vtech®

Innovation Beyond Technology℠

User's manual

www.vtechphones.com

Model: DS6311-2

Bluetooth®

DECT 6.0

Congratulations

on purchasing your new VTech product. Before using this telephone, please read the **Important safety instructions** on page 73 of this manual.

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

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

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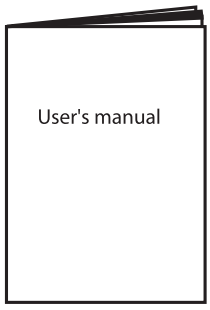
Getting started

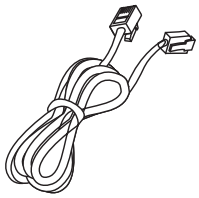
Parts checklist

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

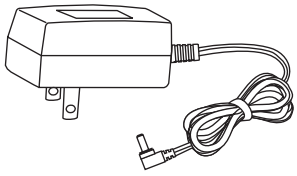
Quick start guide



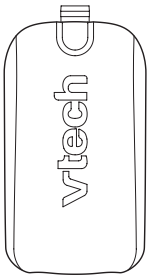
User's manual



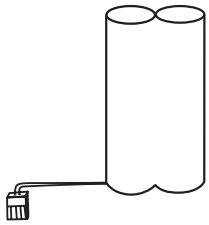
Telephone line cord



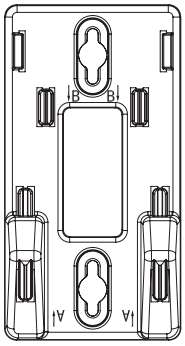
Telephone base power adapter



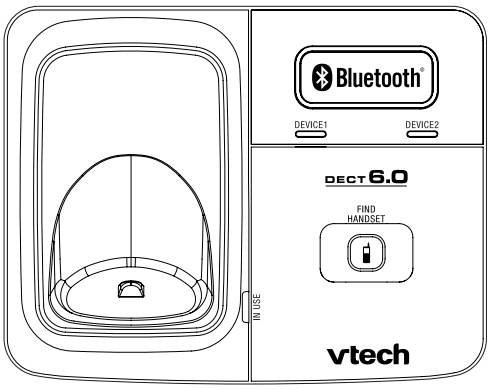
Battery compartment covers (2)



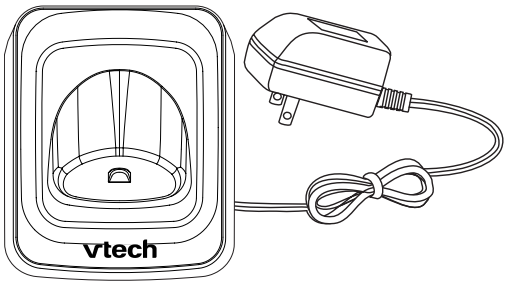
Batteries (2)



Wall bracket



Telephone base



Charger and power adapter

Handsets (2)

note To purchase a replacement battery or power adapter, visit our website at www.vtechphones.com or call 1 (800) 595-9511. In Canada, go to www.vtechcanada.com or dial 1 (800) 267-7377.

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 15 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.

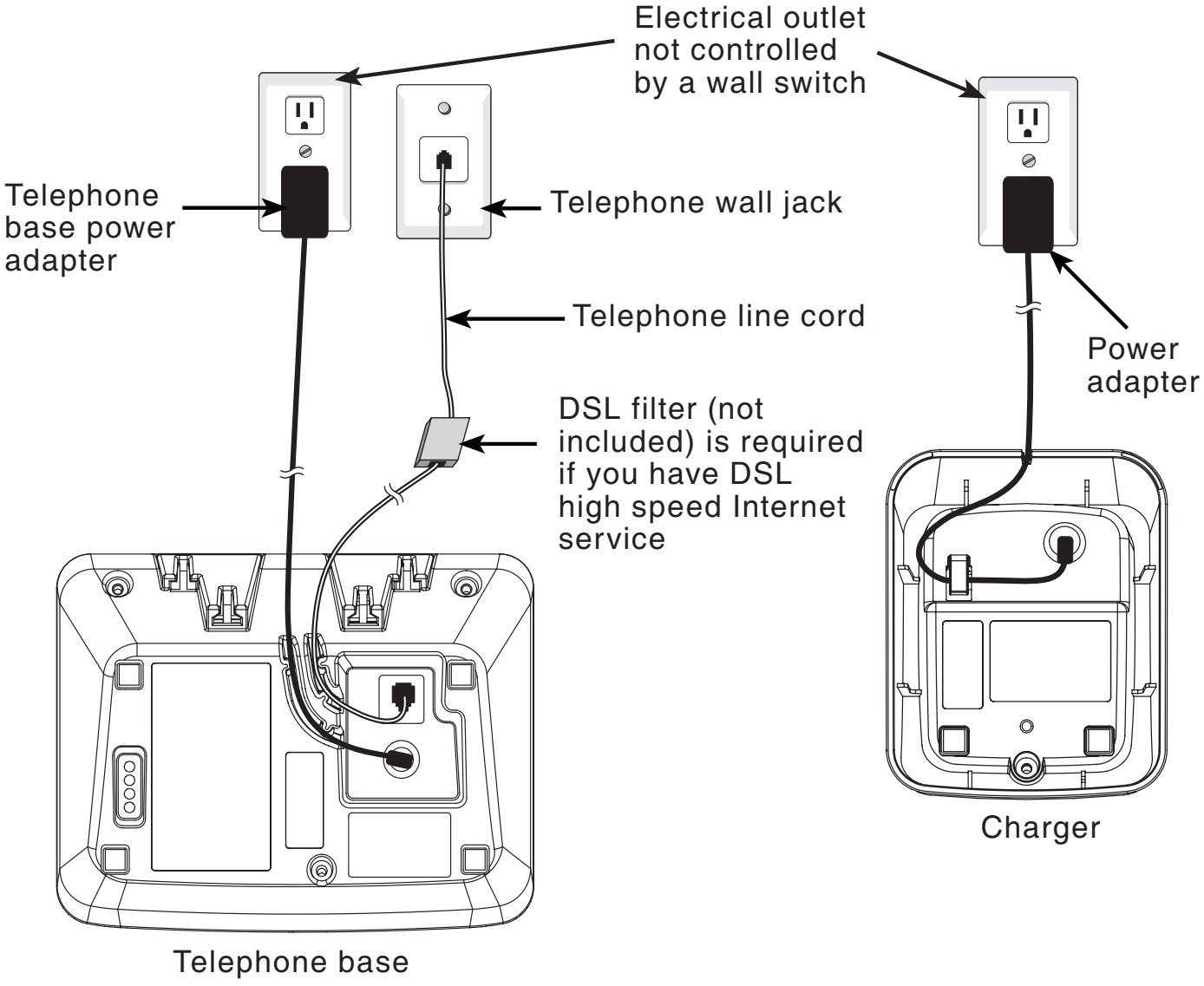
Getting started

Telephone base and charger installation

Install the telephone base and charger 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

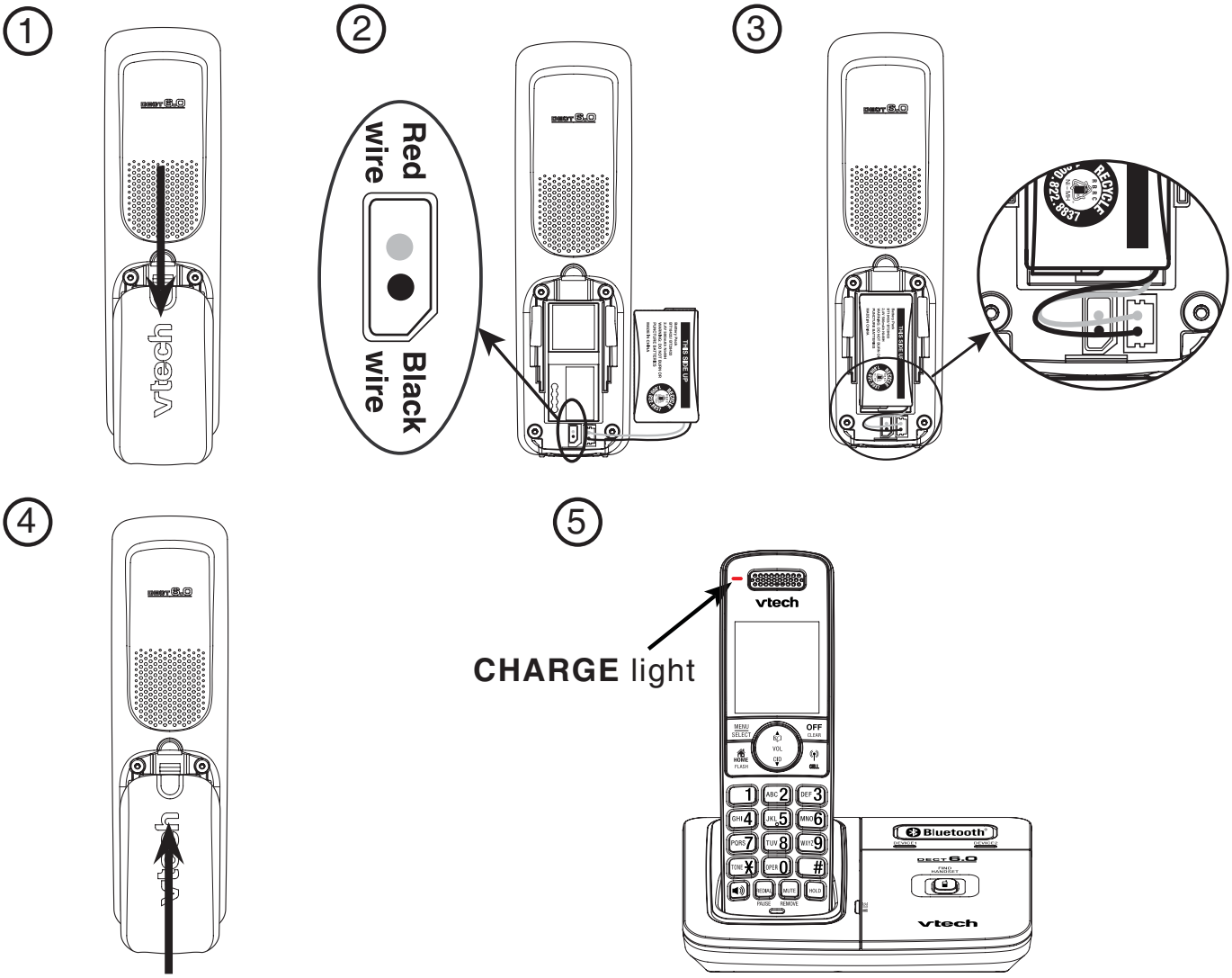
- Use only the power adapters supplied with this product. To order a replacement, visit our website at www.vtechphones.com or call 1 (800) 595-9511. In Canada, go to www.vtechcanada.com or dial 1 (800) 267-7377.
- The power adapters are intended to be correctly oriented in a vertical or floor mount position. 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 or charger. 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 or call 1 (800) 595-9511. In Canada, go to www.vtechcanada.com or dial 1 (800) 267-7377.

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 or charger 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 62 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. When the battery is low, the handset beeps and shows **Low battery** and a flashing . 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 **HANDSET X** (at least 10 minutes).
The screen shows **Place in charger** and flashes.	Battery has very little charge and the handset cannot be used.	Charge without interruption until the screen shows **HANDSET X** (at least four minutes).
The screen shows **Low battery**, flashes, and the handset beeps.	Battery has enough charge to be used for a short time.	Charge without interruption until the screen shows **HANDSET X** (at least 30 minutes).
The screen shows **HANDSET X**.	Battery is charged.	To keep the battery charged, place it in the telephone base or charger when not in use.

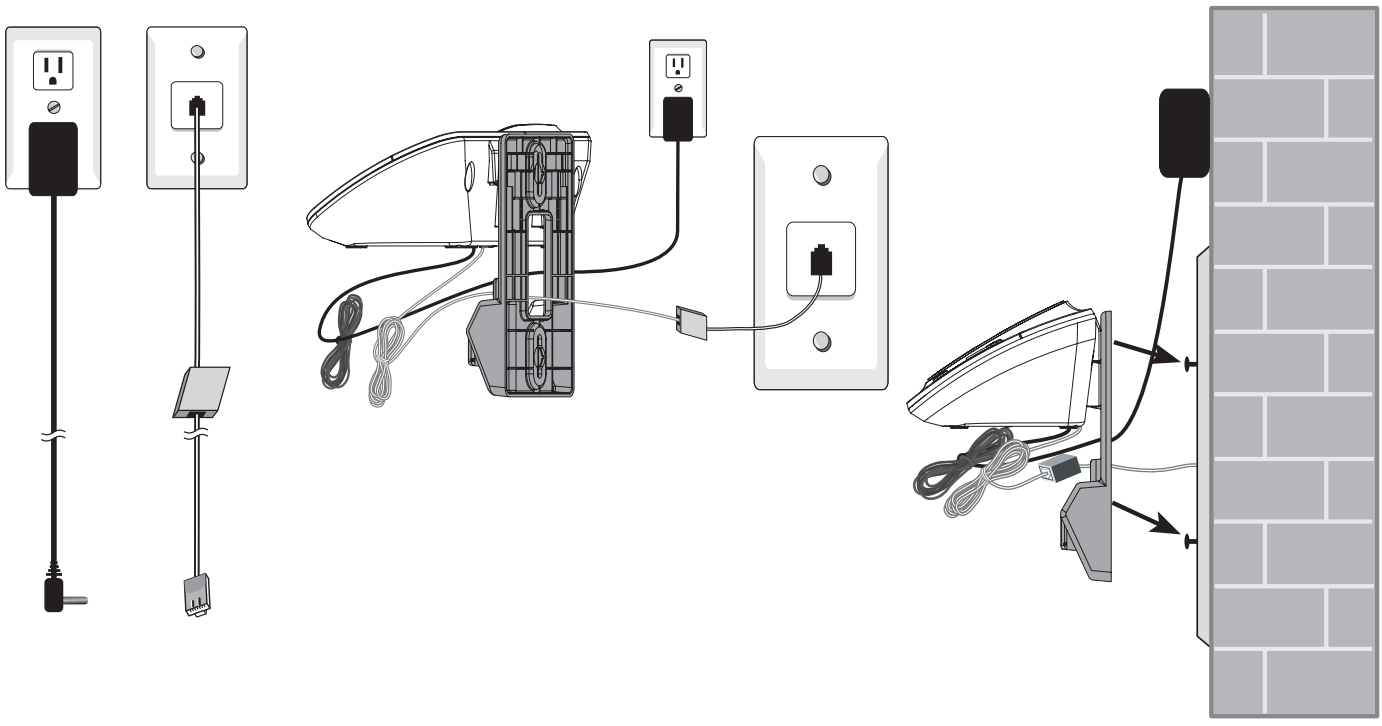
Getting started

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

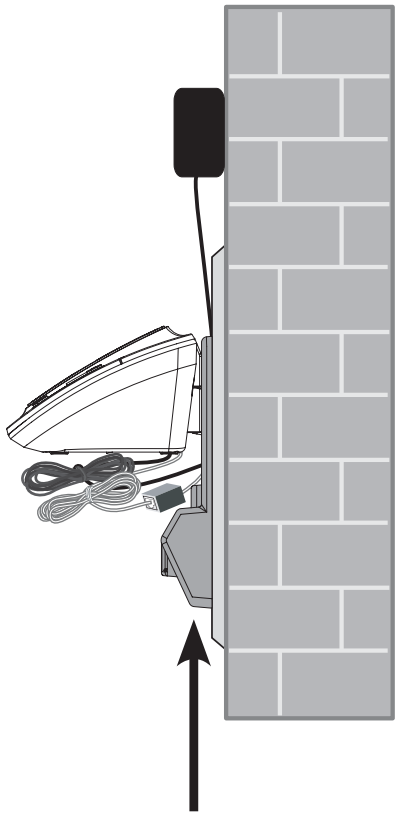
1. If you are using a DSL filter, plug the line cord into the filter now. Plug the telephone line cord (or DSL filter) into the wall jack. Plug the power adapter into a power outlet not controlled by a wall switch.
2. Position the telephone base as shown below. Insert the extended tabs (marked **B**) of the wall bracket into the slots on the back of the telephone base (marked **B**). Push the telephone base down until it clicks securely in place.
3. Route the telephone line cord (or DSL filter) and power cord through the wall bracket hole and plug them into the bottom of the base.
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 twist ties.



Getting started

Wall mount to tabletop installation

1. If the telephone line cord and power adapter cord are bundled, untie them first.
2. Slide the black wall bracket up and remove it from the wall plate. Unplug the telephone line cord (or DSL filter) from the wall. Unplug the power adapter from the power outlet.
3. Slide the telephone base up and remove it from the wall bracket.
4. 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 34).

During a home call, press to answer an incoming call when you hear a call waiting alert (page 35).

Flashes quickly when there is an incoming home call.

Flashes slowly when a home call is on hold.

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 55).

TONE ✱

Press to switch to tone dialing temporarily during a call if you have pulse service (page 38).

Press to make or answer a home call using the handset speakerphone (page 34).

During a call, press to switch between speakerphone and handset (page 38).

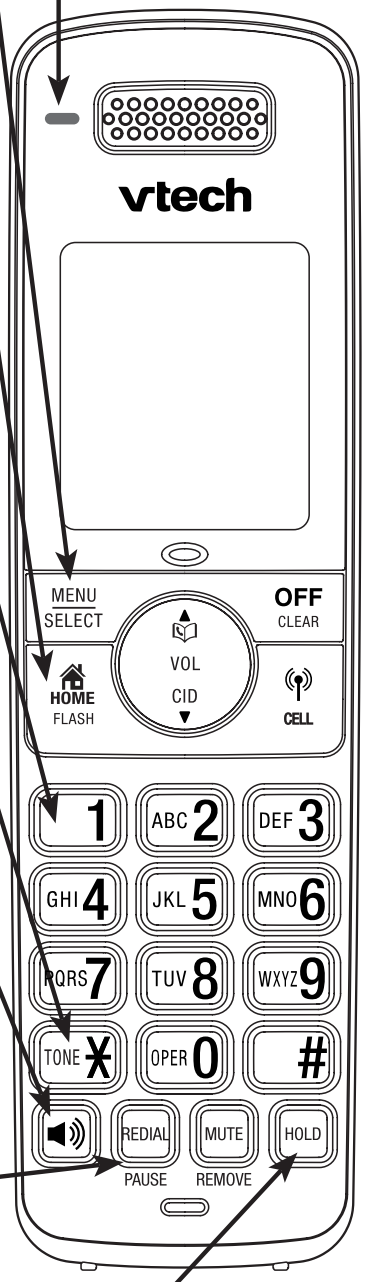
REDIAL/PAUSE

Press to review the redial list (page 41).

While dialing or entering numbers into the directory, press and hold to insert a dialing pause (page 47).

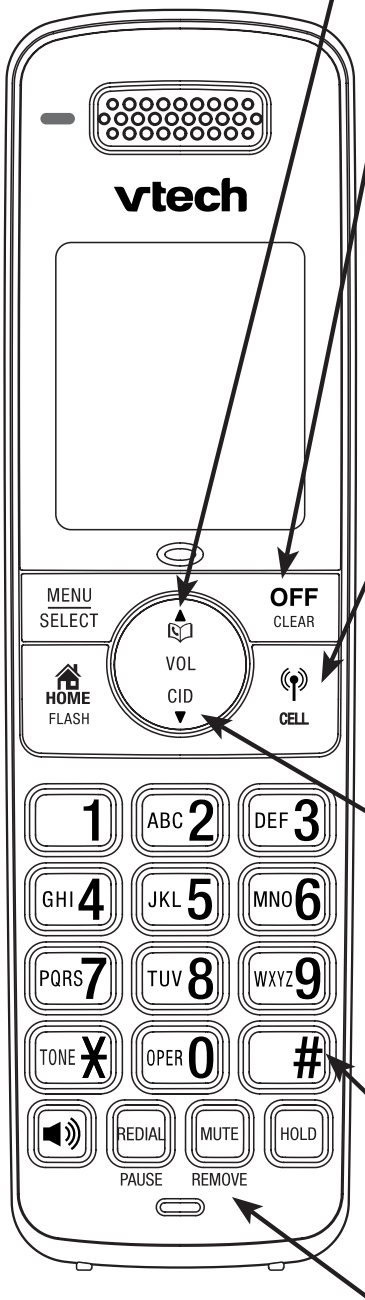
HOLD

Press to put a call on hold (page 39).



Getting started

Handset layout (continued)



▲/VOL/📖

While in a menu, press to scroll up.

During a call, press to increase the listening volume (page 38).

When the handset is not in use, press to enter the directory (page 49).

OFF/CLEAR

During a call, press to hang up (page 34).

While the handset is ringing, press to silence the ringer temporarily (page 38).

Press and hold while the telephone is not in use to erase the displayed messages (**XX Missed calls** and **Download dir aborted**).

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 35).

During a cell call, press to answer an incoming call when you hear a call waiting alert (page 35).

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 38).

When the handset is not in use, press to review the call log (page 54).

#

While reviewing a call log entry or a directory entry, press repeatedly to show other dialing options (page 55 and page 49 respectively).

MUTE/REMOVE

While on a call, press to mute the microphone (page 38).

While reviewing the call log, directory or redial list, press to delete an individual entry (page 57, page 51 and page 42 respectively).

Press to delete digits when predialing (page 34).

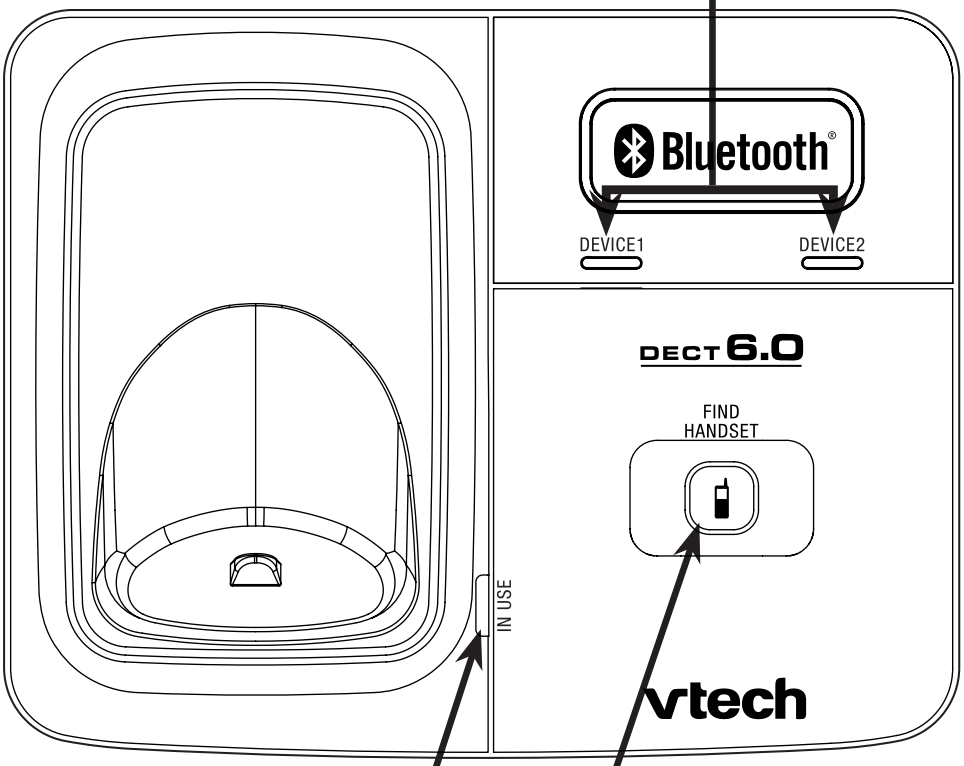
Getting started

Telephone base layout

DEVICE1/DEVICE2 lights

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

Flash while pairing 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 (page 39).

Getting started

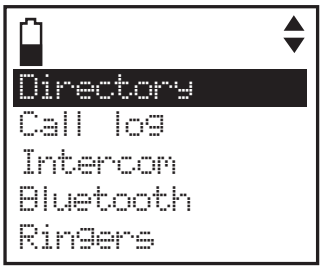
Handset main menu

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

Directory - store and search for names and numbers.

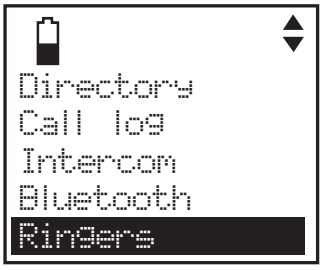


Call log - review the caller ID history or delete all call log entries.

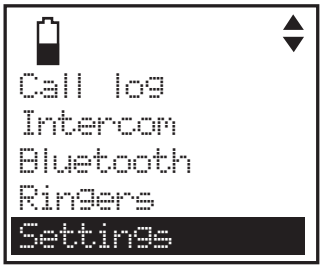
Intercom - intercom call with a system handset.

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 about how that device uses Bluetooth connectivity.
- Bluetooth wireless technology operates within a short range (a maximum of approximately 30 feet) from the telephone base. Keep connected cell phones and headset within this range.
- If your cell phone has poor reception in your home, the **DS6311** cannot improve the reception. However, if there is a location in your house with better reception, you can leave your cell phone at that location while you use the **DS6311** cell line. In order for this to work, the telephone base must be within 30 feet of the cell phone.
- 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 minutes are 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 34) on how to operate your Bluetooth devices with your new **DS6311** telephone system with Bluetooth wireless technology. Refer to the **Troubleshooting** section (page 65) 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 cellular telephone.

Cell line - the telephone line associated with your cell phone service. On your **DS6311** handset, press **/CELL** to use the cell line.

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. On your **DS6311** handset, press **/HOME/FLASH** to use the home 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. All **DS6311** handsets can be used to make or answer on the cell phone line.

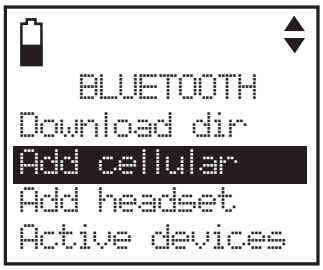
Bluetooth wireless technology operates within a short range. When you pair a Bluetooth cell phone or Bluetooth headset to the telephone base, move closer to the telephone base to maintain sufficient signal strength.

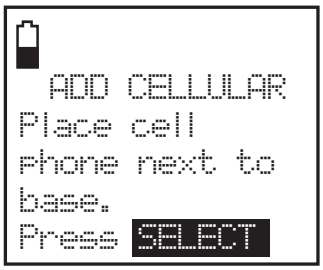
Pair a cell phone

Before you begin, make sure that you have cellular coverage and 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. Then, promptly turn on the Bluetooth feature of your cell phone and search for or add new devices.
6. Once your cell phone finds **VTech DS6311**, press the appropriate key on your cell phone to continue the pairing process.

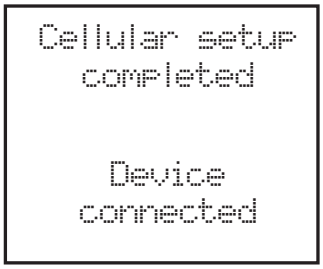




Bluetooth

Pair a cell phone (continued)

7. Enter the PIN of the telephone base (the default PIN is **0000**) into your cell phone to continue the pairing process.
8. 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 on the telephone base (**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).



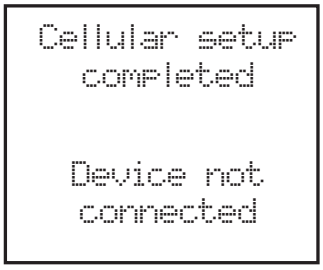
If you have trouble pairing your cell phone, it may not be compatible with your DS6311. Check the Bluetooth compatibility list at www.vtechphones.com.

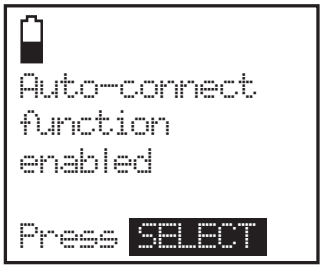
note

- The pairing process may take up to one minute. If the pairing process fails, try again.
- The steps for the pairing process may vary for different cell phones. If this happens, follow the prompts on your cell phone and your **DS6311** to complete the pairing process.
- If you put the handset back in the telephone base or charger while pairing, the process discontinues and the handset returns to 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 exit. You can connect a device manually (page 20).





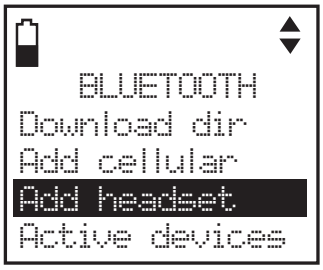
Bluetooth

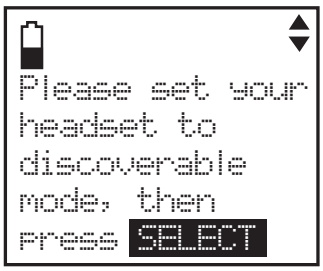
Pair a headset

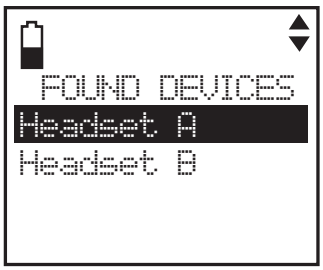
Before you begin, make sure that your Bluetooth enabled headset is not connected to any other Bluetooth device. Refer to your headset user's manual to learn how to search for or add new Bluetooth devices.

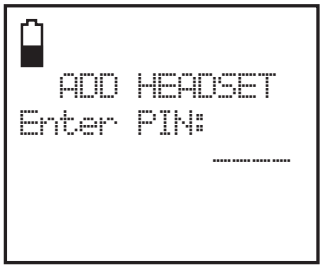
To pair and connect a headset:

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 (refer to the user's manual of your headset).
6. Press **MENU/SELECT** to 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** (refer to the user's manual of your headset). Then press **MENU/SELECT**.





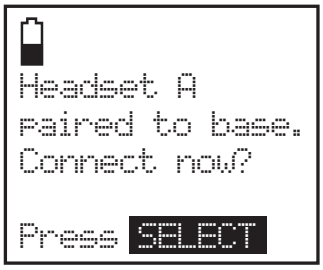


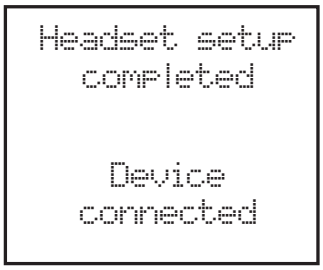


Bluetooth

Pair a headset (continued)

9. When the handset displays **Headset A paired to base. Connect now? Press SELECT**, then press **MENU/SELECT** on the handset.
   - 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 on the telephone base (**DEVICE1** or **DEVICE2**) turns on.





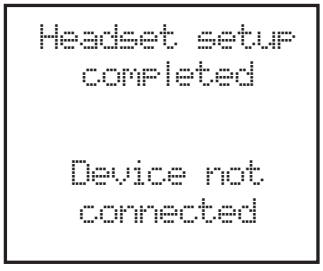
If you have trouble pairing your headset, it may not be compatible with your DS6311. Check the Bluetooth compatibility list at www.vtechphones.com.

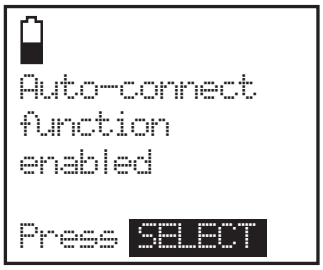
note

- 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 or charger while pairing, the process discontinues and the handset returns to 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 exit. 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).

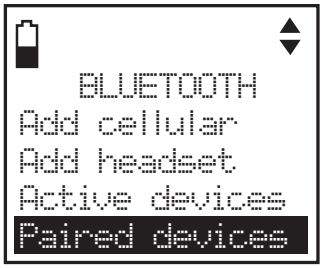
Once you have paired a device with the telephone base, you do not need to repeat the pairing procedure again unless you delete the device from the paired devices list.

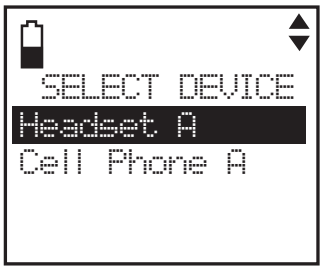
note Only the first 15 characters of the device name are shown on the paired devices list.

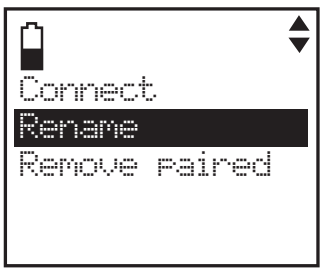
Rename a paired device

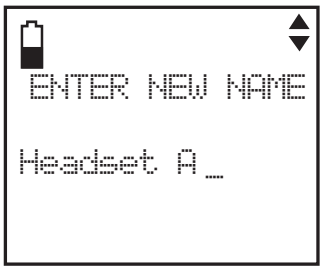
You can change the name of a paired device on the paired devices list.

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 **Rename**, then press **MENU/SELECT**. The screen displays **ENTER NEW NAME**.
6. Use the dialing keys to edit the name (page 48).
   - 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.
7. Press **MENU/SELECT** to confirm. The handset displays **Device renamed**.







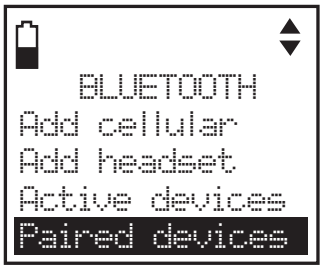


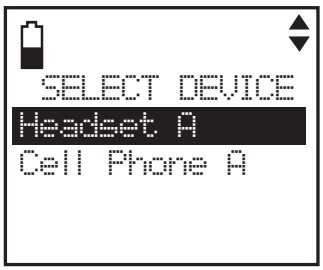
Bluetooth

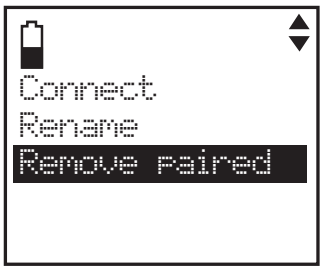
Remove a paired device

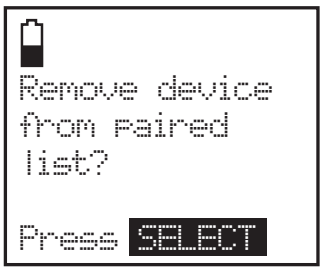
If you already have the maximum of four paired devices on the paired devices list when you want to add another device, you must first delete a paired device from the paired devices list.

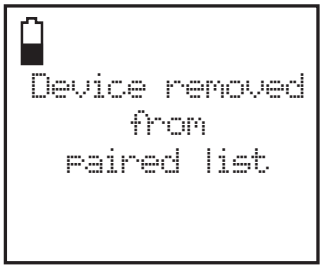
1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press ▼ or ▲ to highlight **Bluetooth**, then press **MENU/SELECT**.
3. Press ▼ or ▲ to highlight **Paired devices**, then press **MENU/SELECT**.
4. Press ▼ or ▲ to highlight a device when necessary, then press **MENU/SELECT**.
5. Press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

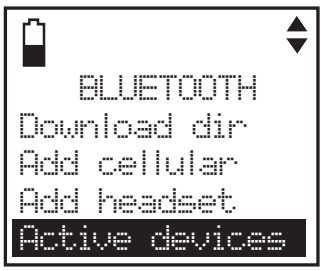
Active devices

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 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

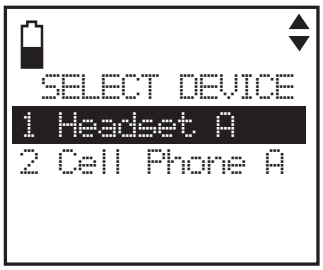
1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press ▼ or ▲ to highlight **Bluetooth**, then press **MENU/SELECT**.
3. Press ▼ or ▲ to highlight **Active devices**, then press **MENU/SELECT**.



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 a device when necessary, then press **MENU/SELECT**.
5. Press ▼ or ▲ to highlight **Connect**/**Disconnect** (whichever is applicable), then press **MENU/SELECT** to confirm. The handset displays **Device connected/ 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**.

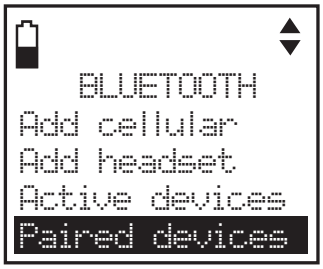
Bluetooth

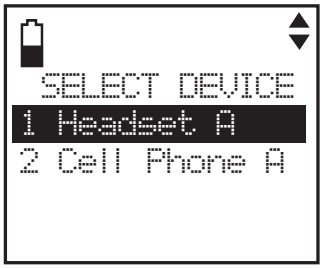
Replace an active device

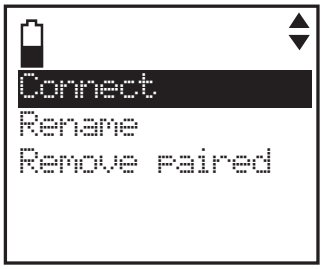
When you already have two devices on the active devices list, you can replace an active device with a device on the paired devices list.

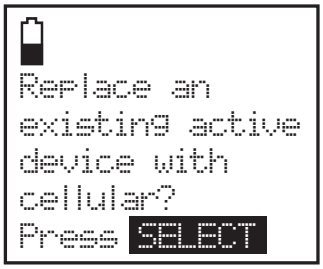
To replace an active device:

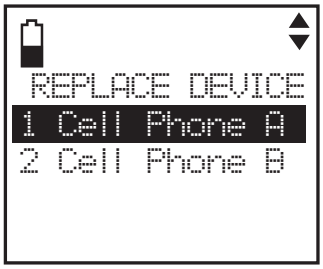
1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press ▼ or ▲ to highlight **Bluetooth**, then press **MENU/SELECT**.
3. Press ▼ or ▲ to highlight **Paired devices**, then press **MENU/SELECT**.
4. Press ▼ or ▲ to highlight a device, then press **MENU/SELECT**.
5. Press ▼ or ▲ to highlight **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. Depending on your cell phone settings, you may need to press a key on your cell phone to confirm the connection. When you successfully replace and connect an active device with a paired device, the handset displays **Device connected.**











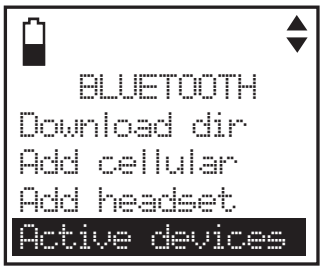
Bluetooth

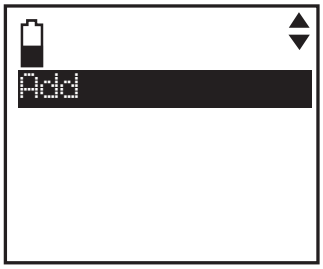
Add an active device

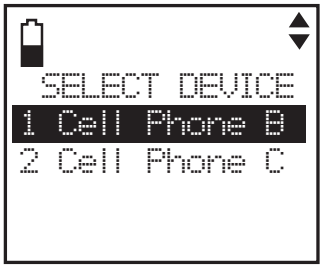
You can have a maximum of two devices on the active devices list.

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, 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. Depending on your cell phone settings, you may need to press a key on your cell phone to confirm the connection. When you successfully add and connect an active device, the handset displays **Device connected.**







Bluetooth

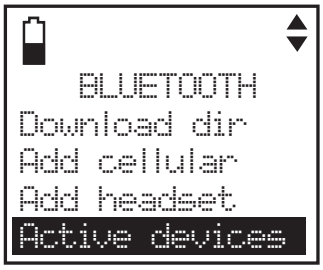
Remove an active device

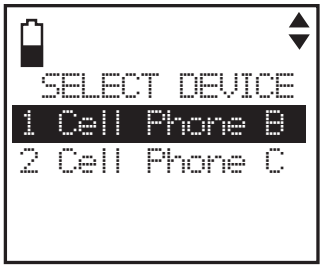
You can remove an active device from the active devices list.

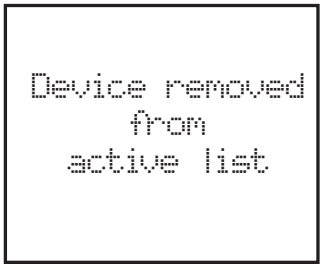
To remove an active device:

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





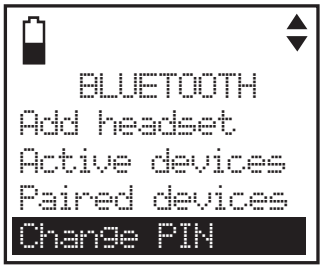


Change PIN

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 all digits.
   - Press ▼ to move the cursor to the right or ▲ to the left.
5. Press **MENU/SELECT** to save.



Bluetooth

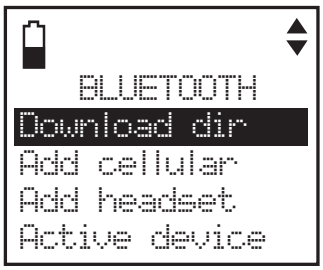
Download directory

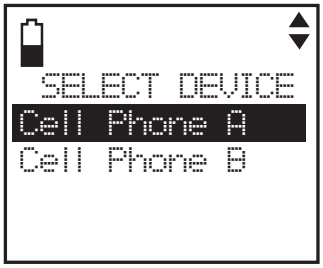
You can download up to four cell phone directories (phonebooks) to your **DS6311** telephone system via Bluetooth wireless technology. Each downloaded directory can store up to 1,500 entries with up to 30 digits for each phone number and 15 characters for each name.

Before downloading the directory, make sure the cell phone is paired to your **DS6311** and on the active devices list. Make sure the handset battery is charged for at least 10 minutes.

Place your cell phone next to the telephone base when you download a cell phone directory to your DS6311.

To download a cell phone directory:





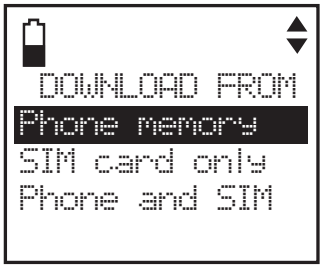
1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press ▼ or ▲ to highlight **Bluetooth**, then press **MENU/SELECT**.
3. Press **MENU/SELECT** to choose **Download dir**.
   - If there is no cell phone paired to the system, the handset displays **No cellular device paired. Press SELECT 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 place it next to the base. Press SELECT.**
   - If the selected device's directory has already been downloaded to **DS6311** before, the handset displays **Directory Cell Phone A will be erased. To download press SELECT**. If you press **MENU/SELECT** to continue the download process, the directory stored on the **DS6311** for that cell phone will be erased and replaced with the current cell phone directory. If you have edited the downloaded entries (page 50), those changes will be lost.
   - If you already have four 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.

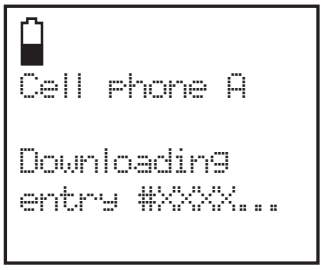
Bluetooth

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**. During the download, the handset will display the progress. All other idle system handsets will display **Cell line in use**.
6. When the downloading process is complete, the handset displays **Download ended Total #XXXX entries saved. Press SELECT**. Press **MENU/SELECT** or **OFF/CLEAR** to return to the download directory menu.





note

- Certain cell phones 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.
- When downloading the directory from your Bluetooth enabled cell phone, some data may not transfer. For example, if you have home, mobile and work numbers for a particular contact, the three categories may not transfer to your **DS6311**.
- For certain cell phones, you may need to press a key on your cell phone to confirm the directory download.

Bluetooth

Interruption to directory download

If you are downloading a directory from a cell phone and the cell phone receives a call, the download process stops and all handsets display **Download dir aborted**. When you try to view the downloaded directory, the handset displays **Last download aborted: MM/DD/YY Press SELECT**. You need to download the directory again (see page 24).

If you are downloading a directory from a cell phone and the telephone base loses power, the download process stops. When you try to view the directory, the handset displays **No entries found. Try downloading from SIM or Phone only Press SELECT**. You need to download the directory again (see page 24).

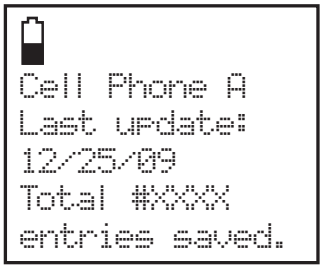
The download progress screen may be replaced with **Cell line in use**. To go back to the downloading progress screen, do steps one through four on page 24. The download process continues even if any of the following occur:

- You receive or make calls on the home line.
- You place the handset in the telephone base or charger.
- You access your cell phone menu features.
- The handset battery becomes depleted or the handset loses connection with the telephone base.

note During the download process, do not attempt to make changes to your cell phone directory.

View the directory download information

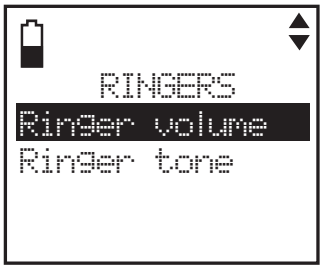
1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press ▼ or ▲ to highlight **Directory**, then press **MENU/SELECT**.
3. Press ▼ or ▲ to choose the desired downloaded directory, then press **MENU/SELECT**.
4. Press ▼ or ▲ to highlight **Last update**, then press **MENU/SELECT**.



Telephone settings

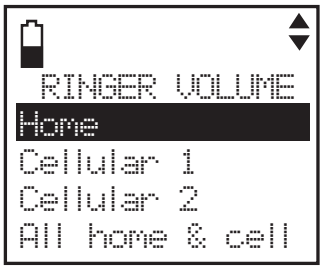
Ringers

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



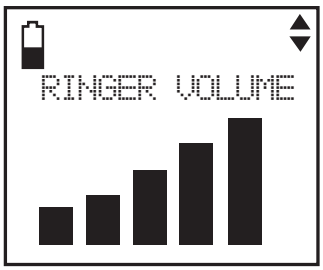
Ringer volume

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 **MENU/SELECT** to choose **Ringer volume**.
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 home and cell lines are set to off, a ringer off icon flashes.

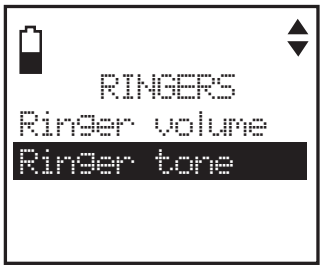
Telephone settings

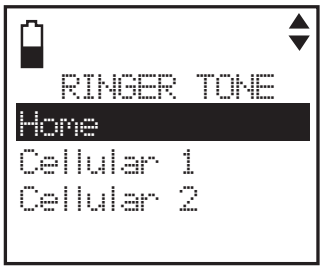
Ringer tone

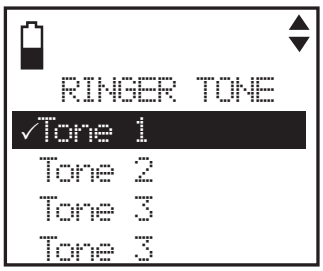
You can select the ringer tones for the incoming home and cell calls.

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.

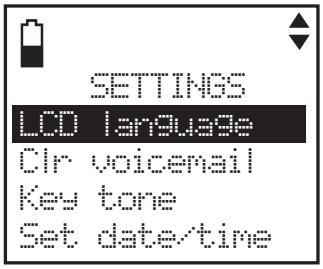
Telephone settings

Settings

In the settings 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 **MENU/SELECT** to choose **LCD language**.
4. Press ▲ or ▼ to choose from **English**, **Français** or **Español**, then press **MENU/SELECT** to confirm.

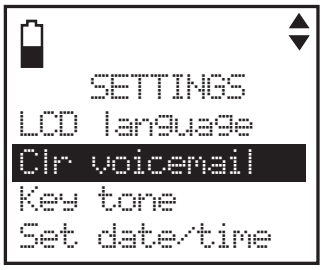
Telephone settings

Clear voicemail

If you subscribe to voicemail service offered by your telephone service provider, **New voicemail** and ✉ appear on the handsets when you have new voicemail messages. Contact your telephone service provider for more information and assistance about using your voicemail service. This feature only works on the voicemail associated with your home line, not the cell line.

After you have listened to all new voicemail messages, the indicators on the handsets 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 service provider continues to send the signal that turns on the indicators.



To manually turn off these indicators:

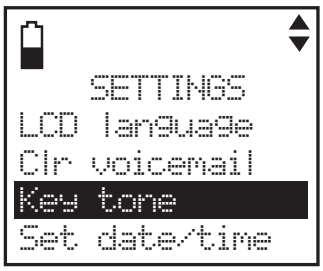
1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press ▲ or ▼ to highlight **Settings**, then press **MENU/SELECT**.
3. Press ▲ or ▼ to highlight **Clr voicemail**, then press **MENU/SELECT**. The handset displays **Turn off indicator? Press SELECT to confirm**.
4. Press **MENU/SELECT**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

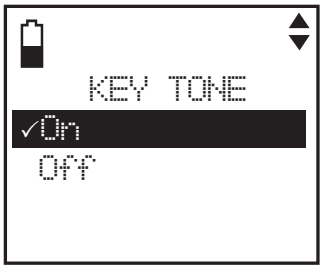
note Your telephone service provider may alert you to new messages with a stutter (broken) dial tone. Contact your service provider for details.

Telephone settings

Key tone

You can turn the key tone feature on or off.





To change the setting:

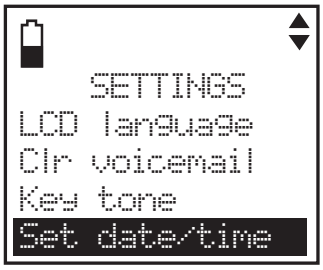
1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press ▲ or ▼ to highlight **Settings**, then press **MENU/SELECT**.
3. Press ▲ or ▼ to highlight **Key tone**, then press **MENU/SELECT**.
4. Press ▲ or ▼ to choose **On** or **Off**, then press **MENU/SELECT** to confirm.

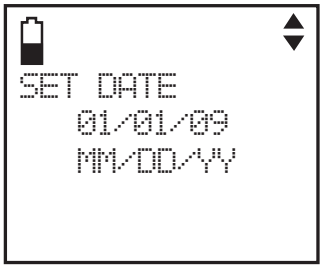
Set date/time

If you subscribe to caller ID service, the day, month and time are set automatically with each incoming call.

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**.
6. Press ▲ or ▼ to choose **AM** or **PM**, then press **MENU/SELECT**.



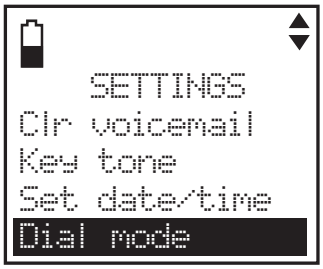


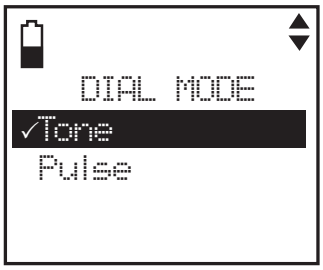
note You can use ▲ or ▼ to select the desired value for the month, date, year, hour and minute. Every time a desired value is selected, press **MENU/SELECT** to advance until the date and time are set.

Telephone settings

Dial mode

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



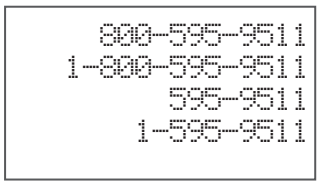


To change the setting:

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.

Home area code

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



When you review any directory, you can press **#** (pound key) repeatedly to show different dialing options before dialing.

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 **MENU/SELECT** to choose **Home**.
4. Press ▲ or ▼ to highlight **Home area code**, then press **MENU/SELECT**.
5. Use the dialing keys to enter the desired home area code.
   - Press **MUTE/REMOVE** to erase a digit.
   - Press and hold **MUTE/REMOVE** to erase all digits.
   - Press ▼ to move the cursor to the right or ▲ to the left.
6. Press **MENU/SELECT** to confirm.

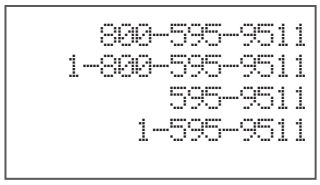
note If, in the future, your telephone service provider requires you to dial the area code when making a local call, delete the home area code you have already programmed. After you have deleted the programmed home area code, ___ appears.

Telephone settings

Cell area code

Most cell phone entries are stored in a 10-digit format. If all of your cell phone entries are stored this way, you do not need to program your cell area code.

If your cell phone stores entries in a 7-digit format, we recommend that you program your cell area code so that your 7-digit directory entries can be dialed correctly using your home line. While reviewing an entry in the call log or directory, you can press **#** (pound key) repeatedly to see different dialing options before you dial or store the number.



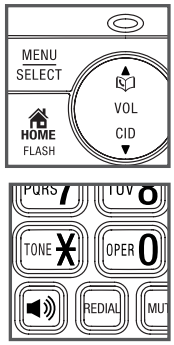
To change the setting:

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 a desired downloaded directory, then press **MENU/SELECT**.
4. Press ▲ or ▼ to highlight **Cell area code**, then press **MENU/SELECT**.
5. Use the dialing keys to enter the desired cell area code.
   - Press **MUTE/REMOVE** to erase a digit.
   - Press and hold **MUTE/REMOVE** to erase all digits.
   - Press ▼ to move the cursor to the right or ▲ to the left.
6. Press **MENU/SELECT** to confirm.

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).
- You cannot answer a home call using your connected cell phone.

To end a home call:

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

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 answer a home call using a Bluetooth headset:

- Press the call key on your headset**.**

To end a home call you answered from a Bluetooth headset:

- Press the call key on your headset.

If you make or answer a home call on a handset, you can transfer the call to your headset. The handset remains active with the handset earpiece and microphone muted. If you hang up the handset, the call will end.

To transfer a call from a handset to a Bluetooth headset:

- Press **MENU/SELECT** twice to select **Use headset**.

To transfer a call from the headset back to the handset:

- Press **MENU/SELECT** twice to select **Use handset**.

To end a call that started at the handset:

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

note

- If you answer a call using a headset, and you lose the Bluetooth connection or the battery is depleted, the call will be lost.
- If you are using a headset for a call which is transferred from a **DS6311** handset, and you lose the Bluetooth connection or the battery of the headset is depleted, the call will be transferred back to the originating handset.

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.

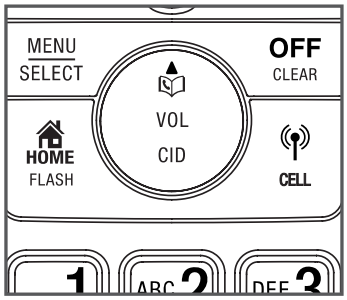
- Press **/HOME/FLASH** on the handset to put your current call on hold and take the new call.
- Press **/HOME/FLASH** on the handset at any time to switch back and forth between calls.

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. All **DS6311** handsets can be used to make or answer calls on the cell phone line.

To make a cell call:

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



If you have only one cell phone connected to the telephone base, it is automatically selected to make cell calls. If you have two cell phones connected to the telephone base, the telephone system prompts you to select a cell phone before you make a cell call.

To answer a cell call:

- Press **/CELL**.

note You can also use your cell phone to answer the call. If you answer with your cell phone, it will disconnect from the telephone base.

To end a cell call:

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

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.

- OR -

- Press **MENU/SELECT** twice to select **SWAP** to switch back and forth between calls.

Telephone operation

Answer a cell call while on a home call

If you are on a home call and you receive an incoming cell call, you will hear a beep and **1** or **2** displays on the handset you are using. The telephone base and all other handsets will ring.

To answer the incoming cell call:

- Press **/CELL** on the handset. The home call is automatically placed on hold and all other handsets display **Home call on hold** and **Cell line in use** alternatively.

To end the cell call:

- Press **OFF/CLEAR** on the handset. The home line is still on hold. All handsets display **Home call on hold**.

To resume the home call on hold:

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

Cell phone voicemail

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

If you are on a cell call and you receive an incoming home call, you will hear a beep and displays on the handset you are using. The telephone base and all other handsets will ring.

To answer the incoming home call:

- Press **/HOME/FLASH** on the handset. The cell call is automatically placed on hold and all other handsets display **Cell call on hold** and **Home line in use** alternatively.

To end the home call:

- Press **OFF/CLEAR** on the handset. The cell line is still on hold. All handsets display **Cell call on hold**.

To resume the cell call on hold:

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

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.

To conference both home and cell calls:

1. Press **MENU/SELECT**.
2. Press ▲ or ▼ to highlight **Conf. with home/Conf. with cell** (whichever is 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 or charger.

Using the home and cell lines together

- You can be on two different calls using the cell line and home line at the same time using two handsets.
- You cannot be on a call using the cell line and a Bluetooth headset via the home line at the same time. These are both Bluetooth devices and only one can be used at a time.
- If you are on a call using the cell line, you cannot join the call using your paired cell phone. However, you can join the call using another **DS6311** handset. Your cell phone is being used for the phone call so only features that are normally available during a call can be used.

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**.**

If this is a cell call and the volume is too loud or quiet, try changing the volume on your cell phone. On some cell phones, changing the volume on the cell phone effects your cell call volume on the **DS6311** handset.

Silence the ringer

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

To silence the ringer:

- Press **OFF/CLEAR** or **MUTE/REMOVE** on the handset and **Ringer mute** appears.

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 take a call off mute:

- 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** .
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**. **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:

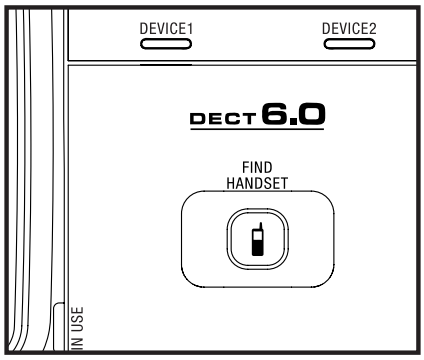
- Press **HOLD**. **Cell call on hold** appears and **/CELL** flashes.

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**) 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 49).
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 46.
- You cannot copy a call log entry into the directory while on a call. For more details about call log, see page 53.
- 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.

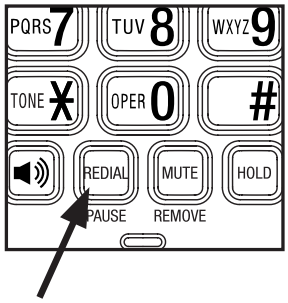
Telephone operation

Redial list

The redial list stores up to 20 of the 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 **/HOME/FLASH** or to use the home line.

   - OR -

   Press **/CELL** to use the cell line.

Telephone operation

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.
   - Press **MUTE/REMOVE** to erase a digit.
   - Press and hold **MUTE/REMOVE** to erase all digits.
   - Press ▼ to move the cursor to the right or ▲ to the left.
   - Press and hold **REDIAL/PAUSE** to insert a dialing pause (a **p** appears).
5. Press **MENU/SELECT**.
6. Press ▼ or ▲ to select one of the following types:
   - Home
   - Cell
   - Work
   - Other
7. Press **MENU/SELECT**. The handset displays **ENTER NAME**. Use the dialing keys (page 48) to enter a 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.
8. Press **MENU/SELECT**. **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.

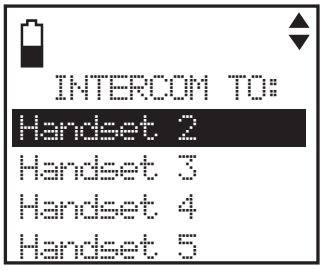
Telephone operation

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:



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 **Handset X 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 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 idle mode.
- You can use a maximum of five handsets at a time. For example, when four handsets are used on intercom calls, use another handset for an outside call. When two handsets are used on an intercom call, you can use three other 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. The telephone base and all other handsets ring.

- Press **/HOME/FLASH** to answer the home call and the intercom call ends automatically.
- Press **OFF/CLEAR** to end the intercom call without 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. The telephone base and all other handsets ring.

- Press **/CELL** to answer the cell call and the intercom call ends automatically.
- Press **OFF/CLEAR** to end the intercom call without answering the incoming call. The telephone continues to ring.

Telephone operation

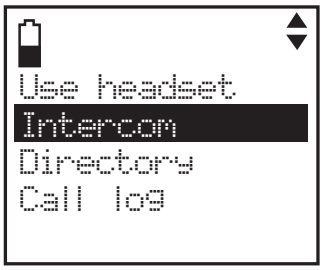
Share an outside call

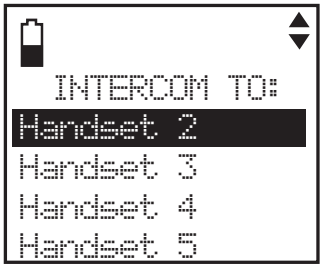
Another handset can join you on an outside call. That call continues until all people hang up. You can share an outside call with up to four system handsets.

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

Hold a call and intercom

You can use intercom to put an outside call on hold and intercom another handset.





1. When on an outside call, press **MENU/SELECT**.
2. Press ▲ or ▼ to highlight **Intercom**, then press **MENU/SELECT**. The call is automatically put on hold and the line key flashes.
   - If you have a two-handset system, your handset displays **Calling other handset**. The destination handset rings and displays **Handset X 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 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 either handset. Both screens show **Intercom ended**.
5. All handset screens show **Home call on hold** if it is a home line or **Cell call on hold** if it is a cell line. 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**. Press **/HOME/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 200 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**.

All of the instructions on pages 48-51 for the directories apply to the home directory and all downloaded directories. Creating a new entry on page 47 only applies to the home directory.

You cannot create new entries in your downloaded directories from the **DS6311** handset. Entries must be downloaded from your cell phone (see **Download directory** on page 24).

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 all digits.
   - Press ▼ to move the cursor to the right or ▲ to the left.
   - Press and hold **REDIAL/PAUSE** to insert a dialing pause (a **p** appears).

   - OR -

   Copy a number from the redial list.

   1. Press **REDIAL/PAUSE** 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 48) 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 from your **DS6311** handsets. Entries must be downloaded from your cell phone (see **Download directory** on page 24).

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**. (If you only have one directory with entries, this step is not necessary.)
3. 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.

note When the desired entry displays, press **#** repeatedly to show different dialing options.

3-character alphabetical search

You can use the enhanced 3-character search to find your contacts quickly and efficiently.

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 (see page 48). 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.

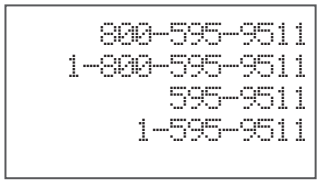
Telephone operation

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 **3-character alphabetical search** on page 49).
2. When the desired entry appears, press **#** repeatedly to show different dialing options.
3. When the displayed number is in the correct format, press **/HOME/FLASH** or to use the home line, or **/CELL** to use the cell line.



Edit a directory entry

You may edit any directory entry. However, be aware that if you download from a cell phone again, the directory will be erased and replaced with the current cell phone directory. If you have edited the downloaded entries on the **DS6311**, those changes will be lost.

1. Search for the desired entry in the directory (see **Review the directory** or **3-character alphabetical search** on page 49).
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 all digits.
   - Press ▼ to move the cursor to the right or ▲ to the left.
   - Press and hold **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 48) 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.
8. 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 **3-character alphabetical search** on page 49).
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 **3-character alphabetical search** on page 49).
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 the next alphabetical entry in the directory.

Remove a downloaded directory

(downloaded directories only)

1. Search for a desired downloaded directory in the directory menu (see **Review the directory** on page 49).
2. When the desired downloaded directory is chosen, press ▲ or ▼ to highlight **Remove dir**, then press **MENU/SELECT**.
3. The screen displays **Directory Cell Phone A will be erased. Press SELECT to confirm**. Press **MENU/SELECT** and 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; date and time of the call is not shown. The caller ID may appear differently if the caller is matched to a directory entry (see **Memory match** on page 54).

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 56).

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 telephone service provider 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 50 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 (missed calls that have not been reviewed).
- **Call log empty** shows when there are no records in the call log.
- Only one handset can review the call log at a time. If a handset tries to enter the call log while another handset is already in it, **Not available at this time** appears.

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

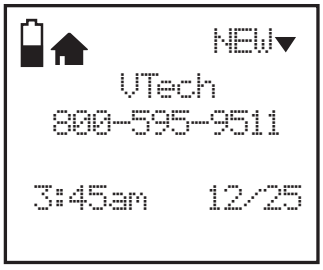
Missed calls indicator

When there are missed calls that have not been reviewed in the call log, the handsets 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 service provider. The telephone service provider 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 service provider. For example, if the telephone service provider includes the area code but your directory number does not, the name will appear as delivered by the telephone service provider.

Review the call log

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

- OR -

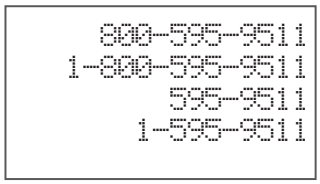
1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press ▲ or ▼ to highlight **Call log**, then press **MENU/SELECT**.
3. Press **MENU/SELECT** to choose **Review**.
4. Press ▲ or ▼ to browse.

- 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.

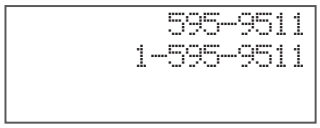
Telephone operation

Make a call log entry ready to dial

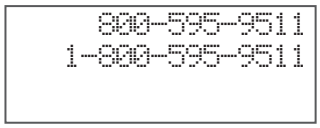
Although the call log entries received have 10 digits (the area code plus the seven-digit number), in some areas, you may need to dial only the seven digits, or 1 plus the seven digits, or 1 plus the area code plus the seven digits. You can change the number of digits that you dial from the call log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



While reviewing the call log, press **#** (pound key) 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.



Dial a call log entry

1. Search for the desired entry in the call log (see **Review the call log** on page 54).
2. When the desired entry appears and is in the correct format for dialing, press **/HOME/FLASH** or to use the home line**,** or **/CELL** to use the cell line.

Telephone operation

Save a call log entry to the directory

Call log entries can only be saved to the **Home** directory.

1. Select a desired entry in the call log (see **Review the call log** on page 54).
2. When the desired entry appears, press **#** (pound key) repeatedly to show different dialing options.
3. When the number is in the correct format, press **MENU/SELECT**. The screen shows **EDIT NUMBER**.
4. Use the dialing keys to edit the number.
   - Press **MUTE/REMOVE** to erase a digit.
   - Press and hold **MUTE/REMOVE** to erase all digits.
   - Press ▼ to move the cursor to the right or ▲ to the left.
   - Press and hold **REDIAL/PAUSE** to insert a dialing pause (a **p** appears).
5. Press **MENU/SELECT**.
6. Press ▼ or ▲ to select one of the following types:
   - Home
   - Cell
   - Work
   - Other
7. Press **MENU/SELECT**. The screen displays **EDIT NAME**.
8. Use the dialing keys (see page 48) 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.
9. 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 54).
2. When the desired entry appears, press **MUTE/REMOVE**. 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 **OR** 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 make a cell call or access the Bluetooth menu when the Bluetooth link is already being used.
Call log empty	There are no call log entries.
Calling Handset X (for models with more than two handsets) Calling other handset (for models with two handsets)	You are 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.
Directory empty	There are no directory entries.
Ended	You have just ended a call.
Handset X is calling	Another system handset is calling.
Home	The home line is in use.
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 or another telephone on the same home line is in use.
Incoming call	There is an incoming call.
Intercom	The handset is on an intercom call.
Intercom ended	You have just ended an intercom call.
List full	The directory is full.
Low battery	The battery needs to be recharged.
Microphone ON	**MUTE** is turned off and the person on the other end can hear you.
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 telephone service provider for the home line.

Appendix

Screen display messages (continued)

No entries found. Try downloading from SIM only	There are no entries found when you download a cell phone directory from the cell memory.
No entries found. Try downloading from Phone only	There are no entries found when you download a cell phone directory from your SIM card. There are no entries found in either the cell memory or SIM card when you download a cell phone directory from both memories.
No connected cellular Phones	There is no cell phone connected when you try to make a call on the cell line.
No line	There is no telephone line connected.
No signal, call ended	Communication between handset and telephone base is lost during a call.
Not available at this time	One handset is already viewing the call log or directory and another handset attempts to review it.
Out of range OR No Power at base	The handset has lost communication with the telephone base. There is no power connected to the telephone base.
** Paging **	The system handset is being paged.
Place in charger	The battery is very low. Place the handset in the telephone base or charger for recharging.
Ringer mute	The ringer is muted temporarily during an incoming call or intercom call.
Saved	Your selection has been saved.
Unable to call try again	You tried to make an intercom call, but the handset you are calling is in the directory, in the call log, out of range or on an outside call.
Unable to save	You tried to save a caller ID entry with no name or number.
XX Missed calls	There are missed calls that have not been reviewed in your call log.

Appendix

Handset and telephone base indicators

Handset lights

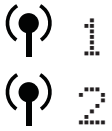
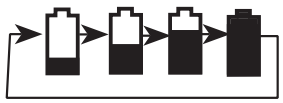
	On when the handset speakerphone is in use.
/CELL	Flashes quickly when there is an incoming cell call. Flashes slowly when the cell line is on hold.
/HOME/FLASH	Flashes quickly when there is an incoming home call. Flashes slowly when the home line is on hold.
CHARGE	On when the handset is charging in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

Telephone base lights

DEVICE1/DEVICE2	On when a Bluetooth device is connected to the base. Flash while pairing a Bluetooth device.
IN USE	On when the telephone line is in use or on hold. On when the answering system is answering a call. On when you are registering a handset. Flashes quickly when there is an incoming call. Flashes when another telephone sharing the same line is in use. Flashes when you are deregistering all handsets.

Appendix

Handset icons

	HOME line - on steadily when the home line is in use or there is an incoming home call.
	**CELL** line - on steadily when the cell line is in use or there is an incoming cell call.
	Bluetooth connected device(s) - indicates that there are Bluetooth connected devices on the active devices list.
	Bluetooth disconnected device(s) - indicates that there are Bluetooth disconnected devices on the active devices list.
	Wireless Bluetooth headset - on steadily when a wireless Bluetooth headset is in use on the home line.
	Speakerphone - the speakerphone is in use.
	Ringer off - on steadily when all the ringers of **Home**, **Cellular 1** and **Cellular 2** are turned off. Flashes when only one or two of the ringers are turned off.
	New voicemail - indicates you have new voicemail message(s) from the telephone service provider for the home line.
	**Battery status** - animates when the battery is charging. Becomes solid when the battery is fully charged.
	Battery status - flashes when the battery is low and needs charging.
	New call log - indicates that the missed call is new.
	Mute - 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 10 hours
While in speakerphone mode (talking*)	Up to seven hours
While not in use (standby**)	Up to 10 days

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

The battery needs charging when:

- A new battery is installed in the handset.
- The handset beeps every minute while on a call.
- The handset beeps and **Low battery** displays on the handset.
- **Place in charger** displays on the handset.
- A battery is properly installed 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 or call 1 (800) 595-9511. In Canada, go to www.vtechcanada.com or dial 1 (800) 267-7377.
- Do not dispose of the battery(ies) in a fire. Check with local waste management codes for special disposal instructions.
- Do not open or mutilate the battery(ies). Released electrolyte is corrosive and 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

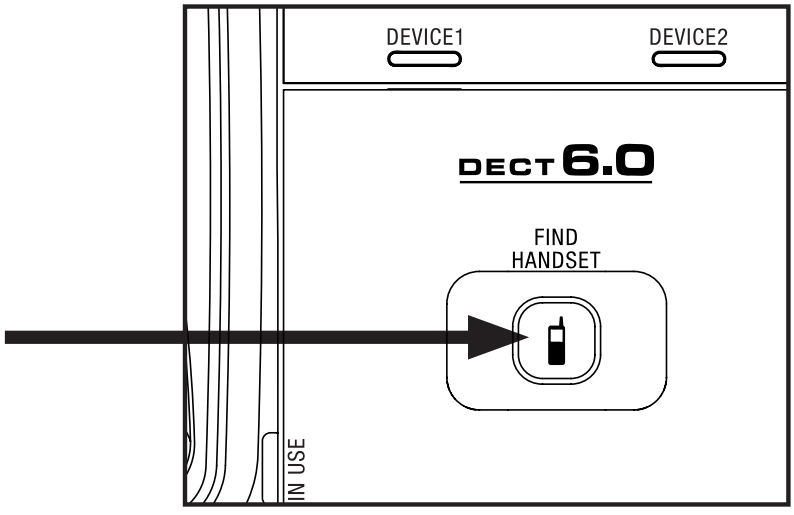
The handsets provided with your telephone system are already registered. Additional handsets registered to the telephone system are assigned in sequential order. For instance, if you already have **HANDSET 1** and **HANDSET 2**, the new registered handset is assigned **HANDSET 3**. This telephone system 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 5.

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 **#** (pound key) 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 is completed.



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. 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 **Out of range OR No power at base** for a few seconds and then **Press and hold FIND HANDSET on base for 4 sec, then press # on handset** when the deregistration is completed. The deregistration process takes about 10 seconds to complete.

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

To reset:

- Press and hold **OFF/CLEAR** or place the handset back in the telephone base.

-OR-

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

After deregistering, register each handset individually. See **Add and register a handset** on page 63.

note You cannot deregister handsets if any system handset is in use.

Appendix

Troubleshooting

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

I cannot pair my cell phone to the telephone base.

- Make sure you have cellular coverage.
- Make sure your cell phone is compatible with your **DS6311**. Check the Bluetooth compatibility list at www.vtechphones.com.
- 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 DS6311** 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 to 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 DS6311** 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 DS6311**. 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 to 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 DS6311 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 DS6311** 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.
- For some smartphones, make sure that the cellular function is turned on.

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.
- **DS6311** 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 handset in the pairing process.

Appendix

Troubleshooting

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 DS6311.

- Make sure that your cell phone is paired and connected to the base.
- Make sure you place your cell phone next to the base while downloading.

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 DS6311.

- 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.

Can the DS6311 help the poor cell phone reception in my house?

- If your cell phone has poor reception in your home, the **DS6311** cannot improve the reception. However, if there is a location in your house with better reception, you can leave your cell phone at that location while you use **DS6311** cell line. In order for this to work, the telephone base must be within 30 feet of the cell phone.

The listening volume of my cell call is too loud or quiet.

- During a cell call, if the listening volume is to too loud or quiet, try changing the volume on your cell phone. On some cell phones, changing the volume on the cell phone effects your cell call volume on the **DS6311** handset.

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 may take up to 10 minutes to charge the handset before **HANDSET X** appears on the screen (page 5).
- Remove and install the battery again. 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 telephone service. Call the telephone service provider.

Appendix

Troubleshooting

Low battery shows on screen.

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

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

- Make sure the handset is placed in the telephone base or charger correctly. The **CHARGE** light on the handset should be on.
- Remove and reinstall the battery, then charge for up to 16 hours.
- If the handset is in the telephone base or charger but the **CHARGE** light on the handset is not on, refer to **The CHARGE light is off** in this section.
- If the battery is completely depleted, it may take up to 10 minutes to charge the handset before **HANDSET X** appears on the screen (page 5).
- Purchase a new battery. Refer to the **Battery** section (page 62).

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 telephone service. Contact your telephone service provider.

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

- Make sure the handset ringer volume is not set to off (page 27).
- 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 telephone service. Contact your telephone service provider (charges may apply).

Appendix

Troubleshooting

- Other electronic products such as HAM radios and other DECT phones can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.
- Test a working telephone at the telephone wall jack. If another telephone has the same problem, the problem is in the telephone wall jack. Contact your telephone service provider (charges may apply).
- The telephone line cord may be malfunctioning. Install a new telephone line cord.
- Remove and install the battery again. Place the handset in the telephone base or charger.
- Wait for the handset to synchronize with the telephone base. Allow up to one minute for this to take place.

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 telephone service. Contact your telephone service provider (charges may apply).
- Eliminate any background noise. Mute the cordless handset before dialing, or dial from another room in your home with less background noise.

My handset beeps and is not performing normally.

- Make sure the power cord is securely plugged into the telephone base. Plug the telephone base into a different working electrical outlet not controlled by a wall switch.
- Move the handset closer to the telephone base. It 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 such as HAM radios and other DECT phones can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.

Appendix

Troubleshooting

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 (DSL - digital subscriber line) 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. 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 such as HAM radios and other DECT phones can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.
- 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, relocate 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 telephone service. Contact your telephone service provider (charges may apply).
- If the other telephones in your home are having the same problem, the problem is in the wiring or telephone service. Contact your telephone service provider (charges may apply).

I hear other calls when using the telephone.

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

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

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

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 63 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 72 for the common cure for electronic equipment, then try again to register a handset.

Appendix

Troubleshooting

My caller ID features are not working properly.

- Caller ID is a subscription service. You must subscribe to this service from your telephone service provider for this feature to work on your telephone.
- The caller may not be calling from an area which supports caller ID.
- Both your and the caller's telephone service providers must use equipment compatible with the caller ID service.
- The caller ID information shows after the first or second ring.
- If you subscribe to high-speed Internet service (DSL - digital subscriber line) 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.

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

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 55 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 32).

✉ and New voicemail appear on the handsets and I don't know why.

- If ✉ and **New voicemail** appear on the handsets, your telephone has received a signal from your telephone service provider that you have a voicemail message waiting for you to retrieve from your telephone service provider. Contact your telephone service provider for more information on how to access your voicemail.

I cannot retrieve my voicemail messages.

- If you subscribe to voicemail service from your telephone service provider (charges may apply), contact your telephone service provider for more information on how to access your voicemail.

Appendix

Troubleshooting

Out of range OR No power at 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 reinstall 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 such as HAM radios and other DECT phones can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.

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

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

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.
- Install the battery again 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 or office, consult your dealer or local power company.
8. Do not allow anything to rest on the power cord. Do not install this product where the cord may be walked on.
9. Never push objects of any kind into this product through the slots in the telephone base or handset because they may touch dangerous voltage points or create a short circuit. Never spill liquid of any kind on the product.
10. To reduce the risk of electric shock, do not disassemble this product, but take it to an authorized service facility. Opening or removing parts of the telephone base or handset other than specified access doors may expose you to dangerous voltages or other risks. Incorrect reassembling can cause electric shock when the product is subsequently used.
11. Do not overload wall outlets and extension cords.
12. Unplug this product from the wall outlet and refer servicing to an authorized service facility under the following conditions:
    A. When the power supply cord or plug is damaged or frayed.
    B. If liquid has been spilled onto the product.
    C. If the product has been exposed to rain or water.
    D. If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operation instructions. Improper adjustment of other controls may result in damage and often requires extensive work by an authorized technician to restore the product to normal operation.
    E. If the product has been dropped and the telephone base and/or handset has been damaged.
    F. If the product exhibits a distinct change in performance.
13. Avoid using a telephone (other than cordless) during an electrical storm. There is a remote risk of electric shock from lightning.
14. Do not use the telephone to report a gas leak in the vicinity of the leak.
15. Only put the handset of your telephone next to your ear when it is in normal talk mode.
16. The power adapters are intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling or an under-the-table/cabinet outlet.

SAVE THESE INSTRUCTIONS

Appendix

Precautions for users of implanted cardiac pacemakers

Cardiac pacemakers (applies only to digital cordless telephones):

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

Pacemaker patients:

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

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

Operating range

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

When the handset is out of range, the handset displays **Out of range OR No power at 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 **/HOME/FLASH**. Move closer to the telephone base, then press **/HOME/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 visit our website at www.vtechphones.com or call 1 (800) 595-9511. In Canada, go to www.vtechcanada.com or dial 1 (800) 267-7377. NOTE: Before calling for service, please review the user's manual - a check of the Product's controls and features may save you a service call.

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

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

1. Return the entire original package and contents including the Product to the VTech service location along with a description of the malfunction or difficulty; and
2. Include a "valid proof of purchase" (sales receipt) identifying the Product purchased (Product model) and the date of purchase or receipt; and
3. Provide your name, complete and correct mailing address, and telephone number.

Other limitations

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

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

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

Please retain your original sales receipt as proof of purchase.

Appendix

FCC, ACTA and IC regulations

FCC Part 15

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

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

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

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

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

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

FCC Part 68 and ACTA

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

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

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

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

Appendix

FCC, ACTA and IC regulations

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

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

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

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

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

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

Industry Canada

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

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

The Ringer Equivalence Number (REN) for this terminal equipment is 0.1. 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: 2.68 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: 200 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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vtech®
Innovation Beyond Technology℠

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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 87 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. In Canada, please visit www.vtechcanada.com.

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

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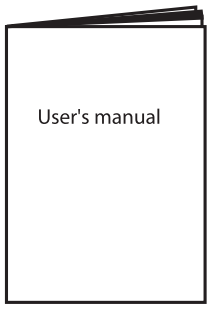
Getting started

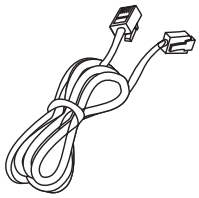
Parts checklist

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

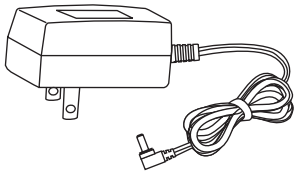
Quick start guide



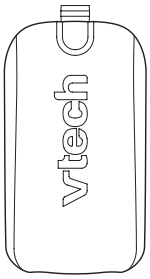
User's manual



Telephone line cord

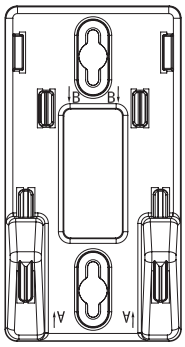


Telephone base power adapter

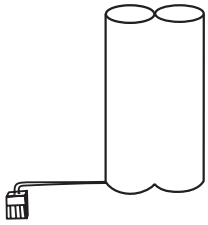


Battery compartment covers

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

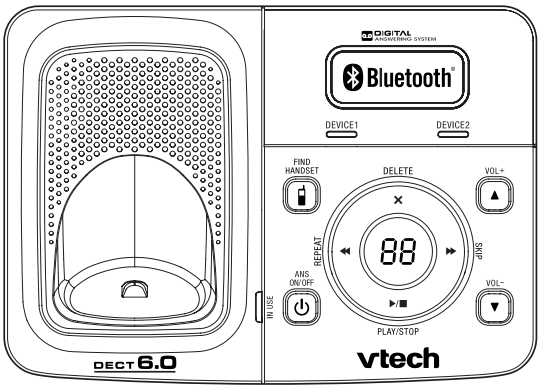


Wall bracket

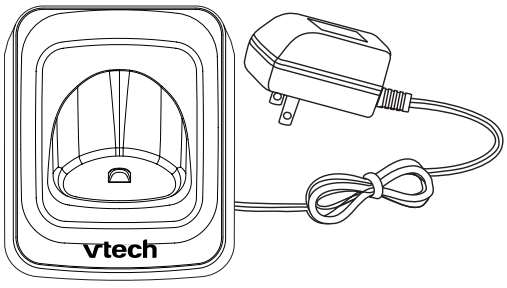


Batteries

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



Telephone base



Charger and power adapter

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

Handsets

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

note To purchase a replacement battery or power adapter, visit our website at www.vtechphones.com or call 1 (800) 595-9511. In Canada, go to www.vtechcanada.com or dial 1 (800) 267-7377.

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 15 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.

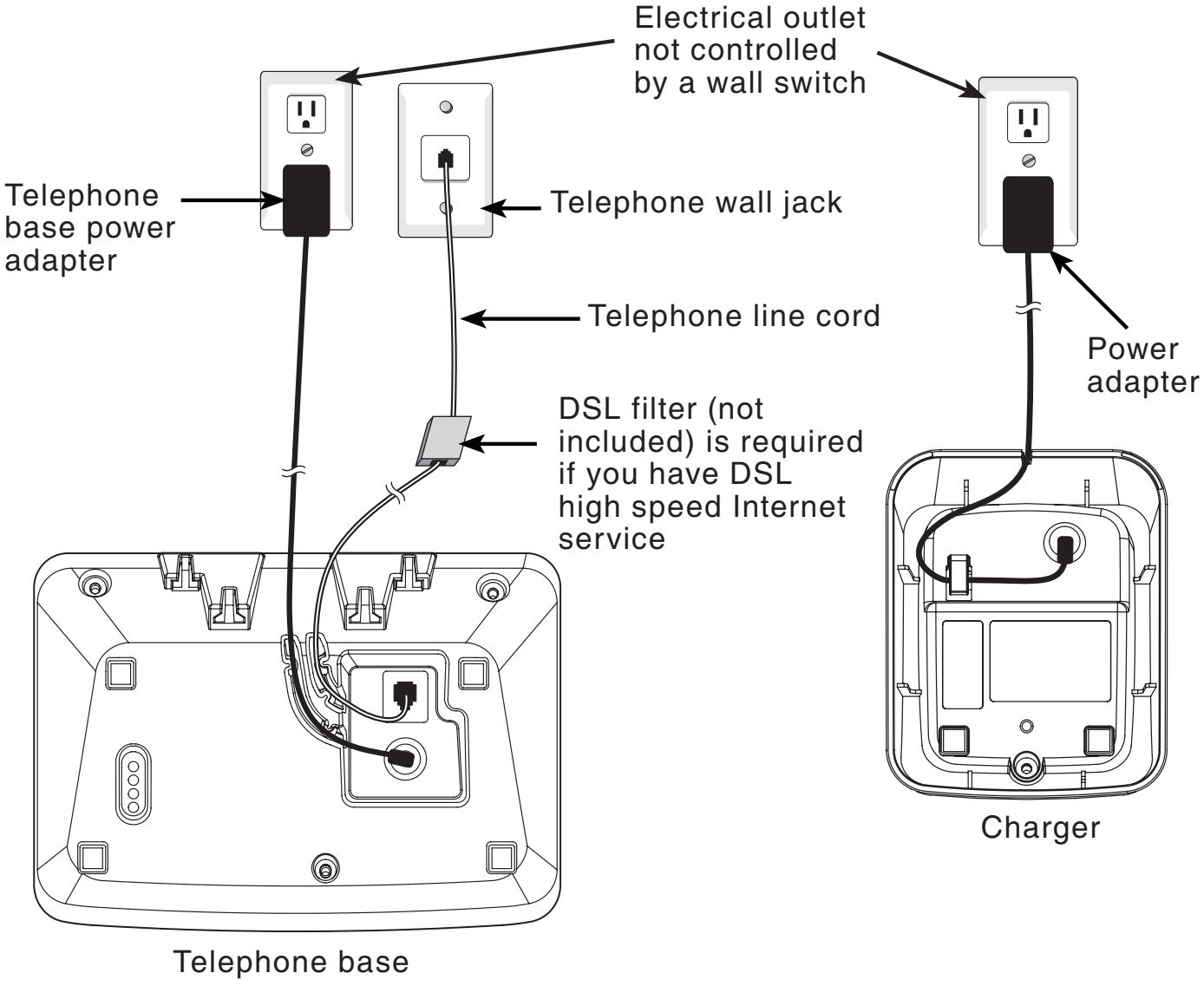
Getting started

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

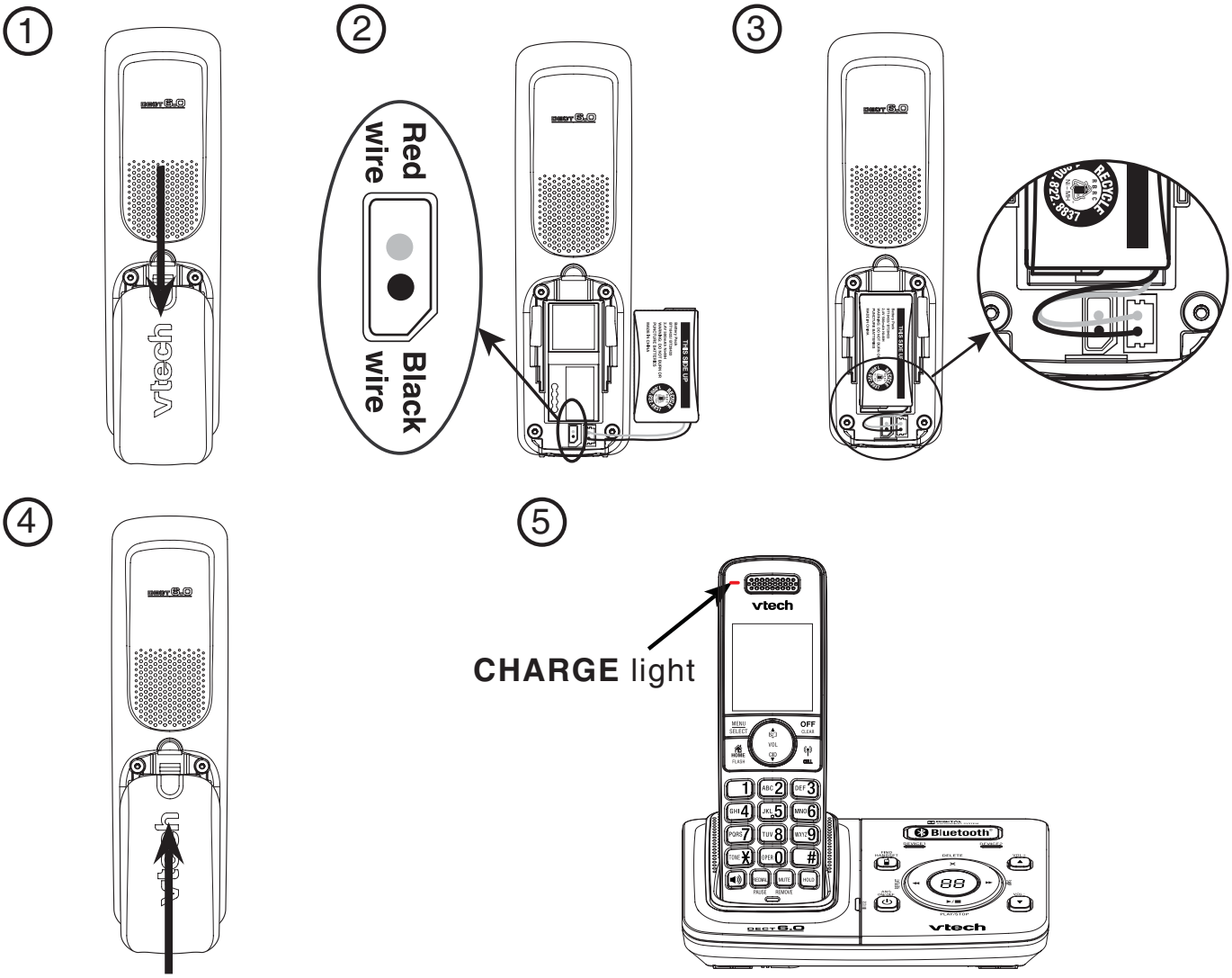
- Use only the power adapters supplied with this product. To order a replacement, visit our website at www.vtechphones.com or call 1 (800) 595-9511. In Canada, go to www.vtechcanada.com or dial 1 (800) 267-7377.
- The power adapters are intended to be correctly oriented in a vertical or floor mount position. 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 or charger. 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 or call 1 (800) 595-9511. In Canada, go to www.vtechcanada.com or dial 1 (800) 267-7377.

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 or charger 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 74 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. When the battery is low, the handset beeps and shows **Low battery** and a flashing . 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 **HANDSET X** (at least 10 minutes).
The screen shows **Place in charger** and flashes.	Battery has very little charge and the handset cannot be used.	Charge without interruption until the screen shows **HANDSET X** (at least four minutes).
The screen shows **Low battery**, flashes, and the handset beeps.	Battery has enough charge to be used for a short time.	Charge without interruption until the screen shows **HANDSET X** (at least 30 minutes).
The screen shows **HANDSET X**.	Battery is charged.	To keep the battery charged, place it in the telephone base or charger when not in use.

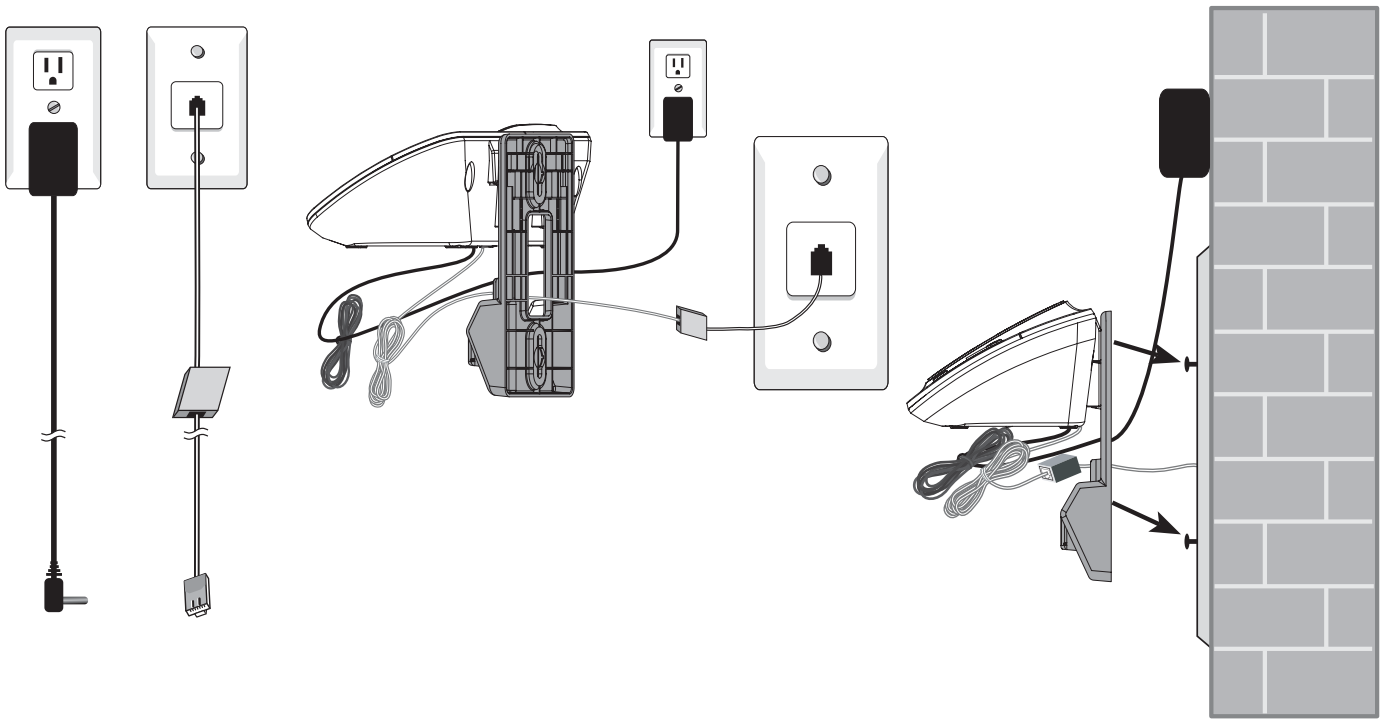
Getting started

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

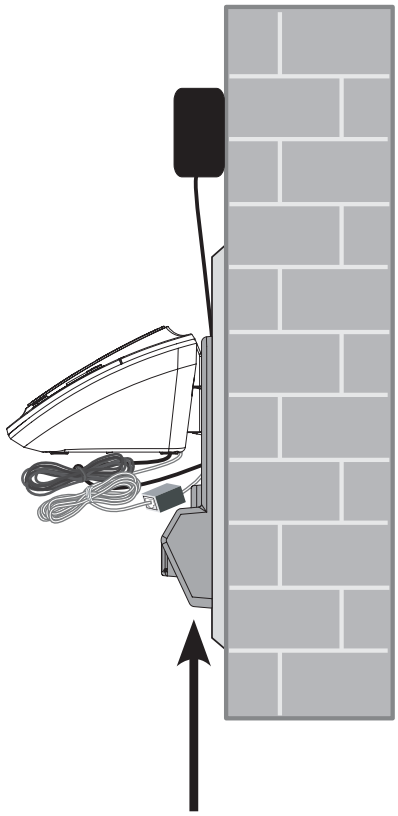
1. If you are using a DSL filter, plug the line cord into the filter now. Plug the telephone line cord (or DSL filter) into the wall jack. Plug the power adapter into a power outlet not controlled by a wall switch.
2. Position the telephone base as shown below. Insert the extended tabs (marked **B**) of the wall bracket into the slots on the back of the telephone base (marked **B**). Push the telephone base down until it clicks securely in place.
3. Route the telephone line cord (or DSL filter) and power cord through the wall bracket hole and plug them into the bottom of the base.
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 twist ties.



Getting started

Wall mount to tabletop installation

1. If the telephone line cord and power adapter cord are bundled, untie them first.
2. Slide the black wall bracket up and remove it from the wall plate. Unplug the telephone line cord (or DSL filter) from the wall. Unplug the power adapter from the power outlet.
3. Slide the telephone base up and remove it from the wall bracket.
4. 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 39).

During a home call, press to answer an incoming call when you hear a call waiting alert (page 40).

Flashes quickly when there is an incoming home call.

Flashes slowly when a home call is on hold.

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 60).

TONE ✱

Press to switch to tone dialing temporarily during a call if you have pulse service (page 43).

Press to make or answer a home call using the handset speakerphone (page 39).

During a call, press to switch between speakerphone and handset (page 43).

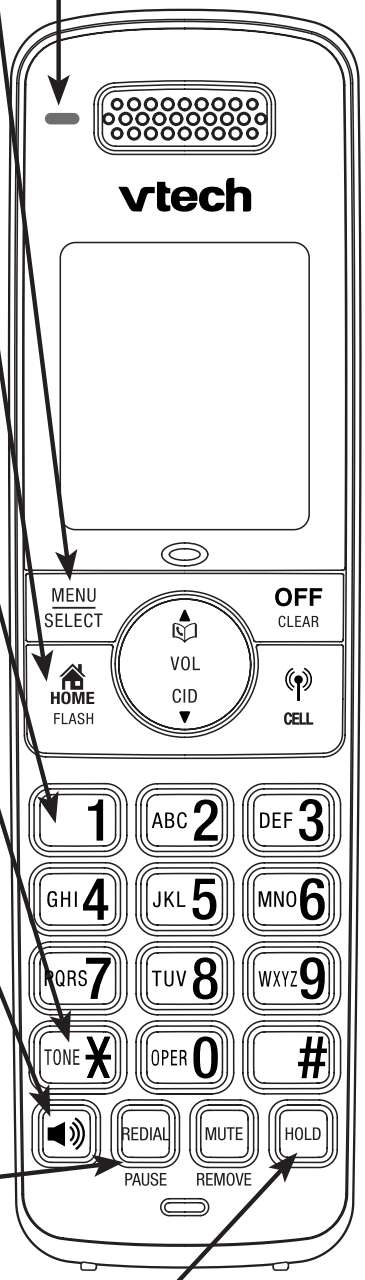
REDIAL/PAUSE

Press to review the redial list (page 46).

While dialing or entering numbers into the directory, press and hold to insert a dialing pause (page 52).

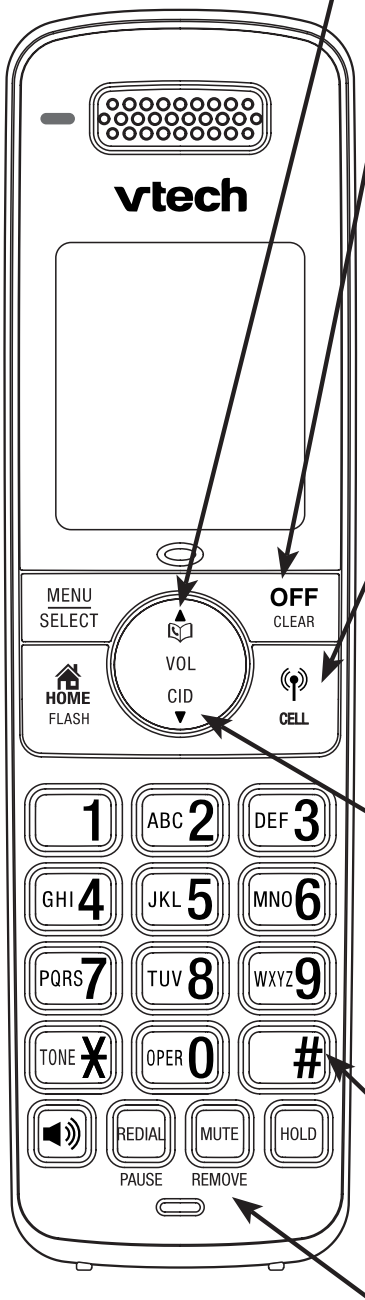
HOLD

Press to put a call on hold (page 44).



Getting started

Handset layout (continued)



▲/VOL/📖

While in a menu, press to scroll up.

During a call, press to increase the listening volume (page 43).

When the handset is not in use, press to enter the directory (page 54).

OFF/CLEAR

During a call, press to hang up (page 39).

While the handset is ringing, press to silence the ringer temporarily (page 43).

Press and hold while the telephone is not in use to erase the displayed messages (**XX Missed calls** and **Download dir aborted**).

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 40).

During a cell call, press to answer an incoming call when you hear a call waiting alert (page 40).

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 43).

When the handset is not in use, press to review the call log (page 59).

#

While reviewing a call log entry or a directory entry, press repeatedly to show other dialing options (page 60 and page 54 respectively).

MUTE/REMOVE

While on a call, press to mute the microphone (page 43).

While reviewing the call log, directory or redial list, press to delete an individual entry (page 62, page 56 and page 47 respectively).

Press to delete digits when predialing (page 39).

Getting started

Telephone base layout

X/DELETE

Press to delete the message currently playing (page 65).

When the phone is not in use, press twice to delete all previously reviewed messages (page 66).

/FIND HANDSET

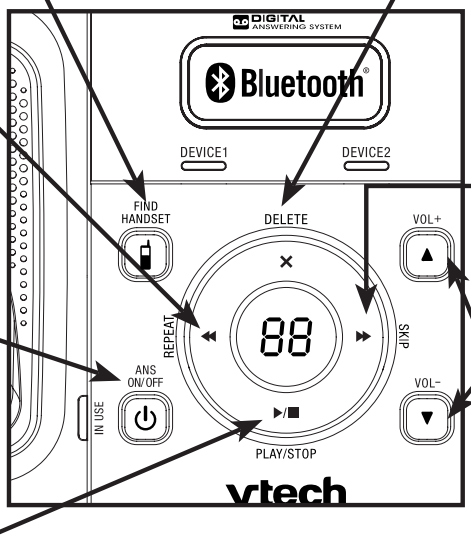
Press to page all system handsets (page 44).

/SKIP

Press to skip to the next message (page 65).

/REPEAT

Press to repeat a message or press twice to play the previous message (page 65).



/ANS ON/OFF

Press to turn the answering system on or off (page 34).

▼ VOL ▲

Press to adjust the volume during playback (page 65).

When the phone is not in use, press to adjust the telephone base ringer volume (page 64).

/PLAY/STOP

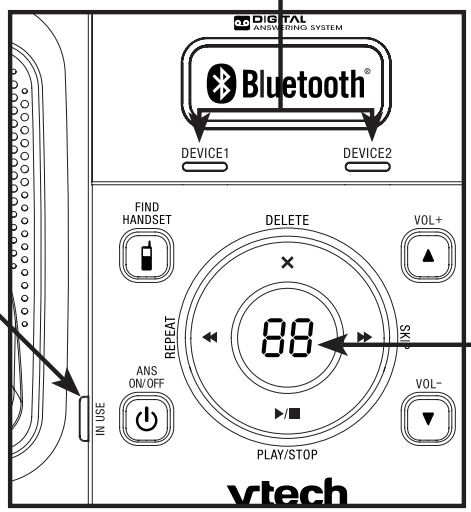
Press to play messages (page 65).

Press to stop message playback (page 65).

DEVICE1/DEVICE2 lights

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

Flash while pairing 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.

Message window

Shows the number of messages and other answering system information (page 67).

Getting started

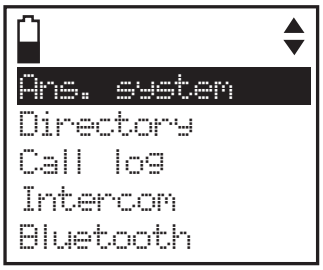
Handset main menu

To enter the main menu:

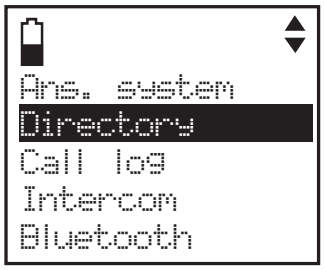
1. Press **MENU/SELECT** when the handset is not in use.
2. Press ▼ or ▲ to select a handset feature menu, then press **MENU/SELECT** to enter that menu.

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

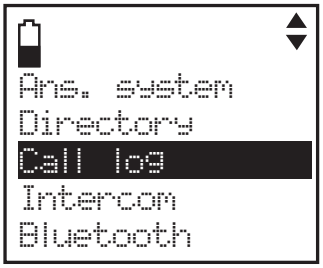
Ans. system - play messages, record memos and change your answering system settings.



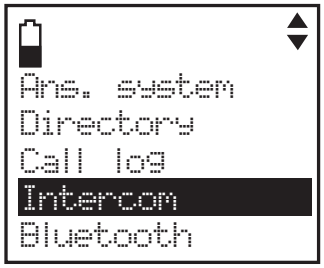
Directory - store and search for names and numbers.



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



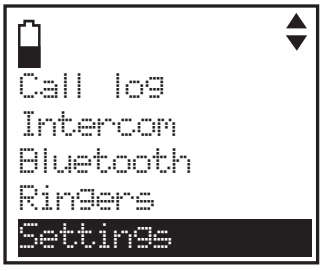
Intercom - intercom call with a system handset.



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 **DS6321/6322** 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 about how that device uses Bluetooth connectivity.
- Bluetooth wireless technology operates within a short range (a maximum of approximately 30 feet) from the telephone base. Keep connected cell phones and headset within this range.
- If your cell phone has poor reception in your home, the **DS6321/6322** cannot improve the reception. However, if there is a location in your house with better reception, you can leave your cell phone at that location while you use the **DS6321/6322** cell line. In order for this to work, the telephone base must be within 30 feet of the cell phone.
- 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 minutes are 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 39) on how to operate your Bluetooth devices with your new **DS6321/6322** telephone system with Bluetooth wireless technology. Refer to the **Troubleshooting** section (page 77) 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 **DS6321/6322** 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 cellular telephone.

Cell line - the telephone line associated with your cell phone service. On your **DS6321/6322** handset, press **/CELL** to use the cell line.

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. On your **DS6321/6322** handset, press **/HOME/FLASH** to use the home 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

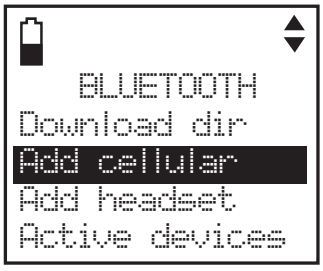
Bluetooth setup

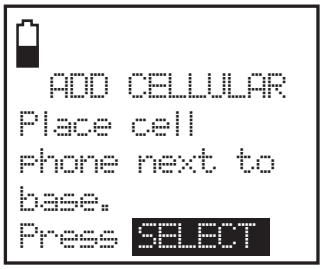
To use a Bluetooth enabled cell phone or headset with your **DS6321/6322**, you must first pair and connect your Bluetooth device(s) with the telephone base. All **DS6321/6322** handsets can be used to make or answer on the cell phone line.

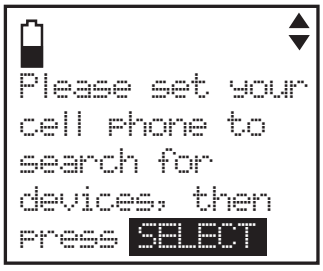
Bluetooth wireless technology operates within a short range. When you pair a Bluetooth cell phone or Bluetooth headset to the telephone base, move closer to the telephone base to maintain sufficient signal strength.

Pair a cell phone

Before you begin, make sure that you have cellular coverage and 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.







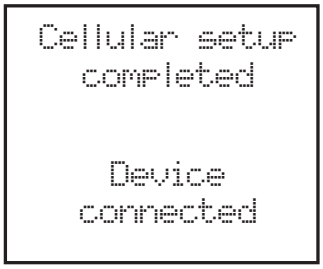
To pair and connect a cell phone:

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. Then, promptly turn on the Bluetooth feature of your cell phone and search for or add new devices.
6. Once your cell phone finds **VTech DS6321/VTech DS6322**, press the appropriate key on your cell phone to continue the pairing process.

Bluetooth

Pair a cell phone (continued)

7. Enter the PIN of the telephone base (the default PIN is **0000**) into your cell phone to continue the pairing process.
8. 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 on the telephone base (**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).



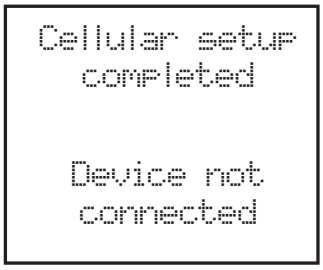
If you have trouble pairing your cell phone, it may not be compatible with your DS6321/6322. Check the Bluetooth compatibility list at www.vtechphones.com.

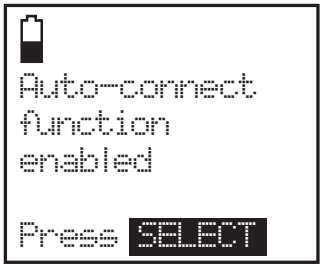
note

- The pairing process may take up to one minute. If the pairing process fails, try again.
- The steps for the pairing process may vary for different cell phones. If this happens, follow the prompts on your cell phone and your **DS6321/6322** to complete the pairing process.
- If you put the handset back in the telephone base or charger while pairing, the process discontinues and the handset returns to 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 exit. You can connect a device manually (page 20).





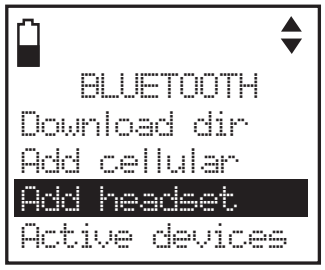
Bluetooth

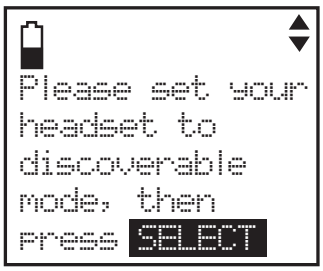
Pair a headset

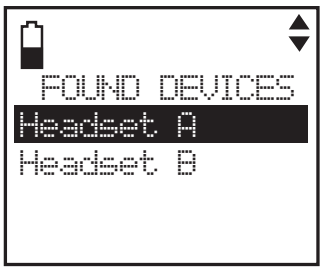
Before you begin, make sure that your Bluetooth enabled headset is not connected to any other Bluetooth device. Refer to your headset user's manual to learn how to search for or add new Bluetooth devices.

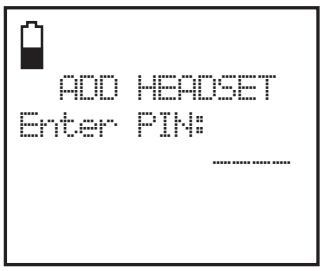
To pair and connect a headset:

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 (refer to the user's manual of your headset).
6. Press **MENU/SELECT** to 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** (refer to the user's manual of your headset). Then press **MENU/SELECT**.





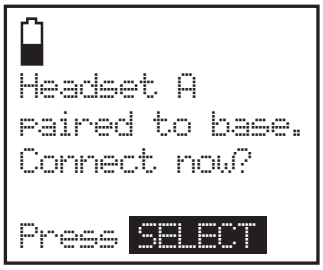


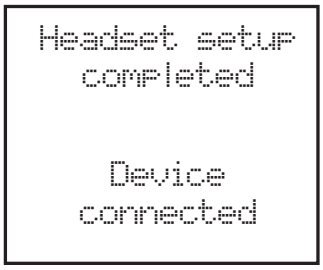


Bluetooth

Pair a headset (continued)

9. When the handset displays **Headset A paired to base. Connect now? Press SELECT**, then press **MENU/SELECT** on the handset.
   - 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 on the telephone base (**DEVICE1** or **DEVICE2**) turns on.

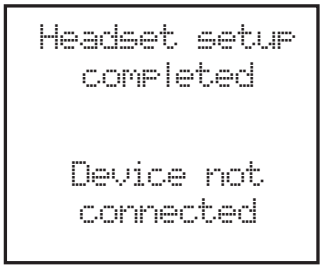
If you have trouble pairing your headset, it may not be compatible with your DS6321/6322. Check the Bluetooth compatibility list at www.vtechphones.com.

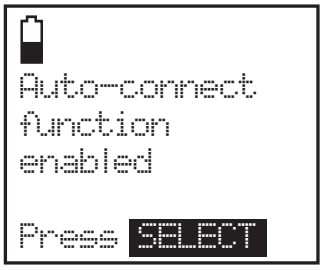
note

- 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 or charger while pairing, the process discontinues and the handset returns to 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 exit. 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).

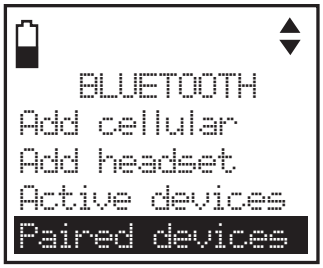
Once you have paired a device with the telephone base, you do not need to repeat the pairing procedure again unless you delete the device from the paired devices list.

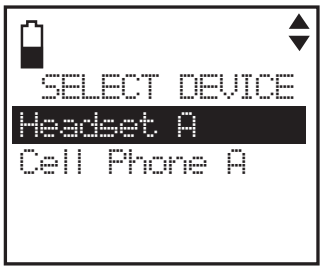
note Only the first 15 characters of the device name are shown on the paired devices list.

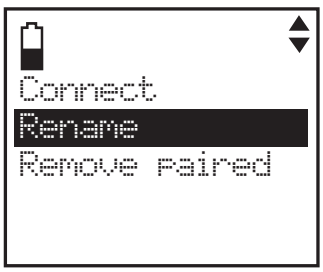
Rename a paired device

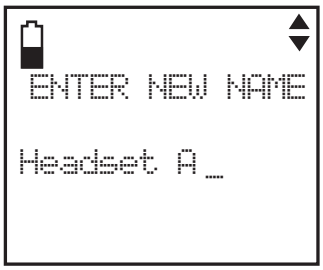
You can change the name of a paired device on the paired devices list.

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 **Rename**, then press **MENU/SELECT**. The screen displays **ENTER NEW NAME**.
6. Use the dialing keys to edit the name (page 53).
   - 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.
7. Press **MENU/SELECT** to confirm. The handset displays **Device renamed**.







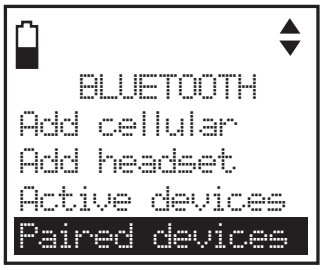


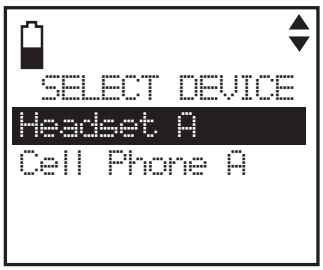
Bluetooth

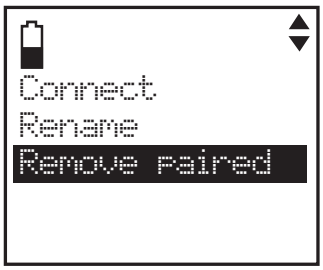
Remove a paired device

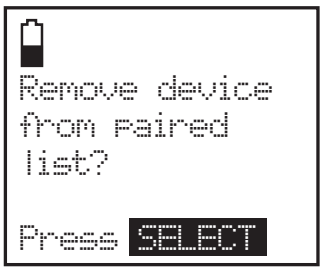
If you already have the maximum of four paired devices on the paired devices list when you want to add another device, you must first delete a paired device from the paired devices list.

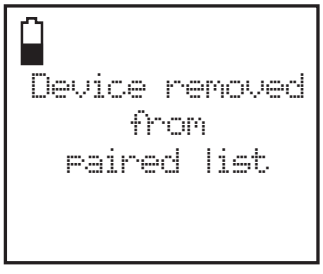
1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press ▼ or ▲ to highlight **Bluetooth**, then press **MENU/SELECT**.
3. Press ▼ or ▲ to highlight **Paired devices**, then press **MENU/SELECT**.
4. Press ▼ or ▲ to highlight a selected device when necessary, then press **MENU/SELECT**.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

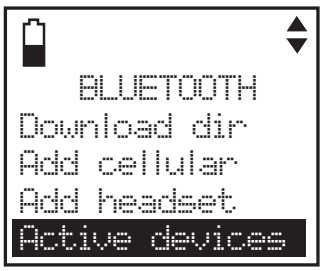
Active devices

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

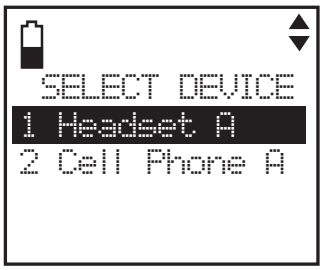
1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press ▼ or ▲ to highlight **Bluetooth**, then press **MENU/SELECT**.
3. Press ▼ or ▲ to highlight **Active devices**, then press **MENU/SELECT**.



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 a device when necessary, then press **MENU/SELECT**.
5. Press ▼ or ▲ to highlight **Connect**/**Disconnect** (whichever is applicable), then press **MENU/SELECT** to confirm. The handset displays **Device connected/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**.

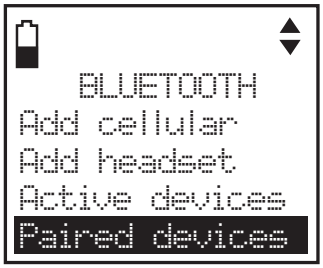
Bluetooth

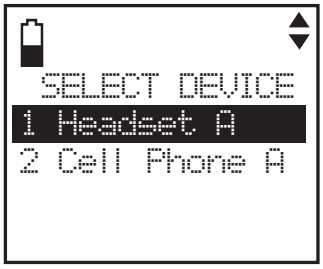
Replace an active device

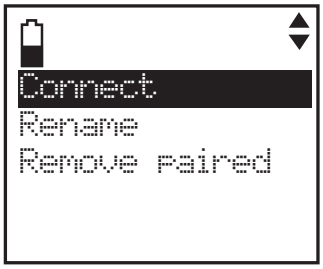
When you already have two devices on the active devices list, you can replace an active device with a device on the paired devices list.

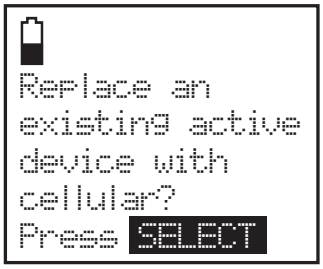
To replace an active device:

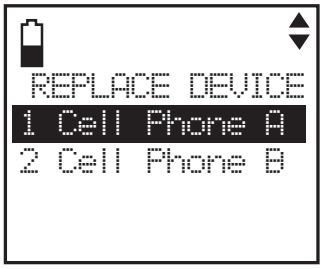
1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press ▼ or ▲ to highlight **Bluetooth**, then press **MENU/SELECT**.
3. Press ▼ or ▲ to highlight **Paired devices**, then press **MENU/SELECT**.
4. Press ▼ or ▲ to highlight a device, then press **MENU/SELECT**.
5. Press ▼ or ▲ to highlight **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. Depending on your cell phone settings, you may need to press a key on your cell phone to confirm the connection. When you successfully replace and connect an active device with a paired device, the handset displays **Device connected.**











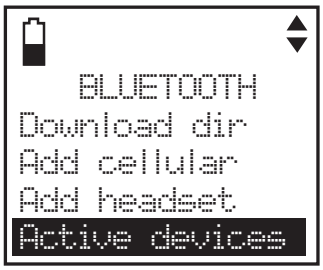
Bluetooth

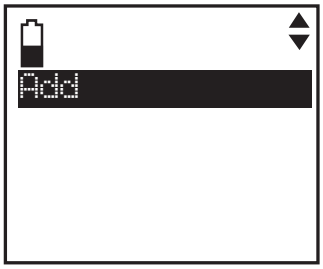
Add an active device

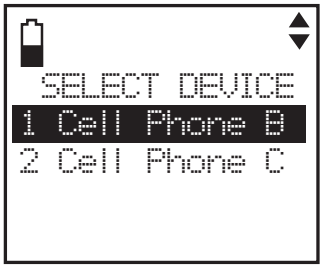
You can have a maximum of two devices on the active devices list.

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, 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. Depending on your cell phone settings, you may need to press a key on your cell phone to confirm the connection. When you successfully add and connect an active device, the handset displays **Device connected.**







Bluetooth

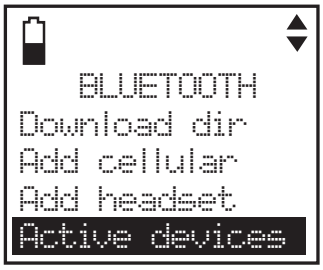
Remove an active device

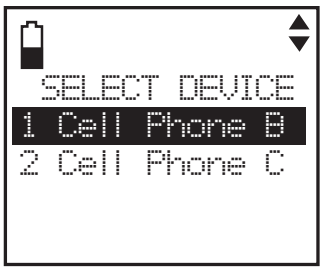
You can remove an active device from the active devices list.

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



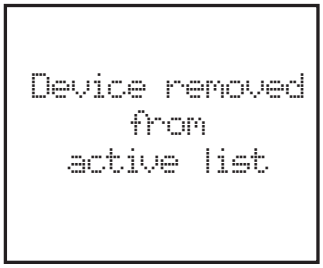


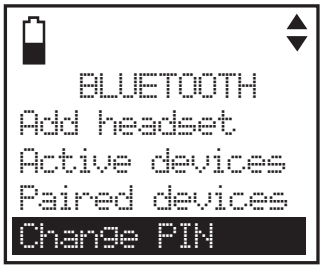
Change PIN

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 all digits.
   - Press ▼ to move the cursor to the right or ▲ to the left.
5. Press **MENU/SELECT** to save.





Bluetooth

Download directory

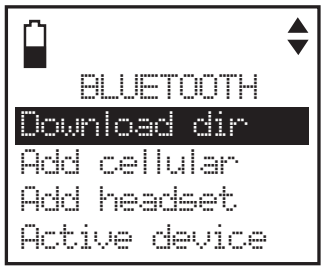
You can download up to four cell phone directories (phonebooks) to your **DS6321/6322** telephone system via Bluetooth wireless technology. Each downloaded directory can store up to 1,500 entries with up to 30 digits for each phone number and 15 characters for each name.

Before downloading the directory, make sure the cell phone is paired to your **DS6321/6322** and on the active devices list. Make sure the handset battery is charged for at least 10 minutes.

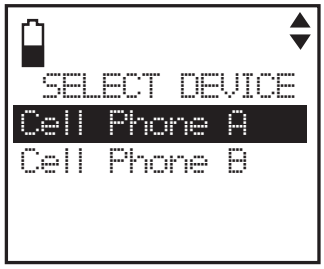
Place your cell phone next to the telephone base when you download a cell phone directory to your DS6321/6322.

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 **MENU/SELECT** to choose **Download dir**.
   - 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 place it next to the base. Press SELECT.**



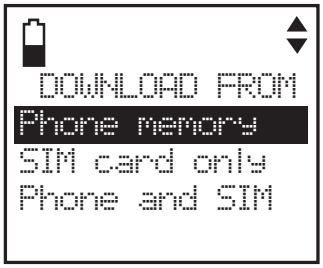
   - If the selected device's directory has already been downloaded to **DS6321/6322** before, the handset displays **Directory Cell Phone A will be erased. To download press SELECT**. If you press **MENU/SELECT** to continue the download process, the directory stored on the **DS6321/6322** for that cell phone will be erased and replaced with the current cell phone directory. If you have edited the downloaded entries (page 55), those changes will be lost.
   - If you already have four 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.

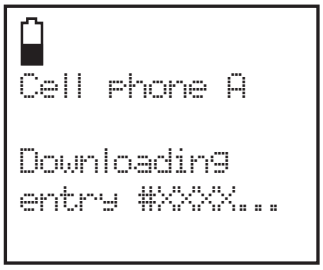
Bluetooth

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**. During the download, the handset displays the progress. All other idle system handsets display **Cell line in use**.
6. When the downloading process is complete, the handset displays **Download ended Total #XXXX entries saved. Press SELECT**.
   Press **MENU/SELECT** or **OFF/CLEAR** to return to the download directory menu.





note

- Certain cell phones 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.
- When downloading the directory from your Bluetooth enabled cell phone, some data may not transfer. For example, if you have home, mobile and work numbers for a particular contact, the three categories may not transfer to your **DS6321/6322**.
- For certain cell phones, you may need to press a key on your cell phone to confirm the directory download.

Bluetooth

Interruption to directory download

If you are downloading a directory from a cell phone and the cell phone receives a call, the download process stops and all handsets display **Download dir aborted**. When you try to view the downloaded directory, the handset displays **Last download aborted: MM/DD/YY Press SELECT**. You need to download the directory again (see page 24).

If you are downloading a directory from a cell phone and the telephone base loses power, the download process stops. When you try to view the directory, the handset displays **No entries found. Try downloading from SIM or Phone only Press SELECT**. You need to download the directory again (see page 24).

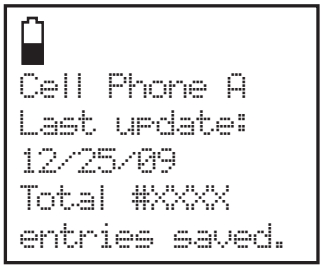
The download progress screen may be replaced with **Cell line in use**. To go back to the downloading progress screen, do steps one through four on page 24. The download process continues even if any of the following occur:

- You receive or make calls on the home line.
- You place the handset in the telephone base or charger.
- You access your cell phone menu features.
- The handset battery becomes depleted or the handset loses connection with the telephone base.

note During the download process, do not attempt to make changes to your cell phone directory.

View the directory download information

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**.



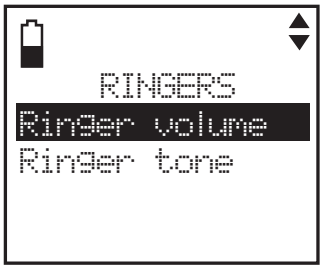
Telephone settings

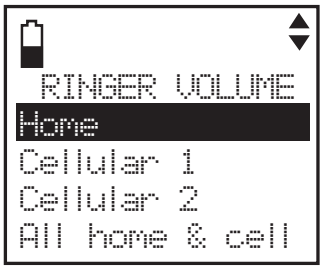
Ringers (handset)

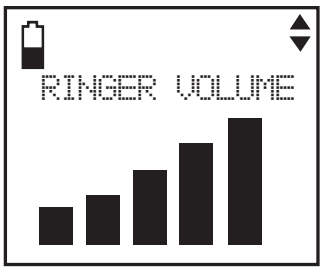
In the ringers menu, you can select the ringer tones and adjust the ringer volume for incoming calls to the home and cell lines.

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 **MENU/SELECT** to choose **Ringer volume**.
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 64 to set the telephone base ringer.

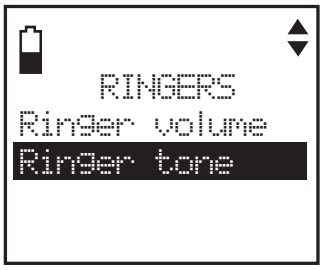
Telephone settings

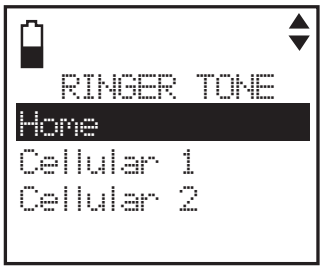
Ringer tone

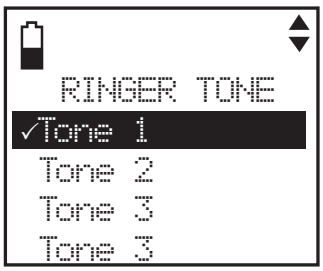
You can select the ringer tones for the incoming home and cell calls.

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.

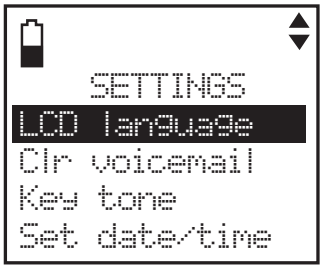
Telephone settings

Settings

In the settings 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 **MENU/SELECT** to choose **LCD language**.
4. Press ▲ or ▼ to choose from **English**, **Français** or **Español**, then press **MENU/SELECT** to confirm.

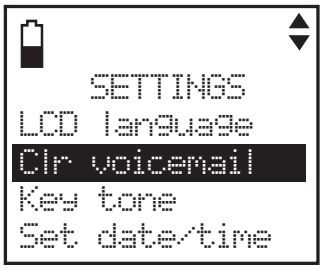
Telephone settings

Clear voicemail

If you subscribe to voicemail service offered by your telephone service provider, **New voicemail** and ✉ appear on the handsets when you have new voicemail messages. Contact your telephone service provider for more information and assistance about using your voicemail service. This feature only works on the voicemail associated with your home line, not the cell line.

After you have listened to all new voicemail messages, the indicators on the handsets 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 service 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.

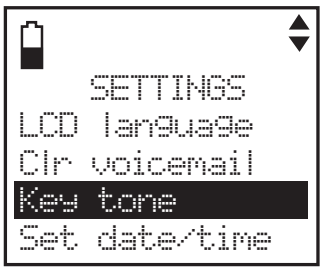
note

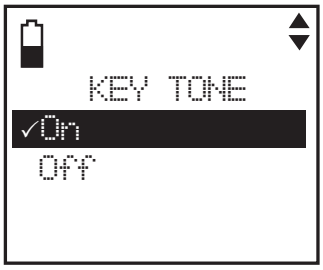
- Your telephone service provider may alert you to new messages with a stutter (broken) dial tone. Contact your service provider for details.
- Voicemail is different from answering system messages recorded in your answering system. For more information about the difference, see page 63.

Telephone settings

Key tone

You can turn the key tone feature on or off.



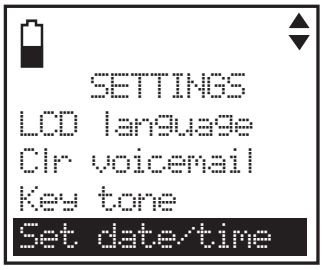


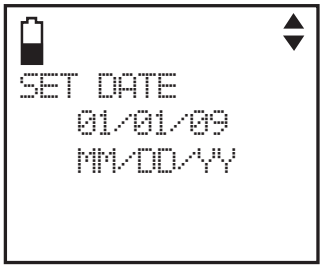
To change the setting:

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 each message prior to playing it. 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. Before using the answering system, set the date and time as follows.





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**.
6. Press ▲ or ▼ to choose **AM** or **PM**, then press **MENU/SELECT**.

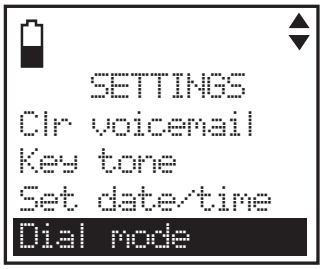
note

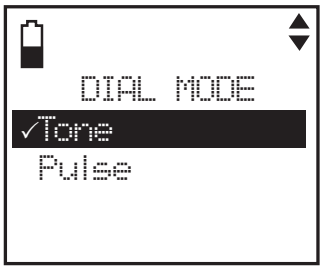
- You can use ▲ or ▼ to select the desired value for the month, date, year, hour and minute. Every time a desired value is selected, press **MENU/SELECT** to advance until the date and time are set.
- If the date and time are not set, the system announces, *"Time and day not set,"* before each message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



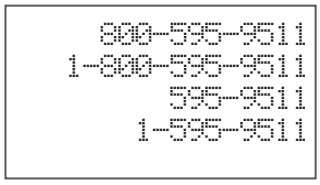


To change the setting:

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.

Home area code

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



When you review any directory, you can press **#** (pound key) repeatedly to show different dialing options before dialing.

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 **MENU/SELECT** to choose **Home**.
4. Press ▲ or ▼ to highlight **Home area code**, then press **MENU/SELECT**.
5. Use the dialing keys to enter the desired home area code.
   - Press **MUTE/REMOVE** to erase a digit.
   - Press and hold **MUTE/REMOVE** to erase all digits.
   - Press ▼ to move the cursor to the right or ▲ to the left.
6. Press **MENU/SELECT** to confirm.

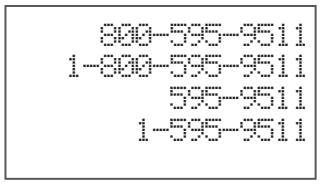
note If, in the future, your telephone service provider requires you to dial the area code when making a local call, delete the home area code you have already programmed. After you have deleted the programmed home area code, ___ appears.

Telephone settings

Cell area code

Most cell phone entries are stored in a 10-digit format. If all of your cell phone entries are stored this way, you do not need to program your cell area code.

If your cell phone stores entries in a 7-digit format, we recommend that you program your cell area code so that your 7-digit directory entries can be dialed correctly using your home line. While reviewing an entry in the call log or directory, you can press **#** (pound key) repeatedly to see different dialing options before you dial or store the number.



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 a desired downloaded directory, then press **MENU/SELECT**.
4. Press ▲ or ▼ to highlight **Cell area code**, then press **MENU/SELECT**.
5. Use the dialing keys to enter the desired cell area code.
   - Press **MUTE/REMOVE** to erase a digit.
   - Press and hold **MUTE/REMOVE** to erase all digits.
   - Press ▼ to move the cursor to the right or ▲ to the left.
6. Press **MENU/SELECT** to confirm.

Answering system settings

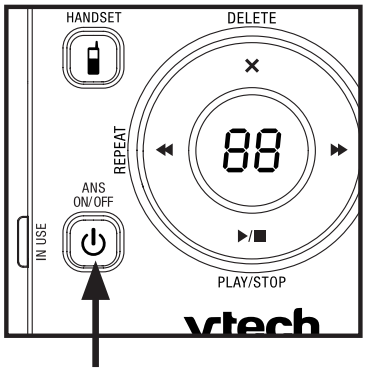
Answer ON/OFF

If you turn the answering system on, it answers calls and records messages only on the home line. If your paired cell phone has voicemail, callers will leave messages with that voicemail service.

When the answering system is turned on, the **⏻/ANS ON/OFF** light on the telephone base is on and the handsets display **ANS ON**.

To turn the answering system on or off:

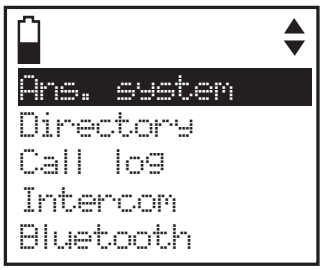
Using the telephone base:

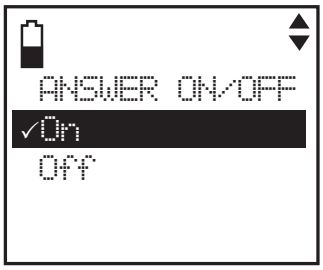


- Press **⏻/ANS ON/OFF** to turn the answering system on or off. When the answering system is turned on, it announces, *"Calls will be answered."* When the answering system is turned off, it announces, *"Calls will not be answered."*

Using a handset:

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

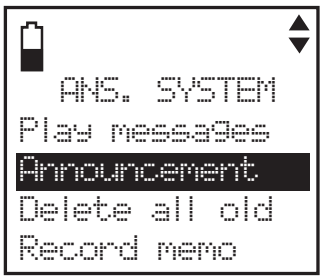




Answering system settings

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 **MENU/SELECT** to choose **Ans. system**.
3. Press ▲ or ▼ to highlight **Announcement**, then press **MENU/SELECT**.
4. 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 **MENU/SELECT** to choose **Ans. system**.
3. Press ▲ or ▼ to highlight **Announcement**, then press **MENU/SELECT**.
4. The handset announces, *“To play, press **2.** To record, press **7.**”* Press **7** to record.
5. The handset announces, *“Record after the tone. Press **5** when you are done.”* After the tone, speak towards the microphone of the handset.
6. Press **5** when you finish recording.
7. 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.

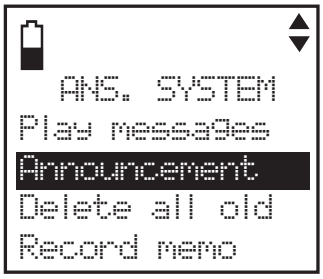
note

- 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 **MENU/SELECT** to choose **Ans. system**.
3. Press ▲ or ▼ to highlight **Announcement**, then press **MENU/SELECT**.
4. 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.

Answering system settings

Answering system setup

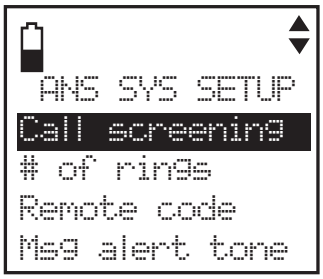
In the answering system setup menu, you can change the settings for call screening, number of rings, remote access code and message alert tone.

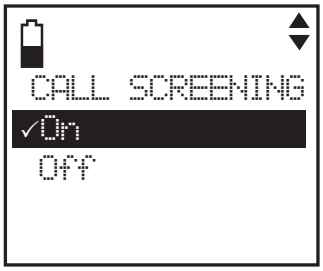
Call screening

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

To change the setting:

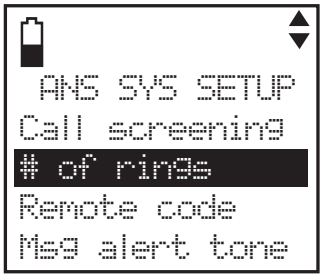
1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press ▲ or ▼ to highlight **Ans. system**, then press **MENU/SELECT**.
3. Press ▲ or ▼ to highlight **Ans sys setup**, then press **MENU/SELECT.**
4. Press **MENU/SELECT** to choose **Call screening**.
5. Press ▲ or ▼ to choose **On**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





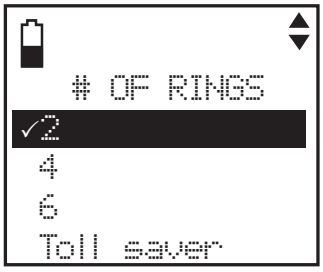
Number of rings

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:

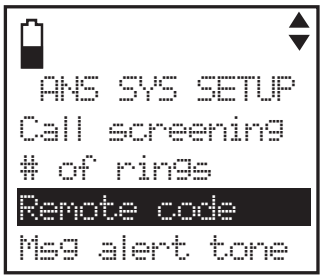
1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press ▲ or ▼ to highlight **Ans. system**, then press **MENU/SELECT**.
3. Press ▲ or ▼ to highlight **Ans sys setup**, then press **MENU/SELECT.**
4. Press ▲ or ▼ to highlight **# of rings**, then press **MENU/SELECT**.
5. Press ▲ or ▼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

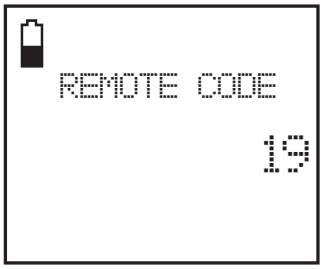


Answering system settings

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**.



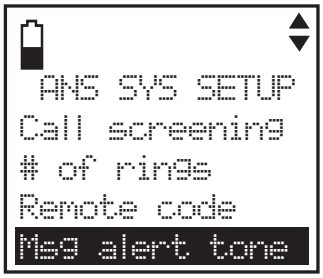


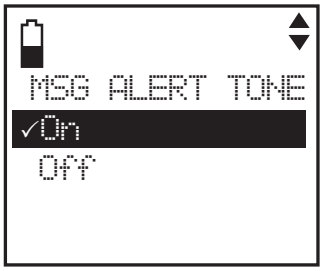
To change the setting:

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 all digits.
   - 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:

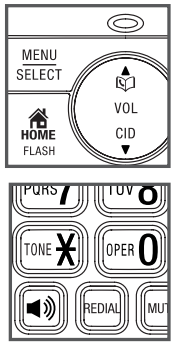
1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press ▲ or ▼ to highlight **Ans. system**, then press **MENU/SELECT**.
3. Press ▲ or ▼ to highlight **Ans sys setup**, then press **MENU/SELECT.**
4. Press ▲ or ▼ to highlight **Msg alert tone**, then press **MENU/SELECT**.
5. Press ▲ 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).
- You cannot answer a home call using your connected cell phone.

To end a home call:

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

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 answer a home call using a Bluetooth headset:

- Press the call key on your headset**.**

To end a home call you answered from a Bluetooth headset:

- Press the call key on your headset.

If you make or answer a home call on a handset, you can transfer the call to your headset. The handset remains active, but the handset earpiece and microphone are muted. If you hang up the handset, the call will end.

To transfer a call from a handset to a Bluetooth headset:

- Press **MENU/SELECT** twice to select **Use headset**.

To transfer a call from the headset back to the handset:

- Press **MENU/SELECT** twice to select **Use handset**.

To end a call that started at the handset:

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

note

- If you answer a call using a headset, and you lose the Bluetooth connection or the battery is depleted, the call will be lost.
- If you are using a headset for a call which is transferred from a **DS6321/6322** handset, and you lose the Bluetooth connection or the battery of the headset is depleted, the call will be transferred back to the originating handset.

Telephone operation

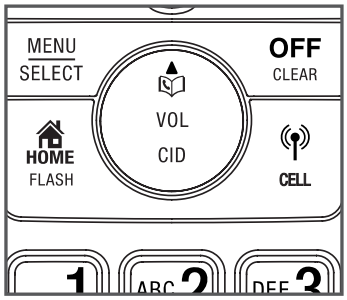
Call waiting on the home line

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. All **DS6321/6322** handsets can be used to make or answer calls on the cell phone line.



To make a cell call:

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

If you have only one cell phone connected to the telephone base, it is automatically selected to make cell calls. If you have two cell phones connected to the telephone base, the telephone system prompts you to select a cell phone before you make a cell call.

To answer a cell call:

- Press **/CELL**.

note You can also use your cell phone to answer the call. If you answer with your cell phone, it will disconnect from the telephone base.

To end a cell call:

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

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.

- OR -

- Press **MENU/SELECT** twice to select **SWAP** to switch back and forth between calls.

Telephone operation

Answer a cell call while on a home call

If you are on a home call and you receive an incoming cell call, you will hear a beep and (•)1 or (•)2 displays on the handset you are using. The telephone base and all other handsets will ring.

To answer the incoming cell call:

- Press (•)**/CELL** on the handset. The home call is automatically placed on hold and all other handsets display **Home call on hold** and **Cell line in use** alternatively.

To end the cell call:

- Press **OFF/CLEAR** on the handset. The home line is still on hold. All handsets display **Home call on hold**.

To resume the home call on hold:

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

Cell phone voicemail

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

If you are on a cell call and you receive an incoming home call, you will hear a beep and ⌂ displays on the handset you are using. The telephone base and all other handsets will ring.

To answer the incoming home call:

- Press ⌂**/HOME/FLASH** on the handset. The cell call is automatically placed on hold and all other handsets display **Cell call on hold** and **Home line in use** alternatively.

To end the home call:

- Press **OFF/CLEAR** on the handset. The cell line is still on hold. All handsets display **Cell call on hold**.

To resume the cell call on hold:

- Press (•)**/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.

To conference both home and cell calls:

1. Press **MENU/SELECT**.
2. Press ▲ or ▼ to highlight **Conf. with home/Conf. with cell** (whichever is 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 or charger.

Using the home and cell lines together

- You can be on two different calls using the cell line and home line at the same time using two handsets.
- You cannot be on a call using the cell line and a Bluetooth headset via the home line at the same time. These are both Bluetooth devices and only one can be used at a time.
- If you are on a call using the cell line, you cannot join the call using your paired cell phone. However, you can join the call using another **DS6321/6322** handset. Your cell phone is being used for the phone call so only features that are normally available during a call can be used.

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**.**

If this is a cell call and the volume is too loud or quiet, try changing the volume on your cell phone. On some cell phones, changing the volume on the cell phone effects your cell call volume on the **DS6321/6322** handset.

Silence the ringer

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

To silence the ringer:

- Press **OFF/CLEAR** or **MUTE/REMOVE** on the handset and **Ringer mute** appears.

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 take a call off mute:

- 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** *.
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**. **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**. **Cell call on hold** appears and **/CELL** flashes.

To resume a cell call on hold:

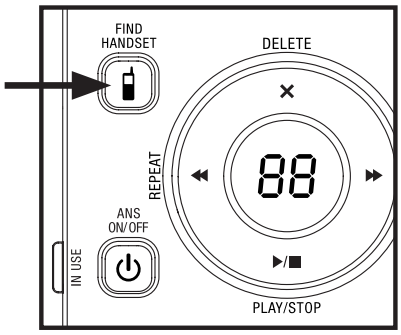
- Press **/CELL**.

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**) 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 54).
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 51.
- You cannot copy a call log entry into the directory while on a call. For more details about call log, see page 58.
- 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.

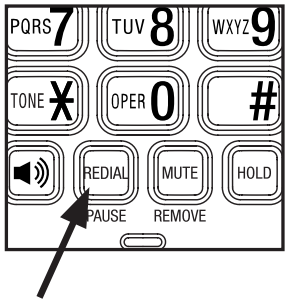
Telephone operation

Redial list

The redial list stores up to 20 of the 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 **/HOME/FLASH** or to use the home line.

   - OR -

   Press **/CELL** to use the cell line.

Telephone operation

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.
   - Press **MUTE/REMOVE** to erase a digit.
   - Press and hold **MUTE/REMOVE** to erase all digits.
   - Press ▼ to move the cursor to the right or ▲ to the left.
   - Press and hold **REDIAL/PAUSE** to insert a dialing pause (a **p** appears).
5. Press **MENU/SELECT**.
6. Press ▼ or ▲ to select one of the following types:
   - Home
   - Cell
   - Work
   - Other
7. Press **MENU/SELECT**. The handset displays **ENTER NAME**. Use the dialing keys (page 53) to enter a 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.
8. Press **MENU/SELECT** and **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.

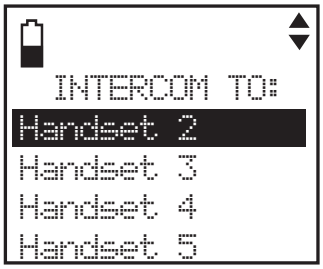
Telephone operation

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:



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 **Handset X 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 idle mode.
- You can use a maximum of five handsets at a time. For example, when four handsets are used on intercom calls, use another handset for an outside call. When two handsets are used on an intercom call, you can use three other 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. The telephone base and all other handsets ring.

- Press **/HOME/FLASH** to answer the home call and the intercom call ends automatically.
- Press **OFF/CLEAR** to end the intercom call without 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. The telephone base and all other handsets ring.

- Press **/CELL** to answer the cell call and the intercom call ends automatically.
- Press **OFF/CLEAR** to end the intercom call without answering the incoming call. The telephone continues to ring.

Telephone operation

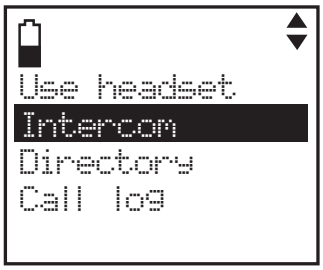
Share an outside call

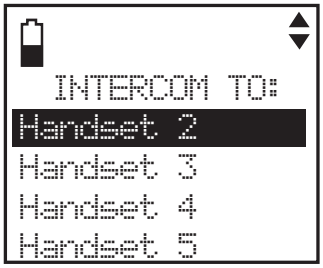
Another handset can join you on an outside call. That call continues until all people hang up. You can share an outside call with up to four system handsets.

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

Hold a call and intercom

You can use intercom to put an outside call on hold and intercom another handset.





1. When on an outside call, press **MENU/SELECT**.
2. Press ▲ or ▼ to highlight **Intercom**, then press **MENU/SELECT**. The call is automatically put on hold and the line key flashes.
   - If you have a two-handset system, your handset displays **Calling other handset**. The destination handset rings and displays **Handset X 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 either handset. Both screens show **Intercom ended**.
5. All handset screens show **Home call on hold** if it is a home line or **Cell call on hold** if it is a cell line. 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**. Press **/HOME/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 200 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**.

All of the instructions on pages 53-56 for the directories apply to the home directory and all downloaded directories. Creating a new entry on page 52 only applies to the home directory.

You cannot create new entries in your downloaded directories from the **DS6321/6322** handset. Entries must be downloaded from your cell phone (see **Download directory** on page 24).

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 all digits.
   - Press ▼ to move the cursor to the right or ▲ to the left.
   - Press and hold **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 53) 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 from your **DS6321/6322** handsets. Entries must be downloaded from your cell phone (see **Download directory** on page 24).

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**. (If you only have one directory with entries, this step is not necessary.)
3. 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.

note When the desired entry displays, press **#** repeatedly to show different dialing options.

3-character alphabetical search

You can use the enhanced 3-character search to find your contacts quickly and efficiently.

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 (see page 53). 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.

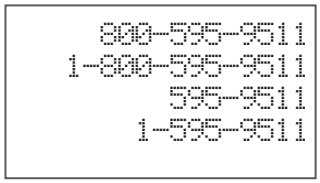
Telephone operation

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 **3-character alphabetical search** on page 54).
2. When the desired entry appears, press **#** repeatedly to show different dialing options.
3. When the displayed number is in the correct format, press **/HOME/FLASH** or to use the home line, or **/CELL** to use the cell line.



Edit a directory entry

You may edit any directory entry. However, be aware that if you download from a cell phone again, the directory will be erased and replaced with the current cell phone directory. If you have edited the downloaded entries on the **DS6321/6322**, those changes will be lost.

1. Search for the desired entry in the directory (see **Review the directory** or **3-character alphabetical search** on page 54).
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 all digits.
   - Press ▼ to move the cursor to the right or ▲ to the left.
   - Press and hold **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 53) 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.
8. 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 **3-character alphabetical search** on page 54).
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 **3-character alphabetical search** on page 54).
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 the next alphabetical entry in the directory.

Remove a downloaded directory

(downloaded directories only)

1. Search for a desired downloaded directory in the directory menu (see **Review the directory** on page 54).
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 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; date and time of the call is not shown. The caller ID may appear differently if the caller is matched to a directory entry (see **Memory match** on page 59).

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 61).

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 telephone service provider 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 50 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 (missed calls that have not been reviewed).
- **Call log empty** shows when there are no records in the call log.
- Only one handset can review the call log at a time. If a handset tries to enter the call log while another handset is already in it, **Not available at this time** appears.

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

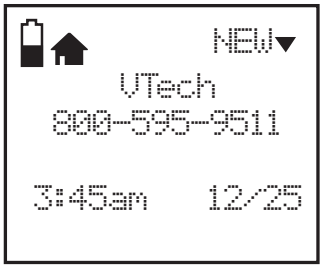
Missed calls indicator

When there are missed calls that have not been reviewed in the call log, the handsets 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 service provider. The telephone service provider 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 service provider. For example, if the telephone service provider includes the area code but your directory number does not, the name will appear as delivered by the telephone service provider.

Review the call log

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

- OR -

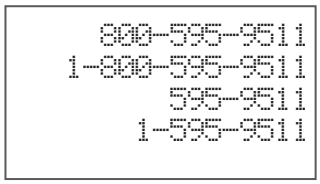
1. Press **MENU/SELECT** on the handset when it is not in use.
2. Press ▲ or ▼ to highlight **Call log**, then press **MENU/SELECT**.
3. Press **MENU/SELECT** to choose **Review**.
4. Press ▲ or ▼ to browse.

- 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.

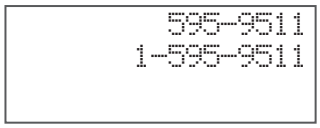
Telephone operation

Make a call log entry ready to dial

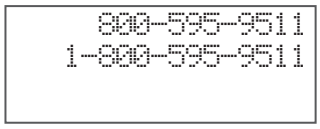
Although the call log entries received have 10 digits (the area code plus the seven-digit number), in some areas, you may need to dial only the seven digits, or 1 plus the seven digits, or 1 plus the area code plus the seven digits. You can change the number of digits that you dial from the call log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



While reviewing the call log, press **#** (pound key) 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.



Dial a call log entry

1. Search for the desired entry in the call log (see **Review the call log** on page 59).
2. When the desired entry appears and is in the correct format for dialing, press **/HOME/FLASH** or to use the home line**,** or **/CELL** to use the cell line.

Telephone operation

Save a call log entry to the directory

Call log entries can only be saved to the **Home** directory.

1. Select a desired entry in the call log (see **Review the call log** on page 59).
2. When the desired entry appears, press **#** repeatedly to show different dialing options.
3. When the number is in the correct format, press **MENU/SELECT**. The screen shows **EDIT NUMBER**.
4. Use the dialing keys to edit the number.
   - Press **MUTE/REMOVE** to erase a digit.
   - Press and hold **MUTE/REMOVE** to erase all digits.
   - Press ▼ to move the cursor to the right or ▲ to the left.
   - Press and hold **REDIAL/PAUSE** to insert a dialing pause (a **p** appears).
5. Press **MENU/SELECT**.
6. Press ▼ or ▲ to select one of the following types:
   - Home
   - Cell
   - Work
   - Other
7. Press **MENU/SELECT**. The screen displays **EDIT NAME**.
8. Use the dialing keys (see page 53) 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.
9. 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 59).
2. When the desired entry appears, press **MUTE/REMOVE**. 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 **OR** 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 ✉ and **New voicemail** display on the handsets, 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 65).

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. 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 by following the instructions below.

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.

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 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 messages that have not been reviewed.

Call intercept

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

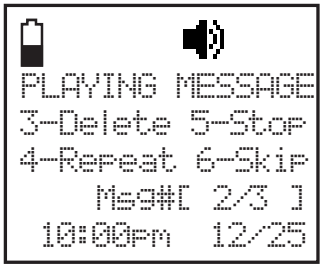
Telephone base ringer volume

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 27 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 handset 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 **MENU/SELECT** to choose **Ans. system**.
3. Press **MENU/SELECT** to choose **Play messages**.

   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 mem 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** on the handset when it is not in use.
2. Press **MENU/SELECT** to choose **Ans. system**.
3. Press ▲ or ▼ to highlight **Delete all old**, then press **MENU/SELECT**.
4. The handset displays **Delete all old messages? Press SELECT to confirm**. Then 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** on the handset when it is not in use.
2. Press **MENU/SELECT** to choose **Ans. system**.
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 you finish recording. The handset announces, "*Recorded*" and then returns 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 access code** on page 38 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 make a cell call or access the Bluetooth menu when the Bluetooth link is already being used.
Call log empty	There are no call log entries.
Calling Handset X (for models with more than two handsets) Calling other handset (for models with two handsets)	You are 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.
Directory empty	There are no directory entries.
Ended	You have just ended a call.
Handset X is calling	Another system handset is calling.
Home	The home line is in use.
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 or another telephone on the same home line is in use.
Incoming call	There is an incoming call.
Intercom	The handset is on an intercom call.
Intercom ended	You have just ended an intercom call.
List full	The directory is full.
Low battery	The battery needs to be recharged.

Appendix

Screen display messages (continued)

Microphone ON	**MUTE** 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 telephone service provider for the home line.
No entries found. Try downloading from SIM only	There are no entries found when you download a cell phone directory from the cell memory.
No entries found. Try downloading from Phone only	There are no entries found when you download a cell phone directory from your SIM card. There are no entries found in either the cell or SIM card when you download a cell phone directory from both memories.
No connected cellular phones	There is no cell phone connected when you try to make a call on the cell line.
No 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 is already viewing the call log or directory and another handset attempts to review it.
Out of range OR No power at base	The handset has lost communication with the telephone base. There is no power connected to the telephone base.
** Paging **	The system handset is being paged.
Place in charger	The battery is very low. Place the handset in the telephone base or charger for recharging.

Appendix

Screen display messages (continued)

Rec mem full	The answering system has no recording time left.
Ringer mute	The ringer is muted temporarily during an incoming call or intercom call.
Saved	Your selection has been saved.
Unable to call try again	You tried to make an intercom call, but the handset you are calling is in the directory, in the call log, out of range or on an outside call.
Unable to save	You tried to save a caller ID entry with no name or number.
XX Missed calls	There are missed calls that have not been reviewed in your call log.

Appendix

Handset and telephone base indicators

Handset lights

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

Telephone base lights

/ANS ON/OFF	On when the answering is turned on.
DEVICE1/DEVICE2	On when a Bluetooth device is connected to the base. Flash while pairing a Bluetooth device.
IN USE	On when the telephone line is in use or on hold. On when the answering system is answering a call. On when you are registering a handset. Flashes quickly when there is an incoming call. Flashes when another telephone sharing the same line is in use. Flashes when you are deregistering all handsets.

Appendix

Handset icons

	HOME line - on steadily when the home line is in use or there is an incoming home call.
1 2	**CELL** line - on steadily when the cell line is in use or there is an incoming cell call.
1 2	**Bluetooth connected device(s)** - indicates that there are Bluetooth connected devices on the active devices list.
1 2	**Bluetooth disconnected device(s)** - indicates that there are Bluetooth disconnected devices on the active devices list.
1 2	**Wireless Bluetooth headset** - on steadily when a wireless Bluetooth headset is in use on the home line.
	Speakerphone - the speakerphone is in use.
	Ringer off - on steadily when all the ringers of **Home**, **Cellular 1** and **Cellular 2** are turned off. Flashes when only one or two of the ringers are turned off.
	New voicemail - indicates you have new voicemail message(s) from the telephone service provider for the home line.
	New answering system message - indicates you have a new answering system message(s).
	Battery status - animates when the battery is charging. Becomes solid when the battery is fully charged.
	Battery status - flashes when the battery is low and needs charging.
ANS ON	**Answering system on** - indicates that the answering system is turned on to answer incoming home calls.
NEW	**New call log** - indicates that the missed call is new.
MUTE	**Mute** - 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 10 hours
While in speakerphone mode (talking*)	Up to seven hours
While not in use (standby**)	Up to 10 days

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

The battery needs charging when:

- A new battery is installed in the handset.
- The handset beeps every minute while on a call.
- The handset beeps and **Low battery** displays on the handset.
- **Place in charger** displays on the handset.
- A battery is properly installed 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 or call 1 (800) 595-9511. In Canada, go to www.vtechcanada.com or dial 1 (800) 267-7377.
- Do not dispose of the battery(ies) in a fire. Check with local waste management codes for special disposal instructions.
- Do not open or mutilate the battery(ies). Released electrolyte is corrosive and 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

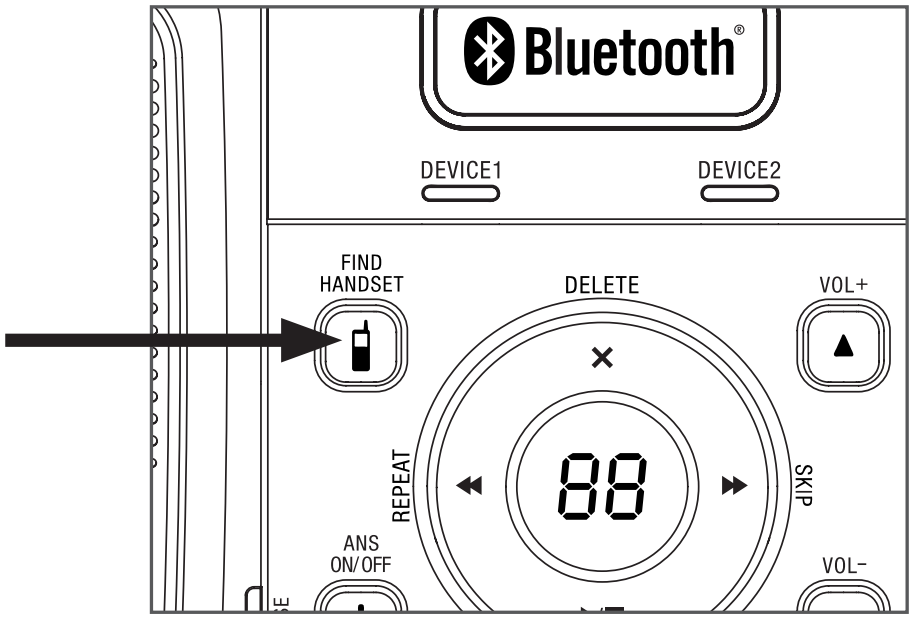
The handsets provided with your telephone system are already registered. Additional handsets registered to the telephone system are assigned in sequential order. For instance, if you already have **HANDSET 1** and **HANDSET 2**, the new registered handset is assigned **HANDSET 3**. This telephone system 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 5.

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 **#** (pound key) 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 is completed.



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 reassign 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. 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 **Out of range OR No power at base** for a few seconds and then **Press and hold FIND HANDSET on base for 4 sec, then press # on handset** when the deregistration is completed. The deregistration process takes about 10 seconds to complete.

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

To reset:

- Press and hold **OFF/CLEAR** or place the handset back in the telephone base.

-OR-

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

After deregistering, register each handset individually. See **Add and register a handset** on page 75.

note You cannot deregister handsets if any system handset is in use.

Appendix

Troubleshooting

If you have difficulty with your telephone, please try the suggestions below. For Customer Service, visit our website at www.vtechphones.com or call 1 (800) 595-9511. In Canada, go to www.vtechcanada.com or call 1 (800) 267-7377.

I cannot pair my cell phone to the telephone base.

- Make sure you have cellular coverage.
- Make sure your cell phone is compatible with your **DS6321/6322**. Check the Bluetooth compatibility list at www.vtechphones.com.
- 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/VTech DS6322** 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 to 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/VTech DS6322** 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/VTech DS6322**. Refer to the user's manual of your cell phone for more information.

Appendix

Troubleshooting

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.

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 to 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/VTech DS6322 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/VTech DS6322** 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.
- 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.
- **DS6321/6322** 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 handset 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 DS6321/6322.

- Make sure that your cell phone is paired and connected to the base.
- Make sure you place your cell phone next to the base while downloading.

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 DS6321/6322.

- 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.

Can the DS6321/6322 help the poor cell phone reception in my house?

- If your cell phone has poor reception in your home, the **DS6321/6322** cannot improve the reception. However, if there is a location in your house with better reception, you can leave your cell phone at that location while you use **DS6321/6322** cell line. In order for this to work, the telephone base must be within 30 feet of the cell phone.

The listening volume of my cell call is too loud or quiet.

- During a cell call, if the listening volume is to too loud or quiet, try changing the volume on your cell phone. On some cell phones, changing the volume on the cell phone effects your cell call volume on the **DS6321/6322** handset.

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 may take up to 10 minutes to charge the handset before **HANDSET X** appears on the screen (page 5).
- Remove and install the battery again. 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 telephone service. Call the telephone service provider.

Low battery shows on screen.

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

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

- Make sure the handset is placed in the telephone base or charger correctly. The **CHARGE** light on the handset should be on.
- Remove and install the battery again, then charge for up to 16 hours.
- If the handset is in the telephone base or charger but the **CHARGE** light on the handset is not on, refer to **The CHARGE light is off** in this section.
- If the battery is completely depleted, it may take up to 10 minutes to charge the handset before **HANDSET X** appears on the screen (page 5).
- Purchase a new battery. Refer to the **Battery** section (page 74).

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 telephone service. Contact your telephone service provider.

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

- Make sure the handset ringer volume is not set to off (page 27) and the telephone base ringer volume is not set to off (page 64).
- 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 telephone service. Contact your telephone service provider (charges may apply).
- Other electronic products such as HAM radios and other DECT phones can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.
- Test a working telephone at the telephone wall jack. If another telephone has the same problem, the problem is in the telephone wall jack. Contact your telephone service provider (charges may apply).
- The telephone line cord may be malfunctioning. Install a new telephone line cord.
- Remove and install the battery again and then place the handset in the telephone base or charger.
- Wait for the handset to synchronize with the telephone base. Allow up to one minute for this to take place.

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 telephone service. Contact your telephone service provider (charges may apply).
- Eliminate any background noise. Mute the cordless handset before dialing, or dial from another room in your home with less background noise.

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 such as HAM radios and other DECT phones can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.

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 (DSL - digital subscriber line) 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. 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 such as HAM radios and other DECT phones can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.
- 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, relocate 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 telephone service. Contact your telephone service provider (charges may apply).
- If the other telephones in your home are having the same problem, the problem is in the wiring or telephone service. Contact your telephone service provider (charges may apply).

I hear other calls when using the telephone.

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

Appendix

Troubleshooting

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 75 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 86 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 telephone service provider for this feature to work on your telephone.
- The caller may not be calling from an area which supports caller ID.
- Both your and the caller's telephone service providers must use equipment compatible with the caller ID service.
- The caller ID information shows after the first or second ring.
- If you subscribe to high-speed Internet service (DSL - digital subscriber line) 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.

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 your telephone service provider.
- The caller may not be calling from an area which supports caller ID.
- Both your and the caller's telephone service providers must use equipment compatible with caller ID service.
- If you subscribe to high-speed Internet service (DSL - digital subscriber line) through your telephone line, you must install a DSL filter between the telephone line cord and the telephone wall jack. 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 60 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 32).

Out of range OR No power at 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 reinstall 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 such as HAM radios and other DECT phones can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.

✉ and New voicemail appear on the handsets and I don't know why.

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

I cannot retrieve my voicemail messages.

- Your telephone has both a built-in answering system and voicemail indication. They are independent features and each alerts you to new messages differently (page 63). If you subscribe to voicemail service from your telephone service provider, contact your telephone service provider for more information on how to access your voicemail.

Appendix

Troubleshooting

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

- Make sure the answering system is on. When the answering system is on, **ANS ON** should be shown on the handset and **⏻/ANS ON/OFF** light on the telephone base should be on.
- If toll saver is selected, the number of rings changes to two when there are new messages waiting (page 37).
- If the memory is full or if the answering system is off, the answering system answers after 10 rings.
- In some cases, the answering system is affected by the ringing system used by the telephone service provider.
- If you subscribe to voicemail service, change the number of rings so that your answering system answers before your voicemail answers (page 37). To determine how many rings activate your voicemail, contact your telephone service provider.
- If there is a fax machine connected to the same telephone line, try disconnecting the fax machine. If that solves the problem, consult your fax machine documentation for information on compatibility with answering systems.

The 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 **▲/VOL** on the handset to increase the speaker volume.

The answering system does not record messages.

- Make sure the answering system is on.
- When the answering machine memory is full, it does not record new messages until some old messages are deleted.
- If you subscribe to voicemail service, change the number of rings so that your answering system answers before your voicemail answers (page 37). To determine how many rings activate your voicemail, contact your telephone service provider.
- If there is a fax machine connected to the same telephone line, try disconnecting the fax machine. If that solves the problem, consult your fax machine documentation for information on compatibility with answering systems.

Appendix

Troubleshooting

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 access code is correct (page 38).
- 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.

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

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

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.
- Install the battery again 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 or office, consult your dealer or local power company.
8. Do not allow anything to rest on the power cord. Do not install this product where the cord may be walked on.
9. Never push objects of any kind into this product through the slots in the telephone base or handset because they may touch dangerous voltage points or create a short circuit. Never spill liquid of any kind on the product.
10. To reduce the risk of electric shock, do not disassemble this product, but take it to an authorized service facility. Opening or removing parts of the telephone base or handset other than specified access doors may expose you to dangerous voltages or other risks. Incorrect reassembling can cause electric shock when the product is subsequently used.
11. Do not overload wall outlets and extension cords.
12. Unplug this product from the wall outlet and refer servicing to an authorized service facility under the following conditions:
    A. When the power supply cord or plug is damaged or frayed.
    B. If liquid has been spilled onto the product.
    C. If the product has been exposed to rain or water.
    D. If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operation instructions. Improper adjustment of other controls may result in damage and often requires extensive work by an authorized technician to restore the product to normal operation.
    E. If the product has been dropped and the telephone base and/or handset has been damaged.
    F. If the product exhibits a distinct change in performance.
13. Avoid using a telephone (other than cordless) during an electrical storm. There is a remote risk of electric shock from lightning.
14. Do not use the telephone to report a gas leak in the vicinity of the leak.
15. Only put the handset of your telephone next to your ear when it is in normal talk mode.
16. The power adapters are intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling or an under-the-table/cabinet outlet.

SAVE THESE INSTRUCTIONS

Appendix

Precautions for users of implanted cardiac pacemakers

Cardiac pacemakers (applies only to digital cordless telephones):

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

Pacemaker patients:

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

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

Operating range

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

When the handset is out of range, the handset displays **Out of range OR No power at 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 **/HOME/FLASH**. Move closer to the telephone base, then press **/HOME/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 visit our website at www.vtechphones.com or call 1 (800) 595-9511. In Canada, go to www.vtechcanada.com or dial 1 (800) 267-7377. NOTE: Before calling for service, please review the user's manual - a check of the Product's controls and features may save you a service call.

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

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

1. Return the entire original package and contents including the Product to the VTech service location along with a description of the malfunction or difficulty; and
2. Include a "valid proof of purchase" (sales receipt) identifying the Product purchased (Product model) and the date of purchase or receipt; and
3. Provide your name, complete and correct mailing address, and telephone number.

Other limitations

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

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

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

Please retain your original sales receipt as proof of purchase.

Appendix

FCC, ACTA and IC regulations

FCC Part 15

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

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

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

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

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

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

FCC Part 68 and ACTA

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

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

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

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

Appendix

FCC, ACTA and IC regulations

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

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

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

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

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

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

Industry Canada

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

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

The Ringer Equivalence Number (REN) for this terminal equipment is 0.1. 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: 200 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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