

# vtech<sup>®</sup>

Innovation Beyond Technology<sup>sm</sup>

## User's manual

[www.vtechphones.com](http://www.vtechphones.com)

Models:

CS6649/CS6649-2/

CS6649-3/CS6648-2

**DECT 6.0**

# Congratulations

on purchasing your new VTech product. Before using this telephone, please read **Important safety instructions** on page 73 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, please visit [www.vtechcanada.com](http://www.vtechcanada.com).



The ENERGY STAR<sup>®</sup> 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<sup>®</sup> label indicating it meets the latest energy efficiency guidelines.



Telephones identified with this logo have reduced noise and interference when used with most T-coil equipped hearing aids and cochlear implants. The TIA-1083 Compliant Logo is a trademark of the Telecommunications Industry Association. Used under license.

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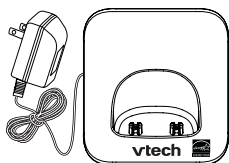
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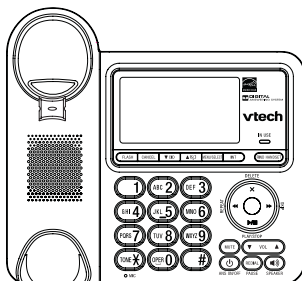
# Getting started

## Parts checklist

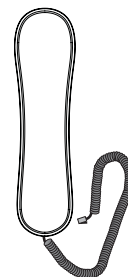
Your telephone package contains the following items. Save your sales receipt and original packaging in case it is necessary to ship your telephone for warranty service.



Handset charger and charger adapter



Telephone base



Corded handset



Handset



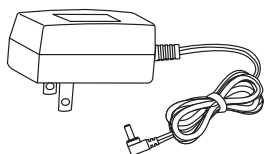
Battery compartment cover



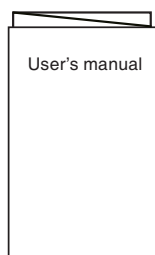
Battery



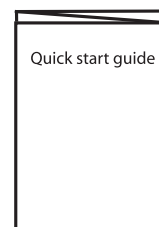
Telephone line cord



Telephone base adapter



User's manual



Quick start guide

### note

To purchase replacement batteries or power adapters, visit our website at [www.vtechphones.com](http://www.vtechphones.com) or call 1 (800) 267-7377. In Canada, please visit [www.vtechcanada.com](http://www.vtechcanada.com) or call 1(800)267-7377.

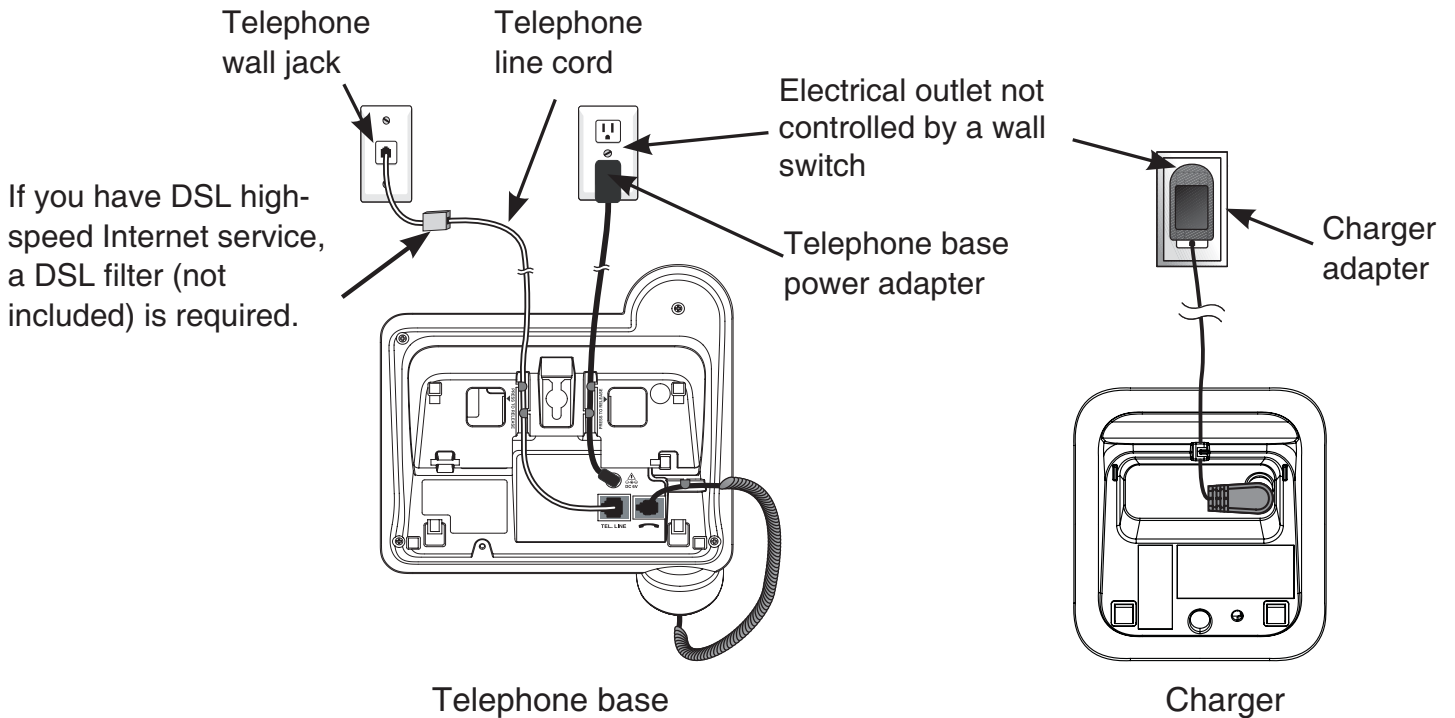
# Getting started

## Telephone installation

Install the telephone base and handset charger(s) as shown below.

Make sure that the electrical outlet is not controlled by a wall switch.

If you subscribe to digital subscriber line (DSL) high-speed Internet service through your telephone line, you must install a DSL filter between the telephone line cord and the telephone wall jack. The filter prevents noise and caller ID problems caused by DSL interference. Contact your DSL service provider for more information about DSL filters.



### note

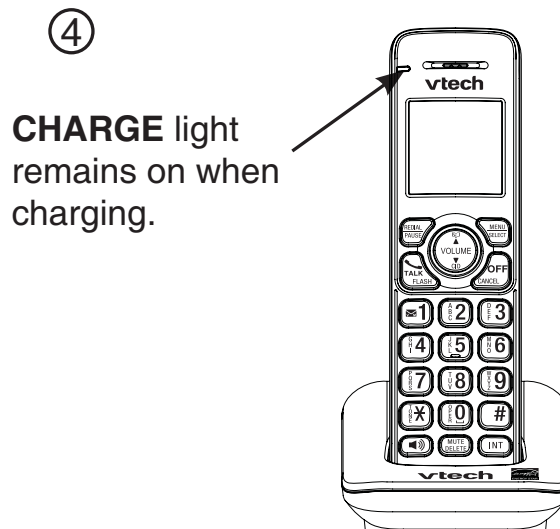
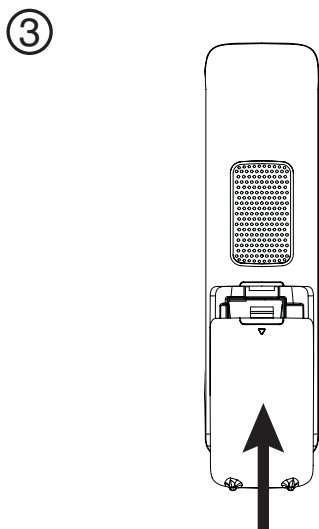
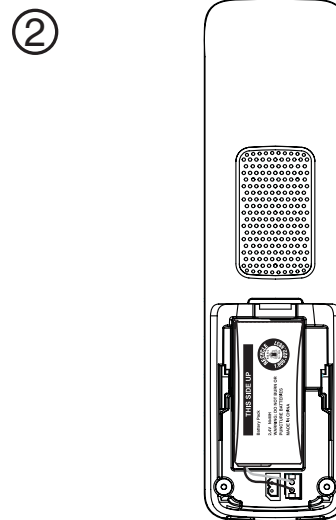
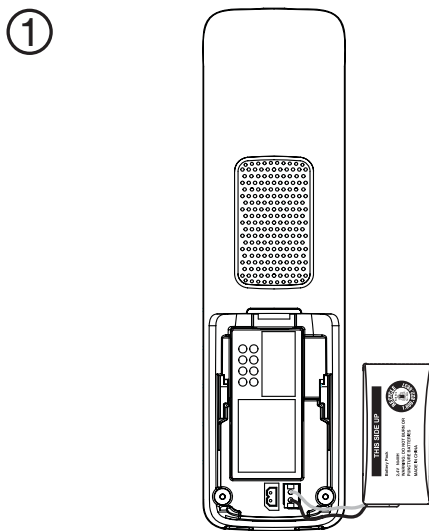
This telephone provides minimal functionality during a power outage. When the AC power is not available, many telephone features do not function. The telephone uses power from the telephone line to enable you to make and answer calls using only the corded handset and dialing keys. However, when more than one telephone on the same line is being used simultaneously, there might not be sufficient power to operate your telephone in the event of a power failure.

# Getting started

## Handset battery installation

Install the battery as shown below.

1. Plug the battery connector securely into the socket inside the handset battery compartment, matching the color-coded label.
2. Place the battery with the label **THIS SIDE UP** facing up and the wires inside the battery compartment.
3. Align the cover flat against the battery compartment, then slide it towards the center of the handset until it clicks into place.
4. Charge the handset by placing it in the handset charger. The **CHARGE** light is on when the handset is charging.



### note

- If the handset will not be used for a long time, disconnect and remove the battery to prevent possible leakage.
- To purchase replacement batteries, visit our website at [www.vtechphones.com](http://www.vtechphones.com) or call 1 (800) 267-7377. In Canada, please visit [www.vtechcanada.com](http://www.vtechcanada.com) or call 1(800)267-7377.

# Getting started

## Handset battery charging

Once you have installed the battery, the screen indicates the battery status (see the table below). If necessary, place the handset in the handset charger to charge the battery. For best performance, keep the handset in the handset charger when not in use. The battery is fully charged after 11 hours of continuous charging. See the table on page 63 for battery operating times.

If the screen is blank or displays **Place in charger**, you need to charge the handset without interruption for at least 30 minutes to give the handset enough charge to use the telephone for a short time. When the battery is low, the handset displays **Low battery** along with a flashing [ ] icon. If you are on a call in low battery mode, the handset plays short beeps to alert you.

The following table summarizes the battery charge indicators and actions to take.

Battery indicators	Battery status	Action
The screen is blank, or displays <b>Place in charger</b> and [ ] flashes.	Battery has no or very little charge. The handset cannot be used.	Charge without interruption (about 30 minutes).
The screen displays <b>Low battery</b> and [ ] flashes.	Battery has enough charge to be used for a short time.	Charge without interruption (about 30 minutes).
The screen displays <b>HANDSET X.</b>	Battery is charged.	To keep the battery charged, place it in the handset charger when not in use.

**note**

If you place the handset in the handset charger without installing a battery, the screen displays **No battery**.



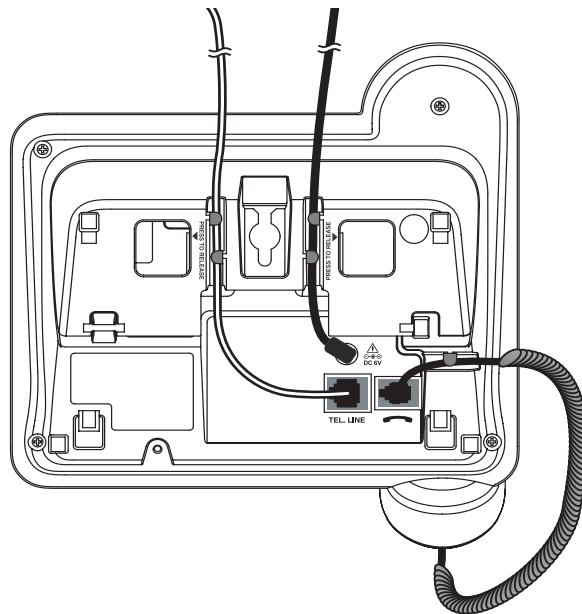
# Getting started

## Installation options

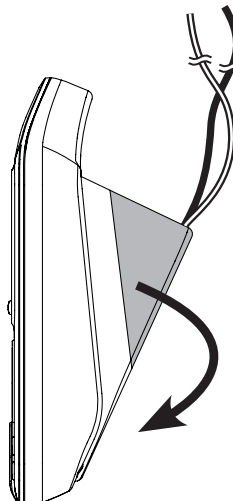
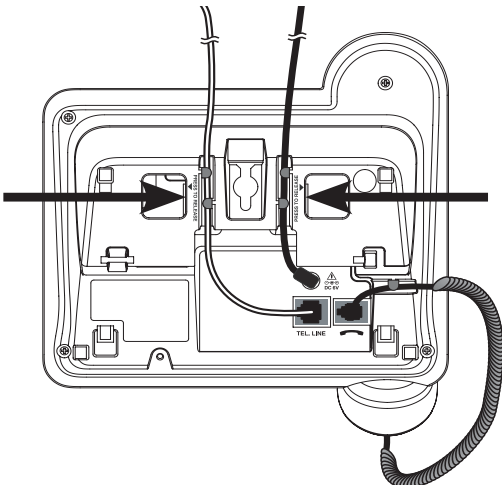
Your telephone base is ready for tabletop use. If you want to mount your telephone on a wall, swivel the wall mount bracket down to connect with a standard dual-stud telephone wall mounting plate. If you do not have this mounting plate, you can purchase one from many hardware or consumer electronics retailers. You may need a professional to install the mounting plate.

## Tabletop to wall mount installation

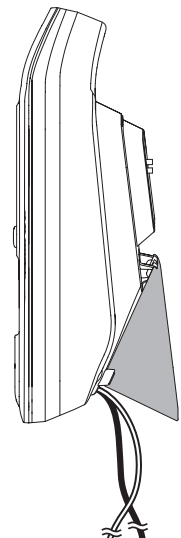
1. Plug one end of the telephone line cord into the telephone line jack (**TEL. LINE**) on the bottom of the telephone base. Plug the small end of the power adapter into the jack on the bottom of the telephone base.



2. Press down the tabs as the arrows indicated below. The wall mount bracket will detach from the telephone base. Swivel it down into wall mount position. Press it down onto the telephone base until it clicks into place.



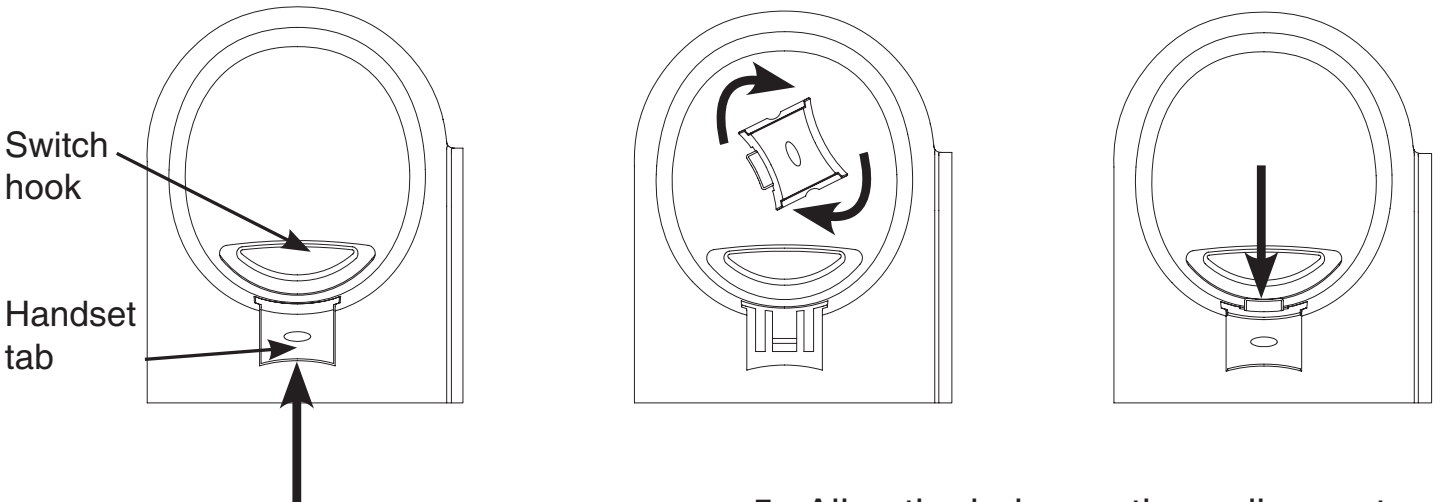
Tabletop position



Wall mount position

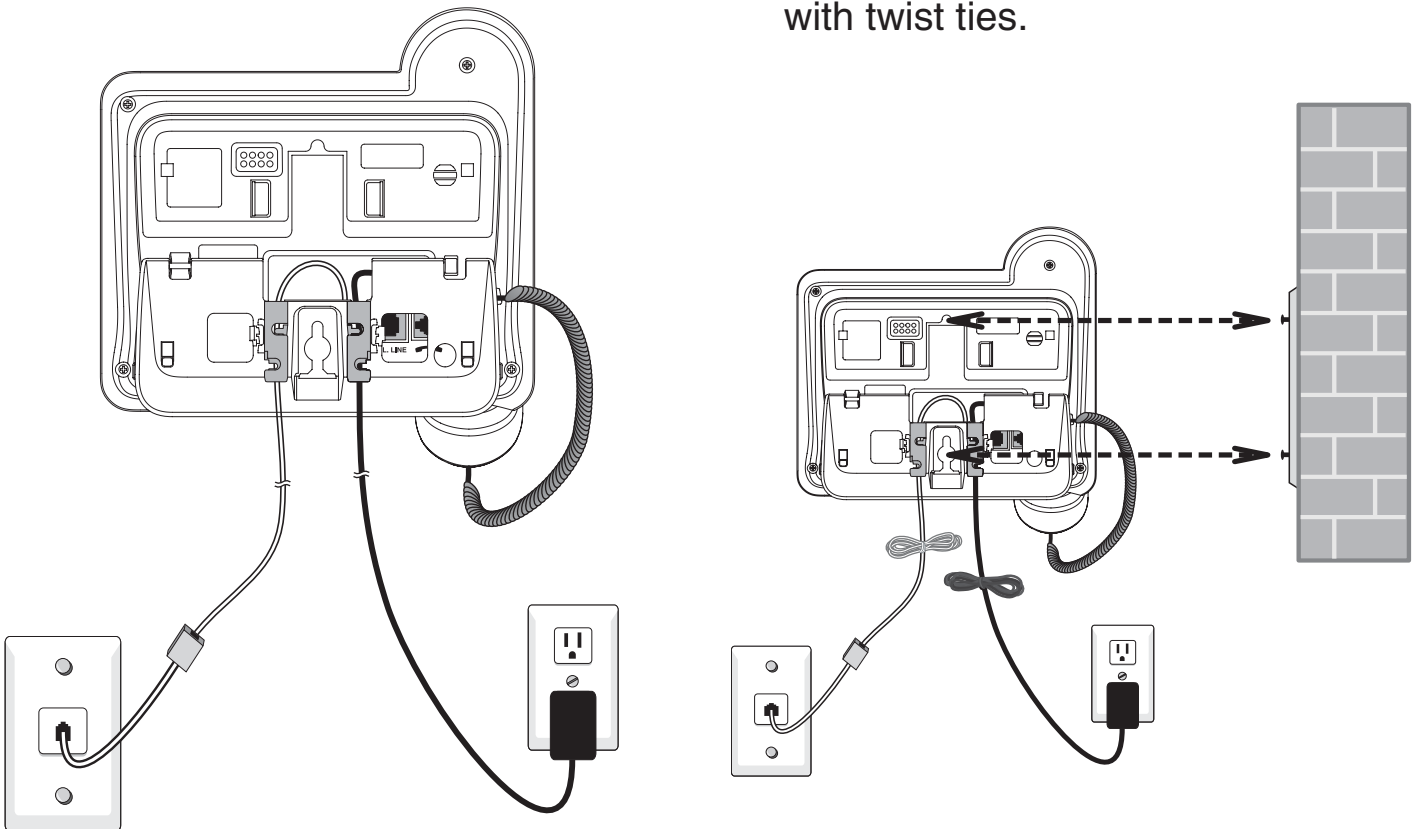
# Getting started

3. Press down the switch hook and slide the handset tab upward to remove it from the slot. Rotate the handset tab by 180 degrees. Press down the switch hook and then replace the handset tab to its slot. The protruding edge of the handset tab holds the corded handset in place when the phone is mounted on the wall.



4. Plug the power adapter and telephone line into the wall outlets.

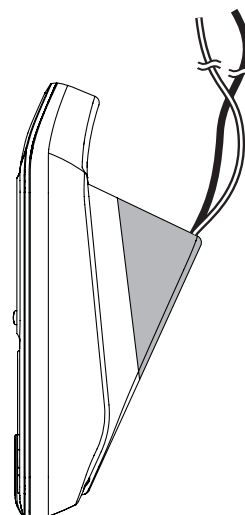
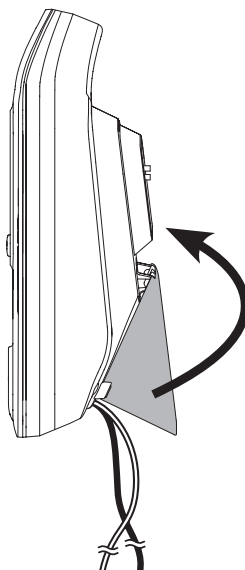
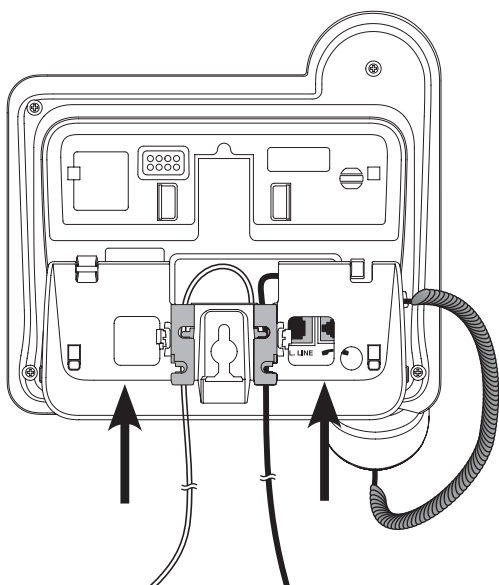
5. Align the holes on the wall mount bracket with the standard wall mounting plate and slide the telephone down until it locks securely. Bundle the telephone line cord and power adapter cord neatly with twist ties.



# Getting started

## Wall mount to tabletop installation

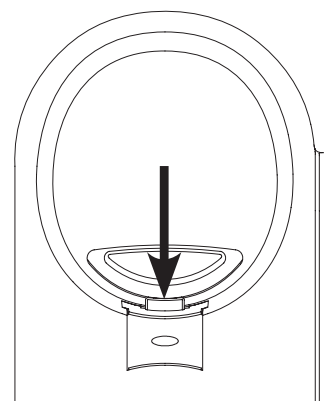
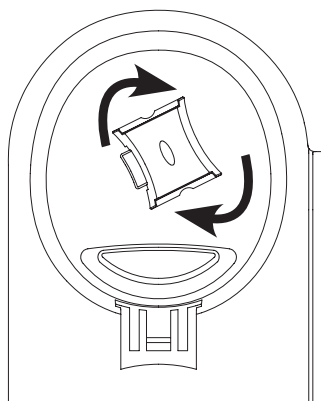
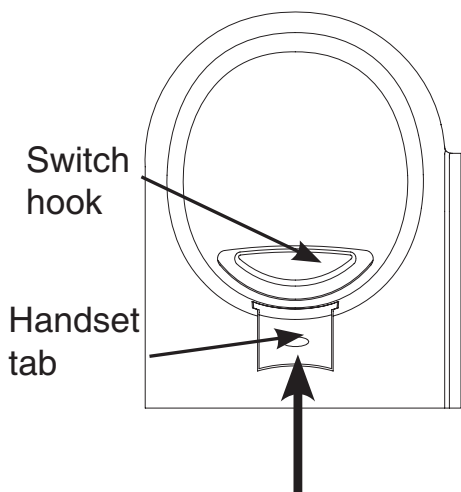
1. Remove the telephone base from the wall.
2. If necessary, untie the bundled telephone line cord and power adapter cord.
3. Pull the wall mount bracket to detach it from the telephone base. Swivel it upward and then press onto the telephone base until it clicks into place.



Wall mount position

Tabletop position

4. Press down on the switch hook and slide the handset tab upwards to remove it from the slot. Rotate the handset tab by 180 degrees. Press down the switch hook and then replace the handset tab to its slot.



# Getting started

## Telephone base layout

### MENU/SELECT

Press to show the menu (page 12).  
While in the menu, press to select an item, or save an entry or setting.



Press to review the directory when the base is not in use. (page 35).  
Press to scroll up while in menus and lists.  
While entering or modifying names or numbers, press to move the cursor to the right.

### ▼ CID (call log)

Press to view the call log when the base is not in use. (page 40).  
Press to scroll down while in menus and lists.  
While entering or modifying names or numbers, press to move the cursor to the left.

### FLASH

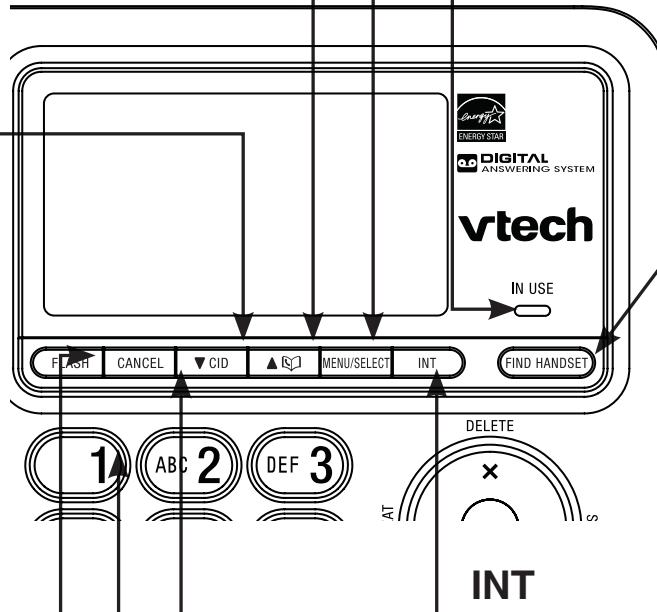
During a call, press to answer an incoming call when you receive a call waiting alert (page 23).

**1**

While reviewing a call log entry, press repeatedly to add or remove 1 in front of the telephone number before dialing or saving it in the directory (page 41).

### IN USE light

On when the phone is in use, or when the answering system is answering an incoming call.  
On when a handset is being registered (page 64).  
Flashes when there is an incoming call.  
Flashes when handsets are being deregistered (page 65).  
Flashes when another telephone is in use on the same line.



### FIND HANDSET

Press to page all handsets when the phone is not in use (page 24).



**INT**

Press to initiate or answer an intercom call (page 28), or to transfer a call (page 31).

### CANCEL

While in a menu, press to cancel an operation, back up to the previous menu or exit the menu display (page 12).

Press and hold to erase the missed call indicator when the base is not in use (page 40).

While entering names or numbers, press to delete a character or digit.

While the phone is ringing, press to silence the base ringer temporarily (page 23).

# Getting started

## Telephone base layout

### TONE ✕

Press to switch to tone dialing during a call if you have pulse service (page 24).

### Dialing keys

Press to enter numbers or characters.

Press to answer an incoming call.

### MIC

Microphone.

### REDIAL/PAUSE

Press repeatedly to view the last 20 numbers dialed (page 22).

While entering numbers, press and hold to insert a dialing pause.

### X/DELETE

Press to delete the playing message (page 53).

When the base is not in use, press twice to delete all old messages (page 54).

While reviewing the redial list, directory or call log, press to delete an individual entry (page 22, page 37 and page 43 respectively).

While predialing, press to delete digits (page 19).

### ANS ON/OFF

Press to turn the built-in answering system on or off (page 46).

### MUTE

During a call, press to mute the microphone (page 21).

While the phone is ringing, press to silence the base ringer temporarily (page 23).

### ▼ VOL ▲ (volume)

During a call or message playback, press to adjust the listening volume (pages 21 and 53).

Press to adjust the telephone base ringer volume when the base is not in use (page 13).

### )/SPEAKER

Press to make, answer or end a call (page 19).

Press to switch between the base speakerphone and the corded handset (page 20).

### ◀/REPEAT

Press once to repeat the playing message or press twice to play the previous message (page 53).

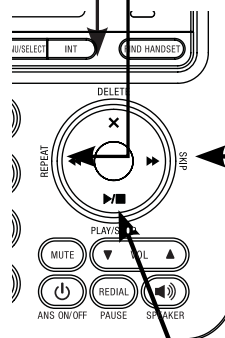
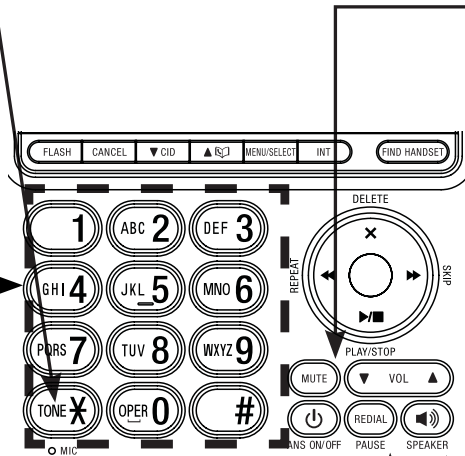
### ▶/SKIP

Press to skip to the next message during the message playback (page 53).

### ▶/PLAY/STOP

Press to start or stop message playback (page 53).

Flashes when there are new messages or memos in the answering system.



# Getting started

## Handset layout

### **CHARGE** light

On when the handset is charging in the handset charger (page 3).

### **VOLUME** (directory)

Press to display the directory (page 35).

Press to scroll up while in menus or lists.

While entering names or numbers, press to move the cursor to the right.

During a call or message playback, press to increase the listening volume (pages 21 and 54).

### **MUTE/DELETE**

During a call, press to mute the microphone (page 21).

While the phone is ringing, press to silence the ringer temporarily (page 23).

While reviewing the redial list, directory or call log, press to delete an individual entry (page 22, page 37 and page 43 respectively).

While predialing, press to delete digits (page 19).

### **FLASH**

Press to make or answer a call (pages 19 and 20).

During a call, press to answer an incoming call when you receive a call waiting alert (page 23).

### **1**

While reviewing a call log entry, press repeatedly to add or remove 1 in front of the telephone number before dialing or saving it in the directory (page 41).

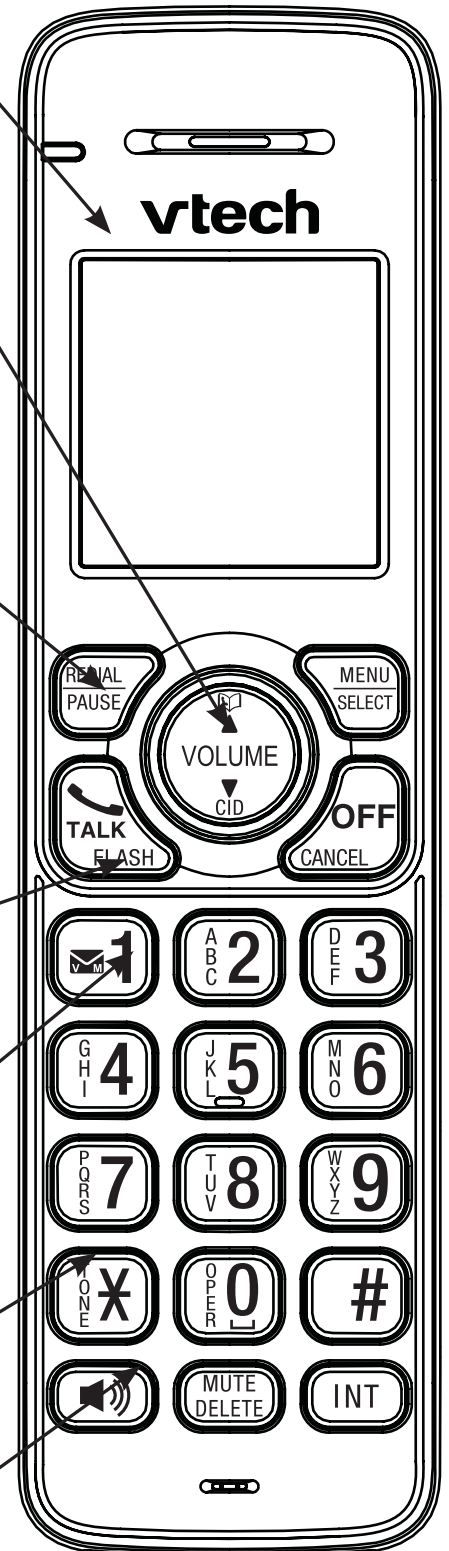
### **TONEX**

Press to switch to tone dialing during a call if you have pulse service (page 24).

### **(Speakerphone)**

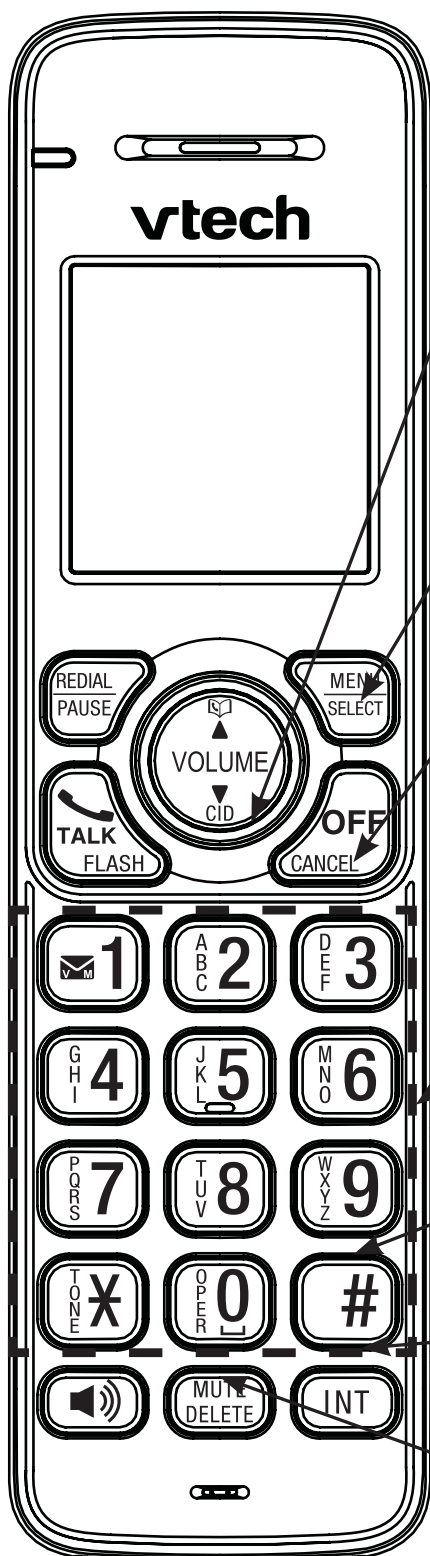
Press to make or answer a call (pages 19 and 20).

Press to switch between the handset speakerphone and the cordless handset (page 20).



# Getting started

## Handset layout



### CID/▼/VOLUME (caller ID)

Press to display the call log (page 40).  
Press to scroll down while in menus or lists.  
While entering names or numbers, press to move the cursor to the left.  
During a call or message playback, press to decrease the listening volume (pages 21 and 54).

### MENU/SELECT

Press to show the menu (page 12).  
While in the menu, press to select an item or save an entry or setting.

### OFF/CANCEL

During a call, press to hang up (page 20).  
While in a menu, press to cancel an operation, back up to the previous menu, or exit the menu display.  
While the phone is ringing, press to silence the ringer temporarily (page 23).  
Press and hold to erase the missed call indicator when the handset is not in use (page 40).

### Dialing keys

Press to enter numbers or characters.  
Press to answer an incoming call.

### # (pound key)

Press repeatedly to display other dialing options when reviewing a call log entry (page 41).

### INT

Press to initiate or answer an intercom call (page 27), or to transfer a call (pages 29 and 30).

### REDIAL/PAUSE

Press repeatedly to view the last 20 numbers dialed (page 22).  
While entering numbers, press and hold to insert a dialing pause.

# Telephone settings

## Using the menu

You can use the telephone base or a cordless handset to change your telephone settings.

In the ringers menu, you can select the ringer tones and adjust the ringer volume for incoming calls.

In the settings menu, you can change the settings for LCD language, voicemail indicators, key tone, CID time synchronization, home area code and dial mode.

Go to **Answering system settings** starting on page 44 for instructions on how to modify the answering system settings shown below.

Setting	Page
Announcement (record, play and delete)	44-45
Answer on/off	46
Call screening	47
Number of rings	47
Remote access code	48
Message alert tone	48
Voice language	49


### To enter the menu:

1. Press **MENU/SELECT** when the handset or the telephone base is not in use.
  2. Press ▼ or ▲ until the screen displays the desired feature menu.
  3. Press **MENU/SELECT** to enter that menu.
- To return to the previous menu, press **OFF/CANCEL** on the handset or **CANCEL** on the telephone base.
  - To return to idle mode, press and hold **OFF/CANCEL** on the handset or **CANCEL** on the telephone base.



# Telephone settings

## Ringer volume

You can set the ringer volume or turn the ringer off. When the ringer is off,  appears on the screen.

1. Press **MENU/SELECT** when the handset or the telephone base is not in use.
2. Press **▼** or **▲** to highlight **>Ringers**, then press **MENU/SELECT**.
3. Press **MENU/SELECT** to select **>Ringer volume**.
4. Press **▼** or **▲** to sample each volume level.
5. Press **MENU/SELECT** to save your selection and return to the previous menu. You hear a confirmation tone.

**-OR-**

Press **▼ VOL ▲** on the telephone base to adjust the ringer volume when the telephone base is not in use.

**note**

The ringer volume also determines the ringer volume for intercom calls. If the ringer volume is set to off, that device is silenced for all incoming calls.

## Ringer tone

You can choose from different ringer tones for each handset or the telephone base.

1. Press **MENU/SELECT** when the handset or the telephone base is not in use.
2. Press **▼** or **▲** to highlight **>Ringers**, then press **MENU/SELECT**.
3. Press **▼** or **▲** to highlight **>Ringer tone**, then press **MENU/SELECT**.
4. Press **▼** or **▲** to sample each ringer tone.
5. Press **MENU/SELECT** to save your selection and return to the previous menu. You hear a confirmation tone.

**note**

If you turn off the ringer volume, you will not hear ringer tone samples.


# Telephone settings

## LCD language

You can select a language (English, French or Spanish) to be used in all screen displays.

1. Press **MENU/SELECT** when the handset or the telephone base is not in use.
2. Press **▼** or **▲** to highlight **>Settings**, then press **MENU/SELECT**.
3. Press **MENU/SELECT** to select **>LCD language**.
4. Press **▼** or **▲** to highlight **English**, **Français** or **Español**.
5. Press **MENU/SELECT** to save your selection and return to the previous menu. You hear a confirmation tone.

## Clear voicemail indicators

If you subscribe to voicemail service offered by your telephone service provider, **New voicemail** and  appear on the handset and the telephone base when you have new voicemail messages. Contact your telephone service provider for more information and assistance about using your voicemail service.

After you have listened to all new voicemail messages, the indicators on the handset and the telephone base turn off automatically.

Use the clear voicemail feature when the telephone indicates that there is new voicemail but there are none (for example, when you have accessed your voicemail while away from home). Clearing the voicemail waiting indicator only turns off the indicators; it does not delete your voicemail messages. As long as you have new voicemail messages, your telephone service provider continues to send the signal to turn on the indicators.

### To manually turn off the new voicemail indicators:

1. Press **MENU/SELECT** when the handset or the telephone base is not in use.
2. Press **▼** or **▲** to highlight **>Settings**, then press **MENU/SELECT**.
3. Press **▼** or **▲** to highlight **>Clr voicemail**, then press **MENU/SELECT**. The screen displays **Turn off indicator?**
4. Press **MENU/SELECT** to confirm and return to the previous menu. You hear a confirmation tone.



### note

Your telephone service provider may alert you of new messages with a stutter (broken) dial tone. Contact your telephone service provider for details.

## Key tone

## Telephone settings

You can turn the key tone on or off for each handset or the telephone base. If you turn the key tone off, there are no beeps when you press the handset or telephone base keys.

1. Press **MENU/SELECT** when the handset or the telephone base is not in use.
2. Press ▼ or ▲ to highlight >**Settings**, then press **MENU/SELECT**.
3. Press ▼ or ▲ to highlight >**Key tone**, then press **MENU/SELECT**.
4. Press ▼ or ▲ to highlight >**On** or >**Off**.
5. Press **MENU/SELECT** to save your selection and return to the previous menu. You hear a confirmation tone.

# Telephone settings

## Set date and time

The answering system announces the date and time of each message prior to playing it. Before using the answering system, set the date and time as follows. If you subscribe to caller ID service, the day, month and time are set automatically with each incoming call. However, the year must be correct so that the day of the week can be calculated from the caller ID information. You can also turn off the date and time settings of the caller ID service (see **CID time synchronization** on page 17) and set the date and time manually.

1. Press **MENU/SELECT** when the handset or the telephone base is not in use.
2. Press **▼** or **▲** to highlight **>Settings**, then press **MENU/SELECT**.
3. Press **▼** or **▲** to highlight **>Set date/time**, then press **MENU/SELECT**.
4. Press **MENU/SELECT** to choose **>Date & time**.
5. Press **▼** or **▲** to select the month then press **MENU/SELECT**, or use the dialing keys to enter a two-digit number (**01-12**).
6. Press **▼** or **▲** to select the date then press **MENU/SELECT**, or use the dialing keys to enter a two-digit number (**01-31**).
7. Press **▼** or **▲** to select the year then press **MENU/SELECT**, or use the dialing keys to enter a two-digit number (**00-99**) then press **MENU/SELECT**.
8. Press **▼** or **▲** to select the hour then press **MENU/SELECT**, or use the dialing keys to enter a two-digit number (**01-12**).
9. Press **▼** or **▲** to select the minute then press **MENU/SELECT**, or use the dialing keys to enter a two-digit number (**00-59**).
10. Press **▼** or **▲** to highlight **AM** or **PM**, or press **2** for **AM** or **7** for **PM**.
11. Press **MENU/SELECT** to save the settings and return to the previous menu. You hear a confirmation tone.

### note

- If the date and time are not set when a message is recorded, the system announces, "*Time and date not set,*" before each message plays.
- The telephone plays two beeps if you enter an invalid number.

# Telephone settings

## CID time synchronization

This feature allows the time and date to be set by incoming caller ID information. The default setting is **On**.

1. Press **MENU/SELECT** when the handset or the telephone base is not in use.
2. Press ▼ or ▲ to highlight **>Settings**, then press **MENU/SELECT**.
3. Press ▼ or ▲ to highlight **>Set date/time**, then press **MENU/SELECT**.
4. Press ▼ or ▲ to highlight **>CID time sync**, then press **MENU/SELECT**.
5. Press ▼ or ▲ to choose **>On** or **>Off**.
6. Press **MENU/SELECT** to save your selection and return to the previous menu. You hear a confirmation tone.

## Home area code

If you dial your local calls using only seven digits (area code not required), you can program your home area code so that when you receive a call within your local area, the telephone number is automatically stored without the area code in the call log.

1. Press **MENU/SELECT** when the handset or the telephone base is not in use.
2. Press ▼ or ▲ to highlight **>Settings**, then press **MENU/SELECT**.
3. Press ▼ or ▲ to highlight **>Home area code**, then press **MENU/SELECT**.
4. Use the dialing keys to enter a three-digit home area code.
  - Press **MUTE/DELETE** or **OFF/CANCEL** on the handset, or **X/DELETE** or **CANCEL** on the telephone base to delete a digit.
  - Press and hold **MUTE/DELETE** on the handset, or **X/DELETE** on the telephone base to delete all digits.
  - Press ▼ or ▲ to move the cursor to the left or right.
5. Press **MENU/SELECT** to save your selection and return to the previous menu. You hear a confirmation tone.

### note

If, in the future, your telephone service provider requires you to dial the area code when making a local call, or, if you move to a location that requires it, delete the home area code you have already programmed, following the steps above. After you have deleted the home area code, \_ \_ \_ will appear on the display.

# Telephone settings

## Dial mode

The dial mode is preset to tone dialing. If you have pulse (rotary) service, you must change the dial mode to pulse dialing before using the telephone to make a call.

1. Press **MENU/SELECT** when the handset or the telephone base is not in use.
2. Press ▼ or ▲ to highlight >**Settings**, then press **MENU/SELECT**.
3. Press ▼ or ▲ to highlight >**Dial mode**, then press **MENU/SELECT**.
4. Press ▼ or ▲ to choose >**Tone** or >**Pulse**.
5. Press **MENU/SELECT** to save your selection and return to the previous menu. You hear a confirmation tone.

## Website



Use this feature to view the VTech website address.

1. Press **MENU/SELECT** when the handset or the telephone base is not in use.
2. Press ▼ or ▲ to highlight >**Website**, then press **MENU/SELECT**. The screen displays the website address.


# Telephone operation

## Make a call

### Using a cordless handset:



1. Press /FLASH or  on the handset.
2. When you hear a dial tone, dial the number.

### Using the telephone base:


1. Lift the corded handset or press /SPEAKER on the telephone base.
2. When you hear a dial tone, dial the number.

## Predial a call

### Using a cordless handset:

1. Enter the telephone number. Press **MUTE/DELETE** or **OFF/CANCEL** to make corrections.
2. Press /FLASH or  to dial.

### Using the telephone base:

1. Enter the telephone number. Press **CANCEL** or **X/DELETE** to make corrections.
2. Press /SPEAKER to dial.

**-OR-**

Lift the corded handset to dial.

#### **note**

- The handset/telephone base shows the elapsed time as you talk (in hours, minutes and seconds).
- While entering numbers, press and hold **REDIAL/PAUSE** on the cordless handset or telephone base to insert a dialing pause (a **p** appears).
- The cordless handset or the telephone base displays **Unable to call. Line in use** if you predial a number while your telephone line is in use.

# Telephone operation

## Answer a call

### Using a cordless handset:

Press /FLASH,  or any dialing key (0-9, # or TONE~~X~~) to answer a call.

### Using the telephone base:

Lift the corded handset, or press /SPEAKER or any dialing key (0-9, # or TONE~~X~~) to answer a call.

## End a call

### Using a cordless handset:

Press OFF/CANCEL on the handset or place the handset in the handset charger.



### Using the telephone base:

When you are using the corded handset, place it on the telephone base.

When you are using the base speakerphone, press /SPEAKER.

## Speakerphone

### Using a cordless handset:

When the cordless handset is on a call, press  to switch between the speakerphone and the handset. When the speakerphone is active, the handset displays **Speaker** and .

### Using the telephone base:

When the corded handset is on a call, press /SPEAKER to switch between the telephone base speakerphone and the corded handset. When the speakerphone is active, the telephone base displays **Speaker** and the /SPEAKER light turns on.



# Telephone operation

## Volume control

### To adjust the listening volume on a cordless handset:

During a call, press ▼/VOLUME or VOLUME/▲.

### To adjust the listening volume at the telephone base:

During a call, press ▼ VOL or VOL ▲.

#### note

- For the cordless handset, handset and speakerphone volume settings are independent.
- For the telephone base, corded handset and speakerphone volume settings are independent.
- When the volume reaches the minimum or maximum setting, you hear two beeps.

## Mute

The mute function allows you to hear the other party but the other party cannot hear you.

### To mute a call:

#### Using a cordless handset:

- During a call, press **MUTE/DELETE**. The handset displays **Muted** for a few seconds and **MUTE** displays until the mute function is turned off.
- Press **MUTE/DELETE** again to resume the conversation. The handset briefly displays **Microphone ON**.

#### Using the telephone base:

- During a call, press **MUTE**. The telephone base displays **Muted** for a few seconds and the **MUTE** light turns on until the mute function is turned off.
- Press **MUTE** again to resume the conversation. The telephone base briefly displays **Microphone ON**.

## Redial

# Telephone operation

The last 20 telephone numbers dialed (up to 30 digits) are stored in the system memory.

## To review and dial a redial number:

### Using a cordless handset:

1. Press **REDIAL/PAUSE** to enter the redial list.
2. Press **▼**, **▲** or **REDIAL/PAUSE** repeatedly to browse.
3. When the desired entry displays, press **TALK/FLASH** or **📞** to dial.

### -OR-

1. Press **TALK/FLASH** or **📞**.
2. Press **REDIAL/PAUSE** to enter the redial list.
3. Press **▼**, **▲** or **REDIAL/PAUSE** repeatedly to browse.
4. Press **MENU/SELECT** to dial the displayed number.

### Using the telephone base:

1. Press **REDIAL/PAUSE** to enter the redial list.
2. Press **▼**, **▲** or **REDIAL/PAUSE** repeatedly to browse.
3. When the desired entry displays, lift the corded handset or press **📞/SPEAKER** to dial.

### -OR-

1. Lift the corded handset or press **📞/SPEAKER**.
2. Press **REDIAL/PAUSE** to enter the redial list.
3. Press **▼**, **▲** or **REDIAL/PAUSE** repeatedly to browse.
4. Press **MENU/SELECT** to dial the displayed number.

## To delete a redial number:

### Using a cordless handset:

- While the screen displays the desired number, press **MUTE/DELETE** to delete the number from the redial memory.



### Using the telephone base:

- While the screen displays the desired number, press **X/DELETE** to delete the number from the redial memory.

# Telephone operation

## Call waiting

If you subscribe to call waiting service from your telephone service provider, you hear an alert tone when there is an incoming call while you are on another call.

- Press  **TALK/FLASH** on the cordless handset or **FLASH** on the telephone base to put your current call on hold and take the new call.
- Press  **TALK/FLASH** on the cordless handset or **FLASH** on the telephone base to switch back and forth between calls.

## Temporary ringer silencing

When the telephone is ringing, you can temporarily silence the ringer of the handset or the telephone base without disconnecting the call. The next call rings normally at the preset volume.

### To silence the handset ringer:

- Press **OFF/CANCEL** or **MUTE/DELETE** on the handset and it displays **Ringer off** and .

### To silence the telephone base ringer:

- Press **MUTE** or **CANCEL** on the telephone base and it displays **Ringer off** and .

#### **note**

Each handset and the base ring when there is an incoming call unless the ringer volume is turned off on that device.

# Telephone operation

## Temporary tone dialing

If you have pulse (rotary) service only, you can switch from pulse to tone dialing temporarily during a call. This is useful if you need to send touch-tone signals to access your telephone banking or long distance services.

1. During a call, press **TONEX**.
2. Use the dialing keys to enter the number you wish to dial. The telephone sends touch-tone signals. The telephone automatically returns to pulse dialing mode after you end the call.


## Find handset

This feature helps you find misplaced handsets.


### To start the paging tone:

- Press **FIND HANDSET** on the telephone base and its screen displays **Paging all handsets**. All idle handsets ring and their screens display **\*\* Paging \*\***.

### To stop the paging tone:

- Press **TALK/FLASH**, , or any dialing key (**0-9**, **TONEX** or **#**) on the handset(s).
- OR-
- Press **FIND HANDSET** on the telephone base.

#### note

Press **OFF/CANCEL** or **MUTE/DELETE** to turn off the ringer of that handset. Its screen shows **Ringer off** and .

# Telephone operation

## Chain dialing

Use this feature to initiate a dialing sequence from numbers stored in the directory, call log or redial list while you are on a call.

Chain dialing can be useful if you wish to access other numbers (such as bank account numbers or access codes) from the directory, call log or redial list.

### To access a number from the directory while on a call:

1. Press **MENU/SELECT**.
2. Press **MENU/SELECT** to choose **>Directory**.
3. Press **▼** or **▲** to scroll to the desired entry.
4. Press **MENU/SELECT** to dial the displayed number.

### To access a number from the call log while on a call:

1. Press **MENU/SELECT**.
2. Press **▼** or **▲** to highlight **>Call log**, then press **MENU/SELECT**.
3. Press **▼** or **▲** to scroll to the desired entry.
4. Press **MENU/SELECT** to dial the displayed number.

### To access a number from the redial list while on a call:

1. Press **REDIAL/PAUSE** to enter the redial list.
2. Press **▼**, **▲** or **REDIAL/PAUSE** repeatedly to browse to the desired entry.
3. Press **MENU/SELECT** to dial the displayed number.



## Multiple handset use

### Join a call in progress



Another handset or the telephone base can join you on an outside call. That call continues until all parties hang up. You can share an outside call with the telephone base and up to four handsets at the same time.

You can buy additional expansion handsets (**CS6400**) for this telephone base. You can register up to 5 handsets to the telephone base.

### Using a cordless handset:

- When a handset or the telephone base is already on a call, press  **TALK/FLASH** or  on another handset to join the call.
- Press **OFF/CANCEL** or place the handset in the handset charger to end the call. The call continues until all handsets and the telephone base hang up.

### Using the telephone base:

- Lift the corded handset or press  **SPEAKER**.
- Return the corded handset to the telephone base or press  **SPEAKER** to hang up. The call continues until all handsets and the telephone base hang up.

## Intercom




Use the intercom feature for conversations between the telephone base and the handset, or two handsets.

When you have two or more handsets, use the handset number to initiate an intercom call or to transfer a call.

- Press **0** for the telephone base and **1-5** for **HANDSET 1** to **HANDSET 5**.

## Multiple handset use

### To initiate an intercom call with a cordless handset:

1. Press **INT** on your handset when not in use.
  - If you have only one handset, your handset shows **Calling base**. The telephone base rings and shows **HANDSET is calling**.
  - If you have more than one handset, your handset shows **INTERCOM TO:** Use the dialing keys to enter a device number. Your handset shows **Calling HANDSET X** or **Calling base**. The destination device rings and shows **HANDSET X is calling**.
2. To answer the intercom call on the destination handset, press /FLASH, **INT**,  or any dialing key (**0-9, TONE~~X~~** or #). Both handsets now show **Intercom**.  
**-OR-**  
To answer the intercom call at the telephone base, press /SPEAKER, **INT** or any dialing key (**0-9, TONE~~X~~** or #) on the telephone base, or lift the corded handset. Both devices now show **Intercom**.
3. To end the intercom call on either handset, one party presses **OFF/CANCEL** or **INT**, or places the handset back in the handset charger. The other party hears four beeps. Both handsets display **Intercom ended**.  
**-OR-**  
To end the intercom call at the telephone base, press **INT** or **CANCEL** when you are using the base speakerphone, or return the corded handset to the telephone base. The other party hears four beeps. Both screens display **Intercom ended**.

#### note

- You can cancel the intercom call before it is answered by pressing **OFF/CANCEL** or **INT**.
- If the destination device does not answer the intercom call within 100 seconds, or if it is accessing the answering system, or is out of range, or is on a call, or is in the directory or call log, your handset displays **Unable to call. Try again** and then returns to idle mode.
- You can press **OFF/CANCEL** or **MUTE/DELETE** on the cordless handset, or **CANCEL** or **MUTE** on the telephone base to temporarily silence the intercom ringer.
- Only one intercom call can be established at a time.

### Using the telephone base:

## Multiple handset use

1. Press **INT** on the telephone base when not in use.
  - If you have only one handset, the telephone base shows **Calling HANDSET**. The handset rings and shows **Base is calling**.
  - If you have more than one handset, the telephone base shows **INTERCOM TO**: Use the dialing keys to enter a handset number. The telephone base shows **Calling HANDSET X**. The destination handset rings and shows **Base is calling**.
2. To answer the intercom call on the destination handset, press **TALK/FLASH**, **INT**, **☎** or any dialing key (**0-9**, **TONE** or **#**). Both devices now show **Intercom**.
3. To end the intercom call at the telephone base, press **INT** or **CANCEL** when you are using the base speakerphone, or return the corded handset to the telephone base. The other party hears four beeps. Both screens display **Intercom ended**.

**-OR-**

To end the intercom call on the destination handset, press **OFF/CANCEL** or **INT**, or place the handset back in the handset charger. Both screens display **Intercom ended**.

### **note**

- If you do not have any cordless handset registered to the telephone base, **Int requires two handsets** displays when you press **INT** on the base.
- You can cancel the intercom call before it is answered by pressing **CANCEL** or **INT**.
- If the destination handset does not answer the intercom call within 100 seconds, or if it is accessing the answering system, or is out of range, or is on a call, or is in the directory or call log, the telephone base displays **Unable to call**. **Try again** and then returns to idle mode.


## Answer an incoming call during an intercom call

If you receive an incoming outside call during an intercom call, you will hear an alert tone.




## Multiple handset use

### Using a cordless handset:

- To answer the call, press /FLASH. The intercom call ends automatically.
- To end the intercom call without answering or canceling the incoming call, press **OFF/CANCEL**. The telephone continues to ring.



### Using the telephone base:

- To answer the call, press /SPEAKER, or lift the corded handset. The intercom call ends automatically.
- To end the intercom call without answering or canceling the incoming call, press **CANCEL**. The telephone continues to ring.

## Call transfer using intercom

Use the intercom feature to transfer an outside call to another cordless handset or the telephone base.

### Using a cordless handset:

1. During a call, press **INT**.
  - If you have only one handset, the outside call is put on hold and your handset shows **Calling base**. The telephone base rings and shows **HANDSET is calling**.
  - If you have more than one handset, your screen shows **INTERCOM TO:** Use the dialing keys to enter a handset number. The outside call is put on hold and your handset shows **Calling HANDSET X** or **Calling base**. The other handset or the telephone base rings and shows **HANDSET X is calling**.
2. To answer the call on the destination handset, press /FLASH, **INT**, , or any dialing key (**0-9**, **TONEX** or **#**). The outside call is still on hold and both handsets display **Intercom**. You can now have a private intercom conversation.

## Multiple handset use

-OR-

To answer the call at the telephone base, press **INT** or **🔊/SPEAKER** or any dialing key (**0-9**, **TONEX** or **#**), or lift the corded handset. The outside call is still on hold and both devices display **Intercom**. You can now have a private intercom conversation.

### note

- To cancel the transfer and return to the external call before the intercom call is answered, press **OFF/CANCEL**, **TALK/FLASH** or **INT** on your handset.
- If the destination device does not answer the intercom call within 100 seconds, or is in the directory or call log, or is out of range, your handset shows **Unable to call. Try again** and then automatically returns to the external call.

3. From this intercom call, you have the following options:

- You can transfer the call. Press **MENU/SELECT** twice to highlight **>Transfer** on the originating handset. Your screen shows **Call transferred**. The destination device automatically connects to the outside call.
- You can let the destination device join you on the outside call in a three-way conversation. Press **MENU/SELECT**. Press **▼** or **▲** to highlight **>Share call** on the originating handset, then press **MENU/SELECT**.
- You can press **INT** on your handset to alternate between the outside call (**Outside call** appears) and the intercom call (**Intercom** appears).
- You can end the intercom call and continue the outside call with the originating handset. Press **TALK/FLASH** or **OFF/CANCEL** on your handset (the other party hears four beeps), or the other party can press **OFF/CANCEL** on the handset, or **INT** or **CANCEL** on the telephone base.



### Using the telephone base:

1. During a call, press **INT**.

- If you have only one handset, the outside call is put on hold and the telephone base shows **Calling HANDSET**. The handset rings and shows **Base is calling**.
- If you have more than one handset, the telephone base shows **INTERCOM TO**: Use the dialing keys to enter a handset number. The outside call is put on hold and the telephone base shows

## Multiple handset use

**Calling HANDSET X.** The destination handset shows **Base is calling**.

2. To answer the call on the destination handset, press /FLASH, INT, , or any dialing key (0-9, TONE~~X~~ or #). The outside call is still on hold and both devices display **Intercom**. You can now have a private intercom conversation.

### note

- To cancel the transfer and return to the external call before the intercom call is answered, press **CANCEL** or **INT** on the telephone base.
- If the destination device does not answer the intercom call within 100 seconds, or is in the directory or call log, or is out of range, the telephone base shows **Unable to call. Try again** and then automatically returns to the external call.

3. From this intercom call, you have the following options:

- You can transfer the call. Press **MENU/SELECT** twice to highlight **>Transfer** on the telephone base. The telephone base shows **Call transferred**. The handset automatically connects to the outside call.
- You can let the destination handset join you on the outside call in a three-way conversation. Press **MENU/SELECT**. Press **▼** or **▲** to highlight **>Share call**, then press **MENU/SELECT**.
- You can press **INT** on the telephone base to alternate between the outside call (**Outside call** appears) and the intercom call (**Intercom** appears).
- You can end the intercom call and continue the outside call on the telephone base. Press **CANCEL** on the telephone base (the other party hears four beeps), or the other party can press **OFF/CANCEL** on the handset.

# Directory

## About the directory

The directory stores up to 50 entries with up to 30 digits for each phone number and 15 characters for each name.

- Directory entries are shared by all handsets and the telephone base. Any modifications made on one device apply to all handsets and the telephone base.
- When you access the directory without records, the screen shows **Directory empty**.
- When the directory is full and you try to save an entry, the screen shows **Directory full**.
- When you try to save an entry already stored in the directory, the screen shows **Already saved**.
- Only one system device can review the directory at a time. When a device tries to enter the directory while another device is already in it, **Not available at this time** appears.

# Directory

## Add a directory entry

1. Press **MENU/SELECT** when the handset or the telephone base is not in use.
2. Press **▼** or **▲** to scroll to **>Directory**, then press **MENU/SELECT**.
3. Press **▼** or **▲** to select **>Add contact**, then press **MENU/SELECT**.
4. When **ENTER NUMBER** displays, use the dialing keys to enter a number (up to 30 digits).
  - Press **▼** or **▲** to move the cursor to the left or right.
  - Press **MUTE/DELETE** or **OFF/CANCEL** on the handset, or **X/DELETE** or **CANCEL** on the telephone base to erase a digit.
  - Press and hold **MUTE/DELETE** on the handset, or **X/DELETE** on the telephone base to erase all digits.
  - Press and hold **REDIAL/PAUSE** to enter a dialing pause (a **p** appears).

**-OR-**

Copy a number from the redial list by pressing **REDIAL/PAUSE** then **▼** or **▲**, or pressing **REDIAL/PAUSE** repeatedly to find the desired number. Press **MENU/SELECT** to copy the number.

5. Press **MENU/SELECT** to move on to the name.
6. When **ENTER NAME** displays, use the dialing keys to enter a name (up to 15 characters). Each time you press a key, the character on that key appears. Additional key presses produce other characters on that key. Press the key repeatedly until the desired character appears. The first character of every word is capitalized.
  - Press **▼** or **▲** to move the cursor to the left or right.
  - Press **0** to add a space.
  - Press **MUTE/DELETE** or **OFF/CANCEL** on the handset, or **X/DELETE** or **CANCEL** on the telephone base to erase a character.
  - Press and hold **MUTE/DELETE** on the handset, or **X/DELETE** on the telephone base to erase all characters.
7. Press **MENU/SELECT** to save. The screen displays **Saved** and you hear a confirmation tone.

# Directory

**-OR-**

1. Use the dialing keys to enter a number (up to 30 digits) when the handset or the telephone base is not in use. Press **MENU/SELECT**. The screen displays **ENTER NUMBER**.
  - Press ▼ or ▲ to move the cursor to the left or right.
  - Press **MUTE/DELETE** or **OFF/CANCEL** on the handset, or **X/DELETE** or **CANCEL** on the telephone base to erase a digit.
  - Press and hold MUTE/DELETE on the handset ,or **X/DELETE** on the telephone base to erase all digits.
  - Press and hold REDIAL/PAUSE to enter a dialing pause (a **p** appears).

**-OR-**

Copy a number from the redial list by pressing **REDIAL/PAUSE** then ▼ or ▲, or pressing **REDIAL/PAUSE** repeatedly to find the desired number. Press **MENU/SELECT** to copy the number.

2. Press **MENU/SELECT** to move on to the name.
3. When **ENTER NAME** displays, use the dialing keys to enter a name (up to 15 characters). Each time you press a key, the character on that key appears. Additional key presses produce other characters on that key. Press the key repeatedly until the desired character appears. The first character of every word is capitalized.
  - Press ▼ or ▲ to move the cursor to the left or right.
  - Press **0** to add a space.
  - Press **MUTE/DELETE** or **OFF/CANCEL** on the handset, or **X/DELETE** or **CANCEL** on the telephone base to erase a character.
  - Press and hold MUTE/DELETE on the handset, or **X/DELETE** on the telephone base to erase all characters.
4. Press **MENU/SELECT** to save. The screen displays **Saved** and you hear a confirmation tone.

# Directory

## Review directory entries

Directory entries appear alphabetically.

1. Press ▲/📖 on the cordless handset or ▲ 📖 on the telephone base when not in use to show the first entry in the directory.

**-OR-**

Press **MENU/SELECT** when the handset or telephone base is not in use, then press ▼ or ▲ to scroll to >**Directory**. Press **MENU/SELECT** twice.

2. Press ▼ or ▲ to browse through the directory.

### note

If the telephone number in the directory exceeds 15 digits, < \* appears in front of the telephone number. Press **TONEX** to move towards the end of the telephone number or press # (pound key) to move towards the beginning of the telephone number.

## Alphabetical search

1. Press ▲/📖 on a cordless handset or press ▲ 📖 on the telephone base when not in use.



**-OR-**

Press **MENU/SELECT** when the handset or the telephone base is not in use, then press ▼ or ▲ to scroll to >**Directory**, then press **MENU/SELECT**. Press **MENU/SELECT** again to select >**Review**.


2. Use the dialing keys to enter the letter associated with the name. For example, if you have the entries named Jennifer, Jessie, Kevin and Linda in your directory, press **5** (JKL) once to see Jennifer (when Jennifer displays, press ▼ to see Jessie), twice to see Kevin, or three times to see Linda. If there is no name entry matching your search, the next closest match in alphabetical order appears. If necessary, press ▼ or ▲ to browse.

# Directory






## Dial a directory entry

1. Search for the desired entry in the directory (see **Review directory entries** or **Alphabetical search** on page 35).
2. To dial the displayed entry on the cordless handset, press /FLASH or .

**-OR-**

To dial the displayed entry on the telephone base, press /SPEAKER, or lift the corded handset.

**-OR-**

1. Press /FLASH or  on the cordless handset, or lift the corded handset or press /SPEAKER on the telephone base.
2. Press **MENU/SELECT**.
3. Press **MENU/SELECT** to choose **>Directory**.
4. Press  or  or start an alphabetical search to browse to the desired entry, then press **MENU/SELECT** to dial the displayed number.



# Directory

## Edit a directory entry

1. Search for the desired entry in the directory (see **Review directory entries** or **Alphabetical search** on page 35). Press **MENU/SELECT**.
2. To edit the name, press **MENU/SELECT** to highlight **>Name**. Use the dialing keys to edit the name.
  - Press **▼** or **▲** to move the cursor to the left or right.
  - Press **MUTE/DELETE** or **OFF/CANCEL** on the handset, or **X/DELETE** or **CANCEL** on the telephone base to erase a character.
  - Press and hold **MUTE/DELETE** on the handset, or **X/DELETE** on the telephone base to erase all characters.

**-OR-**

To edit the number, press **▼** or **▲** to highlight **>Number**, then press **MENU/SELECT**. Use the dialing keys to edit the number.

- Press **▼** or **▲** to move the cursor to the left or right.
  - Press **MUTE/DELETE** or **OFF/CANCEL** on the handset, or **X/DELETE** or **CANCEL** on the telephone base to erase a digit.
  - Press and hold **MUTE/DELETE** on the handset, or **X/DELETE** on the telephone base to erase all digits.
  - Press and hold **REDIAL/PAUSE** to enter a dialing pause (a **p** appears).
3. Press **MENU/SELECT** to save the entry. The screen displays **Saved** and then the revised entry. You hear a confirmation tone.

## Delete a directory entry

1. Search for the desired entry in the directory (see **Review directory entries** or **Alphabetical search** on page 35).
2. Press **MUTE/DELETE** on the handset or **X/DELETE** on the telephone base. The screen displays **Delete contact?**
3. Press **MENU/SELECT** to confirm. The screen displays **Contact deleted** and you hear a conformation tone.

# Call log

## About the call log

This product supports caller ID services offered by most telephone service providers. Depending on your service subscription, you may see the caller's number, or the caller's name and number that are sent by your telephone service provider after the first or second ring. Caller ID allows you to see the name, number, date and time of calls.

## Information about caller ID with call waiting

Caller ID with call waiting lets you see the name and telephone number of the caller before answering the call, even while on another call.

It may be necessary to change your telephone service to use this feature.

Contact your telephone service provider if:

- You have both caller ID and call waiting, but as separate services (you may need to combine these services).
- You have only caller ID service, or only call waiting service.
- You do not subscribe to call log or call waiting services.

There are fees for caller ID services. In addition, services may not be available in all areas.

This product can provide information only if both you and the caller are in areas offering caller ID service and if both telephone service providers use compatible equipment. The time and date, along with the call information, are from the telephone service provider.

Caller ID information may not be available for every incoming call. Callers may intentionally block their names and/or telephone numbers. To view call log entries with numbers between 16 and 24 digits, you must save the entry to the directory (see page 42).

You can use this product with regular caller ID service, or you can use this product's other features without subscribing to caller ID or combined caller ID with call waiting service.

# Call log

## Call log

If you subscribe to caller ID service, information about each caller will appear after the first or second ring. If you answer a call before the caller's information appear on the screen, it will not be saved in the call log.

- The call log stores up to 50 entries. Each entry has up to 24 digits for the phone number and 15 characters for the name. If the phone number has more than 15 digits, only the last 15 digits appear. If the name has more than 15 characters, only the first 15 characters are shown and saved in the call log.
- Call log entries are shared by all system devices. Any modifications made on one device apply to all.
- You can review, redial, and copy an entry into the directory.
- Entries appear in reverse chronological order.
- When the call log is full, the oldest entry is deleted to make room for new incoming call information.
- **XX Missed calls** shows when there are new call log entries that have not been reviewed.
- **Call log empty** shows when you access the call log without records.
- Only one system device can review the call log at a time. If a system device tries to enter the call log while another system device is already in it, its screen displays **Not available at this time**.

## Memory match

If the incoming telephone number matches the last seven digits of a telephone number in your directory, the name that appears on the screen matches the corresponding name in your directory.

For example, if Mike Smith calls, his name appears as **Mike** if this is how you entered it into your directory.

### note

The number shown in the call log will be in the format sent by the telephone service provider. The telephone service provider usually delivers 10-digit phone numbers (area code plus telephone number). If the last seven digits of the incoming phone number does not match a number in your directory, the name will appear as it is delivered by the telephone service provider.

10:01 AM 11/20

# Call log

## Missed call indicator

When there are calls that have not been reviewed in the call log, the screens display **XX Missed calls**. When you have reviewed all the missed calls, the missed call indicator goes away.

Each time you review a call log entry marked **NEW** on the handset or **NEW** on the telephone base, the number of missed calls decreases by one.

If you do not want to review the missed calls one by one, press and hold OFF/CANCEL on the handset or **CANCEL** on the telephone base when not in use to clear the missed call indicator. All the entries are then considered old and kept in the call log.

## Review the call log

Review the call log to find out who called, to return the call, or to copy the caller's name and number into your directory.

1. Press **▼/CID** on the cordless handset or press **▼CID** on the telephone base when not in use.
2. Press **▼** or **▲** to browse.

**-OR-**

1. Press **MENU/SELECT** when the telephone is not in use.
2. Press **▼** or **▲** to scroll to **>Call log**, then press **MENU/SELECT**.
3. Press **MENU/SELECT** to select **>Review**. 10:01M
4. Press **▼** or **▲** to browse. You hear a double beep when the list reaches the beginning or end of the call log.




# Call log

## View dialing options

Although the call log entries received have 10 digits (the area code plus the seven-digit number), in some areas, you may need to dial only the seven digits, or **1** plus the seven digits, or **1** plus the area code plus the seven digits. You can change the number of digits that you dial from the call log and store the new number to the directory.

While reviewing the call log, press **#** (pound key) repeatedly to display different dialing options for local and long distance numbers before dialing or saving the telephone number in the directory.



Press **1** repeatedly if you need to add or remove 1 in front of the telephone number before dialing or saving it in the directory.

When the number is displayed in the correct format for dialing, press /FLASH or  on a cordless handset, or press /SPEAKER or lift the corded handset on the telephone base to dial.


## Dial a call log entry

### Using a cordless handset:

## Call log

1. Search for the desired call log entry (see **Review the call log** on page 40).
2. When the desired entry displays, press /FLASH or  to dial.

### Using the telephone base:

1. Search for the desired call log entry (see **Review the call log** on page 40).
2. When the desired entry displays, press /SPEAKER or lift the corded handset to dial.

## Save a call log entry to the directory

1. Search for the desired call log entry (see **Review the call log** on page 40).
2. Press **MENU/SELECT** to choose an entry. The screen displays **EDIT NUMBER**.
3. Use the dialing keys to edit the number.
  - Press **▼** or **▲** to move the cursor to the left or right.
  - Press **MUTE/DELETE** or **OFF/CANCEL** on the cordless handset, or **X/DELETE** or **CANCEL** on the telephone base to backspace and erase a digit.
  - Press and hold **MUTE/DELETE** on the cordless handset or **X/DELETE** on the telephone base to erase the entire entry.
  - Press and hold **REDIAL/PAUSE** to insert a dialing pause (a **p** appears).
4. Press **MENU/SELECT** to move to the name. The screen displays **EDIT NAME**.
5. Use the dialing keys to add or edit the name.
  - Press **▼** or **▲** to move the cursor to the left and right.
  - Press **MUTE/DELETE** or **OFF/CANCEL** on the cordless handset, or **X/DELETE** or **CANCEL** on the telephone base to erase a character.
  - Press and hold **MUTE/DELETE** on the cordless handset or **X/DELETE** on the telephone base to erase all characters.
6. Press **MENU/SELECT** when done and the screen shows **Saved**.

## Delete call log entries

### To delete one entry:

## Call log

1. Search for the desired call log entry (see **Review the call log** on page 40).
2. Press **MUTE/DELETE** on the cordless handset or **X/DELETE** on the telephone base to delete the displayed entry.

### To delete all entries:

1. Press **MENU/SELECT** when the handset or the telephone base is not in use.
2. Press ▼ or ▲ on to scroll to **>Call log**, then press **MENU/SELECT**.
3. Press ▼ or ▲ to scroll to **>Del all calls**, then press **MENU/SELECT**.
4. When the screen shows **Delete all calls?**, press **MENU/SELECT** to delete all call log entries. You hear a confirmation tone.

## Call log display screen messages

Displays:	When:
PRIVATE NAME	The caller is blocking the name.
PRIVATE NUMBER	The caller is blocking the telephone number.
PRIVATE CALLER	The caller is blocking the name and number.
UNKNOWN NAME	This caller's name is unavailable.
UNKNOWN NUMBER	This caller's number is unavailable.
UNKNOWN CALLER	No information is available about this caller.

# Answering system settings

## Answering system

Use the answering system menu of a cordless handset or telephone base to turn on or off the answering system or message alert tone, set up the announcement message, activate the call screening, or change the number of rings, remote access code and voice language. If your answering system is turned off and you change any of its settings, the answering system automatically turns on again.

## Announcement

The telephone is preset with a greeting that answers calls with, *“Hello. Please leave a message after the tone.”* You can use this preset announcement, or replace it with your own.

## Record your own announcement

You can record an announcement up to 90 seconds, but any announcement shorter than two seconds will not be recorded.

1. When the handset or the telephone base is not in use, press **MENU/SELECT**.
2. Press **▼** or **▲** to scroll to **>Answering sys**, then press **MENU/SELECT**.
3. Press **MENU/SELECT** again to select **>Announcement**. The system announces, *“To play, press 2. To record, press 7.”*
4. Press **7** to record an announcement. The system announces, *“Record after the tone. Press 5 when you are done.”*
5. After the tone, speak towards the microphone.
6. Press **5** when done. The answering system automatically plays back the newly recorded announcement, then returns to the previous menu.

**-OR-**



Press **OFF/CANCEL** on the cordless handset or **CANCEL** on the telephone base. The answering system automatically plays back the newly recorded announcement, then returns to the previous menu.

## Play your announcement



1. When the handset or the telephone base is not in use, press **MENU/SELECT**.



## Answering system settings

2. Press ▼ or ▲ to scroll to >**Answering sys**, then press **MENU/SELECT**.
3. Press **MENU/SELECT** again to select >**Announcement**. The system announces, *“To play, press 2. To record, press 7.”*
4. Press **2** to play the current announcement.

### Delete your announcement

1. When the handset or the telephone base is not in use, press **MENU/SELECT**.
2. Press ▼ or ▲ to scroll to >**Answering sys**, then press **MENU/SELECT**.
3. Press **MENU/SELECT** again to select >**Announcement**. The system announces, *“To play, press 2. To record, press 7.”*
4. Press **3** to delete your recorded announcement.

#### **note**

When your announcement is deleted, calls are answered with the preset announcement.

### Answer on/off

The answering system must be turned on to answer and record messages. When

## Answering system settings

the answering system is turned on, the **🔌/ANS ON/OFF** light on the telephone base turns on and **ANS ON** displays on the handset.

On the telephone base, press **🔌/ANS ON/OFF** to turn the answering system on or off. If the answering system is turned on, the base displays **Calls will be answered** and announces “*Calls will be answered.*” If the answering system is turned off, the base displays **Calls will not be answered** and announces “*Calls will not be answered.*”

**-OR-**

1. When the handset or the telephone base is not in use, press **MENU/SELECT**.
2. Press **▼** or **▲** to scroll to **>Answering sys**, then press **MENU/SELECT**.
3. Press **▼** or **▲** to scroll to **>Answer ON/OFF**, then press **MENU/SELECT**.
4. Press **▼** or **▲** to highlight **>On** or **>Off**, then press **MENU/SELECT** to confirm. You hear a confirmation tone.

### note

- When you turn on the answering system at the telephone base with no memory capacity left, **Memory full** displays on the cordless handset and telephone base. The answering system cannot be turned on and it announces, “*Memory is full. Calls will not be answered.*”
- If the memory capacity is less than 3 minutes, the telephone announces, “*Less than three minutes to record.*” **Less than 3 min to record** displays on the cordless handset and telephone base.

# Answering system settings

## Call screening

Use this feature to choose whether incoming messages can be heard when they are being recorded.

1. When the handset or the telephone base is not in use, press **MENU/SELECT**.
2. Press ▼ or ▲ to scroll to **>Answering sys**, then press **MENU/SELECT**.
3. Press ▼ or ▲ to scroll to **>Ans sys setup**.
4. Press **MENU/SELECT** twice to select **>Call screening**.
5. Press ▼ or ▲ to choose **>On** or **>Off**.
6. Press **MENU/SELECT** to save and you hear a confirmation tone.

## Number of rings

You can choose two, four or six rings, or toll saver. With toll saver selected, the answering system answers after two rings if you have new messages, and after four rings when there are no new messages. This enables you to check for new messages and avoid paying long distance charges when calling from out of your local area.

1. When the handset or the telephone base is not in use, press **MENU/SELECT**.
2. Press ▼ or ▲ to scroll to **>Answering sys**, then press **MENU/SELECT**.
3. Press ▼ or ▲ to scroll to **>Ans sys setup**, then press **MENU/SELECT**.
4. Press ▼ or ▲ to scroll to **># of rings**, then press **MENU/SELECT**.
5. Press ▼ or ▲ to choose **>6**, **>4**, **>2** or **>Toll saver**.
6. Press **MENU/SELECT** to save and you hear a confirmation tone.

### note

If you subscribe to voicemail service from your telephone service provider, see **Answering system and voicemail** on page 50.

## Remote access code

A two-digit security code is required to access the answering system remotely from any

## Answering system settings

touch-tone telephone. The preset code is **19**. You can set the code from **00** to **99**.

1. When the handset or the telephone base is not in use, press **MENU/SELECT**.
2. Press ▼ or ▲ to scroll to **>Answering sys**, then press **MENU/SELECT**.
3. Press ▼ or ▲ to scroll to **>Ans sys setup**, then press **MENU/SELECT**.
4. Press ▼ or ▲ to scroll to **>Remote code**, then press **MENU/SELECT**.
5. Use the dialing keys to enter a two-digit number.
6. Press **MENU/SELECT** to save and you hear a confirmation tone.

## Message alert tone

When the message alert tone is set to on, and there is at least one new message, the telephone base beeps every 10 seconds. The message alert tone is preset to off.

There is no audible alert at the handset.

1. When the handset or the telephone base is not in use, press **MENU/SELECT**.
2. Press ▼ or ▲ to scroll to **>Answering sys**, then press **MENU/SELECT**.
3. Press ▼ or ▲ to scroll to **>Ans sys setup**, then press **MENU/SELECT**.
4. Press ▼ or ▲ to scroll to **>Msg alert tone**, then press **MENU/SELECT**.
5. Press ▼ or ▲ to choose **>On** or **>Off**.
6. Press **MENU/SELECT** to save and you hear a confirmation tone.

### note

The answering system must be turned on for message alert tone to beep.

# Answering system settings

## Voice language

You can select English or French to be used for the voice prompts in your answering system. The voice language is preset to English.

1. When the handset or the telephone base is not in use, press **MENU/SELECT**.
2. Press ▼ or ▲ to scroll to >**Answering sys**, then press **MENU/SELECT**.
3. Press ▼ or ▲ to scroll to >**Ans sys setup**, then press **MENU/SELECT**.
4. Press ▼ or ▲ to scroll to >**Voice language**, then press **MENU/SELECT**.
5. Press ▼ or ▲ to choose >**English** or >**Français**.
6. Press **MENU/SELECT** to save and you hear a confirmation tone.

# Answering system operation

## Answering system and voicemail

Your telephone has separate indicators for two different types of voice messages: those left on its built-in digital answering system and those left with your telephone service provider's voicemail (fees may apply). Your telephone's built-in digital answering system messages and voicemail messages are separate. Each alerts you to new messages differently.

- If **▶/■/PLAY/STOP** on the telephone base flashes, **OO** displays on the handsets and **XX New messages** displays on the handsets and telephone base, there are new messages in the built-in answering system. To listen to the messages recorded on your digital answering system, press **▶/■/PLAY/STOP** on the telephone base. To listen to messages with a handset, see **To play messages on a cordless handset** on page 54.
- If **✉** and **New voicemail** display on the handset and the telephone base, your telephone service provider is indicating that it has new voicemail for you. To listen to your voicemail, you typically dial an access number provided by your telephone service provider, followed by a security code or PIN.

Some telephone service providers bundle or combine multiple services like voicemail and call waiting, so you may not be aware that you have voicemail. To check what services you have and how to access them, contact your telephone service provider.

To use your voicemail service rather than your answering system, turn off your answering system. To use your answering system rather than your voicemail service, contact your telephone service provider to deactivate your voicemail service.

## Using the answering system and voicemail together

You can also use your telephone answering system and voicemail together by setting your built-in answering system to answer before voicemail answers as described below. To learn how to program your voicemail settings, contact your telephone service provider. Then, if you are on a call, or if the answering system is busy recording a message and you receive another call, the second caller can leave a voicemail message.

Set your answering system to answer calls at least two rings earlier than your voicemail is set to answer. For example, if your voicemail answers after six rings, set your answering system to answer after four rings. Some voicemail providers may program the delay before answering calls in seconds instead of rings. In this case, allow six seconds per ring when determining the appropriate setting.

# Answering system operation

## Message capacity

The answering system can record and store up to 99 messages. Each message can be up to four minutes in length. The total storage capacity for the announcement, messages and memos is approximately 11 minutes. The actual recording time depends on individual message characteristics. Messages remain available for replay until you delete them.

## New message indication

The ►/■/PLAY/STOP light on the telephone base flashes, **OO** displays on the handsets and **XX New messages** displays on the handset and telephone base when there are new answering system messages.

If the message alert tone is turned on, the telephone base beeps every 10 seconds when there are messages that have not been reviewed.

### note

After reviewing new messages, the total number of messages appears on the message window.

## Call screening

If the answering system and call screening are on, the announcement and the incoming message broadcast at the telephone base while the call is answered by the answering system.

Options while a message is being recorded:

- Press ▼ **VOL** or **VOL** ▲ to adjust the call screening volume.
- Press ►/■/PLAY/STOP to temporarily silence the call screening.
- Press ►/■/PLAY/STOP to temporarily turn on the call screening if call screening is set to off.

## Call intercept

If you want to talk to the caller whose message is being recorded, press **TALK/FLASH** or **📞** on a cordless handset, or **📞/SPEAKER** on the telephone base, or lift the corded handset from the telephone base.

## Answering system operation

### Temporarily turn off the message alert tone

If the message alert tone is turned on (see page 48), the telephone base beeps every 10 seconds when there are new or missed messages. Pressing any telephone base key (except **FIND HANDSET**) temporarily silences the message alert tone.

If you press **X/DELETE** when in idle mode to temporarily turn off the message alert tone, there is a voice prompt directing you to press **X/DELETE** again to delete all old messages. The message alert tone is temporarily turned off. Only press **X/DELETE** a second time if you wish to erase all old messages in the answering system.

The message alert tone resumes when you receive a new message.



# Answering system operation

## Message playback

When playback begins, the total number of old or new messages is announced. Before each message, you hear the day and time of the recording. If the date and time are not set, you hear, "*Time and date not set,*" before playback. After the last message, you hear, "*End of messages.*" If the recording time is less than three minutes, you hear, "*Less than three minutes to record.*" If there are no recorded messages, the screen shows **No message** and you hear, "*You have no message.*"

### To play messages at the telephone base:

- Press ►/■/PLAY/STOP when the telephone base is not in use.

**-OR-**

1. Press **MENU/SELECT** when the telephone base is not in use.
2. Press **MENU/SELECT** to select **>Play messages**.
  - If you have either new or old messages, the messages play automatically.
  - If you have both new and old messages:
    - ◇ To play new messages, press **MENU/SELECT** to select **>Play new msgs**.
    - ◇ To play old messages, press ▼ or ▲ to highlight **>Play old msgs**, then press **MENU/SELECT**.

Options during playback:

- Press ▼ **VOL** or **VOL** ▲ to adjust the message playback volume.
- Press ►►/SKIP to skip to the next message.
- Press ◀◀/REPEAT to repeat the message. Press twice to hear the previous message.
- Press **X/DELETE** to delete the playing message.
- Press ►/■/PLAY/STOP to stop the playback.

# Answering system operation

## To play messages on a cordless handset:

1. When the handset is not in use, press **MENU/SELECT**.
2. Press **MENU/SELECT** to select **>Play messages**.
  - If you have either new or old messages, the messages play automatically.
  - If you have both new and old messages:
    - ◇ To play new messages, press **MENU/SELECT** to select **>Play new msgs**.
    - ◇ To play old messages, press **▼** or **▲** to highlight **>Play old msgs**, then press **MENU/SELECT**.

## Options during playback:

- Press **▼/VOLUME** or **▲/VOLUME** to adjust the message playback volume.
- Press **6** to skip to the next message.
- Press **4** to repeat the message. Press **4** twice to hear the previous message.
- Press **3** to delete the playing message.
- Press **5** to stop the playback.
- Press **📞** to switch between speakerphone mode and handset mode.

## Delete all old messages

You can only delete old (reviewed) messages. You cannot delete new messages until you review them. You cannot retrieve deleted messages.

## To delete all old messages on the telephone base:

1. When the telephone is not in use, press **X/DELETE**. The system announces, *"To delete all old messages, press **DELETE** again."* The screen displays **Delete all old messages?**
2. Press **X/DELETE** again. The screen displays **Deleting...** then **All old msgs deleted!** The system announces, *"All old messages deleted."* You hear a confirmation tone.

## To delete all old messages on a cordless handset:

1. Press **MENU/SELECT** when the handset is not in use.
2. Press **▼** or **▲** to scroll to **>Answering sys**. Press **MENU/SELECT**.
3. Press **▼** or **▲** to highlight **>Delete all old**, then press **MENU/SELECT**. The screen shows **Delete all old messages?**
4. Press **MENU/SELECT** again to confirm. The screen displays **Deleting...** then **All old msgs deleted!** You hear a confirmation tone.

# Answering system operation

## Record, play and delete memos

Memos are your own recorded messages used as reminders for yourself or others using the same answering system. You can record your own memos using a system handset or the telephone base. Play and delete them in the same way as incoming messages (see **Message playback** on pages 53-54).

### To record a memo:

1. Press **MENU/SELECT** when the handset or telephone base is not in use.
2. Press ▼ or ▲ to highlight >**Answering sys**, then press **MENU/SELECT**.
3. Press ▼ or ▲ to highlight >**Record memo**, then press **MENU/SELECT**.
4. The system announces, “*Record after the tone. Press 5 when you are done.*” After the tone, speak towards the microphone.
5. Press **5**, or ►/■**PLAY/STOP** on the telephone base to stop recording. The system announces, “*Recorded.*”

#### note

- “*Memory is full*” is announced if you record a memo when the memory is full.
- Each memo can be up to four minutes in length.
- Memos shorter than two seconds are not recorded.

# Answering system operation

## Message window displays

Window display	Description
0	No message.
1-99	The total number of old messages recorded. The message number currently playing. If <b>XX New messages</b> displays on the screen at the same time, there are new messages or memos. If <b>Rec mem full</b> displays on the screen at the same time, the memory is full. You must delete some messages before recording new messages.
--- ---	The answering system is recording a memo or announcement. The telephone is being accessed remotely. The answering system is being programmed.

# Answering system operation

## Remote access

A two-digit security code is required to access the answering system remotely from any touch-tone telephone. The preset code is **19**; see **Remote access code** on page 48 to change it.

1. Dial your telephone number from any touch-tone telephone.
2. When the system plays your announcement, enter the two-digit security code.
3. Then you can enter one of the following remote commands.

Command	Function
<b>1</b>	Play all messages.
<b>2</b>	Play new messages.
<b>3</b>	Delete the current message (during playback).
<b>33</b>	Delete all old messages.
<b>4</b>	Repeat the current message (during playback).
<b>5</b>	Stop.
<b>*5</b>	Hear a list of remote commands.
<b>6</b>	Skip to the next message (during playback).
<b>*7</b>	Record a new announcement.
<b>8</b>	End the call.
<b>0</b>	Turn the answering system on or off.

4. Hang up or press **8** to end the call.

### note

- If you do not press any keys after you enter the remote access code, all new messages play. If there are no new messages, all old messages play.
- Once the new messages have played, the telephone announces the help menu options. If you do not press any key within 20 seconds, the remote access call automatically disconnects.
- When the answering system memory is full, the telephone announces, *"Memory is full. Enter the remote access code."*

# Appendix

## Display screen messages

Already saved	The telephone number you have entered is already in the directory.
BASE Check AC Power	The telephone base is on a call while in line power mode.
Base is calling	The telephone base is calling the handset.
Call log empty	There are no entries in call log history.
Call transferred	You have transferred an outside call to another cordless handset or the telephone base.
Calling base	The handset is calling the base (for intercom calls). The handset is transferring an outside call to the base.
Calling HANDSET (for models with one handset)	The telephone base is calling the handset (for intercom calls). The telephone base is transferring an outside call to the handset.
Calling HANDSET X (for models with two or more handsets)	The handset or telephone base is calling another handset (for intercom calls). The handset or telephone base is transferring an outside call to another handset.
Call answered	The answering system is answering a call.
Calls will be answered	The answering system is turned on and can answer calls.
Calls will not be answered	The answering system is turned off and cannot answer calls.
Contact deleted	A directory entry is deleted.
Directory empty	There are no directory entries.
Directory full	The directory is full. You cannot save any new entries unless you delete some current entries.
Ended	You have just ended a call.

# Appendix

## Display screen messages

HANDSET is calling (for models with one handset)	The handset is calling the telephone base.
HANDSET X is calling (for models with two or more handsets)	Another system handset is calling (for intercom calls).
Incoming call	There is a call coming in.
Int requires two handsets	There are no registered handsets for the telephone base to intercom.
Intercom	The handset is on an intercom call.
Intercom ended	The intercom call has just ended.
INTERCOM TO: (for models with two or more handsets)	You have started the intercom process, and need to enter the number of the handset you wish to call.
Line in use	An extension phone, or one of the handsets is in use.
Low battery	The handset battery needs to be recharged.
Microphone ON	The mute function is turned off and the other party can hear you.
Muted	The microphone is off. The other party cannot hear you.
New voicemail	There are new voicemail messages from your telephone service provider.
No battery	The handset in the handset charger has no battery installed.
No line	There is no telephone line connection.
No signal, call ended	The handset is out of range while on a call.
Not available at this time	Someone else is using the directory or call log history.
Out of range OR No fur at base	The telephone base has lost power, or the handset is out of range.
Outside call	You are on the external call during call transfer.

# Appendix

## Display screen messages


** Paging **	The cordless handset is paged by the telephone base.
Paging all handsets	The telephone base is paging the handset(s).
Phone	The handset is on a call.
Place in charger	The battery is very low. The handset should be charged.
1.Press FIND HS on base 4sec	Screen display before handset registration.
Rec mem full	The system recording time is full.
Rec mem low	The system recording time is low.
Recording message	The answering system is recording a message.
Registering... Please wait	The handset screen display when it is registering to the telephone base.
Registration failed	The handset registration is not successful.
Registration slots are full	You register a handset to the base when you already have 5 handsets registered.
Ringer off	The ringer is off temporarily during an incoming call.
Saved	The entry in the call log history is saved in the directory.
Share call	You can share an outside call with the telephone base or another cordless handset.
Speaker	The handset or telephone base speakerphone is in use.
2.Then Press # on handset	Screen display before handset registration.
Unable to call. Line in use	Failed phone call (the telephone line is in use).
Unable to call. Try again	Failed intercom or conference call (there are already two handsets being used).
XX Missed calls	There are new calls in the call log.






# Appendix

## Handset and telephone base indicators

### Handset lights








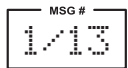
	On when the handset speakerphone is in use.
<b>CHARGE</b>	On when the handset is charging in the handset charger.

### Telephone base lights



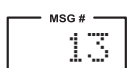
<b>IN USE</b>	On when the telephone line is in use. On when the answering system is answering a call. On when you are registering a handset. Flashes quickly when there is an incoming call. Flashes when another telephone sharing the same line is in use. Flashes when you are deregistering all handsets.
 /ANS ON/OFF	On when the answering system is turned on.
 /SPEAKER	On when the speakerphone is on.
 /PLAY/STOP	Flashes when there are new memos or messages in the answering system.
<b>MUTE</b>	On when mute function is on.

# Appendix

## Handset icons

	The battery icon flashes when the battery is low and needs charging.
	The battery icon animates when the battery is charging.
	The battery icon becomes solid when the battery is fully charged.
	The speakerphone is in use.
	The handset ringer is off.
	There are new voicemail received from your telephone service provider.
<b>ANS ON</b>	The answering system is turned on.
	There are new answering system messages.
<b>NEW</b>	There are new call log entries.
<b>MUTE</b>	The microphone is muted.
	The message number currently playing and total number of messages recorded.

## Telephone base icons

	The telephone base ringer is off.
	There are new voicemail received from your telephone service provider.
<b>NEW</b>	There are new call log entries.
	The total number of messages recorded.

# Appendix

## Battery

It takes up to 11 hours for the battery to be fully charged. When it is fully charged, you can expect the following performance:

Operation	Operating time
While in handset use (talking*)	Up to seven hours
While in speakerphone mode (talking*)	Up to five hours
While not in use (standby**)	Up to seven days

\*Operating times vary depending on your actual use and the age of the battery.

\*\*Handset is not charging or in use.

The battery needs charging when:

- A new battery is installed in the handset.
- The handset beeps.
- A battery is properly installed and the screen is blank.
- **Low battery** or **Place in charger** displays on the handset screen.

### CAUTION:

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

- Use only the battery(ies) provided or equivalent. To order a replacement, go to [www.vtechphones.com](http://www.vtechphones.com) or call 1 (800) 267-7377. In Canada, please visit [www.vtechcanada.com](http://www.vtechcanada.com) or call 1(800)267-7377.
- Do not dispose of the battery(ies) in a fire. Check with local waste management codes for special disposal instructions.
- 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.
- Exercise care in handling batteries in order not to create a short circuit with conductive materials.
- 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.
- Observe proper polarity orientation between the battery and metallic contacts.
- To prevent fire or shock hazard, do not expose this product to water or any type of moisture.

# Appendix

## Expand your telephone system

Your telephone base can support up to 5 handsets. Each handset must be registered to the telephone base before use.

The handset provided with your telephone system is already registered and named **HANDSET**. You can add new handsets (**CS6400**, purchased separately) to your telephone base. Additional handsets are assigned numbers in the sequential order (**HANDSET 2**, **HANDSET 3**, **HANDSET 4** and **HANDSET 5**).

### Add and register a handset

When first purchased, each expansion handset alternately shows **1.Press FIND HS on base 4sec** and **2.Then press # on handset**. The new handset should be charged without interruption for at least 30 minutes before registering it to the telephone base.

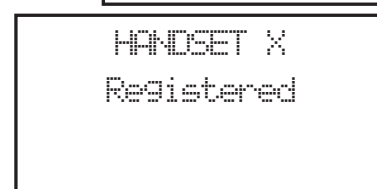
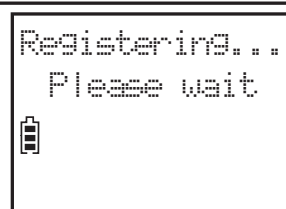
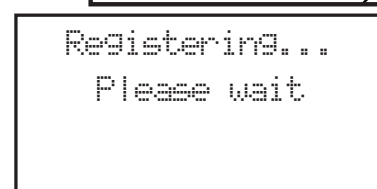
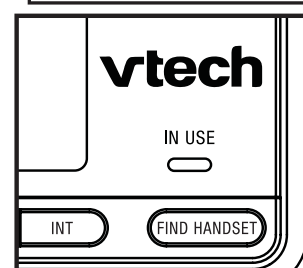
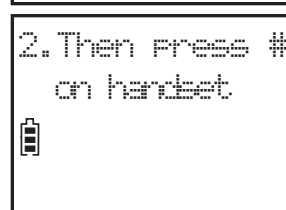
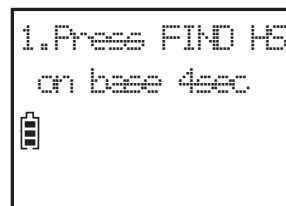
#### To register a handset:

1. Make sure the handset is out of the handset charger and is put near the telephone base. Make sure the handset alternately shows **1.Press FIND HS on base 4sec** and **2.Then press # on handset** before you begin registration.
2. Press and hold **FIND HANDSET** on the telephone base for about four seconds until the telephone base shows **Registering... Please wait**, then release the button.
3. Press **#** (pound key) on the handset. The handset shows **Registering... Please wait**. It takes up to 60 seconds to complete registration. Then **HANDSET X Registered** appears on both screens, with **X** being the handset number, and the handset beeps. The handset is now registered with the telephone base.

If registration fails, the handset displays **Registration failed**. Please start again from Step 1 above.

#### note

- You cannot register a handset if any other system handset is in use.
- The telephone base shows **Registration slots are full** when you try to register more than 5 handsets to it.
- If you have not set the date and time for the telephone system, the handset will prompt you to set the date and time after it is registered to the base. To skip setting, press **OFF/CANCEL**.



# Appendix

## Deregister handsets

If you want to replace a handset, or reassign the designated handset number of a registered handset, you must deregister all handsets that are registered to the telephone base. Then register each handset individually.

To make deregistration easier, read all of the instructions on this page before you begin.

### To deregister all handsets:

1. Press and hold **FIND HANDSET** on the telephone base for about 10 seconds until the telephone base shows **Registering... Please wait** followed by **Deregister all handsets?**, then release the **FIND HANDSET** button.
2. Immediately press **MENU/SELECT** or **FIND HANDSET**.
3. The deregistration process takes about 60 seconds to complete. All handsets alternately show **1.Press FIND HS on base 4sec** and **2.Then press # on handset**.
4. To register the handset(s) to the telephone base again, follow the registration instructions on the previous page.

#### note

- You cannot deregister all handsets if any other system handset is in use.
- If deregistration fails, you may need to reset the system and try again. To reset, unplug the power from the telephone base and plug it back in.
- Even if the battery is depleted, you can still deregister all handsets by following the steps above. After the handset is charged for at least 10 minutes, its screen alternately shows **1.Press FIND HS on base 4sec** and **2.Then press # on handset**.

# Appendix

## Troubleshooting

If you have difficulty with 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) 267-7377. In Canada, please visit [www.vtechcanada.com](http://www.vtechcanada.com) or call 1(800)267-7377.

### **My telephone doesn't work at all.**

- Make sure the power cord is securely plugged in.
- Make sure you plug the battery connector securely into the cordless handset.
- Make sure you plug the telephone line cord securely and firmly into the telephone base and the telephone wall jack.
- Charge the battery in the cordless handset for at least 11 hours. For optimum daily performance, return the cordless handset to the handset charger when not in use.
- If the battery is completely depleted, charge the handset for at least 30 minutes before use (page 4).
- Reset the telephone base. Unplug the 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 reset.
- You may need to purchase a new battery. Please refer to **Handset battery installation** (page 3) and **Handset battery charging** (page 4).

### **I cannot get a dial tone.**

- First try all the suggestions above.
- Move the cordless handset closer to the telephone base. You may have moved out of range.
- If the previous suggestions do not work, disconnect the telephone base from the telephone jack and connect to a different phone. If there is no dial tone on that phone either, the problem is in your wiring or telephone service. Contact your telephone service provider.
- Your line cord may be defective. Try installing a new line cord.

### **I cannot dial out.**

- Try all the suggestions above.
- Make sure you have a dial tone before dialing. The cordless handset may take a second or two to find the telephone base and produce a dial tone. This is normal. Wait an extra second before dialing.
- Eliminate any background noise. Noise from a television, radio or other appliances might cause the phone 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 with less background noise.
- If other phones in your home are having the same problem, contact your telephone service provider (charges may apply).

# Appendix

## Troubleshooting

### **My cordless handset isn't performing normally.**

- Make sure you plug the power cord securely into the telephone base. Plug the power adapter into a different, working electrical outlet without a wall switch.
- Move the cordless handset closer to the telephone base. You may have moved out of range.
- Reset the telephone base. Unplug the electrical power. Wait for 15 seconds then plug it back in. Allow up to one minute for the cordless handset and telephone base to reset.
- Other electronic products such as HAM Radios and other DECT phones can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.

### **Out of range or No pwr at base appears on my cordless handset.**

- Ensure you plug the telephone base in properly and the power is on.
- Place the cordless handset closer to the telephone base for synchronization.
- Move the cordless handset closer to the telephone base. You may have moved out of range.
- Reset the telephone base. Unplug the electrical power. Wait for 15 seconds then plug it back in. Allow up to one minute for the cordless handset and telephone base to reset.
- Other electronic products such as HAM Radios and other DECT phones can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.

### **The batteries do not hold a charge.**

- If the cordless handset is in the handset charger and the charge light is not on, refer to **The charge light is off or blinking** (page 69).
- Charge the battery in the cordless handset for at least 11 hours. For optimum daily performance, return the cordless handset to the handset charger when not in use.
- If the battery is completely depleted, charge the handset for at least 30 minutes before use (page 4).
- You may need to purchase a new battery. Please refer to **Handset battery installation** (page 3) and **Handset battery charging** (page 4).

# Appendix

## Troubleshooting

### **I get noise, static, or weak signals even when I'm near the telephone base.**

- If you subscribe to high-speed Internet service (DSL - digital subscriber line) through your telephone line, you must install a DSL filter between the telephone line cord and the telephone wall jack (page 2). The filter prevents noise and caller ID problems as a result of DSL interference. Please contact your DSL service provider for more information about DSL filters.
- You may be able to improve the performance of your cordless phone by installing your new telephone base as far as possible from any other existing cordless telephone system that may already be installed.
- Other electronic products such as HAM Radios and other DECT phones can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.
- Do not install this phone near a microwave oven or on the same electrical outlet. You may experience decreased performance while the microwave oven is operating.
- If you plug your phone in with a modem or a surge protector, plug the phone (or modem/surge protector) into a different location. If this does not solve the problem, relocate your phone or modem farther apart from one another, or use a different surge protector.
- Relocate your phone to a higher location. The phone may have better reception in a high area.
- If other phones in your home are having the same problem, contact your telephone service provider (charges may apply).

### **I experience poor sound quality when using the speakerphone.**

- For increased sound quality while using the speakerphone, place the handset on a flat surface with the dialing keys facing up.

### **I hear other calls while using my phone.**

- Disconnect the telephone base from the telephone jack, and plug in a different telephone. If you still hear other calls, call your telephone service provider.

### **The telephone does not ring when there is an incoming call.**

- Make sure that the ringer is not off. Refer to **Ringer volume** on page 13 in this user's manual.
- Make sure you plug in the telephone line cord securely into the telephone base and the telephone jack. Make sure you plug in the power cord securely.
- The cordless handset may be too far from the telephone base.
- Charge the battery in the cordless handset for at least 11 hours. For optimum daily performance, return the cordless handset to the handset charger when not in use.
- You may have too many extension phones on your telephone line to allow all of them to ring simultaneously. Try unplugging some of the other phones.



# Appendix

## Troubleshooting

- The layout of your home or office might be limiting the operating range. Try moving the telephone base to another location, preferably to a higher location.
- If other phones in your home are having the same problem, contact your telephone service provider (charges may apply).
- Test a working phone at the phone jack. If another phone has the same problem, contact your telephone service provider (charges may apply).
- Other electronic products such as HAM Radios and other DECT phones can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.
- Remove and install the battery again. Place the cordless handset in the handset charger. Wait for the cordless handset to reestablish its connection with the telephone base. Allow up to one minute for this to take place.
- Your line cord may be defective. Try installing a new line cord.

### **My calls cut in and out while I'm using my cordless handset.**

- Other electronic products such as HAM Radios and other DECT phones can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.
- Do not install this phone near a microwave oven or on the same electrical outlet. You may experience decreased performance while the microwave oven is operating.
- If you plug your phone in with a modem or surge protector, plug the phone (or modem/surge protector) into a different location. If this does not solve the problem, relocate your phone or modem farther apart from one another, or use a different surge protector.
- Relocate your telephone base to a higher location. The phone may have better reception when installed in a high area.
- If other phones in your home are having the same problem, contact your telephone service provider (charges may apply).

### **The charge light is off or blinking.**

- Make sure you plug the power and line cords in correctly and securely.
- Unplug the electrical power. Wait for 15 seconds, then plug it back in. Allow up to one minute for the cordless handset and telephone base to reset.
- Clean the cordless handset and handset charger's charging contacts each month with a pencil eraser or cloth.
- A blinking **CHARGE** light is an indication that the battery is not connected to the handset or missing completely. Ensure that the battery is installed properly.

# Appendix

## Troubleshooting

### My caller ID isn't working properly.

- Caller ID is a subscription service. You must subscribe to this service from your telephone service provider for this feature to work on your phone.
- The caller must be calling from an area that supports caller ID.
- Both your and your caller's telephone service providers must use caller ID compatible equipment.
- If you subscribe to high-speed Internet service (DSL - digital subscriber line) through your telephone line, you must install a DSL filter between the telephone line cord and the telephone wall jack (page 2). The filter prevents noise and caller ID problems resulting from DSL interference. Please contact your DSL service provider for more information about DSL filters.

### My telephone does not receive caller ID when on a call.

- Make sure you subscribe to caller ID with call waiting features from your telephone service provider. Caller ID feature works only if both you and the caller are in areas offering caller ID service, and if both telephone service providers use compatible equipment.

### The messages on the answering system are incomplete.

- If a caller leaves a very long message, part of it may be lost when the system disconnects the call after four minutes.
- If the caller pauses for too long, the system stops recording and disconnects the call.
- If the system's memory becomes full during a message, the system stops recording and disconnects the call.
- If the caller's voice is very soft, the system may stop recording and disconnect the call.

### The messages are very difficult to hear.

- Press **VOL ▲** on the telephone base or **▲/VOLUME** on the cordless handset to increase the listening volume.

### The answering system does not answer after the correct number of rings.

- Make sure that the answering system is on. **ANS ON** should show on the handset and **🔊/ANS ON/OFF** light on the telephone base should be on.
- If toll saver is activated, the number of rings changes to two when you have new messages stored (page 47).
- If the memory is full or the system is off, the system will answer after 10 rings.
- In some cases, the answering system is affected by the ringing system used by your telephone service provider.

# Appendix

## Troubleshooting

- If you subscribe to voicemail service, change the number of rings so that your answering system answers before your voicemail answers. To determine how many rings activate your voicemail, contact your telephone service provider.
- If there is a fax machine connected to the same telephone line, try disconnecting the fax machine. If that solves the problem, consult your fax machine documentation for information on compatibility with answering systems.

### The telephone does not respond to remote commands.

- Make sure to enter your remote access code correctly (page 57).
- Make sure you are calling from a touch-tone phone. When you dial a number, you should hear tones. If you hear clicks, the phone is not a touch-tone telephone and cannot activate the answering system.
- The answering system may not detect the remote access code while your announcement is playing. Try waiting until the announcement is over before entering the code.
- There may be interference on the phone line you are using. Press dialing keys firmly.

### The answering system does not record messages.

- Make sure the answering system is on. **ANS ON** should show on the handset and **🔔/ANS ON/OFF** light on the telephone base should be on.
- Make sure the memory of the answering system is not full.
- If you subscribe to voicemail service, change the number of rings so that your answering system answers before your voicemail answers. To determine how many rings activate your voicemail, contact your telephone service provider.
- If there is a fax machine connected to the same telephone line, try disconnecting the fax machine. If that solves the problem, consult your fax machine documentation for information on compatibility with answering systems.

### The system announces *“Time and day not set.”*

- You need to reset the system clock (page 16).


### The outgoing announcement is not clear.

- When you record your announcement, make sure you speak in a normal tone of voice, about nine inches from the handset or telephone base.
- Make sure there is no background noise (TV, music, etc.) while recording.

# Appendix

## Troubleshooting

### **New voicemail and show and I don't know why.**

- Your telephone has both a built-in answering system and voicemail indication. If **New voicemail** and  appear, then your telephone has received a signal from your telephone service provider that you have a voicemail message waiting for you to retrieve from them. Contact your telephone service provider for more information on how to access your voicemail.

### **I cannot retrieve voicemail messages.**

- Your telephone has both a built-in answering system and voicemail indication. They are independent features and each alerts you to new messages differently. If you subscribe to voicemail service from your telephone service provider, contact your telephone service provider for more information on how to access your voicemail.

### **I subscribe to a nontraditional telephone service that uses my computer to establish connections, and my telephone doesn't work.**

- Make sure your computer is powered on.
- Make sure your Internet connection is working properly.
- Make sure that the software is installed and running for your nontraditional telephone service.
- Make sure to plug your USB telephone adapter into a dedicated USB port on your computer. Do not plug into a multiple port USB hub (USB splitter) that is not powered.
- In a few rare instances, the USB port on your computer may not have enough power. In these instances, try using a USB hub with its own external power supply.
- If you are using a firewall, it may prevent access to your nontraditional telephone service provider. Contact your service provider for more information.

### **Common cure for electronic equipment.**

If the telephone does not seem to be responding normally, do the following (in the order listed):

1. Disconnect the power to the telephone base.
2. Disconnect the cordless handset battery.
3. Wait a few minutes.
4. Connect power to the telephone base.
5. Install the battery again, and place the cordless handset into the handset charger.
6. Wait for the cordless handset to reestablish its connection with the telephone base. Allow up to one minute for this to take place.

# Appendix

## Important safety instructions

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury, including the following:

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 such as near a bath tub, wash bowl, kitchen sink, laundry tub or swimming pool, or in a wet basement or shower.
5. Do not place this product on an unstable table, shelf, stand or other unstable surfaces.
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 any 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 or office, 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 the slots in the telephone base or handset because they may touch dangerous voltage points or create a short circuit. 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.
12. Unplug this product from the wall outlet and refer servicing to an authorized service facility under the following conditions:
  - When the power supply cord or plug is damaged or frayed.
  - If liquid has been spilled onto the product.
  - If the product has been exposed to rain or water.
  - If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operation instructions. 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.
  - If the product has been dropped and the telephone base and/or handset has been damaged.
  - If the product exhibits a distinct change in performance.
13. Avoid using a telephone (other than cordless) during an electrical storm. There is a remote risk of electric shock from lightning.
14. Do not use the telephone to report a gas leak in the vicinity of the leak. Under certain circumstances, a spark may be created when the adapter is plugged into the power outlet, or when the handset is replaced in its cradle. This is a common event associated with the closing of any electrical circuit. The user should not plug the phone into a power outlet, and should not put a charged handset into the cradle, if the phone is located in an environment containing concentrations of flammable or flame-supporting gases, unless there is adequate ventilation. A spark in such an environment could create a fire or explosion. Such environments might include: medical use of oxygen without adequate ventilation; industrial gases (cleaning solvents; gasoline vapors; etc.); a leak of natural gas; etc.
15. Only put the handset of your telephone next to your ear when it is in normal talk mode.
16. The power adapters are 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.

**SAVE THESE INSTRUCTIONS**

# Appendix

## Precautions for users of implanted cardiac pacemakers

Cardiac pacemakers (applies only to digital cordless telephones):

Wireless Technology Research, LLC (WTR), an independent research entity, led a multidisciplinary evaluation of the interference between portable wireless telephones and implanted cardiac pacemakers. Supported by the U.S. Food and Drug Administration, WTR recommends to physicians that:

### Pacemaker patients

- Should keep wireless telephones at least six inches from the pacemaker.
- Should NOT place wireless telephones directly over the pacemaker, such as in a breast pocket, when it is turned ON.
- Should use the wireless telephone at the ear opposite the pacemaker.

WTR's evaluation did not identify any risk to bystanders with pacemakers from other persons using wireless telephones.

## 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 displays **Out of range OR No pwr at base**.

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

If the handset moves out of range during a telephone conversation, there may be interference. To improve reception, move closer to the telephone base.

## Maintenance

### Taking care of your telephone

Your 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 the 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, take caution when using electrical 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 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 the telephone base should fall into water, **DO NOT RETRIEVE IT UNTIL YOU UNPLUG THE POWER CORD AND TELEPHONE LINE CORD FROM THE WALL**. Then remove the telephone by the unplugged cords.

# Appendix

## About cordless telephones

- **Privacy:** The same features that make a cordless telephone convenient create some limitations. Telephone calls are transmitted between the telephone base and the cordless handset by radio waves, so there is a possibility that the 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, 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 often reduces or eliminates the interference.
- **Rechargeable batteries:** Exercise care in handling batteries in order not to create a short circuit 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 the battery. Like other batteries of this type, if burned or punctured, they could release caustic material which could cause injury.

## The RBRC® seal

The RBRC® seal on the nickel-metal hydride 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 hydride 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.**



# Appendix

## 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.

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Privacy of communications may not be ensured when using this telephone.

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.

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 telephone service provider 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 the 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, contact your telephone service provider.

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 service provider or a qualified installer.



# Appendix

## FCC, ACTA and IC regulations

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 service provider may temporarily discontinue your telephone service. The telephone service provider 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 service provider is required to inform you of your right to file a complaint with the FCC. Your telephone service provider may make changes in its facilities, equipment, operation, or procedures that could affect the proper functioning of this product. The telephone service provider is required to notify you if such changes are planned.

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

Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference, including interference that may cause undesired operation.

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 0.8. 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.

# Appendix

## Limited 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 the 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
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 a 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.

# Appendix

## Limited warranty

### How do you get warranty service?

To obtain warranty service, please visit our website at [www.vtechphones.com](http://www.vtechphones.com) or call 1 (800)595-9511. In Canada, please visit [www.vtechcanada.com](http://www.vtechcanada.com) or call 1(800)267-7377.

**NOTE:** Before calling for service, please review the user's manual - a check of the Product's 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. Transportation, delivery or handling charges are 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 a "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 the 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.**

# Appendix

## Technical specifications

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Frequency control	Crystal controlled PLL synthesizer
Transmit frequency	Handset: 1921.536-1928.448 MHz Telephone base: 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.
Power requirements	Handset: 2.4V Ni-MH battery Telephone base: 6V DC @ 400mA Charger: 6V AC @ 300mA
Memory	Directory: 50 memory locations; up to 30 digits and 15 characters Call log: 50 memory locations; up to 24 digits and 15 characters

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