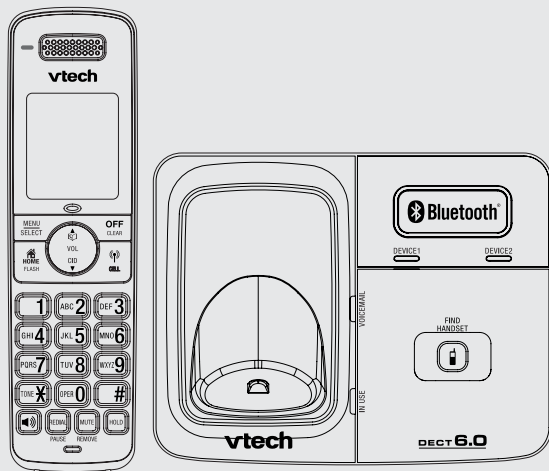




# User's manual

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



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



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

**Model: DS6311-2**



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## Getting started

### Parts checklist

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



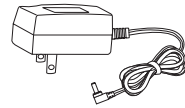
Quick start guide



User's manual



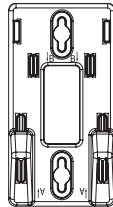
Telephone line cord



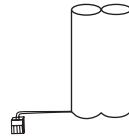
Telephone base power adapter



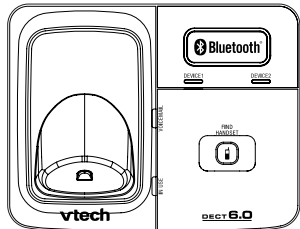
Battery compartment covers (2)



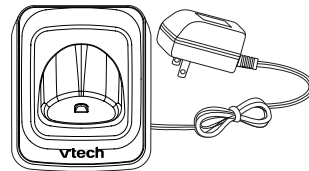
Wall bracket



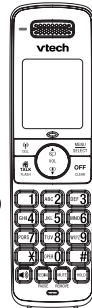
Batteries (2)



Telephone base



Charger and power adapter



Handsets (2)

#### note

To purchase a replacement battery or power adapter, visit our website at [www.vtechphones.com](http://www.vtechphones.com) or call 1 (800) 595-9511.

## Getting started

### Installation

Install the telephone base close to a telephone jack and a power outlet not connected to a wall switch. For optimum range and better reception, place the telephone base in a central and open location.

Depending on the environmental conditions, make sure that your **Bluetooth** wireless technology enabled cell phone is within 12 feet of where you install the telephone base in order to maintain a reliable connection between your **Bluetooth** wireless technology enabled cell phone, telephone base, and cell tower.

This product may be shipped with a protective sticker covering the handset and/or telephone base display. Remove it before use.

### Avoid placing the telephone base too close to:

- Communication devices such as: personal computers, computer routers, television sets, VCRs, wireless routers (wireless broadband, Wi-Fi, or 802.11) or other cordless telephones.
- Excessive heat sources.
- Noise sources such as a window with traffic outside, motors, microwave ovens, refrigerators, or fluorescent lighting.
- Excessive dust sources such as a workshop or garage.
- Excessive moisture.
- Extremely low temperature.
- Mechanical vibration or shock such as on top of a washing machine or work bench.

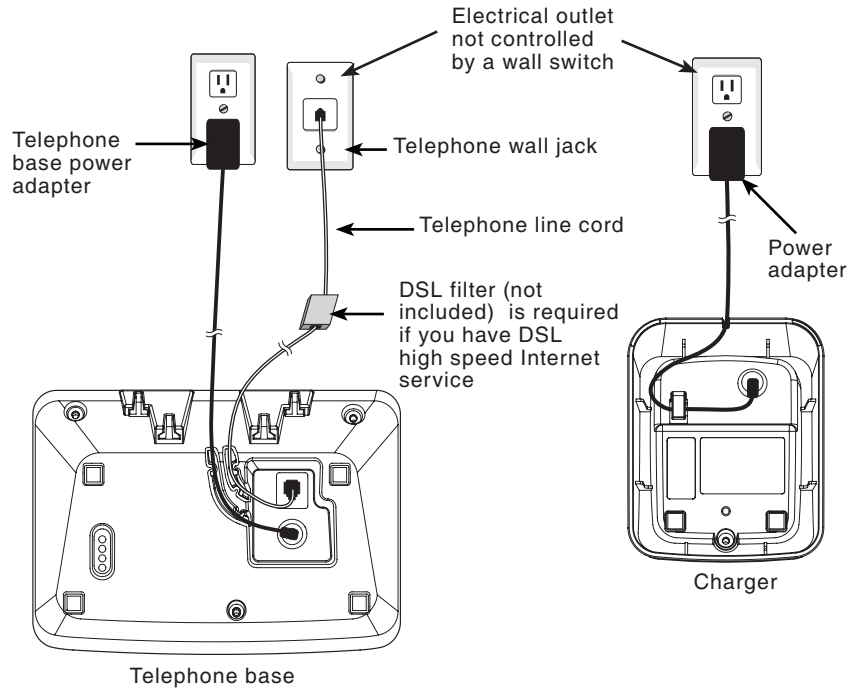
## Getting started

### Telephone base and charger 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.



#### note

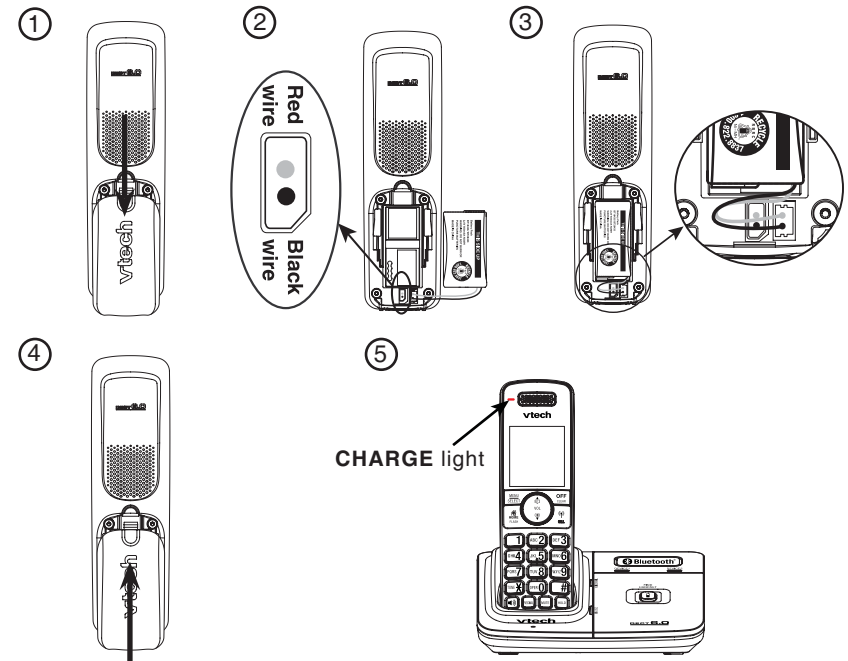
- Use only the power adapters supplied with this product. To order a replacement, visit our website at [www.vtechphones.com](http://www.vtechphones.com) or call 1 (800) 595-9511.
- The power adapters are intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed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

## Getting started

### Battery installation

Install the battery as shown below.

1. If the battery compartment cover is on the handset, press the indentation 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. The **CHARGE** light is on when the handset charges.



#### note

- If the handset will not be used for a long time, disconnect and remove the battery to prevent possible leakage.
- To purchase a replacement battery, visit our website at [www.vtechphones.com](http://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 in the telephone base to charge the battery. For best performance, keep the handset in the telephone base or charger when not in use. The battery is fully charged after 16 hours of continuous charging. See the table on page 60 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 minute.

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 <b>HANDSET X</b> (at least 10 minutes).
The screen shows <b>Place in charger</b> and  flashes.	Battery has very little charge and the handset cannot be used.	Charge without interruption until the screen shows <b>HANDSET X</b> (at least four minutes).
The screen shows <b>Low battery</b> ,  flashes, and the handset beeps.	Battery has enough charge to be used for a short time.	Charge without interruption until the screen shows <b>HANDSET X</b> (at least 30 minutes).
The screen shows <b>HANDSET X</b> .	Battery is charged.	To keep the battery charged, place it in the telephone base when not in use.

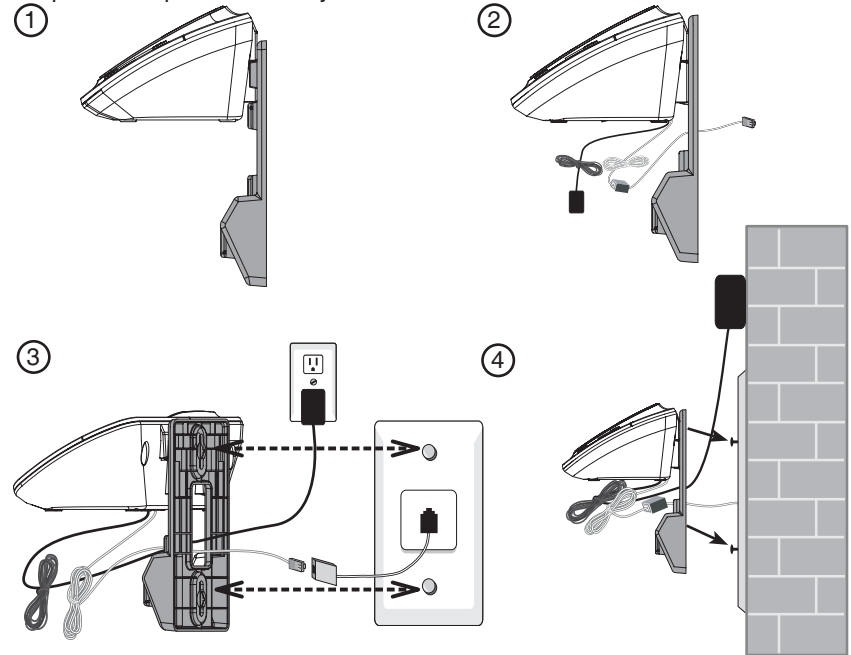
## Getting started

### Installation options

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

### Tabletop to wall mount installation

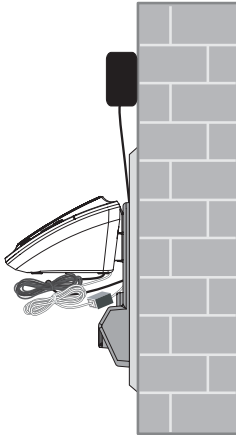
1. Position the telephone base as shown below. Insert the extended tabs (marked **B**) of the wall bracket into the slots on the back of the telephone base (marked **B**). Push the telephone base down until it is securely in place.
2. If you are using a DSL filter, plug the line cord into the filter now. Route the telephone line cord (or DSL filter) through the wall bracket hole. Route the power cord out of the bottom of the telephone.
3. Plug the telephone line cord (or DSL filter) into the wall jack. Plug the power adapter into a power outlet not controlled by a wall switch.
4. Align the holes on the bracket with the standard wall plate and slide the bracket down until it locks securely. Bundle the telephone line cord and power adapter cord neatly with a twist tie.



## Getting started

### Wall mount to tabletop installation

1. If the telephone line cord and power adapter cord are bundled, untie them first.
2. Lift the telephone base up to detach it from the black plastic wall bracket. Unplug the telephone line cord (or DSL filter) from the wall. Unplug the power adapter from the power outlet.
3. See **Telephone base and charger installation** on page 3.



## Getting started

### Handset layout

#### **CHARGE** light

On when the handset is charging in the telephone base or charger.

#### /CELL

Press to make or answer a **CELL** call.

Flashes quickly when there is an incoming **CELL** call.

Flashes slowly when a **CELL** call is on hold.

During a **CELL** call, press to receive an incoming call when you receive a call waiting alert.

#### /TALK/FLASH

Press to make or answer a **HOME** call.

Flashes slowly when a **HOME** call is on hold.

During a **HOME** call, press to receive an incoming call when you receive a call waiting alert.

#### **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.

#### **TONE\***

Press to activate the keypad lock manually.



Press to make or answer a **HOME** call.

During a **HOME** call, press to switch between speakerphone and handset.

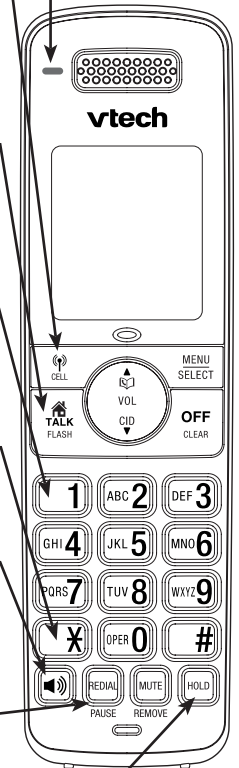
#### **REDIAL/PAUSE**

Press to review the redial list.

While dialing or entering numbers into the directory, press and hold to insert a dialing pause.

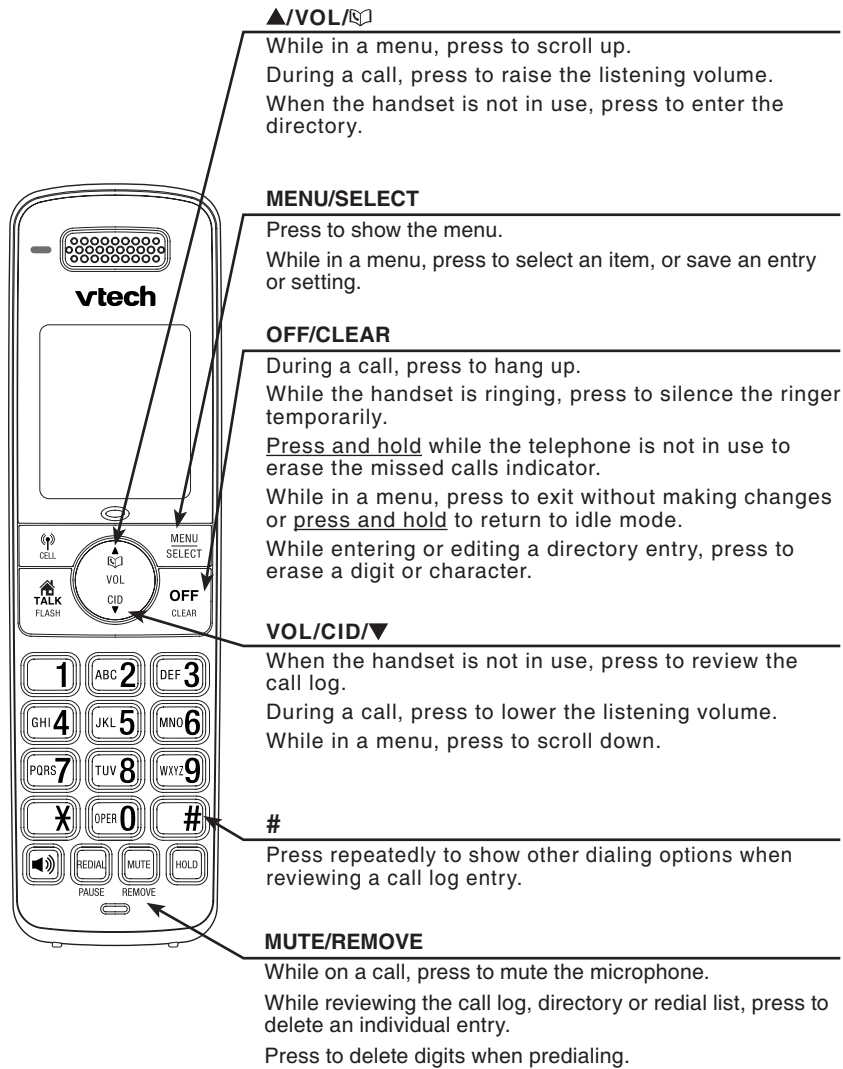
#### **HOLD**

Press to put a **HOME** or **CELL** call on hold.



## Getting started

### Handset layout (continued)



## Getting started

### Telephone base layout

#### VOICEMAIL light

Flashes when you have new voicemail. Voicemail service is offered by your local telephone company, and is different from answering system messages.

#### DEVICE1/DEVICE2 lights

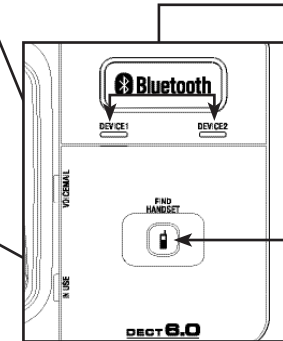
On when the telephone base is paired and connected with a Bluetooth device.

#### IN USE light

Flashes when there is an incoming call, or another telephone sharing the same line is in use.  
On when the handset is in use.

#### FIND HANDSET

Press to page all system handsets.





## Getting started

### Handset main menu

To enter the main menu:

1. Press **MENU/SELECT** when the handset is not in use.
2. Press **▼** or **▲** to select a handset feature menu, then press **MENU/SELECT** to enter that menu.

To return to idle mode, press and hold **OFF/CLEAR**. To return to the previous menu, press **OFF/CLEAR**.

**Directory** - store and search for names and numbers.



**Call log** - review the caller ID history or delete all call log entries.



**Intercom** - intercom call with a system handset.



**Bluetooth** - set up and manage your Bluetooth enabled devices.



**Ringers** - set up ringers for the home and cell lines.



**Settings** - change your telephone settings.



## Bluetooth

### Introducing Bluetooth

Your new **DS6311** telephone system with Bluetooth wireless technology has the following features:

- **Pair up to four Bluetooth enabled cell phones with the telephone base.**
- **Connect a maximum of two cell phones to make and receive cell calls. Only one cell phone can be active on a call at a time.**
- Connect a Bluetooth enabled headset for making and receiving home calls.
- Conference cell and home calls.
- Make and receive calls using your cell phone plan while utilizing the ease and comfort of your home telephone system.

### IMPORTANT INFORMATION

- After plugging in the telephone base, wait at least 20 seconds before connecting a Bluetooth device. The screen shows **Bluetooth system busy** if you try to connect too soon.
- Refer to the user's manual of your Bluetooth enabled cell phone or headset for more information.
- Bluetooth wireless technology operates within a short range (about 30 feet). When using a cell phone with the **DS6311**, it is best to place your cell phone between one and fifteen feet from the telephone base. When using a Bluetooth headset with the **DS6311**, you are limited to the range of your headset (see the user's manual of your headset for more information).
- Make sure that your cell phone has sufficient signal strength. You may need to move the cell phone and telephone base to a location where the cell phone signal strength is stronger.
- Charge your cell phone while it is connected to the telephone base. Your cell phone's battery will discharge faster while it is connected to the telephone base via Bluetooth wireless technology.
- Monitor your cell phone's usage because airtime is deducted from your cellular plan for the duration of all cell calls.

Refer to the **Bluetooth setup** section (page 14) to learn how to set up and manage your Bluetooth enabled device(s). Refer to the **Telephone operation** section (page 33) on how to operate your Bluetooth devices with your new **DS6311** telephone system with Bluetooth wireless technology. Refer to the **Troubleshooting** section (page 63) if you experience difficulty using the telephone system.

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## Bluetooth

### Glossary of terms

Below are some terms used in this user's manual to help you become familiar with using your Bluetooth enabled devices and your new **DS6311** telephone system.

**Active devices** - a maximum of two paired devices (two cell phones, or one cell phone and one headset) on the active devices list can be connected to the telephone base, but only one cell phone or headset can be on a call at a time.

**Bluetooth cell phone** - refers to a Bluetooth enabled cell telephone.

**Cell line** - the communication service provided through your Bluetooth enabled cell telephone.

**Connected** - a Bluetooth enabled device (cell phone or headset) can only be used when it is connected to the telephone base. When a Bluetooth enabled device is connected to the telephone base and active on the active devices list, it will be ready for use.

**Disconnected** - a diagonal line appears across devices 1 and/or 2 when the corresponding Bluetooth enabled device is disconnected from the telephone base.

**Discoverable mode** - before a Bluetooth enabled device can be paired, it must be set to this mode. When pairing your cell phone, the telephone base will be set to this mode. When pairing a headset, the headset must be set to this mode. Depending on the manufacturer, this mode is sometimes referred to as **Find Me or Visibility**.

**Home line** - your conventional telephone land line.

**Paired devices** - once Bluetooth enabled devices have been paired with the telephone base, they will appear on the paired devices list. A maximum of four devices can be paired with the telephone base, but only two can be on the active devices list.

**Pairing** - this refers to the process of Bluetooth enabled devices registering device information with each other. The telephone base must be paired with a Bluetooth enabled cell phone or headset before the Bluetooth device can be used. Depending on the manufacturer, this is also referred to as **Bonding**.

**PIN** - by default, the PIN is **0000** for the telephone base and for most Bluetooth devices. PIN information must be exchanged between Bluetooth devices before they can be used. This is also known as a **Passkey** or **Passcode**.

## Bluetooth

### Bluetooth setup

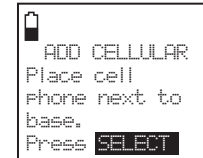
To use a Bluetooth enabled cell phone or headset with your **DS6311**, you must first pair and connect your Bluetooth device(s) with the telephone base.

### Pair a cell phone

Before you begin, make sure that your Bluetooth enabled cell phone is not connected to any other Bluetooth device. Refer to your cell phone user's manual to learn how to search for or add new Bluetooth devices.

#### To pair and connect a cell phone:

1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press **▼** or **▲** to highlight **Bluetooth**, then press **MENU/SELECT**.
3. Press **▼** or **▲** to highlight **Add cellular**, then press **MENU/SELECT**. The screen displays **ADD CELLULAR Place cell phone next to base. Press SELECT**.
  - If there are already four paired devices on the paired devices list, the screen will show **Maximum of 4 devices can be paired** and prompt you to replace an existing paired device (page 21).
4. Press **MENU/SELECT**. The screen displays **Please set your cell phone to search for devices, then press SELECT**.
  - If a device is already connected to the telephone base, the screen displays **Connected device will be temporarily disconnected. Press SELECT**. Press **MENU/SELECT** to temporarily disconnect the device and continue the pairing process.
5. Press **MENU/SELECT** to set the telephone base to discoverable mode.
6. Turn on the Bluetooth feature of your cell phone and search for or add new devices.
7. Once your cell phone finds **VTech DS6311**, press **MENU/SELECT**.
8. Enter the PIN of the telephone base (the default PIN is **0000**) into your cell phone to continue the pairing process.

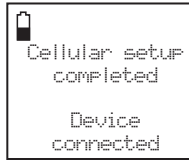


## Bluetooth

### Pair a cell phone (continued)

9. When a device is successfully connected, the handset displays **Paired with cellular** and then **Cellular setup completed Device connected**. The corresponding status icon (1 or 2) displays. The corresponding device light (**DEVICE1** or **DEVICE2**) turns on.

- When you already have two devices on the active devices list, the handset shows **Maximum of 2 devices can be connected**. You are prompted to replace an existing device on the active devices list (page 21).



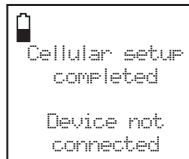
#### note

- The pairing process may take up to one minute. If the pairing process fails, try again.
- If you put the handset back in the telephone base during the pairing process, the process discontinues and the handset returns to the idle mode.

### Auto connection

When a device is successfully paired with the telephone base but not connected, the handset displays **Cellular setup completed Device not connected** and then **Auto-connect function enabled. Press SELECT**. You can press **MENU/SELECT** to enable auto-connection function.

If you do not enable auto-connection function, you can connect a device manually (page 20).



## Bluetooth

### Pair a headset

Before you begin, make sure that your Bluetooth enabled headset is not connected to any other Bluetooth device. Refer to your headset user's manual to learn how to search for or add new Bluetooth devices.

#### To pair and connect a headset:

1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press **▼** or **▲** to highlight **Bluetooth**, then press **MENU/SELECT**.
3. Press **▼** or **▲** to highlight **Add headset**, then press **MENU/SELECT**. The screen displays **ADD HEADSET Place Bluetooth headset next to base. Press SELECT**.
  - If there are already four paired devices on the paired devices list, the screen will show **Maximum of 4 devices can be paired** and prompt you to replace an existing paired device (page 21).
4. Press **MENU/SELECT**. The screen displays **Please set your headset to discoverable mode, then press SELECT**.
  - If a device is already connected to the telephone base, the screen displays **Connected device will be temporarily disconnected. Press SELECT**. Press **MENU/SELECT** to temporarily disconnect the device and continue the pairing process.
5. Set your headset to discoverable mode.
6. Press **MENU/SELECT** to set your telephone base to discoverable mode and search for your headset.
7. Once the telephone base finds your headset, press **MENU/SELECT**.
8. Enter the PIN of your headset (the PIN for most Bluetooth devices is **0000**), then press **MENU/SELECT**.



## Bluetooth

### Pair a headset (continued)

9. When the handset displays **Headset A paired to base. Connect to headset?** Press **SELECT**, press **MENU/SELECT**.
- When you already have two devices on the active devices list, the handset shows **Maximum of 2 devices can be connected**. You are prompted to replace an existing device on the active devices list (page 21).
  - When you already have one headset on the active devices list, the handset shows **Only 1 headset can be connected**. You are prompted to replace an existing device on the active devices list (page 21).
10. When a device is successfully connected, the handset displays **Headset setup completed Device connected** and the corresponding status icon (1 or 2). The corresponding light (**DEVICE1** or **DEVICE2**) turns on.



#### note

- The pairing process may take up to one minute. If the pairing process fails, try again.
- If you put the handset back in the telephone base during the pairing process, the process discontinues and the handset returns to the idle mode.

### Auto connection

When a device is successfully paired with the telephone base but not connected, the handset displays **Headset setup completed Device not connected** and then **Auto-connect function enabled. Press SELECT**. You can press **MENU/SELECT** to enable auto-connection function. If you do not enable auto-connection function, you can connect a device manually (page 20).



## Bluetooth

### Paired devices

All paired devices are stored on the paired devices list. Up to four devices (one headset only) can be paired with the telephone base. To use a paired device, it must be connected and on the active devices list (page 20).

Once you have paired a device with the telephone base, you do not need to repeat the pairing procedure again unless you delete the device from the paired devices list.

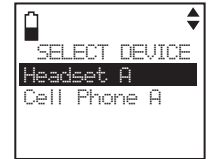
#### note

Only the first 15 characters of the device name are shown on the paired devices list.

### Rename a paired device

You can change the name of a paired device on the paired devices list.

- Press **MENU/SELECT** on the handset when it is not in use.
- Press **▼** or **▲** to highlight **Bluetooth**, then press **MENU/SELECT**.
- Press **▼** or **▲** to highlight **Paired devices**, then press **MENU/SELECT**.
- Press **▼** or **▲** to highlight a selected device when necessary, then press **MENU/SELECT**.
- Press **▼** or **▲** to highlight **Rename**, then press **MENU/SELECT** softkey. The screen displays **ENTER NEW NAME**.
- Use the dialing keys to edit the name (see step 6 of **Edit a directory entry** on page 48).
- Press **MENU/SELECT** to confirm. The handset displays **Device renamed**.

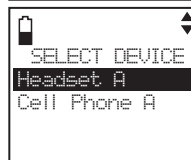
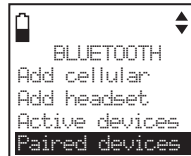


## Bluetooth

### Remove a paired device

If you already have the maximum of four paired devices on the paired devices list when you want to add another device, you must first delete a paired device from the paired devices list.

1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press ▼ or ▲ to highlight **Bluetooth**, then press **MENU/SELECT**.
3. Press ▼ or ▲ to highlight **Paired devices**, then press **MENU/SELECT**.
4. Press ▼ or ▲ to highlight a selected device when necessary, then press **MENU/SELECT**.
5. Press ▼ or ▲ to highlight **Remove paired**, then press **MENU/SELECT**. The handset displays **Remove device from paired list? Press SELECT**.
6. Press **MENU/SELECT** to confirm. The handset displays **Device removed from paired list**.



## Bluetooth

### Active devices

Only devices on the active devices list can establish a Bluetooth connection with the telephone base. Although two paired devices can be connected to the telephone base, only one Bluetooth cell phone or a headset can be on a call at a time.

**note**

When adding, removing, or replacing a Bluetooth device on the active devices list, all connected devices will be temporarily disconnected until the procedure is complete. It may take up to two minutes to reconnect.

### Review the active devices list

1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press ▼ or ▲ to highlight **Bluetooth**, then press **MENU/SELECT**.
3. Press ▼ or ▲ to highlight **Active devices**, then press **MENU/SELECT**.



### Connect/Disconnect an active device

While in the active devices menu, you may connect or disconnect your active device.

1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press ▼ or ▲ to highlight **Bluetooth**, then press **MENU/SELECT**.
3. Press ▼ or ▲ to highlight **Active devices**, then press **MENU/SELECT**.
4. Press ▼ or ▲ to highlight **Connect/Disconnect** (whichever applicable) and then press **MENU/SELECT** to confirm. The handset displays **Device disconnected**.



**note**

When your active device is connected, you will be prompted to select **Disconnect**. When your active device is disconnected, you will be prompted to select **Connect**.

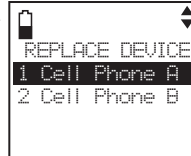
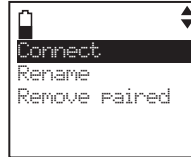
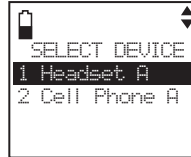
## Bluetooth

### Replace an active device

When you already have two devices on the active devices list, you can replace an active device with a device on the paired devices list.

#### To replace an active device:

1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press **▼** or **▲** to highlight **Bluetooth**, then press **MENU/SELECT**.
3. Press **▼** or **▲** to highlight **Paired devices**, then press **MENU/SELECT**.
4. Press **▼** or **▲** to highlight a selected device, then press **MENU/SELECT**.
5. Press **▼** or **▲** to highlight **Connect**, then press **MENU/SELECT**. The handset displays **Maximum of 2 devices can be connected** and then **Replace an existing active device with cellular? Press SELECT**.
6. Press **MENU/SELECT**. You are prompted to select a device on the paired devices list.
7. Press **▼** or **▲** to highlight the device to be replaced, then press **MENU/SELECT**. The handset displays **Device removed from active list** and then **Connecting Cell Phone B to the base**.
8. Press the appropriate button on your cell phone to confirm the connection, if necessary. When you successfully replace and connect an active device with a paired device, the handset displays **Device connected**.



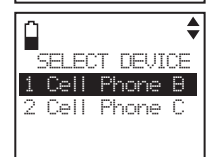
## Bluetooth

### Add an active device

You can have a maximum of two devices on the active devices list.

#### To add an active device:

1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press **▼** or **▲** to highlight **Bluetooth**, then press **MENU/SELECT**.
3. Press **▼** or **▲** to highlight **Active devices**, then press **MENU/SELECT**.
4. Press **▼** or **▲** to highlight an empty position and then press **MENU/SELECT**.
5. When **Add** displays, press **MENU/SELECT**. You are prompted to select a device from the paired devices list.
6. Press **▼** or **▲** to select one paired device, then press **MENU/SELECT**. The handset displays **Device added to active list** and then **Connecting Cell Phone B to the base**.
7. Press the appropriate button on your cell phone to confirm the connection, if necessary. When you successfully add and connect an active device, the handset displays **Device connected**.



## Bluetooth

### Remove an active device

You can remove an active device from the active devices list.

#### To remove an active device:

1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press **▼** or **▲** to highlight **Bluetooth**, then press **MENU/SELECT**.
3. Press **▼** or **▲** to highlight **Active devices**, then press **MENU/SELECT**.
4. Press **▼** or **▲** to highlight the desired device and then press **MENU/SELECT**.
5. Press **▼** or **▲** to highlight **Remove active**, then press **MENU/SELECT**. The handset displays **Device removed from active list**.

#### note

Even the active device is removed from the active devices list, it is still on the paired devices list.

### Change PIN

You are required to enter a PIN when establishing a Bluetooth connection. The default PIN of your telephone base is **0000**.

#### To change the PIN:

1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press **▼** or **▲** to highlight **Bluetooth**, then press **MENU/SELECT**.
3. Press **▼** or **▲** to highlight **Change PIN**, then press **MENU/SELECT**. The handset displays **ENTER NEW PIN** and the existing PIN.
4. Use the dialing keys to enter a new four-digit code.
  - Press **MUTE/REMOVE** to erase a digit.
  - Press and hold **MUTE/REMOVE** to erase the entire number.
  - Press **▼** to move the cursor to the right or **▲** to the left.
5. Press **MENU/SELECT** to save.



## Bluetooth

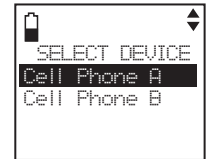
### Download directory

You can download up to four cell phone directories (phonebooks) to your **DS6311** telephone system via Bluetooth wireless technology. Each of the downloaded directory can store up to 1,500 entries with up to 30 digits for each phone number and 15 characters for each name.

Before downloading the directory, make sure the cell phone is paired to your **DS6311** and on the active devices list.

#### To download a cell phone directory:

1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press **▼** or **▲** to highlight **Bluetooth**, then press **MENU/SELECT**.
3. Press **▼** or **▲** to highlight **Download dir**, then press **MENU/SELECT**.
  - If there is no cell phone paired to the system, the handset displays **No cellular device paired. Press SELECT to add cellular.**
4. Press **▼** or **▲** to select a desired device, then press **MENU/SELECT**.
  - If the selected device is on the paired devices list but not on the active devices list, the handset displays **No cellular on active devices list. Press SELECT to add.**
  - If the selected device is on the active devices list but disconnected, the handset displays **Not connected. To connect cell by placing it next to base. Press SELECT.**
  - If the selected device's directory has already been downloaded to **DS6321** before, the handset displays **Directory Cell Phone A will be erased. To download press SELECT.** If you press **MENU/SELECT** to continue the downloading process, the entire previously downloaded directory will be erased.
  - If you already have four existing downloaded directories, the handset displays **Memory is full. Replace current directory?** **Press SELECT** when you try to download another cell phone directory. Press **MENU/SELECT** and the system prompts you to replace an existing directory.





## Bluetooth

### Download directory (continued)

5. Press ▼ or ▲ to highlight one of the following options:

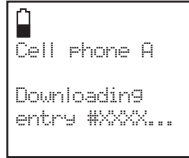
- **Phone memory** - download all contacts stored in your phone memory.
- **SIM card only** - download all contacts stored in your SIM card.
- **Phone and SIM** - download all contacts stored in both your phone memory and SIM card.

Press **MENU/SELECT**.

6. When the downloading process is complete, the handset displays **Download finish Total #XXXX entries saved Press SELECT**. Press **MENU/SELECT** or **OFF/CLEAR** to return to the download directory menu.

#### note

Certain cell phone do not support SIM card download. If this is the case, try transferring the contacts from your SIM card to your cell phone memory first, then download from your cell phone memory. For more information on how to transfer contacts from your SIM card to your cell phone memory, see the user's manual of your cell phone.



### Interruption occurs while downloading a directory

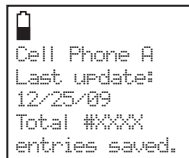
When you move out of range or the handset battery is fully depleted while downloading a directory, the handset displays **Download dir aborted**. However, the downloading process continues.

You can go to the Directory menu to view the information of the downloaded directory.



### View the information of the downloaded directory

1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press ▼ or ▲ to highlight **Directory**, then press **MENU/SELECT**.
3. Press ▼ or ▲ to choose the desired downloaded directory, then press **MENU/SELECT**.
4. Press ▼ or ▲ to highlight **Last update**, then press **MENU/SELECT**.



## Telephone settings

### Settings

In the setting menu, you can change and edit the settings for LCD language, voicemail indicator, key tone, date and time and dial mode.

### LCD language

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

#### To select a language:


1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press ▲ or ▼ to highlight **Settings**, then press **MENU/SELECT**.
3. Press ▲ or ▼ to highlight **LCD language**, then press **MENU/SELECT**.
4. Press ▲ or ▼ to choose from **English**, **Français** or **Español**, then press **MENU/SELECT** to confirm.





## Telephone settings

### Clear voicemail

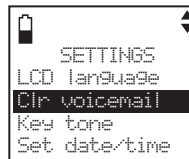
If you subscribe to voicemail service offered by your telephone service provider, **New voicemail** and  appear on the handset, and the VOICEMAIL light on the telephone base flashes when you have new voicemail messages. Contact your local telephone service provider for more information and assistance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

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

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

#### To manually turn off these indicators:

1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press **▲** or **▼** to highlight **Settings**, then press **MENU/SELECT**.
3. Press **▲** or **▼** to highlight **Clr voicemail**, then press **MENU/SELECT**. The handset displays **Turn off indicator? Press SELECT to confirm**.
4. Press **MENU/SELECT** to confirm.



#### note

- Your telephone service provider may alert you to 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 56.

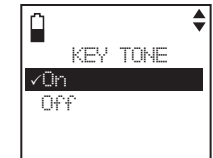
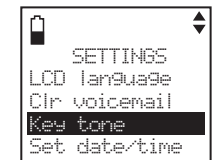
## Telephone settings

### Key tone

You can turn the key tone feature on or off.

#### To change the setting:

1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press **▲** or **▼** to highlight **Settings**, then press **MENU/SELECT**.
3. Press **▲** or **▼** to highlight **Key tone**, then press **MENU/SELECT**.
4. Press **▲** or **▼** to choose **On** or **Off**, then press **MENU/SELECT** to confirm.

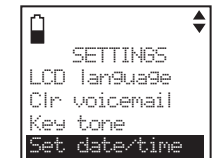


#### Set date/time

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 change the setting:

1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press **▲** or **▼** to highlight **Settings**, then press **MENU/SELECT**.
3. Press **▲** or **▼** to highlight **Set date/time**, then press **MENU/SELECT**.
4. Use the dialing keys (**0-9**) to enter the month, date and year. To enter a single digit number, you must add a zero before that number. For example, if the month is February, you must enter **02**. Press the **MENU/SELECT** to continue to set the time.
5. Use the dialing keys (**0-9**) to enter the hour and minute. To enter a single digit number, you must add a zero before that number. For example, if the time is 6:08, you must enter **0608**. Press the **MENU/SELECT**.
6. Press **▲** or **▼** to **AM** or **PM**, then press **MENU/SELECT**.



#### note

- You can use **▲** or **▼** to select the desired value for the month, date, year, hour and minute. Every time a desired value is selected, press **MENU/SELECT** to advance until the date and time are set.
- If the date and time are not set, the system announces, "Time and day not set," before each message plays.

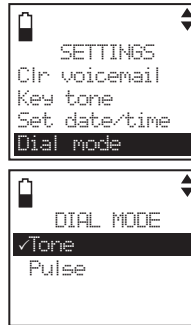
## Telephone settings

### Dial mode

The dial mode is preset to tone dialing. If you have pulse (rotary) service, you must change the dial mode to pulse dialing.

#### To change the setting:

1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press **▲** or **▼** to highlight **Settings**, then press **MENU/SELECT**.
3. Press **▲** or **▼** to highlight **Dial mode**, then press **MENU/SELECT**.
4. Press **▲** or **▼** to choose **Tone** or **Pulse**, then press **MENU/SELECT** to confirm.



## Telephone settings

### Home area code

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

#### To change the setting:

1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press **▲** or **▼** to highlight **Directory**, then press **MENU/SELECT**.
3. Press **▲** or **▼** to highlight **Home**, then press **MENU/SELECT**.
4. Press **▲** or **▼** to highlight **Home area code**, then press **MENU/SELECT**.
5. Use the dialing keys to enter the desired home area code.
6. Press **MENU/SELECT** to confirm.

#### note

If, in the future, your telephone service provider requires you to dial the area code when making a local call, delete the home area code you have already programmed. After you have deleted the programmed home area code, \_\_\_ appears.

## Telephone settings

### Ringers (handset)

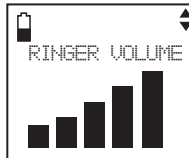
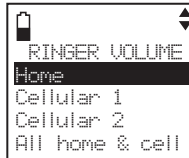
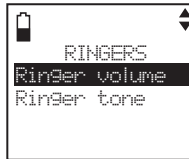
In the ringers menu, you can select the ringer tones and adjust the ringer volume for incoming calls to the home and cell lines.

### Ringer volume (handset)



You can adjust the ringer volume for the incoming home and cell calls.

#### To adjust the handset ringer volume:

1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press **▲** or **▼** to highlight **Ringers**, then press **MENU/SELECT**.
3. Press **▲** or **▼** to highlight **Ringer volume**, then press **MENU/SELECT**.
4. Press **▲** or **▼** to select **Home**, **Cellular 1**, **Cellular 2** or **All home & cell**, then press **MENU/SELECT** to confirm.
5. Press **▲** or **▼** to adjust the ringer volume. A sample of each ringer volume plays as you scroll through the choices.
6. Press **MENU/SELECT** to confirm.



#### note

- When the ringer volume for all are set to off, a ringer off icon  appears steady. When only one or two of the ringer volume is set to off, a ringer off icon  flashes.
- See ? to set the telephone base ringer.

## Telephone settings

### Ringer tone

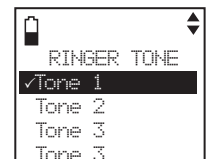
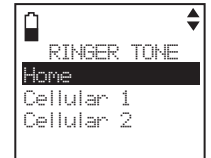
You can select the ringer tones for the incoming home and cell calls.

To select a ringer tone:

1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press **▲** or **▼** to highlight **Ringers**, then press **MENU/SELECT**.
3. Press **▲** or **▼** to highlight **Ringer tone**, then press **MENU/SELECT**.
4. Press **▲** or **▼** to select **Home**, **Cellular 1** or **Cellular 2**, then press **MENU/SELECT** to confirm.
5. Press **▲** or **▼** to select a ringer tone. A sample of each ringer tone plays as you scroll through the choices.
6. Press **MENU/SELECT** to confirm.

#### note

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



## Telephone operation

### Make, answer or end a home call

#### Using a handset:

##### To make a home call:

- Press **HOME/TALK/FLASH** or **⏏**, then enter the telephone number.

##### To predial a home call:

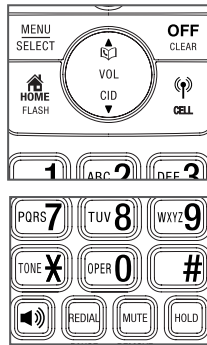
- Enter the telephone number, then press **HOME/TALK/FLASH** or **⏏**.

##### To answer a home call:

- Press **HOME/TALK/FLASH** or **⏏**.

#### note

- The screen shows the elapsed time as you talk (in hours, minutes and seconds).
- When predialing (preview numbers before dialing), press **MUTE/REMOVE** or **OFF/CLEAR** to backspace and delete; press and hold **REDIAL/PAUSE** to insert a dialing pause (a **p** appears).



##### To end a home call:

- Press **OFF/CLEAR** or put the handset in the telephone base.

#### Using a Bluetooth headset:

You can use a Bluetooth headset on home calls. However, you will need to stay within 30 feet from the telephone base to maintain the Bluetooth signal.

##### To switch between the headset and handset while on a call:

1. Press **MENU/SELECT**.
2. Press **MENU/SELECT** to select **Use headset/Use handset** (whichever applicable).

##### To answer a home call:

- Press the call button on your headset.

##### To end a home call:

- Press the call button on your headset if you are using it or press **OFF/CLEAR** on the handset.

#### note

While you are using your Bluetooth headset and you move too far away from the telephone base or the battery of your headset is fully depleted, the call will be transferred to the originating handset automatically.

## Telephone operation

### Call waiting on the home line

If you subscribe to call waiting service with your telephone service provider, you hear a beep if someone calls while you are already on a call.

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

### Make, answer or end a cell call

You can connect a maximum of two Bluetooth enabled cell phones to the telephone base, but only one cell phone can be used on a cell call at a time.

If you have only one cell phone connected to the telephone base and is on the active devices list, it is automatically selected to make or answer cell calls. If you have two cell phones connected to the telephone base and are on the active devices list, the telephone system prompts you to select a cell phone before you make a cell call.

##### To make a cell call:

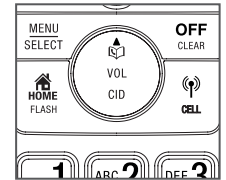
- Enter the telephone number, then press **CELL**.

##### To answer a cell call:

- Press **CELL**.

##### To end a cell call:

- Press **OFF/CLEAR** or put the handset in the telephone base.



### Call waiting on the cell line

If you subscribe to call waiting service with your cell phone service provider, you hear a beep if someone calls while you are already on a call.

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

## Telephone operation

### Answer a cell call while on a home call

While you are on a home call and there is an incoming cell call, **1** or **2** displays on the handset the telephone rings.

#### To answer the incoming cell call:

- Press **1**/**CELL** on the handset. The home call is automatically placed on hold and the handset displays **Home call on hold**.

#### To end the cell call:

- Press **OFF/CLEAR** on the handset. The home line is still on hold.

#### To resume the home call on hold:

- Press **▲/TALK/FLASH** on the handset.

#### note

If you have voicemail service active on your cell phone, and you do not answer the incoming **CELL** call, the call will be answered by your cell phone's voicemail. Contact your cell phone service provider for more information about voicemail service.

### Answer a home call while on a cell call

While you are on a cell call and there is an incoming home call, **▲** displays on the handset and the telephone rings.

#### To answer the incoming home call:

- Press **▲/TALK/FLASH** on the handset. The cell call is automatically placed on hold and the handset displays **Cell call on hold**.

#### To end the home call:

- Press **OFF/CLEAR** on the handset. The cell line is still on hold.

#### To resume the cell call on hold:

- Press **1**/**CELL** on the handset.

#### note

If you have turned on your answering system and you do not answer the incoming home call, the call will be answered by your answering system.

## Telephone operation

### Conference home and cell calls

When you have calls established on the home and cell lines, you can create a 3-way conference using the handset or telephone base.

#### To conference both home and cell calls:

1. Press **MENU/SELECT**.
2. Press **▲** or **▼** to highlight **Conf. with home/Conf. with cell** (whichever applicable).
3. Press **MENU/SELECT**.

#### To select an option while on a conference call:

1. Press **MENU/SELECT**.
2. Press **▲** or **▼** to select one of the following options:
  - **End home call**
  - **End cell call**
3. Press **MENU/SELECT**.

#### To end a conference call:

- Press **OFF/CLEAR** or put the handset back in the telephone base.

## Telephone operation

### Handset speakerphone

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

### Volume control

During a call, press **▲/VOL** or **▼/VOL** to adjust the listening volume.

### Mute

The mute function turns off the microphone. You can hear the caller, but the caller cannot hear you.

#### To mute a call:

- Press **MUTE/REMOVE** 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:

- Press **MUTE/REMOVE** again to resume the conversation. The screen temporarily shows **Microphone ON**.

### Temporary tone dialing

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

During a call:

1. Press **TONE~~X~~**.
2. Use the dialing keys to enter the relevant number. The telephone sends touch tone signals.
3. The telephone automatically returns to pulse dialing mode after you end the call.

## Telephone operation

### Hold

You can place a home or cell call on hold. You will hear an alert tone if you have not taken the call off of hold after 14 minutes. You will hear another alert tone 30 seconds later. At 15 minutes on hold, the call on hold automatically disconnects.

#### To place a home call on hold:

- Press **HOLD** on the handset. **Home call on hold** appears and **☎/TALK/FLASH** flashes.

#### To resume a home call on hold:

- Press **☎/TALK/FLASH**.

#### To place a cell call on hold:

- Press **HOLD** on the handset. **Cell call on hold** appears and **☎/CELL** flashes.

#### To resume a cell call on hold:

- Press **☎/CELL**.

### Handset locator

This feature helps you find a misplaced handset.

#### To start paging:

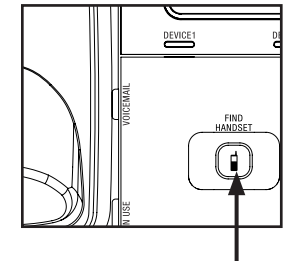
- Press **FIND HANDSET** on the telephone base when it is not in use. All idle handsets ring and display **\*\* Paging \*\***.

#### To end paging:

- Press **FIND HANDSET** on the telephone base.

- OR -

- Press **☎/TALK/FLASH, ☎** or any dialing keys (**0-9, #, TONE~~X~~**) on the handset.



## 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 numbers or access codes) from the directory, call log or redial list.

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

1. Press **MENU/SELECT**.
2. Press **▲** or **▼** to highlight **Directory**, then press **MENU/SELECT**.
3. Press **MENU/SELECT** to select **Home** directory.
4. Press **▲** or **▼** to scroll to the desired entry or perform an alphabetical search (page xx).
5. Press **MENU/SELECT** to dial the displayed number.

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

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

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

1. Press **REDIAL/PAUSE**.
2. Press **▲**, **▼** or **REDIAL/PAUSE** until the desired number displays, then press **MENU/SELECT**. If you do not press **MENU/SELECT** within two seconds, the number displayed will be dialed automatically.

#### note

- You cannot edit a directory entry while on a call. For more details about the directory, see page 44.
- You cannot copy a call log entry into the directory while on a call. For more details about call log, see page 51.
- You can only view the numbers in the directory, call log or redial while on a call and cannot erase any entries.
- Press and hold **OFF/CLEAR** to exit redial, directory or call log while on a call.

## Telephone operation

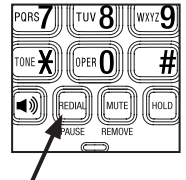
### Redial list

The redial list stores up to 20 most recently dialed numbers.

When there are already 20 entries, the oldest entry is deleted to make room for the new entry. Entries are shown in reverse chronological order.

#### Review the redial list

1. Press **REDIAL/PAUSE** when the handset is not in use.
2. Press **▲**, **▼** or **REDIAL/PAUSE** to browse. You hear a double beep when you reach the beginning or end of the redial list.



#### Dial a redial entry

1. Press **REDIAL/PAUSE** when the handset is not in use.
2. Press **▲**, **▼** or **REDIAL/PAUSE** to browse until the desired number displays.
3. Press **▲/TALK/FLASH** or **▶** to use the home line.  
**- OR -**  
Press **☎/CELL** to use the cell line.
4. Press **MENU/SELECT** to dial the displayed number. If you do not press **MENU/SELECT** within two seconds, the number displayed will be dialed automatically.

#### Save a redial entry to the directory

1. Press **REDIAL/PAUSE** when the handset is not in use.
2. Press **▲**, **▼** or **REDIAL/PAUSE** to browse until the desired number displays.
3. Press **MENU/SELECT** twice.
4. The handset displays **ENTER NUMBER**. Use the dialing keys to edit the number, if necessary.
5. Press **MENU/SELECT** to move to the name.
6. The handset displays **ENTER NAME**. Use the dialing keys to enter a name (see step 6 of **Create a new directory entry** on page 45).
7. Press **MENU/SELECT** and then **Saved** displays.

#### Delete a redial entry

1. Press **REDIAL/PAUSE** when the handset is not in use.
2. Press **▲**, **▼** or **REDIAL/PAUSE** to browse until the desired number displays.
3. Press **MUTE/REMOVE** to delete the displayed number.



## Telephone operation

### Intercom

Use the intercom feature for conversations between two system handsets.

You can buy additional expansion handsets (**DS6301**) for this telephone system. You can register up to 12 handsets to the telephone base.

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

1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press **▲** or **▼** to highlight **Intercom**, then press **MENU/SELECT**.
  - If you have a two-handset system, your handset displays **Calling other handset**. The destination handset rings and displays **Other handset is calling**.
  - If you have more than two handsets, your handset displays **INTERCOM TO:** and a list of registered handsets. Press **▲** or **▼** to select a destination handset and then press **MENU/SELECT**. Your handset displays **Calling handset X**. The destination rings and displays **Handset X is calling**.



#### To answer an intercom at the destination handset:

- Press **▲/TALK/FLASH** or **▶**. Both screens show **Intercom**.

#### To silence an intercom call:

- Press **OFF/CLEAR** or **MUTE/REMOVE** on the destination handset. Its screen displays **Ringer mute** for a few seconds.

#### To end an intercom call:

- Press **OFF/CLEAR** or place either handset back in the telephone base or charger. Both handsets display **Intercom ended**.

#### note

- You can cancel the intercom call before it is answered by pressing **OFF/CLEAR** on your originating handset.
- If the destination handset does not answer the intercom call within 100 seconds, is in the directory or call log, or is out of range, the originating handset displays **Unable to call try again** and returns to the idle mode.
- You can use a maximum of five handsets at a time. When four handsets are used on intercom calls, use another handset for an outside call.

## Telephone operation

### Intercom (continued)

#### Answer an incoming call during an intercom call

When you receive an incoming home call during an intercom call, there is an alert tone and **Incoming call** appears on screens.

- Press **▲/TALK/FLASH** to answer the home call and the intercom call ends automatically.
- Press **OFF/CLEAR** to end the intercom call with answering the incoming call. The telephone continues to ring.

When you receive an incoming cell call during an intercom call, there is an alert tone and **Incoming call** appears on screens.

- Press **☎/CELL** to answer the cell call and the intercom call ends automatically.
- Press **OFF/CLEAR** to end the intercom call with answering the incoming call. The telephone continues to ring.

## Telephone operation

### Share an outside call

Another handset can join you on an outside call in a three-way conversation. That call continues until all people hang up. Up to four handsets can join an outside call.

- Press **▲/TALK/FLASH** on another handset to join the call.

### Transfer a call

You can use the intercom feature to transfer an outside call to another system handset.

1. When on an outside call, press **MENU/SELECT**.
2. Press **▲** or **▼** to highlight **Intercom**, then press **MENU/SELECT**.
  - If you have a two-handset system, your handset displays **Calling other handset**. The destination handset rings and displays **Other handset is calling**.
  - If you have more than two handsets, your handset displays **INTERCOM TO:** and a list of registered handsets. Press **▲** or **▼** to select a destination handset and then press **MENU/SELECT**. Your handset displays **Calling Handset X**. The destination rings and displays **Handset X is calling**.
3. When the destination handset answers the intercom call, both screens show **Intercom**.
4. Press **OFF/CLEAR** on the originating handset. Both screens show **Intercom ended**.
5. The destination handset screen shows **Home call on hold** or **Cell call on hold**. Press **▲/TALK/FLASH** to answer a home call or **☎/CELL** to answer a cell call.



#### note

- If you want to cancel an intercom call and reconnect to the outside call before the destination handset answers, press **▲/TALK/FLASH** on the originating handset.
- If the destination handset does not answer the intercom call within 100 seconds, is in the directory or call log, or is out of range, the originating handset displays **Unable to call try again**. Press **▲/TALK/FLASH** on the originating handset to reconnect to the outside call.

## Telephone operation

### Directory

Your phone directory consists of a home directory and up to four downloaded directories. The home directory stores up to 50 entries with up to 30 digits for each phone number and 15 characters for each name. Each of the downloaded directory stores up to 1,500 entries with up to 30 digits for each phone number and 15 characters for each name.

- Directory entries are stored at the telephone base and shared by all system handsets. Any changes made on one handset apply to all.
- Only one handset can review the directory at a time. If another handset tries to enter the directory, its screen shows **Not available at this time**.
- 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**.
- When you try to save a number already stored in the directory, the screen shows **Already saved**.

## Telephone operation

### Create a new entry in the home directory

1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press ▼ or ▲ to highlight **Directory**, then press **MENU/SELECT**.
3. Press **MENU/SELECT** to select **Home**.
4. Press ▼ or ▲ to highlight **Add contact**, then press **MENU/SELECT**. The screen displays **ENTER NUMBER**.
5. Use the dialing keys to enter a telephone number.
  - Press **MUTE/REMOVE** to erase a digit.
  - Press and hold **MUTE/REMOVE** to erase the entire number.
  - Press ▼ to move the cursor to the right or ▲ to the left.
  - Press **REDIAL/PAUSE** to insert a dialing pause (a **p** appears).

- OR -

Copy a number from the redial list.

1. Press **REDIAL/PAUSE** and then ▼, ▲ or **REDIAL/PAUSE** to browse to select a number.
  2. Press **MENU/SELECT** to copy the displayed number.
6. Press **MENU/SELECT**.
7. Press ▼ or ▲ to select one of the following types:
- Home
  - Cell
  - Work
  - Other
8. Press **MENU/SELECT**. The screen displays **ENTER NAME**.
9. Use the dialing keys (see page 46) to enter the name.
  - Press **MUTE/REMOVE** to erase a character.
  - Press and hold **MUTE/REMOVE** to erase all characters.
  - Press ▼ to move the cursor to the right or ▲ to the left.
10. Press **MENU/SELECT** to confirm and the screen shows **Saved**.

**note**

You cannot create new entries in your downloaded directories.

## Telephone operation

### Character chart

Use the dialing keys 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	10	11
1	.	-	'	(	)	*	#	&	/	,	1
2	A	B	C	a	b	c	2				
3	D	E	F	d	e	f	3				
4	G	H	I	g	h	i	4				
5	J	K	L	j	k	l	5				
6	M	N	O	m	n	o	6				
7	P	Q	R	S	p	q	r	s	7		
8	T	U	V	t	u	v	8				
9	W	X	Y	Z	w	x	y	z	9		
0	Space	0									
*											
#											

**note**

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

## Telephone operation

### Review the directory

Entries are sorted alphabetically.

#### To review the directory:

1. Press **▲/☒** when the handset is not in use.
2. Press **▲** or **▼** to choose a directory, then press **MENU/SELECT**.
3. Press **▲** or **▼** to highlight **Review**, then press **MENU/SELECT**.
4. Press **▲** or **▼** to browse.

#### - OR -

1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press **▲** or **▼** to highlight **Directory**, then press **MENU/SELECT**.
3. Press **▲** or **▼** to choose a directory, then press **MENU/SELECT**.
4. Press **▲** or **▼** to highlight **Review**, then press **MENU/SELECT**.
5. Press **▲** or **▼** to browse.

### 3-character alphabetical search

You can use this enhanced 3-character search to find your contacts even faster.

#### To start the search:

1. Follow the steps in **Review the directory** above to enter the directory.
2. When an entry appears, use the dialing keys to enter the letters associated with the name. You can enter up to three letters for the search. If there is no name matching the letter(s) entered, the next closest match in alphabetical order appears. If necessary, use **▲** or **▼** to browse.

## Telephone operation

### Dial a directory entry

You can dial a directory entry on either a home or cell line.

#### To dial a directory entry:

1. Search for the desired entry in the directory (see **Review the directory** or **Alphabetical search** on page 47).
2. When the desired entry appears, press **☒/TALK/FLASH** or **☒** to use the home line, or **☒/CELL** to use the cell line.

### Edit a directory entry

1. Search for the desired entry in the directory (see **Review the directory** or **Alphabetical search** on page 47).
2. When the desired entry appears, press **MENU/SELECT**. The screen shows **EDIT NUMBER**.
3. Use the dialing keys to edit the number.
  - Press **MUTE/REMOVE** to erase a digit.
  - Press and hold **MUTE/REMOVE** to erase the entire number.
  - Press **▼** to move the cursor to the right or **▲** to the left.
  - Press **REDIAL/PAUSE** to insert a dialing pause (a **p** appears).
4. Press **MENU/SELECT**.
5. Press **▼** or **▲** to select one of the following types:
  - Home
  - Cell
  - Work
  - Other
6. Press **MENU/SELECT**. The screen displays **EDIT NAME**.
7. Use the dialing keys (see page 46) to edit the name.
  - Press **MUTE/REMOVE** to erase a character.
  - Press and hold **MUTE/REMOVE** to erase all characters.
  - Press **▼** to move the cursor to the right or **▲** to the left.
10. Press **MENU/SELECT** to confirm and the screen shows **Saved**.

## Telephone operation

### Edit the type of a directory entry

#### If you only want to edit the type of a directory entry:

1. Search for the desired entry in the directory (see **Review the directory or Alphabetical search** on page 47).
2. When the desired entry appears, enter the corresponding shortcut keys shown in the below table.

Type:	Press:
Home	✕ 1
Cell	✕ 2
Work	✕ 3
Other	✕ 4

### Delete a directory entry

Once a directory entry is deleted, it cannot be retrieved.

#### To delete an entry:

1. Search for the desired entry in the directory (see **Review the directory or Alphabetical search** on page 47).
2. When the desired entry appears, press the **MUTE/REMOVE**. The screen displays **Delete contact? Press SELECT to confirm**.
3. Press **MENU/SELECT**. The screen displays **Contact deleted** and then shows the next alphabetical entry in the directory.

### Remove a downloaded directory

Once a directory entry is deleted, it cannot be retrieved.

#### To delete an entry:

1. Search for a desired downloaded directory in the directory menu (see **Review the directory** on page 47).
2. When the desired downloaded directory is chosen, press ▲ or ▼ to highlight **Remove dir** and then press **MENU/SELECT**.
3. The screen displays **Directory Cell Phone A will be erased. Press SELECT to confirm**. Press **MENU/SELECT** and then the screen displays **Directory removed**.

## Telephone operation

### About caller ID

This product supports caller ID services provided by most telephone service providers. Depending on your service subscription, you may see the caller's number, or the caller's name and number from the telephone service provider after the first or second ring. Caller ID from the home line allows you to see the name, number, date and time of the incoming calls. However, caller ID from the cell line only shows the number of the incoming caller and the name of the paired Bluetooth cell phone; date and time of the call is not shown.

### Information about caller ID with call waiting

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

It may be necessary to change your telephone service to use this feature. Contact your telephone service provider and cell phone 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 any caller ID or call waiting services.

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

Caller ID information is available only if both you and the caller are in areas offering caller ID service, and if both telephone service providers use compatible equipment.

Caller ID information may not be available for every incoming call. Callers may intentionally block their names and/or telephone numbers. To view call log entries with numbers between 16 and 24 digits, you must save the entry to the directory (see page 54).

#### note

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

## Telephone operation

### Caller ID history

If you subscribe to caller ID service provided by your local telephone company and/or cell phone service provider, information about each caller appears 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 100 entries. Each entry has up to 24 digits for the phone number and 15 characters for the name. 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 are 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 or the telephone base can review the call log at a time. If a handset tries to enter the call log while another handset or the telephone base is already in it, **Not available at this time** appears.

**note** If the phone number has more than 24 digits, it will not be saved or shown in the call log.

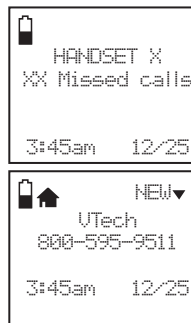
### Missed calls indicator

When there are unreviewed calls in the call log, the handset and the telephone base show **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.

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.



## Telephone operation

### Memory match

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

For example, when Linda Jones calls, her name will appear as **Linda** if this is how you entered it into your directory.

**note**

The number shown in the call log will be in the format sent by the telephone company. The telephone 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 it is delivered by the telephone company. For example, if the telephone company includes the area code but your directory number does not, the name will appear as delivered by the telephone company.

### Review the call log

1. Press **CID/▼** when the handset is not in use.
2. Press **▲** or **▼** to browse.

- OR -

1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press **▲** or **▼** to highlight **Call log**, then press **MENU/SELECT**.
3. Press **▲** or **▼** to highlight **Review**, then press **MENU/SELECT**.
4. Press **▲** or **▼** to browse.

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

## Telephone operation

### 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 may need to dial only the seven digits, or 1 plus the seven digits, or 1 plus the area code plus the seven digits. You can change the number of digits that you dial from the call log or 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.

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.

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

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

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

### Dial a call log entry

#### Using a handset:

1. Search for the desired entry in the call log (see **Review the call log** on page 52).
2. When the desired entry appears and is in the correct format for dialing, press **TALK/FLASH** or **CELL** to use the home line, or **CELL** to use the cell line.

## Telephone operation

### Save a call log entry to the directory

1. Select a desired entry in the call log (see **Review the call log** on page 52).
2. When the desired entry appears, press the **SAVE** softkey. The screen shows **EDIT NUMBER**.
3. Use the dialing keys to edit the number.
  - Press **MUTE/REMOVE** to erase a digit.
  - Press and hold **MUTE/REMOVE** to erase the entire number.
  - Press **▼** to move the cursor to the right or **▲** to the left.
  - Press **REDIAL/PAUSE** to insert a dialing pause (a **p** appears).
4. Press **MENU/SELECT**.
5. Press **▼** or **▲** to select one of the following types:
  - Home
  - Cell
  - Work
  - Other
6. Press **MENU/SELECT**. The screen displays **EDIT NAME**.
7. Use the dialing keys (see page 46) to edit the name.
  - Press **MUTE/REMOVE** to erase a character.
  - Press and hold **MUTE/REMOVE** to erase all characters.
  - Press **▼** to move the cursor to the right or **▲** to the left.
10. Press **MENU/SELECT** to confirm and the screen shows **Saved**.



## Telephone operation

### Delete from the call log

#### To delete a single entry:

1. Select a desired entry in the call log (see **Review the call log** on page 52).
2. When the desired entry appears, press **MENU/SELECT**. The screen shows the previous call log entry.

#### To delete all entries:

1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press ▼ or ▲ to highlight **Call log**, then press **MENU/SELECT**.
3. Press ▼ or ▲ to highlight **Del all calls**, then press **MENU/SELECT**.
4. The screen displays **Delete all calls? Press SELECT to confirm**. Press **MENU/SELECT**.

### 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 <b>OR</b> L (before the caller's number)	It is a long distance call.

## Appendix

### Screen display messages

Already saved	The telephone number entered is already stored in the directory.
Bluetooth system busy	You are trying to use a handset to make a cell call while another handset is already in cell call predial mode.
Call log empty	There are no call log entries.
Calling Handset X (for models with two or more handsets)	The telephone base or the handset is calling another handset.
Cell	The cell line is in use.
Cell call on hold	A call on the cell line has been put on hold.
Cell line in use	A system handset on the cell line is in use.
Charging	The handset with low battery is recharging.
Directory empty	There are no directory entries.
Ended	You have just ended a call.
Handset X is calling (for models with two or more handsets)	Another system handset is calling.
Home	The home line is in use.
Home call answered	The answering system has answered the incoming home call.
Home call on hold	A call on the home line has been put on hold.
Home & cell calls on hold	Calls on the home and cell lines have been put on hold.
Home line in use	A system handset, the telephone base or another telephone on the same home line is in use.
Incoming call	There is an incoming call.
Intercom	The handset or the telephone base is on an intercom call.
Intercom ended	You have just ended an intercom call.

## Appendix




### Screen display messages (continued)

List full	The directory is full.
Low battery	The battery needs to be recharged.
Microphone on	<b>MUTE</b> is turned off and the person on the other end can hear you.
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 message(s) from your local telephone company.
No connected cellular phones	There is no cell phone connected when you tries to make a call on the cell line.
No home line	There is no telephone line connected.
No messages	There are no old messages at the answering system when you try to delete all old messages with a handset.
NO signal, call ended	Communication between handset and telephone base is lost during a call.
Not available at this time	One handset or the telephone base is already viewing the call log or directory and another handset/telephone base attempts to review it.
** Paging **	The system handset is paged.
Place in charger	The battery is very low. Place the handset in the telephone base for recharging.
Rec time full	The answering system has no recording time left.
Ringer mute	The ringer is muted temporarily during an intercom call.
Saved	Your selection has been saved.
Searching for BASE	The cordless handset is searching for the telephone base.
Unable to call try again	You try 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, or the telephone base is in the directory or call log or on an outside call.
Unable to save	You try 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 indicators












#### Handset lights

	On when the handset speakerphone is in use.
 /CELL	On when the cell line is in use. Flashes quickly when there is an incoming cell call. Flashes slowly when the cell line is on hold.
 /TALK/FLASH	Flashes quickly when there is an incoming home call. Flashes slowly when the home line is on hold.
<b>CHARGE</b>	On when the handset is charging in the telephone base.

#### Telephone base lights

<b>DEVICE1/DEVICE2</b>	On when a Bluetooth device is connected to the base.
<b>VOICEMAIL</b>	Flashes when you have new voicemail from your voicemail service provider.
<b>IN USE</b>	On when the telephone line is in use. Flashes quickly when there is an incoming call. Flashes slowly when the line is on hold.

## Appendix Handset icons

	<b>HOME</b> line - on steadily when the home line is in use or there is an incoming home call.
 1  2	<b>CELL</b> line - on steadily when the cell line is in use or there is an incoming cell call.
 1 2	<b>Bluetooth connected device(s)</b> - indicates that there are Bluetooth connected devices on the active devices list.
 Z	<b>Bluetooth disconnected device(s)</b> - indicates that there are Bluetooth disconnected devices on the active devices list.
	<b>Wireless Bluetooth headset</b> - on steadily when a wireless Bluetooth headset is in use on the home line.
	<b>Speakerphone</b> - the speakerphone is in use.
	<b>Ringer off</b> - on steadily when all the ringers of <b>Home</b> , <b>Cellular 1</b> and <b>Cellular 2</b> are turned off. Flashes when only one or two of the ringers are turned off.
	<b>New voicemail</b> - indicates you have new voicemail message(s) from the telephone service provider .
	<b>Battery status</b> - animates when the battery is charging. Becomes solid when the battery is fully charged.
	<b>Battery status</b> - flashes when the battery is low and needs charging.
NEW	<b>New call log</b> - indicates that the missed call is new.
MUTE	<b>Mute</b> - the 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 seven hours
While in speakerphone mode (talking*)	Up to five hours
While not in use (standby**)	Up to seven days

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

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

### The battery needs charging when:

- A new battery is installed in the handset.
- The handset beeps 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 but 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](http://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 might cause burns or injury to the eyes or skin. The electrolyte might 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

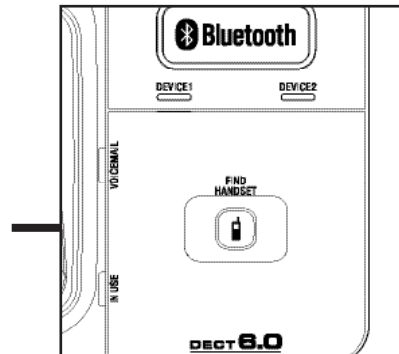
The handset provided with your telephone system is pre-registered as **HANDSET**. Additional handsets registered to the telephone system are assigned in sequential order. If you register another new handset to your telephone system, the new registered handset is assigned **HANDSET 2**. This telephone system accommodates up to 12 handsets.

### Add and register a handset (optional)

You can add new handsets (**DS6301**, 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 **Press and hold FIND HANDSET on base for 4 sec, then press # on handset** after a battery is installed. You may need to charge the handset before registering to the telephone base. For more details on battery charging, see the table on page 4.

#### To register a handset:

1. Press and hold **FIND HANDSET** on the telephone base for about four seconds until the red **IN USE** light turns on.
2. Press **#** on the handset. Its screen shows **Registering...Please wait** 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.



#### note

- If the registration fails, the handset shows **Registration failed** for a few seconds and then **Press and hold FIND HANDSET on base for 4 sec, then press # on handset**. 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 deregister all the handsets and then individually register each handset.

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

#### To deregister all handsets:

1. Press and hold **FIND HANDSET** on the telephone base for about 10 seconds until the **IN USE** light flashes, then release **FIND HANDSET**.
2. Press **FIND HANDSET** again at once. You must press **FIND HANDSET** while the **IN USE** light is still flashing. The **IN USE** light flashes for about seven seconds.
3. All system handsets show **Press and hold FIND HANDSET on base for 4 sec, then press # on handset** when the deregistration completes. The deregistration process takes about 10 seconds to complete.

If deregistration fails, you may need to reset the telephone and try again.

#### To reset:

1. Pick up the registered handset and then press **⬆️/TALK/FLASH**.
  2. Press **OFF/CLEAR** and place the handset back in the telephone base.
- OR-**
- Unplug the power from the telephone base, then plug it back in.

#### note

You cannot deregister 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](http://www.vtechphones.com) or call 1 (800) 595-9511.

#### **I cannot pair my cell phone to the telephone base.**

- Make sure the Bluetooth function of your cell phone is turned on. See the user's manual of your cell phone for more information.
- Remove **VTech DS6321** from your cell phone's handsfree device history list (see the user's manual of your cell phone for more information).
- Carefully follow the pairing instructions on page 14 and make sure that your cell phone is not connected to any other Bluetooth device.
- Turn off your cell phone, then turn it on again.
- Reset the telephone base. Unplug the unit's electrical power. Wait for approximately 15 seconds, then plug it back in. Repeat the above suggestions.

#### **I cannot pair my headset to the telephone base**

- Make sure that your Bluetooth headset is in discoverable mode when pairing with the telephone base. See the user's manual of your headset for more information on how to set your headset in discoverable mode.
- Carefully follow the pairing instructions on page 16 and make sure that your headset is not connected to any other Bluetooth device.
- Reset the telephone base. Unplug the unit's electrical power. Wait for approximately 15 seconds, then plug it back in. Repeat the above suggestions.

#### **I cannot connect my cell phone with the telephone base.**

- Make sure that the Bluetooth function of your cell phone is turned on. See the user's manual of your cell phone for more information.
- Make sure that your Bluetooth cell phone is not connected to any other Bluetooth device.
- Turn off your cell phone, then turn it on again.
- Make sure that your cell phone is connected and on the active devices list.
- For some cell phones, you must authorize **VTech DS6321** device in your cell phone's Bluetooth feature. See the user's manual of your cell phone for more information.
- Manually connect your cell phone to **VTech DS6321**. Refer to the user's manual of your cell phone for more information.

#### **I cannot connect my headset with the telephone base.**

- Make sure that your Bluetooth headset is not connected to any other Bluetooth device.
- Make sure that your headset is connected and on the active devices list.

## Appendix

### Troubleshooting

#### **I cannot put my headset in discoverable mode.**

- Refer to the user's manual of your headset for information on how to set your headset in discoverable mode.
- Make sure that the headset is not connected to any other Bluetooth device in order to successfully pair and connect to the telephone base.
- Carefully follow the pairing process on page 16.
- Reset the telephone base. Unplug the unit's electrical power. Wait for approximately 15 seconds, then plug it back in. Repeat the above suggestions.

#### **I cannot find VTech DS6321 on my cell phone.**

- Make sure that the telephone base is in discoverable mode. Carefully follow the setup instructions.
- Make sure that you manually set your cell phone to search for devices.
- Remove **VTech DS6321** from your cell phone's handsfree device history list (see the user's manual of your cell phone).
- Turn off your cell phone, then turn it on again.
- Reset the telephone base. Unplug the unit's electrical power. Wait for approximately 15 seconds, then plug it back in. Repeat the above suggestions.

#### **I don't know how to search for or add new devices on my cell phone.**

- Most cell phones have the Bluetooth feature in the connection or setup menus. Please refer to the user's manual of your cell phone.
- In general, press the menu key on your cell phone, then look for the Bluetooth menu in the settings or connection menu. In the Bluetooth menu, select the option to search for or add new devices.

#### **My cell phone disconnects with the telephone base.**

- Turn off your cell phone, then turn it on again.
- Make sure that you are not using your cell phone when on a cell call.

#### **My cell phone is connected to the telephone base, but I cannot make a cell call.**

- Make sure that your cell phone is not in use when you are trying to make a cell call.
- Make sure that your cell phone is compatible.
- For some smartphones, make sure that the cellular function is turned on.

## Appendix

### Troubleshooting

#### Bluetooth system busy appears on the display.

- Make sure that your cell phone is not in use when connected and on the active devices list.
- Make sure that your cell phone or headset is not connected to any other Bluetooth device.
- **DS6321** can only use one Bluetooth device at a time.

#### The PIN on the telephone base does not work.

- The default PIN is **0000**.
- If you have changed the PIN, it will appear on the telephone base in the pairing process.

#### I cannot hear any audio on my telephone system when on a cell call.

- Reset the telephone base. Unplug the unit's electrical power. Wait for approximately 15 seconds, then plug it back in.
- Turn off your cell phone, then turn it on again.

#### I cannot download contacts from my cell phone to DS6321.

- Make sure that your cell phone is paired and connect to the base.

#### I see duplicate entries in my downloaded directory

- If you see duplicate directory entries, you can delete them manually. Another option is to download again either your SIM card or phone memory, but not both.

#### Some of my cell phone contacts were not imported to DS6321

- Make sure to try transferring the contacts from your SIM card to your phone memory first, then download from your phone memory. If that doesn't work, try transferring the contacts from your phone memory to your SIM card, then download from your SIM card. For more information on how to transfer contacts between your SIM card and your phone memory, refer to the user's manual of your cell phone.

## Appendix

### Troubleshooting

#### My telephone does not work at all.

- Make sure the battery is installed and charged correctly (page 4). 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 **HANDSET X** appears on the screen (page 4).
- 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 local telephone company.

#### Low battery shows on screen.

- Place the handset in the telephone base for recharging.
- Remove and re-install the battery and use it until fully depleted, then recharge the handset in the telephone base 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 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 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 **HANDSET X** appears on the screen (page 4).
- Purchase a new battery. Refer to the **Battery** section (page 60).

#### 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.

## Appendix

### Troubleshooting

#### There is no dial tone.

- First, try all the above suggestions.
- Move the handset closer to the telephone base. It may 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 local telephone company.

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

- Make sure the handset ringer volume is not set to off or the lowest level and the telephone base ringer volume is not set to off or the lowest level.
- Make sure the telephone line cord and power adapter are plugged in properly (page 3).
- The handset may be too far from the telephone base. Move it closer to the telephone base.
- There may 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 local telephone company (charges might apply).
- Other electronic products may 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 local telephone company (charges may apply).
- The telephone line cord may be malfunctioning. Install a new telephone line cord.
- Re-install the battery and place the handset in the telephone base.
- Wait for the handset to synchronize with the telephone base. Allow up to one minute for this to take place.

#### 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 local telephone company (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.

## Appendix

### Troubleshooting

#### 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 may 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 may 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 may 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. Please 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 may 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 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 might apply).
- If the other telephones in your home are having the same problem, the problem is in the wiring or local service. Contact the local telephone company (charges may apply).



## Appendix

### Troubleshooting

#### 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 local telephone company.

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

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

#### Registration failed appears on the handset.

- Only one handset can be registered at a time. If you have multiple handsets to register, please follow the instructions on page 61 for the first handset. Once a handset has been successfully registered, repeat the steps for each handset that needs to be registered.
- Make sure that the telephone base and handset(s) are in idle mode when registering a handset.
- Follow the steps on page 87 for the common cure for electronic equipment, then try again to register a handset.

#### My caller ID features are not working properly.

- Caller ID is a subscription service. You must subscribe to this service from your local telephone company for this feature to work on your telephone.
- The caller may not be calling from an area which supports caller ID.
- Both you and the caller's telephone companies 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 local telephone company.
- The caller may not be calling from an area which supports caller ID.
- Both you and the caller's telephone companies 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 53 for instructions on changing the number.
- If you dial seven digits for local calls, you may want to use the **Home area code** feature.

#### Searching for BASE shows in the handset screen.

- The handset may 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 may 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.
- answering system stops recording and disconnects the call.
- If the caller's voice is very soft, the answering system may stop recording and disconnect the call.

#### The answering system does not respond to remote commands.

- Make sure your remote code is correct.
- 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 may not detect the remote access code when your announcement is playing. Wait until the announcement is over before entering the code.
- There may be interference on the telephone line you are using. Press the dial pad keys firmly when dialing.



## Appendix

### Troubleshooting

#### Common cure 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.
- Wait for the cordless handset to synchronize with the telephone base. Allow up to one minute for this to take place.

## Appendix

### Important safety instructions

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

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on the product.
3. Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a dry non-abrasive 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 adapter is intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling 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 **Searching for BASE**.

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 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, 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 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

### Warranty

#### 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 local telephone company upon request.

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

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

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

## Appendix

### FCC, ACTA and IC regulations

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

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

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: 6.45 X 1.81 X 1.17 in (163.8 X 46 X 29.8 mm) Telephone base: 2.67 X 5.53 X 4.04 in (68 X 140.5 X 102.5 mm) Charger: 2.02 X 3.03 X 3.77 in (51.4 X 76.9 X 95.7 mm)
Weight	Handset: 4.44oz (126g) (including battery) Telephone base: 6oz (170g) Charger: 2.43oz (69g)
Power requirements	Handset: 2.4V 500mAh Ni-MH battery Telephone base: 6V DC @ 400mA Charger: 6V AC @300mA
Memory	Handset directory: 50 memory locations; up to 30 digits and 15 characters  Four download directories: 1,500 memory locations (each); up to 30 digits and 15 characters  Handset call log: 50 memory locations; up to 24 digits and 15 characters

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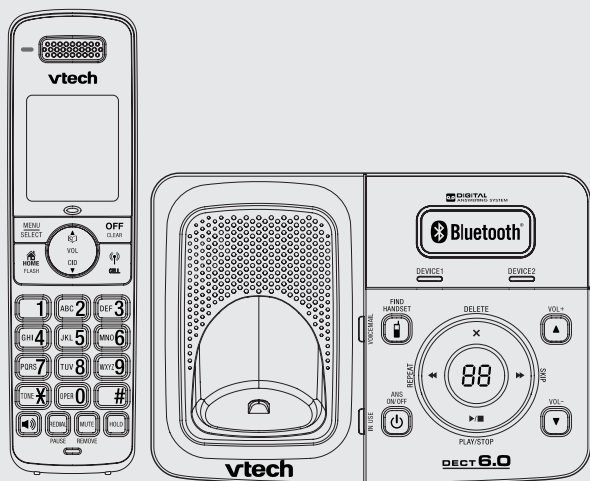
91-002522-010-100

# vtech®

Innovation Beyond Technology™

## User's manual

www.vtechphones.com



**Models:**  
DS6321-2/DS6321-3/  
DS6321-4/DS6322-3/  
DS6322-4

 **Bluetooth®**  
**DECT 6.0**

## Congratulations

on purchasing your new VTech product. Before using this telephone, please read the **Important safety instructions** on page 83 of this manual.

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



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

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## Getting started

### Parts checklist

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



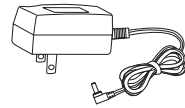
Quick start guide



User's manual



Telephone line cord

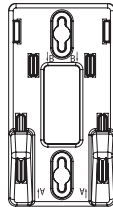


Telephone base power adapter

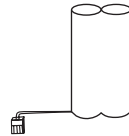


Battery compartment covers

(2 for DS6321-2,  
3 for DS6321-3 and DS6322-3,  
4 for DS6321-4 and DS6322-4)

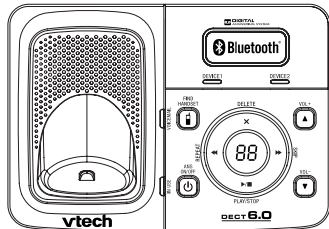


Wall bracket

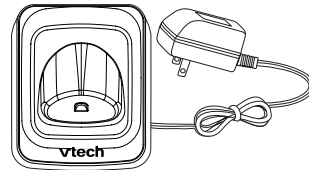


Batteries

(2 for DS6321-2,  
3 for DS6321-3 and DS6322-3,  
4 for DS6321-4 and DS6322-4)



Telephone base



Charger and power adapter

(1 for DS6321-2,  
2 for DS6321-3 and DS6322-3,  
3 for DS6321-4 and DS6322-4)



Handsets

(2 for DS6321-2,  
3 for DS6321-3 and  
DS6322-3,  
4 for DS6321-4 and  
DS6322-4)

#### note

To purchase a replacement battery or power adapter, visit our website at [www.vtechphones.com](http://www.vtechphones.com) or call 1 (800) 595-9511.

## Getting started

### Installation

Install the telephone base close to a telephone jack and a power outlet not connected to a wall switch. For optimum range and better reception, place the telephone base in a central and open location.

Depending on the environmental conditions, make sure that your **Bluetooth** wireless technology enabled cell phone is within 12 feet of where you install the telephone base in order to maintain a reliable connection between your **Bluetooth** wireless technology enabled cell phone, telephone base, and cell tower.

This product may be shipped with a protective sticker covering the handset and/or telephone base display. Remove it before use.

#### Avoid placing the telephone base too close to:

- Communication devices such as: personal computers, computer routers, television sets, VCRs, wireless routers (wireless broadband, Wi-Fi, or 802.11) or other cordless telephones.
- Excessive heat sources.
- Noise sources such as a window with traffic outside, motors, microwave ovens, refrigerators, or fluorescent lighting.
- Excessive dust sources such as a workshop or garage.
- Excessive moisture.
- Extremely low temperature.
- Mechanical vibration or shock such as on top of a washing machine or work bench.

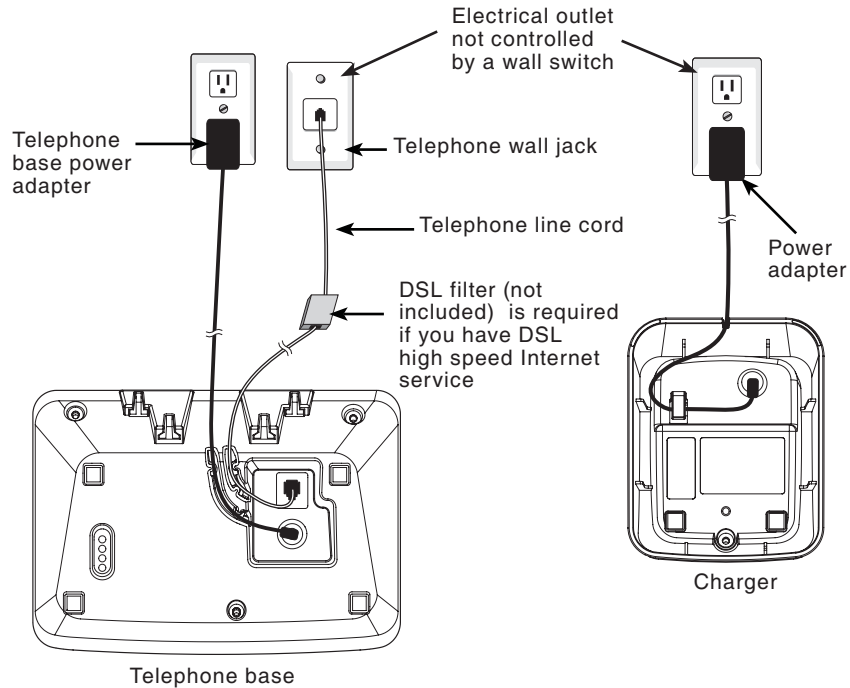
## Getting started

### Telephone base and charger 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.



#### note

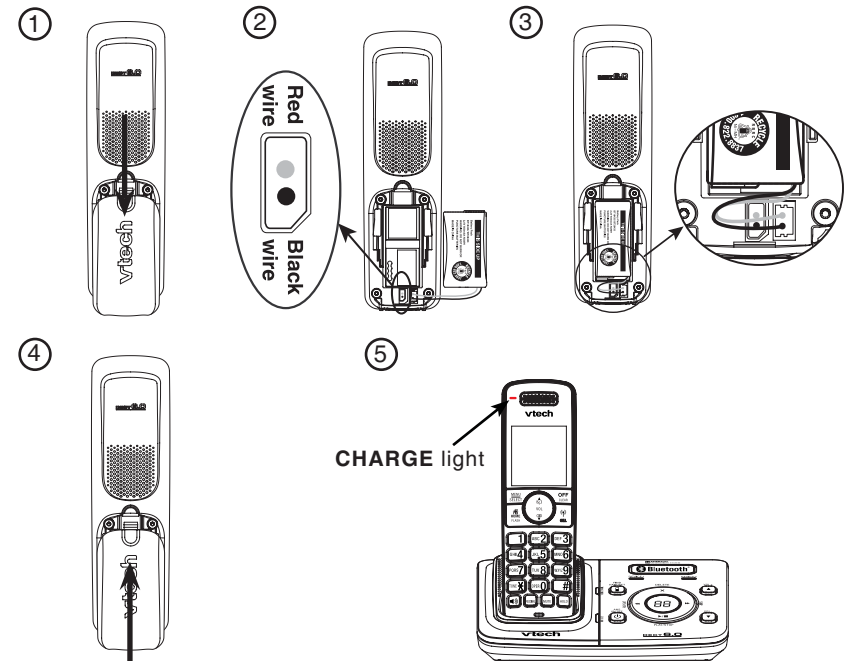
- Use only the power adapters supplied with this product. To order a replacement, visit our website at [www.vtechphones.com](http://www.vtechphones.com) or call 1 (800) 595-9511.
- The power adapters are intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed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

## Getting started

### Battery installation

Install the battery as shown below.

1. If the battery compartment cover is on the handset, press the indentation 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. The **CHARGE** light is on when the handset charges.



#### note

- If the handset will not be used for a long time, disconnect and remove the battery to prevent possible leakage.
- To purchase a replacement battery, visit our website at [www.vtechphones.com](http://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 in the telephone base to charge the battery. For best performance, keep the handset in the telephone base or charger when not in use. The battery is fully charged after 16 hours of continuous charging. See the table on page 71 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 minute.

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 <b>HANDSET X</b> (at least 10 minutes).
The screen shows <b>Place in charger</b> and  flashes.	Battery has very little charge and the handset cannot be used.	Charge without interruption until the screen shows <b>HANDSET X</b> (at least four minutes).
The screen shows <b>Low battery</b> ,  flashes, and the handset beeps.	Battery has enough charge to be used for a short time.	Charge without interruption until the screen shows <b>HANDSET X</b> (at least 30 minutes).
The screen shows <b>HANDSET X</b> .	Battery is charged.	To keep the battery charged, place it in the telephone base when not in use.

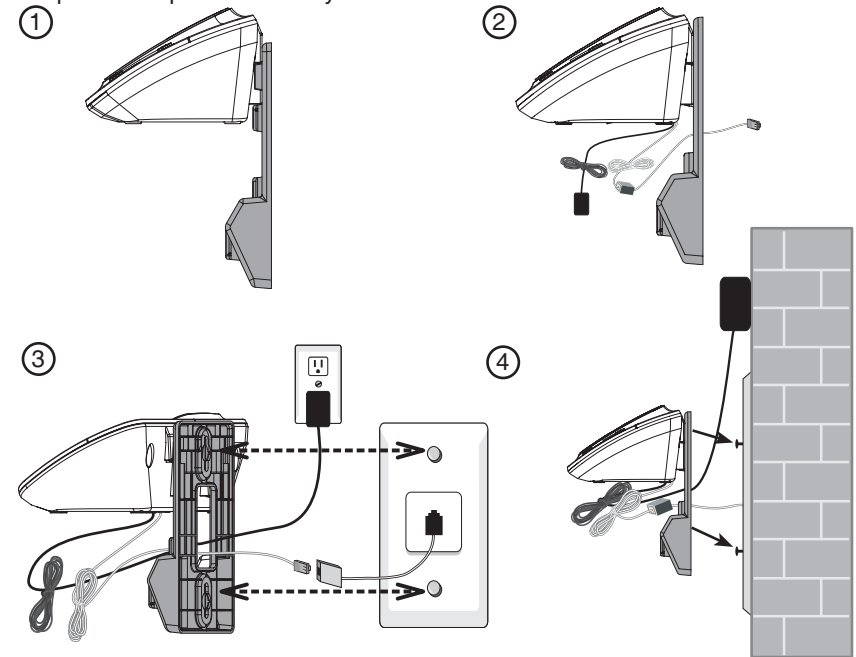
## Getting started

### Installation options

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

### Tabletop to wall mount installation

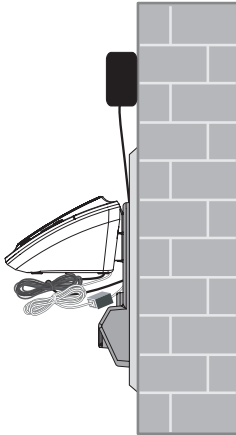
1. Position the telephone base as shown below. Insert the extended tabs (marked **B**) of the wall bracket into the slots on the back of the telephone base (marked **B**). Push the telephone base down until it is securely in place.
2. If you are using a DSL filter, plug the line cord into the filter now. Route the telephone line cord (or DSL filter) through the wall bracket hole. Route the power cord out of the bottom of the telephone.
3. Plug the telephone line cord (or DSL filter) into the wall jack. Plug the power adapter into a power outlet not controlled by a wall switch.
4. Align the holes on the bracket with the standard wall plate and slide the bracket down until it locks securely. Bundle the telephone line cord and power adapter cord neatly with a twist tie.



## Getting started

### Wall mount to tabletop installation

1. If the telephone line cord and power adapter cord are bundled, untie them first.
2. Lift the telephone base up to detach it from the black plastic wall bracket. Unplug the telephone line cord (or DSL filter) from the wall. Unplug the power adapter from the power outlet.
3. See **Telephone base and charger installation** on page 3.



## Getting started

### Handset layout

#### **CHARGE** light

On when the handset is charging in the telephone base or charger.

#### **MENU/SELECT**

Press to show the menu.

While in a menu, press to select an item, or save an entry or setting.

#### **HOME/FLASH**

Press to make or answer a home call (page 37).

Flashes quickly when there is an incoming home call.

Flashes slowly when a home call is on hold.

During a **HOME** call, press to receive an incoming call when you receive a call waiting alert (page 38).

#### **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 57).

#### **TONEX**

Press to switch to tone dialing temporarily during a call while you have pulse service (page 23).



Press to make or answer a home call (page 37),  
During a call, press to switch between speakerphone and handset (page 41).

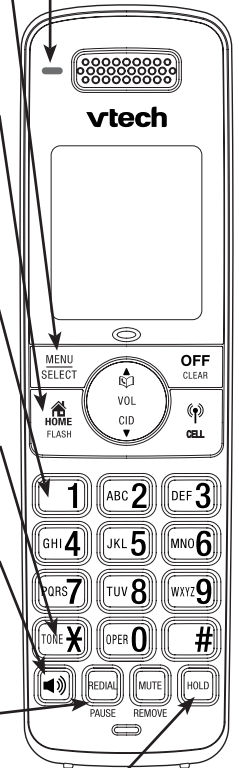
#### **REDIAL/PAUSE**

Press to review the redial list (page 27).

While dialing or entering numbers into the directory, press and hold to insert a dialing pause (page 19).

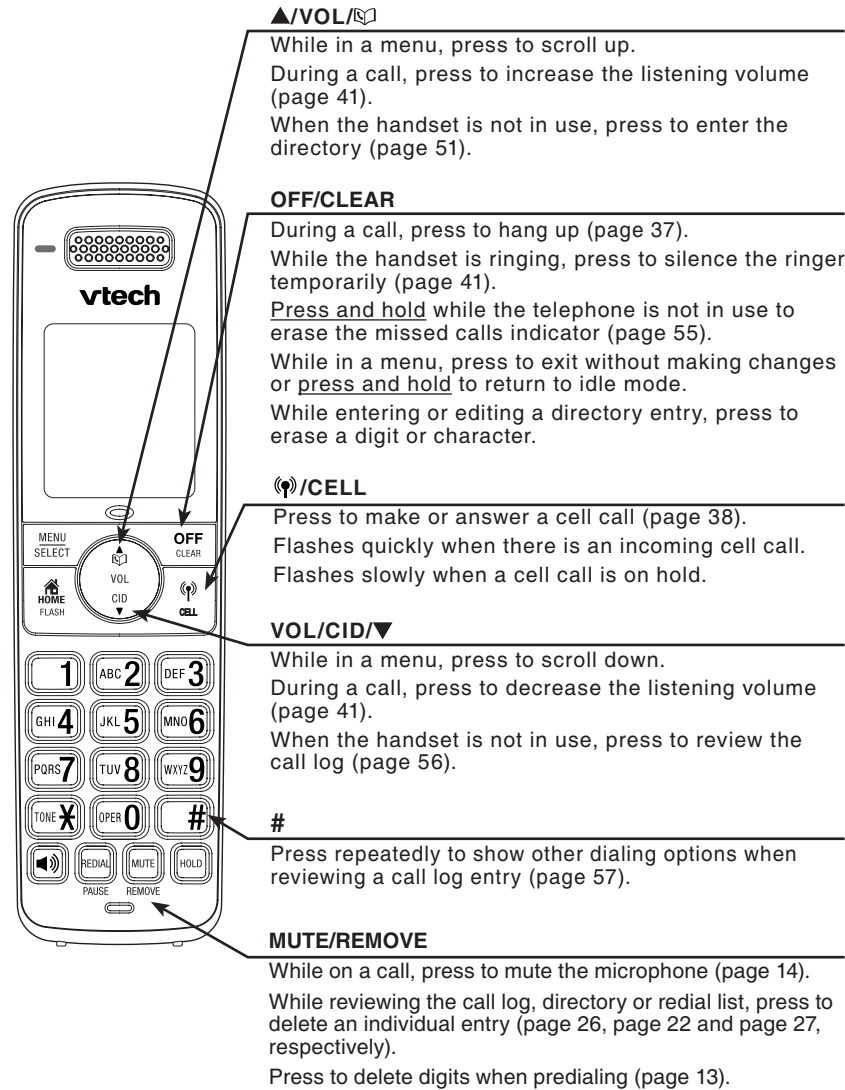
#### **HOLD**

Press to put a call on hold (page 42).



## Getting started

### Handset layout (continued)



**▲/VOL/☞**  
While in a menu, press to scroll up.  
During a call, press to increase the listening volume (page 41).  
When the handset is not in use, press to enter the directory (page 51).

**OFF/CLEAR**  
During a call, press to hang up (page 37).  
While the handset is ringing, press to silence the ringer temporarily (page 41).  
Press and hold while the telephone is not in use to erase the missed calls indicator (page 55).  
While in a menu, press to exit without making changes or press and hold to return to idle mode.  
While entering or editing a directory entry, press to erase a digit or character.

**☎/CELL**  
Press to make or answer a cell call (page 38).  
Flashes quickly when there is an incoming cell call.  
Flashes slowly when a cell call is on hold.

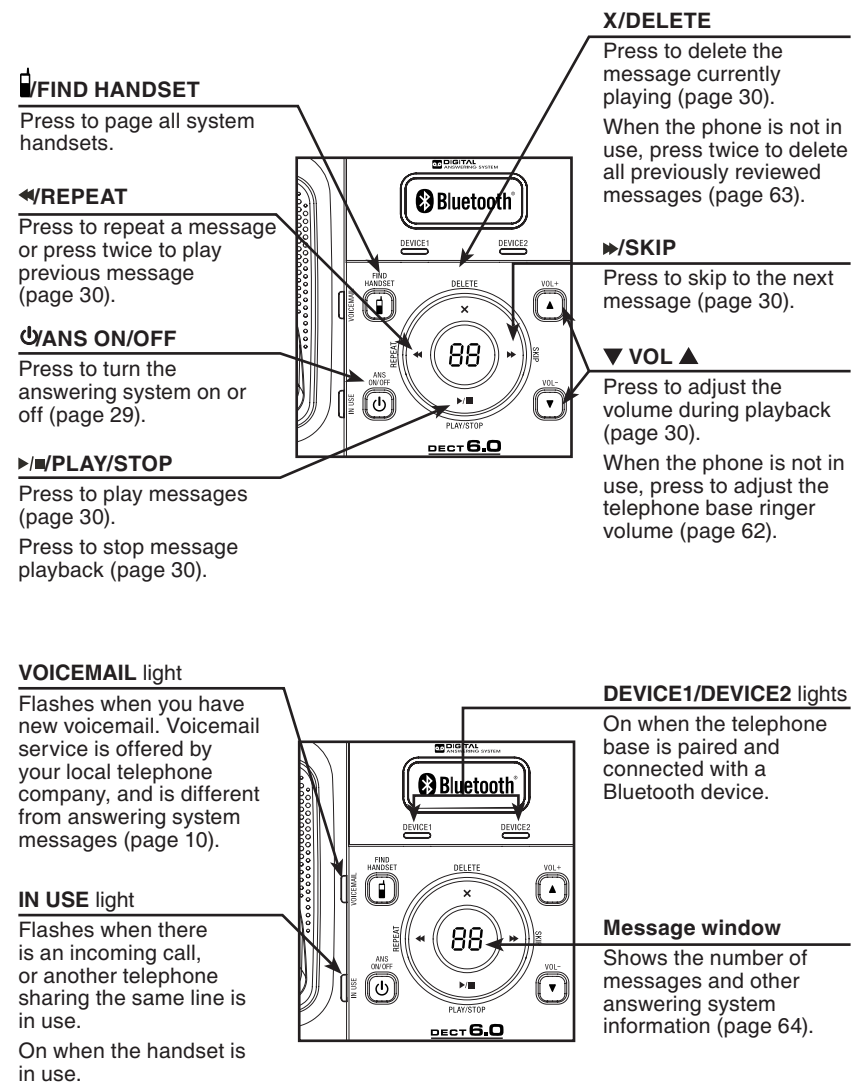
**VOL/CID/▼**  
While in a menu, press to scroll down.  
During a call, press to decrease the listening volume (page 41).  
When the handset is not in use, press to review the call log (page 56).

**#**  
Press repeatedly to show other dialing options when reviewing a call log entry (page 57).

**MUTE/REMOVE**  
While on a call, press to mute the microphone (page 14).  
While reviewing the call log, directory or redial list, press to delete an individual entry (page 26, page 22 and page 27, respectively).  
Press to delete digits when predialing (page 13).

## Getting started

### Telephone base layout



**☎/FIND HANDSET**  
Press to page all system handsets.

**◀/REPEAT**  
Press to repeat a message or press twice to play previous message (page 30).

**ANS ON/OFF**  
Press to turn the answering system on or off (page 29).

**▶/PLAY/STOP**  
Press to play messages (page 30).  
Press to stop message playback (page 30).

**X/DELETE**  
Press to delete the message currently playing (page 30).  
When the phone is not in use, press twice to delete all previously reviewed messages (page 63).

**▶/SKIP**  
Press to skip to the next message (page 30).

**▼ VOL ▲**  
Press to adjust the volume during playback (page 30).  
When the phone is not in use, press to adjust the telephone base ringer volume (page 62).

**VOICEMAIL light**  
Flashes when you have new voicemail. Voicemail service is offered by your local telephone company, and is different from answering system messages (page 10).

**IN USE light**  
Flashes when there is an incoming call, or another telephone sharing the same line is in use.  
On when the handset is in use.

**DEVICE1/DEVICE2 lights**  
On when the telephone base is paired and connected with a Bluetooth device.

**Message window**  
Shows the number of messages and other answering system information (page 64).

## Getting started

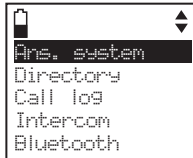
### Handset main menu

To enter the main menu:

1. Press **MENU/SELECT** when the handset is not in use.
2. Press **▼** or **▲** to select a handset feature menu, then press **MENU/SELECT** to enter that menu.

To return to idle mode, press and hold **OFF/CLEAR**. To return to the previous menu, press **OFF/CLEAR**.

**Ans. system** - play messages, record memos and change your answering system settings.



**Directory** - store and search for names and numbers.



**Call log** - review the caller ID history or delete all call log entries.



**Intercom** - intercom call with a system handset.



**Bluetooth** - set up and manage your Bluetooth enabled devices.



**Ringers** - set up ringers for the home and cell lines.



**Settings** - change your telephone settings.



## Bluetooth

### Introducing Bluetooth

Your new **DS6321** telephone system with Bluetooth wireless technology has the following features:

- **Pair up to four Bluetooth enabled cell phones with the telephone base.**
- **Connect a maximum of two cell phones to make and receive cell calls. Only one cell phone can be active on a call at a time.**
- Connect a Bluetooth enabled headset for making and receiving home calls.
- Conference cell and home calls.
- Make and receive calls using your cell phone plan while utilizing the ease and comfort of your home telephone system.

### IMPORTANT INFORMATION

- After plugging in the telephone base, wait at least 20 seconds before connecting a Bluetooth device. The screen shows **Bluetooth system busy** if you try to connect too soon.
- Refer to the user's manual of your Bluetooth enabled cell phone or headset for more information.
- Bluetooth wireless technology operates within a short range (about 30 feet). When using a cell phone with the **DS6321**, it is best to place your cell phone between one and fifteen feet from the telephone base. When using a Bluetooth headset with the **DS6321**, you are limited to the range of your headset (see the user's manual of your headset for more information).
- Make sure that your cell phone has sufficient signal strength. You may need to move the cell phone and telephone base to a location where the cell phone signal strength is stronger.
- Charge your cell phone while it is connected to the telephone base. Your cell phone's battery will discharge faster while it is connected to the telephone base via Bluetooth wireless technology.
- Monitor your cell phone's usage because airtime is deducted from your cellular plan for the duration of all cell calls.

Refer to the **Bluetooth setup** section (page 14) to learn how to set up and manage your Bluetooth enabled device(s). Refer to the **Telephone operation** section (page 37) on how to operate your Bluetooth devices with your new **DS6321** telephone system with Bluetooth wireless technology. Refer to the **Troubleshooting** section (page 74) if you experience difficulty using the telephone system.

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## Bluetooth

### Glossary of terms

Below are some terms used in this user's manual to help you become familiar with using your Bluetooth enabled devices and your new **DS6321** telephone system.

**Active devices** - a maximum of two paired devices (two cell phones, or one cell phone and one headset) on the active devices list can be connected to the telephone base, but only one cell phone or headset can be on a call at a time.

**Bluetooth cell phone** - refers to a Bluetooth enabled cell telephone.

**Cell line** - the communication service provided through your Bluetooth enabled cell telephone.

**Connected** - a Bluetooth enabled device (cell phone or headset) can only be used when it is connected to the telephone base. When a Bluetooth enabled device is connected to the telephone base and active on the active devices list, it will be ready for use.

**Disconnected** - a diagonal line appears across devices 1 and/or 2 when the corresponding Bluetooth enabled device is disconnected from the telephone base.

**Discoverable mode** - before a Bluetooth enabled device can be paired, it must be set to this mode. When pairing your cell phone, the telephone base will be set to this mode. When pairing a headset, the headset must be set to this mode. Depending on the manufacturer, this mode is sometimes referred to as **Find Me or Visibility**.

**Home line** - your conventional telephone land line.

**Paired devices** - once Bluetooth enabled devices have been paired with the telephone base, they will appear on the paired devices list. A maximum of four devices can be paired with the telephone base, but only two can be on the active devices list.

**Pairing** - this refers to the process of Bluetooth enabled devices registering device information with each other. The telephone base must be paired with a Bluetooth enabled cell phone or headset before the Bluetooth device can be used. Depending on the manufacturer, this is also referred to as **Bonding**.

**PIN** - by default, the PIN is **0000** for the telephone base and for most Bluetooth devices. PIN information must be exchanged between Bluetooth devices before they can be used. This is also known as a **Passkey** or **Passcode**.

## Bluetooth

### Bluetooth setup

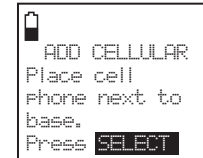
To use a Bluetooth enabled cell phone or headset with your **DS6321**, you must first pair and connect your Bluetooth device(s) with the telephone base.

### Pair a cell phone

Before you begin, make sure that your Bluetooth enabled cell phone is not connected to any other Bluetooth device. Refer to your cell phone user's manual to learn how to search for or add new Bluetooth devices.

#### To pair and connect a cell phone:

1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press **▼** or **▲** to highlight **Bluetooth**, then press **MENU/SELECT**.
3. Press **▼** or **▲** to highlight **Add cellular**, then press **MENU/SELECT**. The screen displays **ADD CELLULAR Place cell phone next to base. Press SELECT**.
  - If there are already four paired devices on the paired devices list, the screen will show **Maximum of 4 devices can be paired** and prompt you to replace an existing paired device (page 21).
4. Press **MENU/SELECT**. The screen displays **Please set your cell phone to search for devices, then press SELECT**.
  - If a device is already connected to the telephone base, the screen displays **Connected device will be temporarily disconnected. Press SELECT**. Press **MENU/SELECT** to temporarily disconnect the device and continue the pairing process.
5. Press **MENU/SELECT** to set the telephone base to discoverable mode.
6. Turn on the Bluetooth feature of your cell phone and search for or add new devices.
7. Once your cell phone finds **VTech DS6321**, press **MENU/SELECT**.
8. Enter the PIN of the telephone base (the default PIN is **0000**) into your cell phone to continue the pairing process.

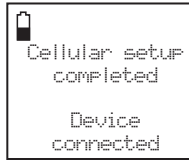


## Bluetooth

### Pair a cell phone (continued)

9. When a device is successfully connected, the handset displays **Paired with cellular** and then **Cellular setup completed Device connected**. The corresponding status icon (1 or 2) displays. The corresponding device light (**DEVICE1** or **DEVICE2**) turns on.

- When you already have two devices on the active devices list, the handset shows **Maximum of 2 devices can be connected**. You are prompted to replace an existing device on the active devices list (page 21).



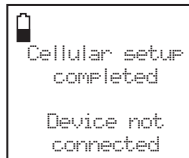
#### note

- The pairing process may take up to one minute. If the pairing process fails, try again.
- If you put the handset back in the telephone base during the pairing process, the process discontinues and the handset returns to the idle mode.

### Auto connection

When a device is successfully paired with the telephone base but not connected, the handset displays **Cellular setup completed Device not connected** and then **Auto-connect function enabled. Press SELECT**. You can press **MENU/SELECT** to enable auto-connection function.

If you do not enable auto-connection function, you can connect a device manually (page 20).



## Bluetooth

### Pair a headset

Before you begin, make sure that your Bluetooth enabled headset is not connected to any other Bluetooth device. Refer to your headset user's manual to learn how to search for or add new Bluetooth devices.

#### To pair and connect a headset:

1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press **▼** or **▲** to highlight **Bluetooth**, then press **MENU/SELECT**.
3. Press **▼** or **▲** to highlight **Add headset**, then press **MENU/SELECT**. The screen displays **ADD HEADSET Place Bluetooth headset next to base. Press SELECT**.
  - If there are already four paired devices on the paired devices list, the screen will show **Maximum of 4 devices can be paired** and prompt you to replace an existing paired device (page 21).
4. Press **MENU/SELECT**. The screen displays **Please set your headset to discoverable mode, then press SELECT**.
  - If a device is already connected to the telephone base, the screen displays **Connected device will be temporarily disconnected. Press SELECT**. Press **MENU/SELECT** to temporarily disconnect the device and continue the pairing process.
5. Set your headset to discoverable mode.
6. Press **MENU/SELECT** to set your telephone base to discoverable mode and search for your headset.
7. Once the telephone base finds your headset, press **MENU/SELECT**.
8. Enter the PIN of your headset (the PIN for most Bluetooth devices is **0000**), then press **MENU/SELECT**.





## Bluetooth

### Pair a headset (continued)

9. When the handset displays **Headset A paired to base. Connect to headset?** Press **SELECT**, press **MENU/SELECT**.
- When you already have two devices on the active devices list, the handset shows **Maximum of 2 devices can be connected**. You are prompted to replace an existing device on the active devices list (page 21).
  - When you already have one headset on the active devices list, the handset shows **Only 1 headset can be connected**. You are prompted to replace an existing device on the active devices list (page 21).
10. When a device is successfully connected, the handset displays **Headset setup completed Device connected** and the corresponding status icon (1 or 2). The corresponding light (**DEVICE1** or **DEVICE2**) turns on.

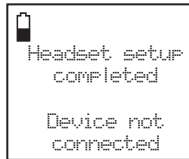


#### note

- The pairing process may take up to one minute. If the pairing process fails, try again.
- If you put the handset back in the telephone base during the pairing process, the process discontinues and the handset returns to the idle mode.

### Auto connection

When a device is successfully paired with the telephone base but not connected, the handset displays **Headset setup completed Device not connected** and then **Auto-connect function enabled. Press SELECT**. You can press **MENU/SELECT** to enable auto-connection function. If you do not enable auto-connection function, you can connect a device manually (page 20).



## Bluetooth

### Paired devices

All paired devices are stored on the paired devices list. Up to four devices (one headset only) can be paired with the telephone base. To use a paired device, it must be connected and on the active devices list (page 20).

Once you have paired a device with the telephone base, you do not need to repeat the pairing procedure again unless you delete the device from the paired devices list.

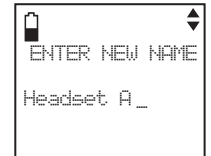
#### note

Only the first 15 characters of the device name are shown on the paired devices list.

### Rename a paired device

You can change the name of a paired device on the paired devices list.

- Press **MENU/SELECT** on the handset when it is not in use.
- Press **▼** or **▲** to highlight **Bluetooth**, then press **MENU/SELECT**.
- Press **▼** or **▲** to highlight **Paired devices**, then press **MENU/SELECT**.
- Press **▼** or **▲** to highlight a selected device when necessary, then press **MENU/SELECT**.
- Press **▼** or **▲** to highlight **Rename**, then press **MENU/SELECT** softkey. The screen displays **ENTER NEW NAME**.
- Use the dialing keys to edit the name (see step 6 of **Edit a directory entry** on page 52).
- Press **MENU/SELECT** to confirm. The handset displays **Device renamed**.

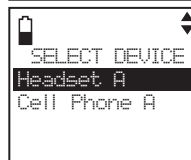
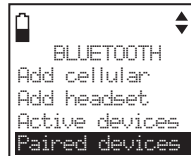


## Bluetooth

### Remove a paired device

If you already have the maximum of four paired devices on the paired devices list when you want to add another device, you must first delete a paired device from the paired devices list.

1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press **▼** or **▲** to highlight **Bluetooth**, then press **MENU/SELECT**.
3. Press **▼** or **▲** to highlight **Paired devices**, then press **MENU/SELECT**.
4. Press **▼** or **▲** to highlight a selected device when necessary, then press **MENU/SELECT**.
5. Press **▼** or **▲** to highlight **Remove paired**, then press **MENU/SELECT**. The handset displays **Remove device from paired list? Press SELECT**.
6. Press **MENU/SELECT** to confirm. The handset displays **Device removed from paired list**.



## Bluetooth

### Active devices

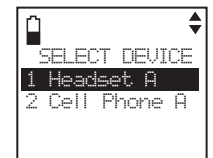
Only devices on the active devices list can establish a Bluetooth connection with the telephone base. Although two paired devices can be connected to the telephone base, only one Bluetooth cell phone or a headset can be on a call at a time.

**note**

When adding, removing, or replacing a Bluetooth device on the active devices list, all connected devices will be temporarily disconnected until the procedure is complete. It may take up to two minutes to reconnect.

### Review the active devices list

1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press **▼** or **▲** to highlight **Bluetooth**, then press **MENU/SELECT**.
3. Press **▼** or **▲** to highlight **Active devices**, then press **MENU/SELECT**.



### Connect/Disconnect an active device

While in the active devices menu, you may connect or disconnect your active device.

1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press **▼** or **▲** to highlight **Bluetooth**, then press **MENU/SELECT**.
3. Press **▼** or **▲** to highlight **Active devices**, then press **MENU/SELECT**.
4. Press **▼** or **▲** to highlight **Connect/Disconnect** (whichever applicable) and then press **MENU/SELECT** to confirm. The handset displays **Device disconnected**.



**note**

When your active device is connected, you will be prompted to select **Disconnect**. When your active device is disconnected, you will be prompted to select **Connect**.

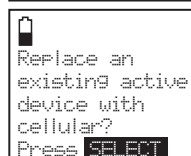
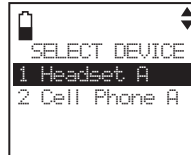
## Bluetooth

### Replace an active device

When you already have two devices on the active devices list, you can replace an active device with a device on the paired devices list.

#### To replace an active device:

1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press **▼** or **▲** to highlight **Bluetooth**, then press **MENU/SELECT**.
3. Press **▼** or **▲** to highlight **Paired devices**, then press **MENU/SELECT**.
4. Press **▼** or **▲** to highlight a selected device, then press **MENU/SELECT**.
5. Press **▼** or **▲** to highlight **Connect**, then press **MENU/SELECT**. The handset displays **Maximum of 2 devices can be connected** and then **Replace an existing active device with cellular? Press SELECT**.
6. Press **MENU/SELECT**. You are prompted to select a device on the paired devices list.
7. Press **▼** or **▲** to highlight the device to be replaced, then press **MENU/SELECT**. The handset displays **Device removed from active list** and then **Connecting Cell Phone B to the base**.
8. Press the appropriate button on your cell phone to confirm the connection, if necessary. When you successfully replace and connect an active device with a paired device, the handset displays **Device connected**.



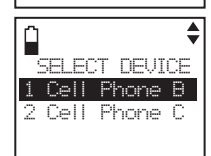
## Bluetooth

### Add an active device

You can have a maximum of two devices on the active devices list.

#### To add an active device:

1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press **▼** or **▲** to highlight **Bluetooth**, then press **MENU/SELECT**.
3. Press **▼** or **▲** to highlight **Active devices**, then press **MENU/SELECT**.
4. Press **▼** or **▲** to highlight an empty position and then press **MENU/SELECT**.
5. When **Add** displays, press **MENU/SELECT**. You are prompted to select a device from the paired devices list.
6. Press **▼** or **▲** to select one paired device, then press **MENU/SELECT**. The handset displays **Device added to active list** and then **Connecting Cell Phone B to the base**.
7. Press the appropriate button on your cell phone to confirm the connection, if necessary. When you successfully add and connect an active device, the handset displays **Device connected**.



## Bluetooth

### Remove an active device

You can remove an active device from the active devices list.

#### To remove an active device:

1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press **▼** or **▲** to highlight **Bluetooth**, then press **MENU/SELECT**.
3. Press **▼** or **▲** to highlight **Active devices**, then press **MENU/SELECT**.
4. Press **▼** or **▲** to highlight the desired device and then press **MENU/SELECT**.
5. Press **▼** or **▲** to highlight **Remove active**, then press **MENU/SELECT**. The handset displays **Device removed from active list**.

#### note

Even the active device is removed from the active devices list, it is still on the paired devices list.

### Change PIN

You are required to enter a PIN when establishing a Bluetooth connection. The default PIN of your telephone base is **0000**.

#### To change the PIN:

1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press **▼** or **▲** to highlight **Bluetooth**, then press **MENU/SELECT**.
3. Press **▼** or **▲** to highlight **Change PIN**, then press **MENU/SELECT**. The handset displays **ENTER NEW PIN** and the existing PIN.
4. Use the dialing keys to enter a new four-digit code.
  - Press **MUTE/REMOVE** to erase a digit.
  - Press and hold **MUTE/REMOVE** to erase the entire number.
  - Press **▼** to move the cursor to the right or **▲** to the left.
5. Press **MENU/SELECT** to save.



## Bluetooth

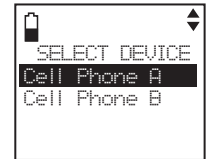
### Download directory

You can download up to four cell phone directories (phonebooks) to your **DS6321** telephone system via Bluetooth wireless technology. Each of the downloaded directory can store up to 1,500 entries with up to 30 digits for each phone number and 15 characters for each name.

Before downloading the directory, make sure the cell phone is paired to your **DS6321** and on the active devices list.

#### To download a cell phone directory:

1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press **▼** or **▲** to highlight **Bluetooth**, then press **MENU/SELECT**.
3. Press **▼** or **▲** to highlight **Download dir**, then press **MENU/SELECT**.
  - If there is no cell phone paired to the system, the handset displays **No cellular device paired. Press SELECT to add cellular.**
4. Press **▼** or **▲** to select a desired device, then press **MENU/SELECT**.
  - If the selected device is on the paired devices list but not on the active devices list, the handset displays **No cellular on active devices list. Press SELECT to add.**
  - If the selected device is on the active devices list but disconnected, the handset displays **Not connected. To connect cell by placing it next to base. Press SELECT.**
  - If the selected device's directory has already been downloaded to **DS6321** before, the handset displays **Directory Cell Phone A will be erased. To download press SELECT.** If you press **MENU/SELECT** to continue the downloading process, the entire previously downloaded directory will be erased.
  - If you already have four existing downloaded directories, the handset displays **Memory is full. Replace current directory?** **Press SELECT** when you try to download another cell phone directory. Press **MENU/SELECT** and the system prompts you to replace an existing directory.



## Bluetooth

### Download directory (continued)

5. Press ▼ or ▲ to highlight one of the following options:

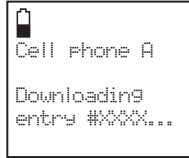
- **Phone memory** - download all contacts stored in your phone memory.
- **SIM card only** - download all contacts stored in your SIM card.
- **Phone and SIM** - download all contacts stored in both your phone memory and SIM card.

Press **MENU/SELECT**.

6. When the downloading process is complete, the handset displays **Download finish Total #XXXX entries saved Press SELECT**. Press **MENU/SELECT** or **OFF/CLEAR** to return to the download directory menu.

#### note

Certain cell phone do not support SIM card download. If this is the case, try transferring the contacts from your SIM card to your cell phone memory first, then download from your cell phone memory. For more information on how to transfer contacts from your SIM card to your cell phone memory, see the user's manual of your cell phone.



### Interruption occurs while downloading a directory

When you move out of range or the handset battery is fully depleted while downloading a directory, the handset



## Telephone settings

### Settings

In the setting menu, you can change and edit the settings for LCD language, voicemail indicator, key tone, date and time and dial mode.

### LCD language

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


#### To select a language:

1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press ▲ or ▼ to highlight **Settings**, then press **MENU/SELECT**.
3. Press ▲ or ▼ to highlight **LCD language**, then press **MENU/SELECT**.
4. Press ▲ or ▼ to choose from **English**, **Français** or **Español**, then press **MENU/SELECT** to confirm.



## Telephone settings

### Clear voicemail

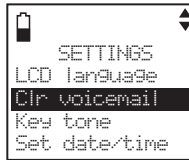
If you subscribe to voicemail service offered by your telephone service provider, **New voicemail** and  appear on the handset, and the VOICEMAIL light on the telephone base flashes when you have new voicemail messages. Contact your local telephone service provider for more information and assistance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

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

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

#### To manually turn off these indicators:

1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press **▲** or **▼** to highlight **Settings**, then press **MENU/SELECT**.
3. Press **▲** or **▼** to highlight **Clr voicemail**, then press **MENU/SELECT**. The handset displays **Turn off indicator? Press SELECT to confirm**.
4. Press **MENU/SELECT** to confirm.



#### note

- Your telephone service provider may alert you to 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 60.

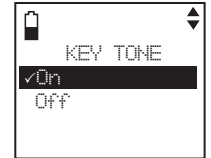
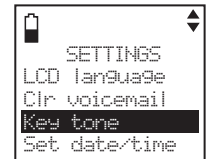
## Telephone settings

### Key tone

You can turn the key tone feature on or off.

#### To change the setting:

1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press **▲** or **▼** to highlight **Settings**, then press **MENU/SELECT**.
3. Press **▲** or **▼** to highlight **Key tone**, then press **MENU/SELECT**.
4. Press **▲** or **▼** to choose **On** or **Off**, then press **MENU/SELECT** to confirm.

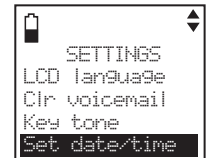


#### Set date/time

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 change the setting:

1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press **▲** or **▼** to highlight **Settings**, then press **MENU/SELECT**.
3. Press **▲** or **▼** to highlight **Set date/time**, then press **MENU/SELECT**.
4. Use the dialing keys (**0-9**) to enter the month, date and year. To enter a single digit number, you must add a zero before that number. For example, if the month is February, you must enter **02**. Press the **MENU/SELECT** to continue to set the time.
5. Use the dialing keys (**0-9**) to enter the hour and minute. To enter a single digit number, you must add a zero before that number. For example, if the time is 6:08, you must enter **0608**. Press the **MENU/SELECT**.
6. Press **▲** or **▼** to **AM** or **PM**, then press **MENU/SELECT**.



#### note

- You can use **▲** or **▼** to select the desired value for the month, date, year, hour and minute. Every time a desired value is selected, press **MENU/SELECT** to advance until the date and time are set.
- If the date and time are not set, the system announces, "Time and day not set," before each message plays.

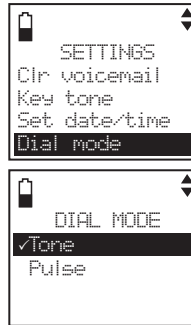
## Telephone settings

### Dial mode

The dial mode is preset to tone dialing. If you have pulse (rotary) service, you must change the dial mode to pulse dialing.

#### To change the setting:

1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press **▲** or **▼** to highlight **Settings**, then press **MENU/SELECT**.
3. Press **▲** or **▼** to highlight **Dial mode**, then press **MENU/SELECT**.
4. Press **▲** or **▼** to choose **Tone** or **Pulse**, then press **MENU/SELECT** to confirm.



## Telephone settings

### Ringers (handset)

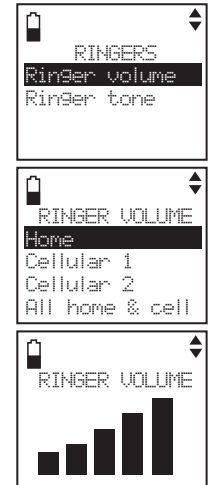
In the ringers menu, you can select the ringer tones and adjust the ringer volume for incoming calls to the home and cell lines.

#### Ringer volume (handset)



You can adjust the ringer volume for the incoming home and cell calls.

#### To adjust the handset ringer volume:

1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press **▲** or **▼** to highlight **Ringers**, then press **MENU/SELECT**.
3. Press **▲** or **▼** to highlight **Ringer volume**, then press **MENU/SELECT**.
4. Press **▲** or **▼** to select **Home**, **Cellular 1**, **Cellular 2** or **All home & cell**, then press **MENU/SELECT** to confirm.
5. Press **▲** or **▼** to adjust the ringer volume. A sample of each ringer volume plays as you scroll through the choices.
6. Press **MENU/SELECT** to confirm.



#### note

- When the ringer volume for all are set to off, a ringer off icon  appears steady. When only one or two of the ringer volume is set to off, a ringer off icon  flashes.
- See page 61 to set the telephone base ringer.



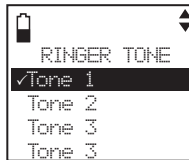
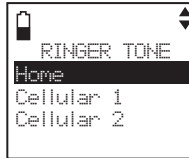
## Telephone settings

### Ringer tone

You can select the ringer tones for the incoming home and cell calls.

To select a ringer tone:

1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press **▲** or **▼** to highlight **Ringers**, then press **MENU/SELECT**.
3. Press **▲** or **▼** to highlight **Ringer tone**, then press **MENU/SELECT**.
4. Press **▲** or **▼** to select **Home**, **Cellular 1** or **Cellular 2**, then press **MENU/SELECT** to confirm.
5. Press **▲** or **▼** to select a ringer tone. A sample of each ringer tone plays as you scroll through the choices.
6. Press **MENU/SELECT** to confirm.



#### note

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

## Answering system settings

### Answering system setup

You can change the settings of the answering system in the answering system setup menu with a system handset.

#### Answer ON/OFF

If you turn the answering system on, it answers calls and records messages only on the home line.

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

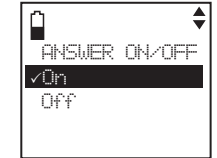
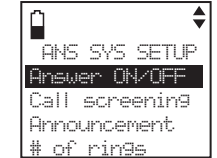
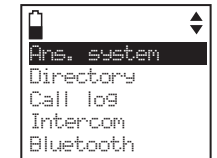
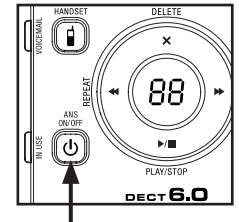
#### To turn the answering system on or off:

##### Using the telephone base:

- Press **ANS ON/OFF** to turn the answering system on or off. When the answering system is turned on, it announces, "Calls will be answered." When the answering system is turned off, it announces, "Calls will not be answered."

##### Using the handset:

1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press **▲** or **▼** to highlight **Ans. system**, then press **MENU/SELECT**.
3. Press **▲** or **▼** to highlight **Ans sys setup**, then press **MENU/SELECT**.
4. Press **▲** or **▼** to highlight **Answer ON/OFF**, then press **MENU/SELECT**.
5. Press **▲** or **▼** to choose **On** or **Off**, then press **MENU/SELECT** to confirm.





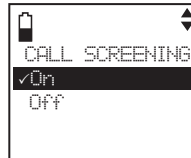
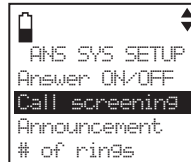
## Answering system settings

### Call screening

The call screening feature lets you listen to a caller leaving a message at the telephone base. You may turn this feature on or off with a system handset.

#### To change the setting:

1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press **▲** or **▼** to highlight **Ans. system**, then press **MENU/SELECT**.
3. Press **▲** or **▼** to highlight **Ans sys setup**, then press **MENU/SELECT**.
4. Press **▲** or **▼** to highlight **Call screening**, then press **MENU/SELECT**.
5. Press **▲** or **▼** to choose **On** or **Off**, then press **MENU/SELECT** to confirm.



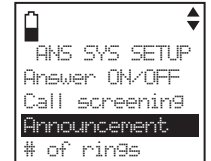
## Answering system settings

### Announcement

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

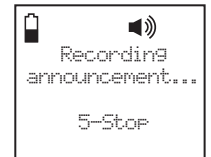
#### Play your announcement

1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press **▲** or **▼** to highlight **Ans. system**, then press **MENU/SELECT**.
3. Press **▲** or **▼** to highlight **Ans sys setup**, then press **MENU/SELECT**.
4. Press **▲** or **▼** to highlight **Announcement**, then press **MENU/SELECT**.
5. The handset announces, *"To play, press 2. To record, press 7."* Press **2** to play.



#### Record your own announcement

1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press **▲** or **▼** to highlight **Ans. system**, then press **MENU/SELECT**.
3. Press **▲** or **▼** to highlight **Ans sys setup**, then press **MENU/SELECT**.
4. Press **▲** or **▼** to highlight **Announcement**, then press **MENU/SELECT**.
5. The handset announces, *"To play, press 2. To record, press 7."* Press **7** to record.
6. The handset announces, *"Record after the tone. Press 5 when you are done."* After the tone, speak towards the microphone of the handset.
7. Press **5** when you finish recording.
8. The handset automatically plays back the newly recorded announcement. Press **5** to stop the playback at any time; **2** to replay the recorded announcement; or **7** to record again if desired.



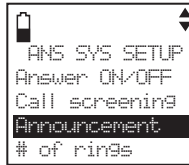
#### note

- 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

1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press **▲** or **▼** to highlight **Ans. system**, then press **MENU/SELECT**.
3. Press **▲** or **▼** to highlight **Ans sys setup**, then press **MENU/SELECT**.
4. Press **▲** or **▼** to highlight **Announcement**, then press **MENU/SELECT**.
5. The handset announces, "To play, press 2. To record, press 7." Press **3** to delete your own recorded announcement. The handset announces, "Announcement deleted."



#### note

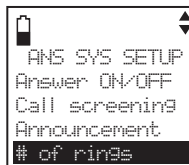
When your announcement is deleted, calls are answered with the preset announcement.

### Number of rings

When the answering system is turned on, it answers all incoming home calls after the number of rings set. 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.

#### To change the setting:

1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press **▲** or **▼** to highlight **Ans. system**, then press **MENU/SELECT**.
3. Press **▲** or **▼** to highlight **Ans sys setup**, then press **MENU/SELECT**.
4. Press **▲** or **▼** to highlight **# of rings**, then press **MENU/SELECT**.
5. Press **▲** or **▼** to choose from **2, 4, 6** or **Toll saver**, then press **MENU/SELECT** to confirm.



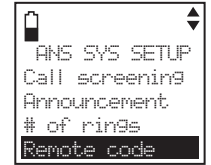
## Answering system settings

### Remote access 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 change the code to any number from **10** to **99**.

#### To change the setting:

1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press **▲** or **▼** to highlight **Ans. system**, then press **MENU/SELECT**.
3. Press **▲** or **▼** to highlight **Ans sys setup**, then press **MENU/SELECT**.
4. Press **▲** or **▼** to highlight **Remote code**, then press **MENU/SELECT**.
5. Use the dialing keys (0-9) to enter a two-digit number from 10-99, then press **MENU/SELECT** to confirm.
  - Press **MUTE/REMOVE** to erase a digit.
  - Press and hold **MUTE/REMOVE** to erase the entire number.
  - Press **▼** to move the cursor to the right or **▲** to the left.



### Message alert tone

When the answering system is turned on, the telephone beeps every 10 seconds to alert you of new messages. The tone stops when all new messages have been reviewed. The message alert tone is preset to off.

#### To change the setting:

1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press **▲** or **▼** to highlight **Ans. system**, then press **MENU/SELECT**.
3. Press **▲** or **▼** to highlight **Ans sys setup**, then press **MENU/SELECT**.
4. Press **▲** or **▼** to highlight **Remote code**, then press **MENU/SELECT**.
5. Press **▲** or **▼** to choose from **On** or **Off**, then press **MENU/SELECT** to confirm.



#### note

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

## Telephone operation

### Make, answer or end a home call

#### Using a handset:

##### To make a home call:

- Press **HOME/FLASH** or **⏏**, then enter the telephone number.

##### To predial a home call:

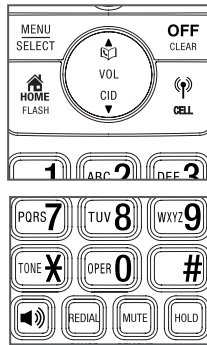
- Enter the telephone number, then press **HOME/FLASH** or **⏏**.

##### To answer a home call:

- Press **HOME/FLASH** or **⏏**.

#### note

- The screen shows the elapsed time as you talk (in hours, minutes and seconds).
- When predialing (preview numbers before dialing), press **MUTE/REMOVE** or **OFF/CLEAR** to backspace and delete; **press and hold REDIAL/PAUSE** to insert a dialing pause (a **p** appears).



##### To end a home call:

- Press **OFF/CLEAR** or put the handset in the telephone base.

#### Using a Bluetooth headset:

You can use a Bluetooth headset on home calls. However, you will need to stay within 30 feet from the telephone base to maintain the Bluetooth signal.

##### To switch between the headset and handset while on a call:

- Press **MENU/SELECT**.
- Press **MENU/SELECT** to select **Use headset/Use handset** (whichever applicable).

##### To answer a home call:

- Press the call button on your headset.

##### To end a home call:

- Press the call button on your headset if you are using it or press **OFF/CLEAR** on the handset.

#### note

While you are using your Bluetooth headset and you move too far away from the telephone base or the battery of your headset is fully depleted, the call will be transferred to the originating handset automatically.

## Telephone operation

### Call waiting on the home line

If you subscribe to call waiting service with your telephone service provider, you hear a beep if someone calls while you are already on a call.

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

### Make, answer or end a cell call

You can connect a maximum of two Bluetooth enabled cell phones to the telephone base, but only one cell phone can be used on a cell call at a time.

If you have only one cell phone connected to the telephone base and is on the active devices list, it is automatically selected to make or answer cell calls. If you have two cell phones connected to the telephone base and are on the active devices list, the telephone system prompts you to select a cell phone before you make a cell call.

##### To make a cell call:

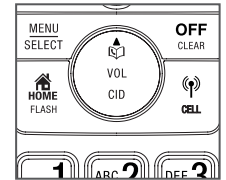
- Enter the telephone number, then press **CELL**.

##### To answer a cell call:

- Press **CELL**.

##### To end a cell call:

- Press **OFF/CLEAR** or put the handset in the telephone base.



### Call waiting on the cell line

If you subscribe to call waiting service with your cell phone service provider, you hear a beep if someone calls while you are already on a call.

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

## Telephone operation

### Answer a cell call while on a home call

While you are on a home call and there is an incoming cell call, **1** or **2** displays on the handset the telephone rings.

#### To answer the incoming cell call:

- Press **1**/**CELL** on the handset. The home call is automatically placed on hold and the handset displays **Home call on hold**.

#### To end the cell call:

- Press **OFF/CLEAR** on the handset. The home line is still on hold.

#### To resume the home call on hold:

- Press **HOME/FLASH** on the handset.

#### note

If you have voicemail service active on your cell phone, and you do not answer the incoming **CELL** call, the call will be answered by your cell phone's voicemail. Contact your cell phone service provider for more information about voicemail service.

### Answer a home call while on a cell call

While you are on a cell call and there is an incoming home call, **HOME** displays on the handset and the telephone rings.

#### To answer the incoming home call:

- Press **HOME/FLASH** on the handset. The cell call is automatically placed on hold and the handset displays **Cell call on hold**.

#### To end the home call:

- Press **OFF/CLEAR** on the handset. The cell line is still on hold.

#### To resume the cell call on hold:

- Press **1**/**CELL** on the handset.

#### note

If you have turned on your answering system and you do not answer the incoming home call, the call will be answered by your answering system.

## Telephone operation

### Conference home and cell calls

When you have calls established on the home and cell lines, you can create a 3-way conference using the handset or telephone base.

#### To conference both home and cell calls:

1. Press **MENU/SELECT**.
2. Press **▲** or **▼** to highlight **Conf. with home/Conf. with cell** (whichever applicable).
3. Press **MENU/SELECT**.

#### To select an option while on a conference call:

1. Press **MENU/SELECT**.
2. Press **▲** or **▼** to select one of the following options:
  - **End home call**
  - **End cell call**
3. Press **MENU/SELECT**.

#### To end a conference call:

- Press **OFF/CLEAR** or put the handset back in the telephone base.

## Telephone operation

### Handset speakerphone

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

### Volume control

During a call, press **▲/VOL** or **▼/VOL** to adjust the listening volume.

### Mute

The mute function turns off the microphone. You can hear the caller, but the caller cannot hear you.

#### To mute a call:

- Press **MUTE/REMOVE** 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:

- Press **MUTE/REMOVE** again to resume the conversation. The screen temporarily shows **Microphone ON**.

### Temporary tone dialing

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

During a call:

1. Press **TONE~~X~~**.
2. Use the dialing keys to enter the relevant number. The telephone sends touch tone signals.
3. The telephone automatically returns to pulse dialing mode after you end the call.

## Telephone operation

### Hold

You can place a home or cell call on hold. You will hear an alert tone if you have not taken the call off of hold after 14 minutes. You will hear another alert tone 30 seconds later. At 15 minutes on hold, the call on hold automatically disconnects.

#### To place a home call on hold:

- Press **HOLD** on the handset. **Home call on hold** appears and **▲/HOME/FLASH** flashes.

#### To resume a home call on hold:

- Press **▲/HOME/FLASH**.

#### To place a cell call on hold:

- Press **HOLD** on the handset. **Cell call on hold** appears and **☎/CELL** flashes.

#### To resume a cell call on hold:

- Press **☎/CELL**.

### Handset locator

This feature helps you find a misplaced handset.

#### To start paging:

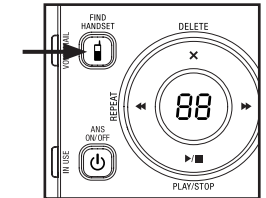
- Press **FIND HANDSET** on the telephone base when it is not in use. All idle handsets ring and display **\*\* Paging \*\***.

#### To end paging:

- Press **FIND HANDSET** on the telephone base.

- OR -

- Press **▲/HOME/FLASH, ☎** or any dialing keys (**0-9, #, TONE~~X~~**) on the handset.



## 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 home call. This feature is available only for home calls.

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

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

1. Press **MENU/SELECT**.
2. Press **▲** or **▼** to highlight **Directory**, then press **MENU/SELECT**.
3. Press **MENU/SELECT** to select **Home** directory.
4. Press **▲** or **▼** to scroll to the desired entry or perform an alphabetical search (page xx).
5. Press **MENU/SELECT** to dial the displayed number.

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

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

#### To access the redial list while on a home call:

1. Press **REDIAL/PAUSE**.
2. Press **▲**, **▼** or **REDIAL/PAUSE** until the desired number displays, then press **MENU/SELECT**. If you do not press **MENU/SELECT** within two seconds, the number displayed will be dialed automatically.

#### note

- You cannot edit a directory entry while on a call. For more details about the directory, see page 48.
- You cannot copy a call log entry into the directory while on a call. For more details about call log, see page 55.
- You can only view the numbers in the directory, call log or redial while on a call and cannot erase any entries.
- Press and hold OFF/CLEAR to exit redial, directory or call log while on a call.

## Telephone operation

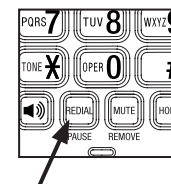
### Redial list

The redial list 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.

#### Review the redial list

1. Press **REDIAL/PAUSE** when the handset is not in use.
2. Press **▲**, **▼** or **REDIAL/PAUSE** to browse. You hear a double beep when you reach the beginning or end of the redial list.



#### Dial a redial entry

1. Press **REDIAL/PAUSE** when the handset is not in use.
2. Press **▲**, **▼** or **REDIAL/PAUSE** to browse until the desired number displays.
3. Press **▲/HOME/FLASH** or **▶** to use the home line.  
**- OR -**  
Press **☎/CELL** to use the cell line.
4. Press **MENU/SELECT** to dial the displayed number. If you do not press **MENU/SELECT** within two seconds, the number displayed will be dialed automatically.

#### Save a redial entry to the directory

1. Press **REDIAL/PAUSE** when the handset is not in use.
2. Press **▲**, **▼** or **REDIAL/PAUSE** to browse until the desired number displays.
3. Press **MENU/SELECT** twice.
4. The handset displays **ENTER NUMBER**. Use the dialing keys to edit the number, if necessary.
5. Press **MENU/SELECT** to move to the name.
6. The handset displays **ENTER NAME**. Use the dialing keys to enter a name (see step 6 of **Create a new directory entry** on page 49).
7. Press **MENU/SELECT** and then **Saved** displays.

#### Delete a redial entry

1. Press **REDIAL/PAUSE** when the handset is not in use.
2. Press **▲**, **▼** or **REDIAL/PAUSE** to browse until the desired number displays.
3. Press **MUTE/REMOVE** to delete the displayed number.

## Telephone operation

### Intercom

Use the intercom feature for conversations between two system handsets.

You can buy additional expansion handsets (**DS6301**) for this telephone system. You can register up to 12 handsets to the telephone base.

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

1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press **▲** or **▼** to highlight **Intercom**, then press **MENU/SELECT**.
  - If you have a two-handset system, your handset displays **Calling other handset**. The destination handset rings and displays **Other handset is calling**.
  - If you have more than two handsets, your handset displays **INTERCOM TO:** and a list of registered handsets. Press **▲** or **▼** to select a destination handset and then press **MENU/SELECT**. Your handset displays **Calling handset X**. The destination rings and displays **Handset X is calling**.



#### To answer an intercom at the destination handset:

- Press **▲/HOME/FLASH** or **📞**. Both screens show **Intercom**.

#### To silence an intercom call:

- Press **OFF/CLEAR** or **MUTE/REMOVE** on the destination handset. Its screen displays **Ringer mute** for a few seconds.

#### To end an intercom call:

- Press **OFF/CLEAR** or place either handset back in the telephone base or charger. Both handsets display **Intercom ended**.

#### note

- You can cancel the intercom call before it is answered by pressing **OFF/CLEAR** on your originating handset.
- If the destination handset does not answer the intercom call within 100 seconds, is in the directory or call log, or is out of range, the originating handset displays **Unable to call try again** and returns to the idle mode.
- 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

### Intercom (continued)

#### Answer an incoming call during an intercom call

When you receive an incoming home call during an intercom call, there is an alert tone and **Incoming call** appears on screens.

- Press **▲/HOME/FLASH** to answer the home call and the intercom call ends automatically.
- Press **OFF/CLEAR** to end the intercom call with answering the incoming call. The telephone continues to ring.

When you receive an incoming cell call during an intercom call, there is an alert tone and **Incoming call** appears on screens.

- Press **📶/CELL** to answer the cell call and the intercom call ends automatically.
- Press **OFF/CLEAR** to end the intercom call with answering the incoming call. The telephone continues to ring.



## Telephone operation

### Share an outside call

Another handset can join you on an outside call in a three-way conversation. That call continues until all people hang up.

- Press **▲/HOME/FLASH** on another handset to join the call.

### Transfer a call

You can use the intercom feature to transfer an outside call to another system handset.

1. When on an outside call, press **MENU/SELECT**.
2. Press **▲** or **▼** to highlight **Intercom**, then press **MENU/SELECT**.
  - If you have a two-handset system, your handset displays **Calling other handset**. The destination handset rings and displays **Other handset is calling**.
  - If you have more than two handsets, your handset displays **INTERCOM TO:** and a list of registered handsets. Press **▲** or **▼** to select a destination handset and then press **MENU/SELECT**. Your handset displays **Calling handset X**. The destination rings and displays **Handset X is calling**.
3. When the destination handset answers the intercom call, both screens show **Intercom**.
4. Press **OFF/CLEAR** on the originating handset. Both screens show **Intercom ended**.
5. The destination handset screen shows **Home call on hold** or **Cell call on hold**. Press **▲/HOME/FLASH** to answer a home call or **☎/CELL** to answer a cell call.

#### note

- If you want to cancel an intercom call and reconnect to the outside call before the destination handset answers, press **▲/HOME/FLASH** on the originating handset.
- If the destination handset does not answer the intercom call within 100 seconds, is in the directory or call log, or is out of range, the originating handset displays **Unable to call try again** and reconnects to the outside call automatically.

## Telephone operation

### Directory

Your phone directory consists of a home directory and up to four downloaded directories. The home directory stores up to 50 entries with up to 30 digits for each phone number and 15 characters for each name. Each of the downloaded directory stores up to 1,500 entries with up to 30 digits for each phone number and 15 characters for each name.

- Directory entries are stored at the telephone base and shared by all system handsets. Any changes made on one handset apply to all.
- Only one handset can review the directory at a time. If another handset tries to enter the directory, its screen shows **Not available at this time**.
- 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**.
- When you try to save a number already stored in the directory, the screen shows **Already saved**.



## Telephone operation

### Create a new entry in the home directory

1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press **▼** or **▲** to highlight **Directory**, then press **MENU/SELECT**.
3. Press **MENU/SELECT** to select **Home**.
4. Press **▼** or **▲** to highlight **Add contact**, then press **MENU/SELECT**. The screen displays **ENTER NUMBER**.
5. Use the dialing keys to enter a telephone number.
  - Press **MUTE/REMOVE** to erase a digit.
  - Press and hold **MUTE/REMOVE** to erase the entire number.
  - Press **▼** to move the cursor to the right or **▲** to the left.
  - Press **REDIAL/PAUSE** to insert a dialing pause (a **p** appears).

- OR -

Copy a number from the redial list.

1. Press **REDIAL/PAUSE** and then **▼**, **▲** or **REDIAL/PAUSE** to browse to select a number.
  2. Press **MENU/SELECT** to copy the displayed number.
6. Press **MENU/SELECT**.
7. Press **▼** or **▲** to select one of the following types:
- Home
  - Cell
  - Work
  - Other
8. Press **MENU/SELECT**. The screen displays **ENTER NAME**.
9. Use the dialing keys (see page 50) to enter the name.
  - Press **MUTE/REMOVE** to erase a character.
  - Press and hold **MUTE/REMOVE** to erase all characters.
  - Press **▼** to move the cursor to the right or **▲** to the left.
10. Press **MENU/SELECT** to confirm and the screen shows **Saved**.

**note**

You cannot create new entries in your downloaded directories.

## Telephone operation

### Character chart

Use the dialing keys 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	10	11
1	.	-	'	(	)	*	#	&	/	,	1
2	A	B	C	a	b	c	2				
3	D	E	F	d	e	f	3				
4	G	H	I	g	h	i	4				
5	J	K	L	j	k	l	5				
6	M	N	O	m	n	o	6				
7	P	Q	R	S	p	q	r	s	7		
8	T	U	V	t	u	v	8				
9	W	X	Y	Z	w	x	y	z	9		
0	Space	0									
*											
#											

**note**

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

## Telephone operation

### Review the directory

Entries are sorted alphabetically.

#### To review the directory:

1. Press **▲/☞** when the handset is not in use.
2. Press **▲** or **▼** to choose a directory, then press **MENU/SELECT**.
3. Press **▲** or **▼** to highlight **Review**, then press **MENU/SELECT**.
4. Press **▲** or **▼** to browse.

- OR -

1. Press the **MENU** softkey when the handset is not in use.
2. Press **▲/VOL+/☞** or **CID/VOL-/▼** to highlight **DIRECTORY**, then press the **SELECT** softkey.
3. Press **▲/VOL+/☞** or **CID/VOL-/▼** to highlight **Review**, then press the **SELECT** softkey.
4. Press **▲/VOL+/☞** or **CID/VOL-/▼** to browse the entries.

#### Using the telephone base:

1. Press the **MENU** softkey when the telephone base is not in use.
2. Press **▲/VOL+** or **VOL-/▼** to highlight **Directory**, then press the **SELECT** softkey.
3. Press **▲/VOL+** or **VOL-/▼** to highlight **Review**, then press the **SELECT** softkey.
4. Press **▲/VOL+** or **VOL-/▼** to browse the entries.

### Alphabetical search

#### To start an alphabetical search:

1. Follow the steps in **Review the directory** above to enter the directory.
2. Use the dialing keys to enter the letters associated with the name. For example, if you have name entries **Jenny**, **Jessie**, **Kristen** and **Laura** in your directory, press **5 (JKL)** once to see **Jenny**, twice to see **Jessie**, three times to see **Kristen**, or four times to see **Laura**. If there is no name matching the first letter entered, the next closest match in alphabetical order appears. If necessary, use **▲/VOL+/☞** or **CID/VOL-/▼** to browse.

## Telephone operation

### Dial a directory entry

You may dial a directory entry on either a **HOME** or **CELL** line.

#### To dial a directory entry:

##### Using a handset:

1. Search for the desired entry in the directory (see **Review the directory** on page 51 or **Alphabetical search** on page 51).
2. Press **☎/TALK/FLASH** or **☎/CELL**.

##### Using the telephone base:

1. Search for the desired entry in the directory (see **Review the directory** on page 51 or **Alphabetical search** on page 51).
2. Press **☎/HOME** or **☎/CELL**.

### Edit a directory entry

#### Using a handset:

1. Search for the desired entry in the directory (see **Review the directory** on page 51 or **Alphabetical search** on page 51).
2. When the desired entry appears, press the **EDIT** softkey. The screen shows **EDIT NUMBER**.
3. Use the dialing keys to edit the number.
  - Press **OFF/CLEAR** to backspace and erase a digit.
  - Press the **PAUSE** softkey to insert a dialing pause (a **p** appears).
  - Press **▲/VOL+/☞** to move the cursor to the right or **CID/VOL-/▼** to the left.
  - Press and hold **OFF/CLEAR** to exit and return to idle mode.
5. Press the **NEXT** softkey to move to the name. The screen shows **EDIT NAME**.
6. Use the dialing keys (see page 50) to edit the name.
  - Press **OFF/CLEAR** to backspace and erase a character.
  - Press **▲/VOL+/☞** to move the cursor to the right or **CID/VOL-/▼** to the left.
  - Press and hold **OFF/CLEAR** to exit and return to idle mode.
7. Press the **SAVE** softkey, then the screen shows the saved directory.

## Telephone operation

### Edit a directory entry (continued)

#### Using the telephone base:

1. Search for the desired entry in the directory (see **Review the directory** on page 51 or **Alphabetical search** on page 51).
2. When the desired entry appears, press the **EDIT** softkey. The screen shows **EDIT NUMBER**.
3. Use the dialing keys to enter a telephone number.
  - Press **CANCEL/◀** to backspace and erase a digit.
  - Press the **PAUSE** softkey to insert a dialing pause (a **p** appears).
  - Press **▲/VOL+** to move the cursor to the right or **VOL-▼** to the left.
  - Press and hold **CANCEL/◀** to exit and return to idle mode.
5. Press the **NEXT** softkey to move to the name. The screen shows **ENTER NAME**.
6. Use the dialing keys (see page 50) to enter the name.
  - Press **CANCEL/◀** to backspace and erase a character.
  - Press **▲/VOL+** to move the cursor to the right or **VOL-▼** to the left.
  - Press and hold **CANCEL/◀** to exit and return to idle mode.
7. Press the **SAVE** softkey, then the screen shows the saved directory.

### Delete a directory entry

You may delete a directory entry using a handset or the telephone base. Once a directory entry is deleted, it cannot be retrieved.

#### To delete an entry:

1. Search for the desired entry in the directory (see **Review the directory** on page 51 or **Alphabetical search** on page 51).
2. When the desired entry appears, press the **DELETE** softkey. The screen then shows the next alphabetical entry in the directory.

## Telephone operation

### About caller ID

This product supports caller ID services provided by most telephone service providers. Depending on your service subscription, you may see the caller's number, or the caller's name and number from the telephone service provider after the first or second ring. Caller ID from the home line allows you to see the name, number, date and time of the incoming calls. However, caller ID from the cell line only shows the number of the incoming caller and the name of the paired Bluetooth cell phone; date and time of the call is not shown.

### Information about caller ID with call waiting

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

It may be necessary to change your telephone service to use this feature. Contact your telephone service provider and cell phone 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 any caller ID or call waiting services.

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

Caller ID information is available only if both you and the caller are in areas offering caller ID service, and if both telephone service providers use compatible equipment.

Caller ID information may not be available for every incoming call. Callers may intentionally block their names and/or telephone numbers. To view call log entries with numbers between 16 and 24 digits, you must save the entry to the directory (see page 65).

#### note

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

## Telephone operation

### Caller ID history

If you subscribe to caller ID service provided by your local telephone company and/or cell phone service provider, information about each caller appears 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 100 entries. Each entry has up to 24 digits for the phone number and 15 characters for the name. 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 are in reverse chronological order.
- When the call log is full, the oldest entry is deleted to make room for new incoming call information.
- **XX new 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 or the telephone base can review the call log at a time. If a handset tries to enter the call log while another handset or the telephone base is already in it, **Not available at this time** appears.

**note** If the phone number has more than 24 digits, it will not be saved or shown in the call log.

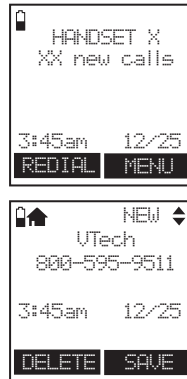
### Missed calls indicator

When there are unreviewed calls in the call log, the handset and the telephone base show **XX new 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.

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



## Telephone operation

### Memory match

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

For example, when Linda Jones calls, her name will appear as **Linda** if this is how you entered it into your directory.

**note**

The number shown in the call log will be in the format sent by the telephone company. The telephone 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 it is delivered by the telephone company. For example, if the telephone company includes the area code but your directory number does not, the name will appear as delivered by the telephone company.

### Review the call log

#### Using a handset:

1. Press **CID/VOL-/▼** when the handset is not in use.
2. Press **▲/VOL+/☞** or **CID/VOL-/▼** to browse the entries.

#### -OR-

1. Press the **MENU** softkey when the handset is not in use.
2. Press **▲/VOL+/☞** or **CID/VOL-/▼** to highlight **CALL LOG**, then press the **SELECT** softkey.
3. Press **▲/VOL+/☞** or **CID/VOL-/▼** to highlight **Review**, then press the **SELECT** softkey.
4. Press **▲/VOL+/☞** or **CID/VOL-/▼** to browse the entries.

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

## Telephone operation

### 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 may need to dial only the seven digits, or 1 plus the seven digits, or 1 plus the area code plus the seven digits. You can change the number of digits that you dial from the call log or 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.

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.

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

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

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

### Dial a call log entry

#### Using a handset:

1. Search for the desired entry in the call log (see **Review the call log** on page 56).
2. When the desired entry appears and is in the correct format for dialing, press **TALK/FLASH** or **CALL** using the **HOME** line, or **CELL** using the **CELL** line.

## Telephone operation

### Save a call log entry to the directory

1. Select a desired entry in the call log (see **Review the call log** on page 56).
2. When the desired entry appears, press the **SAVE** softkey. The screen shows **EDIT NUMBER**.
3. Use the dialing keys to edit the number.
  - Press **OFF/CLEAR** to backspace and erase a digit.
  - Press the **PAUSE** softkey to insert a dialing pause (a **p** appears).
  - Press **▲/VOL+/M** to move the cursor to the right or **▼/VOL-/L** to the left.
  - Press and hold **OFF/CLEAR** to exit and return to idle mode.
5. Press the **NEXT** softkey to move to the name. The screen shows **EDIT NAME**.
6. Use the dialing keys (see page 50) to edit the name.
  - Press **OFF/CLEAR** to backspace and erase a character.
  - Press **▲/VOL+/M** to move the cursor to the right or **▼/VOL-/L** to the left.
  - Press and hold **OFF/CLEAR** to exit and return to idle mode.
7. Press the **SAVE** softkey, then the screen shows the saved directory.

## Telephone operation

### Delete from the call log

You may use a handset or the telephone base to delete from the call log.

#### To delete a single entry:

1. Select a desired entry in the call log (see **Review the call log** on page 56).
2. When the desired entry appears, press the **DELETE** softkey. The screen shows the previous call log entry.

#### To delete all entries:

##### Using a handset:

1. Press the **MENU** softkey when the handset is not in use.
2. Press **▲/VOL+/☎** or **CID/VOL-/▼** to highlight **CALL LOG**, then press the **SELECT** softkey.
3. Press **▲/VOL+/☎** or **CID/VOL-/▼** to highlight **Del All Calls**, then press the **SELECT** softkey. The screen displays **Delete all calls?**
4. Press the **YES** softkey to confirm or the **NO** softkey to abort.

### 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 <b>OR</b> L (before the caller's number)	It is a long distance call.

## Answering system operation

### Answering system and voicemail

Your telephone has separate indicators for two different types of voice messages: those left on its built-in answering system and those left at your service provider's voicemail (fees may apply). Your telephone's built-in answering system messages and voicemail messages are separate. Each alerts you to new messages differently. If **☑** displays and the voicemail light on the telephone base turns on, your telephone service provider is indicating that it has new voicemail for you. To listen to your voicemail, you typically dial an access number provided by your telephone service provider, followed by a security code or PIN. To listen to messages recorded on your digital answering system, press **▶/■/PLAY/STOP** on the telephone base (page 62).

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

You can use your telephone answering system and voicemail together by setting your built-in answering system to answer before voicemail answers. To learn how to program your voicemail settings, contact your telephone service provider. Set your answering system to answer calls at least two rings earlier than your voicemail is set to answer. For example, if your voicemail answers after six rings, set your answering system to answer after four rings. Some voicemail providers may program the delay before answering calls in seconds instead of rings. In this case, allow six seconds per ring when determining the appropriate setting. By doing this, if you are on a call, or if the answering system is busy recording a message and you receive another call, the second caller can leave a voicemail message.

### Message capacity

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



## Answering system operation

### New message indication

The message window on the telephone base flashes and the handset shows **OO** and **New messages** when there are new answering system messages.

If the new message alert tone is turned on, the telephone base beeps every 10 seconds when there are unreviewed messages.

### Call intercept

When a caller is leaving a message on your answering system, you can stop recording and talk to the caller by pressing **⏏/TALK/FLASH** or **📞** on the handset.

### Telephone base ringer volume

Press **▲/VOL+** or **▼/VOL-** on the telephone base to adjust the ringer volume when the telephone is not in use. When you set the ringer volume to zero, the base ringer is off and the system announces, *"Base ringer is off."*

#### note

See page 30 to set the handset ringer volume.

## 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, the screen displays **PLAYING MESSAGES** and 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."* and the screen displays **End of messages**.

### To play messages with the telephone base:

1. Press **▶/▶/PLAY/STOP** to listen to messages.

Options during playback:

- Press **▲/VOL+** or **▼/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 **▶/▶/PLAY/STOP** to stop.

### To play messages with a handset:

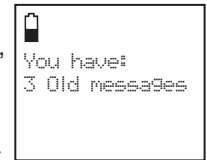
1. Press **MENU/SELECT** to show the menu when the handset is not in use.
2. Press **▲** or **▼** to highlight **Ans. system**, then press **MENU/SELECT**.
3. Press **▲** or **▼** to highlight **Play msgs**, then press **MENU/SELECT**.

Options during playback:

- Press **▲/VOL+** or **▼/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 the answering system has no recording time left, it announces *"Memory is full,"* and **Rec time full** displays.



## Answering system operation

### Delete all old messages

#### Using 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 heard messages are erased and the telephone announces, "All old messages deleted."

#### Using a handset:

1. Press **MENU/SELECT** to show the menu when the handset is not in use.
2. Press **▲** or **▼** to highlight **Ans. system**, then press **MENU/SELECT**.
3. Press **▲** or **▼** to highlight **Del all old**, then press **MENU/SELECT**.
4. The handset displays **Delete all old messages?** Press **MENU/SELECT** to confirm.

#### note

You can only delete old messages, which are messages you have played.

### Record and play memos

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

#### To record a memo:

1. Press **MENU/SELECT** to show the menu when the handset is not in use.
2. Press **▲** or **▼** to highlight **Ans. system**, then press **MENU/SELECT**.
3. Press **▲** or **▼** to highlight **Record memo**, then press **MENU/SELECT**.
4. The system announces, "Recorded after the tone. Press **5** when you are done." After the tone, speak towards the microphone.
5. Press **5** when finished recording. The handset announces, "Recorded" and then return to the previous menu.

#### note

- The system announces "Memory is full," 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

### Message window displays

Window display	Description
0	No messages.
1-99	Total number of old messages recorded.
0-99 (flashing)	Total number of messages recorded. The telephone base might have lost and regained power. The clock needs to be set.
1-99 & F (alternating)	Memory is full with total number of messages recorded.
1-99 (flashing)	Current message number during new message playback.
1-99	Current message number during old message playback.
1-8	Telephone base speaker volume level while adjusting.
----	The system is answering a call, or recording a memo or announcement. Telephone is answering a call or being accessed remotely. The answering system is being programmed.
0-6	Telephone base ringer level while adjusting.

#### note

When the memory is full, the answering system answers incoming calls after 10 rings and announces, "Memory is full. Enter the remote access code."

## 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 36 to change it.

1. Dial your telephone number from any touch tone telephone.
2. When the system plays your announcement, enter the two-digit security code.
3. 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 old 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 keys after you enter the remote access code, all new messages play. If there are no new messages, all old messages play.
- Once the new messages have played, the telephone announces the help menu options. If you do not press any key within 20 seconds, the remote access call automatically disconnects.
- When the answering system is turned off, the telephone answers after 10 rings, and announces, *"Please enter your remote access code."*
- When the memory is full, the answering system answers incoming calls after 10 rings and announces, *"Memory is full. Enter the remote access code."*

## Appendix

### Screen display messages

Already saved	The telephone number entered is already stored in the directory.
Bluetooth system busy	You are trying to use a handset to make a <b>CELL</b> call while another handset is already in <b>CELL</b> call predial mode.
Call log empty	There are no call log entries.
Calling Handset X (for models with two or more handsets)	The telephone base or the handset is calling another handset.
Cell	The <b>CELL</b> line is in use.
Cell call on hold	A call on the <b>CELL</b> line has been put on hold.
Cell line in use	A system handset or the telephone base on the <b>CELL</b> line is in use.
Charging	The handset with low battery is recharging.
Directory empty	There are no directory entries.
Ended	You have just ended a call.
Handset X is calling (for models with two or more handsets)	Another system handset is calling.
Home	The <b>HOME</b> line is in use.
Home call answered	The answering system has answered the incoming <b>HOME</b> call.
Home call on hold	A call on the <b>HOME</b> line has been put on hold.
Home & cell calls on hold	Calls on the <b>HOME</b> and <b>CELL</b> lines have been put on hold.
Home line in use	A system handset, the telephone base or another telephone on the same <b>HOME</b> line is in use.
Incoming call	There is an incoming call.
Intercom	The handset or the telephone base is on an intercom call.
Intercom ended	You have just ended an intercom call.

## Appendix




### Screen display messages (continued)

List full	The directory is full.
Low battery	The battery needs to be recharged.
Microphone on	<b>MUTE</b> is turned off and the person on the other end can hear you.
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 message(s) from your local telephone company.
No connected cellular phones	There is no cell phone connected when you tries to make a call on the <b>CELL</b> line.
No home line	There is no telephone line connected.
No messages	There are no old messages at the answering system when you try to delete all old messages with a handset.
NO signal, call ended	Communication between handset and telephone base is lost during a call.
Not available at this time	One handset or the telephone base is already viewing the call log or directory and another handset/telephone base attempts to review it.
Paging all Handsets	The telephone base is paging handset(s).
** Paging **	The system handset is paged.
Place in charger	The battery is very low. Place the handset in the telephone base for recharging.
Rec time full	The answering system has no recording time left.
Ringer mute	The ringer is muted temporarily during an incoming call.
Saved	Your selection has been saved.
Searching for BASE	The cordless handset is searching for the telephone base.
Unable to call try again	You try 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, or the telephone base is in the directory or call log or on an outside call.
Unable to save	You try to save a caller ID entry with no name or number.



## Appendix

### Handset and telephone base indicators















#### Handset lights

	On when the handset speakerphone is in use.
 /CELL	On when the <b>CELL</b> line is in use. Flashes quickly when there is an incoming <b>CELL</b> call. Flashes slowly when the <b>CELL</b> line is on hold.
 /TALK/FLASH	Flashes quickly when there is an incoming <b>HOME</b> call. Flashes slowly when the <b>HOME</b> line is on hold.
CHARGE	On when the handset is charging in the telephone base.












#### Telephone base lights

 /CELL	On when the <b>CELL</b> line is in use. Flashes quickly when there is an incoming <b>CELL</b> call. Flashes slowly when the <b>CELL</b> line is on hold.
 /HOME	On when the <b>HOME</b> line is in use. Flashes quickly when there is an incoming <b>HOME</b> call. Flashes slowly when the <b>HOME</b> line is on hold.

## Appendix Handset icons

	<b>HOME</b> line - on steadily when the <b>HOME</b> line is in use or there is an incoming <b>HOME</b> call.
	<b>CELL</b> line - on steadily when the <b>CELL</b> line is in use or there is an incoming <b>CELL</b> call.
	<b>Bluetooth connected device(s)</b> - indicates that there are Bluetooth connected devices on the <b>Active Devices</b> list.
	<b>Bluetooth disconnected device(s)</b> - indicates that there are Bluetooth disconnected devices on the <b>Active Devices</b> list.
	<b>Wireless Bluetooth headset</b> - on steadily when a wireless Bluetooth headset is in use on the <b>HOME</b> line.
	<b>Speakerphone</b> - the speakerphone is in use.
	<b>Ringer off</b> - on steadily when all the ringers of <b>HOME</b> , <b>CELL 1</b> and <b>CELL 2</b> are turned off. Flashes when only one or two of the ringers are turned off.
	<b>New voicemail</b> - indicates you have new voicemail message(s) from the local telephone company.
	<b>New answering system message</b> - indicates you have a new answering system message(s).
	<b>Battery status</b> - animates when the battery is charging. Becomes solid when the battery is fully charged.
	<b>Battery status</b> - flashes when the battery is low and needs charging.
	<b>Answering system on</b> - indicates that the answering system is turned on to answer incoming <b>HOME</b> calls.
	<b>New call log</b> - indicates that the missed call is new.
	<b>Mute</b> - the microphone is muted.

## Appendix Telephone base icons

	<b>HOME</b> line - on steadily when the <b>HOME</b> line is in use or there is an incoming <b>HOME</b> call.
	<b>CELL</b> line - on steadily when the <b>CELL</b> line is in use or there is an incoming <b>CELL</b> call.
	<b>Bluetooth connected device(s)</b> - indicates that there are Bluetooth connected devices on the <b>Active Devices</b> list.
	<b>Bluetooth disconnected device(s)</b> - indicates that there are Bluetooth disconnected devices on the <b>Active Devices</b> list.
	<b>Bluetooth wireless headset</b> - on steadily when a Bluetooth wireless headset is in use on the <b>HOME</b> line.
	<b>Ringer off</b> - on steadily when all the ringers of <b>HOME</b> , <b>CELL 1</b> and <b>CELL 2</b> are turned off. Flashes when only one or two of the ringers are turned off.
	<b>New voicemail</b> - indicates you have new voicemail message(s) from the local telephone company.
	<b>New answering system message</b> - indicates you have a new answering system message(s).
	<b>Answering system on</b> - indicates that the answering system is turned on to answer incoming <b>HOME</b> calls.
	<b>New call log</b> - indicates that the missed call is new.
	<b>Mute</b> - the 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 seven hours
While in speakerphone mode (talking*)	Up to five hours
While not in use (standby**)	Up to seven days

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

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

#### The battery needs charging when:

- A new battery is installed in the handset.
- The handset beeps 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 but 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](http://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 might cause burns or injury to the eyes or skin. The electrolyte might 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

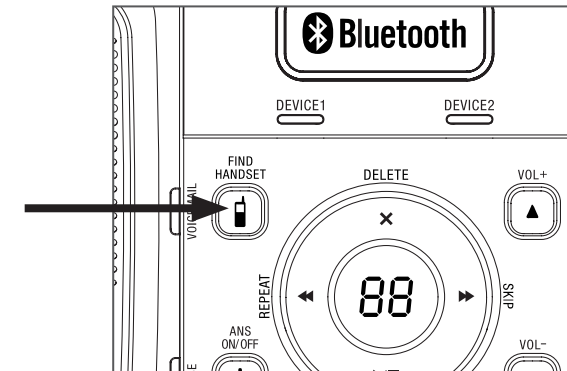
The handset provided with your telephone system is pre-registered as **HANDSET**. Additional handsets registered to the telephone system are assigned in sequential order. If you register another new handset to your telephone system, the new registered handset is assigned **HANDSET 2**. This telephone system accommodates up to 12 handsets.

#### Add and register a handset (optional)

You can add new handsets (**DS6301**, 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 **Press and hold FIND HANDSET on base for 4 sec, then press # on handset** after a battery is installed. You may need to charge the handset before registering to the telephone base. For more details on battery charging, see the table on page 4.

#### To register a handset:

1. Press and hold FIND HANDSET on the telephone base for about four seconds until the red **IN USE** light turns on.
2. Press **#** on the handset. Its screen shows **Registering...Please wait** 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.



#### note

- If the registration fails, the handset shows **Registration failed** for a few seconds and then **Press and hold FIND HANDSET on base for 4 sec, then press # on handset**. 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 deregister all the handsets and then individually register each handset.

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

#### To deregister all handsets:

1. Press and hold **FIND HANDSET** on the telephone base for about 10 seconds until the **IN USE** light flashes, then release **FIND HANDSET**.
2. Press **FIND HANDSET** again at once. You must press **FIND HANDSET** while the **IN USE** light is still flashing. The **IN USE** light flashes for about seven seconds.
3. All system handsets show **Press and hold FIND HANDSET on base for 4 sec, then press # on handset** when the deregistration completes. The deregistration process takes about 10 seconds to complete.

If deregistration fails, you may need to reset the telephone and try again.

#### To reset:

1. Pick up the registered handset and then press **⬆/TALK/FLASH**.
2. Press **OFF/CLEAR** and place the handset back in the telephone base.

#### -OR-

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

#### note

You cannot deregister 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](http://www.vtechphones.com) or call 1 (800) 595-9511.

#### I cannot pair my cell phone to the telephone base.

- Make sure the Bluetooth function of your cell phone is turned on. See the user's manual of your cell phone for more information.
- Remove **VTech DS6321** from your cell phone's handsfree device history list (see the user's manual of your cell phone for more information).
- Carefully follow the pairing instructions on page 14 and make sure that your cell phone is not connected to any other Bluetooth device.
- Turn off your cell phone, then turn it on again.
- Reset the telephone base. Unplug the unit's electrical power. Wait for approximately 15 seconds, then plug it back in. Repeat the above suggestions.

#### I cannot pair my headset to the telephone base

- Make sure that your Bluetooth headset is in discoverable mode when pairing with the telephone base. See the user's manual of your headset for more information on how to set your headset in discoverable mode.
- Carefully follow the pairing instructions on page 16 and make sure that your headset is not connected to any other Bluetooth device.
- Reset the telephone base. Unplug the unit's electrical power. Wait for approximately 15 seconds, then plug it back in. Repeat the above suggestions.

#### I cannot connect my cell phone with the telephone base.

- Make sure that the Bluetooth function of your cell phone is turned on. See the user's manual of your cell phone for more information.
- Make sure that your Bluetooth cell phone is not connected to any other Bluetooth device.
- Turn off your cell phone, then turn it on again.
- Make sure that your cell phone is connected and on the **Active Devices** list.
- For some cell phones, you must authorize **VTech DS6321** device in your cell phone's Bluetooth feature. See the user's manual of your cell phone for more information.
- Manually connect your cell phone to **VTech DS6321**. Refer to the user's manual of your cell phone for more information.

#### I cannot connect my headset with the telephone base.

- Make sure that your Bluetooth headset is not connected to any other Bluetooth device.
- Make sure that your headset is connected and on the **Active Devices** list.



## Appendix

### Troubleshooting

#### I cannot put my headset in discoverable mode.

- Refer to the user's manual of your headset for information on how to set your headset in discoverable mode.
- Make sure that the headset is not connected to any other Bluetooth device in order to successfully pair and connect to the telephone base.
- Carefully follow the pairing process on page 16.
- Reset the telephone base. Unplug the unit's electrical power. Wait for approximately 15 seconds, then plug it back in. Repeat the above suggestions.

#### I cannot find VTech DS6321 on my cell phone.

- Make sure that the telephone base is in discoverable mode. Carefully follow the setup instructions on page 14.
- Make sure that you manually set your cell phone to search for devices.
- Remove **VTech DS6321** from your cell phone's handsfree device history list (see the user's manual of your cell phone).
- Turn off your cell phone, then turn it on again.
- Reset the telephone base. Unplug the unit's electrical power. Wait for approximately 15 seconds, then plug it back in. Repeat the above suggestions.

#### I don't know how to search for or add new devices on my cell phone.

- Most cell phones have the Bluetooth feature in the connection or setup menus. Please refer to the user's manual of your cell phone.
- In general, press the menu key on your cell phone, then look for the Bluetooth menu in the settings or connection menu. In the Bluetooth menu, select the option to search for or add new devices.

#### My cell phone disconnects with the telephone base.

- Turn off your cell phone, then turn it on again.
- Make sure that you are not using your cell phone when on a **CELL** call.

#### My cell phone is connected to the telephone base, but I cannot make a CELL call.

- Make sure that your cell phone is not in use when you are trying to make a **CELL** call.
- Make sure that your cell phone is compatible.
- For some smartphones, make sure that the cellular function is turned on.

## Appendix

### Troubleshooting

#### Bluetooth system busy appears on the display.

- Make sure that your cell phone is not in use when connected and on the **Active Devices** list.
- Make sure that your cell phone or headset is not connected to any other Bluetooth device.
- **DS6321** can only use one Bluetooth device at a time.

#### The PIN on the telephone base does not work.

- The default PIN is **0000**.
- If you have changed the PIN, it will appear on the telephone base in the pairing process.

#### I cannot hear any audio on my telephone system when on a CELL call.

- Reset the telephone base. Unplug the unit's electrical power. Wait for approximately 15 seconds, then plug it back in.
- Turn off your cell phone, then turn it on again.

#### My telephone does not work at all.

- Make sure the battery is installed and charged correctly (page 4). 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 **HANDSET X** appears on the screen (page 4).
- 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 local telephone company.

#### Low battery shows on screen.

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

## Appendix

### Troubleshooting

#### 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 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 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 **HANDSET X** appears on the screen (page 4).
- Purchase a new battery. Refer to the **Battery** section (page 71).

#### 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 may 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 local telephone company.

## Appendix

### Troubleshooting

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

- Make sure the handset ringer volume is not set to off or the lowest level (page 22) and the telephone base ringer volume is not set to off or the lowest level (page 26).
- Make sure the telephone line cord and power adapter are plugged in properly (page 3).
- The handset may be too far from the telephone base. Move it closer to the telephone base.
- There may 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 local telephone company (charges might apply).
- Other electronic products may 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 local telephone company (charges may apply).
- The telephone line cord may be malfunctioning. Install a new telephone line cord.
- Re-install the battery and place the handset in the telephone base.
- Wait for the handset to synchronize with the telephone base. Allow up to one minute for this to take place.

#### 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 local telephone company (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.

## Appendix

### Troubleshooting

#### **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 may 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 may 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 may 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. Please 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 may 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 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 might apply).
- If the other telephones in your home are having the same problem, the problem is in the wiring or local service. Contact the local telephone company (charges may apply).

## Appendix

### Troubleshooting

#### **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 local telephone company.

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

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

#### **Registration failed appears on the handset.**

- Only one handset can be registered at a time. If you have multiple handsets to register, please follow the instructions on page 72 for the first handset. Once a handset has been successfully registered, repeat the steps for each handset that needs to be registered.
- Make sure that the telephone base and handset(s) are in idle mode when registering a handset.
- Follow the steps on page 87 for the common cure for electronic equipment, then try again to register a handset.

#### **My caller ID features are not working properly.**

- Caller ID is a subscription service. You must subscribe to this service from your local telephone company for this feature to work on your telephone.
- The caller may not be calling from an area which supports caller ID.
- Both you and the caller's telephone companies 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 local telephone company.
- The caller may not be calling from an area which supports caller ID.
- Both you and the caller's telephone companies 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 57 for instructions on changing the number.
- If you dial seven digits for local calls, you may want to use the **Home area code** feature (page 25 and page 26).

#### Searching for BASE shows in the handset screen.

- The handset may 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 may 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, **ANS ON** should show on the handset and telephone base.
- If toll saver is selected, the number of rings changes to two when there are new messages waiting (page 35).
- 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 local telephone company.

#### 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.

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

- Press **^/VOL+** on the telephone base or handset to increase the speaker volume.

## Appendix

### Troubleshooting

#### 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 may 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 may stop recording and disconnect the call.

#### The answering system does not respond to remote commands.

- Make sure your remote code is correct (page 36).
- 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 may not detect the remote access code when your announcement is playing. Wait until the announcement is over before entering the code.
- There may be interference on the telephone line you are using. Press the dial pad keys firmly when dialing.

#### Common cure 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.
- Wait for the cordless handset to synchronize with the telephone base. Allow up to one minute for this to take place.

## Appendix

### Important safety instructions

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

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on the product.
3. Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a dry non-abrasive 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 adapter is intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling 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 **Searching for BASE**.

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 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, 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 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

### Warranty

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 local telephone company upon request.

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

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

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



## Appendix

### FCC, ACTA and IC regulations

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

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

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: 6.45 X 1.81 X 1.17 in (163.8 X 46 X 29.8 mm) Telephone base: 2.67 X 6.10 X 4.04 in (67.9 X 155 X 102.5 mm) Charger: 2.02 X 3.03 X 3.77 in (51.4 X 76.9 X 95.7 mm)
Weight	Handset: 4.44oz (126g) (including battery) Telephone base: 8.15oz (231g) Charger: 2.43oz (69g)
Power requirements	Handset: 2.4V 500mAh Ni-MH battery Telephone base: 6V DC @ 400mA Charger: 6V AC @300mA
Memory	Handset directory: 50 memory locations; up to 30 digits and 15 characters  Four download directories: 1,500 memory locations (each); up to 30 digits and 15 characters  Handset call log: 50 memory locations; up to 24 digits and 15 characters

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Distributed in the U.S.A. by VTech Communications, Inc. Beaverton, Oregon 97008

Distributed in Canada by VTech Technologies Canada, Ltd., Richmond, B.C. V6W 1L5

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Printed in China.

91-002527-010-100

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