telephone line, ensure the connection of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

If this equipment is malfunctioning, it must be unplugged from the modular jack until the problem has been corrected. Repairs to this telephone equipment can only be made by the manufacturer or its authorized agents. For repair procedures, follow the instructions outlined under the Limited Warranty.

If this equipment is causing harm to the telephone network, the telephone company may temporarily discontinue your telephone service. The telephone company is required to notify you before interrupting service. If advance notice is not practical, you will be notified as soon as possible. You will be given the opportunity to correct the problem and the telephone company is required to inform you of your right to file a complaint with the FCC. Your telephone company may make changes in its facilities, equipment, operation, or procedures that could affect the proper functioning of this product. The telephone company is required to notify you if such changes are planned.

## FCC, ACTA and IC regulations

If this product is equipped with a corded or cordless handset, it is hearing aid compatible.

If this product has memory dialing locations, you may choose to store emergency telephone numbers (e.g., police, fire, medical) in these locations. If you do store or test emergency numbers, please:

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

Industry Canada

This equipment complies with regulations RSS210 and CS-03 of Industry Canada. Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

The term "IC: " before the certification/registration number only signifies that the Industry Canada technical specifications were met.

The Ringer Equivalence Number (REN) for this terminal equipment is 0.1. The REN is an indication of the maximum number of devices allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all the devices does not exceed five.

This product meets the applicable Industry Canada technical specifications.

## The RBRC® Seal



The RBRC® Seal on the nickel-metal-hydrate battery indicates that VTech Communications, Inc. 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-hydrate batteries into the trash or municipal waste, which may be illegal in your area.

VTech'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 VTech product service centers. Please call **1-800-8-BATTERY™** for information on Ni-MH battery recycling and disposal bans/restrictions in your area. VTech'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.**

## Technical specifications

Frequency control	Crystal controlled PLL synthesizer
Transmit frequency	Telephone base: 1921.536-1928.448 MHz Handset: 1921.536-1928.448 MHz
Channels	5
Nominal effective range	Maximum power allowed by FCC and IC. Actual operating range may vary according to environmental conditions at the time of use.
Size	Handset: 149.7mm X 53.1mm X 36.8mm Telephone base: 101.2mm X 118.6mm X 98.5mm Charger: 88.8mm X 105.6mm X 84.5mm
Weight	Handset: 148.9 grams (including battery) Telephone base: 155.0 grams Charger: 90.0 grams
Power requirements	Handset: 2.4V DC 600mAH NiMH battery Telephone base: 6V DC @ 300mA Charger: 6V DC @200mA
Memory	Directory: 50 memory locations; up to 32 digits and 16 characters per location Call log: 50 memory locations; up to 24 digits and 16 characters per location

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## User's manual

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Model:  
DS3111-2

DECT **6.0**