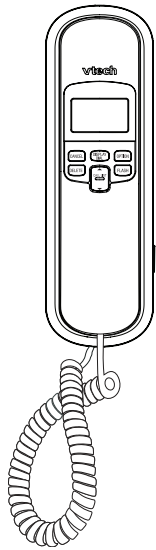# vtech
Innovation Beyond Technology℠

User's manual (Canada version)
CD1113

Congratulations

on purchasing your new VTech product. Before using this telephone, please read **Important safety instructions** of this manual.
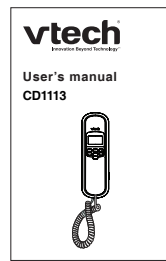
This manual has all the feature operations and troubleshooting necessary to install and operate your new VTech telephone. Please review this manual thoroughly to ensure proper installation and operation of this innovative and feature rich VTech product. For support, shopping, and everything new at VTech, visit our website at www.vtechcanada.com.

⚠ **CAUTION:** To reduce the risk of fire or injury to persons or damage to the telephone, read and follow these instructions carefully:
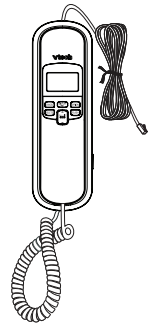
- Use only three AA alkaline batteries (not included).
- Dispose of these batteries in a safe manner. Do not burn or puncture. Like other batteries of this type, if burned or punctured, they could release caustic material which could cause injury.
- Do not open or mutilate the battery. Released electrolyte is corrosive and may cause damage to the eyes or skin. It may be toxic if swallowed.
- Exercise care in handling batteries in order not to create a short circuit. Do not allow conductive materials such as rings, bracelets or keys to touch the battery. The battery or conductor may overheat and cause harm.
- Use the battery 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.
- Do not disassemble your telephone. There are no user-serviceable parts inside. Refer to qualified service personnel for servicing.

Parts checklist
Your telephone package contains the following items. Save your sales receipt and original packaging in case it is necessary to ship your telephone for warranty service.
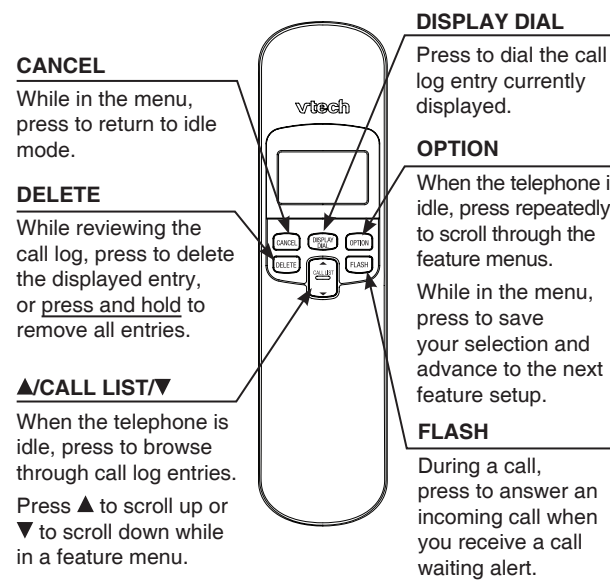
User's manual   Telephone base and handset with telephone line cord installed

Handset layout

CANCEL
While in the menu, press to return to idle mode.

DELETE
While reviewing the call log, press to delete the displayed entry, or press and hold to remove all entries.

▲/CALL LIST/▼
When the telephone is idle, press to browse through call log entries.
Press ▲ to scroll up or ▼ to scroll down while in a feature menu.

DISPLAY DIAL
Press to dial the call log entry currently displayed.

OPTION
When the telephone is idle, press repeatedly to scroll through the feature menus.
While in the menu, press to save your selection and advance to the next feature setup.

FLASH
During a call, press to answer an incoming call when you receive a call waiting alert.

Speed dial keys (M1/M2/M3)
Press to dial the telephone number stored in the corresponding speed dial key.

TONE✶
Press to temporarily switch to tone dialing mode.

MEMORY
Press to enter the memory locations 0-9.

MUTE
Press and hold to mute the microphone. Release to return to the two-way conversation.

VOLUME (LO, MED or HI)
Slide to adjust the listening volume to **LO**, **MED** or **HI**.

Switch hook
When held down, the telephone is in idle mode.
When released, the telephone is ready to make a call.

Dialing keys
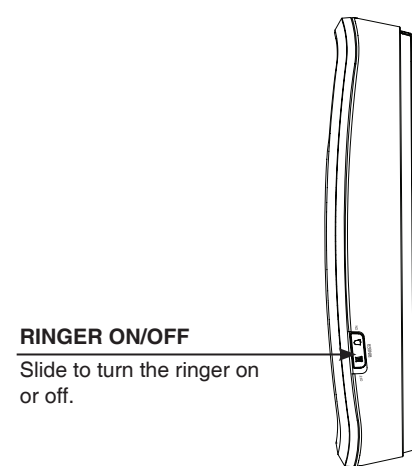Press to enter numbers or characters.

REDIAL/PAUSE
Press to redial the last number dialed.
When storing a number in the memory, press to add a dialing pause in the dialing sequence.

PROG
Press to store a number in a speed dial location.

Telephone base layout

RINGER ON/OFF
Slide to turn the ringer on or off.

Battery installation
Before using the telephone, install three AA alkaline batteries (not included) to provide memory backup and enable the use of caller ID feature. If batteries are not installed, the display only works when you lift the handset.

If you unplug the telephone from the wall jack, or you lose telephone service for over few minutes, and batteries are not installed, the following information will be lost: call list, numbers stored in the speed dial memory, last number redial and all settings in the feature menu. It is recommended that you initially install new batteries and change the batteries soon after the low battery icon 🔋LOW appears.

1. Press the tab and lift upwards to open the battery compartment cover.
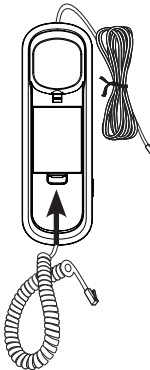
2. Install three AA alkaline batteries (not included) in the battery compartment matching the labels **+** and **-** engraved in the battery compartment.
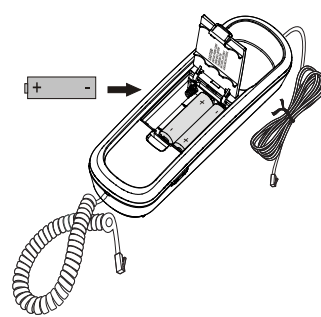
3. Close the battery compartment cover. Make sure it clicks into place.

> **note**
> - Do not mix old and new batteries. Do not mix alkaline and standard (carbon-zinc) batteries.
> - After you replace the batteries, the clock needs to be reset.
> - If there are no batteries installed and the telephone is plugged into a telephone wall jack, the screen display operates using power from the telephone line when you lift the handset. When operating in this mode, the screen display may be dimmer than usual.

Wall installation
Your telephone base is ready for wall installation. To mount your telephone on a wall, you need 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 electronic retailers. You may need a professional to install the mounting plate.

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 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.

To mount the telephone on a wall:
1. Route the telephone line cord through the channel as shown below. Then plug the telephone line cord into a telephone wall jack.

If you have DSL high speed Internet service, a DSL filter (not included) is required.
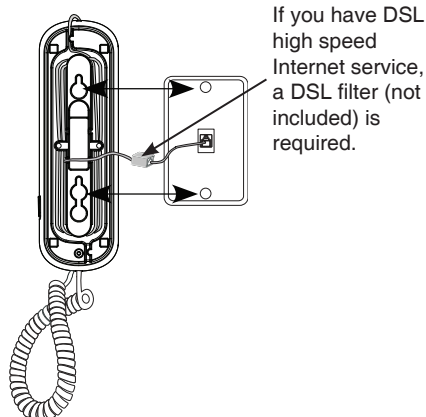
2. Mount the telephone base on the mounting plate. Make sure the mounting holes in the telephone aligns with the mounting studs on the mounting plate. Then push the telephone down until it clicks firmly into place.
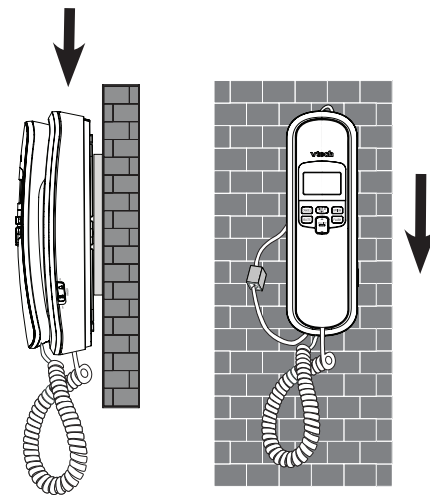
Wall installation to desktop installation
1. Push the telephone up to remove it from the wall plate, then unplug the telephone line cord from the wall jack. Remove the telephone line cord from the channel.
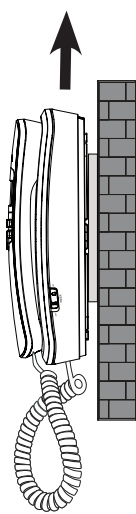
2. Lift the handset and place it aside. On the telephone base, slide the handset tab upwards until it is out of the slot. Rotate the tab 180°, and then insert it back into the slot until it clicks into place.
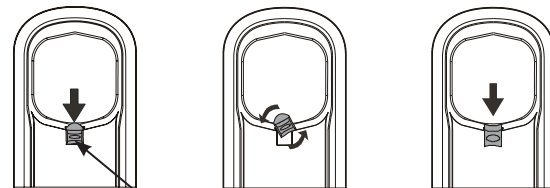
Handset tab

3. Plug the telephone line cord in the telephone wall jack. Bundle it neatly with a twist tie if necessary.
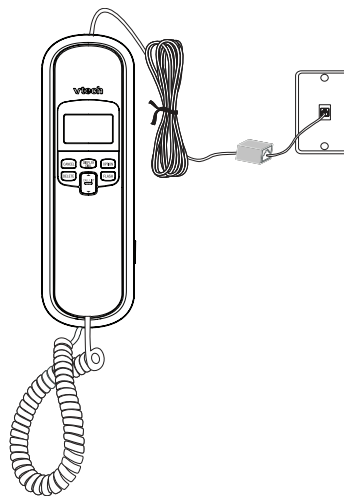
Desktop installation to wall installation
1. Lift the handset and place it aside. On the telephone base, slide the handset tab upwards until it is out of the slot. Rotate the tab 180°, and then insert it back into the slot until it clicks into place.

Handset tab
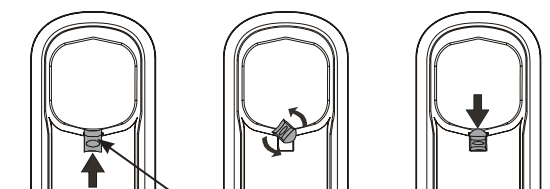
2. Follow the steps in the **Wall installation** section to install the telephone on a wall.

Telephone settings
The telephone screen will display prompts to help you set up the telephone when you first install it. Press **OPTION** to enter, save and browse through the feature menus.

1. Press **OPTION** repeatedly to browse through the feature menus.
2. Press ▲ or ▼ to scroll through setting options.
3. Press **OPTION** to save your selection and automatically advance to the next feature setup.
   -OR-
   Press **CANCEL** to exit without saving the selection and return to idle mode.

Feature summary
Default settings are indicated by *.

Features	Functions	Options
SET LANGUAGE	Choose a desired language for the screen display.	ENGLISH* FRANCAIS ESPANOL
SET CONTRAST	Adjust the screen brightness to a comfortable level.	1, 2, 3*, 4, 5
HOME AREA CODE?	You must enter a number to make calls from the call log. If you dial seven digits for local calls, enter your area code. If you dial ten digits for local calls, enter three zeros (000) for HAC, and then enter your area code as a local area code (LAC).	HAC-_ _ _*
LOCAL AREA CODE?	Program up to four local area codes which may not require dialing 1 before them.	LAC1-_ _ _* LAC2-_ _ _* LAC3-_ _ _* LAC4-_ _ _*
SET TIME/DATE	Set the time and date.	12:00AM 1/01*
SET TONE/PULSE	Choose tone or pulse dialing mode.	TONE* PULSE

Set time and date
If you subscribe to caller ID service, the day, month and time are set automatically with each incoming call. You can also set the time and date manually.

1. Press **OPTION** repeatedly until the screen displays **SET TIME/DATE**.
2. Press ▲ or ▼ to select the appropriate number (1-12) for the hour. Press **DISPLAY DIAL** to move on to set the minute.
3. Press ▲ or ▼ to select the appropriate number (00-59) for the minute. Press **DISPLAY DIAL** to move on to set the month.
4. Press ▲ or ▼ to select the appropriate number (1-12) for the month. Press **DISPLAY DIAL** to move on to set the date.
5. Press ▲ or ▼ to select the appropriate number (1-31) for the date. If you need to make any corrections, press **DISPLAY DIAL** to start from Step 2 again.
6. Press **OPTION** to save and advance to the next feature setup.

Ringer on/off
Slide the **RINGER** switch on the side of the telephone base to turn the ringer on or off. If you turn the ringer off, the telephone will not ring when there is an incoming call. You can still see the caller ID information of the incoming call if you subscribe to caller ID service provided by your telephone service provider.
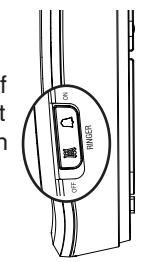
Handset volume
Slide the **VOLUME** switch on the handset to adjust the listening volume. You can set the volume to low (**LO**), middle (**MED**) or high (**HI**).
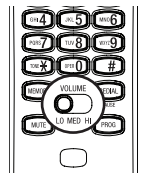
Telephone operation
Make and answer calls
To make a call:
1. Lift the handset and wait for a dial tone.
2. Use the dialing keys to enter the number you want to dial.
3. Place the handset on the telephone base to hang up.

To answer a call:
1. Lift the handset while the phone is ringing.
2. Place the handset on the telephone base to hang up.

Last number redial
The last number dialed is stored in the redial memory (up to 32 digits).
To redial the last number dialed:
1. Lift the handset and wait for a dial tone.
2. Press **REDIAL/PAUSE** on the handset.
3. Place the handset on the telephone base to hang up.

Flash
If you subscribe to call waiting service from your telephone service provider, you hear an alert tone and the screen displays the caller ID information of the new incoming call while you are already on a call. Press **FLASH** on the handset to put your current call on hold and answer the new call. You can press **FLASH** any time to switch back and forth between calls.
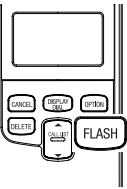
Mute
You can press and hold **MUTE** to mute the microphone. The other party cannot hear you, but you can still hear the other party. Release the button to resume the two-way conversation.

Temporary tone dialing
If you have pulse dial (rotary) service, you can switch to touch-tone dialing during a call. After you hang up or press **FLASH**, the telephone automatically returns to pulse dialing mode.
1. During a call, press TONE✶.
2. Use the dialing keys to enter the number. The telephone sends touch-tone signals.
3. The telephone automatically returns to pulse dialing mode a few seconds after you hang up.

Speed dial overview
This telephone can store up to 13 telephone numbers in the speed dial locations (**MEMORY 0 - MEMORY 9**, **M1**, **M2** and **M3**) for fast dialing. Each location can store a number that is up to 32 digits.

Store a speed dial entry
1. Lift the handset and press **PROG**.
2. Use the dialing keys to enter the number you want to store. Press **REDIAL/PAUSE** once to store a 3-second pause in the dialing sequence, twice for a 6-second pause and so on.
   -OR-
   Press **REDIAL/PAUSE** to store the last number dialed.
3. Press **MEMORY**, then press a dialing key (**0-9**) to save the entry.
   -OR-
   Press **M1**, **M2** or **M3** to save the entry.

> **note** You cannot delete a speed dial entry. To replace the entry in the speed dial location, you need to store a new speed dial entry.

Review a speed dial entry
1. Lift the handset and hold down the switch hook on the handset.
2. Press **MEMORY**, then press the corresponding speed dial location (**0-9**) to display the desired entry.
   -OR-
   Press **M1**, **M2** or **M3** to display the desired entry.

Dial a speed dial entry
1. Lift the handset and wait for a dial tone.
2. Press **MEMORY**, then press a dialing key (**0-9**) to dial the desired entry.
   -OR-
   Press **M1**, **M2** or **M3** to dial the desired entry.

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 that are sent by your telephone service provider after the first or second ring.

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 if:

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

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

This product can provide information only if both you and the caller are in areas offering caller ID service and if both telephone service providers use compatible equipment. The time and date are sent by your telephone service provider along with the call information.

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

Call log

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

- The call log stores up to 80 entries. Each entry has up to 13 digits for the phone number and 16 characters for the name. If the phone number has more than 13 digits, only the last 13 digits appear. If the name has more than 16 characters, only the first 16 characters are shown and saved in the call log.
- Entries appear in reverse chronological order.
- When the call log is full, the oldest entry is deleted to make room for new incoming call information.
- **XX CALLS XX NEW** displays when there are new call log entries that have not been reviewed.
- **END OF LIST** displays when you reach the end of the call log entries.
- **CALL LOG EMPTY** displays when you access the call log with no records.

Review the call log

The calls received are stored in the call log in reverse chronological order. Press ▲/**CALL LIST** or **CALL LIST**/▼ to enter the call log, then press ▲ or ▼ repeatedly to scroll through the call log entries. Press ▼ to browse the call log entries starting with the most recent call. When you reach the end of the call log entries, the screen displays **END OF LIST**.

Display dial

1. When the telephone is idle, press ▲ or ▼ repeatedly to find a desired call log entry.
2. If you need to add or remove the area code or a 1 at the beginning of the number, press **OPTION** repeatedly to scroll through various dialing formats (area code + seven digit number, 1 + area code + seven digit number, seven digit number, 1 + seven digit number). When the desired entry is in the correct format for dialing, press **DISPLAY DIAL**.
3. When the screen displays **LIFT RECEIVER**, lift the handset. Then the number is dialed.

Delete the call log entries

You can delete an individual entry or all entries stored in the call log.

To delete a single entry:

1. Press ▲ or ▼ repeatedly to browse through the call log entries.
2. When the desired entry displays, press **DELETE**. The screen automatically displays the previous entry.

To delete all entries:

1. Press ▲ or ▼ repeatedly to browse through the call log entries.
2. Press and hold **DELETE** and then the screen displays **REMOVE ALL?**
3. Press **DELETE** again to delete all entries. The screen displays **DELETED**, then **END OF LIST**. Then it automatically returns to idle mode.

Store a call log entry into a speed dial location

You can store a call log entry in a speed dial location (**MEMORY 0** - **MEMORY 9**, **M1**, **M2** or **M3**). Each location can store a number with up to 32 digits.

1. Lift the handset.
2. Press ▲ or ▼ to scroll through the call log entries. When the desired entry displays, press **OPTION** repeatedly to scroll to a desired dialing format (area code + seven digit number, 1 + area code + seven digit number, seven digit number, 1 + seven digit number).
3. Press **PROG** on the handset.
4. Press **MEMORY**, then press a dialing key (**0-9**) to save the entry.

   -OR-

   Press **M1**, **M2**, or **M3** to save the entry.

Call log display screen messages

Display	When
PPP	The caller is blocking the number.
PRIVATE	The caller is blocking the name.
PRIVATE CALLER	The caller is blocking the name and number.
UUU	This caller's number is unavailable.
UNKNOWN	This caller's name is unavailable.
UNKNOWN CALLER	No information is available about this caller.
LONG DISTANCE	It is a long distance call and there is no information about this caller's name.

Troubleshooting

If you have difficulty with your telephone, please try the suggestions below. For customer service, visit our website at www.vtechcanada.com or call 1 (800) 267-7377.

My telephone does not work at all.

- Make sure the other end of the telephone line cord is plugged firmly into the wall jack.
- Make sure three alkaline batteries are installed correctly in the battery compartment.
- Disconnect the telephone base from the wall jack and plug in a working telephone. If this telephone does not work, the problem is probably in the wiring or the local service. Call the telephone service provider (charges may apply).

I cannot get a dial tone.

- Try all the suggestions above.
- Make sure the switch hook is not held down.
- Make sure the telephone line cord is plugged in the wall jack properly.
- Disconnect the telephone base from the telephone jack and connect a different telephone. If there is no dial tone on that telephone either, the problem is in your wiring or local service. Contact your telephone service provider (charges may apply).

I cannot dial out.

- Try all the above suggestions.
- Make sure there is a dial tone before dialing.
- Make sure the telephone is set to the correct dial mode (pulse or tone) for the service in your area.
- Make sure all telephones connected to the same telephone line are hung up.
- If other telephones in your home are having the same problem, the problem is in the wiring or local service. Contact your telephone service provider (charges may apply).
- Eliminate any background noise. Noise from a television, radio, or other appliances may cause the telephone to not dial out properly. If you cannot eliminate the background noise, first try muting the telephone before dialing, or dialing from another room in your home with less background noise.

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

- Make sure the ringer volume switch is not turned off.
- Make sure the telephone line cord is plugged in properly.
- Make sure your handset is correctly put on the telephone base.
- There may be too many extension telephones on the same telephone line to allow all of them to ring simultaneously. Unplug some of them.
- If other telephones in your home are having the same problem, the problem is in the wiring or local service. Contact your telephone service provider (charges may apply).
- Other electronic products such as HAM radios and other DECT phones can cause interference to your telephone. Try installing your telephone as far as possible from these types of electronic devices.

My calls fade out or cut in and out when I am using the telephone.

- Other electronic products such as HAM radios and other DECT phones can cause interference to your telephone. Try installing your telephone as far as possible from these types of electronic devices.
- If other telephones in your home are having the same problem, the problem is in the wiring or local service. Contact your telephone service provider (charges may apply).

I hear other calls when using the telephone.

- Disconnect the telephone base from the telephone 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.

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 be calling from an area which does not support caller ID.
- Both your and the caller's telephone service providers must use equipment which are compatible with caller ID service.
- 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.

The system does not receive caller ID or the system does not display caller ID during call waiting.

- Make sure you subscribe to caller ID with call waiting features services provided by the telephone service provider.
- The caller may be calling from an area which does not support caller ID.
- Both your and the caller's telephone service providers must use equipment which are compatible with caller ID service.
- 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.

My telephone cannot store numbers in memory.

- Make sure you press the correct sequence of buttons for storing numbers.
- If you do not press any key in 10 seconds when programming an entry, the procedure will time out and you need to begin the operation again.
- Try calling the number to be stored in memory. When the call ends, press **PROG**, **REDIAL/PAUSE**, then a speed dial button (**M1**, **M2** or **M3**), or **MEMORY** and a dialing key (**0-9**).

My handset screen is blank.

- Make sure the telephone handset cord is properly connected to the handset and the telephone base.
- Make sure the telephone line cord is properly plugged into the telephone wall jack.
- Make sure you use only AA alkaline batteries.
- Make sure three AA alkaline batteries are installed correctly.

Common cure for electronic equipment.

If your telephone does not seem to be responding normally, try putting the handset in its base. If it does not fix the problem, do the following (in the order listed):

1. Unplug the telephone line cord from the telephone wall jack.
2. Remove the batteries from the battery compartment.
3. Wait a few minutes.
4. Place the batteries back into the battery compartment and then place the corded handset back.
5. Plug the telephone line cord into the wall jack.

General product care

To keep your telephone working well and looking good, follow these guidelines:

Avoid putting it near heating appliances and devices that generate electrical noise (for example, motors or fluorescent lamps).

DO NOT expose it to direct sunlight or moisture.

Avoid dropping the telephone or treating it roughly.

Clean with a soft cloth.

Never use a strong cleaning agent or abrasive powder because this can damage the finish.

Retain the original packaging in case you need to ship it at a later date.

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 such as near a bath tub, wash bowl, kitchen sink, laundry tub or swimming pool, or in a wet basement or shower.
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:
    - When the power supply cord or plug is damaged or frayed.
    - If liquid has been spilled onto the product.
    - If the product has been exposed to rain or water.
    - 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.
    - If the product has been dropped and the telephone base and/or handset has been damaged.
    - 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. Under certain circumstances, a spark may be created when the adapter is plugged into the power outlet, or when the handset is replaced in its cradle. This is a common event associated with the closing of any electrical circuit. The user should not plug the phone into a power outlet, and should not put a charged handset into the cradle, if the phone is located in an environment containing concentrations of flammable or flame-supporting gases, unless there is adequate ventilation. A spark in such an environment could create a fire or explosion. Such environments might include: medical use of oxygen without adequate ventilation; industrial gases (cleaning solvents; gasoline vapors; etc.); a leak of natural gas; etc.
15. Only put the handset of your telephone next to your ear when it is in normal talk mode.

SAVE THESE INSTRUCTIONS

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 the 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, contact your telephone service provider.

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

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

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 0.6A. 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.

Limited 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.

How do you get warranty service?

To obtain warranty service, please visit our website at www.vtechcanada.com, or call 1 (800) 267-7377.

NOTE: Before calling for service, please review the user's manual - a check of the Product's controls and features may save you a service call.

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

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

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

Other limitations

This warranty is the complete and exclusive agreement between you and VTech. It supersedes all other oral or written 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.

Technical specifications

Operating temperature	32°F-122°F (0°C-50°C)
Battery	3 AA alkaline batteries
Memory	Memory: 13 speed dial memory locations; up to 32 digits. Call log: 80 memory locations; up to 13 digits and 16 characters