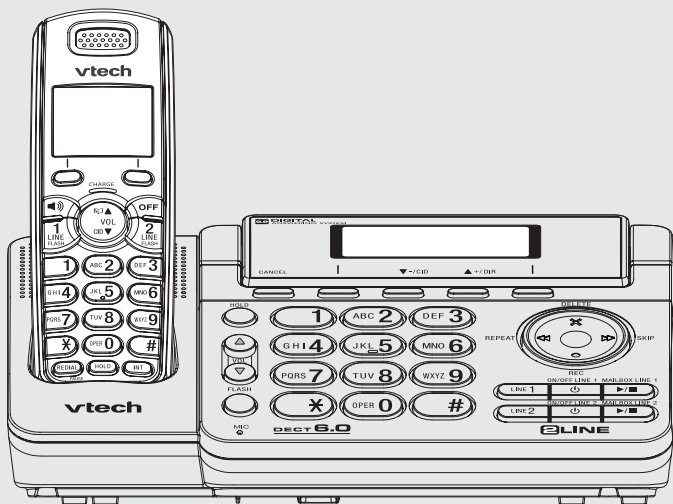# vtech®

Innovation Beyond Technology℠

User's manual

www.vtechphones.com

Model: DS6151

DECT **6.0**

Congratulations

on purchasing your new VTech product. Before using this telephone, please read the **Important safety instructions** on page 72 of this manual.

This manual has all the feature operations and troubleshooting necessary to install and operate your new VTech telephone. Please review this manual thoroughly to ensure proper installation and operation of this innovative and feature rich VTech product. For support, shopping, and everything new at VTech, visit our website at www.vtechphones.com.

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

ENERGY STAR

Compatible with Hearing Aid T-Coil

T

TIA-1083

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.

Table of contents

Getting started

Parts checklist

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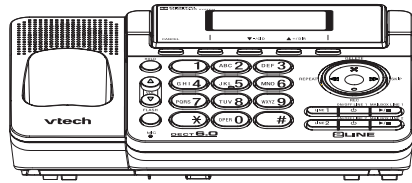
Telephone base

Handset

Telephone line cords

Battery compartment cover
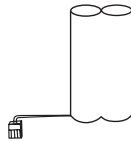
Battery
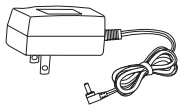
Telephone base power adapter
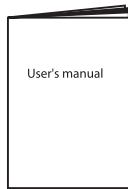
User's manual
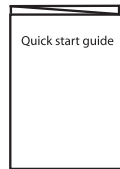
Quick start guide

note To purchase replacement batteries or power adapters, visit our website at www.vtechphones.com or call 1 (800) 595-9511.

Getting started

Telephone base installation

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

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

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

Telephone base power adapter

Telephone wall jack

Electrical outlet not controlled by a wall switch

If you have DSL high-speed Internet service, a DSL filter (not included) is required.

Telephone line cord

Use Only Supplied Adapter

DC 6V   LINE 1/L1+L2   LINE 2

Telephone base
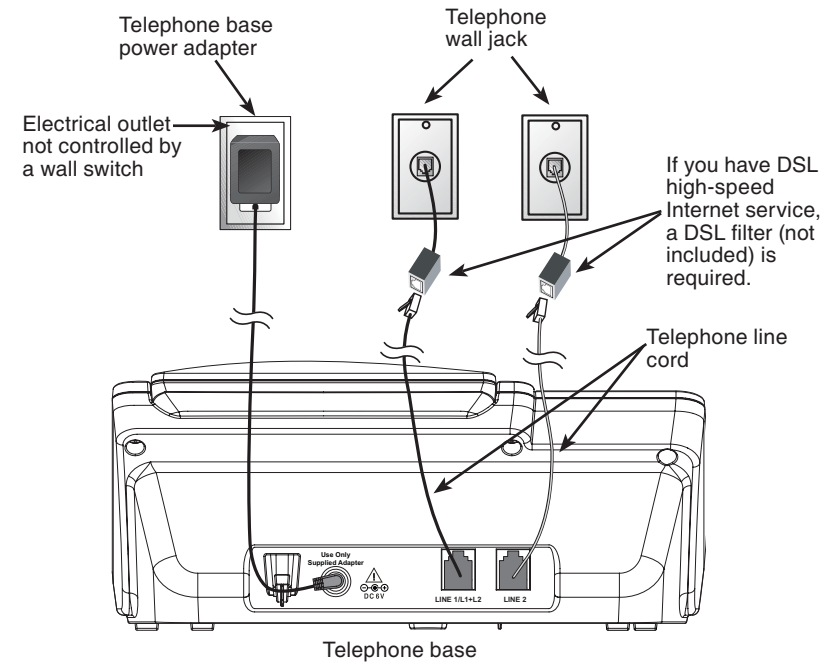
note
- Use only the power adapters supplied with this product. To order a replacement, visit our website at www.vtechphones.com or call 1 (800) 595-9511.
- The power adapters are intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling or an under-the-table/cabinet outlet.

Getting started

Battery installation

Install the battery as shown below.

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

CHARGE light

Red Black
wire wire

note
- If the handset will not be used for a long time, disconnect and remove the battery to prevent any possible leakage.
- To purchase replacement battery, visit our website at www.vtechphones.com or call 1 (800) 595-9511.

Getting started

Battery charging

Once you have installed the battery, the screen indicates the battery status (see the table below). If necessary, place the handset inthe telephone base to charge the ba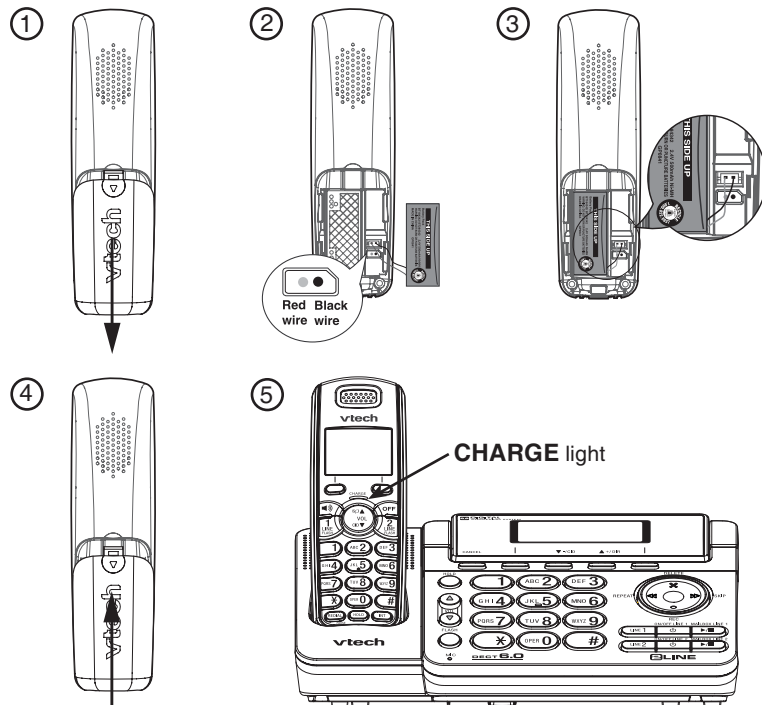ttery. For best performance, keep the handset in teh telephone base when not in use. The battery is fully charged after 16 hours of continuous charging. See the table on for battery operating times.

If the screen is blank, you need to charge the handset without interruption for at least 10 minutes to give the handset enough charge to use the telephone for a short time. The handset beeps and shows Low battery. If you are on a call in low battery mode, the handset beeps every minutes.

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

Battery indicators	Battery status	Action
The screen is blank.	Battery has no charge and the handset cannot be used.	Charge without interruption until the screen shows **Low battery** (at least 10 minutes).
The screen shows **Place in charger** and [] flashes.	Battery has very little charge and the handset cannot be used.	Charge without interruption until the screen shows **Low battery** (about four minutes).
The screen shows **Low battery**, [] flashes, and the handset beeps.	Battery has enough charge to be used for a short time.	Charge without interruption until the screen shows **HANDSET X** (about one hour).
The screen shows **HANDSET X**.	Battery is charged.	To keep the battery charged, place it in the telephone base when not in use.

Getting started

Handset layout

Softkeys (2)

Press to select a menu item displayed above the key.

◀)) (Speakerphone)

Press to switch between speakerphone and handset (page 30).

▤ ▲ / VOL (Directory/volume)

Press to enter the directory when the telephone is not in use (page 37).

While in a menu, press to scroll up.

During a call, press to increase the listening volume (page 30).

CID ▼ / VOL (caller ID/volume)

Press to review the call log when the telephone is not in use (page 48).

While in a menu, press to scroll down.

During a call, press to decrease the listening volume (page 30).

1

While reviewing a call log entry, press repeatedly to add or remove 1 in front of the telephone number before dialing or saving it in the directory (page 48).

REDIAL/PAUSE

Press to review the redial list (page 33).

While dialing or entering numbers into the directory, press and hold to insert a dialing pause (page 40).
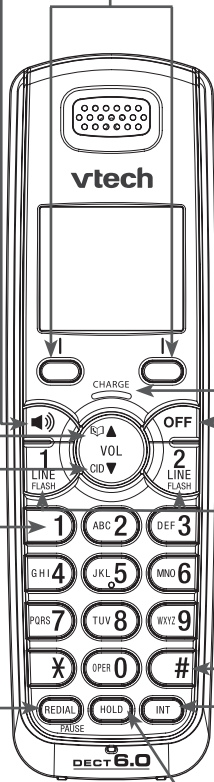
CHARGE light

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

OFF

During a call, press to hang up (page 29).

While the handset is ringing, press to silence the ringer temporarily (page 29).

Press and hold while the telephone is not in use to erase the missed calls indicator (page 48).

During programming, press to exit without making changes.

1 LINE/FLASH, 2 LINE/FLASH

Press **1 LINE/FLASH** to make or answer a call on line 1. During a call, press to receive an incoming call on line 1 when you receive a call waiting alert (page 29).

Press **2 LINE/FLASH** to make or answer a call on line 2. During a call, press to receive an incoming call on line 2 when you receive a call waiting alert (page 29).

#

Press repeatedly to show other dialing options when reviewing a call log entry (page 48).

INT (intercom)

Press to initiate an intercom conversation or transfer a call (page 35).

HOLD

Press to put a call on hold (page 35).

5

Getting started

Telephone base layout
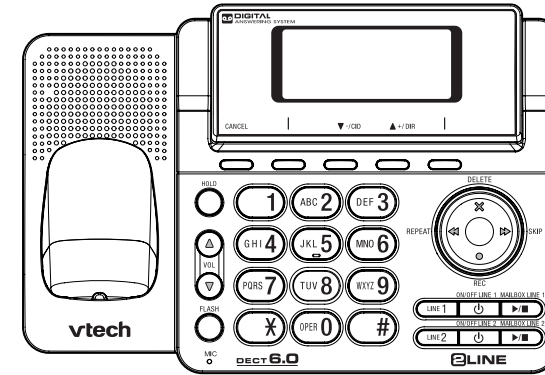
▼ -/CID (volume/caller ID)

During a call, press to decrease the listening volume (page 30).

While in a menu, press to scroll down.

Press to review the call log when the telephone is not in use (page 48).

CANCEL

While the telephone base is ringing, press to silence the ringer temporarily (page 29).

Press and hold while the telephone is not in use to erase the missed calls indicator (page 48).

While in a menu, press to exit without making changes or press and hold to return to idle mode.

▲ +/DIR (volume/Directory)

During a call, press to increase the listening volume (page 30).

While in a menu, press to scroll up.

Press to enter the directory when the telephone is not in use (page 37).

Softkeys (4)

Press to select a menu item displayed above the key.

6

Getting started

Telephone base layout

HOLD

Press to put a call on hold (page 47).
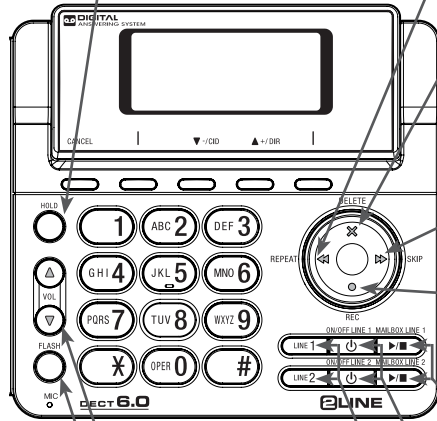
FLASH

During a call, press to receive an incoming call if you subscribe to call waiting (page 47).

VOL

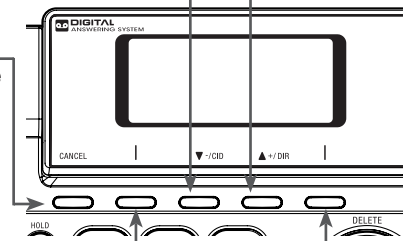Press to adjust the speakerphone volume (if speakerphone is on), message playback volume (during playback), or telephone base volume (when on a call).

◄◄/REPEAT

Press to repeat a message or press twice to play the previous message (page 47).

X/DELETE

Press to delete the message currently playing (page 47).

When the phone is not in use, press twice to delete all previously reviewed messages (page 54).

►►/SKIP

Press to skip to the next message (page 47).

●/REC

Press to record a memo, a telephone conversation (page ??), or an outgoing announcement (page ??)

►/■/MAILBOX LINE 1, ►/■/MAILBOX LINE 2

Press to start or stop message playback in the mailbox line 1 or line 2 (page 63).

⏻/ ON/OFF LINE 1, ⏻/ ON/OFF LINE 2

Press to turn the answering machine of line 1 or line 2 on or off (page 63).

LINE 1, LINE 2

Press to make or answer a call on line 1 or line 2 (page 63).

Handset settings

Settings

In the **Settings** menu, you can change and edit the handset settings of language, voicemail indicator, key tone, speaker button, set date and time, and home area code.

1. Press the **MENU** softkey to show the menu when the handset is not in use.
2. Press ▲ or ▼ to scroll to the item to be changed.
3. Press the **OK** softkey to select the highlighted item.

note To cancel an operation, press the **BACK** softkey to previous menu or exit the menu display, press **OFF**.

```
   Handset 1

12:45am    03/31
              MENU
```

LCD Language

You can select English, Français or Español to be used in all screen displays.

To select a langugage:

1. Press the **MENU** softkey to show the menu when the handset is not in use.
2. Press ▲ or ▼ to select **>Settings**, then press the **OK** softkey.
3. Press ▲ or ▼ to select **>LCD Language**, then press the **OK** softkey.
4. Press ▲ or ▼ to chosse from **English**, **Français** or **Español**. Press the **SET** softkey to save or press the **BACK** softkey to exit to previous menu.

```
 Directory
 Call Log
 Ringers
>Settings
BACK        OK
```

```
   SETTINGS
>LCD Language
 Clr Voicemail
 Key Tone
BACK        OK
```

```
  LCD Language
>English
 Français
 Español
BACK       SET
```

Handset settings

Clear Voicemail Indicator

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

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

Use the **Clear Voicemail Indicator** feature when the telephone incorrectly indicates that there is new voicemail (for example, when you have accessed your voicemail while away from home). Clearing the voicemail waiting indicator only turns off the indicators; it does not delete your voicemail messages. As long as you have new voicemail messages, your telephone service provider continues to send the signal to turn on the indicators.

```
Directory
Call Log
Ringers
>Settings
BACK      OK
```

```
SETTINGS
>Clr Voicemail
Key Tone
Speaker Button
BACK      OK
```

To manually turn off these indicators:

1. Press the **MENU** softkey to show the menu when the handset is not in use.
2. Press ▲ or ▼ to select **>Settings**, then press the **OK** softkey.
3. Press ▲ or ▼ to select **>Clr Voicemail Indicator**, then press the **OK** softkey.
4. Press ▲ or ▼ to choose from **Line1**, **Line 2**, or **Line 1 & 2**, then press the **SET** softkey. The screen shows **Turn Off Indicator?**
5. Press the **YES** softkey to confirm or press the **NO** softkey to exit to the previous menu.

```
Clear Voicemail
Indicator:
>Line 1
 Line 2
BACK      SET
```

```
Turn Off
Indicator?

YES       NO
```

note
- Your telephone service provider might alert you of new messages with a stutter (broken) dial tone. Contact your service provider for details.
- Voicemail is different from answering system messages recorded in your answering system. For more information about the difference, see page 52.

Handset settings

Key Tone

You can turn the **Key Tone** feature on or off.

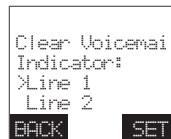**To change the settings:**

1. Press the **MENU** softkey to show the menu when the handset is not in use.
2. Press ▲ or ▼ to select **>Settings**, then press the **OK** softkey.
3. Press ▲ or ▼ to select **>Key Tone**, then press the **OK** softkey.
4. Press ▲ or ▼ to choose **ON** or **OFF**, then press the **SET** softkey to save or press the **BACK** softkey to exit to the previous menu.

```
SETTINGS
Clr Voicemail
>Key Tone
Speaker Button
BACK      OK
```

```
KEY TONE
>On
 OFF

BACK      SET
```

Set date/time

The answering system announces the day and time of the message prior to playing it. Before using the answering system, set the date and time as follows. If you subscribe to caller ID service, the day, month and time are set automatically with each incoming call. However, the year must be correct so that the day of the week can be calculated from the caller ID information.

```
SETTINGS
Speaker Button
>Set Date/Time
Home Area Code
BACK      OK
```

To adjust the date and time:

1. Press the **MENU** softkey to show the menu when the handset is not in use.
2. Press ▲ or ▼ to select **>Settings**, then press the **OK** softkey.
3. Press ▲ or ▼ to select **>Set Date/Time**, then press the **OK** softkey.
4. Press the dialing keys (**0**-**9**) to enter a two-digit number or press ▼ or ▲ until the screen displays the correct value. Press the **OK** softkey to advance.
5. Repeat step 3 until the date and time are set.
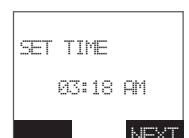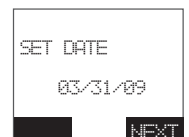
```
SET DATE

03/31/09

          NEXT
```

```
SET TIME

03:18 AM

          NEXT
```

note If the date and time are not set, the system announces, *"Time and day not set,"* before each message plays.

Handset settings

Home Area Code

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

To set the Home Area Code:

1. Press the **MENU** softkey to show the menu when the handset is not in use.
2. Press ▲ or ▼ to select **>Settings**, then press the **OK** softkey.
3. Press ▲ or ▼ to select **>Home Area Code**, then press the **OK** softkey. The stored home area code appears with the last digit flashing.
4. Use the dialing keys to enter the desired home area code.
   • Press the **BKSP** softkey to delete a digit.
   • Press and hold the **BKSP** softkey to delete the entire entry.
5. Press the **SET** softkey to confirm.

```
      SETTINGS
  Speaker Button
  Set Date/Time
 >Home Area Code
 BACK        OK
```

```
 HOME AREA CODE

            800

 BKSP       SET
```

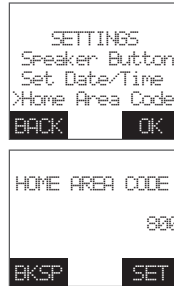**note** If, in the future, your telephone service provider requires you to dial the area code when making a local call, or, if you move to a location that requires it, delete the home area code you have already programmed following the steps above. After you have deleted the home area code, _ _ _ will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

Handset settings

Ringers

In the **Ringers** menu, you can adjust the ringer volume and select the ringer melody of each telephone line.

Ringer Volume

You can adjust the ringer volume or turn the ringer off.

To adjust the handset ringer volume:

1. Press the **MENU** softkey to show the menu when the handset is not in use.
2. Press ▲ or ▼ to select **>Ringers**, then press the **OK** softkey.
3. Press ▲ or ▼ to select **>Ringer Volume,** then press the **OK** softkey.
4. To set the volume for **Line 1**, press ▲ or ▼ to choose **Line 1**.

   -OR-

   To set the volume for **Line 2**, press ▲ or ▼ to choose **Line 2**.

   -OR-

   To set the volume for **Lines 1 & 2**, press ▲ or ▼ to choose **Lines 1 & 2**.

   Then press the **OK** softkey.
5. Press ▲ or ▼ to adjust the volume. A sample of each ringer volume plays as you scroll through the choices.
6. Press the **SET** softkey to confirm your selection.

```
 Answering Sys
 Directory
 Call Log
 >Ringers
 BACK        OK
```

```
     RINGERS
 >Ringer Volume
  Ringer Melody

 BACK        OK
```

```
 RINGER VOLUME
 >Line 1
  Line 2
  Lines 1 & 2
 BACK        OK
```

```
 LINE 1 RINGER



 OFF        SET
```
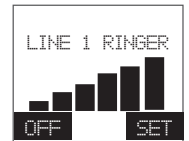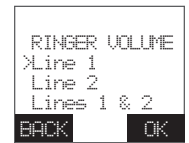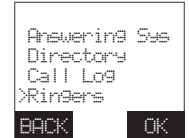
note • Setting the volume to the lowest level turns off the ringer. A ringer off icon 🔕 appears.
• See page 53 to set the telephone base ringer volume.

Handset settings

Ringer Melody

You can select the ringer melody.

To change the handset ringer melody:

1. Press the **MENU** softkey to show the menu when the handset is not in use.
2. Press ▲ or ▼ to select **>Ringers**, then press the **OK** softkey.
3. Press ▲ or ▼ to select **>Ringer Melody,** then press the **OK** softkey.
4. To set the melody for **Line 1**, press ▲ or ▼ to choose **Line 1**.

   -OR-

   To set the melody for **Line 2**, press ▲ or ▼ to choose **Line 2**.

   -OR-

   To set the melody for **Lines 1 & 2**, press ▲ or ▼ to choose **Lines 1 & 2**.

   Then press the **OK** softkey.
5. Press the **SET** softkey to confirm or press the **BACK** softkey to exit to the previous menu.

```
Answering Sys
Directory
Call Log
>Ringers
BACK        OK
```

```
  RINGERS
Ringer Volume
>Ringer Melody
BACK        OK
```

```
 RINGER MELODY
Line 1
Line 2
Lines 1 & 2
BACK        OK
```

```
RINGER MELODY
2


BACK        SET
```
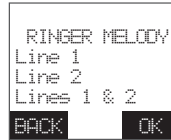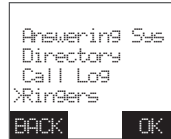
Telephone base settings

Settings

In the **Settings** menu, you can change and edit the telephone base settings of language, voicemail indicator, key tone, set date and time, and home area code.

1. Press the **MENU** softkey to show the menu when the telephone bse is not in use.
2. Press ▼-/CID or ▲+/DIR to scroll to the item to be changed.
3. Press the **OK** softkey to select the highlighted item.

```
12:45am    03/31
              MENU
```

note To cancel an operation, press the **BACK** softkey to previous menu or press **CANCEL** to exit the menu display.

LCD Language

You can select English, Français or Español to be used in all screen displays.

To select a langugage:

1. Press the **MENU** softkey to show the menu when the telephone base is not in use.
2. Press ▼-/CID or ▲+/DIR to select **>Settings**, then press the **OK** softkey.
3. Press ▼-/CID or ▲+/DIR to select **>LCD Language**, then press the **OK** softkey.
4. Press ▼-/CID or ▲+/DIR to choose from **English**, **Françaois** or **Español**, then press the **SET** softkey to save or press the **BACK** softkey to exit to previous menu.

```
Call Log
Ringers
>Settings
BACK        OK
```

```
  SETTINGS
>LCD Language
Clr Voicemail
BACK        OK
```

```
  LCD LANGUAGE
>English
 Français
BACK        SET
```

Telephone base settings

Clear Voicemail Indicator

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

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

Use the clear voicemail feature when the telephone incorrectly indicates that there is new voicemail (for example, when you have accessed your voicemail while away from home). Clearing the voicemail waiting indicator only turns off the indicators; it does not delete your voicemail messages. As long as you have new voicemail messages, your telephone service provider continues to send the signal to turn on the indicators.

To manually turn off these indicators:

1. Press the **MENU** softkey to show the menu when the telephone base is not in use.

2. Press ▼-**/CID** or ▲+**/DIR** to select **>Settings**, then press the **OK** softkey.

3. Press ▼-**/CID** or ▲+**/DIR** to select **>Clr Voicemail Indicator**, then press the **OK** softkey.

4. Press ▼-**/CID** or ▲+**/DIR** to choose from **Line1**, **Line 2**, or **Line 1 & 2**, then press the **SET** softkey. The LCD screen shows **TURN OFF INDICATOR?**

5. Press the **YES** softkey to confirm or press the **NO** softkey to exit to the previous menu.

```
Call Log
Ringers
>Settings
BACK          OK
```

```
       SETTINGS
LCD Language
>Clr Voicemail
BACK          OK
```

```
  CLEAR INDICATOR
>Line 1
 Line 2
BACK         SET
```

```
    Turn Off
   Indicator?

YES          NO
```

note • Your telephone service provider might alert you of new messages with a stutter (broken) dial tone. Contact your service provider for details.
• Voicemail is different from answering system messages recorded in your answering system. For more information about the difference, see page 52.

Telephone base settings

Key Tone

You can turn the **Key Tone** feature on or off.

To change the settings:

1. Press the **MENU** softkey to show the menu when the telephone base is not in use.

2. Press ▼-**/CID** or ▲+**/DIR** to select **>Settings**, then press the **OK** softkey.

3. Press ▼-**/CID** or ▲+**/DIR** to select **>Key Tone**, then press the **OK** softkey.

4. Press ▼-**/CID** or ▲+**/DIR** to choose **ON** or **OFF**, then press the **SET** softkey to save or press the **BACK** softkey to exit to the previous menu.

```
       SETTINGS
 Clr Voicemail
>Key Tone
BACK          OK
```

```
      KEY TONE
>ON
 OFF
BACK         SET
```
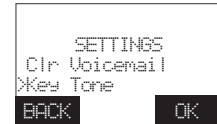
Telephone base settings

Set Date/Time

The answering system announces the day and time of the message prior to playing it. Before using the answering system, set the date and time as follows. If you subscribe to caller ID service, the day, month and time are set automatically with each incoming call. However, the year must be correct so that the day of the week can be calculated from the caller ID information.

To adjust the date and time:

1. Press the **MENU** softkey to show the menu when the telephone base is not in use.
2. Press ▼**-/CID** or ▲**+/DIR** to select **>Settings**, then press the **OK** softkey.
3. Press ▼**-/CID** or ▲**+/DIR** to select **>Set Date/Time**, then press the **OK** softkey.
4. Press the dialing keys (**0-9**) to enter a two-digit number or press ▼**-/CID** or ▲**+/DIR** until the screen displays the correct value. Press the **SET** softkey to advance.
5. Repeat step 3 until the date and time are set.

```
     SETTINGS
 Key Tone
>Set Date/Time
 BACK          OK
```

```
SET DATE
    03/31/09
    MM/DD/YY

              SET
```

```
SET TIME
    03:18 AM


              SET
```

note If the date and time are not set, the system announces, *"Time and day not set,"* before each message plays.

Telephone base settings

Home Area Code

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

To set the Home Area Code:

1. Press the **MENU** softkey to show the menu when the telephone base is not in use.
2. Press ▼**-/CID** or ▲**+/DIR** to select **>Settings**, then press the **OK** softkey.
3. Press ▼**-/CID** or ▲**+/DIR** to select **>Home Area Code**, then press the **OK** softkey. The stored home area code appears with the last digit flashing.
4. Use the dialing keys to enter the desired home area code.
   - Press the **BKSP** softkey to delete a digit.
   - Press and hold the **BKSP** softkey to delete the entire entry.
5. Press the **SET** softkey to confirm.

```
     SETTINGS
 Set Date/Time
>Home Area Code
 BACK          OK
```

```
HOME AREA CODE
             800

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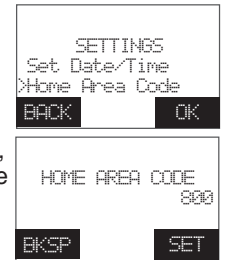
note If, in the future, your telephone service provider requires you to dial the area code when making a local call, or, if you move to a location that requires it, delete the home area code you have already programmed following the steps above. After you have deleted the home area code, _ _ _ will appear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

Telephone base settings

Ringers

In the **Ringers** menu, you can adjust the ringer volume and select the ringer tone of each telephone line.

Ringer Volume

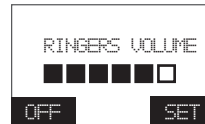You can adjust the ringer volume or turn the ringer off.

To adjust the telephone base ringer volume:

1. Press the **MENU** softkey to show the menu when the telephone base is not in use.
2. Press ▼**-/CID** or ▲**+/DIR** to select **>Ringers**, then press the **OK** softkey.
3. Press ▼**-/CID** or ▲**+/DIR** to select **>Ringer Volume,** then press the **OK** softkey.
4. To set the volume for **Line 1**, press ▼**-/CID** or ▲**+/DIR** to choose **Line 1**.

    -OR-

    To set the volume for **Line 2**, press ▼**-/CID** or ▲**+/DIR** to choose **Line 2**.

    -OR-

    To set the volume for **Lines 1 & 2**, press ▼**-/CID** or ▲**+/DIR** to choose **Lines 1 & 2**.
    Then press the **OK** softkey.
5. Press ▼**-/CID** or ▲**+/DIR** to adjust the volume. A sample of each ringer volume plays as you scroll through the choices.
6. Press the **SET** softkey to confirm your selection.

```
Directory
Call Log
>Ringers
BACK              OK
```

```
     RINGERS
>Ringer Volume
 Ringer Tone
BACK              OK
```

```
   RINGERS VOLUME
>Line 1
 Line 2
BACK              OK
```

```
   RINGERS VOLUME

  ■■■■■□

OFF              SET
```

note
- Setting the volume to the lowest level turns off the ringer. A ringer off icon ⌀ appears.
- See page 53 to set the telephone base ringer volume.

Telephone base settings

Ringer Melody

You can select the ringer melody.

To change the telephone base ringer melody:

1. Press the **MENU** softkey to show the menu when the telephone base is not in use.
2. Press ▼**-/CID** or ▲**+/DIR** to select **>Ringers**, then press the **OK** softkey.
3. Press ▼**-/CID** or ▲**+/DIR** to select **>Ringer Melody,** then press the **OK** softkey.
4. To set the melody for **Line 1**, press ▼**-/CID** or ▲**+/DIR** to choose **Line 1**.

    -OR-

    To set the melody for **Line 2**, press ▼**-/CID** or ▲**+/DIR** to choose **Line 2**.

    -OR-

    To set the melody for **Lines 1 & 2**, press ▼**-/CID** or ▲**+/DIR** to choose **Lines 1 & 2**.
    Then press the **OK** softkey.
5. Press the **SET** softkey to confirm or press the **BACK** softkey to exit to the previous menu.

```
Directory
Call Log
>Ringers
BACK              OK
```

```
     RINGERS
>Ringer Volume
 Ringer Melody
BACK              OK
```

```
   RINGERS MELODY
>Line 1
 Line 2
BACK              OK
```

```
   RINGERS MELODY
>Tone 1
 Tone 2
BACK              SET
```

Answering

Answering system set up

For each telephone line, you can change the settings of the answering system in the **Ans Sys Setup** with either your handset or telephone base.

Answer ON/OFF

You must turn on the answering system for answering and recording messages.

To turn the answering system on or off :

Using the telephone base:

1. Press **ON/OFF LINE 1/** and/or **ON/OFF LINE 2/** to turn on the answering system. The LCD screen will display **Mailbox 1 is On** and/or **Mailbox 2 is On** respectively. The **ON/OFF LINE 1/** light and/or **ON/OFF LINE 2/** light will be on respectively.

2. Press **ON/OFF LINE 1/** and/or **ON/OFF LINE 2/** to turn off the answering system. The LCD screen will display **Mailbox 1 is Off** and/or **Mailbox 2 is Off** respectively. The **ON/OFF LINE 1/** light and/or **ON/OFF LINE 2/** light will be off respectively.

Using the handset:

1. Press the **MENU** softkey to show the menu when the handset is not in use.

2. Press ▲ or ▼ to select **>Answering Sys**, then press the **OK** softkey.

3. To turn on or off the answering system of Line 1, press ▲ or ▼ to select **>Line 1**.

   -OR-

   To turn on of off the answering system of Line 2, press ▲ or ▼ to select **>Line 2**.

   Then press the **OK** softkey.

4. Press ▲ or ▼ to select **>Ans Sys Setup**, then press the **OK** softkey.

5. Press ▲ or ▼ to select **>ON** or **>OFF,** then press the **SET** softkey.

6. The screen will display the **Ans ON 1** icon or the **Ans ON 2** icon when the answering system of Line 1 or Line 2 is turned on respectively. The **Ans ON 1** icon or the **Ans ON 2** will disappear when the answering system of Line 1 or Line 2 is turned off respectively.

7. The screen will display the **Ans On 12** icon when the answering systems of both Line 1 and Line 2 are turned on. The **Ans On 12** icon will disappear when both answering systems are turned off.
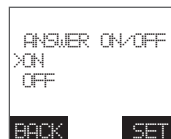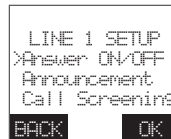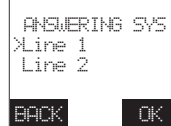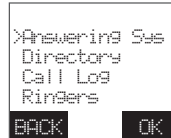
Answering System Settings

Announcement

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

Play your announcement

Using the telephone base:

1. Press the **MENU** softkey when the telephone base is not in use.

2. Press ▼-/CID or ▲+/DIR to select **>Answering Sys**, then press the **OK** softkey.

3. To play your announcement on Line 1, press ▼-/CID or ▲+/DIR to select **>Line 1.**

   -OR-

   To play your announcement on Line 2**,** press ▼-/CID or ▲+/DIR to select **>Line 2.**

   Then press the **OK** softkey.

4. Press ▼-/CID or ▲+/DIR to select **>Announcement**, then press the **OK** softkey.

5. The telephone base announces, *"To play, press 2. To record, press 7."* Press **2** to play or press the **BACK** softkey to exit to the previous menu.

Using the handset:

1. Press the **MENU** softkey to show the menu when the handset is not in use.

2. Press ▲ or ▼ to select **>Answering Sys**, then press the **OK** softkey.

3. To play your announcement on Line 1, press ▼ or ▲ to select **>Line 1**.

   -OR-

   To play your announcement on Line 2**,** press ▼ or ▲ to select **>Line 2**

   Then press the **OK** softkey.

4. Press ▲ or ▼ to select **>Announcement**, then press the **OK** softkey.

5. The handset announces, *"To play, press 2. To record, press 7."* Press **2** to play or press the **BACK** softkey to exit to the previous menu.

Answering System Settings

Record your own announcement

Using the telephone base:

1. Press the **MENU** softkey when the telephone base is not in use.

2. Press ▼-/CID or ▲+/DIR to select **>Answering Sys**, then press the **OK** softkey.

3. To record on Line 1, press ▼-/CID or ▲+/DIR to select **>Line 1**. Then press the **OK** softkey.

   -OR-

   To record on Line 2, press ▼-/CID or ▲+/DIR to select **>Line 2**. Then press the **OK** softkey.

4. Press ▼-/CID or ▲+/DIR to select **>Announcement**, then press the **OK** softkey.

5. The telephone base announces, *"To play, press 2. To record, press 7."* Press **7** to record or press the **BACK** softkey to exit to the previous menu.

6. The telephone base announces, *"Record after the tone. Press 5 when you are done."* After the tone, speak towards the microphone **MIC** of the telephone base. Press **5** or the **STOP** softkey when finished.

7. The answering system automatically plays back the newly recorded announcement. Press **5** to stop the playback at anytime; **2** to replay the recorded announcement; or **7** to record again if desired.

```
   ANSWERING SYS
>Line 1
 Line 2
BACK            OK
```

```
>Announcement
 Call Screening
 # of Rings
BACK            OK
```

```
   Announcement
 2-Play 3-Delete
    7-record
BACK
```

```
Recording
Announcement...


           STOP
```

Using the handset:

1. Press the **MENU** softkey to show the menu when the handset is not in use.

2. Press ▲ or ▼ to select **>Answering Sys**, then press the **OK** softkey.

3. To record on Line 1, press ▲ or ▼ to select **>Line 1**.

   -OR-

   To record on Line 2, press ▲ or ▼ to select **>Line 2**.

   Then press the **OK** softkey.

4. Press ▲ or ▼ to select **>Announcement**, then press the **OK** softkey.

5. The handset announces, *"To play, press 2. To record, press 7."* Press 7 to record or press the **BACK** softkey to exit to the previous menu.

6. The handset announces, *"Record after the tone. Press 5 when you are done."* After the tone, speak towards the microphone of the handset. Press **5** or the **STOP** softkey when finished.

7. The answering system automatically plays back the newly recorded announcement. Press **5** to stop the playback at anytime; **2** to replay the recorded announcement; or **7** to record again if desired.

note
- Your announcement can be up to 90 seconds in length.
- Announcements shorter than two seconds will not be recorded.

Answering System Settings

Delete your announcement

Using the telephone base:

1. Press the **MENU** softkey when the telephone base is not in use.

2. Press ▼-/CID or ▲+/DIR to select **>Answering Sys**, then press the **OK** softkey.

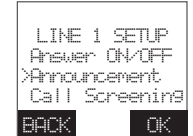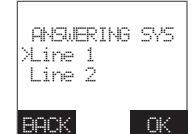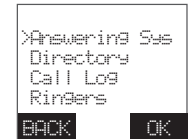3. To delete your announcement on Line 1, press ▼-/CID or ▲+/DIR to select **>Line 1**.

   -OR-

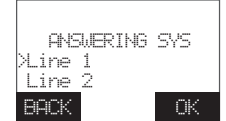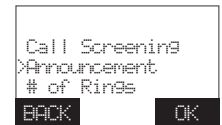   To delete your announcement on Line 2, press ▼-/CID or ▲+/DIR to select **>Line 2.**

   Then press the **OK** softkey.

4. Press ▼-/CID or ▲+/DIR to select **>Announcement**, then press the **OK** softkey.

5. The telephone base announces, *"To play, press 2. To record, press 7."* Press **3** to delete your own recorded announcement.

```
>Answering Sys
BACK          MENU
```

```
   ANSWERING SYS
>Line 1
 Line 2
BACK            OK
```

```
 Call Screening
>Announcement
 # of Rings
BACK            OK
```

```
   Announcement
 2-Play 3-Delete
    7-record
BACK
```

Using the handset:

1. Press the **MENU** softkey to show the menu when the handset is not in use.

2. Press ▲ or ▼ to select **>Answering Sys**, then press the **OK** softkey.

3. To delete your announcement on Line 1, press ▲ or ▼ to select **>Line 1**.

   -OR-

   To delete your announcement of Line 2, press ▲ or ▼ to select **>Line 2**.

   Then press the **OK** softkey.

4. Press ▲ or ▼ to select **>Announcement**, then press the **OK** softkey.

5. The handset announces, *"To play, press 2. To record, press 7."* Press **3** to delete your own recorded announcement.

6. To delete the your own recorded announcement of **Line 2**, select **>Line 2** in step 3, then press the **OK** softkey. Repeat step 4 and step 5.

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

Answering System Settings

Call Screening

Call Screening allows you to hear the annoncement and the incoming message when a call comes. You have to make sure the call screening feature and the answering system are both turned on. You may turn this feature on or off with either your handset or telephone base. Unless you change it, the call screening feature is set to on.

```
>Answering Sys
BACK          MENU
```
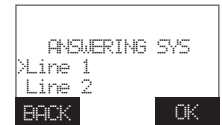
To change the setting:

Using the telephone base:

1. Press the **MENU** softkey when the telephone base is not in use.

2. Press ▼-/CID or ▲+/DIR to select **>Answering Sys**, then press the **OK** softkey.

3. To turn on or off the call screening of Line 1, press ▼-/CID or ▲+/DIR to select **>Line 1**.

   -OR-

   To turn on or off the call screening of Line 2, press ▼-/CID or ▲+/DIR to select **>Line 2**.

   Then press the **OK** softkey.

```
 ANSWERING SYS
>Line 1
 Line 2
BACK          OK
```

4. Press ▼-/CID or ▲+/DIR to select **>Call Screening**, then press the **OK** softkey.

5. Press ▼-/CID or ▲+/DIR to select **>ON** or **>OFF,** then press the **SET** softkey to confirm your setting or press the BACK softkey to exit to the previous menu without making any changes.

```
 Announcement
>Call Screening
 # of Rings
BACK          OK
```

```
Call Screening
>ON
 OFF
BACK          SET
```

Using the handset:

1. Press the **MENU** softkey to show the menu when the handset is not in use.

2. Press ▲ or ▼ to select **>Answering Sys**, then press the **OK** softkey.

3. To turn on or off the call screening of Line 2, press ▲ or ▼ to select **>Line 1**.

   -OR-

   To turn on or off the call screening of Line 2, press ▲ or ▼ to select **>Line 2**.

   Then press the **OK** softkey.

```
>Answering Sys
 Directory
 Call Log
 Ringers
BACK          OK
```

```
 ANSWERING SYS
>Line 1
 Line 2

BACK          OK
```

4. Press ▲ or ▼ to select **>Call Screening**, then press the **OK** softkey.

5. Press ▲ or ▼ to select **>ON** or **>OFF,** then press the **SET** softkey to confirm your setting or press **BACK** softkey to exit to the previous menu without making any changes.

```
 LINE 1 SETUP
 Answer ON/OFF
 Announcement
>Call Screening
BACK          OK
```

```
CALL SCREENING
>ON
 OFF

BACK          OK
```

Answering System Settings

Number of rings

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

```
>Answering Sys
BACK          MENU
```

To change the setting:

Using the telephone base:

1. Press the **MENU** softkey when the telephone base is not in use.

2. Press ▼-/CID or ▲+/DIR to select **>Answering Sys**, then press the **OK** softkey.

3. To change the setting on Line1, press ▼-/CID or ▲+/DIR to select **>Line 1**.

   -OR-

   To change the settng on Line 2, press ▼-/CID or ▲+/DIR to select **>Line 2**.

   Then press the **OK** softkey.

```
 ANSWERING SYS
>Line 1
 Line 2
BACK          OK
```

```
>Call Screening
 Announcement
 # of Rings
BACK          OK
```

4. Press ▼-/CID or ▲+/DIR to select **>#of Rings**, then press the **OK** softkey.

5. Press ▼-/CID or ▲+/DIR to select **>2, >4 , >6**, or >Toll Saver, then press the **SET** softkey to confirm your setting or press the **BACK** softkey to exit to the previous menu without making any changes.

```
# of RINGS
>2
 4
BACK          SET
```

Using the handset:
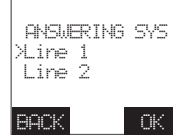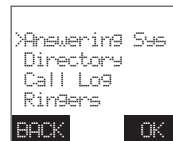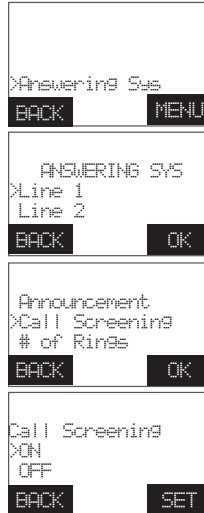
1. Press the **MENU** softkey to show the menu when the handset is not in use.

2. Press ▲ or ▼ to select **>Answering Sys**, then press the **OK** softkey.

3. To change the setting on Line1, press ▲ or ▼ to select **>Line 1**.

   -OR-

   To change the settng on Line 2, press ▲ or ▼ to select **>Line 2**.

   Then press the **OK** softkey. then press the **OK** softkey.

```
>Answering Sys
 Directory
 Call Log
 Ringers
BACK          OK
```

```
 ANSWERING SYS
>Line 1
 Line 2

BACK          OK
```

4. Press ▲ or ▼ to select **># of Rings**, then press the **OK** softkey.

5. Press ▲ or ▼ to select **>2, >4 , >6**, or >Toll Saver, then press the **SET** softkey to confirm your setting or press **BACK** softkey to exit to the previous menu without making any changes.

```
 LINE 1 SETUP
 Call Screening
 Announcement
># of Rings
BACK          OK
```

```
 # of RINGS
>2
 4
 6
BACK          SET
```

Answering System Settings

Remote code

A two-digit security code is required to access the answering system remotely from any touch tone telephone. The preset code is **19**. You can set the code from **10** to **99**.

To change the setting:

Using the telephone base:

1. Press the **MENU** softkey when the telephone base is not in use.

2. Press ▼-/**CID** or ▲+/**DIR** to select >**Answering Sys**, then press the **OK** softkey.

3. To change the setting on Line 1, press ▼-/**CID** or ▲+/**DIR** to select >**Line 1**.

   -OR-

   To change the setting on Line 2, press ▼-/**CID** or ▲+/**DIR** to select >**Line 1.**

   Then press the **OK** softkey.

4. Press ▼-/**CID** or ▲+/**DIR** to select >**Remote Code**, then press the **OK** softkey.

5. Press ▼-/**CID** or ▲+/**DIR** to select from **10** to **99**, then press the **SET** softkey to confirm your setting or press the **BACK** softkey to exit to the previous menu without making any changes.
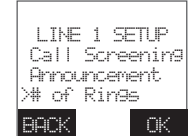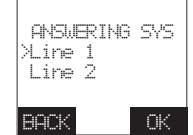
Using the handset:

1. Press the **MENU** softkey to show the menu when the handset is not in use.

2. Press ▲ or ▼ to select >**Answering Sys**, then press the **OK** softkey.

3. To change the setting on Line 1, press ▲ or ▼ to select >**Line 1**.

   -OR-
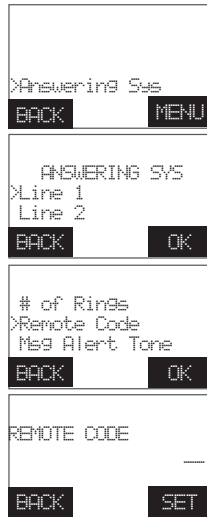
   To change the setting on Line 2, press ▲ or ▼ to select >**Line 2.**

   Then press the **OK** softkey.

4. Press ▲ or ▼ to select >**Remote Code**, then press the **OK** softkey.

5. Press ▲ or ▼ to select from **10** to **99**, then press the **SET** softkey to confirm your setting or press the **BACK** softkey to exit to the previous menu without making any changes.

Answering System Settings

Message Alert Tone

This telephone can beep every 10 seconds to alert you of new messages from the telephone base. The tone stops when all new messages have been reviewed.

To turn the Message Alert Tone ON or OFF:

**Using the telephone base:**

1. Press the **MENU** softkey when the telephone base is not in use.

2. Press ▼-/**CID** or ▲+/**DIR** to select >**Answering Sys**, then press the **OK** softkey.

3. To change the setting on Line 1, press ▼-/**CID** or ▲+/**DIR** to select >**Line 1**.

   -OR-

   To change the setting on Line 2, press ▼-/**CID** or ▲+/**DIR** to select >**Line 2.**

   Then press the **OK** softkey.

1. Press ▼-/**CID** or ▲+/**DIR** to select >**Msg Alert Tone**, then press the **OK** softkey.

2. Press ▼-/**CID** or ▲+/**DIR** to select >**ON** or >**OFF**, then press the **SET** softkey to confirm your setting or press the **BACK** softkey to exit to the previous menu without making any changes.
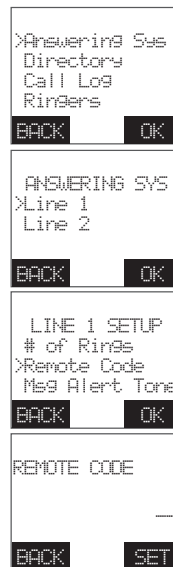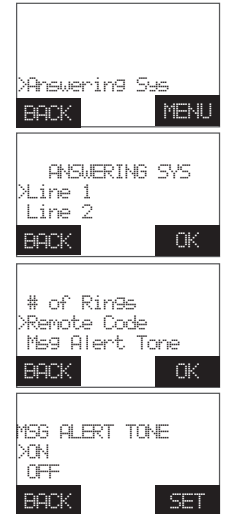
Using the handset:

1. Press the **MENU** softkey to show the menu when the handset is not in use.

2. Press ▲ or ▼ to select >**Answering Sys**, then press the **OK** softkey.

3. To change the setting on Line 1, press ▲ or ▼ to select >**Line 1**,

   -OR-

   To change the setting on Line 2, press ▲ or ▼ to select >**Line 2**.

   Then press the **OK** softkey.

4. Press ▲ or ▼ to select >**Msg Alert Tone**, then press the **OK** softkey.

5. Press ▲ or ▼ to select >**ON** or >**OFF**, then press the **SET** softkey to confirm your setting or press the **BACK** softkey to exit to the previous menu without making any changes.
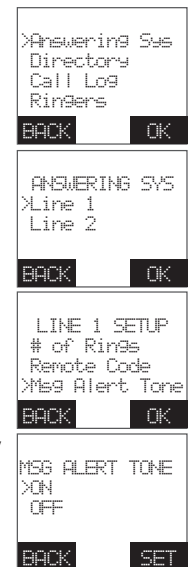
note The answering system must be turned on for the message alert tone to function.

Telephone operation

Make, answer or end a call

Using the telephone base:

To make a call:

• Press **LINE 1** or **LINE 2**, then enter the telephone number.

To predial a call:

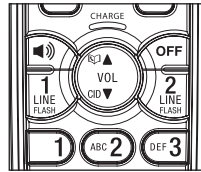• Enter the telephone number, then press **LINE 1** or **LINE 2**.

To answer a call:

• Press **LINE 1** or **LINE 2** to answer.

To end a call:

• Press **LINE 1** or **LINE 2**.

Using the handset:

To make a call:

• Press **1 LINE/FLASH, 2 LINE/FLASH,** or ◀꙰. Then enter the telephone number.

To predial a call:

• Enter the telephone number, then press **1 LINE/FLASH, 2 LINE/FLASH,** or ◀꙰.

To answer a call:

• Press **1 LINE/FLASH, 2 LINE/FLASH,** or ◀꙰.

To end a call:

• Press **OFF, 1 LINE/FLASH, 2 LINE/FLASH** or return the handset to the telephone base to hang up.

note
• The screen shows the elapsed time as you talk (in hours, minutes and seconds).
• When predialing (preview numbers before dialing), press **CANCEL** on the telephone base or **OFF** on the handset to backspace and delete; press the **PAUSE** softkey on the telephone base or press and hold REDIAL/**PAUSE** on the handset to insert a dialing pause (a **p** appears).

Telephone operation

Call waiting

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

• Press **FLASH** on the telephone base or **1 LINE/FLASH, 2 LINE/FLASH** on the handset to put your current call on hold and take the new call.

• Press **FLASH** on the telephone base or **1 LINE/FLASH, 2 LINE/FLASH** at any time to switch back and forth between calls.

Handset Speakerphone

During a call, press ◀꙰ to switch between speakerphone and normal handset use.

Volume

During a call, press you may adjust the listening volume on the telephone base or handset.

To adjust the listening volume of the telephone base:

• Press ▲ **VOL** ▼ on the telephone base while on a call.

To adjust the listening volume of the handset:

• Press ▲ or ▼ on the handset while on a call.

Silence the ringer

When the telephone is ringing, you may temporarily silence the ringer of the handset without disconnecting the call. The next call rings normall at the present volume.

To silence the ringer of hte handset when there is an incoming call:

• Press **OFF** on the handset and RINGER MUTE appears.

Mute

The mute function enables you to turn off the microphone. You can hear the caller, but the caller cannot hear you.

To mute a call on the telephone base or on the handset:

• Press the **MUTE** softkey to turn off the microphone. The screen shows **MUTED** for a few seconds and **MUTE** appears until the mute function is turned off.

To un-mute a call on the telephone base or on the handset:

• Press the **MUTE** sofekey to resume the conversation. The screen temporarily shows **MICROPHONE ON**.

Telephone operation

Hold

When you place a call on hold, the telephone base or handset that places the call on hold beeps every 30 seconds for 15 minutes unless there is a call on another line. After 15 minutes, the telephone base or handset that placed the call on hold will ring for 30 seconds, and if the call is not answered, the call on hold will automatically disconnect.

To place a call on hold on the telephone base or handset:

Press **HOLD** on the telephone base or handset.

- **L1) ON HOLD** appears on the screen while you are on a call on **LINE 1**.
- **L2) ON HOLD** appears on the screen while you are on a call on **LINE 2**.

```
L1) ON HOLD

12:45pm      12/31
REDL           MENU
```

To resume a call on hold on the telephone base or handset:

- On the telephone base, press the corresponding line button (**LINE 1** or **LINE 2**) to resume call.
- On the handset, press the corresponding line button (**1 LINE/FLASH, 2 LINE/FLASH**) to resume call.

```
     Handset 1
L1) ON HOLD

BACK           OK
```

Handset locator

This feature helps you find a misplaced handset.

To start paging:

1. Press the **MENU** softkey when the telephone base is not in use.
2. Press ▼**-/CID** or ▲**+/DIR** to select **>Page ALL HS**, then press the **OK** softkey on the telephone base. The telephone base shows **Paging all Handsets** and the handset shows **** Paging ****.

```
 Call Log
 Intercom
>Page ALL HS
 Ringers
BACK           OK
```
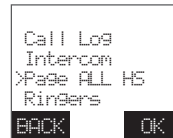
To end paging:

- Press the **STOP** softkey or **CANCEL** on the telephone base.

-OR-

- Press **FLASH**, or any dialing keys (**0**-**9**, **#**, *****) on the telephone base.

Telephone operation

Chain dialing

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

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

To access a number in the directory while on a call:

1. Press the **MENU** softkey and then press ▼**-/CID or** ▲**+/DIR** on the telephone base or press ▲ or ▼ on the handset to select **>Directory**.
2. Press the **MENU** softkey again and scroll to the desired entry by pressing ▼**-/CID** or ▲**+/DIR** on the telephone base or press ▲ or ▼ on the handset.
3. Press the **MENU** softkey to dial the displayed number.

To access a number in the call log while on a call:

1. Press the **MENU** softkey and then press ▼**-/CID or** ▲**+/DIR** on the telephone base or press ▲ or ▼ on the handset to select **>Call Log**.
2. Press the **MENU** softkey again and scroll to the desired entry by pressing ▼**-/CID** or ▲**+/DIR** on the telephone base or press ▲ or ▼ on the handset.
3. Press the **MENU** softkey to dial the displayed number.

To access the last number on the redial list while on a call:

- On the telephone base, press the **MENU** softkey and then press ▼**-/CID or** ▲**+/DIR** to select **>Redial Last #**. Press the **MENU** softkey to dial the displayed number.

-OR-

- On the handset, press **REDIAL/PAUSE** to dial. Press **REDIAL/PAUSE** again within two seconds to cancel the chain dialing.

note
- You cannot edit a directory entry while on a call. For more details about the directory, see page 39.
- You cannot copy a call log entry into the directory while on a call. For more details about call log, see page 46.
- If you press **REDIAL/PAUSE** on the handset while on a call, you can only view the most recent call, and you cannot erase the entry. For more details about the redial memory, see page 33.
- Press and hold **CANCEL** on the telephone base or **OFF** on the handset to exit redial, directory or call log when you are on a call.

Telephone operation

Redial list

The telephone stores the five most recently dialed numbers.

- When there are already five entries, the oldest entry is deleted to make room for the new entry.
- Entries are shown in reverse chronological order.
- Press the **REDL** softkey on the telephone base or **REDIAL/PAUSE** on the handset to browse the redial list.

Dial a redial entry

Using the telephone base:

1. Press the **REDL** softkey and then press ▼**-/CID** or ▲**+/DIR** to browse the number.
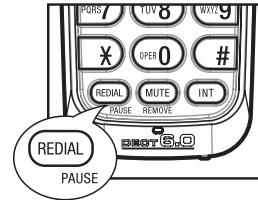2. Press the **DIAL** softkey to call.

Using the handset:

1. Press **REDIAL/PAUSE** and then press ▲ or ▼ to browse the number.
2. Press the **DIAL** softkey to call.

Save a redial entry to the directory

Using the telephone base:

1. Press the **REDL** softkey and then press ▼**-/CID** or ▲**+/DIR** to browse the number.
2. Press the **SAVE** softkey to save.

Using the handset:

1. Press **REDIAL/PAUSE** and then press ▲ or ▼ to browse the number.
2. Press the **SAVE** softkey to save.

Delete a redial entry to the directory

Using the telephone base:

1. Press the **REDL** softkey and then press ▼**-/CID** or ▲**+/DIR** to browse the number.
2. Press the **DEL** softkey to delete the selected entry.

Using the handset:

1. Press **REDIAL/PAUSE** and then press ▲ or ▼ to browse the number.
2. Press the **SAVE** softkey to save.

Telephone operation

Multiple handset use

You can use up to 4 system handsets at a time on an outside call. If a handset is already on a call on line 1 or line 2 and you would like to join the call, press ◄))), or **1 LINE/FLASH** or **2 LINE/FLASH** respectively on another handset to join the call.

To end the call, press **OFF** or place the handset in the telephone base or charger. The call will not be terminated until all handsets hang up.

You can buy additional expansion handsets (model **DS6101**) for this telephone base. You can register up to 12 handsets to the telephone base.

The first nine handsets that you register are named **HANDSETS 1-9**. Use the handset number to intercom and transfer calls. Although the names for handsets 10-12 appear in their displays as 10-12, when you intercom or transfer to one of them, you must use ***0** for **HANDSET 10**, ***1** for **HANDSET 11**, and ***2** for **HANDSET 12**.

Telephone operation

Intercom

You may use the intercom feature for conversation between telephone base and any system handset.

At the telephone base:

1. Press the **MENU** softkey when the telephone base is not in use.

2. Press ▼-/**CID** or ▲+/**DIR** to select **>Intercom**.

   - If you have a one-handset system, the telephone base screen shows **CALLING HANDSET**.

   - If you have more than one handset, the telephone base screen shows **INTERCOM TO:** . Press ▼-/**CID** or ▲+/**DIR** to select your desired handset number and then press the **OK** softkey. The screen shows **CALLING HANDSET X**.

   The desired handset rings and its screen shows **BASE IS CALLING**.

```
   INTERCOM TO:
Handset 1
Handset 2
                     OK
```

3. To answer the intercom call on the desired handset, press **1 LINE/FLASH, 2 LINE/FLASH, ◀⟩), INT,** or any dialing keys (**0-9**, **#**, ***). Both telephone base and the handset now show **INTERCOM**.

4. To end an intercom call, press **CANCEL**.
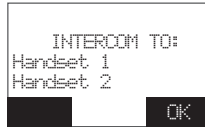
From the handset:

1. Press **INT** on your handset when not in use.

   - If you have a one-handset system, your screen shows **CALLING BASE**.

   - If you have more than one handset, your screen shows **INTERCOM TO:**. Press ▲ or ▼ to select **BASE** or **HANDSET X** and then press the OK softkey. The screen shows **CALLING BASE** or **CALLING HANDSET X**.

```
  INTERCOM TO:
Base
Handset 2
Handset 3
BACK          OK
```

   The telephone base or other handset rings and its screen shows either **HANDSET IS CALLING** or **HANDSET X IS CALLING**.

2. To answer the intercom call, press **LINE 1**, **LINE 2**, or any dialing keys (**0-9**, **#**, ***) on the telephone base or press **1 LINE/FLASH, 2 LINE/FLASH**, ◀⟩) , **INT**, or any dialing keys (**0-9**, **#**, ***) on the handset. Both telephone base and the handset or both handsets now show **INTERCOM**.

3. To end an intercom call, press **INT**, **OFF**, or place the handset back in the telephone base or charger.

note
- You can cancel the intercom call before it is answered by pressing **OFF/CLEAR** or **INT** on your originating handset.
- If the other handset does not answer the intercom call within 100 seconds, is in the directory or call log, or is out of range, your originating handset screen shows **UNABLE TO CALL TRY AGAIN** and returns to idle mode.
- Press **OFF/CLEAR** or **MUTE/REMOVE** on the other handset to temporarily silence the intercom ringer.
- You can use a maximum of four handsets at a time. When two handsets are used on an intercom call, use two other system handsets for an outside call.

Telephone operation

Answer an incoming call during an intercom call

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

At the telephone base:

- To answer the call, press **LINE 1** or **LINE 2** . The intercom call ends automatically.
- To end the intercom call without answering the incoming call, press the **CANCEL** softkey.

From the handset:

- To answer the call, press **1 LINE/FLASH**, **2 LINE/FLASH**, or ◀⟩). The intercom call ends automatically.
- To end the intercom call without answering the incoming call, press **OFF**.

Telephone operation

Share an outside call

You can call the telephone base or another system handset to join an outside call. That call continues even if you hang up.

At the telephone base:

1. During a call, press **HOLD** to put the outside call on hold.

2. Press the **MENU** softkey and then press ▼-/CID or ▲ +/DIR to select **>Intercom**.

   - If you have an one-handset system, the telephone base screen shows **CALLING HANDSET**.

   - If you have more than one handset, the telephone base screen shows **INTERCOM TO:**. Press ▼-/CID or ▲ +/DIR to select your desired handset number and then press the **OK** softkey. The screen shows **CALLING HANDSET X**.

   The desired handset rings and its screen shows **BASE IS CALLING**.

3. To answer the intercom call on the desired handset, press **1 LINE/FLASH**, **2 LINE/FLASH**, ◀), **INT**, or any dialing keys (**0-9**, **#**, *****). Both telephone base and the desired system handset now show **INTERCOM** and the outside call is still on hold. You can now have a private conversation between the telephone base and the desired system handset.

   note
   - If you want to cancel an intercom call and reconnect to the outside call before the desired handset answers, press **CANCEL, LINE 1, or LINE 2** on your telephone base.
   - If the desired handset does not answer the intercom call within 100 seconds, is in the directory or call log, or is out of range, your telephone base screen shows **UNABLE TO CALL TRY AGAIN** and reconnects to the outside call automatically.

4. From this intercom call, you have the following options:
   - You can let the desired system handset join you on the outside call in a three-way conversation. At the same time, press **LINE 1** or **LINE 2** on the telephone base and press **1 LINE/FLASH** or **2 LINE/FLASH** respectively on the desired system handset.
   - You can transfer the call. Press **CANCEL** on the telephone base. Your screen shows **CALL TRANSFERED**. The other handset is automatically connected to the outside call.
   - You can alternate between the outside call (**OUTSIDE CALL** appears on the screen) and the intercom call (**INTERCOM** appears on the screen). Press **FLASH** repeatedly on the telephone base.
   - The person on the desired handset can leave the intercom call by pressing **OFF** or placing the handset back in the charger. The outside call continues with the telephone base.

```
TRANSFER TO:


🔋

     CALLING
   HANDSET X


🔋

   HANDSET X
  IS CALLING


🔋

INTERCOM


🔋
```

37

Telephone operation

From the handset:

1. During a call, press **HOLD** or **INT**. The outside call is put on hold.

   - If you have an one-handset system, your handset screen shows **CALLING BASE**. The telephone base rings and its screen shows **HANDSET IS CALLING**.

   - If you have more than one handset, your handset screen shows **TRANSFER TO:**. Press ▲ or ▼ to select your desired handset number or the telephone base, and then press the **OK** softkey. The handset screen then shows **CALLING BASE or CALLING HANDSET X**.

   The desired handset or telehone base rings and its screen shows **HANDSET X IS CALLING**.

2. To answer the intercom call, press **1 LINE/FLASH**, **2 LINE/FLASH**, ◀), **INT**, or any dialing keys (**0-9**, **#**, *****) on the desired handset or **LINE 1**, **LINE 2**, or any dialing keys (**0-9**, **#**, *****) on the telephone base. The outside call is still on hold and both the telehphone base and the desired handset now show **INTERCOM**. You can now have a private conversation between the system handsets or the telephone base and the handset.

   note
   - If you want to cancel an intercom call and reconnect to the outside call before the other handset answers, press **1 LINE/FLASH**, **2 LINE/FLASH**, or **INT** on your originating handset.
   - If the desired handset or telephone base does not answer the intercom call within 100 seconds, is in the directory or call log, or is out of range, your originating handset screen shows **UNABLE TO CALL TRY AGAIN** and reconnects to the outside call automatically.

3. From this intercom call, you have the following options:
   - You can let the desired system handset or telephone base join you on the outside call in a three-way conversation. At the same time, press **1 LINE/FLASH** or **2 LINE/FLASH** on the originating handset, and respectively press **1 LINE/FLASH** or **2 LINE/FLASH** on the desired system handset or press **LINE 1** or **LINE 2** on the telephone base.
   - You can transfer the call. Press **OFF** your originating handset. Your handset screen shows **CALL TRANSFERED**. The other handset is automatically connected to the outside call.
   - You can alternate between the outside call (**OUTSIDE CALL** appears on the screen) and the intercom call (**INTERCOM** appears on the screen). Press **INT** repeatedly on your originating handset.
   - The other person can leave the intercom call by pressing **OFF** or placing the other handset back in the charger or press **CANCEL** on the telephone base. The outside call continues with the original system handset.

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Telephone operation

Directory

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

- Directory entries are shared by all system handsets and telephone base. Any additions, deletions or edits made on one handset or telephone base affect the directory on all handsets.
- When there are no records in the directory, the screen shows **DIRECTORY EMPTY**.
- When the directory is full and you try to save an entry, the screen shows **LIST FULL**.
- If you try to save a number already stored in the directory, the screen shows **ALREADY SAVED**.
- Only one handset or telephone base can review the directory at a time. If a handset tries to enter the directory while another handset is already in it, **NOT AVAILABLE AT THIS TIME** appears.

```
DIRECTORY EMPTY
```

```
LIST FULL
```

```
ALREADY SAVED
```

```
ELIZABETH JONES
800123456789123
456789123456789
```

Telephone operation

Create a new directory entry

From the telephone base or the handset:

Use the following steps to store an entry in the directory.

1. Press ▲+/DIR on the telephone base or 📖 ▲ on the handset when it is not in use.

   -OR-

   Press the **MENU** softkey when the telephone base or handset is not in use. Press ▼-/CID or ▲+/DIR on the telephone base or ▲ or ▼ on the handset to select **>DIRECTORY** and then press the **OK** softkey.

2. Press ▼-/CID or ▲+/DIR on the telephone base or ▲ or ▼ on the handset to select **>Add Contact**, then press the **OK** softkey. The screen shows **ENTER NUMBER**.

3. Use the dialing keys to enter the number.
   - Press **CANCEL** on the telephone base or press **OFF** on the handset to backspace and erase a digit.
   - Press and hold **CANCEL** on the telephone base or press and hold **OFF** on the handset to erase the entire entry.
   - Press ▼-/CID on the telephone base or ▼ on the handset to move the cursor to the left. Press ▲+/DIR on the telephone base or ▲ on the handset to the right.
   - Press the **PAUS** softkey on the telephone base or press and hold REDIAL/PAUSE on the handset to insert a dialing pause (a **p** appears).
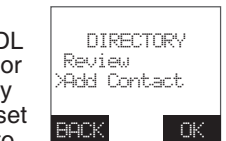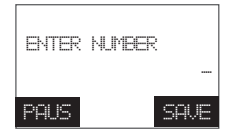
   - OR-

   Copy a number from the redial list by pressing the REDL softkey on the telephone base and then press ▼-/CID or ▲+/DIR to browse the number. Press the **SAVE** softkey to save. Or press ▲, ▼ or **REDIAL/PAUSE** on the handset to select a number and then press the **MENU** softkey to copy the number.

4. Press the **SAVE** softkey to move to the name. The screen shows **ENTER NAME**.

5. Use the dialing keys (see page 41) to enter the name.
   - Press **CANCEL** on the telpehone base or press **OFF** on the handset to backspace and erase a character.
   - Press and hold **CANCEL** on the telephone base or press and hold on the handset to erase the entire entry.
   - Press ▼-/CID on the telephone base or ▼ on the handset to move the cursor to the left. Press ▲+/DIR on the telephone base or ▲ on the handset to the right.

6. Press the **SAVE** softkey on the telephone base or handset to save.

```
Answering Sys
>Directory
 Call Log
BACK        MENU
```

```
   DIRECTORY
Review
>Add Contact
BACK          OK
```

```
ENTER NUMBER
            _
PAUS        SAVE
```

```
ENTER NAME
_
PAUS        SAVE
```

```
 Answering Sys
>Directory
 Call Log
 Ringers
BACK          OK
```

```
   DIRECTORY
 Review
>Add Contact
BACK          OK
```

```
ENTER NUMBER
            _
BKSP        SAVE
```

```
ENTER NAME
_
BKSP        SAVE
```

Telephone operation

Character chart

Use the dial pad and the chart below to enter a name (up to 15 characters). Each press of a particular key causes the characters to be displayed in the following order:

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

note When entering a name in the directory, the first letter of each word is automatically capitalized.

Telephone operation

Review the directory

From the telephone base or the handset:

Entries are sorted alphabetically. To search the directory:

1. Press ▲**+/DIR** on the telephone base or 📖 ▲ on the handset when it is not in use.

   -OR-

   Press the **MENU** softkey when the telephone base or handset is not in use. Press ▼**-/CID** or ▲**+/DIR** on the telephone base or ▲ or ▼ on the handset to select **>DIRECTORY** and then press the **MENU** softkey twice.

2. Press ▼**-/CID** or ▲**+/DIR** on the telephone base or ▲ or ▼ on the handset to browse.

```
      DIRECTORY
>Review
 Add Contact
BACK           OK
```

```
      DIRECTORY
>Review
 Add Contact
BACK           OK
```

Alphabetical search

From the telephone base or the handset:

To start an alphabetical search:

1. Press ▲**+/DIR** on the telephone base or 📖 ▲ on the handset when it is not in use.

   -OR-

   Press the **MENU** softkey when the telephone base or handset is not in use. Press ▼**-/CID** or ▲**+/DIR** on the telephone base or ▲ or ▼ on the handset to select **>DIRECTORY** and then press the **MENU** softkey twice.

2. Use the dialing keys to enter the letters associated with the name. For example, if you have name entries Jenny, Kristen and Linda in your directory, press **5** (JKL) once to find Jenny, twice to find Kristen, or three times to find Linda. If there is no name entry matching your search, the next closest match in alphabetical order appears. If necessary, press ▼**-/CID** or ▲**+/DIR** on the telephone base or ▲ or ▼ on the handset to browse.

```
      VTECH
     595-9511
```

Dial a directory entry

From the telephone base or the handset:

1. Press ▲**+/DIR** on the telephone base or 📖 ▲ on the handset when it is not in use.

   -OR-

   Press the **MENU** softkey when the telephone base or handset is not in use. Press ▼**-/CID** or ▲**+/DIR** on the telephone base or ▲ or ▼ on the handset to select **>DIRECTORY** and then press the **MENU** softkey twice.

2. Press ▼**-/CID** or ▲**+/DIR** on the telephone base, ▲ or ▼ on the handset, or use the alphabetical search to browse.

3. Press **LINE 1** or **LINE 2** on the telephone base, or **1 LINE/FLASH**, **2 LINE/FLASH**, or 🔊 on the handset.

Telephone operation

Edit a directory entry

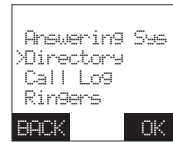### From the telephone base or the handset:

Use the following steps to edit an entry in the directory.

1. Press **▲+/DIR** on the telephone base or 📖 **▲** on the handset when it is not in use.

   -OR-

   Press the **MENU** softkey when the telephone base or handset is not in use. Press **▼-/CID** or **▲+/DIR** on the telephone base or **▲** or **▼** on the handset to select **>DIRECTORY** and then press the **OK** softkey twice.

2. Press **▼-/CID** or **▲+/DIR** on the telephone base or **▲** or **▼** on the handset, or use the alphabetical search to browse (see page 37).

3. Press the **EDIT** softkey to select an entry. The screen shows **EDIT NUMBER**.

4. Use the dialing keys to edit the number.
   - Press **CANCEL** on the telephone base or press **OFF** on the handset to backspace and erase a digit.
   - Press and hold **CANCEL** on the telephone base or press and hold **OFF** on the handset to erase the entire entry.
   - Press **▼-/CID** on the telephone base or **▼** on the handset to move the cursor to the left. Press **▲+/DIR** on the telephone base or **▲** on the handset to the right.
   - Press the **PAUS** softkey on the telephone base or press and hold **REDIAL/PAUSE** on the handset to insert a dialing pause (a **p** appears).

5. Press the **NEXT** softkey to move to the name. The screen shows **EDIT NAME**.

6. Use the dialing keys (see page 41) to edit the name.
   - Press **CANCEL** on the telpehone base or press **OFF** on the handset to backspace and erase a character.
   - Press and hold **CANCEL** on the telephone base or press and hold on the handset to erase the entire entry.
   - Press **▼-/CID** on the telephone base or **▼** on the handset to move the cursor to the left. Press **▲ +/DIR** on the telephone base or **▲** on the handset to the right.

7. Press the **SAVE** softkey on the telephone base or handset to confirm.

```
  Answering Sys
>Directory
 Call Log
BACK          MENU
```

```
   DIRECTORY
>Review
 Add Contact
BACK          OK
```

```
EDIT NUMBER

            _
PAUS          NEXT
```

```
EDIT NAME
_

PAUS          SAVE
```

```
  Answering Sys
>Directory
 Call Log
 Ringers
BACK          OK
```

```
   DIRECTORY
>Review
 Add Contact
BACK          OK
```

```
EDIT NUMBER

            _
BKSP          NEXT
```

```
EDIT NAME
_

BKSP          SAVE
```

Telephone operation

Delete a directory entry

From the telephone base or the handset:

Use the following steps to delete an entry in the directory.

1. Press **▲+/DIR** on the telephone base or 📖 **▲** on the handset when it is not in use.

   -OR-

   Press the **MENU** softkey when the telephone base or handset is not in use. Press **▼-/CID** or **▲+/DIR** on the telephone base or **▲** or **▼** on the handset to select **>DIRECTORY** and then press the **OK** softkey twice.

2. Press **▼-/CID** or **▲+/DIR** on the telephone base or **▲** or **▼** on the handset, or use the alphabetical search to browse.

3. Press the **DEL** softkey to remove the selected entry.

Telephone operation

About caller ID

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

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

It may be necessary to change your telephone service to use this feature. Contact your telephone service provider if:

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

There are fees associated with 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 companies use compatible equipment. The time and date are sent by the telephone service provider along with the call information.

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

Telephone operation

Caller ID History [previously named as Call log]

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

- The call log stores up to 50 entries. Each entry has up to 24 digits for the phone number and 15 characters for the name. If the phone number has more than 15 digits, only the last 15 digits appear. If the name has more than 15 characters, only the first 15 characters are shown and saved in the call log.
- You can review, redial, and copy an entry into the directory.
- Entries appear in reverse chronological order.
- When the call log is full, the oldest entry is deleted to make room for new incoming call information.
- **XX MISSED CALL(S)** shows when there are new call log entries (including missed and unreviewed calls).
- **CALL LOG EMPTY** shows when there are no records in the call log.
- Only one handset can review the call log at a time. If a handset tries to enter the call log while another handset is already in it, **NOT AVAILABLE AT THIS TIME** appears.

```
     HANDSET X
  XX MISSED CALLS


 6:21am    12/25
```

```
 CALL LOG EMPTY
```

note
- The caller ID information may not be available for every incoming call. The callers may intentionally block their names and/or telephone numbers.
- For call log entries with numbers between 16 and 24 digits, in order to view the entire number, you must save the entry to the directory (see page 49).
- If the phone number has more than 24 digits, it will not be saved or shown in the call log.

Telephone operation

Missed calls indicator

When there are unreviewed calls in the call log, the handset shows **XX MISSED CALL(S)**.

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

When you have reviewed all the missed calls, the missed calls indicator no longer shows.

```
  HANDSET X
XX MISSED CALLS



6:11am    12/25
🔋
```

If you do not want to review the missed calls one by one, press and hold **OFF/CLEAR** to erase the missed calls indicator. All the entries are then considered old and kept in the call log.

```
   VTECH
  595-9511



6:21am    12/25
🔋            NEW
```

Memory match

If the incoming telephone number matches exactly a telephone number in your directory, the name that appears on the screen will match the corresponding name in your directory.

For example, if Christine Smith calls, her name will appear as **Chris** if this is how you entered it into your directory.
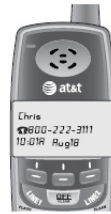
note The number shown by yoru caller ID will be in the format sent by the phone company. The phone company usually delivers ten-digit phone numbers (area code plus phone number). If the telephone number of the caller does not exactly match a number in your directory, the name will appear as delivered by the phone company. For example if the phone company includes the area code and the directory number does not, the name will appear as delivered by the phone company.

Telephone operation

Review the call log

From the telephone base or the handset:

1. Press ▼**-/CID** on the telephone base or **CID▼** on the handset when it is not in use.
2. Press ▼**-/CID** or ▲**+/DIR** on the telephone base or ▲ or ▼ on the handset to browse through the call log.

 -OR-

1. Press the **MENU** softkey when the telephone base or handset is not in use. Press ▼**-/CID** or ▲**+/DIR** on the telephone base or ▲ or ▼ on the handset to select **>CALL LOG** and then press the **MENU** softkey.
2. Press ▼**-/CID** or ▲**+/DIR** on the telephone base or ▲ or ▼ on the handset to select **>REVIEW**, then press the **OK** softkey.
3. Press ▼**-/CID** or ▲**+/DIR** on the telephone base or ▲ or ▼ on the handset to browse through the call log.

   • The name (if available), telephone number, date and time of all incoming calls are shown on the screen.
   • You hear a double beep when the list reaches the beginning or end of the call log.

```
Answering Sys
Directory
>Call Log
BACK        MENU
```

```
  CALL LOG
>Review
Del All Calls
BACK        OK
```

```
Answering Sys
Directory
>Call Log
Ringers
BACK        OK
```

```
  CALL LOG
>Review
Del All Calls
BACK        OK
```
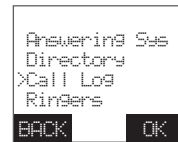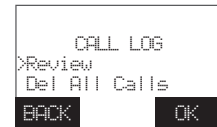
Make a call log entry ready to dial

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

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

```
   800-595-9511
 1-800-595-9511
       595-9511
     1-595-9511
```

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

```
       595-9511
     1-595-9511
```

When the number is shown in the correct format for dialing, press **LINE 1** or **LINE 2** on the telephone base, or **1 LINE/FLASH**, **2 LINE/FLASH**, or 🔊 on the handset to call the number.

```
   800-595-9511
 1-800-595-9511
```
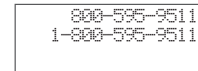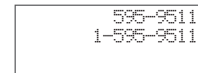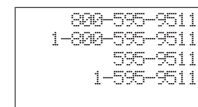
Telephone operation

Dial a call log entry

From the telephone base or the handset:

1. When in the call log, press ▼**-/CID** or ▲**+/DIR** on the telephone base or ▲ or ▼ on the handset to browse.

2. Press **LINE 1** or **LINE 2** on the telephone base, or **1 LINE/FLASH**, **2 LINE/FLASH**, or 🔊 on the handset to dial the entry.

Save a call log entry to the directory:

From the telephone base or the handset:

1. When in the call log, press ▼**-/CID** or ▲**+/DIR** on the telephone base or ▲ or ▼ on the handset to browse.

2. Press the **SAVE** softkey to the selected entry. The screen displays **EDIT NUMBER**.

3. Use the dialing keys to edit the number.

   - Press **CANCEL** on the telephone base or press **OFF** on the handset to backspace and erase a digit.
   - Press and hold **CANCEL** on the telephone base or press and hold **OFF** on the handset to erase the entire entry.
   - Press ▼**-/CID** on the telephone base or ▼ on the handset to move the cursor to the left. Press ▲**+/DIR** on the telephone base or ▲ on the handset to the right.
   - Press the **PAUS** softkey on the telephone base or press and hold **REDIAL/PAUSE** on the handset to insert a dialing pause (a **p** appears).

4. Press the **NEXT** softkey to move to the name. The screen displays **EDIT NAME**.

5. Use the dialing keys (see page 41) to edit the name.

   - Press **CANCEL** on the telpehone base or press **OFF** on the handset to backspace and erase a character.
   - Press and hold **CANCEL** on the telephone base or press and hold on the handset to erase the entire entry.
   - Press ▼**-/CID** on the telephone base or ▼ on the handset to move the cursor to the left. Press ▲ **+/DIR** on the telephone base or ▲ on the handset to the right.

6. Press the **SAVE** softkey on the telephone base or handset to save.

   - If the entry is already saved in the directory, the telephone base or handset shows **ALREADY SAVED**.
   - If there is no caller ID information, the telephone base or handset shows **UNABLE TO SAVE**.

```
EDIT NUMBER
                _
PAUS          NEXT
```

```
EDIT NAME
_
PAUS          SAVE
```

```
EDIT NUMBER
                _

BKSP          NEXT
```

```
EDIT NAME
_

BKSP          SAVE
```
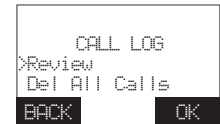
Telephone operation

Delete from the call log

From the telephone base or the handset:

To delete one entry:

1. When in the call log, press ▼**-/CID** or ▲**+/DIR** on the telephone base or ▲ or ▼ on the handset to browse.

2. Press the **DEL** softkey to delete the selected entry.

To delete all entries:

1. Press the **MENU** softkey when the telephone base or handset is not in use. Press ▼**-/CID** or ▲**+/DIR** on the telephone base or ▲ or ▼ on the handset to select **>CALL LOG** and then press the **MENU** softkey.

2. Press ▼**-/CID** or ▲**+/DIR** on the telephone base or ▲ or ▼ on the handset to select **>DEL ALL CALLS**, then press the **OK** softkey.

3. The screen shows **DELETE ALL CALLS?**. Press the **YES** softkey to delete.

```
    CALL LOG
>Review
 Del All Calls
BACK          OK
```

```
  DELETE ALL
    CALLS

YES           NO
```

```
    CALL LOG
>Review
 Del All Calls
BACK          OK
```

```
  DELETE ALL
    CALLS

YES           NO
```

Telephone operation

Call log display screen messages

Displays	When
PRIVATE NAME	The caller is blocking the name.
PRIVATE NUMBER	The caller is blocking the telephone number.
PRIVATE CALLER	The caller is blocking the name and number.
UNKNOWN NAME	This caller's name is unavailable.
UNKNOWN NUMBER	This caller's number is unavailable.
UNKNOWN CALLER	No information is available about this caller.
LONG DISTANCE **OR** L (before the caller's number)	It is a long distance call.

Answering system operation

Answering system and voicemail

Your telephone has both a digital answering system and voicemail indication. Most telephone companies offer voicemail service (fees may apply). Your telephone's answering system and voicemail indication are independent features. Each alerts you to new messages differently. For more information on the voicemail indicators, see page 22. To listen to your voicemail, follow the instructions provided by your voicemail service provider. To listen to messages recorded on your digital answering system, see page 47.

If you subscribe to a voicemail service through your telephone service provider, you can use your telephone answering system and voicemail together. If you are on a call, or the answering system is busy and you receive another call, the second caller can leave a voicemail message. Set your answering system to answer calls at least two rings earlier than your voicemail is set to answer. For example, set your voicemail to answer calls after six rings and set your answering system to answer after four rings.

note Some telephone service providers program the delay before answering calls in seconds instead of rings; in this case, allow six seconds per ring when determining the appropriate setting.

Message capacity

The answering system of Line 1 and Line 2 can each record and store up to 99 messages. Each message can be up to four minutes in length. The total storage capacity of each telephone line for the announcement, messages and memos is approximately 14 minutes. The actual recording time depends on individual message characteristics. Messages remain available for replay until you delete them.

New message indication

When there are new messages on the answering system of **Line 1**, **L1) X New Msgs** and 1 will be displayed on the screen of the telephone base and handset. **MAILBOX LINE 1** lights on the telephone base.

When there are new messages on the answering system of **Line 2**, **L2) X New Msgs** and 2 will be displayed on the screen of the telephone base and handset. **MAILBOX LINE 2** lights on the telephone base.

When there are new messages on the answering system of both **Line 1** and **Line 2**, **L1) X new Msgs**, **L2) X New msgs** and 12 will be displayed on the screen of the telephone base and handset. **MAILBOX LINE 1** and **MAILBOX LINE 2** light on the telephone base.
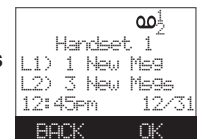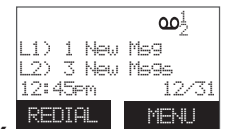
Call intercept

If you want to talk to the caller who is recording a message on **Line 1** or **Line 2**, press the corresponding line button (**LINE 1** or **LINE 2**) on the telephone base or **1 LINE/FLASH**, **2 LINE/FLASH, or** ◀)) on the handset.

Answering system operation

Message playback

If you have new messages, the telephone plays only the new messages (oldest first). If there are no new messages, the telephone plays back all messages (oldest first).

When playback begins, you hear the total number of messages followed by the day and time of the message. After the last message, the telephone announces, *"End of messages."*

To play messages with the telephone base:

Press **MAILBOX LINE 1/ ▶/■** or **MAILBOX LINE 2/ ▶/■** to listen to messages on Line 1 or Line 2 respectively.

Options during playback:

- Press ▼ **VOL** ▲ to adjust the speaker volume.
- Press ▶▶**/SKIP** to skip to the next message.
- Press ◀◀**/REPEAT** to repeat the message currently playing. Press ◀◀**/REPEAT** twice to listen to the previous message.
- Press **X/DELETE** to delete the current message. The system advances to the next message.
- Press **MAILBOX LINE 1/ ▶/■** or **MAILBOX LINE 2/ ▶/■** to stop listening to messages on Line 1 or Line 2 respectively.

To play messages with the telephone base or handset:

1. Press the **MENU** softkey when the telephone base or handset is not in use.
2. Press the **SELECT** softkey and then press ▼**-/CID** or ▲**+/DIR** on the telephone base or ▲ or ▼ on the handset to select **>Mailbox 1** or **>Mailbox 2**. Press the **SELECT** softkey again.
3. Press ▼**-/CID** or ▲**+/DIR** on the telephone base or ▲ or ▼ on the handset to select **>Play Msgs**. Then press the **SELECT** softkey.

   Options during playback:

   - Press ▼ **VOL** ▲ to adjust the speaker volume.
   - Press **6** to skip to the next message.
   - Press **4** to repeat the message currently playing. Press **4** twice to listen to the previous message.
   - Press **3** to delete the current message. The system advances to the next message.
   - Press **5** to stop.

note
- When the answering system has less than five minutes of recording time left, the remaining time is announced.
- When **F** and number of messages are flashing in the message window, the memory is full. Delete some messages to make room for more.
- You can only delete old messages, which are messages you have played.

Answering system operation

Delete all messages

To delete all messages with the telephone base:

Press **X/DELETE** when the phone is not in use. The telephone announces, *"To delete all old messages, press DELETE again."* Press **X/DELETE** again. All previously reviewed messages are erased and the telephone announces, *"All old messages deleted!"*

To delete all messages with a handset:

1. Press the **MENU** softkey when the telephone base or handset is not in use.
2. Press the **SELECT** softkey and then press ▼**-/CID** or ▲**+/DIR** on the telephone base or ▲ or ▼ on the handset to select **>Mailbox 1** or **>Mailbox 2**.
3. Press ▼**-/CID** or ▲**+/DIR** on the telephone base or ▲ or ▼ on the handset to select **>Del all old**, then press the **SELECT** softkey.
4. The handset shows **Delete all old messages?** Press the **YES** softkey to confirm your selection.

Answering system operation

Record and play memos

Memos are your own recorded messages used as reminders for yourself or others who uses the same answering system. You can record your own memos using the telephone base or handset. Playback and delete them in the same way as incoming messages.

Record a memo with the telephone base:

1. Press **REC** on the telephone base while the telephone base is not in use.

2. Press the **SELECT** softkey and then press ▼-/CID or ▲+/DIR on the telephone base or ▲ or ▼ on the handset to select **>Mailbox 1** or **>Mailbox 2**.

3. Press ▼-/CID or ▲+/DIR on the telephone base or ▲ or ▼ on the handset to select **>Record Memo**, then press the **SELECT** softkey.

4. The handset announces, *"Record after the tone. Press 5 when you are done."* After the tone, speak towards the microphone of the handset.

5. Press **5** when finished recording. The handset announces, *"Recorded."*

Record a memo with the telephone or handset:

1. Press the **MENU** softkey when the telephone base or handset is not in use.

2. Press the **SELECT** softkey and then press ▼-/CID or ▲+/DIR on the telephone base or ▲ or ▼ on the handset to select **>Mailbox 1** or **>Mailbox 2**.

3. Press ▼-/CID or ▲+/DIR on the telephone base or ▲ or ▼ on the handset to select **>Record Memo**, then press the **SELECT** softkey.

4. The handset announces, *"Record after the tone. Press 5 when you are done."* After the tone, speak towards the microphone of the handset.

5. Press **5** when finished recording. The handset announces, *"Recorded."*

note
- *"Memory is full,"* is announced if you record a memo when the memory is full.
- Each memo can be up to four minutes in length.
- Memos shorter than one second are not recorded.

Answering system operation

Remote access

A two-digit security code is required to access the answering system remotely from any touch tone telephone. The preset code is **19**; see **Remote code** on page 21 to change the code.

1. Dial your telephone number from any touch tone telephone.

2. When the system plays your announcement, enter the two-digit security code.

3. You can also enter one of the following remote commands.

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

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

note
- If you do not press any key after you enter the remote access code, all new messages play. If there are no new messages, all old messages play.
- Once the new messages have played, the telephone announces the help menu options. If you do not press any key within 20 seconds, the remote access call automatically disconnects.
- When the answering system is turned off, the telephone answers after 10 rings, and announces, *"Please enter your remote access code."*

Appendix

Telephone base and handset display screen messages

ALREADY SAVED	The telephone number entered is already stored in the directory.
BASE IS CALLING	Telephone bse is calling.
CALL LOG EMPTY	There are no call log entries.
CALLING HANDSET X (for models with three or more handsets) CALLING OTHER HANDSET (for models with two handsets) CALLING BASE	Calling another handset or telephone base.
CONNECTING...	The cordless handset is searching for the telephone base.
CHARGING	The handset is recharging.
DIRECTORY EMPTY	There are no directory entries.
ENDED	You have just ended a call.
HANDSET X IS CALLING (for models with three or more handsets) OTHER HANDSET IS CALLING (for models with two handsets)	Another system handset is calling.
INCOMING CALL	There is an incoming call.
INT REQUIRES TWO HANDSETS	Two handsets are required for an intercom call.
INTERCOM	The handset is on an intercom call.
INTERCOM ENDED	You have just ended an intercom call.
L1) IN USE	Line 1 is in use.
L2) IN USE	Line 2 is in use.
LINE 1 INCOMING CALL	There is an incoming call on line 1.
LINE 2 INCOMING CALL	There is an incoming call on line 2.
LIST FULL	The directory is full.
LOW BATTERY	The battery needs to be recharged.
MICROPHONE ON	**MUTE** is turned off and the person on the other end can hear you.

Appendix

Telephone base and handset display screen messages

MUTED	You have turned off the handset microphone. The other party cannot hear you, but you can hear the other party.
NEW VOICEMAIL	There are new voicemail messages from your telephone service provider.
NO LINE	There is no telephone line connected.
NO SIGNAL, CALL ENDED	Communication between the handset and telephone base is lost during a call.
NOT AVAILABLE AT THIS TIME	One handset is already viewing the call log or directory, while another handset attempts to review it.
OUTSIDE CALL	Connected to the external call during call transfer.
PAGING	The cordless handset locator is activated.
PHONE	The handset is on a call.
PLACE IN CHARGER	The battery is very low. Place the handset in the telephone base or charger for recharging.
RINGER MUTE	The ringer is muted temporarily during an incoming call.
SAVED	Your selection has been saved.
SPEAKER	The handset speakerphone is in use.
UNABLE TO CALL TRY AGAIN	You have attempted to make an intercom call, but the handset you are calling is in the directory, in the call log, out of range or on an outside call.
UNABLE TO SAVE	You are attempting to save a caller ID entry with no name or number.
XX MISSED CALLS	There are unreviewed calls in your call log.

Appendix

Handset and telephone base indicator lights

Handset lights

🔊	On when the handset speakerphone is in use.
CHARGE	On when the handset is charging in the telephone base.

Telephone base lights

LINE 1, LINE 2	On when the line is in use. Flashes fast when there is an incoming call or another handset sharing the same line is in use. Flashes slow when a call is on hold.
⏻/ **ON/OFF LINE 1,** ⏻/ **ON/OFF LINE 2**	On when the answering system is turned on. Off when the answering system is turned off.
▶/■/**MAILBOX LINE 1,** ▶/■/**MAILBOX LINE 2**	Flashes when there are new messgaes in the mailbox. On when there are old messages in the mailbox. Off when there is no message in the mailbox.

Appendix

Handset screen icons

▸▯▸▮▸▮	Handset battery is charging (animated displayed). Becomes solid when the battery is fully charged.
▯	Flashes when the battery is low and needs charging.
	Line 1 is in use.
	Line 2 is in use.
$\mathbb{A}^1$	Handset ringer of line 1 is turned off.
$\mathbb{A}_2$	Handset ringer of line 1 is turned off.
$\mathbb{A}_2^1$	Handset ringers of line 1 and line 2 are turned off.
✉^{1}	New voicemail received on line 1 from the telephone service provider.
✉$_2$	New voicemail received on line 2 from the telephone service provider.
✉$_2^1$	New voicemail received on line 1 and line 2 from the telephone service provider.
📼^{1}	New answering system message(s) on line 1.
📼$_2$	New answering system message(s) on line 1.
📼$_2^1$	New answering system messages on line 1 and line 2.
ANS^1 ON	Answering system of line 1 is turned on.
ANS ON $_2$	Answering system of line 2 is turned on.
ANS$_2^1$ ON	Answering systems of line 1 and line 2 are turned on.
🔊	Speakerphone is in use.
NEW	New missed call(s) in call log.
MUTE	Microphone is muted.

Appendix

Telephone base screen icons

	Line 1 is in use.
	Line 1 is in use.
₁🔕	Handset ringer of line 1 is turned off.
🔕₂	Handset ringer of line 1 is turned off.
₁🔕₂	Handset ringers of line 1 and line 2 are turned off.
₁✉	New voicemail received on line 1 from the telephone service provider.
✉₂	New voicemail received on line 2 from the telephone service provider.
₁✉₂	New voicemail received on line 1 and line 2 from the telephone service provider.
₁◖◗	New answering system message(s) on line 1.
◖◗₂	New answering system message(s) on line 1.
₁◖◗₂	New answering system messages on line 1 and line 2.
🔊	Speakerphone is in use.
NEW	New missed call(s) in call log.
MUTE	Microphone is muted.

Appendix

Battery

It takes up to 16 hours for the battery to be fully charged. When it is fully charged, you can expect the following performance:

Operation	Operating time
While in handset use (talking*)	Up to 10 hours
While in speakerphone mode (talking*)	Up to seven hours
While not in use (standby**)	Up to 10 days

*Operating times vary depending on your actual use and the age of the battery.
**Handset is not charging or in use.

The battery needs charging when:

• A new battery is installed in the handset.
• The handset beeps every minute while on a call.
• The handset beeps and **Low battery** displays on the handset.
• **Place in charger** displays on the handset.
• A battery is properly installed and the screen is blank.

CAUTION:

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

• Use only the battery(ies) provided or equivalent. To order a replacement, visit our website at www.vtechphones.com or call 1 (800) 595-9511.
• Do not dispose of the battery(ies) in a fire. Check with local waste management codes for special disposal instructions.
• Do not open or mutilate the battery(ies). Released electrolyte is corrosive and may cause burns or injury to the eyes or skin. The electrolyte may be toxic if swallowed.
• Exercise care in handling batteries in order not to create a short circuit with conductive materials.
• Charge the battery(ies) provided with or identified for use with this product only in accordance with the instructions and limitations specified in this manual.
• Observe proper polarity orientation between the battery and metallic contacts.
• To prevent fire or shock hazard, do not expose this product to water or any type of moisture.

Appendix

Expand your telephone system

The handsets provided with your telephone system are pre-registered. Each handset is assigned a number that shows on the handset display. Additional handsets registered to the telephone system are assigned in sequential order. For instance, if the telephone system already has **HANDSET 1**, the new registered handset is assigned **HANDSET 2**. This telephone system accommodates up to 12 handsets.

Add and register a handset (optional)

You can add new handsets (**DS6101**, purchased separately) to your telephone system, but each handset must be registered with the telephone base before use. When first purchased, each expansion handset shows **NOT REGISTERED**. You may need to charge the handset before registering to the telephone base. For more details on battery charging, see the table on page 3.

To register a handset:

1. Place the unregistered handset in the telephone base. If **Press [HS LOC] on BASE for 4 sec.** does not appear on the handset screen after a few seconds, remove the handset and place it in the telephone base again.

2. On the telephone base, press and hold **HOLD** for about four seconds until the telephone base displays **REGISTERING HANDSET**. The handset shows **HANDSET REGISTERING...** and it takes up to 60 seconds to complete the registration. The handset shows **HANDSET X REGISTERED** (**X** represents the handset number assigned) and you hear a beep when the registration completes.

HOLD
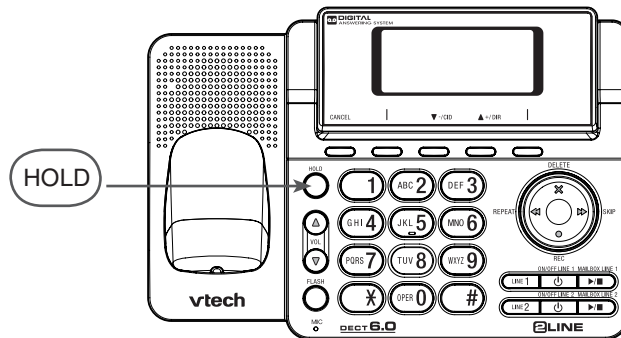
note
- If the registration fails, the handset shows **NOT REGISTERED**. To reset the handset, remove the handset from the telephone base and place it back in. Try the registration process again.
- You cannot register a handset if any other system handset is in use.

Appendix

Replace a handset

If you want to replace a handset or re-assign the designated handset number of a registered handset, you must de-register all the handsets and then individually register each handset.

To make de-registration easier, read all of the instructions on this page before you begin. To de-register all handsets:

1. Press and hold **FIND HANDSET** on the telephone base for about 10 seconds (until the **IN USE** light on the telephone base turns on and starts to flash), then release **FIND HANDSET**.

2. Press and release **FIND HANDSET** again. You must press **FIND HANDSET** while the **IN USE** light is still flashing. The **IN USE** light flashes for approximately seven seconds.

3. All system handsets show **CONNECTING...** The de-registration process takes about 10 seconds to complete. All handsets show **NOT REGISTERED** when the de-registration completes.

If de-registration fails, you might need to reset the telephone and try again.

To reset:

1. Pick up the registered handset and then press $\frac{\text{TALK}}{\text{FLASH}}$.

2. Press **OFF/CLEAR** and place the handset back in the telephone base.

-OR-

1. Unplug the power from the telephone base, then plug it back in.

note You cannot de-register a handset if any system handset is in use.

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, call 1 (800) 267-7377.

My telephone does not work at all.

- Make sure the battery is installed and charged correctly (page 3). For optimum daily performance, return the handset to the telephone base or charger after use.
- Make sure the power adapter is securely plugged into an outlet not controlled by a wall switch.
- Make sure the telephone line cord is plugged firmly into the telephone base and the telephone wall jack.
- Unplug the electrical power to the telephone base. Wait for approximately 15 seconds, then plug it back in. Allow up to one minute for the cordless handset and telephone base to synchronize.
- Charge the battery in the handset for up to 16 hours.
- If the battery is completely depleted, it can take up to 10 minutes to charge the handset before **LOW BATTERY** appears on the screen (page 3).
- Remove and re-insert the battery. If that still does not work, it might be necessary to purchase a new battery.
- Disconnect the telephone base from the telephone wall jack and plug in a working telephone. If the other telephone does not work, the problem is probably in the wiring or the local service. Call the telephone service provider.

LOW BATTERY shows on screen.

- Place the handset in the telephone base or charger for recharging.
- Remove and re-install the battery and use it until fully depleted, then recharge the handset in the telephone base or charger for up to 16 hours.
- If the above measures do not correct the problem, replace the battery.

The battery does not charge in the handset or the handset battery does not accept charge.

- Make sure the handset is placed in the telephone base or charger correctly. The **CHARGE** light on the handset should be on.
- Remove and reinstall the battery, then charge for up to 16 hours.
- If the handset is in the telephone base or charger but the **CHARGE** light on the handset is not on, refer to **The CHARGE light is off** in this section.
- If the battery is completely depleted, it can take up to 10 minutes to charge the handset before **LOW BATTERY** appears on the screen (page 3).
- Purchase a new battery. Refer to the **Battery** section (page 62).

Appendix

Troubleshooting

The CHARGE light is off.

- Clean the charging contacts on the handset and telephone base each month with a pencil eraser or a dry non-abrasive fabric.
- Make sure the power adapter and telephone line cord are plugged in correctly and securely.
- Unplug the power adapter. Wait for 15 seconds before plugging it back in. Allow up to one minute for the handset and telephone base to reset.

There is no dial tone.

- First, try all the above suggestions.
- Move the handset closer to the telephone base. It might be out of range.
- The telephone line cord might be malfunctioning. Install a new telephone line cord.
- Disconnect the telephone base from the telephone wall jack and connect a different telephone. If there is no dial tone on this telephone either, the problem is in your wiring or local service. Contact your telephone service provider.

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

- Make sure the handset ringer volume is not set to the lowest level (page 20) and the telephone base ringer volume is not set to zero (page 53).
- Make sure the telephone line cord and power adapter are plugged in properly (page 2).
- The handset might be too far from the telephone base. Move it closer to the telephone base.
- There might be too many extension phones on the telephone line to allow all of them to ring simultaneously. Unplug some of them.
- If the other telephones in your home are having the same problem, the problem is in the wiring or local service. Contact the telephone service provider (charges may apply).
- Other electronic products can cause interference to your cordless telephone. Install your telephone as far away as possible from electronic devices such as: wireless routers, radios, cellular telephones, digital telephones, intercoms, room monitors, televisions, VCRs, personal computers, kitchen appliances, and other cordless telephones.
- Test a working telephone at the telephone wall jack. If another telephone has the same problem, the problem is in the telephone wall jack. Contact your telephone service provider (charges may apply).
- The telephone line cord might be malfunctioning. Install a new telephone line cord.
- Re-install the battery and place the handset in the telephone base or charger.
- Wait for the handset to synchronize with the telephone base. Allow up to one minute for this to take place.

Appendix

Troubleshooting

I cannot dial out.

- First, try all the above suggestions.
- Make sure there is a dial tone before dialing. It is normal if the handset takes a second or two to synchronize with the telephone before producing a dial tone. Wait an extra second before dialing.
- If the other telephones in your home are having the same problem, the problem is in the wiring or local service. Contact your telephone service provider (charges may apply).
- Eliminate any background noise. Mute the cordless handset before dialing, or dial from another room in your home with less background noise.

My handset beeps and is not performing normally.

- Make sure the power cord is securely plugged into the telephone base. Plug the telephone base into a different working electrical outlet not controlled by a wall switch.
- Move the handset closer to the telephone base. It might be out of range.
- Reset the telephone base by unplugging the electrical power to the base. Wait for 15 seconds and plug it back in again. Allow up to one minute for the cordless handset and the telephone base to synchronize.
- Other electronic products can cause interference to your cordless telephone. Install your telephone as far away from these electronic devices as possible: wireless routers, radios, radio towers, pager towers, cellular telephones, intercoms, room monitors, televisions, personal computers, kitchen appliances and other cordless telephones.

There is interference during a telephone conversation.
My calls fade out when I am using the cordless handset.

- The handset might be out of range. Move it closer to the telephone base.
- If you subscribe to high-speed Internet service (digital subscriber line - DSL) through your telephone lines, you must install a DSL filter between the telephone base and the telephone wall jack. The filter prevents noise and caller ID problems caused by DSL interference. Contact your DSL service provider for more information about DSL filters.
- Appliances or other cordless telephones plugged into the same circuit as the telephone base can cause interference. Try moving the appliance or telephone base to another outlet.
- Other electronic products can cause interference to your cordless telephone. Install your telephone as far away as possible from the following electronic devices: wireless routers, radios, radio towers, pager towers, cellular telephones, digital telephones, intercoms, room monitors, televisions, VCRs, personal computers, kitchen appliances, and other cordless telephones.
- If your telephone is plugged in with a modem or a surge protector, plug the telephone (or modem/surge protector) into a different location. If this doesn't solve the problem, re-locate your telephone or modem farther apart from each other, or use a different

Appendix

Troubleshooting

surge protector.
- The location of your telephone base can impact the performance of your cordless phone. For better reception, install the telephone base in a centralized location within your home or office, away from walls or other obstructions. In many environments, elevating the telephone base improves overall performance.
- Disconnect the telephone base from the telephone wall jack and plug in a corded telephone. If calls are still not clear, the problem is probably in the wiring or local service. Contact your local service company (charges may apply).
- If the other telephones in your home are having the same problem, the problem is in the wiring or local service. Contact the telephone service provider (charges may apply).

I hear other calls when using the telephone.

- Disconnect the telephone base from the telephone wall jack. Plug in a different telephone. If you still hear other calls, the problem is probably in the wiring or local service. Call your telephone service provider.

I hear noise on the cordless handset and the keys do not work.

- Make sure the telephone line cord is plugged in securely.

My caller ID features are not working properly.

- Caller ID is a subscription service. You must subscribe to this service from your telephone service provider for this feature to work on your telephone.
- The caller might not be calling from an area which supports caller ID.
- Both you and the caller's telephone service providers must use equipment compatible with the caller ID service.
- The caller ID information shows after the first or second ring.
- If you subscribe to high-speed Internet service (digital subscriber line - DSL) through your telephone lines, you must install a DSL filter between the telephone base and the telephone wall jack. The filter prevents noise and caller ID problems caused by DSL interference. Contact your DSL service provider for more information about DSL filters.

The telephone does not receive caller ID or the telephone does not show caller ID during call waiting.

- Make sure you subscribe to caller ID with call waiting features provided by the telephone service providers.
- The caller might not be calling from an area which supports caller ID.
- Both you and the caller's telephone service providers must use equipment compatible with caller ID service.
- If you subscribe to high-speed Internet service (digital subscriber line - DSL) through your telephone lines, you must install a DSL filter between the telephone base and the telephone wall jack. The filter prevents noise and caller ID problems caused by DSL interference. Contact your DSL service provider for more information about DSL filters.

Appendix
Troubleshooting

Caller ID entries do not match the numbers I need to dial.

- Caller ID service delivers 10 digits (the area code plus the seven-digits number). If you need to dial something other 10 digits, see page 48 for instructions on changing the number.
- If you dial seven digits for local calls you might want to use the **Home area code** feature (page 22).

CONNECTING... shows in the handset screen.

- The handset might be out of range. Move it closer to the telephone base.
- Make sure the power cord is securely plugged into the telephone base. Use a working electrical outlet not controlled by a wall switch.
- Reset your telephone by unplugging the power adapter from the telephone base. Disconnect the battery from the cordless handset. Wait for 15 seconds, then plug in the power adapter and re-install the battery. Place the handset in the telephone base and allow up to one minute for the handset and telephone base to synchronize.
- Other electronic products might prevent your handset and telephone base from communicating with each other. Install your telephone base as far away from these electronic devices as possible: wireless routers, radios, cellular telephones, intercoms, room monitors, televisions, personal computers, kitchen appliances and other cordless telephones.

The answering system does not answer after the number of rings that I programmed it.

- Make sure the answering system is on. When the answering system is on, the **ANS ON/OFF** light on the telephone base should be lit and **ANS ON** should show on the handset.
- If toll saver is selected, the number of rings changes to two when there are new messages waiting (page 21).
- If the memory is full or if the answering system is off, the answering system answers after 10 rings.
- In some cases, the answering system is affected by the ringing system used by the telephone service provider.

The outgoing announcement is not clear.

- When recording the announcement, make sure you speak in a normal tone of voice towards the microphone of the handset.
- Make sure there is no background noise when recording.

Appendix
Troubleshooting

The messages on the answering system are very difficult to hear.

- Press **VOL ▲** on the telephone base or handset to increase the speaker volume.

The answering system does not record messages.

- Make sure the answering system is on.
- When the answering machine memory is full, it does not record new messages until some old messages are deleted.

The messages on the answering system are incomplete.

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

The answering system does not respond to remote commands.

- Make sure your remote code is correct (page 11).
- Make sure you are calling from a touch-tone telephone. When dialing a number, there should be tones. If there are 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.

Common cures for electronic equipment.

- If the telephone is not responding normally, put the cordless handset in the telephone base. If it does not respond, try the following (in the order listed):
- Disconnect the power to the telephone base.
- Disconnect the battery on the cordless handset.
- Wait a few minutes before connecting power to the telephone base.
- Re-install the battery and place the cordless handset in the telephone base or charger.
- Wait for the cordless handset to synchronize with the telephone base. Allow up to one minute for this to take place.

Appendix

Important safety information

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 protable 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 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

Appendix

Important safety instructions

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

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

SAVE THESE INSTRUCTIONS

Appendix

Operating range

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

When the handset is out of range, the handset displays **CONNECTING**...

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

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

To improve reception, move closer to the telephone base.

Maintenance

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

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

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

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

Cleaning your telephone
Your telephone has a durable plastic casing that should retain its luster for many years. Clean it only with a soft cloth slightly dampened with water or 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 the water. If the telephone base should fall into the water, DO NOT RETRIEVE IT UNTIL YOU UNPLUG THE POWER CORD AND TELEPHONE LINE CORD FROM THE WALL. Then remove the telephone by the unplugged cords.

Appendix

About cordless telephones

- **Privacy:** The same features that make a cordless telephone convenient create some limitations. Telephone calls are transmitted between the telephone base and the cordless handset by radio waves, so there is a possibility that the cordless telephone conversations could be intercepted by radio receiving equipment within range of the cordless handset. For this reason, you should not think of cordless telephone conversations as being as private as those on corded telephones.

- **Electrical power:** The telephone base of this cordless telephone must be connected to a working electrical outlet. The electrical outlet should not be controlled by a wall switch. Calls cannot be made from the cordless handset if the telephone base is unplugged or switched off, or if the electrical power is interrupted.

- **Potential TV interference:** Some cordless telephones operate at frequencies that may cause interference to televisions and VCRs. To minimize or prevent such interference, do not place the telephone base of the cordless telephone near or on top of a TV or VCR. If interference is experienced, moving the cordless telephone farther away from the TV or VCR often reduces or eliminates the interference.

- **Rechargeable batteries:** Exercise care in handling batteries in order not to create a short circuit with conducting material such as rings, bracelets, and keys. The battery or conductor may overheat and cause harm. Observe proper polarity between the battery and the battery charger.

- **Nickel-metal hydride rechargeable batteries:** Dispose of these batteries in a safe manner. Do not burn or puncture the battery. Like other batteries of this type, if burned or punctured, they could release caustic material which could cause injury.

The RBRC® seal

The RBRC® seal on the nickel-metal hydride battery indicates that VTech Communications, Inc. is voluntarily participating in an industry program to collect and recycle these batteries at the end of their useful lives, when taken out of service within the United States and Canada.

The RBRC® program provides a convenient alternative to placing used nickel-metal hydride batteries into the trash or municipal waste, which may be illegal in your area.

VTech's participation in RBRC® makes it easy for you to drop off the spent battery at local retailers participating in the RBRC® program or at authorized VTech product service centers. Please call **1-800-8-BATTERY**™ for information on Ni-MH battery recycling and disposal bans/restrictions in your area. VTech's involvement in this program is part of its commitment to protecting our environment and conserving natural resources.

RBRC® is a registered trademark of Rechargeable Battery Recycling Corporation.

Appendix

Warranty

What does this limited warranty cover?

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

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

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

How long is the limited warranty period?

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

What is not covered by this limited warranty?

This limited warranty does not cover:

1. Product that has been subjected to misuse, accident, shipping or other physical damage, improper installation, abnormal operation or handling, neglect, inundation, fire, water or other liquid intrusion; or

2. Product that has been damaged due to repair, alteration or modification by anyone other than an authorized service representative of VTech; or

3. Product to the extent that the problem experienced is caused by signal conditions, network reliability, or cable or antenna systems; or

4. Product to the extent that the problem is caused by use with non-VTech accessories; or

5. Product whose warranty/quality stickers, product serial number plates or electronic serial numbers have been removed, altered or rendered illegible; or

6. Product purchased, used, serviced, or shipped for repair from outside the United States of America or Canada, or used for commercial or institutional purposes (including but not limited to Products used for rental purposes); or

7. Product returned without a valid proof of purchase (see item 2 below); or

8. Charges for installation or set up, adjustment of customer controls, and installation or repair of systems outside the unit.

Appendix

How do you get warranty service?

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

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

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

1. Return the entire original package and contents including the Product to the VTech service location along with a description of the malfunction or difficulty; and

2. Include a "valid proof of purchase" (sales receipt) identifying the Product purchased (Product model) and the date of purchase or receipt; and

3. Provide your name, complete and correct mailing address, and telephone number.

Other Limitations

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

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

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

Please retain your original sales receipt as proof of purchase.

Appendix

FCC, ACTA and IC regulations

FCC Part 15

This equipment has been tested and found to comply with the requirements for a Class B digital device under Part 15 of the Federal Communications Commission (FCC) rules. These requirements are intended to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

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

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

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

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

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

FCC Part 68 and ACTA

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

The plug and jack used to connect this equipment to premises wiring and the telephone network must comply with applicable Part 68 rules and technical requirements adopted by ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. An RJ11 jack should normally be used for connecting to a single line and an RJ14 jack for two lines. See 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 your telephone line, ensure the connection of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone service provider or a qualified installer.

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.

Appendix

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

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

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

Remain on the line and briefly explain the reason for the call before hanging up.

Perform such activities in off-peak hours, such as early morning or late evening.

Industry Canada

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

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

The Ringer Equivalence Number (REN) for this terminal equipment is 0.1. 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

Technical specifications

Frequency control	Crystal controlled PLL synthesizer
Transmit frequency	Handset: 1921.536-1928.448 MHz Telephone base: 1921.536-1928.448 MHz
Channels	5
Nominal effective range	Maximum power allowed by FCC and IC. Actual operating range might vary according to environmental conditions at the time of use.
Size	Handset: 6.38 X 1.85 X 1.23 in (162.00 X 47.00 X 31.20 mm) Telephone base: 8.48 X 5.44 X 3.68 in (215.50 X 138.30 X 93.50 mm) Charger: 3.13 X 3.67 X 1.85 in (79.60 X 93.30 X 47.00 mm)
Weight	Handset: 4.62oz (131.00g) (including battery) Telephone base: 7.09oz (201.00g)
Power requirements	Handset: 2.4V 500mAh Ni-MH battery Telephone base: 6V DC @ 600mA
Memory	Handset directory: 50 memory locations; up to 30 digits and 15 characters Handset call log: 50 memory locations; up to 24 digits and 15 characters

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