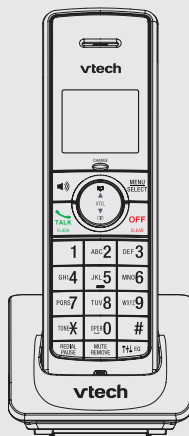


# vtech®

Innovation Beyond Technology™

## User's manual

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



Models:  
LS6315/LS6315-2

**DECT 6.0**

# Congratulations

on purchasing your new VTech product. Before using this telephone, please read the **Important safety instructions** on page 51 of this manual.

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



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

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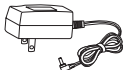
# Getting started

## Parts checklist

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



Telephone line cord



Telephone base power adapter



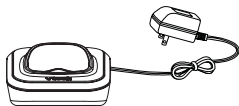
Battery  
(1 for LS6315, 2 for LS6315-2)



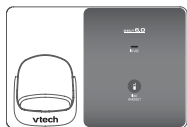
Battery compartment cover  
(1 for LS6315, 2 for LS6315-2)



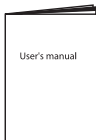
Handset  
(1 for LS6315, 2 for LS6315-2)



Charger and charger adapter  
(1 for LS6315-2)



Telephone base



User's manual



Quick start guide

### note

To purchase replacement batteries or power adapters, visit our website at [www.vtechphones.com](http://www.vtechphones.com) or call 1 (800) 595-9511. In Canada, go to [www.vtechcanada.com](http://www.vtechcanada.com) or dial 1 (800) 267-7377.

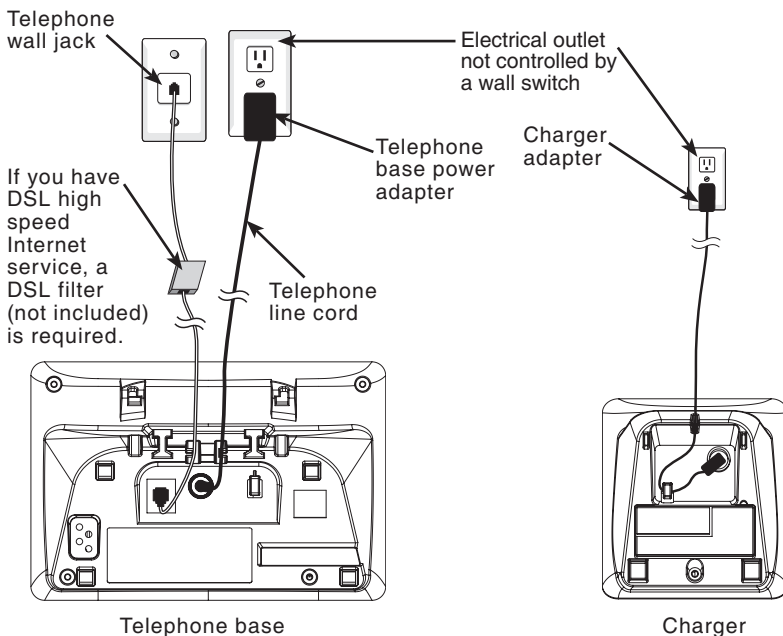
# Getting started

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



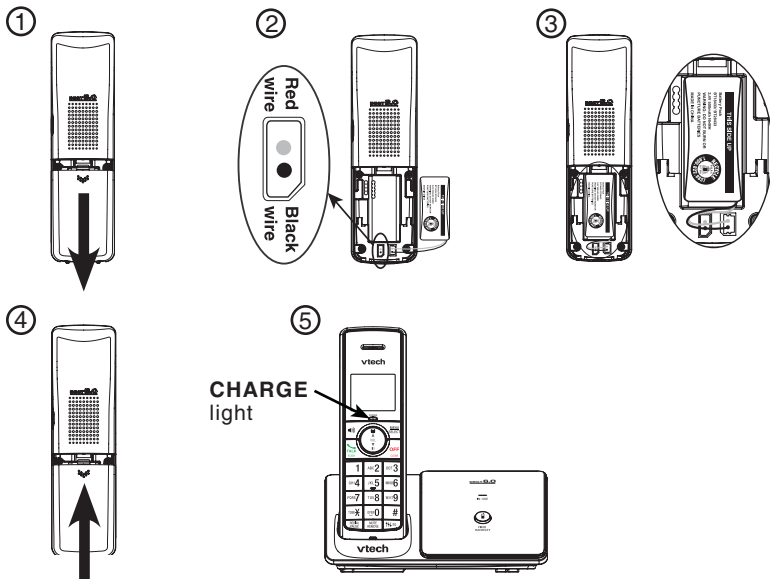
- note**
- Use only the power adapters supplied with this product. To order a replacement, visit our website at [www.vtechphones.com](http://www.vtechphones.com) or call 1 (800) 595-9511. In Canada, go to [www.vtechcanada.com](http://www.vtechcanada.com) or dial 1 (800) 267-7377.
  - The power adapters 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 on 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 replacement batteries, visit our website at [www.vtechphones.com](http://www.vtechphones.com) or call 1 (800) 595-9511. In Canada, go to [www.vtechcanada.com](http://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 42 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 shows **Low battery** and a flashing  icon. If you are on a call in low battery mode, the handset has four short beeps to alert you.

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

**note**

If you do not plug in the battery into the handset and place it in the telephone base or charger, the screen displays **No battery**.



# Getting started

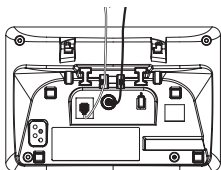
## Installation options

Your telephone base is ready for tabletop use. If you want to mount your telephone on a wall, use the provided wall-mount 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. Plug one end of the telephone line cord into the **TEL LINE** jack on the bottom of the telephone base. Plug the small end of the larger power adapter into the **POWER** jack on the bottom of the telephone base.
2. Position the telephone base as shown below. Insert the extended tabs of the wall-mount bracket into the slots on the back of the telephone base. Push the telephone base down until it clicks securely in place.
3. Route the telephone line cord through the wall-mount bracket hole and plug it into the telephone wall jack. Route the power cord out of the bottom of the telephone and plug it into an electrical outlet not controlled by a wall switch.
4. Align the holes on the bracket with the standard wall plate and slide the bracket down until it locks securely. Bundle the telephone line cord and power adapter cord neatly with a twist tie.

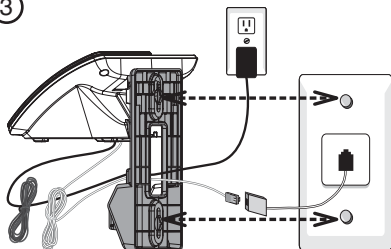
①



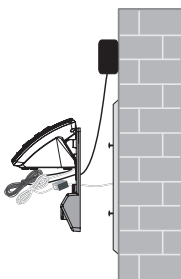
②



③



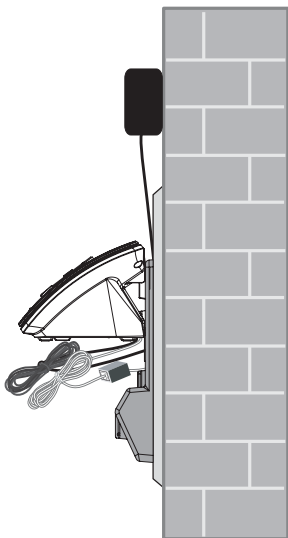
④



## 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-mount 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-mount bracket.
4. See **Telephone base and charger installation** on page 2.



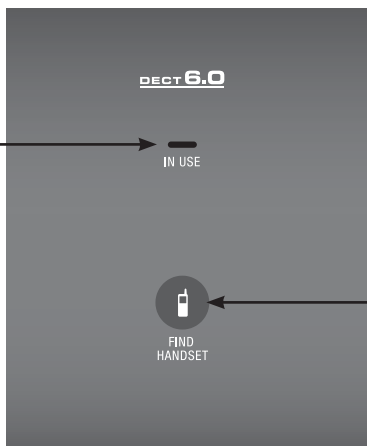
# Getting started

## Telephone base layout

### **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 18).

# Getting started

## Handset layout

### **CHARGE** light

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

### **▲VOL/** (volume/directory)

Press to enter the directory when the telephone is not in use (page 31).

While in a menu, press to scroll up.

During a call, press to increase the listening volume (page 16).

### (speakerphone)

Press to make or answer a call (page 16).

During a call, press to switch between speakerphone and handset (page 16).

### **TALK/FLASH**

Press to make or answer a call (page 16).

During a call, press to answer an incoming call when you receive a call waiting alert (page 18).

### **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 36).

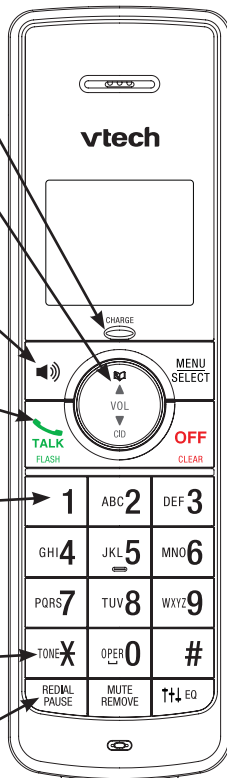
### **TONE**

While you have set the dial mode to pulse and on a call, press to temporarily change to tone dial mode (page 17).

### **REDIAL/PAUSE**

Press to review the redial list (page 20).

While dialing or entering numbers into the directory, press and hold to insert a dialing pause (page 16).



## Appendix

### Handset display screen messages

|   |   |
|---|---|
| Already saved   | The telephone number entered is already stored in the directory.  |
| Call log empty  | There are no call log entries.  |
| Calling handset X<br>(for models with three or more handsets)<br>Calling other handset<br>(for models with two handsets)    | Calling another handset.  |
| Directory empty   | There are no directory entries.   |
| Directory full  | The directory is full.  |
| Ended   | You have just ended a call.   |
| Handset X is calling<br>(for models with three or more handsets)<br>Calling other handset<br>(for models with two handsets) | Another system handset is calling.  |
| Incoming call   | There is an incoming call.  |
| Intercom  | The handset is on an intercom call.   |
| Intercom ended  | You have just ended an intercom call.   |
| Line in use   | A system handset or another telephone on the same line is in use.   |
| Low battery   | The battery needs to be recharged.  |
| Microphone ON   | <b>MUTE</b> is turned off and the person on the other end can hear you.   |
| Muted   | You have turned off the handset microphone. The other party cannot hear you but you can hear the other party.             |
| Memory full   | Answering system has no recording time left.  |
| New voicemail   | There are new voicemail messages from your telephone service provider.  |
| No battery  | No battery is installed. Follow the directions for battery installation on page 3 to install the battery before charging. |
| No line   | There is no telephone line connected.   |

## Appendix


### Handset display screen messages

|                                   |  |
|-----------------------------------|--|
| No signal.<br>call ended          | Communication between handset and telephone base is lost during a call.  |
| Not available<br>at this time     | One handset is already viewing the call log or directory and another handset attempts to review it.  |
| Out of range OR<br>No PWR at base | The handset cannot communicate with the telephone base. Check the telephone base power connection or move closer.                                      |
| ** Paging **                      | The system handset is being paged.   |
| Phone                             | The handset is on a call.  |
| Place in<br>charger               | The battery is very low. Place the handset in the telephone base or charger for recharging.  |
| Ringer off                        | The ringer is muted temporarily during an incoming or intercom call.   |
| Saved                             | Your selection has been saved.   |
| Speaker                           | The handset speakerphone is in use.  |
| Unable to call.<br>Try again      | You have attempted to make an intercom call, but the handset you are calling is in the directory, in the call log, out of range or on an outside call. |
| Unable to save                    | You are attempting to save a caller ID entry with no name or number.   |
| XX Missed calls                   | There are unreviewed calls in your call log.   |

## Appendix

### Handset and telephone base indicators







#### Handset lights

|  |   |
|--|---|
|  | On when the handset speakerphone is in use.                       |
| <b>CHARGE</b>  | On when the handset is charging in the telephone base or charger. |

#### Telephone base lights

|               |   |
|---------------|---|
| <b>IN USE</b> | On when the telephone line is in use.<br>On when you are registering a handset.<br>Flashes quickly when there is an incoming call.<br>Flashes when another telephone sharing the same line is in use.<br>Flashes when you are deregistering all handsets. |
|---------------|---|

#### Handset icons

|  |  |
|--|--|
|  | Battery status - flashes when the battery is low and needs charging. |
|  | Battery status - animates when the battery is charging.              |
|  | Speakerphone is in use.  |
|  | Handset ringer off.  |
|  | New voicemail received from your telephone service provider.         |
|  | New answering system messages.                                       |
| <b>NEW</b>   | New call log entries.  |
| <b>MUTE</b>  | Microphone is muted.   |

# Appendix

## Battery

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

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

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

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

The battery needs charging when:

- A new battery is installed in the handset.
- The handset beeps.
- A battery is properly installed and the screen is blank.
- **Low battery** or **Place in charger** shows on the handset screen.

### CAUTION:

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

- Use only the battery(ies) provided or equivalent. To order a replacement, visit our website at [www.vtechphones.com](http://www.vtechphones.com) or call 1 (800) 595-9511. In Canada, go to [www.vtechcanada.com](http://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 may cause burns or injury to the eyes or skin. The electrolyte may be toxic if swallowed.
- Exercise care in handling batteries in order not to create a short circuit with conductive materials.
- Charge the battery(ies) provided with or identified for use with this product only in accordance with the instructions and limitations specified in this manual.
- Observe proper polarity orientation between the battery and metallic contacts.
- To prevent fire or shock hazard, do not expose this product to water or any type of moisture.



# Appendix

## Expand your telephone system

The handsets provided with your telephone system are pre-registered. Each handset is assigned a number that shows on the handset display. Additional handsets registered to the telephone system are assigned in sequential order. For instance, if the telephone system already has **HANDSET 1** and **HANDSET 2**, the new registered handset is assigned **HANDSET 3**. This telephone system accommodates up to five handsets.

## Add and register a handset (optional)

You can add new handsets (**LS6305**, 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 **1.Press FIND HS on base 4sec** and **2.Then press # on handset** alternately. You may need to charge the handset before registering to the telephone base. For more details on battery charging, see the table on page 4.

To register a handset:

1. Place the unregistered handset in the telephone base or charger. If **1.Press FIND HS on base 4sec** and **2.Then press # on handset** do not appear alternately on the handset screen after a few seconds, remove the handset and place it in the telephone base or charger again.
2. On the telephone base, press and hold **FIND HANDSET** for about four seconds (until the red **IN USE** light on the telephone base turns on) and then release the button.
3. On the handset, press **#** and the handset shows **Registering...Please wait**. It takes about 10 seconds to complete the registration. The handset shows **HANDSET X Registered** and you hear a beep when the registration completes.

### note

- If the registration fails, the handset shows **1.Press FIND HS on base 4 sec** and **2.Then press # on handset** alternately. To reset the handset, remove the handset from the telephone base and place it back in. Try the registration process again.
- You cannot register a handset if any other system handset is in use.





## Appendix

### Replace a handset

If you want to replace a handset or re-assign the designated handset number of a registered handset, you must 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 on the telephone base turns on and starts to flash), then release /FIND HANDSET.
2. Press and release /FIND HANDSET again. You must press /FIND HANDSET while the **IN USE** light is still flashing. The **IN USE** light flashes for approximately seven seconds.
3. The deregistration process takes about 10 seconds to complete. All handsets show **1.Press FIND HS on base 4sec** and **2.Then press # on handset** alternately when the deregistration completes.

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

To reset:

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

**-OR-**

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

**note**

You cannot deregister a handset if any system handset is in use.

# Appendix

## Troubleshooting

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

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

- Make sure the battery is installed and charged correctly (page 3-4). For optimum daily performance, return the handset to the telephone base or charger after use.
- Make sure the power adapter is securely plugged into an outlet not controlled by a wall switch.
- Make sure the telephone line cord is plugged firmly into the telephone base and the telephone wall jack.
- Unplug the electrical power to the telephone base. Wait for approximately 15 seconds, then plug it back in. Allow up to one minute for the cordless handset and telephone base to synchronize.
- Charge the battery in the handset for up to 16 hours.
- If the battery is completely depleted, it can take up to 10 minutes to charge the handset before **Low battery** appears on the screen (page 4).
- Remove and re-insert the battery. If that still does not work, it might be necessary to purchase a new battery.
- Disconnect the telephone base from the telephone wall jack and plug in a working telephone. If the other telephone does not work, the problem is probably in the wiring or the local service. Call your telephone service provider.

### **There is no dial tone.**

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

### **I cannot dial out.**

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

# Appendix

## Troubleshooting

### Low battery shows on screen.

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

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

- Make sure the handset is placed in the telephone base or charger correctly. The **CHARGE** light on the handset should be on.
- Remove and reinstall the battery, then charge for up to 16 hours.
- If the handset is in the telephone base or charger but the **CHARGE** light on the handset is not on, refer to **The CHARGE light is off** in this section.
- If the battery is completely depleted, it can take up to 10 minutes to charge the handset before **Low battery** appears on the screen (page 4).
- Purchase a new battery. Refer to the **Battery** section (page 42).

### 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.

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

- Make sure the handset ringer volume is not set to the lowest level (page 11) and the telephone base ringer volume is not set to zero (page 11).
- Make sure the telephone line cord and power adapter are plugged in properly (page 2).
- The handset may be too far from the telephone base. Move it closer to the telephone base.
- There may be too many extension phones on the telephone line to allow all of them to ring simultaneously. Unplug some of them.
- If the other telephones in your home are having the same problem, the problem is in the wiring or local service. Contact your telephone service provider.
- Other electronic products can cause interference to your cordless telephone. Install your telephone as far away as possible from electronic devices such as: wireless routers, radios, cellular telephones, digital telephones, intercoms, room monitors, televisions, VCRs, personal computers, kitchen appliances, and other cordless telephones.

# Appendix

## Troubleshooting

- 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.
- The telephone line cord may be malfunctioning. Install a new telephone line cord.
- Reinstall the battery and place the handset in the telephone base or charger.
- Wait for the handset to synchronize with the telephone base. Allow up to one minute for this to take place.

### **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 can cause interference to your cordless telephone. Install your telephone as far away from these electronic devices as possible: wireless routers, radios, radio towers, pager towers, cellular telephones, intercoms, room monitors, televisions, personal computers, kitchen appliances and other cordless telephones.

### **There is interference during a telephone conversation.**

#### **My calls fade out when I am using the cordless handset.**

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

# Appendix

## Troubleshooting

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

### **I hear other calls when using the telephone.**

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

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

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

### **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 43 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 50 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 your caller's telephone service providers must use equipment compatible with the caller ID service.
- The caller ID information shows after the first or second ring.
- If you subscribe to high-speed Internet service (digital subscriber line - DSL) through your telephone line, you must install a DSL filter between the telephone base and the telephone wall jack. The filter prevents noise and caller ID problems caused by DSL interference. Contact your DSL service provider for more information about DSL filters.

# Appendix

## Troubleshooting

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


### **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 36 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 14).

### **Out of range OR No pwr 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 may prevent your handset and telephone base from communicating with each other. Install your telephone base as far away from these electronic devices as possible: wireless routers, radios, cellular telephones, intercoms, room monitors, televisions, personal computers, kitchen appliances and other cordless telephones.

### **New voicemail and show on the display and I don't know why.**

Your telephone has voicemail indication that is separate from the built-in answering system. If **New voicemail** and  appear on the display, then 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.

# Appendix

## Troubleshooting

### **I cannot retrieve 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.

### **I subscribe to a non-traditional 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 non-traditional 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 non-traditional telephone service provider. Contact your service provider for more information.

### **Common cures for electronic equipment.**

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



# Appendix

## Important safety instructions

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

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on the product.
3. Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
4. Do not use this product near water.
5. Do not place this product on an unstable table, shelf, stand or other unstable surfaces.
6. Slots and openings in the back or bottom of the telephone base and handset are provided for ventilation. To protect them from overheating, these openings must not be blocked by placing the product on a soft surface such as a bed, sofa or rug. This product should never be placed near or over a radiator or heat register. This product should not be placed in any area where proper ventilation is not provided.
7. This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply in your home 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, under-the-table or 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 pwr 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 /FLASH. Move closer to the telephone base, then press /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.

# Appendix

## Maintenance

### **Taking care of your telephone**

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

### **Avoid rough treatment**

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

### **Avoid water**

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

### **Electrical storms**

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

### **Cleaning your telephone**

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

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

# Appendix

## About cordless telephones

- **Privacy:** The same features that make a cordless telephone convenient create some limitations. Telephone calls are transmitted between the telephone base and the cordless handset by radio waves, so there is a possibility that the cordless telephone conversations could be intercepted by radio receiving equipment within range of the cordless handset. For this reason, you should not think of cordless telephone conversations as being as private as those on corded telephones.
- **Electrical power:** The telephone base of this cordless telephone must be connected to a working electrical outlet. The electrical outlet should not be controlled by a wall switch. Calls cannot be made from the cordless handset if the telephone base is unplugged, switched off or if the electrical power is interrupted.
- **Potential TV interference:** Some cordless telephones operate at frequencies that may cause interference to televisions and VCRs. To minimize or prevent such interference, do not place the telephone base of the cordless telephone near or on top of a TV or VCR. If interference is experienced, moving the cordless telephone farther away from the TV or VCR often reduces or eliminates the interference.
- **Rechargeable batteries:** Exercise care in handling batteries in order not to create a short circuit with conducting material such as rings, bracelets, and keys. The battery or conductor may overheat and cause harm. Observe proper polarity between the battery and the battery charger.
- **Nickel-metal hydride rechargeable batteries:** Dispose of these batteries in a safe manner. Do not burn or puncture the battery. Like other batteries of this type, if burned or punctured, they could release caustic material which could cause injury.

## The RBRC® seal

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

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

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

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



# Appendix

## Warranty

### What does this limited warranty cover?

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

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

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

### How long is the limited warranty period?

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

### What is not covered by this limited warranty?

This limited warranty does not cover:

1. Product that has been subjected to misuse, accident, shipping or other physical damage, improper installation, abnormal operation or handling, neglect, inundation, fire, water or other liquid intrusion; or
2. Product that has been damaged due to repair, alteration or modification by anyone other than an authorized service representative of VTech; or
3. Product to the extent that the problem experienced is caused by signal conditions, network reliability, or cable or antenna systems; or
4. Product to the extent that the problem is caused by use with non-VTech accessories; or
5. Product whose warranty/quality stickers, product serial number plates or electronic serial numbers have been removed, altered or rendered illegible; or
6. Product purchased, used, serviced, or shipped for repair from outside the United States of America or Canada, or used for commercial or institutional purposes (including but not limited to Products used for rental purposes); or
7. Product returned without a valid proof of purchase (see item 2 below); or
8. Charges for installation or set up, adjustment of customer controls, and installation or repair of systems outside the unit.

# Appendix

## Warranty (continued)

### How do you get warranty service?

To obtain warranty service in the United States of America, visit [www.vtechphones.com](http://www.vtechphones.com) or call 1 (800) 595-9511. In Canada, go to [www.vtechcanada.com](http://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.

# Appendix

## FCC, ACTA and IC regulations (continued)

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

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

If this equipment is causing harm to the telephone network, your telephone service provider may temporarily discontinue your telephone service. Your 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 your 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. Your 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<br>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: 6.35 X 1.83 X 1.16 in (161.38 X 46.40 X 28.39 mm)<br>Telephone base: 6.11 X 3.54 X 2.75 in (155.20 X 90.00 X 69.90 mm)<br>Charger: 2.92 X 3.06 X 2.20 in (74.20 X 77.80 X 56.00 mm) |
| Weight                  | Handset: 4.73oz (134.20g) (including battery)<br>Telephone base: 8.01oz (227.20g)<br>Charger: 1.80oz (51.00g)  |
| Power requirements      | Handset: 2.4V 400mAh Ni-MH battery<br>Telephone base: 6V AC @ 300mA<br>Charger: 6V AC @ 300mA  |
| Memory                  | Handset directory: 50 memory locations;<br>up to 30 digits and 15 characters<br>Handset call log: 50 memory locations;<br>up to 24 digits and 15 characters                                  |

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