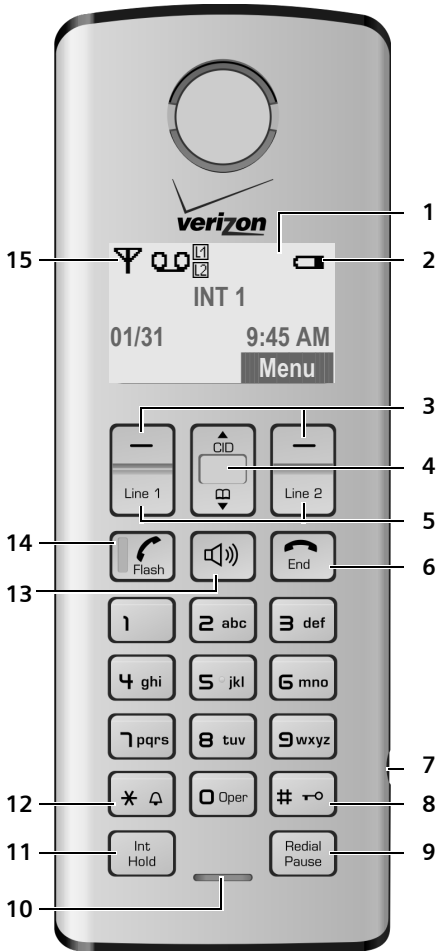


## The handset at a glance



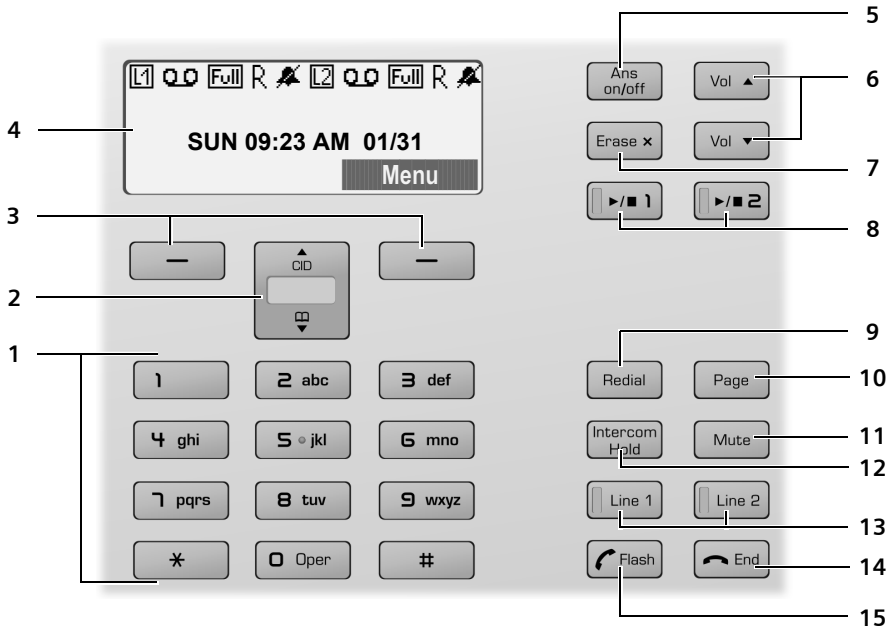
### Note:

Pictures in this user manual may differ from the actual product.

- 1 **Display** in idle status
- 2 **Charge status of the batteries**
  - ☐ ☐ ☐ (empty to full)
  - ☐ flashes: batteries almost empty
  - ☐ ☐ flashes: batteries charging
- 3 **Display keys** (page 13)
- 4 **Control key**
  - ☐ Access to Call Log list.
  - ☐ Access to directory.
- 5 **Line keys**
  - Answer an incoming call for Line 1/Line 2.
  - Make a call from Line 1/Line 2.
  - Start a second call from Line 2 while telephoning from Line 1 (see page 24).
- 6 **End Call key, On/Off key**
  - End call, cancel function, return to idle status, activate/deactivate handset (press and hold in idle status).
- 7 **2.5-mm socket** (mono) for headset
- 8 **Pound (#) key**
  - Enter # symbol.
  - Keypad lock on/off (press and hold in idle status).
  - Switch between uppercase and lowercase letters for text entry.
- 9 **Redial/Pause key**
  - Open redial list (in idle status) or insert a dialing pause (when editing a number).
- 10 **Microphone**
- 11 **Intercom/Hold/Conference key**
  - Set up an internal call.
  - Switch between an external call and internal party (handset/base station), or transfer a call during an external call.
  - Set up a conference call between an external line and an internal party (handset/base station). Press and hold the key in hold-intercom mode.
- 12 **Star (\*) key**
  - Ring tone on/off (press and hold).
  - Switch temporarily to tone dialing (DTMF).
  - Switch between AM and PM during time setting.
  - Change Call list display format.
- 13 **Handsfree key**
  - Answer or place a call in speaker mode.
  - Switch between speaker on and speaker off (in off-the-hook mode).
- 14 **Talk/Flash key**
  - Answer or start a call.
  - Key flashes: incoming call.
  - Add a flash (in the directory).
  - Send FLASH (when off the hook).
- 15 **Signal strength**
  - ☐ Handset is linked with the base station.
  - ☐ flashes: out of range.

## The base station at a glance

## The base station at a glance



### 1 Numeric key pad

### 2 Control key

- ☐ Access to Call Log list.
- ☑ Access to directory.

### 3 Display keys (page 13)

### 4 Display in idle status

- ☐, ☑ – Flashes when the respective line is receiving an incoming call.
  - Is on when the respective line is
    - Off the hook
    - In external talk mode
    - On hold or in use mode
  - Is displayed in the Call list to show the line on which the call came in.
- ☑☑ Flashes when the answer machine is on.
- ☐☐☐ Flashes when the answer machine's message memory is full.
- R Flashes when the answer machine is controlled by a handset.
- 🔊 Is on when the ring tone volume of the base station is set to zero (see page 28).

### 5 Answering machine On/Off key

Activate/deactivate answering machine.

### 6 Volume keys

- In idle mode: change the ring tone volume of the base station.
- During message playback: change the volume of playback.
- During call: change the volume of the loudspeaker.
- During call screening: change the volume of call screening.

### 7 Erase key

Erase the current message during playback. Erase all old messages (press and hold in idle mode).

### 8 Start/Stop key with integrated LED for Line 1/Line 2

Start/stop playback.

LED status indicator:

- Is on when playing messages on the respective line.
- Flashes slowly when there is at least one new message on the answering machine for the respective line.
- Flashes rapidly when the message memory for the respective line is full.

**9 Redial/Pause key**

Open redial list (in idle status) or insert a dialing pause (when editing a number).

**10 Page key**

Page handsets (press briefly).

Start the registration procedure (press and hold in idle mode). You will hear a beep.

**11 Mute key**

Mute/unmute microphone.

**12 Intercom/Hold/Conference key**

Set up an internal call.

Switch between an external call and internal party (handset/base station), or transfer a call during an external call.

Set up a conference call between an external line and an internal party (handset/base station). Press and hold the key in hold-intercom mode.

**13 Line keys**

Answer an incoming call for Line 1/Line 2.

Make a call from Line 1/Line 2.

Start a second call from Line 2 while telephoning from Line 1 (see page 24ff.).

LED status indicator:

- Flashes rapidly when the respective line is receiving an incoming call.
- Flashes slowly when a handset is off the hook on the respective line.
- Flashes very slowly when the respective line is on hold on the base station.
- Is on when the base station is in talk mode.

**14 End Call key**

End call, cancel function, return to idle status.

**15 Talk/Flash key**

Answer or start a call.

Add a flash (in the directory)

Send FLASH (when off the hook).

**Please remember:**

- ◆ If the answer machine is being operated from a handset, or if it is recording a message, you cannot operate it from the base station.
- ◆ If the start/stop key flashes although the answer machine is switched off, it means that there is still at least one new message that has not been played back.

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## Safety precautions\*)



Only use the **power supply unit supplied** as indicated on the bottom of the device.



Only insert **approved rechargeable batteries of the same type**. Never use ordinary (non-rechargeable) batteries, as they may pose a health hazard or cause injury.

Do not charge the handset in the charging unit or base station while the headset is connected.



Make sure the rechargeable battery is inserted in the correct direction.



Use the battery specified in these operating instructions.



The phone may affect medical equipment, so always turn your phone off before entering a hospital or doctor's office.



Do not operate the phone in places where there is a risk of explosion (such as paint workshops).



Do not install the base station in the bathroom. The handset and base station are not splash-proof (see page 31).



Drivers must not use the phone while driving.



The phone must be turned off at all times in aircraft. Make sure the phone cannot be switched on accidentally.



If you give your telephone to someone else, you should also provide the operating instructions.



Dispose of batteries and the phone carefully. Do not pollute the environment.

**Emergency numbers cannot be dialed if the keypad lock is activated!**

\*) also see page 34

## Notes on the operating instructions

# Notes on the operating instructions

This section explains the meaning of certain symbols and typographical conventions used in this user guide.

## Symbols used

### On/Off (example)

Select one of the two menu functions specified.



**Back**

Enter digits or letters.

The display keys' current functions are shown in reverse and are highlighted in the lower display line. Press the display key below to launch the function.



Press the top or the bottom of the control key: scroll up or down.



**\* Ⓞ** etc.

Press the corresponding key of the handset.

## Example: menu input

In the user guides, the steps you need to perform are shown in abbreviated form. This is illustrated below using "Changing the display language" as an example.

What you need to do is explained in the box.

**Menu** → **Settings** → **Handset** → **Language**  
→ **English/ Español/ Français**

- ▶ With the handset in idle status, press the right display key to open the main menu.
- ▶ Select **Settings** using the control key – press the control key at the top or bottom.
- ▶ Press the **OK** display key to confirm the function **Settings**.

The **Settings** submenu is displayed.

- ▶ Press the bottom of the control key repeatedly until **Handset** is selected.
- ▶ Press the **OK** display key to confirm the function.

The **Handset** submenu is displayed.

- ▶ Press the bottom of the control key repeatedly until **Language** is selected.
- ▶ Press the **OK** display key to confirm the function.

The **Language** submenu is displayed.

- ▶ Select the language you want using the control key – press the control key at the top or bottom.
- ▶ Press the **OK** display key to confirm the selected language.

The language is now changed for all text.

## Verizon V500AM – more than just a telephone

---

Your phone not only lets you store up to 50 phone numbers (page 15), it can do a whole lot more:

- ◆ Phone directly using the base station: Your base station has the same keys as your handset. So nearly all functions you usually use on the handset are also available directly on the base station.
- ◆ Use two telephone lines with only one telephone.
- ◆ Make conference calls with two external parties (page 27).
- ◆ View missed calls on your phone (page 16).
- ◆ ECO DECT uses a power supply with low power consumption. Your handset reduces the transmission power depending on its distance from the base station (close-up range).

### Note:

The transmission power of the base station is lowered to its minimum level when the handset is placed in the base station and only one handset is registered on the base station.

### Headset socket

---

Which headsets are compatible?

Please call Verizon Service at 1-866 374 3864 for more information, or contact

[www.verizon.com](http://www.verizon.com) if you have any questions about the use of your telephone.

### Caution:

Do not charge the handset in the charging unit or base station while the headset is connected.

**Have fun using your new phone!**

## First Steps

---

### Pack contents

---

- ◆ One base station Verizon V500AM
- ◆ One telephone line cord
- ◆ One AC adapter for the base station
- ◆ One User Guide

For Verizon V500AM-1

- ◆ One Verizon V500H handset with battery cover
- ◆ Two batteries
- ◆ One belt clip

For Verizon V500AM-2

- ◆ Two Verizon V500H handsets with battery cover
- ◆ One Verizon V100C charging cradle
- ◆ One AC adapter for the charging cradle
- ◆ Four batteries
- ◆ Two belt clips

### Installing the base station

---

The base station is designed for use in closed, dry rooms in a temperature range of +41°F to +113°F.

Set up the base station at a central point on the premises.

### Please note:

- ◆ Never expose the phone to heat sources, direct sunlight, or other electrical appliances.
- ◆ Protect your phone from moisture, dust, corrosive liquids, and vapors.

### Range and reception strength

---



#### Range:

- ◆ Up to 984 feet in the open
- ◆ Up to 165 feet in buildings

## First Steps

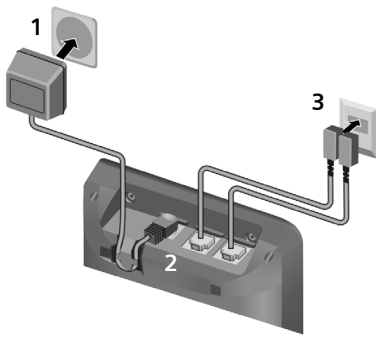
### Reception strength:

The display shows if the handset is linked to the base station:

- ◆  is on: handset is linked to the base station.
- ◆  flashes: no reception; handset is out of range or not registered.

### Connecting the base station

- ▶ **First** connect the power adapter and **then** the phone jack as shown below.



- 1 110-V power adapter
- 2 Back of the base station
- 3 Phone jack with phone cords

### Please note:

- ◆ The power adapter must **always be connected**, as the phone will not operate without an electrical supply.
- ◆ Your answer machine is set to give a standard announcement.

## Setting up the handset for use

### Inserting the batteries

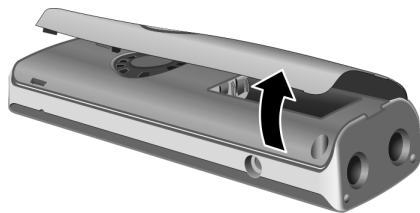
#### Caution:

Use only rechargeable UL-approved AAA batteries. Never use a conventional (non-rechargeable) battery or other battery types as this could result in significant health risks and personal injury. For example, the batteries could explode. The phone could also malfunction or be damaged as a result of using batteries that are not of the recommended type.

#### Note:

If attached, remove the belt clip before opening the battery cover.

- ▶ Open the battery cover.



- ▶ Insert the batteries according to the correct polarity (see diagram).

The polarity is indicated in/on the battery compartment.



- ▶ Close the cover, and press the top so that it clicks into place.

### Attaching the belt clip

There are notches for attaching the belt clip on the side of the handset at the same height as the display.





- ▶ Press the belt clip onto the back of the handset so that the protrusions on the belt clip engage the notches.

## Placing the handset in the base station


- ▶ Place the handset in the base station with the handset's **display facing outwards**.

## Charging the batteries for the first time

- ▶ To charge the batteries, leave the handset in the base station or charging cradle **continuously** for **ten** hours.

The alternately flashing battery icons   on the upper right side of the display screen indicate that the batteries are being charged.

### Note:

- If the handset has turned itself off because its batteries are empty, and you then place the handset into the base station, it will turn on automatically.
- Only place the handset into the base station or charging cradle specifically intended for it.
- During handset operation, the battery icon  indicates the charge status of the batteries (page 1).
- The batteries may feel warm when they are charging. This is not dangerous.

For questions and troubleshooting, see page 31.






## Setting the date and time

You should set the date and time, for example, to ensure the correct time of incoming calls is recorded.

To change the time and date, open the input field using:

**Menu** →  → **Settings** → **Date/Time**  
→ **Set Date/Time**



Enter the time and date using 10 digits, for example,     for January 15, 2008, 07:15 AM. If the **12-hour** time format is set, use the  key to switch between am and pm.

To correct an incorrect entry, overwrite the character by typing the correct one.

**OK**

Press the display key to save changes.

You can change the date and time format:

**Menu** →  → **Settings** → **Date/Time**  
→ **Set Format**

- ▶ Choose between day/month and month/day date formats:

 → **Date Format** → **DD/MM/MM/DD**

- ▶ Choose between 12- and 24-hour time formats:


 → **Time Format** → **12 Hours/24 Hours**



## Selecting the line settings

For each handset and the base station, you can set how your telephone will use the two telephone lines:

**Auto** All incoming calls will ring. For outgoing calls, your phone will use whichever line is currently free.

### Line 1/Line 2


Only incoming calls on the respective line can be answered with the  key. For outgoing calls, your phone will always use the selected line.

If you have selected **Line 1** or **Line 2**, you can still answer or make a call on the free line by using the  or  keys.

## First Steps


### Selecting line settings for a handset

**Menu** →  → **Settings** → **Handset**  
→ **Line Setting** → **Auto/Line 1/Line 2**

 Select entry and press **OK**.

### Selecting line settings for the base station

**Menu** →  → **Settings** → **Base**  
→ **Line Setting** → **Auto/Line 1/Line 2**

 Select entry and press **OK**.

## Area codes

---

To make a call using the Incoming Calls list (page 16), your phone's **area code** must be stored. If you reside in a service area where Line 1 and Line 2 have been assigned different area codes by your network provider, you are able to store area codes for Line 1 and Line 2 independently of each other.

**Menu** →  → **Settings** → **System**  
→ **Area Code**

### Line 1/Line 2


Select the line for which you want to set the area code and press **OK**.

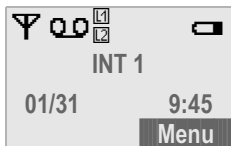


Enter your area code and press **OK**.

## Display in idle status

---

Once the phone is registered and the time set, the idle display looks as shown here (example). If the answer machine is activated, the header will also display the answer machine symbol .



Your phone is now ready to use.

## Making calls

### Making an external call

External calls are calls using the outside telephone network.



Enter the number and press the Talk key or Handsfree key .

Or:



**Briefly** press the Talk key or Handsfree key , and then enter the number.

To cancel the dialing operation, press the End Call key .

Depending on the line settings of the used handset/base station (see page 9), the telephone selects the line. You can use the line keys or instead of the or key to select the line for this call.

You are shown the duration of the call while the call is in progress.

#### Note:

Dialing using the directory (page 15) or Calls list (page 16) saves time re-entering numbers.

### Ending a call



Press the End Call key.

### Answering a call

The handset indicates an incoming call in three ways: by ringing, by a display on the screen, and by the flashing Talk key .

The base station indicates an incoming call in three ways: by ringing, by a display on the screen, and by the flashing line key or .

You can accept the call by:

- ▶ Pressing the Talk key .
- ▶ Pressing the line key or .
- ▶ Pressing the Handsfree key .

Depending on the line settings of the used handset/base station (see page 9), the telephone reacts differently:

- ◆ If you have selected **Auto**, you can use the Talk key or Handsfree key for calls on both lines.
- ◆ If you have selected **Line 1** or **Line 2**, you can only answer calls on the selected line with the Talk key or Handsfree key . For calls on the other line, you must use the key or key to answer the call.

If the handset is in the base station or charger and the Auto Answer function is activated (page 27), the call will be answered automatically when you lift the handset from the base station or charger. Lifting the handset from the base station or charger in this case has the same effect as pressing the Talk key .

You can press the **Quiet** display key to mute the ring tone without answering the call. You can answer the call as long the call is displayed on the screen.

#### Note:

If two calls are ringing simultaneously on the two lines, your telephone display will switch from one line to the other every 3 seconds.

- ▶ Use the key or key to answer the call.

### Caller ID

Caller ID (CID) is an optional subscription service provided by your telephone service provider. This feature supplies incoming caller identification information that will be displayed on your handset.

## Operating the telephone

### Call display with Caller ID/Name

If the number of the caller is stored in your directory, you will see the caller's name.

The following is displayed in place of the number:

- ◆ External, if no number is transmitted, or the caller has not subscribed to Caller ID.
- ◆ Withheld, if the caller has withheld Caller ID.

### Handsfree operation

You can activate the speakerphone at any time to provide handsfree operation during a call.

### Activating/deactivating handsfree

#### Activating while dialing



Enter the number and press the Handsfree key.

- ▶ You should inform your caller before you use the handsfree function so that the caller knows someone else is listening.

#### Switching between the earpiece and the handsfree mode



Press the Handsfree key.

During a call and when listening to the answer machine, turn handsfree on or off.

For how to adjust the volume, see page 27.

## Operating the telephone

Most of the keys are the same on the handset and on the base station, so that, with few exceptions, you can operate the base station the same way as the handset.

### Activating/deactivating the handset



Press and **hold** the End Call key.

### Activating/deactivating the keypad lock of the handset

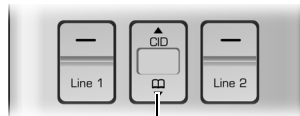


Press and hold the pound key.


**Keypad Locked** appears in the display when the keypad lock is activated.

The keypad lock is deactivated automatically if someone calls you. It is re-activated when the call is finished.

## Control key



1 Control key

In the description below, the side of the Control key (up, down), which you must press depending on the operating situation, is marked in black, for example,  for "press up on the Control key".

The Control key has different functions:

#### When the handset is in idle status





Open the directory





Open call log list (page 16)



#### In input fields

You can use the Control key to move the cursor backwards  or  forwards.

## In the main menu, lists and submenus

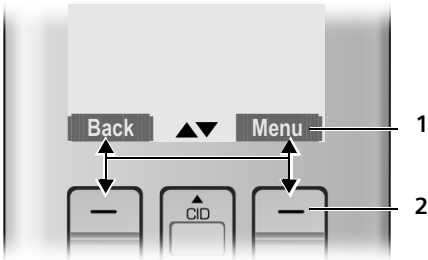
 /  Scroll up/down line by line.

## When the handset is off the hook or when the answer machine is playing

 /  Increase/decrease volume

## Display keys

The function of the display keys changes depending on the particular operating situation. Example:




- 1 The display keys' current functions are shown on the bottom display line.
- 2 Display:keys

The most important display symbols are:

- Menu** Open the main menu (in idle mode) or the context-dependent menu.
- Back** Go back one menu level.
- OK** Confirm your choice or save edited characters.
- Clear** Clear key: deletes one character at a time from right to left (press briefly), or deletes all characters (hold).

## Returning to idle status

You can return to idle status from anywhere in the menu as follows:

- ▶ Press the End Call key .

Or:

- ▶ Do not press any key: after 2 minutes, the display will automatically return to idle status.

Changes that you have not confirmed or saved by pressing **OK** will not be saved.

An example of the display in idle status is shown on page 10.

## Menu guidance


Your phone's functions are accessed using a menu that has a number of levels.

### Main menu (first menu level)

- ▶ Press the display key **Menu** with the handset in idle status to open the main menu.

The main menu functions are shown on the screen in a list.

To access a function, open the corresponding submenu (next menu level):


- ▶ Navigate to the function using the control key . Pressing the display key **OK**.

### Submenus

The functions in the submenus are displayed as lists.

To access a function:

- ▶ Scroll to the function with the control key  and press **OK**.

Pressing the **Back** display key returns you to the previous menu level.  cancels the operation.

## Operating the telephone

### Writing, editing, and correcting entries

---

#### Correcting incorrect entries

---

You can correct incorrect characters in the text by navigating to the incorrect entry using the control key. You can then:

- ◆ Press **Clear** to delete the character to the left of the cursor.
- ◆ Insert characters by typing.

#### Writing and editing names

---

The following rules apply when creating an entry:

- ◆ Control the cursor with **↔**.
- ◆ Press the pound key **#→** to switch between uppercase and lowercase.

#### Entering special characters

---

You can enter special characters using the **Open** or **1** key.

**Open** . 0 , / ; " ' ! ? \* + - % \ ^ ~ |

**1** SPACE 1 @ \_ # = < >  
( ) & \$ [ ] { }

## Using the directory and lists

The options are:


- ◆ Directory
- ◆ Last Number Redial list
- ◆ Calls list

You can store a maximum of 50 entries in the directory. Each entry must consist of a name and a number.

The directory is stored in the base station and is shared by all registered handsets.

### Directory

In the **directory**, you can store phone numbers and the names associated with them.

- ▶ With the handset in idle status, open the directory by pressing the  key.

#### Length of entries

Number: max. 24 digits  
Name: max. 16 characters

### Saving a number in the directory

#### Saving the first entry in the directory

With your handset in idle mode:



Enter the number and press **Save**.



Enter the name and press **OK**.  
Correct the number, if necessary, and press **OK**.

#### Saving additional entries in the directory

 → **Menu** → **New Entry**



Enter the name and press **OK**.



Enter the number and press **OK**.



You can use the **Clear** key to delete one character at a time from right to left (press briefly) or all characters (press and hold).

### Selecting a directory entry



Open the directory.

You have the following options:

- ◆ Use  to scroll to the entry until the desired name is selected.
- ◆ Enter the first character of the name, or scroll to the entry with , if necessary.



### Dialing with the directory



→  (Select entry)



Press the Talk key or the Handsfree key.  
The number is dialed.

You can press the  or  key instead, if you want to specify which line to use.

### Managing entries in the directory



→  (Select entry)

#### Viewing an entry

**Menu** → **View**

The entry is displayed.  
Go back with **Back**.

#### Editing entries

**Menu** → **Edit Entry**



Edit the name and press **OK**.



Edit the number and press **OK**.

You can use the **Clear** key to delete one character at a time from right to left (press briefly) or all characters (press and hold).

#### Deleting entries

**Menu** → **Delete**

Delete the displayed entry.

Or:

**Menu** → **Delete List**

- ▶ Confirm question **Delete?** by pressing **OK**.

All entries in your directory will be deleted.

## Using the directory and lists

### Adding a displayed number to the directory

Numbers that appear in a list, such as the Calls list or the Last Number Redial list can be added to the directory. If you have Caller ID and the name is transmitted, the first 16 characters of the transmitted name are copied to the name line.

A number is displayed:

**Menu** → **Copy To Dir.**

- ▶ Complete the entry as described in the section "Saving a number in the directory" (see page 15).

### Last number redial list

The Last Number Redial list contains the ten numbers last dialed with the handset/ the base station (max. 32 digits). If one of the numbers is in the directory, then the corresponding name will be displayed. If a number has been dialed several times, only the last try is shown in the list.

#### Manual last number redial



Press the key.



Select the entry.



Press the Talk key or the Handsfree key.  
The number is dialed.

You can press the **Line 1** or **Line 2** key instead, if you want to specify which line to use.

When displaying a name, you can have the respective phone number displayed:

**Menu** → **View**

#### Managing entries in the Last Number Redial list



Press the key.



Select the entry.



Open menu.

The following functions can be selected with :

**View** (as in the directory, page 15)

**Copy To Dir.**

Copy an entry to the directory  
(page 16)

**Delete** (as in the directory, page 15)

**Delete List** (as in the directory, page 15)

### Calls list

**Requirement:** Caller ID Presentation (CIP, see page 12)

The numbers of the last 10 incoming calls are stored.

- ▶ With the handset in idle status, open the directory by pressing the (CID) key.

#### Dialing with the Calls list

→ (Select entry)

If necessary, press key to change number format for dialing.



Press the Talk key or the Handsfree key.  
The number is dialed.

You can press the **Line 1** or **Line 2** key instead, if you want to specify which line to use.

#### Viewing an entry

→ (Select entry)

**Menu** → **View**

The entry is displayed.  
Go back with **Back**.



## List entry

---

New messages are at the top. A list entry contains the following information:

- ◆ List type (in header)
- ◆ Status of entry (new entries are marked with a star in the header)
- ◆ Name of caller; if name is transmitted using CID or stored in directory
  - Caller's phone number; if only the number is transmitted
  - External, if no number is transmitted or the caller has not subscribed to Caller ID
  - Withheld, if the caller has withheld Caller ID
- You can add the number of the caller to the directory (page 16).
- ◆ Date and time of call (if set, page 9)
- ◆ Line:  or  behind the text shows whether the call has come in on Line 1 or Line 2.

You can manage the entries in the same way as the entries of the Last Number Redial list (see page 16).

## Operating the answer machine

# Operating the answer machine

You can use the answer machine for both lines or only for one line, depending on your needs.

You can operate the base station's answer machine using the handset, using the keypad of the base station (page 2), or using remote operation (from another phone/cell phone).

### Announcement mode

You can use the answer machine in two different modes.



- ◆ In **Answer & Rec.** mode, the caller hears your announcement and can then leave a message.
- ◆ In **Answer Only** mode, the caller hears your announcement but cannot leave a message.

## Operation using the base station keys

You can use the base station keys for the most commonly used functions of your answer machine. For more information, see page 2.

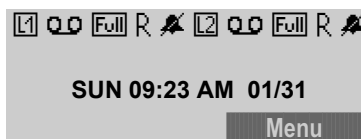
### Status of the answer machine

The LED in the Start/Stop key and the symbols in the display of the base station indicate the status of the answer machine.




The LED in the respective Start/Stop key  or 

- ◆ Is on when playing messages on the respective line.
- ◆ Flashes slowly when there is at least one new message on the answering machine for the respective line.
- ◆ Flashes rapidly when the message memory for the respective line is full.

The display of the base station may show the symbols shown here:



The following symbols provide information about the answer machine. Symbols on the left side of the display refer to Line 1, while symbols on the right side refer to Line 2.

-  is on      The answer machine is on.
-  flashes      The message memory is full.
-  flashes      The answer machine is controlled by a handset.

For the other symbols, see page 2.

## Operation using the handset


Most of the functions described are also available using the keys and the display of your base station.

### Call screening

While recording a message, you can automatically listen through the loudspeakers of the base station, if you have activated call screening (see page 21).

You can also listen through the loudspeakers of registered handsets:

**Screen**      Press the display key.

The handset loudspeaker is activated. You can switch it off with the Handsfree key .

## Operating the answer machine

### Switching the answer machine on/off

You can switch the answer machine on and off separately for each line.

**Menu** → Answer Machine → Ans On/Off

Line 1/Line 2

Select the line for which you want to switch the answer machine on/off and press **OK**.

**On/Off** Select an entry and press **OK**.

The ∞ icon for the respective line is displayed on the screen.

The phone includes a prerecorded announcement for the answer and record mode and announce-only mode. If a personal announcement has not been recorded, the corresponding prerecorded announcement is used.

### Recording a personal announcement/announce only

You can record different announcements for each line.

**Menu** → Answer Machine → Record OGM

Line 1/Line 2

Select the line for which you want to record an announcement and press **OK**.

**Answer & Rec./Answer Only** **OK**

Select the mode in which you want to record the personal announcement.

**Record** **OK** Press the display key to start recording.

You will hear the ready tone (short tone).

- ▶ Now record your announcement (must be at least 3 seconds long).

**Note:**  
When recording your announcement, speak directly into the handset's microphone, as if talking on the phone. You can also use the base station to record announcements.

**OK** Press the display key to end the recording.

The recorded announcement will be played back automatically. You can record the announcement again by repeating these steps.

#### Please note:

- ◆ Recording ends automatically if the maximum recording time of 60 seconds is reached.
- ◆ If you cancel the recording, the prerecorded announcement will be used.
- ◆ The recording is canceled if the answer machine memory is full.
  - ▶ If necessary, delete old messages and repeat the recording.

### Playing back announcements

**Menu** → Answer Machine → Record OGM  
→ Line 1/Line 2 → Answer & Rec./  
Answer Only

**Play** **OK** Press the display key to start playback.

If a personal announcement has not been recorded, the corresponding prerecorded announcement is used.

### Deleting announcements

**Menu** → Answer Machine → Record OGM  
→ Line 1/Line 2 → Answer & Rec./  
Answer Only

**Delete** **OK** Press the display key to delete the personal announcement. If no personal announcement exists, you will hear an error tone.

After deletion, the corresponding prerecorded announcement will be used.

## Operating the answer machine

### Selecting an announcement mode

You can choose between **Answer & Rec.** and **Answer Only**.

**Menu** → **Answer Machine** → **Answer Mode**  
→ **Line 1/Line 2** → **Answer & Rec./**  
**Answer Only**

 Select announcement mode and press **OK**.

The selected mode is saved even after the answer machine is deactivated.

#### Note:

If the message memory is full when in **Answer & Rec.** mode, the selection is interrupted and you will receive instructions to delete old messages.

- ▶ Delete old messages.

The answer machine automatically switches back to the mode set once deletion is complete, or you can select another recording mode.

### Playing back messages

The date and time of each message is logged (provided this has been set, page 9) and displayed during playback.

#### Playing back new messages

New messages that you have not yet listened to are indicated by a slowly flashing LED on the respective Start/Stop key (see page 2).

**Play** Press the display key to start playback.

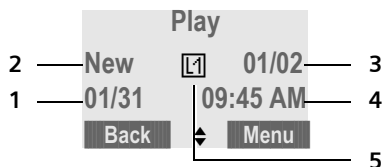
If you have new messages only for one line, playback starts immediately.

If you have new messages for both lines:

**Line 1/Line 2** Select the line and press **OK**.

The display now shows you the status of your answer machine.

The following example shows a display of a handset when playing back new messages:



- 1 Date when message was recorded.
- 2 **New**: you have not yet listened to the message.
- 3 **01/02**: The first of two messages is played.
- 4 Time when message was recorded.
- 5 Line on which message was recorded.

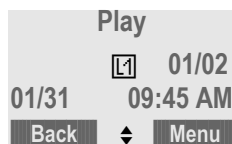
If you have...

- ◆ **New messages**:

**New** (2) is displayed. The number of messages (3) only indicates the number of new messages. The first of the two new messages is played back.

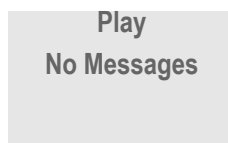
- ◆ **Messages that you have already listened to**:

**New** (2) is not displayed. The number of messages (3) only indicates the number of old messages: **01/02** means that the first of two old messages is displayed.



- ◆ **No messages**:

**No Messages** appears on the display screen.



An announcement tells you if there are any new messages, just old messages, or no messages.

## Operating the answer machine

If there are new messages, playback begins with the first new message. After the last new message, you will be returned to the Play menu.

After a new message has been played completely, its status becomes "old".

If the message concerned has been saved with the date and time, you will hear an appropriate announcement before playback begins.

### Playing back old messages

You can listen to old messages if there are no more new messages.

**Menu** → Answer Machine → Play  
→ Line 1/Line 2

**OK** Press the display key to start playback.

### Controlling playback

During message playback:

**Menu** Press the display key to enter the Options menu.

- ◆ **Repeat**  
Repeat playback of actual message.
- ◆ **Next/Previous**  
Jump to playback of the following or previous message.
- ◆ **Delete**  
Delete current message.

### Deleting messages

---

You can delete old messages all at once or individually.

#### Deleting all old messages

**Menu** → Answer Machine → Delete Old  
Msgs → Line 1/Line 2

**Delete? OK** Press the display key to confirm you want to delete all old messages.

If you have no old messages, you will hear an error tone and **No Messages** will display on the screen.

### Deleting individual old messages

During playback:

**Menu** → Delete

**OK** Press the display key to delete the current message.

### Picking up a call from the answer machine

---

You can pick up a call while the answer machine is recording a message or being operated remotely:

**Flash** Press the Talk key.

Recording stops and you can speak to the caller.

If two seconds of the call have already been recorded when you pick it up, the call will be displayed as a new message.

You can accept the call on every handset. If you use call screening on a handset, only this handset can answer up the call.

### Setting up the answer machine

---

The answer machine has already been preconfigured at the factory. Change individual settings using the handset or the corresponding keys of the base station.

### Activating/deactivating call screening

---

While recording a message, you can listen through the loudspeakers of registered handsets and the base station.

**Menu** → Answer Machine → Settings  
→ Call Screening

If you use the handset for this setting:

#### Base/Handset

Select this if you want to make the setting for the handset or the base station.

**On/Off** Press the **OK** display key to confirm your selection.

The default setting for the base station is **On**; the default setting for the handset is **Off**.

## Operating the answer machine

For call screening on the handset:

**Screen** Press the display key to start call screening.

## Toll-Saver Mode – Call acceptance/charge saving function for remote operation

For each line, you can set when you want the answer machine to respond to calls.

The options are: **2 Rings**, **4 Rings**, **6 Rings**, **8 Rings**, as well as the cost-saving setting **Toll Saver**.

### Note:

The number of rings refers to the ring tones of the base station. If you have selected another ring tone, the number of rings you hear may differ from the selected number of rings.

When **Toll Saver** is set, the following determines when the answer machine accepts calls:

- ◆ If no new messages are present, the answer machine accepts calls after **4 Rings**.
- ◆ If new messages are present, the answer machine accepts calls after **2 Rings**.

When operating remotely, you know there are no new messages after hearing 2 rings (otherwise the answer machine would have already accepted your call). There will be no call charges if you hang up now.

**Menu** → **Answer Machine** → **Settings**  
→ **Ring Delay** → **Line 1/Line 2**  
→ **2 Rings/4 Rings/6 Rings/8 Rings/Toll Saver**

**OK** Press the display key to confirm your selection.

## Changing the language of voice prompts and prerecorded announcements

You can select English, Spanish, or French as the language of voice prompts and prerecorded announcements. You can select different languages for line 1 and line 2.

**Menu** → **Answer Machine** → **Settings**  
→ **Voice Language** → **Line 1/Line 2**  
→ **English/Español/Français**

**OK** Press the display key to confirm your selection.

## Operating when on the move (remote operation)

You can check or activate the answer machine from any other telephone (hotel, pay phone, etc.).

### Requirements:

- ◆ The phone you are using for remote operation must have tone dialing (DTMF), so that you hear different tones when you press the keys.
- ◆ You must activate **Remote Access**.

## Activating Remote Access

**Menu** → **Answer Machine** → **Settings**  
→ **Remote Access** → **On/Off**

**OK** Press the display key to confirm your selection.

## Calling the answer machine and playing back messages



Dial your own number.



While listening to your announcement, press the **#** key and enter the system PIN.

You will be informed whether any new messages have been recorded. The messages are then played back. You can now operate the answer machine using the keypad.

## Operating the answer machine using the keypad

The following keys are used:

- 0** Delete the current message.
- 1** Repeat the previous message.



- 2 Play the message.
- 3 Skip to the next message.
- 7 Turn on the answering machine.
- 8 Stop message playback.
- 9 Turn off the answering machine.
- # Enter the remote access code if the answering machine is on.

**Note:**

After message playback, if no key operation is detected for 10 seconds, the call will be terminated.

### Activating the answer machine



---

-  Dial your own number.
- ▶ Allow the phone to ring until the ring back tone stops and the phone answers.
-  Enter system PIN.
- 7 Press the 7 key.

You will hear a beep. Your answer machine is now activated and the activated announcement is played back.

### Deactivating the answer machine

---

-  Dial your own number.
- #  While listening to your announcement, press the # key and enter the system PIN.
- 9 Press the 9 key.

You will hear a beep. Your answer machine is now deactivated.

## Using the network mailbox

---


The network mailbox is your network provider's answer machine within the network. You cannot use the network mailbox unless you have **requested it** from your network provider.

## Configuring the network mailbox for fast access

---

### Entering the network mailbox number

Menu → Voice Mail → Settings  
→ Line 1/Line 2

-  OK Enter the number of the network mailbox and press OK.

The setting for fast access applies to all handsets.

If your network voice mail requires a password for access, it is possible to add a password by entering pauses immediately after entering the mailbox access number, then entering your password.

### Calling your network mailbox

Menu → Voice Mail → Call VM  
→ Line 1/Line 2

- OK Select which mailbox you want to call and press OK.

If you have new messages in your network mailbox:

- Call Press the display key to call your network mailbox.

If you have new messages only for one network mailbox, the respective mailbox is immediately called.

If you have new messages for both network mailboxes:

When using a handset:

Line 1/Line 2

Select the line and press OK to start the call.

When using the base station:

Line 1/Line 2 Press the respective display key to start the call.

For further operation steps, please refer to the instructions provided by your mailbox operator.

## Using several handsets

### Using several handsets

#### Registering and de-registering handsets



You can register up to five handsets with your base station.


A Verizon V500H handset can be registered with up to four base stations.

#### Registering the Verizon V500H handset

##### On the handset

**Menu** → **Settings** → **Registration**  
→ **Register HS**

 Select the base you want to register your handset with and press **OK**. Bases that have been registered will be marked by .

 Enter your PIN and press **OK**.  
The handset will be registered.



##### On the base station

Within 60 secs. press and **hold** the registration/page key on the base station (see page 2) (approx. 5 secs.).

#### De-registering handsets

You can de-register any registered handset from your Verizon V500AM.

**Menu** → **Settings** → **Registration**  
→ **Unregister HS**

 Enter your PIN and press **OK**.  
 Select the handset you want to de-register and press **OK**.

**OK** Press the display key to confirm deletion.


### Locating a handset ("paging")

You can locate your handset using the base station.

- ▶ Press the Registration/Paging key on the base station **briefly**.
- ▶ All handsets will ring at the same time ("paging"), even if the ringers are switched off.

You can press the **Quiet** display key to mute the ring tone without answering the call.


#### Ending paging

- ▶ **Briefly** press the Registration/Paging key on the base station or press the Talk key  on the handset.

### Changing the base station

If your handset is registered to more than one base station, you can set it to a particular base station or to the base station that has the best reception (**Best Base**).


**Menu** → **Settings** → **Registration**  
→ **Select Base**

 Select one of the registered base stations or **Best Base** and press **OK**.


### Making internal calls

Internal calls to other handsets registered with the same base station or to the base station are free.


 Initiate internal call.

 Select the handset or the base station you want to call and press **OK**.

#### Note:

If only one handset is registered to the base, the internal call will be established immediately after pressing the  key.

#### Ending a call

 Press the End Call key.



## Transferring a call to another handset

You can transfer an external call to another handset (connect) or to the base station.

- ▶ Initiate an internal call to the handset or the base station you want to transfer the call to (see above).

### Attended call transfer

When the internal party answers:

- ▶ If necessary, announce the external call.



Press the End Call key.

The external call is transferred to the other handset/the base station.

If the internal party does **not** answer, press the **End** display key to return to the external call. If the internal party is busy, you will hear the busy tone and return automatically to the external call.

### Unattended call transfer



Press the End Call key.

The external call is directly transferred to the other handset.

Then, if the internal party does not answer, the call will automatically return to you (the display will show **External Call**).

## Hold while making internal call

When you are speaking to an **external** party, you can simultaneously call an **internal** party.

- ▶ Initiate an internal call as described in the section "Making internal calls" (see page 24).

The external party hears the hold melody.

Use the key to switch between the internal and external parties.

### Ending the internal call

- ▶ Ask the other internal party to end the call.

You are reconnected to the external caller.

## Accepting/rejecting call waiting

If you get an **external** call while conducting another external or **internal** call, you will hear the call waiting tone (short tone). The caller's number or name will appear on the screen if caller ID is enabled.

### Call waiting while conducting an internal call



Press the End Call key to end the internal call.

- ▶ Answer the external call as described in the section "Answering a call" (see page 11).

You are connected to the waiting call.

### Call waiting while conducting an external call on the same line as the waiting call



Press the display key to answer the incoming external call.

The actual call is put on hold. You are connected to the waiting call. You have the following possibilities:

- Press the Talk key to switch between the callers.
- Press end call key to end the call with the online party.

### Or:



Press the End Call key to end the existing external call.

- ▶ Answer the external call as described in the section "Answering a call" (see page 11).

You are connected to the waiting call.

### Call waiting on the other line while conducting an external call



Press the line key of the waiting call.

The actual call is put on hold. You are connected to the waiting call.

## Using several handsets

### Linking internal callers to an external call

**Important:** The **Listening In** function must be activated.

You are conducting an external call. An internal caller can listen in on this call and take part in the conversation. The other parties are made aware of additional listeners by a signal tone.


#### Activating/deactivating Listening In

**Menu** → **Settings** → **System** → **Listening In**  
→ **On/Off**

Default setting is **On**.



#### Internal conference call

There are two ways to start an internal conference call:

- ◆ Another handset can join the call using **Listening In**
- ◆ You can call another handset using the  key and add it to a conference

#### Joining the call using Listening In

The line is engaged with an external call. You want to listen in on the existing external call.

  Press the **Talk** key or **Handsfree** key **briefly**.

When you join the call. The other parties hear a signal tone. On both handsets, you will see **Conference** on the display.

#### Calling another handset and adding it to the conference


- ▶ Initiate an internal call as described in the section "Making internal calls" (see page 24).

When the called handset has answered the call:


**Conf.** Press the display key to start the conference.

On both handsets, you will see **Conference** on the display.

#### Ending conference call

 Press the **End Call** key.

The other parties hear a signal tone.



If the **first** internal party presses the **End Call** key , the handset/base station that has entered the conference call remains connected to the external caller.



### Making two external calls simultaneously

You can start a second call while already talking to one party. You can switch between these two parties or combine them in a conference call.


**Requirement:** The other line is not in use.

#### Starting a second call

The  or  display icon shows you which line you are using.



  Press the line key of the free line.



Your actual call is put on hold. The other line is off the hook.

 Enter the number for the second party.

A call to the second party is established.

#### Toggleing between two external calls

In the display, you can see which line is active (icon  or ) and which line is on hold.

  Press the line key of the line you want to talk to.

The selected line is now active; the other is put on hold.

## Starting an external conference call

You can make conference calls with two external parties by following these three steps:

1. Call the first party (see page 11).
2. Call the second party as described above ("Starting a second call").
3. Start the conference call:

**Menu** → **Conference**

**OK** Press the display key to start the conference.

## Ending an external conference call

### Ending all calls

**End** Press the End Call key.

### Talking to one party and putting the other party on hold

**Line 1** / **Line 2** Press the line key for the party you want to talk to.

The conference call is ended. You will talk to the party whose line key you pressed. The other party will be put on hold.

## Handset settings

Your handset is preconfigured, but you can change these settings to suit your individual needs.

## Changing the name of a handset

The names "INT 1", "INT 2", etc., are assigned automatically during registration. You can change these names. The number of the handset, however, never changes. The changed name is only displayed on this handset.

**Menu** → **Settings** → **Handset**  
→ **Handset Name**



Enter the name and press **OK**.

The name must not exceed 12 characters.

## Changing the display language

You can view the display texts in different languages.

**Menu** → **Settings** → **Handset** → **Language**  
→ **English/Español/Français**

**OK** Select a language and press **OK**.

## Setting the display contrast

You have a choice of five different contrasts.

**Menu** → **Settings** → **Handset**  
→ **Display Contrast**

**OK** Select your preferred level and press **OK**.

## Activating/deactivating auto answer

If you have activated this function, when you get a call, you can simply lift the handset out of the base station without having to press the Talk key **[Flash]**.

**Menu** → **Settings** → **Handset**  
→ **Auto Answer** → **On/Off**

Default setting is **On**.

## Adjusting the loudspeaker and earpiece volume

You can set the loudspeaker volume and the earpiece volume to five different levels. You can only make these adjustments during a call.

The handsfree volume can only be adjusted when this function is set.

You are conducting a call.

**OK** Increase or decrease the volume.

## Base station settings

### Changing ring tones

---

To set the ring tones on the base station, see page 28.

You can set different ring tones for Line 1 and Line 2.

#### Volume

You can choose between five volumes (1–5; for example, volume 4 = ).

**Menu** → **Settings** → **Audio Settings**  
→ **HS Ring Volume**

#### Line 1/Line 2

Select the line for which you want to set the volume and press **OK**.

Select the volume and press **OK**.

#### Ring tones

You can choose between 15 different melodies.

**Menu** → **Settings** → **Audio Settings**  
→ **HS Ring Tones** → **Line 1/Line 2**

Select your preferred melody and press **OK**.

### Activating/deactivating the ring tone

---

You can deactivate the ring tone on your handset before you answer a call or when the handset is in idle status; the ring tone can be deactivated permanently or just for the current call.

#### Deactivating the ring tone permanently

Press and hold the star key. The icon appears in the display.

#### Reactivating the ring tone

Press and **hold** the star key.

#### Deactivating the ring tone for the current call

**Quiet** Press the display key.

#### Deactivating the ring tone during an incoming call

Press the key until you no longer hear the ring tone.

#### Activating the ring tone during incoming call

Press the key until the ring tone volume reaches the desired level.

### Activating/deactivating the key-touch tone

---

Each key press is acknowledged by a beep. You can deactivate this function:

**Menu** → **Settings** → **Audio Settings**  
→ **Key Touch Tone** → **On/Off**

## Base station settings

---

Use the keys on the base station to carry out these settings.

### Setting the display contrast

---

You have a choice of five different contrast levels.

**Menu** → **Settings** → **Base** → **Display Contrast**

Select your preferred level and press **OK**.

### Changing the display language

---

You can view the display texts in different languages.

**Menu** → **Settings** → **Base** → **Language**  
→ **English/Español/Français**

Select a language and press **OK**.

### Changing the ring tone volume

---


- ▶ Use the volume keys and on the base station to adjust the volume of the base station ring tone.

## Changing ring tone melodies

You can use a registered Verizon V500H handset or the keys on the base station to enter this setting.

You can choose between 5 different melodies.

**Menu** → **Settings** → **Audio Settings**  
→ **Base Ring Tones**

 Select your preferred melody and press **OK**.

## System settings

The following base station settings can only be made using a registered Verizon V500H handset.

### Protecting against unauthorized access

Protect the system settings of the base station with a PIN known only to you. The system PIN must be entered when registering/de-registering a handset with/from the base station.

### Changing the system PIN

You can change the 4-digit system PIN set on the base station (default setting: 0000) to a 4-digit PIN known only to you.

#### Caution:

Do not forget the new system PIN! If you forget it, you must reset your phone to the default settings (see below).

**Menu** → **Settings** → **System** → **Change PIN**



Enter the old PIN and press **OK**.



Enter the new PIN and press **OK**.



To confirm, enter the new PIN again and press **OK**.

## Settings for connecting the base station to the PABX


The following settings are only needed when your PABX requires them. Please refer to the user guide of your PABX.

### Changing the dialing mode

The following dialing modes can be selected:


- ◆ Tone dialing (DTMF)
- ◆ Pulse dialing (DP)

**Menu** → **Settings** → **System** → **Dialing Mode** → **Line 1/Line 2** → **Tone/Pulse**

 Select the dialing mode and press **OK**.

### Setting the flash time

**Menu** → **Settings** → **System** → **Flash Time**  
→ **Line 1/Line 2** → **Short/Long**

 Select the flash time (**Short** = 80 ms, **Long** = 650 ms) and press **OK**.

### Switching temporarily to tone dialing (DTMF)

If your PABX still operates with pulse dialing (DP), but you need tone dialing (DTMF) for a connection (for example to listen to the network mailbox), you must switch to tone dialing for the call.

**Requirement:** You are conducting a call or have already dialed an external number.

**Menu** → **Tone Dialing**

**OK** Press the display key to confirm.

Tone dialing is now activated **for this call only**.

## Restoring the default settings

# Restoring the default settings

---

You can restore the default values for most settings. When resetting, all handsets remain registered and the directory will not be deleted.

- ▶ Perform the following on a registered handset Verizon V500H!

**Menu** → **Settings** → **System** → **Reset**

**OK**      Press the display key to confirm reset.

## Appendix

### Care

- ▶ Wipe the base station and handset with a **damp** cloth (do not use solvents) or an antistatic cloth.

**Never** use a dry cloth. This can cause static.

### Contact with liquid

If the handset has come into contact with liquid:

1. **Immediately switch the handset off and remove the batteries.**
2. Allow the liquid to drain from the handset.
3. Pat all parts dry, then place the handset, with the battery compartment open and the keypad facing down, in a dry, warm place **for at least 72 hours** (not in a microwave oven, convection oven, or similar place).
4. **Do not switch on the handset again until it has completely dried.**

When it has fully dried, you should be able to use it again normally.


### Questions and answers

If you have any questions about the use of your telephone, you can contact us at any time at [www.verizon.com](http://www.verizon.com)

The table below (page 31) contains a list of common problems and possible solutions.


## Troubleshooting

### The display is blank.

1. The handset is not switched on.
  - ▶ Press  and hold the End Call key.
2. The batteries are empty.
  - ▶ Charge or replace the batteries (page 8).

### The handset does not respond to a key press.

The keypad lock is activated.

- ▶ Press and **hold** the pound key  (page 1).

### Base Search and is flashing on the display screen.

1. The handset is outside the range of the base station.
  - ▶ Reduce the distance between handset/ base station.
2. The handset has been de-registered. **Please Register** is flashing on the display screen.
  - ▶ Register the handset (page 24).
3. The base station is not switched on.
  - ▶ Check the base station power cord (page 8).

### Handset does not ring.

The ring tone is switched off.

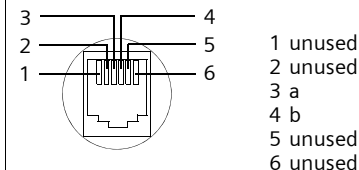
- ▶ Activate the ring tone (page 28).

### You cannot hear the ring tone/dialing tone.

Base station's phone cord has been replaced.

- ▶ When purchasing a new cord, make sure that it has the correct pin connections.

#### ▶ Correct phone jack assignment



### The other party cannot hear you.

You have pressed the  (INT) key. The handset is on hold.

- ▶ Switch the microphone on again (page 1).

### The incoming call number is not displayed although CID is set.

Caller ID is not enabled.

- ▶ The **caller** must ask the network provider to activate Caller ID (CID).

## Appendix

<p><b>You hear an error tone when keying an input.</b></p> <p>Action has failed/invalid input.</p> <ul style="list-style-type: none"> <li>▶ Repeat the operation.</li> </ul> <p>Watch the display and refer to the operating instructions, if necessary.</p>
<p><b>You cannot listen to messages left on the network mailbox.</b></p> <p>Your phone system is set for pulse dialing.</p> <ul style="list-style-type: none"> <li>▶ Set your phone system to tone dialing.</li> </ul>
<p><b>The Calls list does not indicate the correct time messages were received.</b></p> <p>The date/time is not set.</p> <ul style="list-style-type: none"> <li>▶ Set the date/time (page 9).</li> </ul>
<p><b>You hear an error beep from the answer machine during remote operation.</b></p> <p>The system PIN entered is incorrect.</p> <ul style="list-style-type: none"> <li>▶ Enter the system PIN again.</li> </ul>
<p><b>You cannot operate the answer machine using remote operation.</b></p> <p>Remote Access is not activated.</p> <ul style="list-style-type: none"> <li>▶ Activate Remote Access (see page 22)</li> </ul>
<p><b>The answer machine does not record messages/has switched to "announce only".</b></p> <p>Its memory is full.</p> <ul style="list-style-type: none"> <li>▶ Delete old messages.</li> <li>▶ Play back new messages and delete.</li> </ul>

## Specifications

### Recommended batteries

Nickel-metal hydride (NiMH):

The handset is supplied with the authorized AAA batteries.

### Handset operating times/charging times

Capacity	550 mAh
Standby time	Approx. 130 hours (5.5 days)
Talk time	Approx. 10 hours
Charge time	Approx. 10 hours

The operating and charge times apply only when using the recommended batteries.

### Base station power consumption

In standby mode: approx. 1.5 watts

During a call: approx. 2 watts

### General specifications

DECT 6.0	is supported
No. of channels	60 duplex channels
Radio frequency range	1920–1930 MHz
Duplex method	Time multiplex, 10-ms frame length
Channel grid	1728 kHz
Bitrate	1152 kbit/s
Modulation	GFSK
Language code	32 kbit/s
Transmission power	10 mW, average power per channel
Range	Up to 984 feet outdoors, up to 165 feet indoors
Base station power supply	110 V ~/60 Hz
Environmental operating conditions	+41°F to +113°F; 20% to 75% relative humidity
Dialing mode	DTMF (tone dialing)/DP (pulse dialing)



## FCC / ACTA Information

**Warning:** Changes or modifications to this unit not expressly approved by Siemens Cordless Products could void the FCC authority to operate the equipment. This includes the addition of any external antenna device.

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the bottom of the base station is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the telephone company. A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the 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. See installation instructions for details.

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g., 03 is a REN of 0.3). For earlier products, the REN is separately shown on the label.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance, that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary. The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service. If you experience trouble with this telephone system, disconnect it from the network until the problem has been

corrected or until you are sure that the equipment is not malfunctioning.

If trouble is experienced with this equipment, for repair or warranty information, please contact Verizon Support at 1-866 374 3864. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved. This equipment is of a type that is not intended to be repaired by the Customer (user).

This telephone system may not be used on coin service provided by the telephone company. Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information. Privacy of communications may not be ensured when using this phone.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

This telephone system equipment has been tested and found to comply with the limits for Class B digital device, pursuant to 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. These limits are designed to provide reasonable protection against harmful interference in a residential installation. Some cordless telephones operate at frequencies that may cause interference to nearby TV's and VCR's; to minimize or prevent such interference, the system base should not be placed near or on top of a TV or VCR; and, if interference is experienced, moving the base farther away from the TV or VCR will often reduce or eliminate the interference.

However, there is no guarantee that interference will not occur in a particular installation. If this telephone system does cause harmful interference to radio or television reception, which can be determined by turning the system off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

1. Reorient or relocate the receiving antenna.
2. Increase the separation between the base station and receiver.

## Appendix

3. Connect the base station into an outlet on a circuit different from that to which the receiver is connected.
4. Consult the dealer or an experienced radio TV technician for help.

### Notice for Direct Inward Dialing ("DID")

ALLOWING THIS EQUIPMENT TO BE OPERATED IN SUCH A MANNER AS TO NOT PROVIDE FOR PROPER ANSWER SUPERVISION AS A VIOLATION OF PART 68 OF THE FCC'S RULES.

### Notice to Hearing Aid Wearers:

This phone system is compatible with inductively coupled hearing aids.

### Power Outage:

In the event of a power outage, your cordless telephone will not operate. The cordless telephone requires electricity for operation. You should have a telephone that does not require electricity available for use during power outages.

### Notice:

The installation of the base unit should allow at least 8 inches between the base and persons to be in compliance with FCC RF exposure guidelines.

For body worn operation, the portable part (handset) has been tested and meets FCC RF exposure guidelines. Use with an accessory that contains metal parts may not ensure compliance with FCC RF exposure guidelines.

Notice to telephone company service:

If you need service from your telephone company, please provide them with the information

- Facility interface Code (FIC): 02LS2
- Service Order Code (SOC): 9.0Y
- Universal Service Order Code (USOC)  
Jack: RJ11C

as indicated on the label on the bottom side of the base station.

## Safety precautions

Before using your telephone equipment, basic safety instructions should always be followed to reduce the risk of fire, electric shock and injury to persons.

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on the product.
3. Unplug this product from the wall telephone jack and power outlet before cleaning. Do not use liquid cleaners or aerosol cleaners. Use damp cloth for cleaning.
4. Do not use this product near water, for example, near a bathtub, wash bowl, kitchen sink, or laundry tub, in a wet basement or near a swimming pool.
5. Place this product securely on a stable surface. Serious damage and/or injury may result if the unit falls.
6. Slots or openings in the cabinet and the back and bottom are provided for ventilation, to protect it from overheating. These openings must not be blocked or covered. This product should never be placed near or over a radiator or heat register, or in a place where proper ventilation is not provided.
7. This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply to your home, consult your dealer or local power company.
8. Do not place objects on the power cord. Install the unit where no one can step or trip on the cord.
9. Do not overload wall outlets and extension cords as this can result in the risk of fire or electric shock.
10. Never push objects of any kind into this product through cabinet slots as they may touch dangerous voltage points or short out parts that could result in the risk of fire or electric shock. Never spill liquid of any kind on this product.
11. To reduce the risk of electric shock or burns, do not disassemble this product. Take it to a qualified service center when service is required. Opening or removing covers may expose you to dangerous voltages, dangerous electrical current or other risks. Incorrect reassembly can cause electric shock when the appliance is subsequently used.
12. Unplug the product from the wall outlet and refer servicing to qualified service personnel under the following conditions:

- a.) When the power cord is damaged or frayed.
  - b.) If liquid has been spilled into the product.
  - c.) If the product has been exposed to rain or water.
  - d.) If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions because improper adjustment of other controls may result in damage and may require extensive work by a qualified technician to restore the product to normal operation.
  - e.) If the product has been dropped or physically has been damaged.
  - f.) If the product exhibits a distinct change in performance.
13. Avoid using a telephone (other than a cordless type) during a thunderstorm. There may be a remote risk of electrical shock from lightning. Therefore we suggest a surge arrestor.
14. Do not use the telephone to report a gas leak in the vicinity of the leak.
15. Emergency/911 numbers may not be dialed if the keypad is locked.

charge the batteries with any means other than that specified in the users manual.

7. Periodically clean the charge contacts on both the charger and handset.

## BATTERY SAFETY PRECAUTIONS

To reduce the risk of fire, injury or electric shock, and to properly dispose of batteries, please read and understand the following instructions.

CONTAINS ALKALINE NICKEL METAL HYDRIDE BATTERY. BATTERY MUST BE RECYCLED OR DISPOSED OF PROPERLY. DO NOT DISPOSE OF IN MUNICIPAL WASTE.

1. Only use the batteries specified for use with this product.
2. DO NOT USE ALKALINE NICKEL CADMIUM OR ALKALINE LITHIUM BATTERIES, or mix batteries of different sizes or from different manufacturers in this product. DO NOT USE NONRECHARGEABLE BATTERIES.
3. Do not dispose of the batteries in a fire; the cells may explode. Do not expose batteries to water. Check with local codes for special disposal instructions.
4. Do not open or mutilate the batteries. Released electrolyte is corrosive and may cause damage to the eyes or skin. The electrolyte may be toxic if swallowed.
5. Exercise care in handling the batteries in order not to short the batteries with conducting materials such as rings, bracelets, and keys. The batteries or conducting material may overheat and cause burns or fire.
6. Charge the batteries provided with, or identified for use with, this product only in accordance with the instructions and limitations specified in the user's manual. Do not attempt to

## Appendix

# Service (Customer Care)

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**Customer Care Warranty for Cordless Products**  
**To obtain Customer Care Warranty service,**  
**product operation information, or for problem resolution, call:**  
**Toll Free: 1-866-374-3864**  
**9:00 a.m. – 5:00 p.m. Monday-Saturday**

## System Information

---

When talking to the Customer Care service on the telephone, you may be asked for the system information of your telephone.

While on the telephone, do the following:

**Menu** →  → **System Info**

### Operation Hours


Select entry and press **OK**.

The number of hours your system has been operating.

**Back** Press display key.

### HS S/W Version


Select entry and press **OK**.

The software version of the handset is displayed. Use  to scroll through complete information.

**Back** Press display key.

### Base S/W Ver.

Select entry and press **OK**.

The software version of the base station is displayed. Use  to scroll through complete information.

**Back** Press the display key three times to return to the usual telephone mode.

## End-user limited warranty

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The Verizon brand and the Verizon trademark are used under license. This product is covered by a one year limited warranty. Any repair replacement or warranty service, and all questions about this product should be directed to: 1-866-374-3864.

This limited, non-transferable warranty is provided to the original buyer/end-consumer ("you") for systems, handsets and accessories (collectively, "Product") provided by Siemens Home and Office Communication Devices LLC ("Siemens"). Siemens warrants to you that at the date of purchase, the product is free of defects in workmanship and materials and the software included in the Product will perform in substantial compliance to its program specifications.

### 1. WARRANTY PERIOD

The Product warranty period is one (1) year from the original date of purchase by you. Proof of purchase (e.g., sales slip or invoice) must be provided with any Product returned during the warranty period. Batteries supplied with the Products are warranted to be free from defects at the time of purchase only.

### 2. EXCLUSIVE REMEDY

Siemens' entire liability and your exclusive remedy if the Product is defective in materials or workmanship during the warranty period and is returned shall be that the Product will be repaired or replaced as set forth in Section 4 below. Reconditioned replacement components, parts or materials may be used in the replacement or repair. Data in the memory of the Product may be lost during repair.

### 3. THIS LIMITED WARRANTY DOES NOT COVER AND IS VOID WITH RESPECT TO THE FOLLOWING:

- Cosmetic damage, physical damage to the surface of the Product, including, without limitation, breakage, cracks, dents, scratches or adhesive marks on the LCD screen or outside casing of the Product.
- Products which have been repaired, maintained or modified (including the antenna) by anyone other than Siemens or a Siemens-approved repair facility, or that have been improperly installed.
- Cost of installation, removal or reinstallation.
- Damage due to any telephone, electronic, hardware or software program, network, Internet or computer malfunctions, failures, or difficulties of any kind, including without limitation, server failure or incomplete, incorrect, garbled or delayed computer transmissions.
- Equipment and components not manufactured, supplied or authorized by Siemens.
- Modification of the Product's components, or operation of the Product in an unsuitable environment or in a manner for which it is not intended, including but not limited to failures or defects caused by misuse, abuse, accidents, physical damage, abnormal operation, improper handling or storage, neglect, alterations, unauthorized installation, removal or repairs, failure to follow instructions, problems caused by the carrier's network coverage, exposure to fire, water or excessive moisture or dampness, floods, or extreme changes in climate or temperature, acts of God, riots, acts of terrorism, spills of food or liquids, viruses or other software flaws introduced into the Product, or other acts which are not the fault of Siemens and which the Product is not specified to tolerate, including damage caused by mishandling or blown fuses.
- Products which have had warranty stickers, electronic serial number and/or serial number label removed, altered, rendered illegible or fraudulently applied to other equipment.
- Signal reception problems (unless caused by defect in material or workmanship in the Product).
- Products operated outside published maximum ratings.
- Performance of the Products when used in combination with other products or equip-

ment not manufactured, supplied or authorized by Siemens.

- Consumables (such as batteries and fuses).
- Payments for labor or service to representatives or service centers not authorized to perform product maintenance by Siemens.
- Loss of data.
- Testing and examination discloses that the alleged defect or malfunction in the Product does not exist.

This warranty does not cover customer education, instruction, installation or removal, set up adjustments, problems related to service(s) provided by a carrier or other service provider, and/or signal reception problems. Siemens shall not be responsible for software, firmware, information, or memory data contained in, stored on, or integrated with any Products returned for repair, whether under warranty or not.

This warranty is valid only in the United States.

#### USE WITH ACCESSORIES NOT SUPPLIED BY SIEMENS OR NOT OTHERWISE EXPRESSLY AUTHORIZED BY SIEMENS MAY VOID WARRANTY.

### 4. WARRANTY CLAIM PROCEDURE

All warranty claims must be made by notifying Siemens prior to the expiration of the warranty period. Siemens' obligation to provide warranty support shall not extend past the end of the warranty period, except that any product repaired or replaced during the warranty period shall continue to be warranted for the balance of such warranty period or thirty (30) days, whichever is greater.

Throughout the warranty period, Verizon Support will be available Monday through Saturday from 9:00 a.m. to 5:00 p.m., excluding National holidays. Support service will be provided for you by accessing toll free customer service number:

**1-866-374-3864**

### 5. LIMITATION OF WARRANTY

Siemens makes no warranty or representation that the software in the Products will meet your requirements or will work in combination with any hardware or applications software products provided by third parties, that the operation of

## Appendix

the software will be uninterrupted or error free, or that all defects in the software products will be corrected.

### 6. LIMITATION ON REMEDIES; NO CONSEQUENTIAL OR OTHER DAMAGES

Your exclusive remedy for any breach of this limited warranty is as set forth above. Except for any refund elected by Siemens, **YOU ARE NOT ENTITLED TO ANY DAMAGES, INCLUDING BUT NOT LIMITED TO CONSEQUENTIAL DAMAGES**, if the Product does not meet the limited warranty, and, to the maximum extent allowed by applicable law, even if any remedy fails of its essential purpose. The terms below ("Exclusion of Incidental, Consequential and Certain Other Damages") are also incorporated into this limited warranty. Some states/jurisdictions do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you. This limited warranty gives you specific legal rights. You may have others which vary from state/jurisdiction to state/jurisdiction.

### 7. DISCLAIMER OF WARRANTIES

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