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CM18445

4-Line
Small Business System
Main Console



vtech[®]
User's manual

Congratulations

on your purchase of this VTech product. Before using this VTech product, please read the **Important safety information**.

This user's manual provides you with the complete installation, setup and operation instructions.

For customer service or product information, visit our website at **www.vtechphones.com** or call **1 (800) 595-9511**. In Canada, please dial **1 (800) 267-7377**.

Model number: CM18445

Type: 4-Line Small Business System Main Console

Serial number: _____

Purchase date: _____

Place of purchase: _____

Both the model and serial numbers of your VTech product can be found on the bottom of the console.

Save your sales receipt and original packaging in case it is necessary to return your telephone for warranty service.



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.

Important safety information



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

Safety information

- Read and understand all instructions in the user's manual. Observe all markings on the product.
- Avoid using a telephone during a thunderstorm. There may be a slight chance of electric shock from lightning.
- 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.
- Do not use this product near water, or when you are wet. For example, do not use it in a wet basement or shower, or next to a swimming pool, bathtub, kitchen sink, or laundry tub. Do not use liquids or aerosol sprays for cleaning. If the product comes in contact with any liquid, unplug any line or power cord immediately. Do not plug the product back in until it has dried thoroughly.
- Avoid placing the telephone system in places with extreme temperature, direct sunlight, or other electrical devices. Protect your phone from moisture, dust, corrosive liquids and fumes.
- Install this product in a protected location where no one can trip over any line or power cords. Protect cords from damage or abrasion.
- If this product does not operate normally, see the **Troubleshooting** section on pages 103-110 of this user's manual. If you cannot solve the problem, or if the product is damaged, refer to the **Limited warranty** section on pages 116-117. Do not open this product except as directed in your user's manual. Opening the product or reassembling it incorrectly may expose you to hazardous voltages or other risks.
- This power adapter is intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling, an under-the-table or cabinet outlet.



Cautions:

- Use only the power adapter provided with this product. To obtain a replacement, visit our website at **www.vtechphones.com** or call **1 (800) 595-9511**. In Canada, please dial **1 (800) 267-7377**.
- To prevent risk of fire or battery explosion, replace with the correct battery type. Dispose of used batteries according to the instructions.

Important safety information

Especially about cordless telephones

- **Electrical power:** The console 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 handset if the console is unplugged, switched off or if the electrical power is interrupted.
- **Power adapter:** The power adapter is intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling, under-the-table or cabinet outlet.

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.

Especially about telephone answering systems

Two-way recording: This unit does not sound warning beeps to inform the other party that the call is being recorded. To ensure that you are in compliance with any federal or state regulations regarding recording a telephone call, you should start the recording process and then inform the other party that you are recording the conversation.

SAVE THESE INSTRUCTIONS

Parts checklist

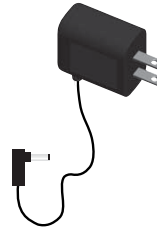
Your telephone package contains the following items. Save your sales receipt and original packaging in the event warranty service is necessary.



User's manual



Quick start guide



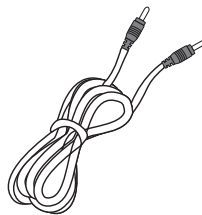
Power adapter



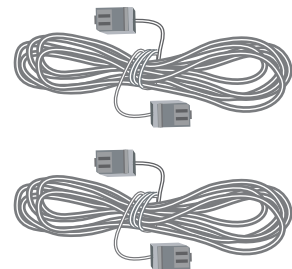
Handset with coiled cord installed



Console



Audio cable



Two gray telephone line cords (2-conductor)



Two black telephone line cords (4-conductor)



Mounting bracket



Replacement directory card

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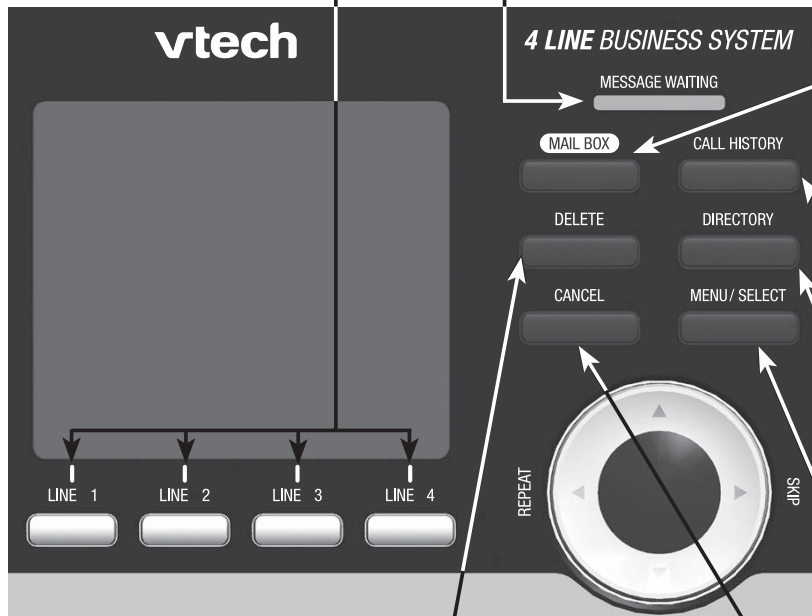
| | |
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Getting started

Console overview

LINE 1-LINE 4 keys

Press to make or answer a call on the desired line.



MESSAGE WAITING indicator

- Flashes when there are new messages in the central mailbox or private mailbox.

MAIL BOX

When in idle mode, press to enter the general mailbox menu.

CALL HISTORY

- Press to view caller ID information.

DIRECTORY

- Press to view directory information.

MENU/SELECT

- Press to enter the menu.
- While in the menu, press to select an item or save an entry or setting.

CANCEL

- While in a menu, press to cancel an operation and exit the menu display.

DELETE

- While playing a message, press to delete the message.
- While reviewing the caller ID information, press to delete an individual entry.
- While predialing, press to delete digits.

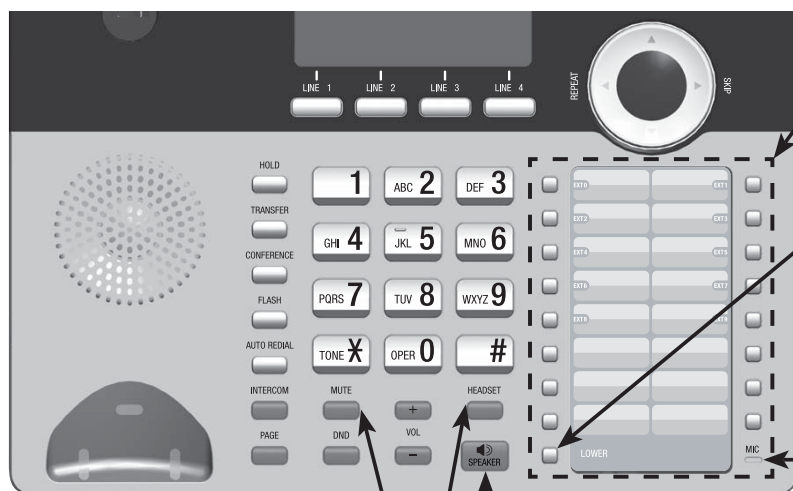


Navigation keys

- While in menus, press ▲ or ▼ to scroll through the menus, highlight items or change settings. Press ►/SKIP to enter the highlighted item, or press ◀/REPEAT to return to the previous menu.
- While entering names or numbers, press ◀/REPEAT or ►/SKIP to move the cursor to the left or right.
- While playing back messages, press ◀/REPEAT to repeat the message, or press ►/SKIP to skip to the next message.

Getting started

Console overview



One-touch keys

- Press to dial the desired one-touch number.

LOWER

- When assigning or dialing a one-touch number, press to switch to the lower location (the second 16 locations) of a one-touch key.

MIC

SPEAKER

- Press to turn on the speakerphone. Press again to turn it off.

MUTE

- During a call, press to mute the microphone.

HEADSET

- When a corded headset is connected to the console, press to make, answer or hang up a call.

FLASH

- During a call, press to answer an incoming call when you receive a call waiting alert.

AUTO REDIAL

- Press to view the last 10 numbers dialed.

INTERCOM

- When in idle mode, press to initiate an intercom call.

PAGE

- Press to begin a one-to-one or one-to-group broadcast.

DND (do not disturb)

Press once to turn the feature on. Press again to turn off.

HOLD

- Press to place an outside call on hold.

TRANSFER

- Press to transfer a call to an extension.

CONFERENCE

- Press to add another extension or outside line to an existing call.

+ /VOL/-

- During a call, press to adjust the listening volume.
- During message playback, press to adjust the playback volume.
- Press to adjust the ringer volume when in idle mode.



Getting started

Console overview

Directory card

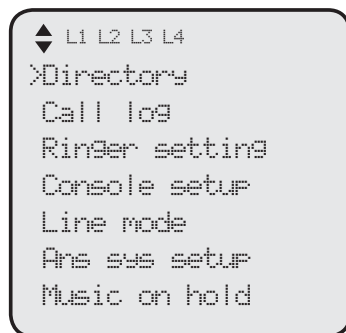
To write names on the directory card, follow the steps mentioned below:

1. Pull out the directory card.
2. Write the information on the directory card.
3. Replace the directory card under the plastic cover.



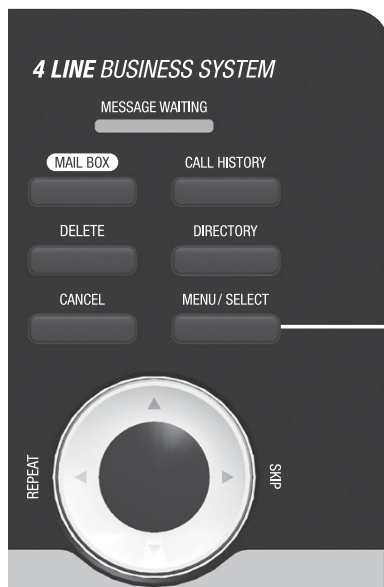
Main menu

The > symbol highlights a menu item.



Main menu

- Directory
- Call log
- Ringer setting
- Console setup
- Line mode
- Ans sys setup
- Music on hold
- RestrictedPrefix
- COVM
- Date and time
- Speed dial
- Dial mode
- User support
- Registration
- Pair headset
- Factory reset







Using menus

- Press **MENU/SELECT** to show the main menu.
- Press **▲** or **▼** to scroll through menu items.
- Press **MENU/SELECT** or press **►/SKIP** to select a highlighted menu item.
- Press **MENU/SELECT** to save changes.
- Press **CANCEL** to cancel an operation, exit the menu display or return to the idle screen.

Getting started

Console screen icons

| | |
|---|---|
| L1 L2 L3 L4 | Ring group - On when the telephone line(s) is/are set to ring on the console. |
| 1 2 3 4 5 | On when any corresponding extensions are in use. |
|  | Ringer off - On steadily when the ringer volume is set to OFF or the do not disturb function is on. |
|  | Headset - On steadily when using a corded headset. |
| COVM | There is new voicemail for the telephone line(s) next to the COVM indicator. |
| Annc | Announce only is on for the telephone line below the Annc indicator. |
| AuAt | Auto attendant is on for the telephone line below the AuAt indicator. |
|  | The private mailbox is turned on for the telephone line below the MB indicator. |
|  | On when the console is running on backup battery. |

Getting started

Alert tones and lights

Alert tones

One beep

You have set the hold reminder on.

-OR-

The telephone is recording a memo.

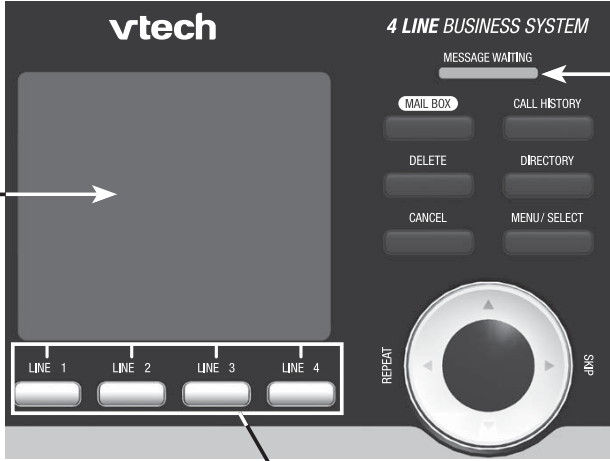
-OR-

You have set the message alert tone on.

-OR-

There is an incoming call waiting.

Lights



Large lighted display →

MESSAGE WAITING

- Flashes when there are new private or central messages.

LINE 1/LINE 2/LINE 3/LINE 4

- On when the telephone line is in use.
- Flashes when the telephone line is on hold.
- Flashes quickly when there is an incoming call or a transfer call.

INTERCOM

- On when the console is on an intercom call.
- Flashes when there is an incoming intercom call.

MUTE


- On when the microphone is muted.

PAGE

- On when a one-to-one or one-to-group broadcast is established.

HEADSET

- On when the corded headset is in use.

SPEAKER 

- On when the do not disturb function is on.

DND

- On with the microphone is muted.

Telephone Console Details:

- Buttons: HOLD, TRANSFER, CONFERENCE, FLASH, AUTO REDIAL, INTERCOM, PAGE, DND, MUTE, TONE, OPER, +, VOL, -, HEADSET, SPEAKER.
- Keypad: 1-9, *, 0, #.
- Labels: LINE 1, LINE 2, LINE 3, LINE 4, MESSAGE WAITING, MAIL BOX, CALL HISTORY, DELETE, DIRECTORY, CANCEL, MENU/SELECT, REPEAT, abis.

Getting started

Planning your system

The CM18445 package includes only the console. The system supports a maximum of four external lines, which are provided by your telephone service provider.

You can expand the system by adding a combination of up to 10 additional cordless handsets (VTech model CM18045), desksets (VTech model CM18245), and cordless headsets (VTech model IS6100). The system automatically assigns an extension number to each device you add.

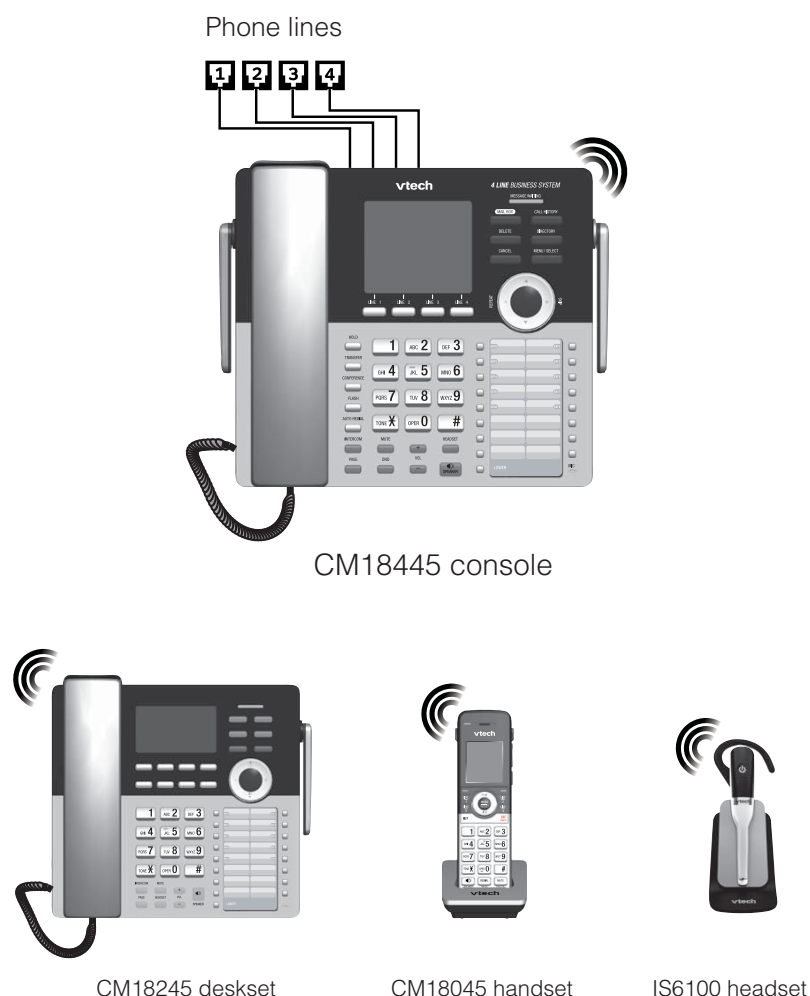
IMPORTANT INFORMATION

For complete instructions on using the accessory cordless handset, deskset or cordless headset, please refer to the appropriate manual.

Purchase any desired accessories:

- Cordless handsets (VTech model CM18045)
- DECT 6.0 expansion desksets (VTech model CM18245)
- Cordless headset (VTech model IS6100)

To order them, visit our website at **www.vtechphones.com** or call **1 (800) 595-9511**. In Canada, please dial **1 (800) 267-7377**.



Getting started

Planning your system



NOTES:

- CM18445 console is the main component of the system. CM18245 deskset, CM18045 cordless handset and IS6100 cordless headset cannot function without the CM18445 console.
- Make sure you connect only one telephone system to the desired telephone lines.
- You must have telephone jacks and electrical outlet not controlled by wall switch near where you install the console.
- You can have only one console in a system.
- Each station in your telephone has a unique extension number.
- Only one device with the same extension can be used at a time.
- If you have cordless accessories, for optimum range and better reception, place the console in a central and open location.
- If you have high-speed Internet service (DSL - digital subscriber line), you need to have an external or internal DSL splitter for each telephone line installed at your location by your DSL provider.

Getting started

Installation

Install the console close to the telephone jacks and a power outlet not controlled by a wall switch. The console can be placed on a flat surface or vertically mounted on the wall (pages pages 13-16).



TIP: If you subscribe to high-speed Internet service (DSL - digital subscriber line) through your telephone lines, you must install DSL filters between the telephone line cords and the telephone wall jacks (see page 11 or page 12). The filter prevents noise and caller ID problems caused by DSL interference. Please contact your DSL service provider for more information about DSL filters.

Your product may be shipped with a protective sticker covering the console display - remove it before use.

For customer service or product information, visit our website at **www.vtechphones.com** or call **1 (800) 595-9511**. In Canada, please dial **1 (800) 267-7377**.

Avoid placing the console too close to:

- Communication devices such as television sets, VCRs, or other cordless telephones.
- Excessive heat sources.
- Noise sources such as a window with traffic outside, motors, microwave ovens, refrigerators, or fluorescent lighting.
- Excessive dust sources such as a workshop or garage.
- Excessive moisture.
- Extremely low temperature.
- Mechanical vibration or shock such as on top of a washing machine or work bench.

Getting started

Optional backup battery installation

Install four AA alkaline batteries (purchased separately) to use this telephone in the event of a power failure. If power fails with working batteries installed, all functions work properly except for the display illumination.

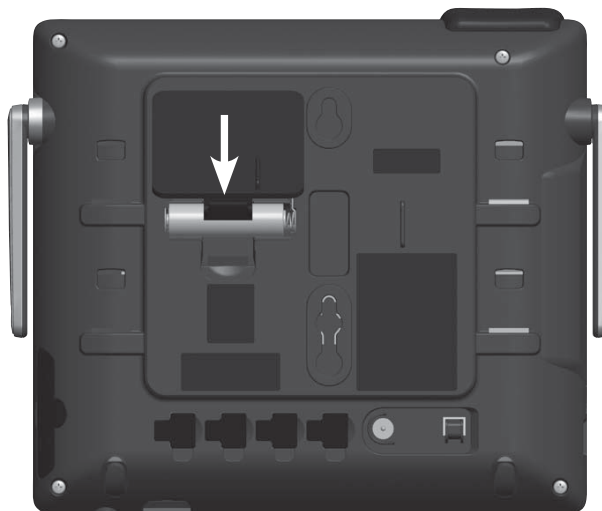
If power fails and no batteries are installed, you can make or answer calls on line 1 using only the handset. Last number redial and speed dialing are also supported, but the screen display will be dimmer than usual.

Install the batteries, as shown below:


1. Press the tab and pull to remove the battery compartment cover. Insert four AA alkaline batteries (purchased separately) following the polarity markings in the battery compartment.



2. Replace the battery compartment cover.



NOTES:

- If no backup batteries are installed and the power adapter is connected,  appears steady on the screen.
- When the backup battery is in low battery mode, the screen displays **Low battery**.

Getting started

Console installation

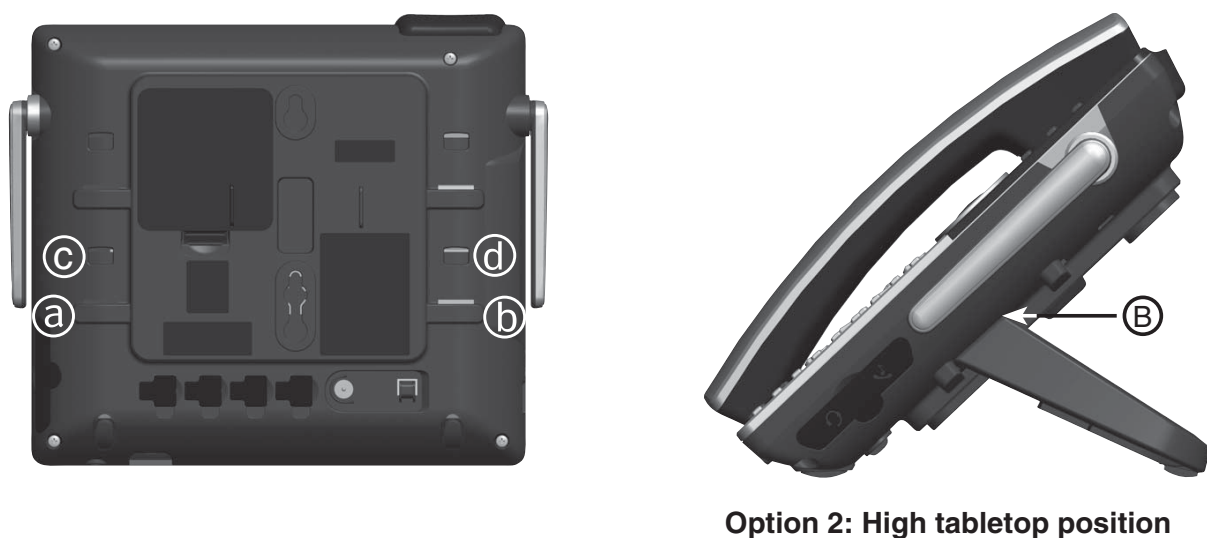
Console installation

1. Install the mounting bracket for tabletop use.

Option 1: To install your telephone in a low tabletop position, insert the fixed tabs of the mounting bracket into slots (a) and (b). Press the flexible tabs (A) and (B) into slots (c) and (d) until they click into place.



Option 2: To install your telephone in a high tabletop position, insert the fixed tabs of the mounting bracket into slots (a) and (b). Press the flexible tabs (A) and (B) into slots (c) and (d) until they click into place.



Getting started

Console installation

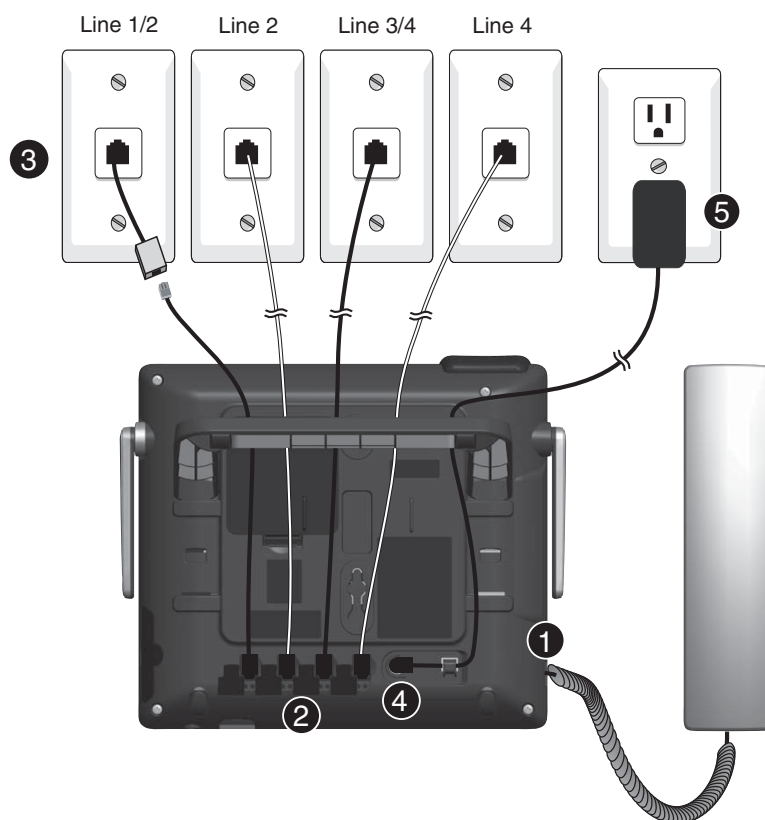
2. Connect the telephone line cord(s) and the power cord to the console.

Option 1: If you have four single-line wall jacks, install your console, as shown below.



NOTES:

- Use only the power adapter supplied with this product. To order a replacement power adapter, visit our website at www.vtechphones.com or call 1 (800) 595-9511. In Canada, please dial 1 (800) 267-7377.
- Plug the black telephone line cords into the **L1/2** and **L3/4** jacks of the console, and plug the gray telephone line cords into the **L2** and **L4** jacks of the console respectively.
- If you are installing less than four telephone line cords to the console, plug the telephone line cords starting from the **L1/2** jack. Avoid having unoccupied telephone jack between other occupied telephone jacks.



1. One end of the coiled telephone line cord has already been plugged into the handset. Make sure it is plugged in firmly. Plug the other end of the coiled handset cord into the left side of the console.
2. Plug one end of the telephone line cords into the **L1/2**, **L2**, **L3/4**, and **L4** jacks on the back of the console.
3. Plug the other end of the telephone line cords into the single-line telephone wall jacks.
4. Insert the connector of the power adapter to the power jack on the back of the console.
5. Connect the plug head of the power adapter to the power outlet that is not controlled by a wall switch.

Getting started

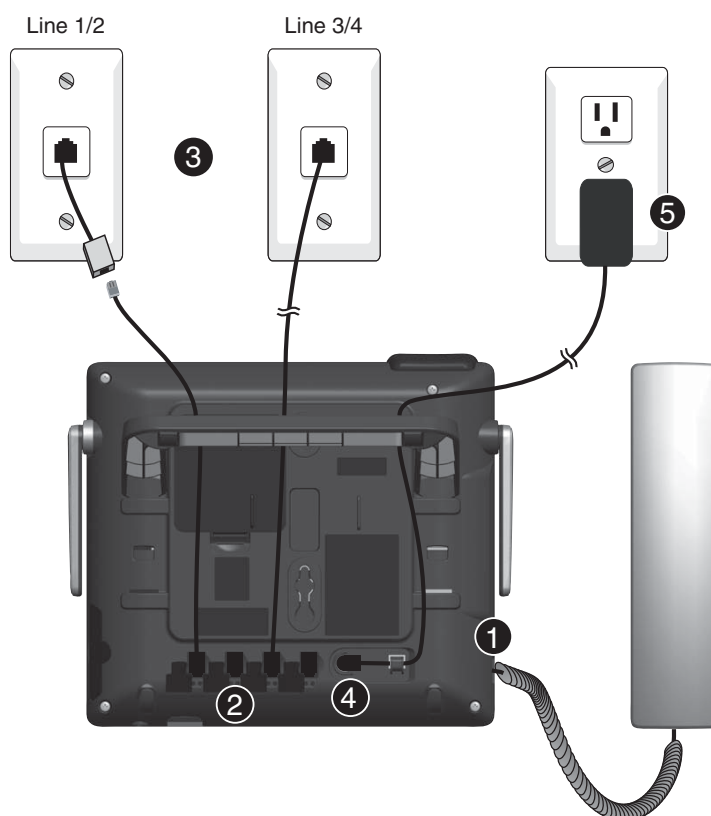
Console installation

Option 2: If you have two 2-line wall jacks, install your console, as shown below.



NOTES:

- Use only the power adapter supplied with this product. To order a replacement power adapter, visit our website at www.vtechphones.com or call 1 (800) 595-9511. In Canada, please dial 1 (800) 267-7377.
- A 2-line wall jack supports two telephone numbers in one wall jack. Contact your telephone service provider for details. You must plug the black telephone line cords into the 2-line wall jacks and the **L1/2** and **L3/4** jacks of the console for the lines to work properly.



1. One end of the coiled telephone line cord has already been plugged into the handset. Make sure it is plugged in firmly. Plug the other end of the coiled handset cord into the left side of the console.
2. Plug one end of the black telephone line cords (4-conductor) into the **L1/2** and **L3/4** jacks on the back of the console.
3. Plug the other end of the telephone line cords into the single-line telephone wall jacks.
4. Insert the connector of the power adapter to the power jack on the back of the console.
5. Connect the plug head of the power adapter to the power outlet that is not controlled by a wall switch.

Getting started

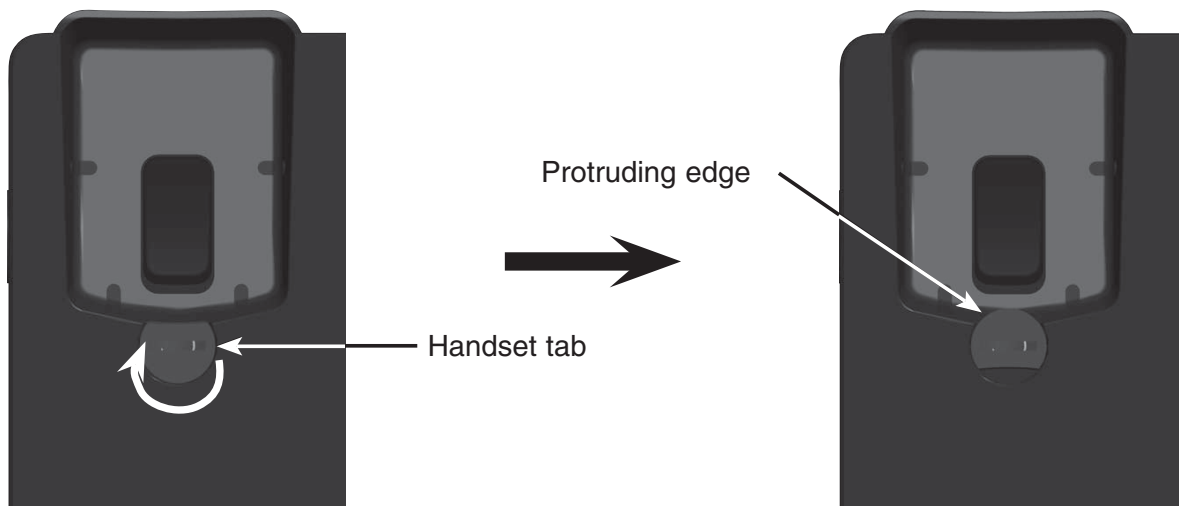
Wall-mount installation

If you want to mount your telephone on a wall, connect the console to 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. Professional assistance may be required to install the mounting plate.

Tabletop to wall installation

To install your console in the wall installation position, make sure you first unplug the power adapter from the electrical outlet and the telephone line cord from the wall outlet.

1. Put the corded handset aside. Use a coin to rotate the handset tab 180 degrees. The protruding edge holds the corded handset when the phone is mounted on the wall.



2. Depending on whether the mounting bracket is in low or high tabletop position, press in the direction indicated by the arrows to release and remove the mounting bracket from the console.



Option 1: Low tabletop position



Option 2: High tabletop position

Getting started

Wall-mount installation

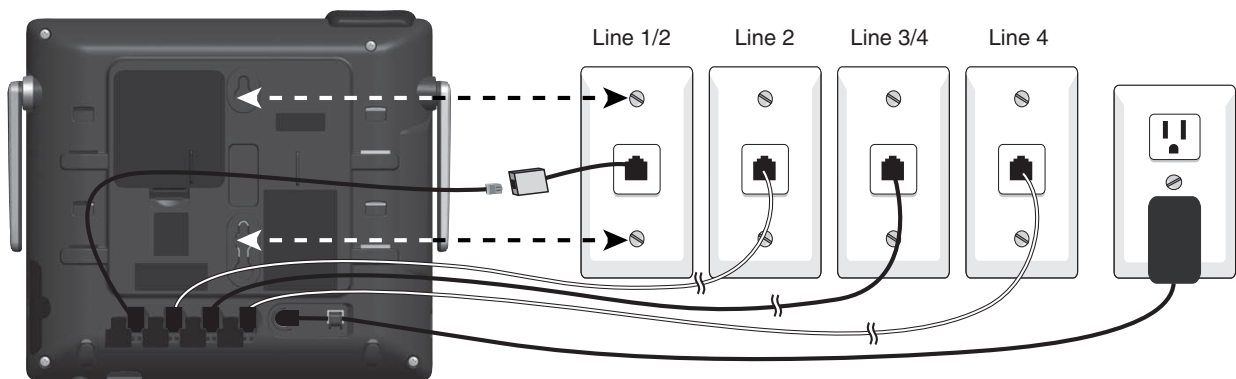
3. Plug the coiled handset cord into the handset and the console. Plug the small end of the power adapter cord into the power jack on the back of the console.

4. Plug the telephone line cords into the wall jacks.

Option 1: If you have four single-line wall jacks, use the black and gray telephone line cords appropriately.

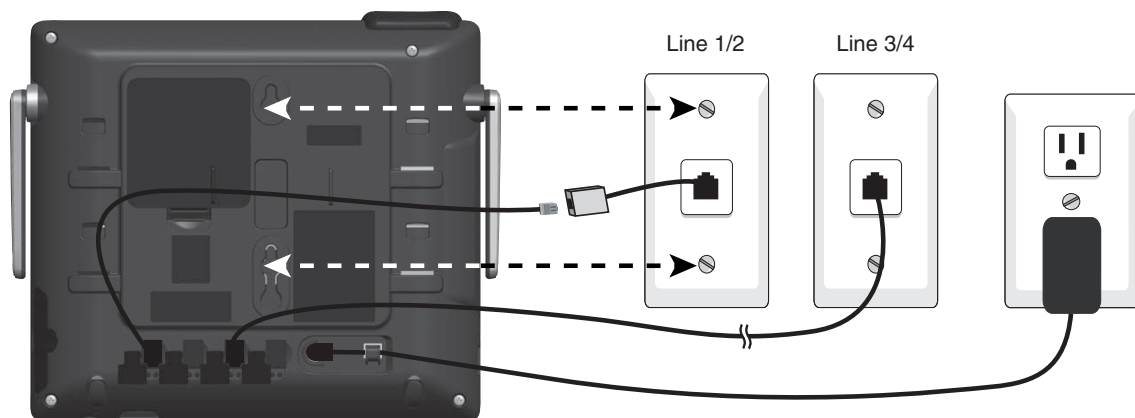
Plug one end of the black telephone line cord into the jack labeled

LINE 1/L1+L2 on the back of the console. Plug the large end of the power adapter into an electrical outlet not controlled by a wall switch.



Option 2: If you have two 2-line wall jacks, use only the black telephone line cord (4-conductor).

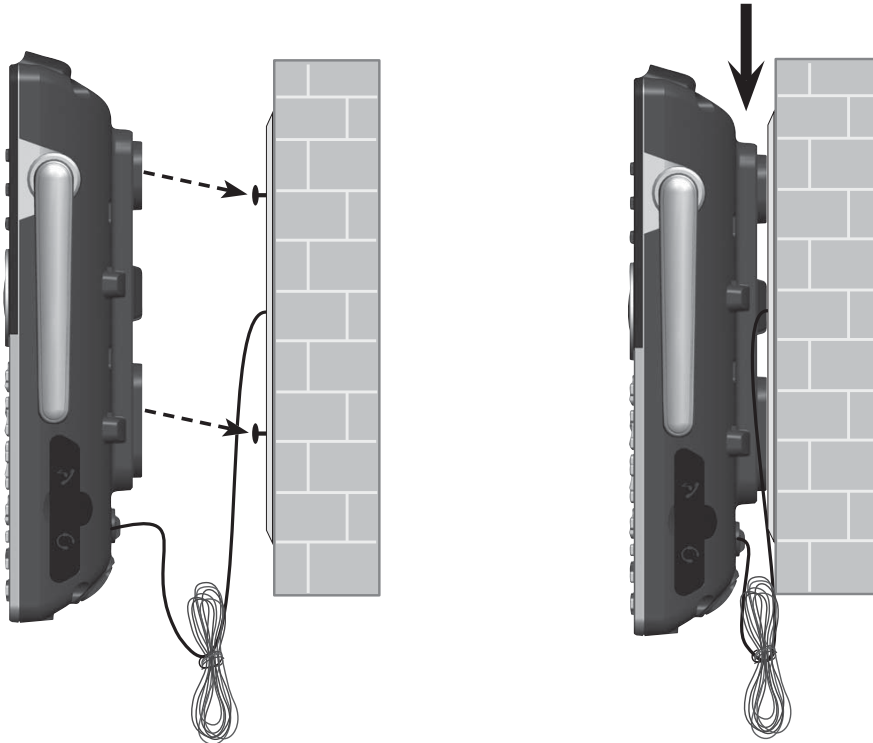
Plug one end of the black telephone line cords into the jack labeled **L1/2** on the back of the console. Plug the other end of the black telephone line cords into the wall jacks.



Getting started

Wall-mount installation

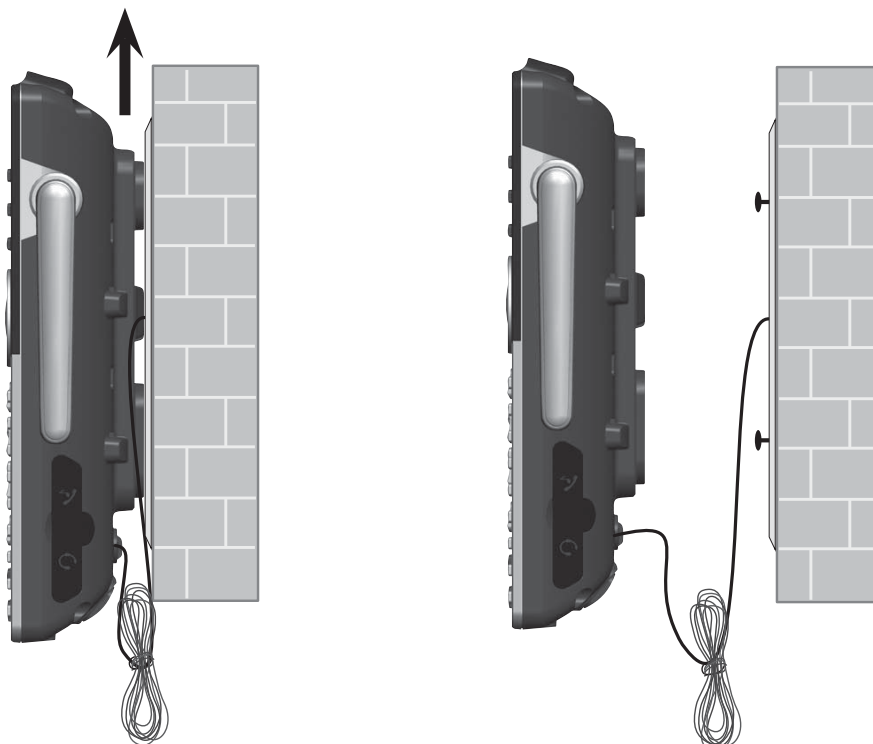
5. Wrap the telephone line cord, as shown below. Mount the telephone on the mounting plate until it is held securely into position. Plug the large end of the power adapter into an electrical outlet not controlled by a wall switch.



Wall to tabletop installation

To return the console from wall installation to tabletop position:

1. Unwrap the telephone line cord. Remove the console from the wall. Unplug the telephone line cord from the telephone wall jack and the power adapter cord from the electrical outlet.



Getting started

Wall-mount installation

2. Put the corded handset aside. Use a coin to rotate the handset tab 180 degrees.



3. Follow the steps in **Console installation** on pages 5-7 to install your telephone for tabletop use.

Getting started

Adding and registering a cordless handset

Your telephone can support a maximum of 10 handsets/desksets/headsets. You can add handsets, desksets and headsets (VTech models CM18045, CM18245 and IS6100, sold separately) to the CM18445 at any time, but each new handset/deskset or headset must be registered to the console before use. You must register each handset, deskset and headset separately.

Add and register handsets

You can add a cordless handset (CM18045, purchased separately) to your console. The handset must be registered with the console before use. The handsets are assigned numbers in the order they are registered (**Handset 1 to Handset 9**). When first purchased, the handset shows **Press # on handset. Go to console main menu to add extension.**

Make sure the cordless handset is properly installed before you begin registration. Refer to the user's manual of the cordless handset for details. If the handset does not have enough power to proceed with the registration, you need to charge the new handset for at least five minutes.

To register a handset to your console

1. Make sure the CM18045 handset is out of the charger and the screen shows **Press # on handset. Go to console main menu to add extension.** before you begin registration.
2. On the handset, press #. The handset shows **Registering... Please wait.**
3. On the console, press **MENU/ENTER**.
4. Scroll down to **Registration** and press **MENU/ENTER**.
5. Press **MENU/ENTER** again to select **Register Ext.** The console screen shows **Registering...**
6. The handset beeps once and begins registering to the console. It takes up to 60 seconds to complete the registration. There is a beep sound when the registration is successful. The console shows **Handset X registered** and then the handset shows **Handset X registered** (X represents the extension number [1-9]).



NOTES:

- If the registration is not successful, the console displays **Registration failed** with an error tone. Try the registration process again.
- Make sure to remove all unregistered system handsets or cordless headset from the cradles before registering a new handset.

Press # on handset. Go to console main menu to add extension.

◆ L1 L2 L3 L4
RestrictedPrefix
COUM
Date and time
Speed dial
Dial mode
User support
>Registration

◆ L1 L2 L3 L4
Registration
>Register ext
Deregistration

Getting started

Adding and registering a deskset

You can add an expansion deskset (CM18245, purchased separately) to your console. The deskset must be registered with the console before use. The desksets are assigned numbers in the order they are registered (**Deskset 1** to **Deskset 9**).

Start registration when the deskset screen shows **Press # on deskset. Go to console main menu to add extension.**

To register a deskset to your console

1. The CM18245 deskset shows **Press # on deskset. Go to console main menu to add extension.** before you begin registration.
2. On the deskset, press #. The deskset shows **Registering... Please wait.**
2. On the console, press **MENU/ENTER**.
3. Scroll down to **Registration** and press **MENU/ENTER**.
4. Press **MENU/ENTER** again to select **Register ext.** The console shows **Registering...**
5. You hear a beep when the registration is successful. The console shows **DESKSET X registered** and the deskset shows **DESKSET X registered** (X represents the extension number [1-9]). It takes up to 60 seconds to complete the registration.

Press # on DS.
Go to main menu
on console
to add extension.

Registering...
Please wait

◆ L1 L2 L3 L4
RestrictedPrefix
COMM
Date and time
Speed dial
Dial mode
User support
>Registration

◆ L1 L2 L3 L4
Registration
>Register ext
Deregistration

L1 L2 L3 L4
DESKSET X
registered




NOTE: If the registration is not successful, the console screen displays **Registration failed** with an error tone. Try the registration process again.

Getting started


Adding and registering a cordless headset


You can use this telephone handsfree when you register a DECT 6.0 cordless headset (VTEch model IS6100, purchased separately) to the console. Make sure the headset is charged before use. Refer to the user's manual of the cordless headset for details. The cordless headsets are assigned with extension numbers starting from 9 in descending order (**9** to **1**).

Place the headset in the headset charger and note the color of the  button. If the button flashes in red and blue alternately, the headset is unregistered. If the button shows a constant red light (charging) or blue light (fully charged), the headset is registered to other device. Deregister the headset before you can register it to the console. See the deregistration instructions in the user's manual of the telephone to which it is currently registered.



To register a cordless headset to your console

1. Place the headset in the headset charger and allow it to charge for at least five minutes before beginning registration. Make sure the headset is out of the headset charger before you begin registration.
2. On the console, press **MENU/ENTER**.
3. Scroll down to **Registration** and press **MENU/ENTER**.
4. Press **MENU/ENTER** again to select **Register ext.** The console shows **Registering...**
5. Place the headset into the cradle. It takes up to 60 seconds to complete the registration. The console shows **Headset X registered** (**X** represents the extension number [**1-9**]) and beeps when the registration is successful.
6. Lift the headset, then press  on the headset. If you hear a dial tone and the extension icon appears on the console, the registration was successful.

If there is no dial tone, or the  light on the headset flashes in red and blue alternately, the registration was not successful. Remove the headset from the headset charger. Wait for about two minutes, then repeat the registration process again, starting with Step 2.

```
▲ L1 L2 L3 L4
RestrictedPrefix
COUM
Date and time
Speed dial
Dial mode
User support
>Registration
```

```
▲ L1 L2 L3 L4
Registration
>Register ext
Deregistration
```



Getting started

Deregistering devices

If you already have 10 registered devices and need to replace or add a new device, or if you wish to change the assigned extension numbers of your devices, you must first deregister the desired device(s) first, then register the device(s) you wish to use, one at a time. Deregistering a cordless handset or deskset does not remove the data saved on that device. **Please read all the instructions on this page before beginning the deregistration process.**

Please make sure the telephone system is not in use before deregistration. To deregister a single device or all devices registered to the console:

1. On the console, press **MENU/ENTER**.
2. Scroll down to **Registration** and press **MENU/ENTER**.
3. Scroll down to **Deregistration** and press **MENU/ENTER**.
4. The console screen shows **Deregistration:**.
 - If you want to deregister a single device, scroll to choose the desired device, then press **MENU/ENTER**.
 - If you want to deregister all devices, scroll to choose **All**, then press **MENU/ENTER**.
5. For deregistration of a single device, the console screen prompts if you want to deregister that device. If you selected all devices, it shows **Deregister all extensions? <=No >=Yes**. Press **◀REP** to exit or press **SKIP▶** to continue the deregistration.
6. If you press **SKIP▶**, the console shows **Deregistering**. It takes up to 10 seconds to complete the deregistration. When the deregistration is successful, there is a confirmation tone and the console shows the deregistration completion message.

```

◆ L1 L2 L3 L4
RestrictedPrefix
COVM
Date and time
Speed dial
Dial mode
User support
>Registration

```

```

◆ L1 L2 L3 L4
Registration
Register ext
>Deregistration

```

```

◆ L1 L2 L3 L4
Deregistration:
>DESKSET 1
DESKSET 2
HANDSET 3
HANDSET 4
HANDSET 5

```



NOTES:

- If the deregistration process is not successful, you might need to reset the system and try again. To reset, you can press **EXIT** on the console. You can also reset the console by unplugging the power from the console and plugging it back in.
- To register a cordless handset again, refer to the registration information on page 17.
- To register an expansion deskset again, refer to the registration information on page 18.
- To register a cordless headset again, refer to the registration information on page 19.

Getting started

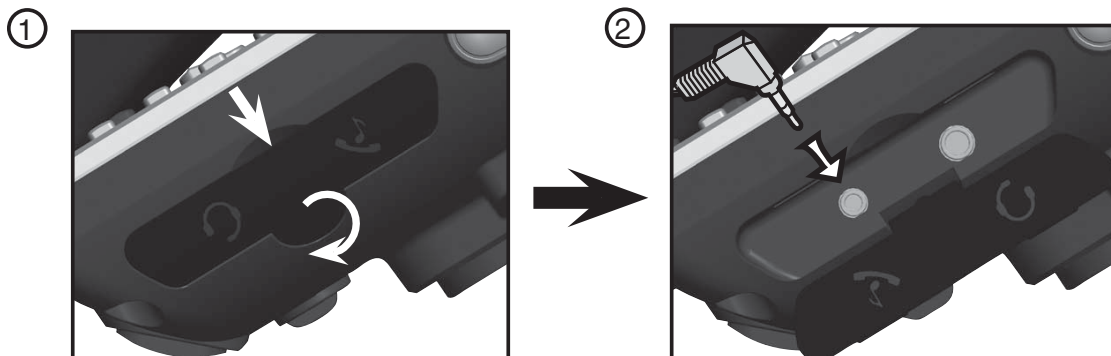
Adding a corded headset

You can use this telephone handsfree when you install any industry-standard 2.5mm corded telephone headset (purchased separately). See page 46 for instructions on using the corded headset with this telephone.

To add a corded headset to the console



Side view of the console



1. Lift open the plastic cover on the side of the console, then rotate it 180 degrees.
2. Plug a 2.5 mm headset into the **HEADSET** (📞) jack on the side of the console.



NOTE: If you have corded and cordless headsets connected to your console, the **HEADSET** button only controls the corded headset. For more details on the operation of the corded headset, refer to the user's manual for the corded headset.

Getting started

Telephone setup

Menu settings


Use this menu to change the telephone system settings.

1. Press **MENU/SELECT** when in idle mode (when the console is not in use) to enter the main menu.
2. Press **▲** or **▼** to scroll to the feature to be changed. The **>** symbol indicates the selected menu item.
3. Press **MENU/SELECT** or **►/SKIP** to select the menu item.
4. Press **CANCEL** to exit setup without making changes.



NOTE: Press **CANCEL** to cancel an operation, exit the menu display, or return to idle mode.

Ringer volume

Use this feature to set the ringer volume to one of the six levels or turn the ringer off. When the ringer is off, the  icon appears on the console screen. The console stores the volume setting for all lines.

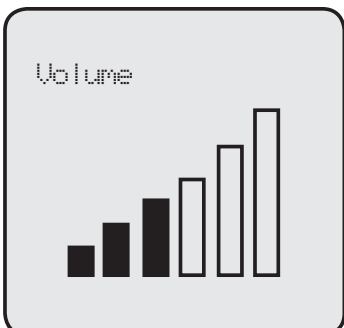
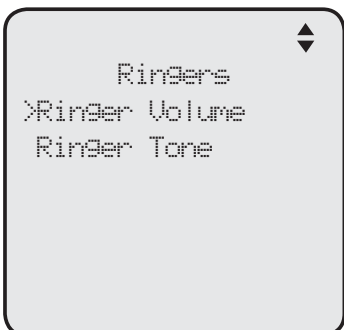
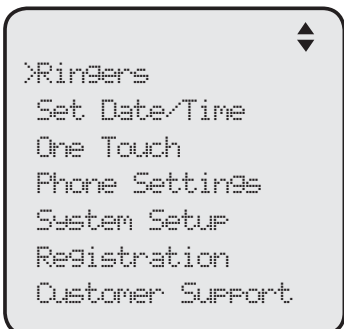
1. When the console is idle, press **MENU/ SELECT**.
2. Press **▲** or **▼** to scroll to **Ringers**. Press **MENU/ SELECT**.
3. Press **MENU/ SELECT** again to select **Ringer Volume**.
4. Press **▲**, **▼**, or **▲/VOLUME/▼** on the console to adjust the ringer volume.
5. Press **MENU/SELECT** to save the setting and return to the previous menu. To exit without making changes, press **CANCEL**.

-OR-

When the console is idle, press **▲/VOLUME/▼** to adjust the ringer volume, then press **MENU/SELECT** to save.



NOTE: The ringer volume also determines the ringer volume for intercom calls. If the console ringer volume is set to off, it is silenced for all incoming calls, including intercom calls.



Telephone settings

Console setup

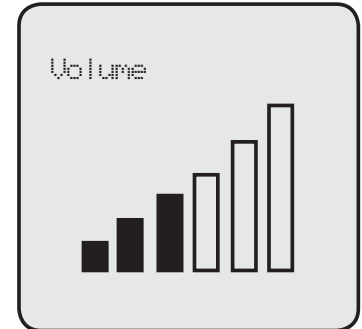
Volume control

Use this feature to independently set the listening volume to one of five levels for each of the three listening options (corded handset, speakerphone and corded headset). While using each, press ▲, ▼, **VOL+** or **VOL-** to adjust the listening volume.



While adjusting the volume on the corded handset or the corded headset, you hear a triple beep when you reach the minimum or maximum volume setting.

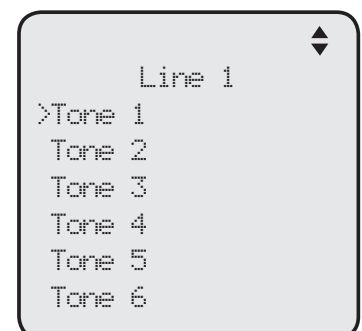
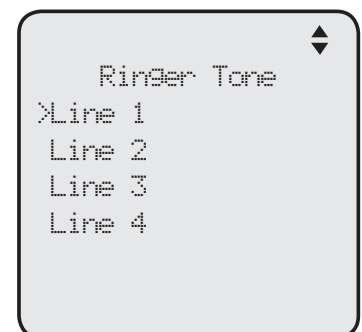
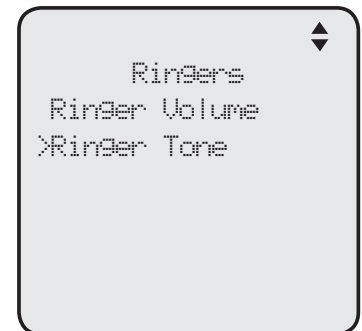
The console stores the volume setting for each listening option.



Ringer tone

Use this feature to choose one of the ten ringer tones for incoming calls. You can choose different ringer tones for different lines so you can easily identify which line is calling.

1. When the console is idle, press **MENU/SELECT**.
2. Press ▲ or ▼ to scroll to **Ringers**, then press **MENU/SELECT**.
3. Press ▲ or ▼ to scroll to **Ringer Tone**, then press **MENU/SELECT**.
4. Press ▲ or ▼ to select the desired line (**Line 1**, **Line 2**, **Line 3** or **Line 4**), then press **MENU/SELECT**.
5. Press ▲ or ▼ to select the desired ringer tone.
6. Press **MENU/SELECT** to save the setting and return to the previous menu. To exit without making changes, press **CANCEL** or ◀/REPEAT.
7. Repeat steps 4-6 above to choose ringer tones for other lines if desired.



Telephone settings

Console setup

Ring group

Use this feature to specify which extensions receive incoming calls. By default, all extensions and the console receive incoming calls. You can block some extensions from receiving calls, however, they can still be used to make outgoing calls.

1. When the telephone is idle, press **MENU/ENTER**.
2. Press **▲** or **▼** to scroll to **Ringer setting**. Press **MENU/ENTER**.
3. Press **▲** or **▼** to scroll to **Ring group**. Press **MENU/ENTER**.
4. Press **▲** or **▼** to select a desired line (**L1**, **L2**, **L3** or **L4**) while **Ring group** flashes.
5. Press **MENU/SELECT** to edit the group member. Use the dial pad to press the number of the extension (**0,1,2,3,4,5,6,7,8,9**) that you want to delete, or press the number again to add it back to the ring group.
6. Press **MENU/SELECT** to save the setting and return to the previous menu. There is a confirmation tone. To exit without making changes, press **EXIT**.

```
▲
Directory
Call log
>Ringer setting
RestrictedPrefix
```

```
▲
Ringer volume
Ringer tone
>Ring group
```

```
Ring group: L3
Extension number:
*1234567890
◇
```

```
Ring group: L3
Extension number:
*1-3-56-8-0
ENTER =Save
```



NOTE: 0 represents the console.

Telephone settings

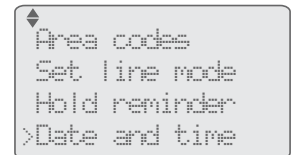
Console setup

Set date and time

The answering system displays the date and time of the message while playing messages. 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. The year must be set so that the day of the week can be calculated from the caller ID information.

Follow the steps to set the month, day, year and time:

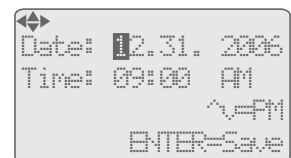
1. When the telephone is idle, press **MENU/ENTER**.
2. Press ▲ or ▼ to scroll to **Base setup**. Press **MENU/ENTER**.
3. Press ▲ or ▼ to scroll to **Date and time**. Press **MENU/ENTER**.
4. Using the dial pad to enter the date. Press ◀**REP** or **SKIP**▶ to scroll to the item you want to edit, and press the dial pad keys to enter the correct digit.
5. Press ▼ to move to the time editing.
6. Press ▲ or ▼ to select **AM** or **PM**.
7. Press ◀**REP** or **SKIP**▶ to scroll to the item you want to edit, and press the dial pad to enter the correct digit.
8. Press **MENU/ENTER** to save the setting and return to the previous menu. There is a confirmation tone. To exit without making changes, press **EXIT**.



```

♦
Area codes
Set line mode
Hold reminder
>Date and time

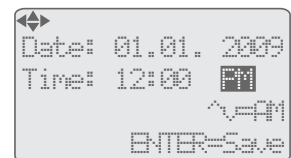
```



```

◀▶
Date: 12.31. 2006
Time: 09:00 AM
      ^-PM
      ENTER=Save

```



```

◀▶
Date: 01.01. 2009
Time: 12:00 PM
      ^-PM
      ENTER=Save

```



NOTES:

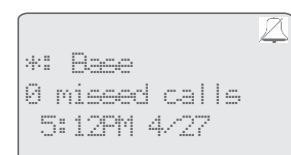
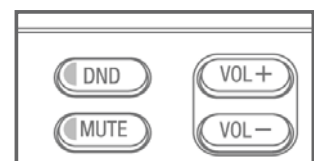
- The time is in a 12-hour clock format. If you set an invalid time, you will hear an error tone while pressing **MENU/ENTER** to save the setting. The error tone means the setting cannot be saved. You need to correct the time entry to continue the setup process.
- If the date and time are not set when a message is recorded, the system does not display date and time on the screen while playing messages.

Do not disturb (DND)

Use this feature to silence your console. When you activate the do not disturb function, the 📞 icon appears on the console screen and you will not hear paging tones, voice paging or incoming call rings.

Instead, the **LINE 1-LINE 4** indicator flashes to signal an incoming call. If you receive an intercom call, the extension number of that intercom call appears on the screen display.

1. Press **DND** to prevent interruptions. The **DND** indicator turns on.
2. Press **DND** again to resume normal call alerts. The **DND** indicator turns off.



```

** Base
0 missed calls
5:12PM 4/27
📞

```

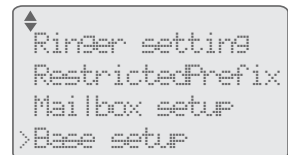
Telephone settings

Console setup

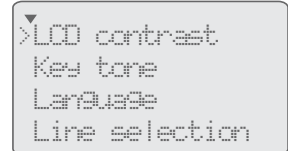
LCD contrast

Use this feature to adjust the screen contrast to one of six levels to optimize readability in different lighting conditions.

1. When the telephone is idle, press **MENU/ENTER**.
2. Press **▲** or **▼** to scroll to **Base setup**, press **MENU/ENTER**.
3. Press **MENU/ENTER** again to select **LCD contrast**.
4. Press **▲** or **▼** to adjust the screen contrast level. The screen display temporarily fades away as you press **▼** and reappears as you press **▲**.
5. Press **MENU/ENTER** to save the setting and return to the previous menu. There is a confirmation tone. To exit, press **EXIT**.



```
◆ Ringer setting
  RestrictedPrefix
  Mailbox setup
>Base setup
```



```
>LCD contrast
  Key tone
  Language
  Line selection
```

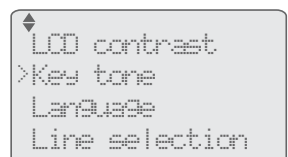


```
◆ LCD contrast
  [Bar Graph]
  ENTER=Save
```

Key tone

Use this feature to turn the key tone on and off. The console is factory set to beep with each key press. You can turn off this beep sound by turning the key tone off.

1. When the telephone is idle, press **MENU/ENTER**.
2. Press **▲** or **▼** to scroll to **Base setup**. Press **MENU/ENTER**.
3. Press **▲** or **▼** to scroll to **Key tone**. Press **MENU/ENTER**.
4. Press **▲** or **▼** to scroll to **On** or **Off**.
5. Press **MENU/ENTER** to save the setting and return to the previous menu. There is a confirmation tone. To exit without making changes, press **EXIT**.



```
◆ LCD contrast
>Key tone
  Language
  Line selection
```

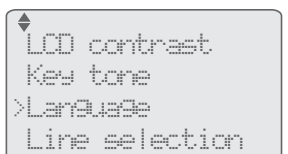


```
◆ Key tone
  :Off
  ENTER=Save
```

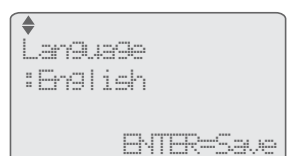
Language

Use this feature to change the display language that is used in all menus and screen displays. Set the display language on the console and each extension separately. This telephone comes factory set for English displays.

1. When the telephone is idle, press **MENU/ENTER**.
2. Press **▲** or **▼** to scroll to **Base setup**. Press **MENU/ENTER**.
3. Press **▲** or **▼** to scroll to **Language**. Press **MENU/ENTER**.
4. Press **▲** or **▼** to select **English**, **Español** or **Français**.
5. Press **MENU/ENTER** again to save the setting and return to the previous menu. There is a confirmation tone. To exit without making changes, press **EXIT**.



```
◆ LCD contrast
  Key tone
>Language
  Line selection
```



```
◆ Language
  :English
  ENTER=Save
```

Telephone settings

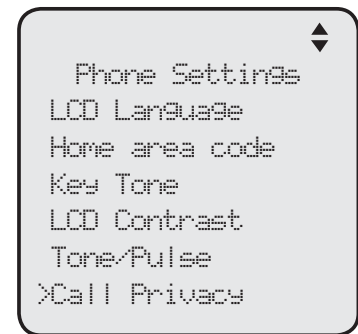
Console setup

Call privacy

The call privacy is set to **Off** by default. The console allows other extensions to join a call in progress. You can turn this setting on to ensure that only one device uses a line at a time.

To turn this feature on or off:

1. When the console is idle, press **MENU/SELECT**.
2. Press **▲** or **▼** to scroll to **Phone Settings**, then press **MENU/SELECT** or **►/SKIP**.
3. Press **▲** or **▼** to scroll to **Call Privacy**, then press **MENU/SELECT** or **►/SKIP**.
4. Press **▲** or **▼** to scroll to **On** or **Off**.
5. Press **MENU/SELECT** or **►/SKIP** to save the setting and return to the previous menu. To exit without making changes, press **CANCEL** or **◀/REPEAT**.

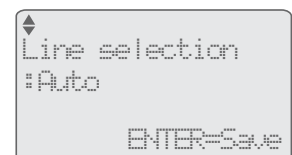
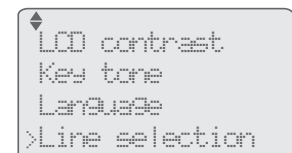
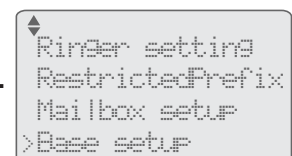


NOTE: To temporarily change the call privacy setting during a call, see page 49.

Prime line

Use this feature, also known as automatic line selection, to choose which line is automatically selected each time you make an outside call. This telephone comes factory set for **Auto** selectable line, which chooses any available line starting from **Line 1**. To select a particular line, choose **Line 1**, **Line 2**, **Line 3** or **Line 4**.

1. When the telephone is idle, press **MENU/ENTER**.
2. Press **▲** or **▼** to scroll to **Base setup**. Press **MENU/ENTER**.
3. Press **▲** or **▼** to scroll to **Prime line**. Press **MENU/ENTER**.
4. Press **▲** or **▼** to select **Auto**, **Line 1**, **Line 2**, **Line 3** or **Line 4**.
5. Press **MENU/ENTER** to save the setting and return to the previous menu. There is a confirmation tone. To exit without making changes, press **EXIT**.



Telephone settings

Console setup

Area codes

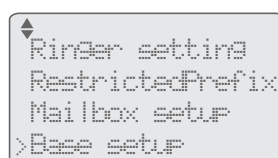
Use this feature to program this system to recognize one home area code and up to four local area codes. This feature makes it easy for you to place a call from the caller ID log.

If you dial seven digits to make a local call (no area code required), enter your area code into the telephone as the home area code. When you receive a call from within your home area code, the caller ID information only displays the seven digits of the telephone number, and when you dial from the call log, only seven digits are dialed.

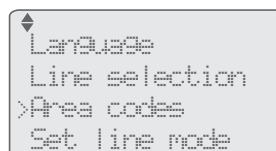
If you must dial 10 digits (the area code and telephone number) for local calls, enter **000** for the home area code and enter your area code as a local area code. Then, if you receive a call from within your area code, the screen displays all 10 digits of the telephone number, and when you dial from the call log, all 10 digits are dialed.

If you have more than one area code for your region, enter those area codes as local area codes.

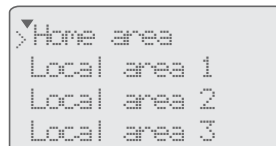
1. When the telephone is idle, press **MENU/ENTER**.
2. Press **▲** or **▼** to scroll to **Base setup**. Press **MENU/ENTER**.
3. Press **▲** or **▼** to scroll to **Area codes**. Press **MENU/ENTER**.
4. Press **▲** or **▼** to scroll to **Home area** or **Local area 1-Local area 4**. Press **MENU/ENTER** to edit it.
5. Use the dial pad keys to enter a three-digit area code. Enter **000** for your home area code if you always dial ten-digit numbers. Press **◀REP** or **SKIP▶** to scroll to the digit you want to edit, or press **REMOVE** once to delete a digit; press and hold REMOVE to delete all digits.
6. Press **MENU/ENTER** to save the setting and return to the previous menu. There is a confirmation tone. To exit without making changes, press **EXIT**.



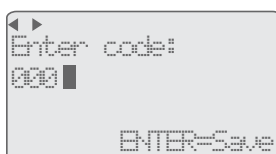
◆
Ringer setting
RestrictedPrefix
Mailbox setup
>Base setup



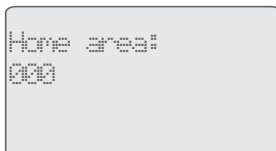
◆
Language
Line selection
>Area codes
Set line mode



>Home area
Local area 1
Local area 2
Local area 3



◀▶
Enter code:
000 ■
ENTER=Save



Home area:
000

Telephone settings

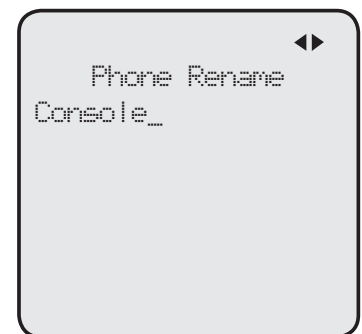
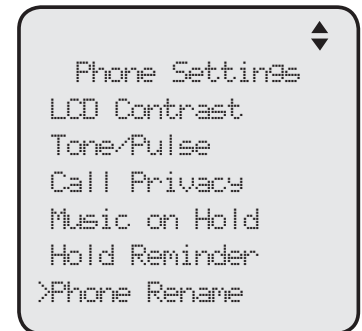
Console setup

Console name

Use this feature to rename the console. If you have to rename your console after initial setup, you are recommended to do so before connecting any system desksets.

To change the name:

1. When the console is idle, press MENU/ SELECT.
2. Press ▲ or ▼ to scroll to **Phone Settings**, then press MENU/SELECT or ►/SKIP► SKIP.
3. Press ▲ or ▼ to scroll to **Phone Rename**, then press MENU/SELECT or ►/SKIP.
4. Use the dialing key keys to change the name (up to 12 characters).
 - Press ◀/REPEAT or ►/SKIP to move the cursor to the left or right.
 - Press **DELETE** to delete a character.
5. Press MENU/SELECT to save the setting and return to the previous menu. To exit without making changes, press **CANCEL**.



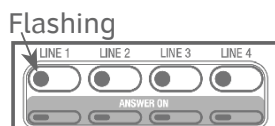
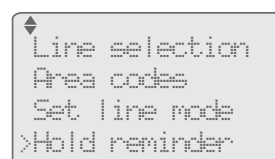
Telephone settings

Console setup

Hold reminder

When there is a call on hold for more than three minutes, the console gives you a triple beep every 30 seconds. You can set its volume to one of the three levels or turn the hold reminder off.

1. When the telephone is idle, press **MENU/ENTER**.
2. Press ▲ or ▼ to scroll to **Base setup**. Press **MENU/ENTER**.
3. Press ▲ or ▼ to scroll to **Hold reminder**. Press **MENU/ENTER**.
4. Press ▲ or ▼, **VOL+** or **VOL-** to adjust the volume or turn the setting off.
5. Press **MENU/ENTER** to save the setting and return to the previous menu. There is a confirmation tone. To exit without making changes, press **EXIT**.



Telephone settings

Console setup

Music on hold (M.O.H.)

You can choose what callers hear when placed on hold. M.O.H. is set to on by default.

You have four options:

- If you want callers you place on hold to hear nothing, turn M.O.H. off.
- If you want callers on hold to hear the default music that comes with the telephone, turn M.O.H. on but do not record your own music or voice message.
- If you want callers on hold to hear audio that you record onto the telephone, see the instructions on pages 25-26.
- If you want callers to hear audio directly streamed into the telephone, connect an audio source such as a computer, MP3 player or radio to the console (page 27).

Turn M.O.H. on or off:

1. When the telephone is idle, press **MENU/ENTER**.
2. Press **▲** or **▼** to scroll to **Base setup**. Press **MENU/ENTER**.
3. Press **▲** or **▼** to scroll to **Music on hold**. Press **MENU/ENTER**.
4. Press **MENU/ENTER** again to select **M.O.H. on/off**.
5. Press **▲** or **▼** to highlight **On** or **Off**.
6. If you select **On** and the source is **Recorded M.O.H.**, when you press **MENU/ENTER** to save the setting, **Music on hold: On** displays.

-OR-

If you select **On** and the source is **Aux In Device** with an audio device connected, when you press **MENU/ENTER** to save the setting, **Device connected to the headset jack will be used for M.O.H.** displays.

The screen returns to the previous menu. To exit without making changes, press **EXIT**.



NOTE: If M.O.H. is turned on, you cannot make any changes to M.O.H. settings while a call is currently on hold. The screen displays **M.O.H. currently in use. Please try again later.**

◆
Ringer setting
Restricted Prefix
Mailbox setup
>Base setup

◆
Area codes
Hold reminder
Date and time
>Music on hold

◆
>M.O.H. on/off
Review M.O.H.
Record new M.O.H.
M.O.H. source

◆
Music on hold
:On

ENTER=Save

Device connected
to the headset
jack will be
used for M.O.H.

No Device is
connected to the
headset jack at
base.

Telephone settings

Console setup

Listen to the music on hold:

1. When the telephone is idle, press **MENU/ENTER**.
2. Press ▲ or ▼ to scroll to **Base setup**. Press **MENU/ENTER**.
3. Press ▲ or ▼ to scroll to **Music on hold**. Press **MENU/ENTER**.
4. Press ▲ or ▼ to scroll to **Review M.O.H.** Press **MENU/ENTER**.
5. Press ▲ or ▼ to highlight **Recorded M.O.H.** or **Aux In Device**.

If you select **Recorded M.O.H.**, press **MENU/ENTER** to hear the current recording or the default music.

-OR-

If you select **Aux In Device**, press **MENU/ENTER** to hear the current music playing on your audio device that is connected to the console.

-OR-

If you select **Aux In Device** but there is no audio device connected with the console, **No Device is connected to the headset jack at base** displays on the screen. Connect an audio device to the **HEADSET/AUX IN** jack (as shown below), then choose **Review M.O.H.**

6. Press ◀**REP** to return to the previous menu.

◆ M.O.H. on/off
>Review M.O.H.
Record new M.O.H.
M.O.H. source

◆ >Recorded M.O.H.
Aux In Device

Play M.O.H.
01:42
◀=Back

Aux In Device
Playing
◀=Back

◆ >Recorded M.O.H.
>Aux In Device

No Device is
connected to the
headset jack at
base.

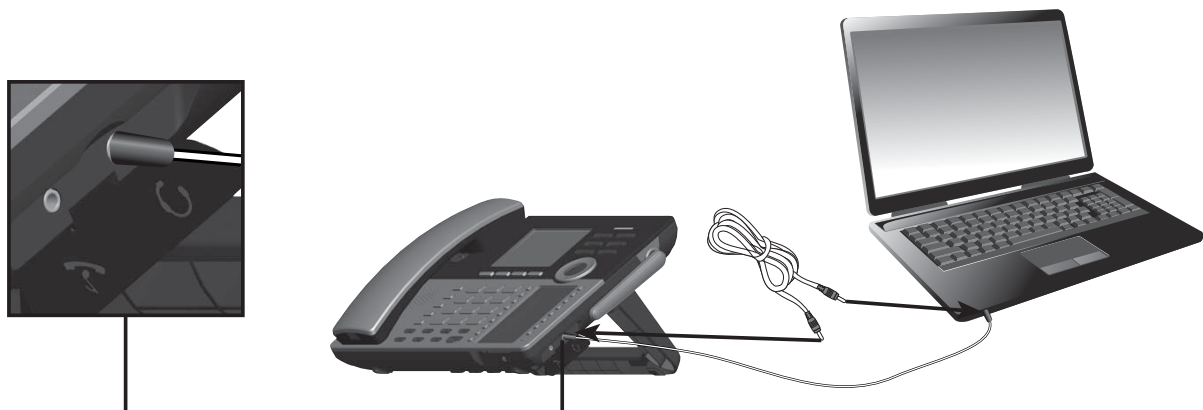
Change the music on hold volume:

The music on hold volume can only be changed at the audio device.

1. Place a call to your console.
2. Press **HOLD** on the console to place the call on hold. Listen to the music on hold to determine if the volume is desirable.
3. If you are using recorded audio and want to make adjustments to the volume on the audio device and record the audio again, start again with Step 1 of **Change the music on hold volume**.

-OR-

If you get streaming audio from a device and want to make adjustments to the volume, change the volume on the audio device while the call is on hold until you find the desired volume. When you finish listening to the audio, hang up both telephones.

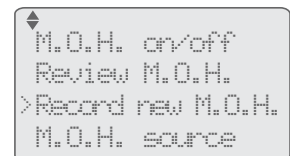


Telephone settings

Console setup

Record music or a voice message

You can record audio or music from an audio source such as a computer, MP3 player, or stereo using the audio cable provided. The recording can be up to three minutes long and plays repeatedly while a call is on hold.



M.O.H. on/off
Review M.O.H.
>Record new M.O.H.
M.O.H. source



NOTE: It is the user's responsibility to comply with the copyright laws and to provide lawfully acquired music for the music on hold feature. Unlawful use of copyright protected music and/or lyrics may subject the user to fines and other legal action.

Record music or a message using an audio device:

1. When the telephone is idle, press **MENU/ENTER**.
2. Press ▲ or ▼ to scroll to **Base setup**. Press **MENU/ENTER**.
3. Press ▲ or ▼ to scroll to **Music on hold**. Press **MENU/ENTER**.
4. Press ▲ or ▼ to scroll to **Record new M.O.H.** Press **MENU/ENTER**.
5. Plug the small end (2.5mm plug) of the audio cable into the **HEADSET/AUX IN** jack on the console and plug the large end (3.5mm plug) of the audio cable into the audio output jack on your audio device (as shown on the previous page).
6. When your audio device is ready to play, press **MENU/ENTER** on the telephone. You hear the voice prompt *"Record after the tone. Press stop when you are done."* Start playing the sound or message on your audio device after the beep. The audio plays through the speakerphone and a counter on the screen shows the elapsed time. The maximum record time is three minutes, at which time the telephone automatically stops recording and the recording is saved.
7. Press **MENU/ENTER** to stop recording. The screen display returns to the previous menu. To exit without making changes, press **EXIT**.



M.O.H. record
ENTER=Start



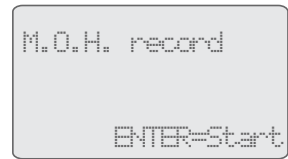
M.O.H. record
00:09
ENTER=Stop

Telephone settings

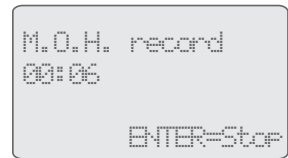
Console setup

Record music or a message using the corded handset:

1. When the telephone is idle, press **MENU/ENTER**.
2. Press ▲ or ▼ to scroll to **Base setup**. Press **MENU/ENTER**.
3. Press ▲ or ▼ to scroll to **Music on hold**. Press **MENU/ENTER**.
4. Press ▲ or ▼ to scroll to **Record new M.O.H.**. Press **MENU/ENTER**.
5. When the screen shows **M.O.H. record ENTER=Start**, pick up the handset.
6. When your audio device is ready to play, press **MENU/ENTER** on the telephone. You hear the voice prompt *"Record after the tone. Press stop when you are done."* Start playing your audio device or speak after the beep. The audio plays through the speakerphone and a counter on the screen shows the elapsed time. The maximum record time is three minutes, at which time the telephone automatically stops recording and the recording is saved.
7. Press **MENU/ENTER** to stop recording and return to the previous menu. To exit without making changes, press **EXIT**.



M.O.H. record
ENTER=Start

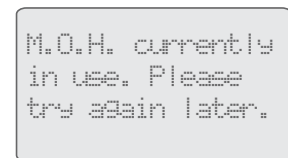


M.O.H. record
00:06
ENTER=Stop



NOTES:

- If you want to record a piece of new music or a message while the music on hold is in use, **M.O.H. currently in use. Please try again later.** displays on the screen.
- If you start to record a piece of new music from an audio device but there is no audio device connected, **No Device is connected to the headset jack at base.** displays on the screen. Please check the connection on the console and the audio device.
- If there is silence detected for six seconds while recording or your audio device volume is too low, the recording stops and the display automatically returns to the previous menu. This means the recording was unsuccessful. The M.O.H. default music plays when calls are on hold until you successfully record new music or a message.
- If you fail to record a message, try speaking louder into the corded handset or playing the volume louder on your audio device. If you are using the audio cable, ensure that it is fully plugged into the **HEADSET/AUX IN** jack.



M.O.H. currently
in use. Please
try again later.

Delete your recording to use the default music:

If M.O.H. is turned on and you do not record your own audio, the default music will play. To delete your recorded audio and go back to using the default music, you must record six seconds of silence.

1. Follow Steps 1-5 of **Record music or a message using an audio device** on page 25.

Telephone settings

Console setup

2. Unplug any audio device that is connected to the **HEADSET/AUX IN** jack from the console.
3. Press **MENU/ENTER** to start recording. After recording six seconds of silence, your recorded audio is deleted and the display automatically returns to the previous menu. To exit without making changes, press **EXIT**.

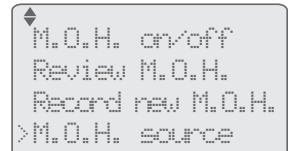
Select music on hold source

1. When the telephone is idle, press **MENU/ENTER**.
2. Press ▲ or ▼ to scroll to **Base setup**. Press **MENU/ENTER**.
3. Press ▲ or ▼ to scroll to **Music on hold**. Press **MENU/ENTER**.
4. Press ▲ or ▼ to scroll to **M.O.H. source**. Press **MENU/ENTER**.
5. Press ▲ or ▼ to highlight **Recorded M.O.H.** or **Aux In Device**.

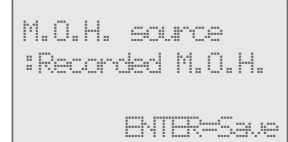
If you select **Aux In Device** and the **HEADSET/AUX IN** jack is connected with an audio device, when you press **MENU/ENTER** to save the setting, **Device connected to the headset jack will be used for M.O.H.** displays.

-OR-

If you select **Aux In Device** and the **HEADSET/AUX IN** jack is not connected with an audio device, when you press **MENU/ENTER** to save the setting, **No Device is connected to the headset jack at base** displays. Connect an audio device to the **HEADSET/AUX IN** jack (page 24), then choose **Review M.O.H.**

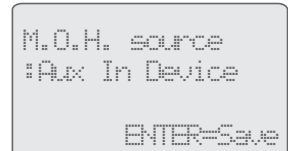


```
M.O.H. on/off
Review M.O.H.
Record new M.O.H.
>M.O.H. source
```



```
M.O.H. source
:Recorded M.O.H.

ENTER=Save
```



```
M.O.H. source
:Aux In Device

ENTER=Save
```

The screen returns to the previous menu. To exit without making changes, press **EXIT**.



NOTES:

- If you unplug the audio device while a call is on hold, the music on hold source is immediately set to **Recorded M.O.H.** The screen displays **Recorded M.O.H. reconnect. Aux In Device reset source**.
- If you unplug the audio device while a call is on hold, you can plug a corded headset into the **HEADSET/AUX IN** jack and activate it by pressing **HEADSET** on the console.
- If you select **Aux In Device** as the music on hold source but you want to use a corded headset, you must turn off the music on hold (see page 31) or change the source to **Recorded M.O.H.** If you try to use a corded headset without changing the setting, **To use headset, turn off M.O.H. or reset source** displays with an error tone.
- If you unplug your audio device from the console, your music on hold source will automatically be set to **Recorded M.O.H.**

Telephone settings

Console setup

Restricted prefix

This feature allows you to restrict certain extensions from dialing telephone numbers starting with the user-defined prefix (from one to three digits).

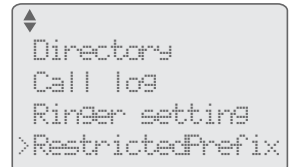
If you attempt to dial out with the restricted prefix using an extension in the restricted list, there is an alert sound and **Call restricted** displays on the screen. After about five seconds, the device returns to idle mode.



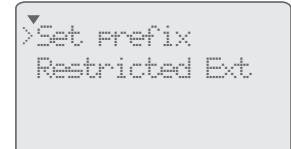
Call restricted

Set restricted prefix:

1. When the console is idle, press **MENU/ENTER**.
2. Press ▲ or ▼ to scroll to **RestrictedPrefix**, then press **MENU/ENTER**.
3. Press **MENU/ENTER** again to select **Set prefix**.
4. Enter the restricted prefix (up to three digits) using the dial pad when prompted.
 - Press ◀**REP** or **SKIP**▶ to move the cursor to the left or right.
 - Press **REMOVE** to backspace and delete a digit.
 - Press and hold REMOVE to erase all digits.
5. Press **MENU/ENTER** to save the setting. The screen displays the restricted prefix briefly and then returns to the previous menu. There is a confirmation tone. To exit, press **EXIT**.



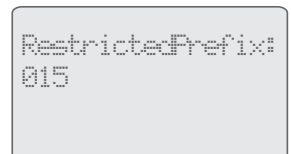
◆
Directory
Call log
Ringer setting
>RestrictedPrefix



>Set prefix
Restricted Ext



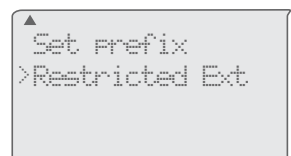
◀▶
Enter prefix:
015 ■
ENTER=Save



RestrictedPrefix:
015

Set restricted extension:

1. When the console is idle, press **MENU/ENTER**.
2. Press ▲ or ▼ to scroll to **RestrictedPrefix**, then press **MENU/ENTER**.
3. Press ▲ or ▼ to scroll to **Restricted Ext**, then press **MENU/ENTER**.
4. Use the dial pad to press the number of the extension (0,1,2,3,4,5,6,7,8,9) that you want to restrict, or press the number again to remove it from the list.
5. Press **MENU/ENTER** to save the setting and return to the previous menu. There is a confirmation tone. To exit, press **EXIT**.



▲
Set prefix
>Restricted Ext



Restricted Ext:
-1-3-
ENTER=Save

Telephone settings

Console setup

Set date/time

The answering system displays the date and time of the message while playing messages. Before using the answering system, set the date and time as follows.

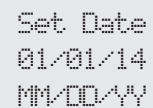
Follow the steps below to set the month, day, year and time:

1. When the console is idle, press **MENU/SELECT**.
2. Press **▲** or **▼** to scroll to **Set Date/Time**, then press **MENU/SELECT** or **►/SKIP**.
3. Use the dialing keys to enter the month (MM), day (DD) and year (YY). Press **◀/REPEAT** or **►/SKIP** to scroll between month, day and year.
4. Press **MENU/SELECT** to move to the time setting.
5. Use the dialing keys to enter the hour and minute.
6. Press **◀/REPEAT** or **►/SKIP** to select **AM** or **PM**.
7. Press **MENU/SELECT** to save the setting and return to the previous menu. To exit without making changes, press **CANCEL**.



A screenshot of the main menu of the telephone system. The menu is displayed in a monospaced font. At the top right, there is a small diamond-shaped icon with two arrows pointing up and down. The menu items are listed vertically: Ringers, >Set Date/Time, One Touch, Phone Settings, System Setup, Registration, and Customer Support.

```
Ringers
>Set Date/Time
One Touch
Phone Settings
System Setup
Registration
Customer Support
```



A screenshot of the 'Set Date' screen. It shows the date '01/01/14' and a prompt 'MM/DD/YY' below it.

```
Set Date
01/01/14
MM/DD/YY
```



A screenshot of the 'Set Time' screen. It shows the time '12:00' and a prompt 'AM PM' with arrows pointing left and right.

```
Set Time
12:00 ◀ AM ▶
```

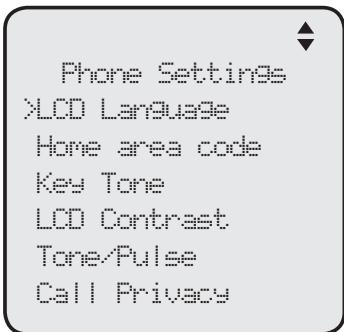
Telephone settings

Console setup

LCD language

This feature allows you to change the language used for all screen displays. The language settings on the console and desksets are independent. By default, the language is set to **English**.

1. When the console is idle, press **MENU/SELECT**.
2. Press **▲** or **▼** to scroll to **Phone Settings**, then press **MENU/SELECT** or **►/SKIP**.
3. Press **MENU/SELECT** again or **►/SKIP** to select **LCD Language**.
4. Press **▲** or **▼** to select **English**, **Français** or **Español**.
5. Press **MENU/SELECT** or **►/SKIP** again to save the setting and return to the previous menu. To exit without making changes, press **CANCEL**.



Telephone settings

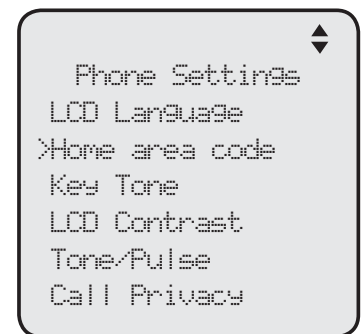
Console setup

Home area code

Use this feature to program this console to recognize your home area code. This feature makes it easy for you to place a call from the caller ID log.

When you receive a call from within your home area code, the caller ID information only displays the seven digits of the telephone number, and when you dial from the call log, only seven digits are dialed.

1. When the console is idle, press **MENU/SELECT**.
2. Press **▲** or **▼** to scroll to **Phone Settings**, then press **MENU/SELECT** or **►/SKIP**.
3. Press **▲** or **▼** to scroll to **Home area code**, then press **MENU/SELECT** or **►/SKIP**.
4. The console displays **Home area code**. Use the dialing keys to enter a three-digit area code.
 - Press **◀/REPEAT** or **►/SKIP** to move the cursor to the left or right.
 - Press **DELETE** to delete a digit.
5. Press **MENU/SELECT** to save the setting and return to the previous menu. To exit without making changes, press **CANCEL**.



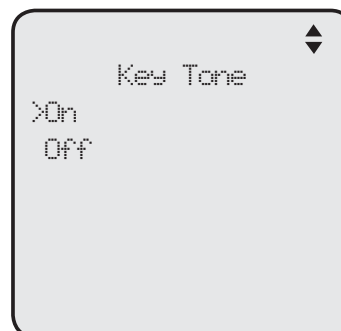
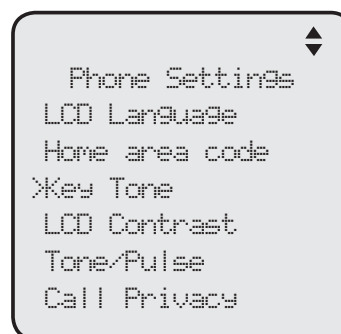
Telephone settings

Console setup

Key tone

The console is set to beep with each key press. If you turn off the key tone, there are no beeps when you press keys.

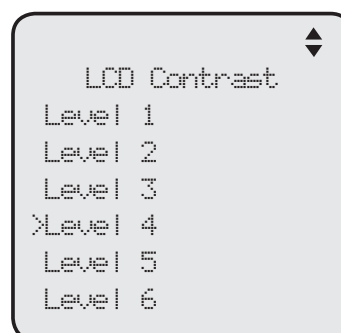
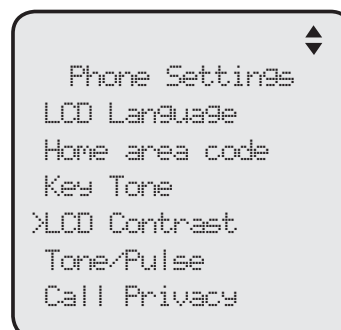
1. When the console is idle, press **MENU/SELECT**.
2. Press **▲** or **▼** to scroll to **Phone Settings**, then press **MENU/SELECT** or **►/SKIP**.
3. Press **▲** or **▼** to scroll to **Key Tone**, then press **MENU/SELECT** or **►/SKIP**.
4. Press **▲** or **▼** to choose **On** or **Off**.
5. Press **MENU/SELECT** or **►/SKIP** to save the setting and return to the previous menu. To exit without making changes, press **CANCEL** or **◀/REPEAT**.



LCD contrast

Use this feature to adjust the screen contrast to one of eight levels to optimize readability in different lighting conditions.

1. When the console is idle, press **MENU/SELECT**.
2. Press **▲** or **▼** to scroll to **Phone Settings**, then press **MENU/SELECT** or **►/SKIP**.
3. Press **▲** or **▼** to scroll to **LCD Contrast**, then press **MENU/SELECT** or **►/SKIP**.
4. Press **▲** or **▼** to choose the desired screen contrast level (**Level 1 - Level 8**).
5. Press **MENU/SELECT** or **►/SKIP** to save the setting and return to the previous menu. To exit without making changes, press **CANCEL** or **◀/REPEAT**.



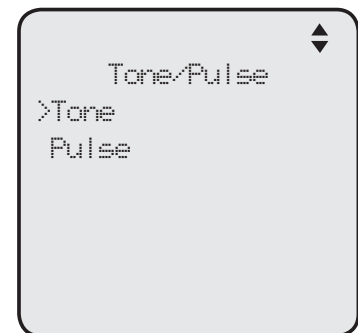
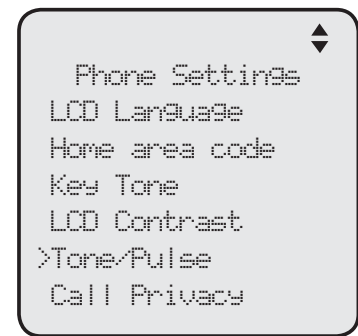
Telephone settings

Console setup

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.

1. When the console is idle, press **MENU/SELECT**.
2. Press ▲ or ▼ to scroll to **Phone Settings**, then press **MENU/SELECT** or ►/SKIP.
3. Press ▲ or ▼ to scroll to **Tone/Pulse**, then press **MENU/SELECT** or ►/SKIP.
4. Press ▲ or ▼ to choose **Tone** or **Pulse**.
5. Press **MENU/SELECT** or ►/SKIP to save the setting and return to the previous menu. To exit without making changes, press **CANCEL** or ◀/REPEAT.

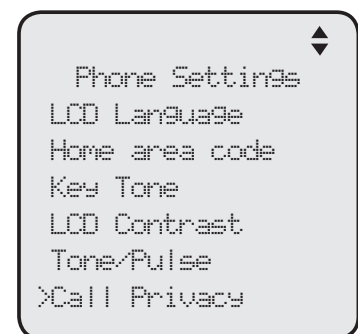


Call privacy

The call privacy is set to **Off** by default. The console allows other extensions to join a call in progress. You can turn this setting on to ensure that only one device uses a line at a time.

To turn this feature on or off:

1. When the console is idle, press **MENU/SELECT**.
2. Press ▲ or ▼ to scroll to **Phone Settings**, then press **MENU/SELECT** or ►/SKIP.
3. Press ▲ or ▼ to scroll to **Call Privacy**, then press **MENU/SELECT** or ►/SKIP.
4. Press ▲ or ▼ to scroll to **On** or **Off**.
5. Press **MENU/SELECT** or ►/SKIP to save the setting and return to the previous menu. To exit without making changes, press **CANCEL** or ◀/REPEAT.



NOTE: To temporarily change the call privacy setting during a call, see page 49.

Telephone settings

Console setup

Music on hold

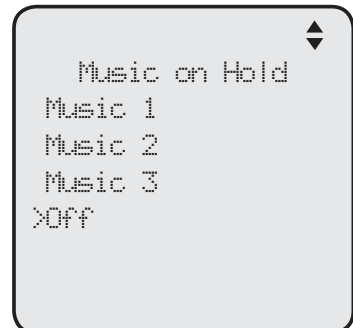
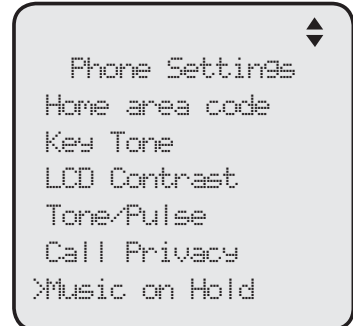
Music on hold (M.O.H) is available on this console. When this feature is turned on and you put a call on hold, the far end of the call will hear the music that comes with the console. You can select a desired built-in music for this feature.

When this feature is turned off and you put a call on hold, the far end of the call will hear a beep every 10 seconds.

1. When the console is idle, press **MENU/SELECT**.
2. Press **▲** or **▼** to scroll to **Phone Settings**, then press **MENU/SELECT** or **►/SKIP**.
3. Press **▲** or **▼** to scroll to **Music on Hold**, then press **MENU/SELECT** or **►/SKIP**.
4. Press **▲** or **▼** to select a desired music or **Off** if you want to turn this feature off.
5. Press **MENU/SELECT** or **►/SKIP** to save the setting and return to the previous menu. To exit without making changes, press **CANCEL** or **◀/REPEAT**.



NOTE: Source of music files: FreeMusicArchive.org. Used under open license.

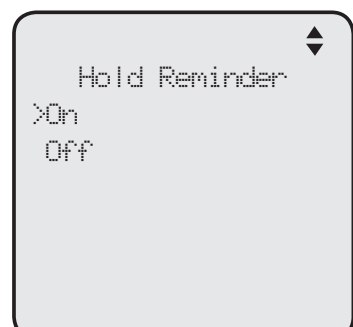
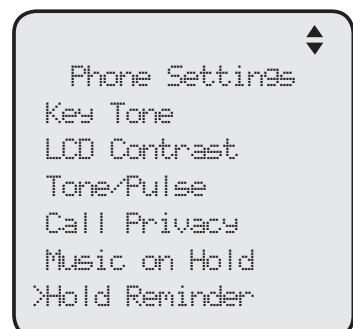


Hold reminder

When this feature is on and there is a call on hold, the console beeps once every 30 seconds.

To turn this feature on or off:

1. When the console is idle, press **MENU/SELECT**.
2. Press **▲** or **▼** to scroll to **Phone Settings**, then press **MENU/SELECT** or **►/SKIP**.
3. Press **▲** or **▼** to scroll to **Hold Reminder**, then press **MENU/SELECT** or **►/SKIP**.
4. Press **▲** or **▼** to scroll to **On** or **Off**.
5. Press **MENU/SELECT** or **►/SKIP** to save the setting and return to the previous menu. To exit without making changes, press **CANCEL** or **◀/REPEAT**.



Telephone settings

Console setup

Phone rename

Use this feature to rename the console. If you have to rename your console after initial setup, you are recommended to do so before connecting any system desksets.

To change the name:

1. When the console is idle, press **MENU/SELECT**.
2. Press ▲ or ▼ to scroll to **Phone Settings**, then press **MENU/SELECT** or ►/SKIP.
3. Press ▲ or ▼ to scroll to **Phone Rename**, then press **MENU/SELECT** or ►/SKIP.
4. Use the dialing key keys to change the name (up to 12 characters).
 - Press ◀/REPEAT or ►/SKIP to move the cursor to the left or right.
 - Press **DELETE** to delete a character.
5. Press **MENU/SELECT** to save the setting and return to the previous menu. To exit without making changes, press **CANCEL**.



A screenshot of the 'Phone Settings' menu. The menu is displayed in a monospaced font. At the top right, there is a small up/down arrow icon. The menu items are: Phone Settings, LCD Contrast, Tone/Pulse, Call Privacy, Music on Hold, Hold Reminder, and >Phone Rename.



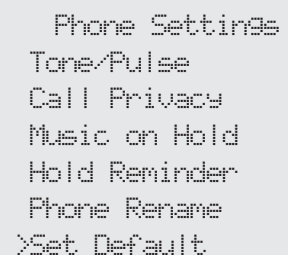
A screenshot of the 'Phone Rename' screen. At the top right, there is a small left/right arrow icon. The screen shows the text 'Phone Rename' followed by 'Console_' on the next line, with a cursor at the end of the underscore.

Set default

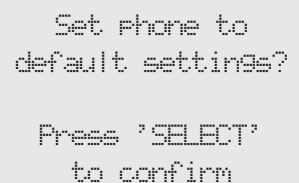
Use this feature to reset all settings of this console to their default settings. All phone settings, directory, caller ID history, redial list, one-touch memory, central and private mailbox messages will be reset.

To reset all feature settings to default:

1. When the console is idle, press **MENU/SELECT**.
2. Press ▲ or ▼ to scroll to **Phone Settings**, then press **MENU/SELECT** or ►/SKIP.
3. Press ▲ or ▼ to scroll to **Set Default**.
4. Press **MENU/SELECT** or ►/SKIP. The screen displays **Set phone to default settings? Press 'SELECT' to confirm.**
5. Press **MENU/SELECT** to confirm. The console reboots to reset all settings.



A screenshot of the 'Phone Settings' menu. At the top right, there is a small up/down arrow icon. The menu items are: Phone Settings, Tone/Pulse, Call Privacy, Music on Hold, Hold Reminder, Phone Rename, and >Set Default. The '>Set Default' option is highlighted.



A screenshot of the confirmation screen for setting the phone to default settings. The text reads: 'Set phone to default settings?' followed by 'Press 'SELECT' to confirm'.



NOTE: After you reset the console to default, you will have to assign the extension numbers of all your system desksets again. Refer to the **Set extension number** section in the CM18245 user's manual for instructions.

Telephone settings

Console setup

Customer support

Use this feature to display the VTech website.

1. When the console is idle, press **MENU/SELECT**.
2. Press ▲ or ▼ to scroll to **Customer Support**, then press **MENU/SELECT** or ►/SKIP.
3. Press **CANCEL** to return to the main menu.



www.vtechphones.com

Telephone operation

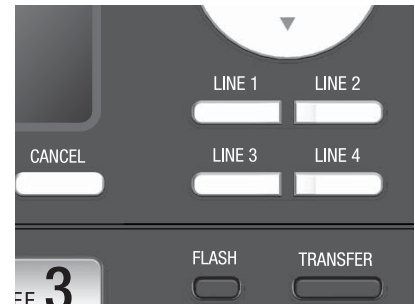
Telephone operation

The telephone comes programmed to select a line automatically for calls when you do not press a line key. To override the automatic line selection setting, see **Prime line** on page 25 for details. When you answer a call, the telephone automatically selects the ringing line.

Line indicators

Each of the four indicators on **LINE 1-LINE 4** indicate the state of the corresponding telephone line.

- On when the corresponding line is in use.
- Flashes slowly when the line is on hold.
- Flashes rapidly when there is an incoming call on the corresponding line.



Making and ending a call

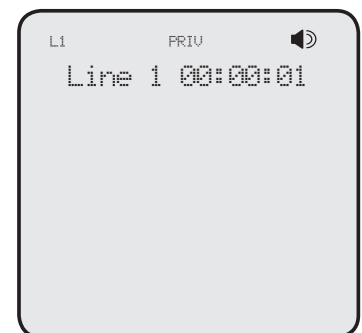
To make a call using the console:

1. Lift the handset or press **SPEAKER** .

-OR-

To override automatic line selection, press **LINE 1-LINE 4** for the desired line, then lift the handset.

2. Wait for a dial tone, then enter the telephone number.
The screen displays the elapsed time as you talk (in hours, minutes and seconds).



To end a call using the console:

- Place the handset on the console to hang up.

-OR-

- Press the corresponding line key (**LINE 1-LINE 4**).

-OR-

- If you are using the speakerphone, press **SPEAKER**  to hang up.



NOTE: The elapsed time is not affected by accessing services from your telephone service provider.

Telephone operation

Telephone operation




To make a call using a corded headset:

Make sure a corded headset is connected to the console (page 27).

1. Press **HEADSET** on the console.
2. Wait for a dial tone, then dial the number.
3. To hang up, press **HEADSET**.

To make a call using a cordless headset:

You can make a call using a registered cordless headset (see **Adding and registering a cordless headset** on page 25). For more details on the cordless headset operation, refer to the IS6100 user's manual.

1. Enter the telephone number. Press **DELETE** to make corrections.
2. Lift the handset or press **SPEAKER**  to dial.
3. Press  on the cordless headset.
4. To hang up, press .



On hook dialing (predialing)

1. Enter the telephone number. Press **DELETE** to make corrections.
2. Lift the handset or press **SPEAKER**  to dial.



-OR-

To override automatic line selection, press **LINE 1-LINE 4** for the desired line, then lift the handset.

Full-duplex speakerphone

During a call, press **SPEAKER**  to switch between handsfree speakerphone and normal handset use. Press **SPEAKER**  again if you are using speakerphone or place the handset on the console to hang up.

Answering a call

Lift the handset, or press the corresponding line key (**LINE 1-LINE 4**), **SPEAKER** , **HEADSET** on the console or press  on a registered cordless headset to answer an incoming call.

Temporary ringer silencing

When the telephone is ringing, you can temporarily silence the ringer of the console without disconnecting the call. Press **MUTE** to silence the ringer. The next call rings normally at the preset volume.

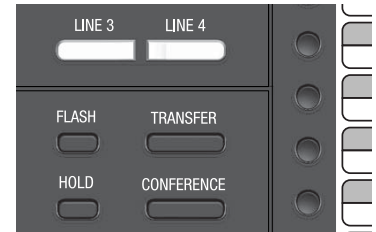
Telephone operation

Options while on calls

Call waiting

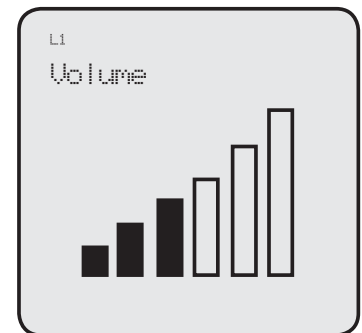
If you subscribe to call waiting service with your telephone service provider, you hear a beep if someone calls while you are in the middle of a call.

- Press **FLASH** to put your current call on hold and take the new call.
- Press **FLASH** at any time to switch back and forth between calls.



Volume control

Use this feature to set the listening volume to one of six levels for each of the listening options (corded handset, corded headset and speakerphone). All settings are independent. While on a call, press **▲/VOLUME/▼** to adjust the listening volume.



Mute

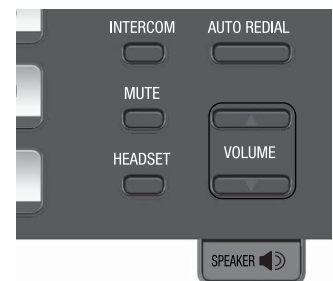
Use this feature during a telephone conversation to silence the microphone. You can hear the caller, but the caller cannot hear you.

To mute a call:

- Press **MUTE**. When mute is on, the **MUTE** button lights up; the screen also displays **MUTE**.

To take a call off mute:

- Press **MUTE** again and resume speaking.



Temporary tone dialing

If you have pulse (rotary) service only, use this feature to temporarily switch pulse to touch-tone dialing during a call by pressing **TONE ✕**.

1. Press **TONE ✕** during a call.
2. Use the dialing keys to enter the desired number. The telephone sends touch-tone signals.

The telephone automatically returns to pulse dialing mode after you end the call.

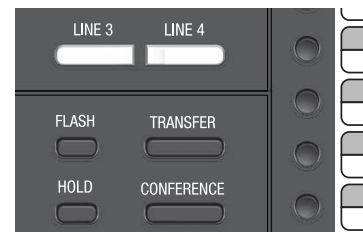
Telephone operation


Options while on calls

Hold

Use this feature to hold one line while accessing another, or as part of the conference and call transfer features.

While on a call, press **HOLD**. The corresponding line key (**LINE 1-LINE 4**) indicator for the line on hold flashes slowly. After the call has been put on hold, a beep sounds every 30 seconds. (To turn off the reminder beep, see **Hold reminder** on page 42).



If you are using the speakerphone, the speakerphone turns off and the **SPEAKER**  key turns off automatically after you press **HOLD**. If you are using the corded headset, the headset turns off and the **HEADSET** key turns off automatically after you press **HOLD**.

To release the hold, press the line key (**LINE 1-LINE 4**) of the line being put on hold.

Music on hold (M.O.H) is available on this console if you have turned on the **Music on hold** setting (page 42). When you put a call on hold, the far end of the call will hear the selected music that comes with the console.



NOTES:

- You cannot put an intercom call on hold.
- The call privacy setting remains unchanged after the call is put on hold.
- The call ends automatically after it is put on hold for 10 minutes.

Switching between lines

Use this feature to switch between lines during an outside call:

1. Press the desired line key (**LINE 1-LINE 4**) of the telephone line you want to make or answer call. The current call is put on hold automatically.
2. To return to the first call, press the line key (**LINE 1-LINE 4**) of the original call. The second line is put on hold automatically.

Telephone operation

Options while on calls

Call privacy

During a call, you can temporarily change the call privacy setting to allow or disallow other extensions to join the call. The original setting is automatically restored after you hang up.

To turn call privacy off during a call:

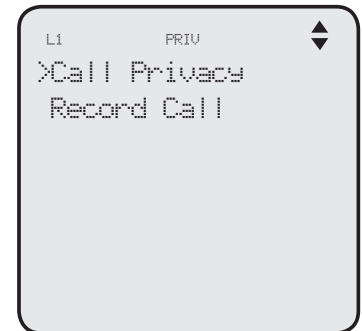
1. While on a call, press **MENU/SELECT**.
2. Press **MENU/SELECT** to select **Call Privacy**.
3. Press ▲ or ▼ to choose **Off**, then press **MENU/SELECT**.

Other extensions can now join the call by pressing the corresponding line key (**LINE 1-LINE 4**).

To turn call privacy back on during a call:

1. While on a call, press **MENU/SELECT**.
2. Press **MENU/SELECT** to select **Call Privacy**.
3. Press ▲ or ▼ to choose **On**, then press **MENU/SELECT**. The console displays **PRIV**.

No extension can join the call now. If another extension tries to access the line you are using, it displays **Line is not available at this time**.



NOTES:

- You cannot set call privacy during intercom calls.
- To set call privacy for every incoming and outgoing call, see page 41.

Telephone operation

Options while on calls

Recording a call

Use this feature to record a phone conversation during a call. The recording is treated the same as memos and is marked as a new message in the private mailbox. You cannot record a conference call nor an intercom call and you cannot use another line while you are recording a phone conversation. Listen to recorded conversation the same way as incoming messages or memos (see **Message playback** on page 95).


To record a call:

1. While on a call, press **MENU/SELECT**.
2. Press **▲** or **▼** to scroll to **Record Call**, then press **MENU/SELECT**.
3. Press **MENU/SELECT** to choose **Start recording**.
4. The recording starts and the screen shows **REC**. There is a beep sound.



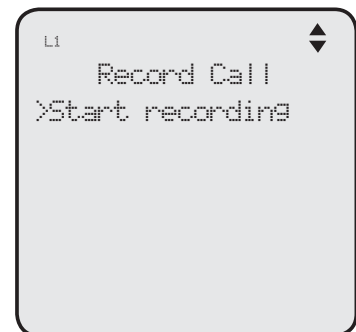
NOTE: To ensure that you are in compliance with any federal or state regulations regarding recording a telephone call, you should start the recording process and then inform the other party that you are recording the call.

To stop recording:

Place the handset back to the console, or press **SPEAKER**  to hang up if you are using the speakerphone.

-OR-

1. Press **MENU/SELECT** during the recording.
2. Press **▲** or **▼** to scroll to **Record Call**, then press **MENU/SELECT**.
3. Press **MENU/SELECT** to choose **Stop recording**. The system saves the conversation into the private mailbox.



Telephone operation

Options while on calls

Chain dialing

While you are on a call, you can initiate a dialing sequence from the numbers in the directory, caller ID history, redial list or one-touch memory.

Chain dialing can be useful if you wish to access other numbers (such as bank account numbers or access codes) from the directory, caller ID history, redial list or one-touch memory.

To access the directory while on a call:

1. Press **DIRECTORY**, then press ▲ or ▼ to scroll to the desired entry.
2. Press **MENU/SELECT** to dial the desired number. To exit without making changes, press **CANCEL** and continue with the conversation.

To access the call history while on a call:

1. Press **CALL HISTORY**, then press ▲ or ▼ to scroll to the desired entry.
2. Press **MENU/SELECT** to dial the desired number. To exit without making changes, press **CANCEL** and continue with the conversation.

To access the redial list while on a call:

1. Press **AUTO REDIAL**, then press ▲ or ▼ to scroll to the desired entry.
2. Press **MENU/SELECT** to dial the desired number. To exit without making changes, press **CANCEL** and continue with the conversation.

To access the one-touch memory while on a call:

Press the desired one-touch key for the number in the upper location.

-OR-

Press **LOWER**, then press the desired one-touch key for the number in the lower location.

Telephone operation

Redial

The last 10 telephone numbers dialed (up to 30 digits) are stored in the console.

To view the 10 most recently dialed numbers

1. Press **AUTO REDIAL** to enter the redial list and display the most recently called number.
2. Press **▲** or **▼** to view other recently called numbers.
3. Press **CANCEL** to exit the redial list.

To redial a number

When the desired number displays on the screen:

- Lift the handset.

-OR-

- Press **SPEAKER**  or **HEADSET**.

To override automatic line selection, press **LINE 1-LINE 4** for the desired line, then lift the handset.

To copy a redial entry to directory

1. Press **AUTO REDIAL** to enter the redial list and display the most recently called number.
2. Press **▲** or **▼** to view other recently called numbers.
3. Press **◀/REPEAT** or **▶/SKIP** to choose **Copy to DIR**, then press **MENU/SELECT**.
4. The console displays **Enter Name**. Use the dialing keys to enter the name (up to 15 characters).
 - Press **◀/REPEAT** or **▶/SKIP** to move the cursor to the left or right.
 - Press **DELETE** to delete a character.
5. Press **MENU/SELECT** to save. The console displays **Enter Number**. Use the dialing keys to enter the number (up to 30 digits).
 - Press **DELETE** to delete a digit.
 - Press **◀/REPEAT** or **▶/SKIP** to move the cursor to the left or right.
 - You can include a pause while storing a dialing sequence that requires one during actual dialing. Press **▲** or **▼** to choose **Add pause**, then press **MENU/SELECT**. A **P** appears on the screen.
 - Store a signal for switching to temporary tone signaling. If you have dial pulse (rotary) service, this signal is required for some special services. Press **▲** or **▼** to choose **Send tone**, then press **MENU/SELECT**. A **T** appears on the screen. All numbers you enter after this will send touch-tone signals during dialing.

Telephone operation

Redial

To copy a redial entry to directory (continued)

- You can store the flash signal required by some special services as part of a dialing sequence. Press ▲ or ▼ to choose **Add flash**, then press **MENU/SELECT**. An **F** appears on the screen.
6. Press ▲ or ▼ to choose **Done**, then press **MENU/SELECT**. To exit without making changes, press ▲ or ▼ to choose **Cancel** and then press **MENU/SELECT**, or press **CANCEL** to return to the previous menu.

To copy a redial entry to one-touch memory

1. Press **AUTO REDIAL** to enter the redial list and display the most recently called number.
2. Press ▲ or ▼ to view other recently called numbers.
3. Press ◀/REPEAT or ▶/SKIP to choose **Copy to 1-touch**, then press **MENU/SELECT**.
4. The console displays **Press a 1-touch key to save the number**.
 - Press the one-touch button for the destination party in the upper location (the first 16 one-touch locations).
 - OR-
 - Press **LOWER**, then the one-touch button for the destination party in the lower location (the second 16 one-touch locations).
5. The console displays **Number saved to 1-touch key**.

To delete a number

While the screen displays the desired number, press **DELETE** to delete the number from the redial memory. The screen displays **Redial deleted**.

Telephone operation

Redial

Auto-redial

Use this feature to automatically redial a number up to ten times.

1. Press **AUTO REDIAL** to enter the redial list and display the most recently called number.
2. Press **▲** or **▼** to view other recently called numbers.
3. While the screen displays the desired number, press **◀/REPEAT** or **▶/SKIP** to choose **Auto redial**, then press **MENU/SELECT**.
4. The telephone calls the desired number using the speakerphone. The screen displays **Redial in XX sec.**
5. When the other party answers, you will need to take an action to speak with the other party and stop the auto-redial attempts. Press **MUTE** on the console, then lift the handset, press **SPEAKER** **🔊** or **HEADSET** to speak with the other party.
 - After a call is placed, if the line is busy, you will hear a busy tone for a few seconds before the console hangs up. The call will be redialed 30 seconds later. This process repeats up to 10 times or until the called number is no longer busy. If the line is still busy after 10 attempts, no more attempts are made.
 - If the line is ringing but no party answers after two attempts, no more attempts are made.
 - If you want to turn off the auto-redial feature during the 30-second waiting time, press **CANCEL**.

Telephone operation

Conference call

The system can support 5-way conference with a maximum of one outside call and four system extensions (including the initiating party), or two outside calls and three system extensions (including the initiating party). The outside call must be established first because an intercom call cannot be placed on hold.

There are two ways to establish a conference call.

A. Inviting parties using Intercom

The party who initiates the conference invites other system extensions to join the conference by using intercom after establishing the first outside call.

-OR-

B. Join a call in progress


Other system extensions can join the call in progress by pressing the line key which is currently in use for the conference to join the call.

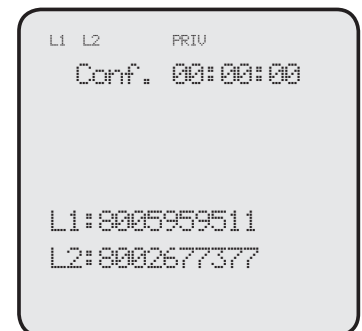
A. Inviting parties using Intercom

1. Make or answer an outside call.
2. Press another available line key to make another outside call. The original outside call is put on hold. When the external party picks up, you can have a private conversation with that party.

-OR-

Press **INTERCOM**. The outside call is put on hold. Press ▲ or ▼ to scroll to the desired extension, or enter the desired extension number directly. The called extension picks up the intercom call. You can now have a private conversation with that extension.

3. Press **CONFERENCE** at any time to begin the conference call.
4. If necessary, repeat step 2 (Intercom method) and step 3 above to invite another system extension to join the conference until the maximum capacity is reached.
5. Place the corded handset on the console or press **SPEAKER**  if you are using the speakerphone to hang up. If the party who initiates the conference call hangs up, the conference call will be ended. The call will also be ended when all parties hang up.



NOTE: If you want to start a conference with two outside calls, make sure you have invited two outside calls before inviting any system extensions.

Telephone operation

Conference call

To drop an outside line:

- Press the corresponding line key (**LINE 1-LINE 4**).


-OR-

- If there are two outside calls, press **MENU/SELECT** and then press ▲ or ▼ to choose **End Line X**. Press **MENU/SELECT** to confirm.

-OR-


- If the other end of the outside line hangs up the call, press the corresponding line key (**LINE 1-LINE 4**) to release that line for other system extension use.

B. Join a call in progress

1. Make or answer an outside call on the console, then press **MENU/SELECT**.
2. If the call privacy of your console is set to **On**, follow the instructions of **To turn call privacy off during a call** on page 49 to turn off the setting temporarily.
3. Any system extension can join the call by pressing the line key currently in use to join the conference until the maximum capacity is reached.
4. Place the corded handset on the console or press **SPEAKER**  if you are using speakerphone to hang up. The call will be ended when all parties hang up.



NOTES:

- If the system extension which initiated the call does not turn off the call privacy setting and you try to join that call, your deskset screen displays **Line is not available at this time**.
- If you have answered another outside call during a conference and want to resume the original call, end the existing call first, then lift the corded handset, or press **SPEAKER** , or press **CONFERENCE**.

Telephone operation

Conference call

Call scenario

The table below provides you with more information on the number of outside lines available for use during a conference call under different call scenarios.

A. Inviting parties using Intercom

| Device that starts a conference call | Number of outside calls in a conference | Number of system extensions in a conference | Outside lines available for other extension to use |
|--------------------------------------|---|---|--|
| Console | 1 | 1 | 2 |
| | 1 | 2 | 1 |
| | 2 | 1 | 1 |
| | 2 | 2 | 0 |
| Deskset | 1 | 1 | 3 |
| | 1 | 2 | 3 |
| | 2 | 1 | 2 |
| | 2 | 2 | 2 |

B. Join a call in progress

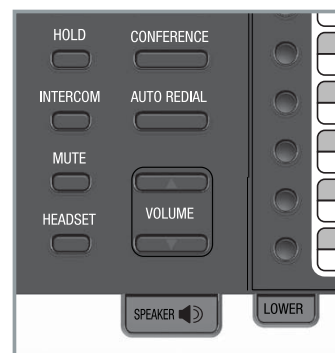
| Device that starts a conference call | Number of outside calls in a conference | Number of system extensions joined in a conference | Outside lines available for other extension to use |
|--------------------------------------|---|--|--|
| Console/Deskset | 1 | 1 | 2 |
| | | 2 | 1 |
| | | 3 | 0 |

Telephone operation

Intercom

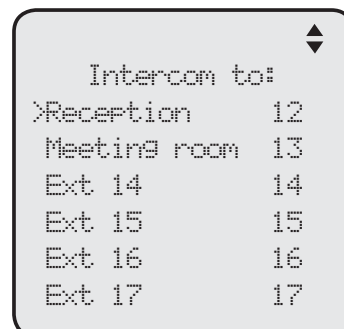
You can use the intercom feature for conversations between the console and a system deskset, or between two system desksets.

The console and each deskset in the telephone system **MUST** be assigned a unique extension number for the intercom feature to work. The assignment is done when the console is initially set up.



Make an intercom call to an extension

1. Press **INTERCOM** on the console when it is idle.
 2. Press ▲ or ▼ to scroll to a desired extension, then press **MENU/SELECT**.
- OR-**
- Use the dialing keys to dial the extension number.
3. The console displays **Intercom to: XX** (XX represents the extension number of the destination device).



-OR-

If you have assigned extension numbers as one-touch entries (see **Assign a one-touch entry** on pages 61-62), you can initiate an intercom by pressing the desired one-touch button.

1. When the console is idle, press the desired one-touch button, or press **LOWER** followed by the desired one-touch button.
2. The console displays **Intercom to: XX** (XX represents the extension number of the destination device).



NOTES:

- Before the intercom call is answered, you can cancel the intercom by pressing **SPEAKER** or **CANCEL**.
- You cannot intercom an extension that is on a call.
- If all four telephone lines are in use, the intercom feature is not available.

Answer an intercom call

When you receive an intercom call, you hear a ringing tone and your screen displays **Intercom from: XX** (XX represents the extension number of the calling device). Lift the handset or press **SPEAKER** to answer.

End an intercom call

Place the handset back to the console or press **SPEAKER** if you are using the speakerphone.

Answer an incoming call during an intercom call

If you receive an incoming outside call during an intercom call, there is an alert tone.

To answer the call, press the corresponding line key (**LINE 1-LINE 4**). The intercom call ends automatically.

Telephone operation

Call transfer

You can transfer a call to any other system telephone. Only the recipient extension can answer the transferred call; other extensions cannot seize the line at that moment.



Blind transfer

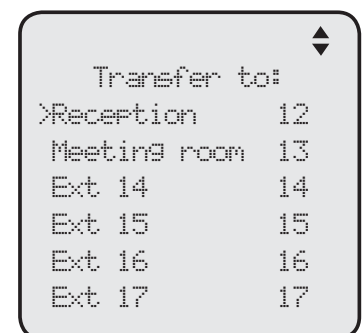
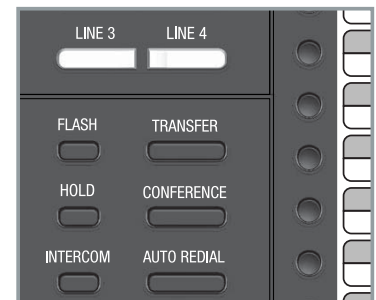
While on a call, you can transfer a call directly without notifying the desired extension:

1. Press **TRANSFER** on the console while on a call, the call is put on hold.
2. Press ▲ or ▼ to scroll to the desired extension, then press **MENU/SELECT**.

-OR-

Use the dialing keys to dial the extension number.

3. The destination device rings. Choose either option below.
 - Answer the call by lifting the corded handset or pressing **SPEAKER** .
 - You can resume the call by pressing the corresponding flashing line key (**LINE 1-LINE 4**) on the console before the destination device answers the call.
4. Put the handset on the console or press **SPEAKER**  to hang up.



NOTES:

- If the private mailbox of the destination extension is off, the transferred call will only ring on the destination extension for five minutes. If the destination extension does not answer within that period, the transferred call ends.
- If the private mailbox of the destination extension is busy, the call ends.
- If the destination extension does not answer within five minutes, the extension which initiated the transfer can retrieve the call within five minutes after the call has been transferred by pressing the corresponding line key.

Telephone operation

Call transfer using intercom

Transfer a call and speak to the receiving party

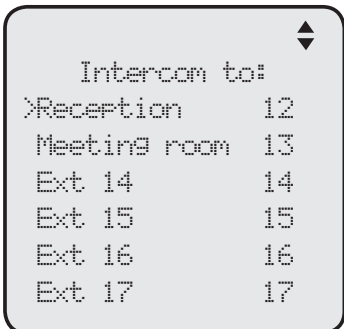
You can transfer a call and speak to the receiving party before completing the transfer while on a call:

1. Press **INTERCOM** on the console while on a call. The call is put on hold.
2. Press ▲ or ▼ to scroll to a desired extension, then press **MENU/SELECT**.

-OR-

Use the dialing keys to dial the extension number.

3. The destination extension rings and the call can be answered by lifting the handset or pressing **SPEAKER** 🔊. You can now talk to the destination party privately.
4. Press **TRANSFER** to transfer the call to the destination extension. The console returns to idle.



A screenshot of a telephone console's intercom menu. The menu is titled "Intercom to:" and has a small up/down arrow icon at the top right. The list shows the following options:

| | |
|--------------|----|
| >Reception | 12 |
| Meeting room | 13 |
| Ext 14 | 14 |
| Ext 15 | 15 |
| Ext 16 | 16 |
| Ext 17 | 17 |

Telephone operation

One touch

This telephone has 32 one- and two-touch memory locations (speed dial locations) where you can store the phone numbers or system extension numbers you wish to dial more quickly. You can store up to 30 digits in each location.

You can access the first 16 locations using only the one-touch buttons. To access the remaining 16 locations, press **LOWER** and then the one-touch button for the desired location. You might wish to write the names, telephone numbers, or extension numbers of the one-touch entries on the directory card, using the light gray spaces for the upper 16 locations and the white spaces for the lower 16 locations.

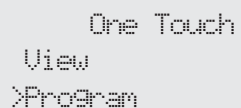
Assign a one-touch entry

Use the following steps to program the one-touch keys.


1. When the console is idle, press **MENU/SELECT**.
2. Press ▲ or ▼ to scroll to **One Touch**, then press **MENU/SELECT** or ►/SKIP.
3. Press ▲ or ▼ to scroll to **Program**, then press **MENU/SELECT** or ►/SKIP.
4. The screen displays **Enter Number:**
5. Use the dialing keys to enter a telephone number (up to 30 digits) or an extension number.
 - Press **DELETE** to delete a digit.
 - Press ◀/REPEAT or ►/SKIP to move the cursor to the left or right.
 - You can include a pause while storing a dialing sequence that requires one during actual dialing. Press ▲ or ▼ to choose **Add pause**, then press **MENU/SELECT**. A **P** appears on the screen.
 - Store a signal for switching to temporary tone signaling. If you have dial pulse (rotary) service, this signal is required for some special services. Press ▲ or ▼ to choose **Send tone**, then press **MENU/SELECT**. A **T** appears on the screen. All numbers you enter after this will send touch-tone signals during dialing.



```
Ringers
Set Date/Time
>One Touch
Phone Settings
System Setup
Registration
Customer Support
```



```
One Touch
View
>Program
```



```
Enter Number:
18005959511_

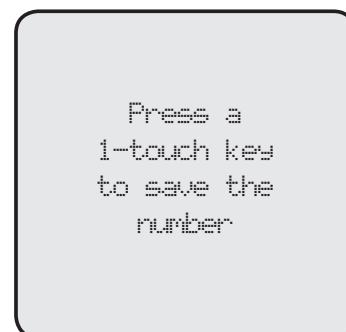
Select to:
◆Done
```

Telephone operation

One touch

Assign a one-touch entry (continued)

- You can store the flash signal required by some special services as part of a dialing sequence. Press ▲ or ▼ to choose **Add flash**, then press **MENU/SELECT**. An **F** appears on the screen. Continue storing the number as usual.
- Press ▲ or ▼ to choose **Done**, then press **MENU/SELECT** to save the setting and return to the previous menu. To exit without making changes, press ▲ or ▼ to choose **Cancel**, then press **MENU/SELECT**, or press **CANCEL** to return to the previous menu.
 - The screen displays **Press a 1-touch key to save the number**.
 - Press the desired one-touch key to store the telephone number in the upper location.
-OR-
Press **LOWER**, then press the desired one-touch key to store the telephone number in the lower location.
 - The screen displays **Number saved to 1-touch key** briefly, and then **One Touch #XX** (XX represents the one-touch location) and the telephone number or extension number.



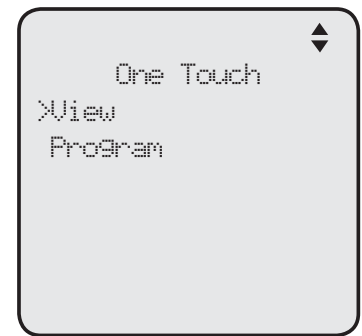
NOTE: If the one-touch location already has an assigned number, the screen displays **Replace 1-touch key memory?** Press **MENU/SELECT** to replace the old number with the new one.

Telephone operation

One touch

Review the one-touch entry

1. When the console is idle, press **MENU/SELECT**.
2. Press ▲ or ▼ to scroll to **One Touch**, then press **MENU/SELECT** or ►/SKIP.
3. Press ▲ or ▼ to scroll to **View**, then press **MENU/SELECT** or ►/SKIP.
4. Press ▲ or ▼ to scroll to the desired one-touch location. The screen displays the One-touch location number and the telephone number or extension number.



To dial a one-touch entry

When the console is idle, press the desired one-touch button for the destination party in the upper location.

-OR-

When the console is idle, press **LOWER** followed by the one-touch button for the destination party in the lower location.

The console dials the one-touch number using the speakerphone.

Edit the one-touch key

1. When the console is idle, press **MENU/SELECT**.
2. Press ▲ or ▼ to scroll to **One Touch**, then press **MENU/SELECT** or ►/SKIP.
3. Press ▲ or ▼ to scroll to **View**, then press **MENU/SELECT** or ►/SKIP.
4. Press ▲ or ▼ to scroll to the desired one-touch location.
5. Press **MENU/SELECT** to select **Edit**.
6. The screen displays **Edit Number:** Use the dialing keys to edit the number.
 - Press **DELETE** to delete a digit.
 - Press ◀/REPEAT or ►/SKIP to move the cursor to the left or right.
 - You can include a pause while storing a dialing sequence that requires one during actual dialing. Press ▲ or ▼ to choose **Add pause**, then press **MENU/SELECT**. A **P** appears on the screen.



Telephone operation

One touch

Edit the one-touch key (continued)

- Store a signal for switching to temporary tone signaling. If you have dial pulse (rotary) service, this signal is required for some special services. Press ▲ or ▼ to choose **Send tone**, then press **MENU/SELECT**. A **T** appears on the screen. All numbers you enter after this will send touch-tone signals during dialing.
 - You can store the flash signal required by some special services as part of a dialing sequence. Press ▲ or ▼ to choose **Add flash**, then press **MENU/SELECT**. An **F** appears on the screen. Continue storing the number as usual.
7. Press ▲ or ▼ to scroll to **Done**, then press **MENU/SELECT** to save the setting.

Delete an one-touch key

1. When the console is idle, press **MENU/SELECT**.
2. Press ▲ or ▼ to scroll to **One Touch**, then press **MENU/SELECT** or ►/SKIP.
3. Press ▲ or ▼ to scroll to **View**, then press **MENU/SELECT** or ►/SKIP.
4. Press ▲ or ▼ to scroll to the desired one-touch location.
5. Press ►/SKIP to scroll to **Delete**, then press **MENU/SELECT**. The screen displays **Delete memory?**
6. Press **MENU/SELECT** to confirm. To exit without making changes, press **CANCEL**.



Directory

About the directory

Use the directory to store names and phone numbers. Directory entries are not shared with other extensions. The console and each deskset have their own directories.

Capacity

The directory of this console can store up to 50 entries, with a maximum of 15 alphanumeric characters (including spaces) for names and 30 digits for telephone numbers. A convenient search feature can help you quickly find and dial numbers (page 68).

If there are already 50 entries, the screen shows **Directory memory full** when you try to create a new directory entry. You cannot store a new number until you delete one. If you try to view the directory when there are no entries, the screen displays **Directory 0 entry**.

Exit the directory

On the console, press **CANCEL** to cancel an operation and return to previous screen.

Directory

Create directory entries

Create a new directory entry

Use the following steps to store a name and number in the directory.

1. When the console is idle, press **DIRECTORY**.
2. The console shows a summary with the number of directory entries stored. Press **MENU/SELECT** to add an entry.
3. The screen displays **Enter Name**. Use the dialing keys to enter the name (up to 15 characters). Each time you press a key, the character on that key appears. When entering a name in the directory, the first letter of each word is automatically capitalized. Additional key presses produce other characters on that key. See the chart below.



| Dialing keys | Characters by number of key presses | | | | | | | | | | |
|--------------|-------------------------------------|---|---|---|---|---|---|---|---|----|----|
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 |
| 1 | 1 | . | - | | (|) | * | # | & | / | , |
| 2 | a | b | c | A | B | C | 2 | | | | |
| 3 | d | e | f | D | E | F | 3 | | | | |
| 4 | g | h | i | G | H | I | 4 | | | | |
| 5 | j | k | l | J | K | L | 5 | | | | |
| 6 | m | n | o | M | N | O | 6 | | | | |
| 7 | p | q | r | s | P | Q | R | S | 7 | | |
| 8 | t | u | v | T | U | V | 8 | | | | |
| 9 | w | x | y | z | W | X | Y | Z | 9 | | |
| 0 | Space | 0 | | | | | | | | | |
| * | | | | | | | | | | | |
| # | | | | | | | | | | | |

- Press **DELETE** to delete a character.
 - Press **◀/REPEAT** or **▶/SKIP** to move the cursor to the left or right.
 - Press **0** to add a space.
4. Press **MENU/SELECT** to save. The screen displays **Enter Number**. Use the dialing keys to enter the number (up to 30 digits).
 - Press **DELETE** to delete a digit.
 - Press **◀/REPEAT** or **▶/SKIP** to move the cursor to the left or right.



Directory

Create directory entries

Create a new directory entry (continued)

- You can include a pause while storing a dialing sequence that requires one during actual dialing. Press ▲ or ▼ to choose **Add pause**, then press **MENU/SELECT**. A **P** appears on the screen.
 - Store a signal for switching to temporary tone signaling. If you have dial pulse (rotary) service, this signal is required for some special services. Press ▲ or ▼ to choose **Send tone**, then press **MENU/SELECT**. A **T** appears on the screen. All numbers you enter after this will send touch-tone signals during dialing.
 - You can store the flash signal required by some special services as part of a dialing sequence. Press ▲ or ▼ to choose **Add flash**, then press **MENU/SELECT**. An **F** appears on the screen.
5. Press ▲ or ▼ to scroll to **Done**, then press **MENU/SELECT**. To exit without making changes, press **CANCEL**, or press ▲ or ▼ to scroll to **Cancel**, then press **MENU/SELECT**.



Review directory entries

1. When the console is idle, press **DIRECTORY**. The screen displays a summary with the number of directory entries stored.
2. Press ▲ or ▼ to browse through the directory. Entries appear alphabetically by the first letter in the name.
3. Press **CANCEL** to cancel an operation and press **CANCEL** again to return to idle mode.



Directory

Search directory

Search by name

The names appear in alphabetical order. Follow the steps below to search for directory entries on the console.

1. Press **DIRECTORY** on the console. The screen displays a summary with the number of directory entries stored.
2. Press **▲** or **▼** to browse through the directory.
3. Use the dial pad keys (**2-9**) to enter a letter to start a name search.
 - If there is an entry matching the letter you press, the directory shows the first name beginning with that letter.
 - If there is no entry matching the letter you press, the directory shows the next closest entry or the last entry.

For example, if you have the names **Jennifer**, **Jessie**, **Kevin** and **Linda** in your directory:

- If you press **5 (JKL)** once, you see **Jennifer**.
- If you press **5 (JKL)** twice, you see **Kevin**.
- If you press **5 (JKL)** three times, you see **Linda**.
- To view **Jessie**, press **▼** while **Jennifer** is displayed.

Directory

Dial, delete or edit entries

You can dial, delete or edit a directory entry (name and number) when it is shown on the console screen. You can use the directory review (page 67) or name search (page 68) to show an entry.

Display dial

When a number is displayed on the screen, you can dial the number by lifting the corded handset, or pressing **⏏** **SPEAKER** or the desired line key (**LINE 1-LINE 4**).

Delete an entry

1. When a directory entry appears, press **MENU/SELECT**.
2. Press **▲** or **▼** to choose **Delete**, then press **MENU/SELECT**.
3. The console displays **Delete contact?** Press **MENU/SELECT** to confirm.

-OR-

When a directory entry appears, press **DELETE**, then press **MENU/SELECT** to confirm.



Directory

Dial, delete or edit entries

Edit an entry

1. When a directory entry appears, press **MENU/SELECT**.
2. Press **▲** or **▼** to choose **Edit**, then press **MENU/SELECT**.
3. The screen displays **Enter Name**. Use the dialing keys to edit the name. If you only want to edit the number, skip to step 4.
 - Press **DELETE** to delete a character.
 - Press **◀/REPEAT** or **▶/SKIP** to move the cursor to the left or right.
4. Press **MENU/SELECT** to save. The screen displays **Enter Number**. Use the dialing keys to edit the number.
 - Press **DELETE** to delete a digit.
 - Press **◀/REPEAT** or **▶/SKIP** to move the cursor to the left or right.
 - You can include a pause while storing a dialing sequence that requires one during actual dialing. Press **▲** or **▼** to choose **Add pause**, then press **MENU/SELECT**. A **P** appears on the screen.
 - Store a signal for switching to temporary tone signaling. If you have dial pulse (rotary) service, this signal is required for some special services. Press **▲** or **▼** to choose **Send tone**, then press **MENU/SELECT**. A **T** appears on the screen. All numbers you enter after this will send touch-tone signals during dialing.
 - You can store the flash signal required by some special services as part of a dialing sequence. Press **▲** or **▼** to choose **Add flash**, then press **MENU/SELECT**. An **F** appears on the screen. Continue storing the number as usual.
5. Press **▲** or **▼** to scroll to **Done**, then press **MENU/SELECT**. To exit without making changes, press **CANCEL**, or press **▲** or **▼** to scroll to **Cancel**, then press **MENU/SELECT**.



Directory

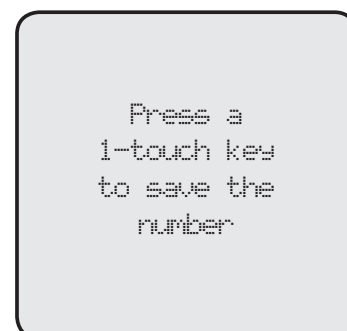
Dial, delete or edit entries

Copy a directory entry to one touch

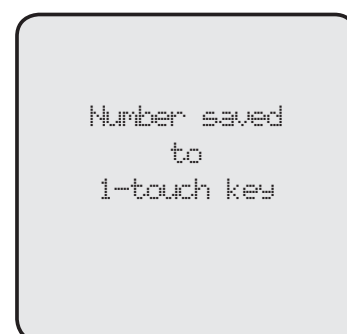
1. When a directory entry appears, press **MENU/SELECT**.
2. Press ▲ or ▼ to choose **Copy to 1-touch**, then press **MENU/SELECT**.



3. The screen displays **Enter Number**. Use the dialing keys to edit the number.
 - Press **DELETE** to delete a digit.
 - Press ◀/REPEAT or ▶/SKIP to move the cursor to the left or right.
 - You can include a pause while storing a dialing sequence that requires one during actual dialing. Press ▲ or ▼ to choose **Add pause**, then press **MENU/SELECT**. A **P** appears on the screen.
 - Store a signal for switching to temporary tone signaling. If you have dial pulse (rotary) service, this signal is required for some special services. Press ▲ or ▼ to choose **Send tone**, then press **MENU/SELECT**. A **T** appears on the screen. All numbers you enter after this will send touch-tone signals during dialing.
 - You can store the flash signal required by some special services as part of a dialing sequence. Press ▲ or ▼ to choose **Add flash**, then press **MENU/SELECT**. An **F** appears on the screen. Continue storing the number as usual.



4. Press ▲ or ▼ to scroll to **Done**, then press **MENU/SELECT**.
5. The console displays **Press a 1-touch key to save the number**.



- Press the one-touch button for the destination party in the upper location.
- OR-**
- Press **LOWER**, then press the one-touch button for the destination party in the lower location.

6. The console displays **Number saved to 1-touch key**.

Caller ID

About the caller ID

This telephone supports caller ID services that most telephone service providers offer. Caller ID allows you to see the name, number, date and time of calls. Depending on your service subscription, you might see the caller's number, or the caller's name and number from the telephone service provider after the first or second ring. Caller ID information might not be available for every incoming call. Callers may intentionally block their names and/or telephone numbers.

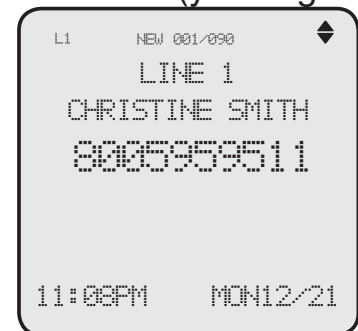
This product can provide information only if both you and the caller are in areas offering caller ID service and if both telephone service providers use compatible equipment.

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 telephone, and while on another call.

It might be necessary to change 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 might need to combine these services).
- You only have caller ID service, or only call waiting service.
- You do not subscribe to caller ID 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.



NOTES:

- 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.
- The format of telephone numbers displayed depends on the home area code you set (See **Home area code** on page 39 for explanations and instructions on area code settings).

Caller ID

Caller ID information

How the caller ID information (call log) works

The telephone stores caller ID information for the last 200 incoming calls in the console. Entries are stored in reverse chronological order. The telephone deletes the oldest entry when the log is full to make room for new calls.

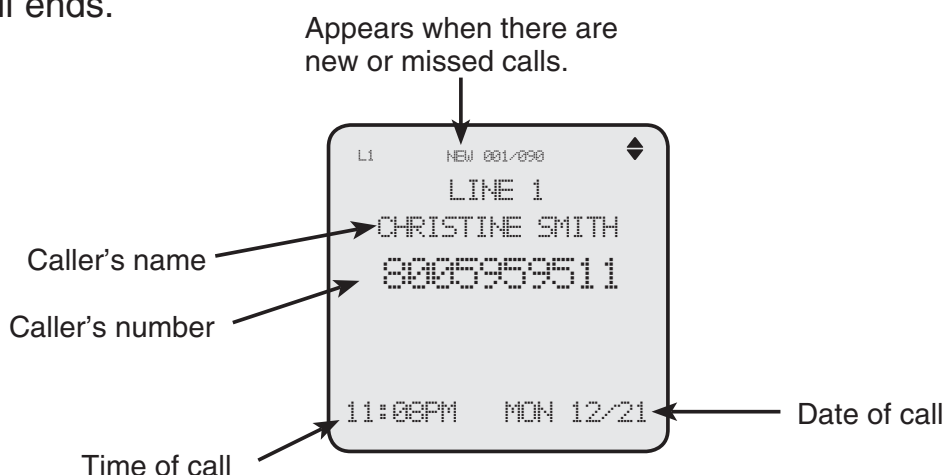
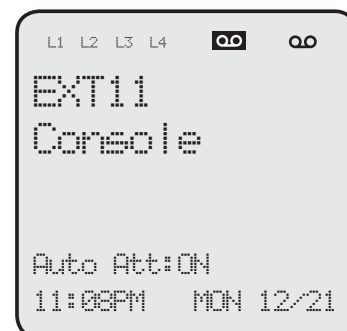
Each extension has independent caller ID information. Deleting the caller ID information on any one extension does not affect the caller ID information on other extensions.

If you answer a call before the information appears on the screen, it does not show in the caller ID information.

Review the caller ID information to determine who called, to easily return the call, or to copy the caller's name and number into your directory or one-touch memory.

The time and date of the call and the caller's name and telephone number are included in the display.

Caller ID information appears on the screen as the telephone rings, or until the caller hangs up, or until the call has been answered at another extension, or until the call ends.



If you subscribe to caller ID service, this phone automatically resets the time and date using the caller ID information from the first incoming call after initial setup, or each time the power resumes after a power outage.



NOTES:

- The caller ID information might not be available for every incoming call. Callers might intentionally block their names and/or telephone numbers.
- Each entry can store up to 30 digits for the telephone number and 15 characters for the name.

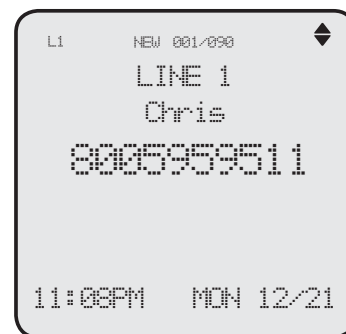
Caller ID

Caller ID operation

Memory match

If the incoming telephone number is an exact match with a telephone number in your directory, the name that appears on the screen matches the corresponding name in your directory.

For example, if Christine Smith calls, her name appears as Chris if this is how you entered it into your directory.



NOTE: The number you see on your caller ID is in the format from the telephone service provider. It usually delivers 10-digit telephone numbers (area code plus telephone number). The telephone system ignores the area code when searching for a match and displays the name of the first corresponding number from the directory.

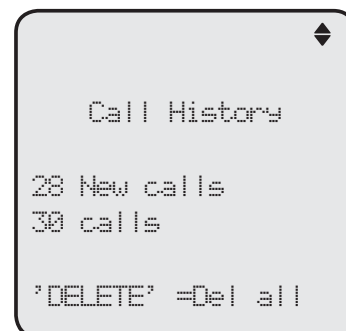
Missed (new) calls indicator

When there are new or missed calls and you try to review the caller ID log by pressing **CALL HISTORY**, the screen shows **XX New call(s)**.

All new or missed entries are counted as new calls. Each time you review a call history entry with the icon **NEW**, the number of missed calls decreases by one. When all the entries in the caller ID information become old (have been reviewed), the system removes the missed calls alert from the display, and the **NEW** indicator turns off.

Review the caller ID information

1. When the console is idle, press **CALL HISTORY**. The console displays **XX New calls** (the number of missed call) and **XX calls** (the total number of missed calls and reviewed calls).
2. Press **▲** or **▼** to review the caller ID information. The caller ID entries are stored in reverse chronological order starting with the most recent entry.
3. To exit without making changes, press **CANCEL**.



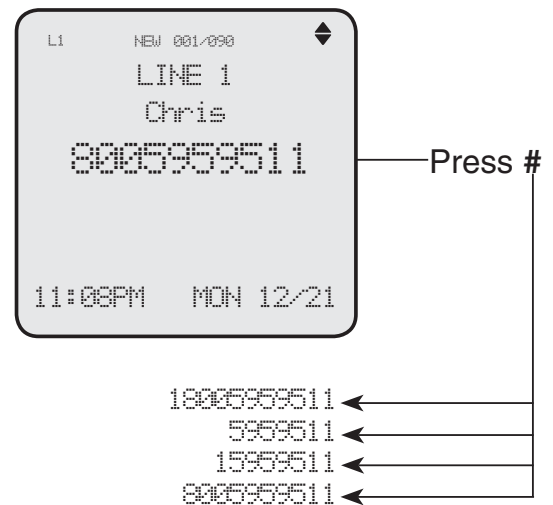
Caller ID

Caller ID operation


View dialing options

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

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



Dial a call history entry

1. When in the caller ID history, press ▲ or ▼ to browse the number you wish to call.
2. Lift the handset or press **SPEAKER** .

-OR-

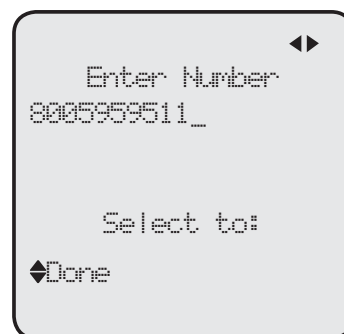
To override automatic line selection, press the desired line key (**LINE 1-LINE 4**), then lift the handset to call.

Caller ID

Caller ID operation

Save a caller ID entry to the directory

1. When in the caller ID history, press ▲ or ▼ to browse to the number you wish to save.
2. Press **MENU/SELECT**, then press ▲ or ▼ to choose **Copy to DIR**.
3. Press **MENU/SELECT**. The screen displays **Enter Name**. Use the dialing keys to edit the name.
 - Press **DELETE** to delete a character.
 - Press ◀/REPEAT or ▶/SKIP to move the cursor to the left or right.
4. Press **MENU/SELECT** to save. The screen displays **Enter Number**. Use the dialing keys to edit the number.
 - Press **DELETE** to delete a digit.
 - Press ◀/REPEAT or ▶/SKIP to move the cursor to the left or right.
 - You can include a pause while storing a dialing sequence that requires one during actual dialing. Press ▲ or ▼ to choose **Add pause**, then press **MENU/SELECT**. A **P** appears on the screen.
 - Store a signal for switching to temporary tone signaling. If you have dial pulse (rotary) service, this signal is required for some special services. Press ▲ or ▼ to choose **Send tone**, then press **MENU/SELECT**. A **T** appears on the screen. All numbers you enter after this will send touch-tone signals during dialing.
 - You can store the flash signal required by some special services as part of a dialing sequence. Press ▲ or ▼ to choose **Add flash**, then press **MENU/SELECT**. An **F** appears on the screen. Continue storing the number as usual.
5. Press ▲ or ▼ to scroll to **Done**, then press **MENU/SELECT**. To exit without making changes, press **CANCEL**, or press ▲ or ▼ to scroll to **Cancel**, then press **MENU/SELECT**.



NOTE: You will need to change how a caller ID number is dialed if the entry does not appear in the correct format. Caller ID numbers might appear with an area code that might not be necessary for local calls, or without a 1 that may be necessary for long distance calls (see **View dialing options** on the previous page for more information).

Caller ID

Caller ID operation

Copy a caller ID entry to one touch

1. When the desired number appears, press **MENU/SELECT**.
2. Press ▲ or ▼ to choose **Copy to 1-touch**, then press **MENU/SELECT**.
3. The console displays **Press a 1-touch key to save the number**.

- Press the one-touch button for the destination party in the upper location.

-OR-

- Press **LOWER**, then press the one-touch button for the destination party in the lower location.

4. The console displays **Number saved to 1-touch key**.



Delete entries

To delete a call history entry:

1. When in the caller ID history, press ▲ or ▼ to scroll to the number you wish to delete.
2. Press **DELETE** to delete the shown entry from the caller ID history.
3. The screen displays **Caller ID deleted**.

-OR-

1. When in the caller ID history, press ▲ or ▼ to scroll to the desired number you wish to delete.
2. Press **MENU/SELECT**, then press ▲ or ▼ to choose **Delete**.
3. Press **MENU/SELECT**, the screen displays **Caller ID deleted**.



To delete all caller ID history entries:

1. When the console is idle, press **CALL HISTORY**.
2. Press **DELETE**. The screen displays **All calls history deleted**.

Caller ID

Reasons for missing caller ID information

Reasons for missing caller ID information

There are also occasions when other information or no information shows for various reasons:

| On-screen message | Reason |
|-------------------|---|
| PRIVATE NAME | The caller prefers not to show the name. |
| PRIVATE NUMBER | The caller prefers not to show the phone number. |
| PRIVATE CALLER | The caller prefers not to show the phone number and name. |
| UNKNOWN NAME | Your telephone service provider cannot determine the caller's name. |
| UNKNOWN NUMBER | Your telephone service provider cannot determine the caller's number. |
| UNKNOWN CALLER | No information is available about this caller. |

Answering system

About the answering system

The answering system of this console has two mailboxes, namely the central (auto attendant) mailbox and private mailbox.

When the auto attendant feature is turned on, it can be used to answer calls, record messages, direct incoming calls to other system extensions, or enter the remote access menu.

When the auto attendant feature is turned off and the private mailbox is turned on, you can leave messages in the private mailbox if nobody picks up the call.

Only this CM18445 console can serve as an auto attendant in the telephone system and redirect incoming call to other extensions in the system.

Answering system capacity

You can record up to three outgoing announcements and a directory announcement for the auto attendant, and one announcement for the private mailbox of this console. Each announcement can be up to 150 seconds.

The maximum message recording time of the console is 60 minutes. This includes 40 minutes for the central mailbox and 20 minutes for the private mailbox. The actual recording time depends on individual message characteristics. Messages remain available for review until you delete them.

If the system memory is full, you cannot record new messages until old ones have been deleted. Check the remaining recording time frequently to maintain availability of space for incoming messages.



NOTE: You cannot record announcement when the telephone system is out of space.

Answering system

Auto attendant setup

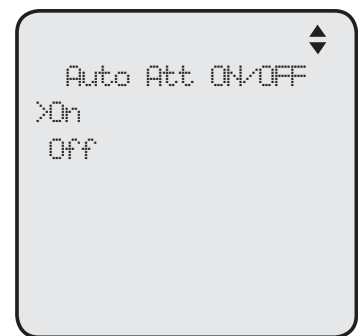
You can set up the auto attendant to answer outside calls, provide callers with a company directory, direct calls to a specified extension, and enable callers to record voice messages. You can use the default announcement or record up to three outgoing announcements and one directory announcement. For details on how to use the auto attendant features, see the **Auto attendant operation** on page 93 of this user's manual.



Auto attendant on/off

You can turn the auto attendant on or off. The screen displays **Auto Att: ON** when the auto attendant is turned on.

1. When the console is idle, press **ANS SYS**.
2. Press ▲ or ▼ to scroll to **Auto Attendant**, then press **MENU/SELECT** or ►/SKIP.
3. Press ▲ or ▼ to scroll to **Auto Att ON/OFF**, then press **MENU/SELECT** or ►/SKIP.
4. Press ▲ or ▼ to choose **On** or **Off**.
5. Press **MENU/SELECT** or ►/SKIP to save the setting.



Auto attendant delay

Use this feature to choose how long this console rings before the auto attendant picks up a call.

1. When the console is idle, press **ANS SYS**.
2. Press ▲ or ▼ to scroll to **Auto Attendant**, then press **MENU/SELECT** or ►/SKIP.
3. Press ▲ or ▼ to scroll to **Auto Att Delay**, then press **MENU/SELECT** or ►/SKIP.
4. Press ▲ or ▼ to choose the desired time (**8 seconds** to **30 seconds**).
5. Press **MENU/SELECT**.



Answering system

Auto attendant setup

Announcement

Use this feature to record up to three new announcements so that you can have a general announcement, different announcements for daytime and after hours, and an announcement for the company directory. You can easily switch among the recorded announcements. Each announcement can be up to 150 seconds.

Besides the directory announcement (**Directory OGM**), in which you can record an extension list of your company, the availability of other announcements are dependent on the night mode setting of the auto attendant. When the night mode is turned off, you can only record a general announcement (**General OGM**), which plays regardless of the time of a day. When the night mode is turned on, you can record an announcement for daytime recording (**Day OGM**) and an announcement for after hours recording (**Night OGM**).

The system has four default announcements:

General OGM - *"Thank you for calling our company. If you know your party's extension, you may dial it at any time, then press # (pound). For a company directory, please dial 0. To leave a message, please dial 9."*

Day OGM - *"Thank you for calling our company. If you know your party's extension, you may dial it at any time, then press # (pound). For a company directory, please dial 0. To leave a message, please dial 9."*

Night OGM - *"Thank you for calling our company. We are currently closed. If you would like to leave a message and you know your party's extension, you may dial it now, then press # (pound). For a company directory, please dial 0. To leave a message, please dial 9."*

Directory OGM - *"Please enter the extension number."*

If you have many extensions, record a separate extension list in the **Directory OGM** menu item and reference it in your auto attendant announcement as shown in **Sample announcement 1** below. If you have only a few extensions, you can list them in the auto attendant announcement as shown in **Sample announcement 2** below without the separate extension list.

Sample announcement 1: *"Hello, you have reached XYZ Corp. Please enter your party's extension. To hear a list of extensions, dial 0."*

Sample announcement 2: *"Hello, you have reached XYZ Corp. For sales, press 12; for service, press 13; for shipping, press 14; or press 15 for the receptionist."*

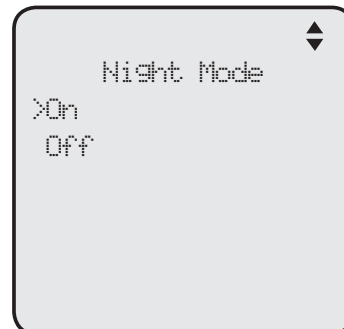
Answering system

Auto attendant setup

Night mode

You can turn the night mode on or off. When it is off, only General OGM is available in the announcement submenu; when it is on, both Day and Night OGMs are available in the Announcement submenu.

1. When the console is idle, press **ANS SYS**.
2. Press ▲ or ▼ to scroll to **Auto Attendant**, then press **MENU/SELECT** or ►/SKIP.
3. Press ▲ or ▼ to scroll to **Night Mode**, then press **MENU/SELECT** or ►/SKIP.
4. Press ▲ or ▼ to choose **On** or **Off**.
5. Press **MENU/SELECT** or ►/SKIP to save the setting.



NOTE: When night mode is set to off, the auto attendant always plays the General OGM to callers of the system regardless of the time of the day.

Record the auto attendant announcement

To record the announcement:

1. When the console is idle, press **ANS SYS**.
2. Press ▲ or ▼ to scroll to **Auto Attendant**, then press **MENU/SELECT** or ►/SKIP.
3. Press ▲ or ▼ to scroll to **Announcement**, then press **MENU/SELECT** or ►/SKIP.
4. When the night mode is turned off, press ▲ or ▼ to choose **General OGM** or **Directory OGM**. When the night mode is turned on, press ▲ or ▼ to choose **Day OGM**, **Night OGM** or **Directory OGM**, then press **MENU/SELECT** or ►/SKIP.
5. Press ▲ or ▼ to scroll to **Record**, then press **MENU/SELECT** or ►/SKIP.
6. Lift the handset or face the console to record your announcement. The screen displays **Record OGM** and the time elapsed. Press **MENU/SELECT** to stop recording.



NOTE: When you are recording your announcement and there are incoming calls, you can press ▲ or ▼ to view the caller ID information. To answer the call, press the corresponding line key (**LINE 1-LINE 4**) on the console.

Answering system

Auto attendant setup

Set the start and end time of auto attendant announcement

When the night mode is turned on, you can set the start and end time of the **Day OGM** and **Night OGM**.

1. When the console is idle, press **ANS SYS**.
2. Press ▲ or ▼ to scroll to **Auto Attendant**, then press **MENU/SELECT** or ►/SKIP.
3. Press ▲ or ▼ to scroll to **Announcement**, then press **MENU/SELECT** or ►/SKIP.
4. Press ▲ or ▼ to choose **Day OGM** or **Night OGM**, then press **MENU/SELECT** or ►/SKIP.
5. Press ▲ or ▼ to scroll to **Start/End Time**, then press **MENU/SELECT** or ►/SKIP.
6. Press ▲ or ▼ to scroll to the item you want to edit, and press the dialing keys to enter the correct digit.
7. Press ◀/REPEAT or ►/SKIP to select **AM** or **PM**.
8. Press **MENU/SELECT** to save the setting.



The end time of the **Night OGM** will be applied to the start time of the **Day OGM** with one minute offset.

For example, if **Night OGM** is set to end at 07:00 AM, the **Day OGM** will start at 07:01 AM. Similarly, the end time of the **Day OGM** will be applied to the start time of the **Night OGM** with one minute offset.

Answering system

Auto attendant setup

Play the auto attendant announcement

To play the announcement:

1. When the console is idle, press **ANS SYS**.
2. Press ▲ or ▼ to scroll to **Auto Attendant**, then press **MENU/SELECT** or ►/SKIP.
3. Press ▲ or ▼ to scroll to **Announcement**, then press **MENU/SELECT** or ►/SKIP.
4. When the night mode is turned off, press ▲ or ▼ to choose **General OGM** or **Directory OGM**. When the night mode is turned on, press ▲ or ▼ to choose **Day OGM**, **Night OGM** or **Directory OGM**, then press **MENU/SELECT** or ►/SKIP.
5. Press ▲ or ▼ to scroll to **Play**, then press **MENU/SELECT** or ►/SKIP.
6. The screen displays **Play OGM** and the time elapsed. During playback, press **MENU/SELECT** to stop.



Play OGM
00:15



Press SELECT to:
STOP

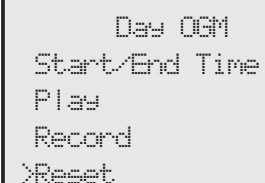


NOTE: When you are playing the announcement and there are incoming calls, you can press ▲ or ▼ to view the caller ID information. To answer the call, press the corresponding line key (LINE 1-LINE 4) on the console.

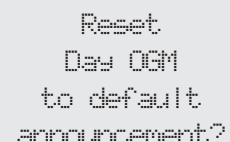
Reset the auto attendant announcement

To reset the announcement:

1. When the console is idle, press **ANS SYS**.
2. Press ▲ or ▼ to scroll to **Auto Attendant**, then press **MENU/SELECT** or ►/SKIP.
3. Press ▲ or ▼ to scroll to **Announcement**, then press **MENU/SELECT** or ►/SKIP.
4. When the night mode is turned off, press ▲ or ▼ to choose **General OGM** or **Directory OGM**. When the night mode is turned on, press ▲ or ▼ to choose **Day OGM**, **Night OGM** or **Directory OGM**, then press **MENU/SELECT** or ►/SKIP.
5. Press ▲ or ▼ to scroll to **Reset**, then press **MENU/SELECT**. The screen displays **Reset XXX OGM to default announcement?**
6. Press **MENU/SELECT** to confirm.



Day OGM
Start/End Time
Play
Record
>Reset



Reset
Day OGM
to default
announcement?

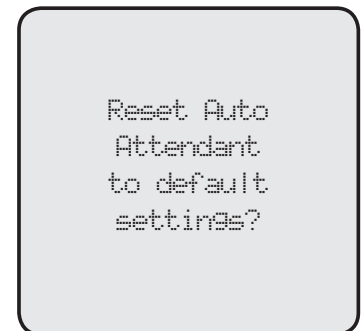
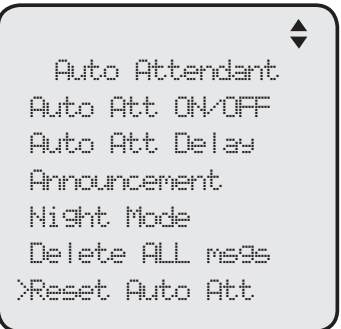
Answering system

Auto attendant setup

Reset auto attendant

Use this feature to reset the auto attendant settings and announcements to default.

1. When the console is idle, press **ANS SYS**.
2. Press ▲ or ▼ to scroll to **Auto Attendant**, then press **MENU/SELECT** or ►/SKIP.
3. Press ▲ or ▼ to scroll to **Reset Auto Att**, then press **MENU/SELECT** or ►/SKIP.
4. The screen displays **Reset Auto Attendant to default settings?** Press **MENU/SELECT** to confirm.
5. The screen displays **Auto Attendant is reset to default**.



Answering system

Private mailbox setup

This console has a private mailbox that can answer calls and record messages when it is turned on.

The private mailbox answers the call after the ring delay time you set in the **Private mailbox delay** section below.

Private mailbox on/off

You can turn the private mailbox on or off. The console displays **MB** when the private mailbox is set to **On**.

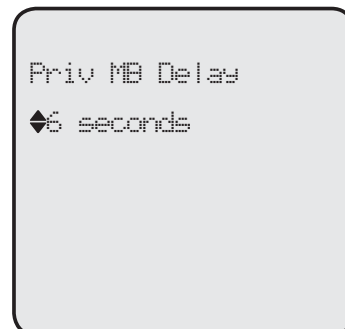
1. When the console is idle, press **ANS SYS**.
2. Press ▲ or ▼ to scroll to **Private Mailbox**, then press **MENU/SELECT** or ►/SKIP.
3. Press ▲ or ▼ to scroll to **Priv MB ON/OFF**, then press **MENU/SELECT** or ►/SKIP.
4. Press ▲ or ▼ to choose **On** or **Off**.
5. Press **MENU/SELECT**.



Private mailbox delay

Use this feature to choose how long this phone rings before the private mailbox picks up a call.

1. When the console is idle, press **ANS SYS**.
2. Press ▲ or ▼ to scroll to **Private Mailbox**, then press **MENU/SELECT** or ►/SKIP.
3. Press ▲ or ▼ to scroll to **Priv MB Delay**, then press **MENU/SELECT** or ►/SKIP.
4. Press ▲ or ▼ to choose the desired time (6 seconds to 40 seconds).
5. Press **MENU/SELECT**.



Answering system

Private mailbox setup

Announcement

An announcement plays when calls are answered by the private mailbox. The system has a default announcement, *"Hello, please leave a message after the tone."* You can use this announcement or record your own.

You can record an announcement up to 150 seconds.

To record the announcement:

1. When the console is idle, press **ANS SYS**.
2. Press ▲ or ▼ to scroll to **Private Mailbox**, then press **MENU/SELECT** or ►/SKIP.
3. Press ▲ or ▼ to scroll to **Announcement**, then press **MENU/SELECT** or ►/SKIP.
4. Press ▲ or ▼ to scroll to **Record**, then press **MENU/SELECT** or ►/SKIP.
5. Lift the handset or face the console to record your announcement. The screen displays **Record OGM** and the time elapsed. Press **MENU/SELECT** to stop recording.

To play an announcement:

1. When the console is idle, press **ANS SYS**.
2. Press ▲ or ▼ to scroll to **Private Mailbox**, then press **MENU/SELECT** or ►/SKIP.
3. Press ▲ or ▼ to scroll to **Announcement**, then press **MENU/SELECT** or ►/SKIP.
4. Press ▲ or ▼ to scroll to **Play**, then press **MENU/SELECT** or ►/SKIP.
5. The screen displays **Play OGM** and the time elapsed. During playback, press **MENU/SELECT** to stop.



NOTE: When you are recording or playing your announcement and there are incoming calls, you can press ▲ or ▼ to view the caller ID information. To answer the call, press the corresponding line key (**LINE 1-LINE 4**) on the console.

Private Mailbox
Priv MB ON/OFF
Priv MB Delay
>Announcement
Delete all msgs
Record Memo
Call Intercept

Announcement
Play
>Record
Reset

Record OGM
00:15

Press SELECT to:
STOP

Play OGM
00:15

Press SELECT to:
STOP

Answering system

Private mailbox setup

To reset the announcement:

1. When the console is idle, press **ANS SYS**.
2. Press ▲ or ▼ to scroll to **Private Mailbox**, then press **MENU/SELECT** or ►/SKIP.
3. Press ▲ or ▼ to scroll to **Announcement**, then press **MENU/SELECT** or ►/SKIP.
4. Press ▲ or ▼ to scroll to **Reset**, then press **MENU/SELECT** or ►/SKIP. The screen displays **Reset announcement to default?**
5. Press **MENU/SELECT** to confirm.



Answering system

Private mailbox setup

Call intercept

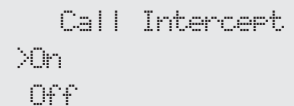
When a caller is leaving a message on your private mailbox, you can stop the recording and talk to the caller by pressing the corresponding line key (**LINE 1-LINE 4**). Choose whether private incoming messages can be intercepted by the console during recording.

1. When the console is idle, press **ANS SYS**.
2. Press ▲ or ▼ to scroll to **Private Mailbox**, then press **MENU/SELECT** or ►/SKIP.
3. Press ▲ or ▼ to scroll to **Call Intercept**, then press **MENU/SELECT** or ►/SKIP.
4. Press ▲ or ▼ to choose **On** or **Off**.
5. Press **MENU/SELECT** to save the setting and return to the previous menu. To exit without making changes, press **CANCEL**.



Private Mailbox
Priv MB ON/OFF
Priv MB Delay
Announcement
Delete all msgs
Record Memo
>Call Intercept

This screenshot shows the 'Private Mailbox' menu. It lists several options: 'Priv MB ON/OFF', 'Priv MB Delay', 'Announcement', 'Delete all msgs', 'Record Memo', and '>Call Intercept'. A double-headed arrow is visible in the top right corner of the menu box.



Call Intercept
>On
Off

This screenshot shows the 'Call Intercept' menu. It lists two options: '>On' and 'Off'. A double-headed arrow is visible in the top right corner of the menu box.

Answering system

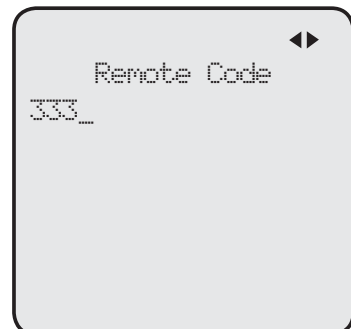
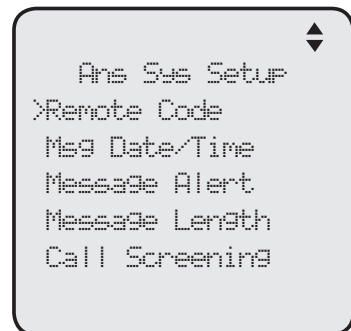
Answering system setup

All feature settings below apply to both central (auto attendant) and private mailboxes.

Remote access code

Use this code to select a three-digit number to allow remote access of the answering system from another telephone. You can change the code to any number from **000-999**. This code is **333** by default.

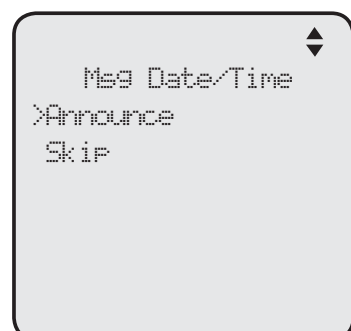
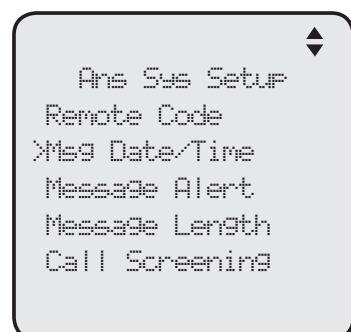
1. When the console is idle, press **ANS SYS**.
2. Press ▲ or ▼ to scroll to **Ans Sys Setup**, then press **MENU/SELECT** or ►/SKIP.
3. Press ▲ or ▼ to scroll to **Remote Code**, then press **MENU/SELECT** or ►/SKIP.
4. The screen displays **Remote Code**. Use the dialing keys to enter a three-digit remote code.
 - Press **DELETE** to delete a digit.
 - Press ◀/REPEAT or ►/SKIP to move the cursor to the left or right.
5. Press **MENU/SELECT** to save the setting and return to the previous menu. To exit without making changes, press **CANCEL**.



Message date/time

The message date and time is set to **Announce** by default. During message playback, you hear the date and time the message was received. You can change this setting to skip the date and time information.

1. When the console is idle, press **ANS SYS**.
2. Press ▲ or ▼ to scroll to **Ans Sys Setup**, then press **MENU/SELECT** or ►/SKIP.
3. Press ▲ or ▼ to scroll to **Msg Date/Time**, then press **MENU/SELECT** or ►/SKIP.
4. Press ▲ or ▼ to choose **Announce** or **Skip**.
5. Press **MENU/SELECT** to save the setting and return to the previous menu. To exit without making changes, press **CANCEL**.



Answering system

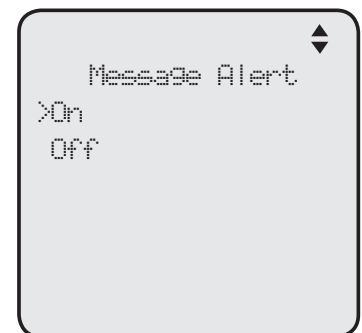
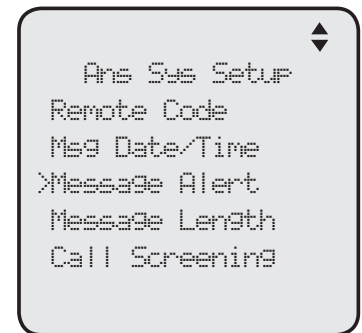
Answering system setup

Message alert

Use this feature to turn the audible message alert on or off.

If the message alert tone is on, the console beeps every 30 seconds when there are new messages in the central mailbox and/or private mailbox.

1. When the console is idle, press **ANS SYS**.
2. Press ▲ or ▼ to scroll to **Ans Sys Setup**, then press **MENU/SELECT** or ►/SKIP.
3. Press ▲ or ▼ to scroll to **Message Alert**, then press **MENU/SELECT** or ►/SKIP.
4. Press ▲ or ▼ to choose **On** or **Off**.
5. Press **MENU/SELECT** to save the setting and return to the previous menu. To exit without making changes, press **CANCEL**.

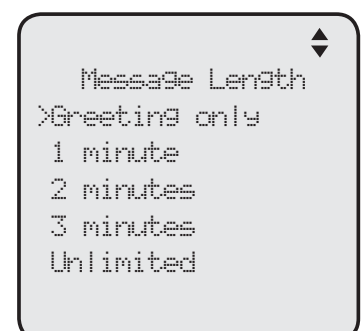
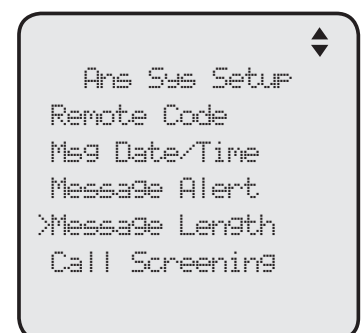


Message Length

Use this feature to set the maximum length of each recorded message.

If you choose **Greeting only**, the caller hears the selected announcement but is not able to record a message. If you choose **1 minute**, **2 minutes** or **3 minutes**, the caller can record a message up to that specific time period. If you choose **Unlimited**, the caller can record a message of any length, up to the remaining time for all messages and memos.

1. When the console is idle, press **ANS SYS**.
2. Press ▲ or ▼ to scroll to **Ans Sys Setup**, then press **MENU/SELECT** or ►/SKIP.
3. Press ▲ or ▼ to scroll to **Message Length**, then press **MENU/SELECT** or ►/SKIP.
4. Press ▲ or ▼ to choose **Greeting only**, **1 minute**, **2 minutes**, **3 minutes**, or **Unlimited**.
5. Press **MENU/SELECT** to save the setting and return to the previous menu. To exit without making changes, press **CANCEL**.



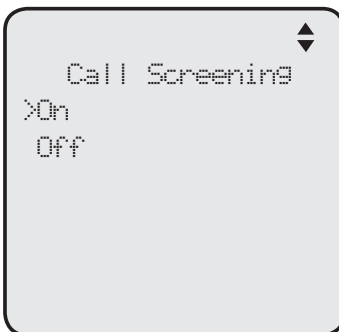
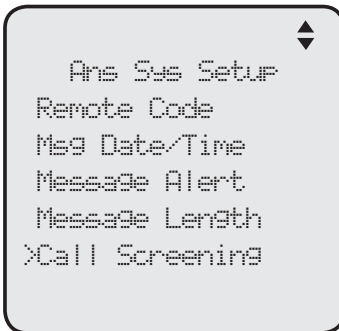
Answering system

Answering system setup

Call screening

Use this feature to choose whether incoming messages can be heard over the speaker when they are being recorded. If you turn call screening on, you hear the incoming message on your console when a call comes in.

1. When the console is idle, press **ANS SYS**.
2. Press ▲ or ▼ to scroll to **Ans Sys Setup**, then press **MENU/SELECT** or ►/SKIP.
3. Press ▲ or ▼ to scroll to **Call Screening**, then press **MENU/SELECT** or ►/SKIP.
4. Press ▲ or ▼ to choose **On** or **Off**.
5. Press **MENU/SELECT** to save the setting and return to the previous menu. To exit without making changes, press **CANCEL**.



Recording time

Use this feature to check the remaining recording time in the system.

1. When the console is idle, press **ANS SYS**.
2. Press ▲ or ▼ to scroll to **Record Time**, then press **MENU/SELECT** or ►/SKIP.
3. Press **CANCEL** to return to the previous menu.



Answering system

Auto attendant operation

Using the auto attendant

When auto attendant is on, it automatically picks up the ringing line after the delay time you programmed (see **Auto attendant delay** on page 80), and plays the appropriate auto attendant announcement. You can choose from one of the following options.

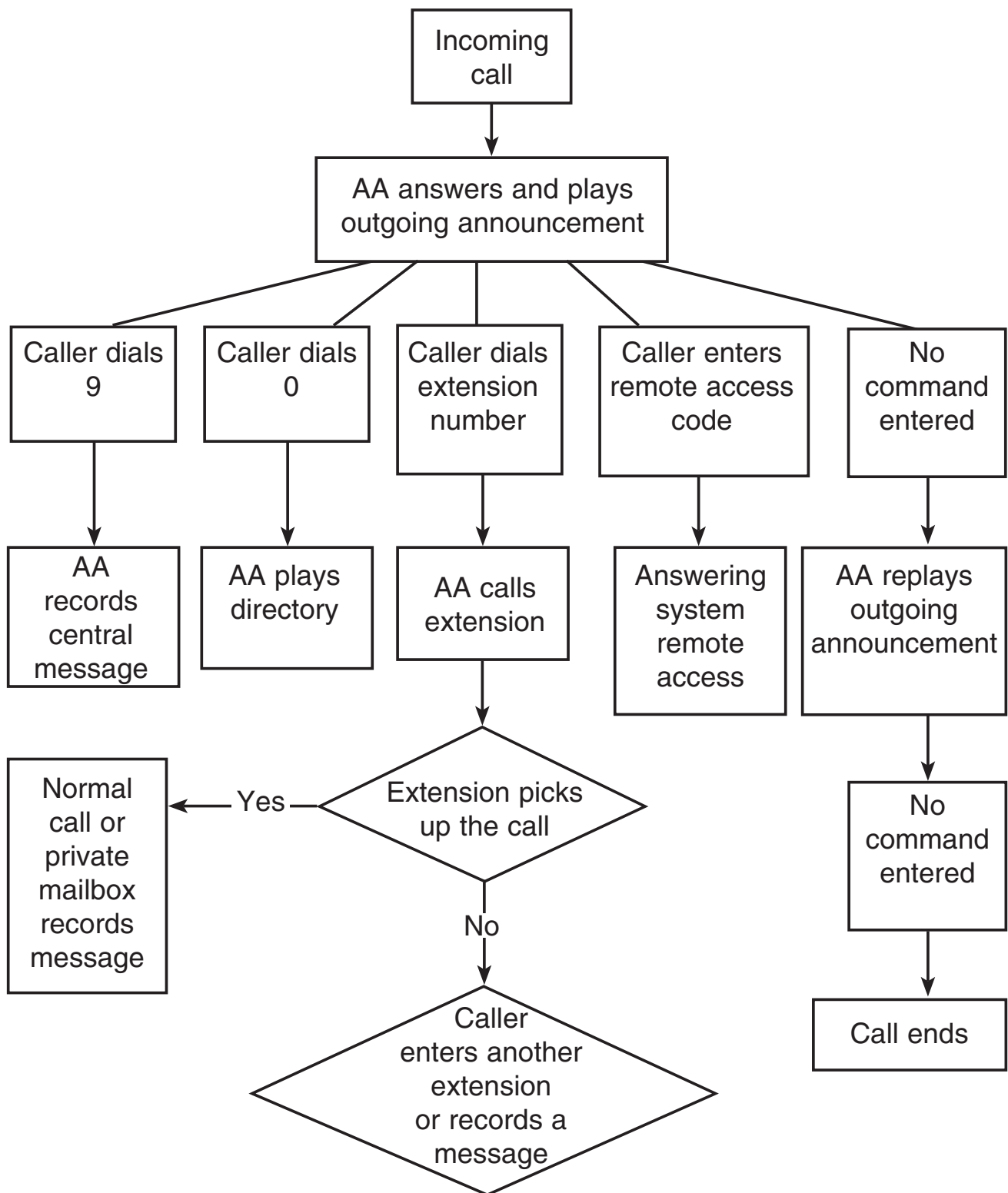
- Enter the extension number you want to call after the auto attendant announcement is played. The system plays, *“Calling that extension, Please wait.”*
 - ◇ If the private mailbox of the destination extension is off and the call is not picked up after about 45 seconds, the system announces, *“That extension is not answering. Enter a new extension number, or, to leave a general message in the central mailbox, please dial 9.”*
 - ◇ If the private mailbox on the destination extension is on and the call is not picked up after the programmed delay time (See **Private mailbox delay** on page 86), the extension announces, *“Hello, please leave a message after the tone,”* then you can record a private message in that extension mailbox.
 - ◇ If the private mailbox on the destination extension is on but busy, the system announces, *“That extension is not answering. Enter a new extension number, or, to leave a general message in the central mailbox, please dial 9.”*
- Press **9** to enter the central mailbox and leave a message.
- Press **0** to play the directory announcement. The caller can enter the desired extension number anytime during the directory announcement is being played.
- Enter the remote access code when the auto attendant announcement is being played to access the answering system remotely.

If the caller does not enter a command after about 3 seconds, the auto attendant announcement will replay. If no command is entered after about 3 seconds following the auto attendant announcement replay, the call will be dropped.

Answering system

Auto attendant operation


Auto attendant (AA) flow chart




Answering system

Answering system operation

New message indication

The  icon displays on the console when there are new messages in the central mailbox.

The  icon displays on the console when there are new messages and/or memos in the private mailbox.

The **MESSAGE WAITING** indicator on the console flashes when there are new messages in either the central or private mailbox.

Call screening

If the answering system and call screening are turned on (see **Call screening** on page 92), the announcement and the incoming message broadcast at the console when a call arrives. During message recording, press **▲/VOLUME** or **VOLUME/▼** to adjust the volume.

Call intercept

When a caller is leaving a message on your central or private mailbox, you can stop the recording and talk to the caller by pressing the corresponding line key (**LINE 1-LINE 4**). This feature is enabled for the central mailbox by default. For the private mailbox, you can turn this feature on or off (see page 89).

Message playback

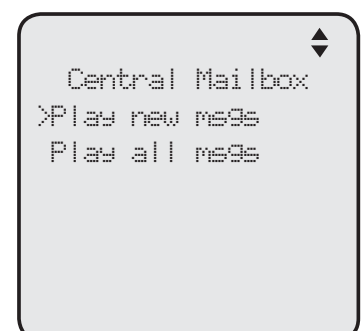
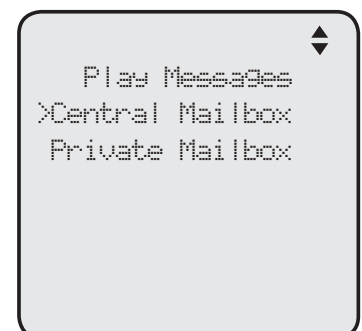
From the console, you can play the messages in both the central and private mailboxes.

You can choose to play the new messages only or play all messages (new messages and old messages).

By default, the system announces the date and time of the recording before playing each message. After the last message, you hear, “*End of the messages.*”

To listen to messages in the mailbox:

1. While the console is idle, press **ANS SYS**.
2. Press **▲** or **▼** to choose **Play Messages**, then press **MENU/SELECT** or **►/SKIP**.
3. Press **▲** or **▼** to choose **Central Mailbox** or **Private Mailbox**, then press **MENU/SELECT** or **►/SKIP**.
4. Press **▲** or **▼** to choose **Play new msgs** to play the new messages only or **Play all msgs** to play all the messages in the mailbox.
5. Press **MENU/SELECT** or **►/SKIP** to play the messages.
6. The system announces the number of messages, date and time the message was received, then starts playing the messages. If there are no messages in the mailbox, the system announces, “*No new messages.*” if you have chosen **Play new msgs**, or “*No messages.*” if you have chosen **Play all msgs**.



Answering system

Answering system operation



NOTES:

- If you want to play the messages without hearing the date and time information, set the **Msg Date/Time** option to **Skip**. See **Msg Date/Time** on page 90 for details.
- When you are playing the messages and there are incoming calls, you can press ▲ or ▼ to view the caller ID information. To answer the call, press the corresponding line key (**LINE 1-LINE 4**) on the console.

Options during playback

When a message is playing, you can adjust the playback volume, skip, repeat, delete the message, or switch between speakerphone and handset earpiece.

When a message is playing on the console:

- Press ▲/**VOLUME** or **VOLUME**/▼ to adjust the message playback volume.
- Press ►/**SKIP** after the date and time announcement to skip to the next message.
- Press ◀/**REPEAT** to repeat the current message. Immediately press ◀/**REPEAT** after the date and time announcement to hear the previous message.
- Press ▼ to stop the message playback. Press ▲ to start the message playback.
- Press **DELETE** after the date and time announcement to delete the message. The system announces “*Message deleted.*”
- Lift the handset to listen to the message playback through the handset earpiece. Place the handset on the console or press **SPEAKER** ◀▶ to switch back to speakerphone.

Delete all central mailbox messages

Use this feature to delete all messages stored in the central mailbox.

1. When the console is idle, press **ANS SYS**.
2. Press ▲ or ▼ to scroll to **Auto Attendant**, then press **MENU/SELECT** or ►/**SKIP**.
3. Press ▲ or ▼ to scroll to **Delete all msgs**, then press **MENU/SELECT** or ►/**SKIP**.
4. The screen displays **Delete all messages?** Press **MENU/SELECT** to confirm. The screen displays **All messages are deleted**. To exit without making changes, press **CANCEL**.

Auto Attendant
Auto Att ON/OFF
Auto Att Delay
Announcement
Night Mode
>Delete ALL msgs
Reset Auto Att

Delete
all
messages?

Answering system

Answering system operation

Delete all private mailbox messages

You can use this feature to delete all messages stored in the private mailbox.

1. When the console is idle, press **ANS SYS**.
2. Press ▲ or ▼ to scroll to **Private Mailbox**, then press **MENU/SELECT** or ►/SKIP.
3. Press ▲ or ▼ to scroll to **Delete all msgs**, then press **MENU/SELECT** or ►/SKIP.
4. The screen displays **Delete all messages?** Press **MENU/SELECT** to confirm. The screen displays **All messages are deleted**.

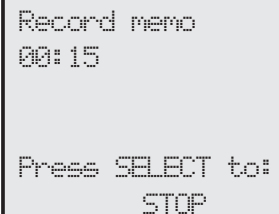


Private Mailbox
Priv MB ON/OFF
Priv MB Delay
Announcement
>Delete all msgs
Record memo
Call Intercept

Record memo

Memos are messages you record as reminders for yourself. Play and delete them the same way as incoming messages.

1. When the console is idle, press **ANS SYS**.
2. Press ▲ or ▼ to scroll to **Private Mailbox**, then press **MENU/SELECT** or ►/SKIP.
3. Press ▲ or ▼ to scroll to **Record Memo**, then press **MENU/SELECT** or ►/SKIP.
4. Lift the handset or face the console to record your memo. The screen displays **Record memo** and the time elapsed. Press ◀/REPEAT or ►/SKIP to select **STOP**, then press **MENU/SELECT** to stop recording.



Record memo
00:15

Press SELECT to:
STOP



NOTE: When you are recording a memo and there are incoming calls, you can press ▲ or ▼ to view the caller ID information. To answer the call, press the corresponding line key (**LINE 1-LINE 4**) on the console.

Answering system

Remote access

Use this feature to reach your answering system remotely by calling any telephone line connected this console from any touch-tone telephone. Make sure the auto attendant feature or the private mailbox of the console is turned on for this feature to work. Remote access can only play messages stored in the private mailbox.

To remotely reach the answering system:

1. Dial any telephone line connected to this console from any touch-tone telephone.
2. When the system answers, enter the extension number.
3. Once the private mailbox of the extension answers, enter the three-digit remote access code (**333** is the default code; see **Remote access code** on page 90 to change it).
4. You can enter the following remote commands.

Remote commands:

| | |
|----|--|
| 1 | Press to play new messages in the private mailbox. |
| 1X | Press to play all messages in the private mailbox. |
| 2 | Press within three seconds of the message playing to go back to the previous message. Press after three seconds of the message playing to repeat the message currently playing. |
| 3 | Press to skip the current message (during playback). |
| 41 | Press to play the auto attendant announcement General OGM . <ul style="list-style-type: none">• Press 9 to record and wait for the beep before speaking.• Press # to stop recording. |
| 42 | Press to play the auto attendant announcement Day OGM . <ul style="list-style-type: none">• Press 9 to record and wait for the beep before speaking.• Press # to stop recording. |
| 43 | Press to play the auto attendant announcement Night OGM . <ul style="list-style-type: none">• Press 9 to record and wait for the beep before speaking.• Press # to stop recording. |
| 6 | Press to play current auto attendant directory announcement. <ul style="list-style-type: none">• Press 9 to record and wait for the beep before speaking.• Press # to stop recording. |

Answering system

Remote access

| | |
|---|---|
| 7 | Press to play current private mailbox announcement. <ul style="list-style-type: none">• Press 9 to record and wait for the beep before speaking.• Press # to stop recording. |
| 8 | Press to stop the playing message. |
| 9 | Press to start recording a memo. <ul style="list-style-type: none">• Press # to stop recording. |
| 0 | Press to turn the private mailbox on or off. |
| # | Press during a message playback to delete current message. |
| X | Press during a message playback to delete all messages. |

5. Hang up to end the call.



NOTES:

- If you do not enter any remote access command after you enter the remote access menu successfully, the answering system announces, *"Remote operation"*. The call ends when the announcement is repeated three times.
- If the memory is full, the system announces, *"Memory is full"* when you try to record a memo by pressing 9. You cannot record new memo until some old messages in the mailboxes are deleted. Check the system remaining space frequently to maintain availability of space (page 92).

Appendix

Console display screen messages

| | |
|--|--|
| All messages are deleted | All messages in the central mailbox are erased. All messages in the private mailbox are erased. |
| Auto Att: ON | The auto attendant is on. |
| Auto Attendant is reset to default | The auto attendant settings are reset to default settings. |
| Call History EMPTY | There are no entries in the caller ID history. |
| Caller ID deleted | A caller ID history is deleted. |
| Check network | The console or deskset is not connected to the network. |
| Contact saved to Directory | A number is saved to the directory. |
| DECT Headset registered | The cordless headset registration was successful. |
| DECT Headset deregistered | The cordless headset is deregistered from the telephone system. |
| Directory 0 entry | There are no directory entries. |
| Directory memory full | The directory is full. You cannot save new entries unless you delete some current entries. |
| Ended | You have just ended a call. |
| Extension busy. Please try again later | The deskset extension is on a call. |
| Int. | The console is on an intercom call. |
| Intercom from: | There is an intercom call coming in. |
| Intercom to: | The console is making an intercom call. |

Appendix

Console display screen messages

| | |
|--------------------------------------|--|
| Line is not available at this time | <p>The telephone line cord is not plugged into the console.</p> <p>The line you are trying to reach is on a conference call.</p> <p>Call privacy is turned on on the line you are trying to reach.</p> <p>Other system extension is recording an incoming message.</p> |
| Line X | The telephone line X is in use. |
| Line X Incoming call | There is an incoming call from Line X. |
| No answer. Please try again later | The destination extension does not answer the intercom call. |
| No IP obtained. Check network. | There is no IP assigned to the console. |
| Number already saved | The telephone number you have entered is already stored in the directory. |
| Number saved to 1-touch key | The number is saved to the one-touch memory. |
| Obtain IP from DHCP server? | The console will obtain an IP address from the DHCP server. |
| Phone is set to default | All settings in the console are reset to default settings. |
| Redial deleted | A redial list entry is deleted. |
| Redial empty | The redial list is empty. |
| Registering DECT Headset... | The console is registering a cordless headset. |

Appendix

Console display screen messages

| | |
|--|---|
| Registering handset... (Put handset on cradle to start) | The console is registering a cordless handset. |
| Registration failed | Registration of a cordless handset or a DECT headset is failed. |
| System busy. Please try again later | All telephone lines are in use. |
| Transfer from: | There is a transferred call from a deskset extension. |
| Transfer Line X to: | The console is transferring a call to a deskset extension. |
| Unable to obtain IP. Please check DHCP server. | The console is unable to obtain an IP address. You may need to check the DHCP server. |
| XX New calls | There are new calls in the caller ID history. |
| XX New messages | There are new messages in either the central or private mailbox. |

Appendix

Troubleshooting

If you have difficulty with your telephone, please try the suggestions below. For customer service, visit our website at **www.vtechphones.com** or call **1 (800) 595-9511**. In Canada, please dial **1 (800) 267-7377**.

My console doesn't work at all.

- Make sure the power cord is securely plugged in.
- Make sure you plug the telephone line cord securely and firmly into the console and the telephone wall jack.
- Reset the console. Unplug the electrical power. Wait approximately 15 seconds, then plug it back in. Allow up to one minute for the console 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.
- You may need to purchase four AA alkaline batteries as backup battery to make the console work in the event of a power failure. Please refer to **Optional backup battery installation** on page 9 in this user's manual.

I cannot get a dial tone from the corded handset.

- First try all the suggestions mentioned above.
- Make sure you plug the handset cord securely and firmly into the **HANDSET** jack on the console and the corded handset.
- If the previous suggestions do not work, disconnect the console from the telephone jack and connect to a different telephone. If there is no dial tone on that telephone either, the problem is in your wiring or local service. Contact your telephone service provider.
- Your line cord might be malfunctioning. Try installing a new line cord.

I cannot dial out.

- First try all the suggestions mentioned above.
- Make sure you have a dial tone before dialing. The corded handset might take a second or two to connect the console 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 telephone to not dial out properly. If you cannot eliminate the background noise, first try muting the corded handset before dialing, or dialing from another room by a cordless handset with less background noise.
- If the other telephones in your building are having the same problem, contact your telephone service provider.

Appendix

Troubleshooting

My console isn't performing normally.

- Make sure you plug the power cord securely into the console. Plug the power adapter into a different working electrical outlet without a wall switch.
- Reset the console. Unplug the electrical power and remove all the batteries. Wait 15 seconds, then plug the power adaptor back in and install the batteries again. Allow up to one minute for the console 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.

I get noise, static, or weak signals even when I'm near the console.

- If you subscribe to high-speed Internet service (DSL - digital subscriber line) through your telephone lines, you must install a DSL filter between each telephone line cord and telephone wall jack. 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 console by installing your new console as far as possible from any other existing corded or 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 console near a microwave oven or on the same electrical outlet. You might experience decreased performance while the microwave oven is operating.
- If you plug your telephone in with a modem or a surge protector, plug the console (or modem/surge protector) into a different location. If this does not solve the problem, relocate your console or modem farther apart from one another, or use a different surge protector.
- Relocate your telephone to a higher location. The telephone might have better reception in a high area.
- If the other telephones in your building are having the same problem, contact your telephone service provider.

Appendix

Troubleshooting

I experience poor sound quality when using the speakerphone.

- For increased sound quality while using the telephone speakerphone, place the console on a flat surface.
- Excessive background noise will cause a speakerphone to fade in and out. Try controlling the background noise by turning off any audio devices near the speakerphone. Also, try to avoid interrupting the person at the other end of the conversation while they are speaking. If background noise cannot be controlled, you should stop speakerphone operation and return to normal corded handset mode.
- When using a speakerphone, controlling background noise in your environment is essential. While you are listening to your party, press **MUTE** to temporarily turn your microphone off. When it is your turn to speak, remember to press **MUTE** again to turn the microphone on.

I hear other calls while using my telephone.

- Disconnect the telephone line from the console, and plug it into a different telephone. If you still hear other calls, call your telephone service provider.

My console does not ring when I receive a call.

- Make sure that the ringer is not off. Refer to **Ringer volume** on page 22 in this user's manual.
- Make sure the telephone line cords and power cord are plugged in securely.
- You may have too many extension telephones on your telephone line to allow all of them to ring simultaneously. Try unplugging some of the other telephones.
- If the other telephones in your building are having the same problem, contact your telephone service provider.
- Test a working telephone at the telephone jack. If another telephone has the same problem, contact your telephone service provider.
- 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 telephone line cord might be defective. Try installing a new line cord.
- Make sure that the Line group assignment is correct. See **Line group** on page 26 for more details.

Appendix

Troubleshooting

My calls cut in and out while I'm using my corded 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 console near a microwave oven or on the same electrical outlet. You might experience decreased performance while the microwave oven is operating.
- If you plug your console in with a modem or surge protector, plug the console (or modem/surge protector) into a different location. If this does not solve the problem, relocate your console or modem farther apart from one another, or use a different surge protector.
- Relocate your console to a higher location. The console might have better reception when installed in a high area.
- If the other telephones in your building are having the same problem, contact your telephone service provider.
- Excessive background noise will cause a speakerphone to fade in and out. Try controlling the background noise by turning off any audio devices near the speakerphone. Also, try to avoid interrupting the person at the other end of the conversation while they are speaking. If background noise cannot be controlled, you should stop speakerphone operation and return to normal handset mode.
- When using a console speakerphone, controlling background noise in your environment is essential. While you are listening to your party, press **MUTE** to temporarily turn your microphone off. When it is your turn to speak, remember to press **MUTE** again to turn the microphone on.

My caller ID isn't working.

- Caller ID is a subscription service. You must subscribe to this service from your telephone service provider for this feature to work on your console.
- 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 lines, you must install a DSL filter between each telephone line cord and telephone wall jack. The filter prevents noise and caller ID problems resulting from DSL interference. Please contact your DSL service provider for more information about DSL filters.

Appendix

Troubleshooting

System 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 answering system is recording incomplete messages.

- If the message length is not set to unlimited and a caller leaves a very long message, part of it may be lost when the system disconnects the call after the set message length. See **Message alert** on page 91 for details.
- If the caller pauses for longer than seven seconds, the system stops recording and disconnects the call.
- If the system's memory becomes full during message recording, 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.

I have difficulty hearing messages.

- Press **VOL+** to increase the speaker volume on the console.

System does not answer after the correct number of rings.

- Make sure that the answering system is on (page 74).
- If toll saver is selected, the number of rings changes to two when there are new messages waiting (page 32).
- If the memory is full or if the system is off, the answering system answers after 10 rings.
- In some cases, the answering system is affected by the ringing system used by your telephone service provider.
- If you subscribe to voicemail service, change the number of rings so that your answering system answers before your voicemail (page 72). 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 auto attendant announcement is not correct.

- Make sure the day/night announcements are set up and recorded (page 82).
- Make sure that the DAY and NIGHT times that you entered are appropriate. See **Set the start and end time of auto attendant announcement** on page 83.

Appendix

Troubleshooting

The auto attendant does not respond when callers dial an extension.

- Make sure directory announcement is recorded correctly to suit your company's needs (page 82).
- Make sure the caller is calling from a touch-tone telephone. If the caller hears clicks rather than tones, the commands are not recognized.
- The auto attendant might not detect the callers' commands when the announcement plays. Wait until the announcement is over before entering the code.
- There might be interference on the telephone line callers are using. Press the dial pad keys firmly when dialing.

The auto attendant does not record messages.

- Make sure the auto attendant is turned on (page 80).
- Make sure the memory of the answering system is not full. Please refer to the **Call screening** on page 92 in the user's manual. If the memory is full, the system announces "*Memory full*" and then hangs up. You need to delete some old messages in order to make room for new messages.
- If **Greeting only** is selected in the **Message length** menu (page 91), the answering system only plays the outgoing announcement. It does not record incoming message.
- If you subscribe to voicemail service, change the number of rings so that your answering system answers before your voicemail (page 72). To determine how many rings activate your voicemail, contact your local 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 answering system does not respond to remote access commands.

- Make sure you are using the correct remote access code (page 90).
- Make sure you are calling from a touch-tone telephone (away from home). When dialing a number, you should hear tones. If you hear clicks, then it is not a touch-tone telephone and cannot activate the answering system.
- The answering system might not detect the remote access code when your announcement is playing. Wait until the announcement is over before entering the code.
- There might be interference on the telephone line you are using. Press the dial pad keys firmly when dialing.

Appendix

Troubleshooting

The outgoing announcement is not clear.

- When recording the announcement, make sure you speak in a normal tone of voice about nine inches from the console.
- Make sure there is no background noise (television, music, traffic, etc.) when recording.

COVM shows on the screen display and I do not know why.

- Your telephone has voicemail indication that is separate from the built-in answering system. If COVM appears on the display, then your telephone has received a signal from your telephone service provider. 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 (page 72). 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 have problems recording music or voice messages.

- If you are using an audio device, make sure the audio cable has been firmly plugged into your telephone and your audio device.
- If you are using the corded handset, make sure the corded handset has been firmly plugged into the console.

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 it 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. 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.

Appendix

Troubleshooting

Common cure for electronic equipment.

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

1. Disconnect the power from the console.
2. Wait a few minutes.
3. Connect power to the console.
4. Wait for the console to synchronize its connection. This will take at least one minute to finish.

Appendix

Maintenance

Taking care of your telephone

- Your console contains sophisticated electronic parts, so you must treat it with care.
- Avoid rough treatment.
- Place the corded handset down gently.
- Save the original packing materials to protect your console if you ever need to ship it.

Avoid water

- You can damage your console if it gets wet. Do not use the corded handset in the rain, or handle it with wet hands. Do not install the console 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 electric appliances during storms.

Cleaning your telephone

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

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

Appendix

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

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

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

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

Limited Warranty.

If this equipment is causing harm to the telephone network, the telephone 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

This device complies with Industry Canada license-exempt RSS standard(s).

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.

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

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

This product meets the applicable Industry Canada technical specifications.

Appendix

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 console shall be installed and used such that parts of the user's body other than the hands are maintained at a distance of approximately 20 cm (8 inches) or more. If you choose to use a clipping device, please make sure to only use the supplied VTech belt clip.

This Class B digital apparatus complies with Canadian requirement:

CAN ICES-3 (B)/NMB-3(B)

WARNING: 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.

Appendix

For C-UL compliance only

Mesures de sécurité importantes



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

Information relative à la sécurité

- Veuillez lire et comprendre toutes les instructions du guide d'utilisation. Relectez toutes les inscriptions apparaissant sur le produit.
- Évitez d'utiliser le téléphone pendant un orage. Il pourrait y avoir un faible risque d'électrocution.
- N'utilisez pas un téléphone près d'une fuite de gaz. Dans certaines circonstances, une flammèche pourrait se produire lorsque l'adaptateur est branché à une prise de courant, ou lorsque le combiné est déposé sur son chargeur. Ceci est un événement fréquent associé avec la fermeture d'un circuit électrique. L'utilisateur ne devrait pas brancher un téléphone dans une prise de courant, et ne devrait pas déposer un combiné chargé dans le chargeur, si le téléphone se trouve dans un environnement comportant une concentration de gaz inflammables ou ignifuges, à moins de se trouver dans un endroit où la ventilation est adéquate. Une flammèche dans de tels environnements pourrait provoquer une explosion. De tels environnements peuvent comprendre : les endroits où de l'oxygène à des fins médicales est utilisé sans ventilation adéquate; des endroits où se trouvent des gaz industriels (dissolvants de nettoyage, des vapeurs de gazoline, etc.), une fuite de gaz naturel, etc.
- N'utilisez pas ce produit près de l'eau ou lorsque vous êtes mouillés. Par exemple, ne l'utilisez pas dans des sous-sols humides ou sous la douche, ou près d'une piscine, d'un bain, d'un évier de cuisine, ou d'une cuve de lavage. N'utilisez pas de liquides, ou de vaporisateurs aérosol de nettoyage. Si le produit entre en contact avec du liquide, débranchez immédiatement le fil téléphonique ou le cordon d'alimentation. Ne rebranchez pas le produit avant qu'il soit complètement sec.
- Évitez d'installer le système téléphonique dans les endroits soumis à une température extrême, à la lumière directe du soleil ou à proximité immédiate d'autres appareils électriques ou électroniques. Protégez votre téléphone contre les sources d'humidité, la poussière, les vapeurs et les liquides corrosifs.
- Installez cet appareil dans un endroit protégé où personne ne peut trébucher sur les cordons d'alimentation ou la ligne téléphonique. Protégez les câbles contre les dommages ou l'abrasion.
- Si le produit ne fonctionne pas correctement, consultez la section **Dépannage (Troubleshooting)** des pages 106-112 de ce guide d'utilisation. Si vous ne pouvez pas régler le problème, ou si le produit est endommagé, consultez la section **Garantie limitée (Limited warranty)** des pages 118-119. N'ouvrez pas ce produit, sauf tel qu'indiqué dans le guide d'utilisation. L'ouverture du produit ou le remontage inadéquat pourrait vous exposer à des tensions dangereuses ou autres dangers.
- L'adaptateur de courant est conçu pour être orienté verticalement ou installé sur le plancher. Les broches ne sont pas conçues pour se maintenir en place si la fiche est branchée dans une prise de courant au plafond, sous la table ou sous une armoire.



Mises en garde :

- N'utilisez seulement l'adaptateur inclus avec ce produit. Pour obtenir une pièce de rechange, visitez notre site Web au **www.vtechphones.com** ou composez le **1-800-595-9511**. Au Canada, composez le **1-800-267-7377**.
- Afin de prévenir les risques d'incendie ou d'explosion de la pile, remplacez la pile avec une pile du même type. Jetez les piles épuisées en respectant les instructions.

Appendix

For C-UL compliance only

Spécifiquement en rapport avec les téléphones sans fil

- Alimentation électrique : La base de ce téléphone sans fil doit être branchée à une prise de courant électrique fonctionnelle. La prise électrique ne doit pas être contrôlée par un interrupteur mural. Les appels ne peuvent pas être effectués à partir du combiné si la base n'est pas branchée, si elle est hors fonction ou si le courant électrique est coupé.
- Adaptateur de courant : L'adaptateur de courant est conçu pour être orienté verticalement ou installé sur le plancher. Les broches ne sont pas conçues pour se maintenir en place si la fiche est branchée dans une prise de courant au plafond, sous la table ou sous une armoire.

Mesures préventives pour les utilisateurs de stimulateurs cardiaques implantés dans l'organisme

Stimulateurs cardiaques (ne s'applique qu'aux téléphones sans fil numériques) :

L'organisme 'Wireless Technology Research, LLC (WTR)', une firme de recherche indépendante, a mené une évaluation pluridisciplinaire des interférences entre les téléphones sans fil portatifs et les stimulateurs cardiaques implantés dans l'organisme. Appuyée par l'Administration des aliments et drogues (FDA) des États-unis, la firme WTR recommande aux médecins :

Avis aux détenteurs de stimulateurs cardiaques

- Ils doivent tenir le téléphone sans fil à une distance d'au moins six pouces du stimulateur cardiaque.
- Ils ne doivent PAS placer le téléphone sans fil directement sur le stimulateur cardiaque, tel que dans une poche de chemise, lorsque celui-ci est en fonction.
- Ils doivent utiliser le téléphone sans fil en l'appuyant sur l'oreille qui se trouve dans la direction opposée au stimulateur cardiaque.

L'étude effectuée par l'organisme WRS n'a pas identifié de risque pour les détenteurs de stimulateurs cardiaques causé par les gens qui utilisent un téléphone sans fil à proximité de ceux-ci.

Spécifiquement en rapport avec les répondeurs téléphoniques

Enregistrement deux voies : Cet appareil n'émet pas de bips d'avertissement qui permettent de prévenir l'autre partie que vous enregistrez la conversation. Pour assurer votre conformité aux règlements fédéraux ou provinciaux en rapport avec les enregistrements des conversations téléphoniques, vous devriez informer l'autre partie lorsque vous activez l'enregistrement.

CONSERVEZ CES INSTRUCTIONS

Appendix

Limited warranty

1. 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.

2. What will VTech do if the PRODUCT is not free from defects in materials and workmanship during the limited warranty period (“materially defective PRODUCT”)?

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

3. How long is the limited warranty period?

The limited warranty period for the PRODUCT extends for TWO (2) YEARS 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 two-year limited warranty; whichever is longer.

4. What is not covered by this limited warranty?

This limited warranty does not cover:

- 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
- PRODUCT that has been damaged due to repair, alteration, or modification by anyone other than an authorized service representative of VTech; or
- PRODUCT to the extent that the problem experienced is caused by signal conditions, network reliability or cable or antenna systems; or
- PRODUCT to the extent that the problem is caused by use with non-VTech accessories; or
- PRODUCT whose warranty/quality stickers, PRODUCT serial number plates or electronic serial numbers have been removed, altered or rendered illegible; or
- 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
- PRODUCT returned without a valid proof of purchase (see item 6 on the next page); or
- Charges for installation or setup, adjustment of customer controls, and installation or repair of systems outside the unit.

Appendix

Limited warranty

5. How do you get warranty service?

To obtain warranty service, visit **www.vtechphones.com** or call **1 (800) 595-9511**. In Canada, please dial **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 to you. 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.

6. What must you return with the PRODUCT to get warranty service?

You must:

- 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
- Include a "valid proof of purchase" (sales receipt) identifying the PRODUCT purchased (PRODUCT model) and the date of purchase or receipt; and
- Provide your name, complete and correct mailing address, and telephone number.

7. Other limitations

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

State/Provincial Law rights: This warranty gives you specific legal rights, and you may also have other rights which vary from state to state or province to province.

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

Please retain your original sales receipt as proof of purchase.

Appendix

Technical specifications

| | |
|--|--------------------------------------|
| RF frequency band | 1921.536MHz - 1928.448MHz |
| Channels | 5 |
| Console voltage (AC voltage, 50/60Hz) | 100Vrms - 120Vrms |
| Console voltage (AC adapter output) | 6VDC @800mA |
| Optional backup batteries | Four 1.5V AA size alkaline batteries |
| Headset jack | 2.5mm, 32-150ohm |

| Operation with optional backup batteries | Operating time* |
|--|-----------------|
| Talk time (corded handset earpiece) | Up to 4.8 hours |
| Talk time (console speakerphone) | Up to 3.9 hours |
| Standby | Up to 5 hours |

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

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Source of music files for the Music on hold feature:
FreeMusicArchive.org. Used under open license.



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And your life.

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