vtech®

CareLine™

User's manual

www.vtechcanada.com

Models:
SN6127/SN6127-2

DECT 6.0

Congratulations

on purchasing your new VTech product. Before using this telephone, please read **Important safety instructions** on pages 94-95 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**.

**Compatible with Hearing Aid T-Coil**

T

TIA-1083

Telephones identified with this logo have reduced noise and interference when used with most T-coil equipped hearing aids and cochlear implants. The TIA-1083 Compliant Logo is a trademark of the Telecommunications Industry Association. Used under license.
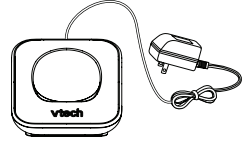
Parts checklist

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.
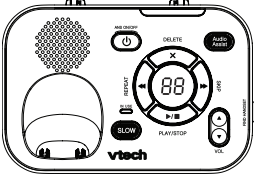
Telephone base

Cordless handset

(1 for SN6127)
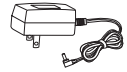(2 for SN6127-2)

Handset charger
and charger adapter

(1 for SN6127-2)

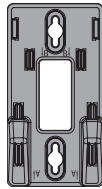Battery compartment
cover

(1 for SN6127)
(2 for SN6127-2)

Battery
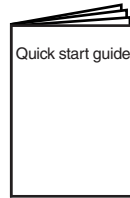
(1 for SN6127)
(2 for SN6127-2)
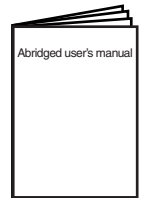
Telephone base
power adapter

Telephone
line cord

Wall mount
bracket

Quick
start guide

Abridged
user's manual

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Getting started

Telephone base installation

Install the telephone base as shown below.

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

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

Electrical outlet not controlled by a wall switch

Telephone wall jack

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

Plug it into the telephone wall jack.

Telephone base power adapter

Telephone line cord

Power cord jack

Telephone line jack
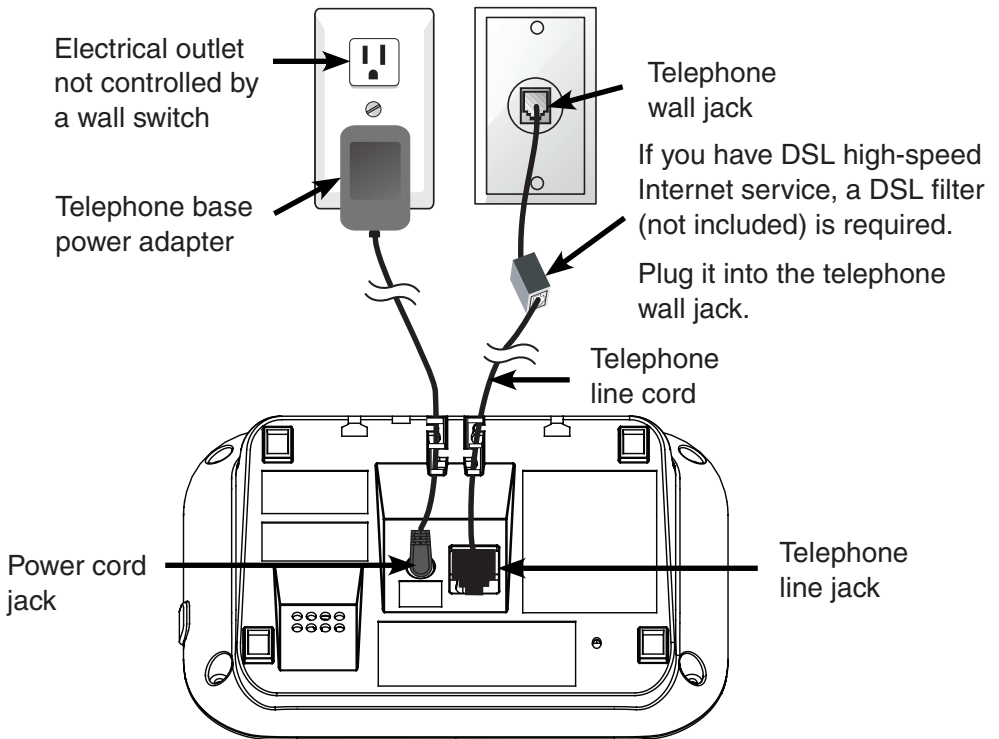
CAUTION:
If you subscribe to telephone service from a cable company or a VoIP service provider, contact your cable/VoIP service provider for more information.

1

Getting started

Handset battery installation and charging

Install the battery as shown below.

1. Plug the battery connector securely into the socket inside the handset battery compartment, matching the orientation of the engraved label.

2. Place the battery with the label **THIS SIDE UP** facing up and the wires inside the battery compartment.
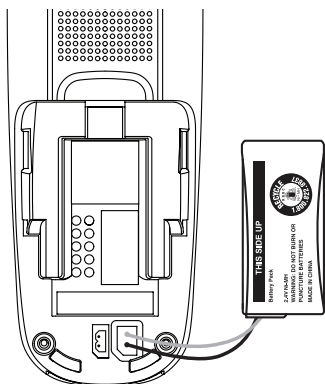
3. Align the cover flat against the battery compartment, then slide it towards the center of the handset until it clicks into place.
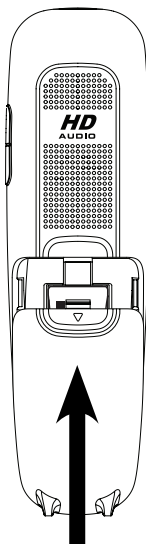
Getting started

Handset charger installation and charging

1. Install the charger as below.

Electrical outlet not controlled by a wall switch

Handset charger power adapter
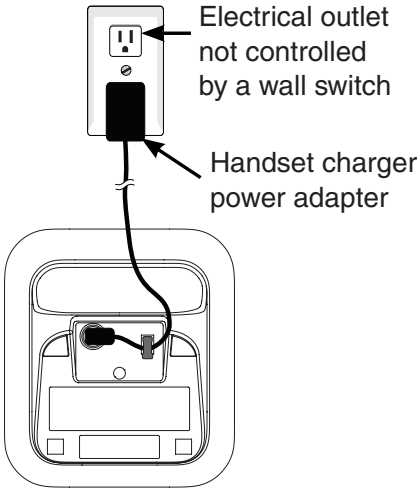
2. Place the handset in the telephone base or handset charger to charge.

Stays red when put in charger.
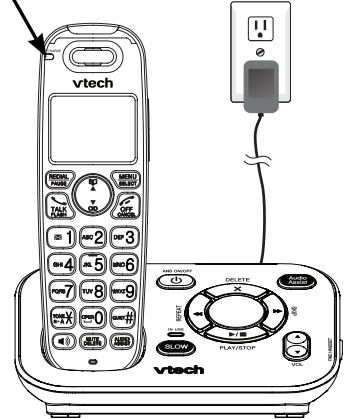
note
- If the handset will not be used for a long time, disconnect and remove the battery to prevent possible leakage.
- To purchase replacement batteries, visit our website at **www.vtechcanada.com** or call **1 (800) 267-7377**.

IMPORTANT:

Check for a dial tone by pressing ⤵. If you hear a dial tone, the installation is successful.

If you do not hear a dial tone:

- Make sure the installation procedures described above are properly done.
- It may be a wiring problem. If you have changed your telephone service to digital service from a cable company or a VoIP service provider, the telephone line may need to be rewired to allow all existing telephone jacks to work. Contact your cable/VoIP service provider for more information.

Getting started

Handset battery charging

Once you have installed the battery, the handset indicates the battery status (see the table below). If necessary, place the handset in the telephone base to charge the battery. For best performance, keep the handset in the telephone base when not in use. The battery is fully charged after 11 hours of continuous charging.

If the screen is blank or displays **Place in charger**, you need to charge the handset battery without interruption for at least 30 minutes to give the handset enough charge to use for a short time. When the battery is low, the handset displays **Low battery** along with a flashing Û icon. If you are on a call in low battery mode, the handset plays 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, or displays **Place in charger** and Û flashes.	The battery has no or very little charge. The handset cannot be used.	Charge without interruption (about 30 minutes).
The screen displays **Low battery** and Û flashes.	The battery has enough charge to be used for a short time.	Charge without interruption (about 30 minutes).
The screen displays **HANDSET X**.	The battery is charged.	To keep the battery charged, place it in the telephone base when not in use.

note If you place the handset in the telephone base without installing a battery, the handset displays **No battery**.

After you install your telephone or power returns following a power outage, the handset will prompt you to set the date and time. For instructions, see **Set date and time** on page 20. To skip setting, press **CANCEL**.

SET DATE
MM/DD/YY

4
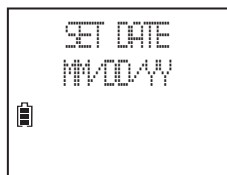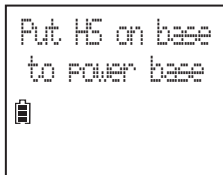
Getting started
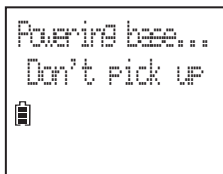
Battery backup

When there is a power failure, all handsets display **Put HS on base to power base**. Put a charged handset in the telephone base to back up the telephone base power for some basic phone operations for a short period of time. During this period, you cannot use the answering system.

```
Put HS on base
 to power base
```

When a handset is put in the telephone base, it displays **Powering base... Don't pick up**. At this time, use other handsets for some basic phone operations. You may use the handset which is put in the telephone base for making or answering calls via the handset speakerphone, but do not pick up the handset while using it.

```
Powering base...
 Don't pick up
```

note   When the cordless handset you put in the base does not have enough charge to back up the telephone base power, the handset displays **Not enough batt to power base**.

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. Remove the telephone line cord from the telephone wall jack, and the telephone base power adapter from the electrical outlet (if necessary). Remove both cords from the slots (if necessary).
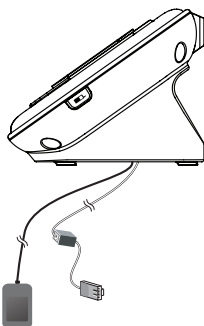
2. Align the upper slots at the back of the telephone base against the upper tabs above the tabs **B** of the wall mount bracket. Make sure the lower slots of the telephone base are also aligned above the lower tabs of the wall mount bracket.
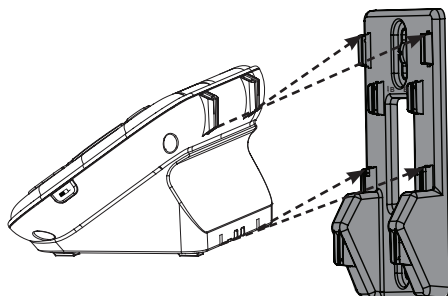
Getting started

Tabletop to wall mount installation

3. Slide the telephone base down until it clicks securely in place.
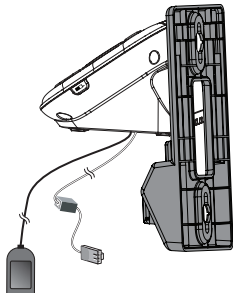
4. Route the telephone line cord through the hole on the wall mount
   bracket and plug it into the telephone wall jack. Route the power
   cord out of the telephone base and plug it into an electrical outlet
   not controlled by a wall switch.
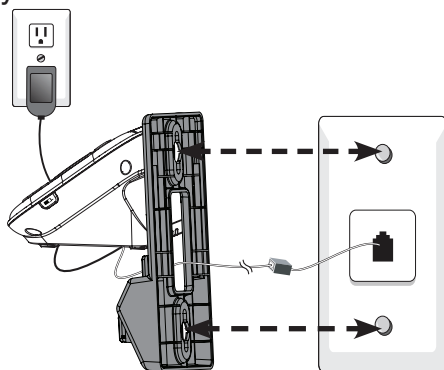
5. Align the holes on the wall mount bracket with the standard wall plate
   and slide it down until it locks securely in place. Bundle the telephone
   line cord and power adapter cord neatly with twist ties.
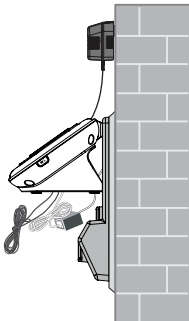
Getting started

Wall mount to tabletop installation

1. If the telephone line cord and power adapter cord are bundled, untie them first.
2. Slide the wall mount bracket up and remove it from the wall mount plate. Unplug the telephone line cord (or the DSL filter) from the telephone wall jack. 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 installation** on page 1.
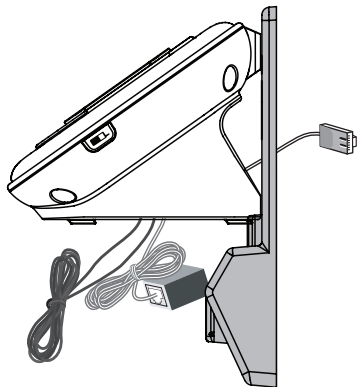
Getting started

Are you a new cable or VoIP subscriber?

If your answer is yes, the existing telephone jacks in your home may no longer work. Your cable/VoIP service provider uses a different connection, separate from your old traditional telephone service, to connect the modem/router/terminal adapter installed in your home.

To allow all existing telephone jacks to work, contact your telephone service provider for solutions, such as rewiring services (fees may apply).

If your answer is no, your existing telephone jacks will continue to work as normal.

Conventional telephone line jack

OLD

Main landline

NEW

Cable or Internet

Modem/Router/ Terminal adapter
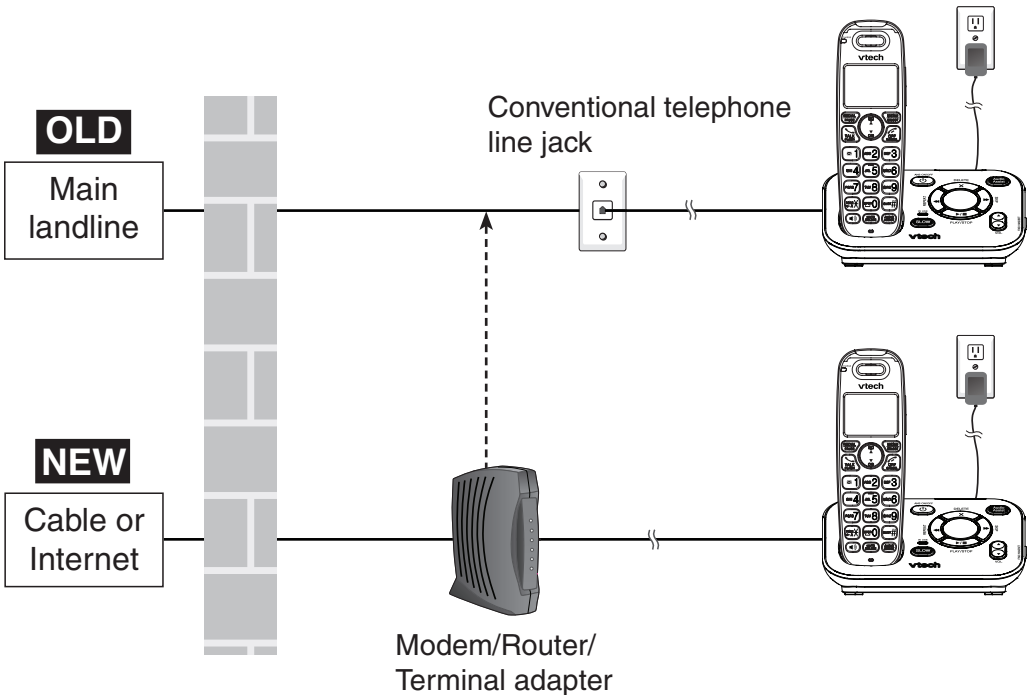
Getting started

Did you subscribe to voicemail service from your telephone service provider?

Your telephone has a built-in answering system and supports voicemail feature offered by your telephone service provider (subscription is required, and fees may apply). Refer to **Answering system and voicemail** on page 67 for more information.

To use the built-in answering system:

You may see this online **Complete user's manual** on how to record your outgoing announcement, retrieve messages and other related operations. You may also see the **Abridged user's manual** provided in the product package for abbreviated instructions.

To use the voicemail:

To retrieve your voicemail messages, you typically dial an access number provided by your telephone service provider, and then enter a security code. Contact your telephone service provider for instructions on how to configure the voicemail settings and listen to messages.

Getting started

Expand your telephone system

You can expand your telephone system by adding new handsets (**SN6107**, purchased separately) and/or new portable pendants (**SN6167**, purchased separately). The telephone base can support up to 12 devices. Each device must be registered to the telephone base before use.

The handsets provided within your product package are already registered as **HANDSET 1** and so forth. Additional handsets are assigned numbers in the sequential order.

To add and register a new handset or pendant, refer to the user's manual that comes with your **SN6107** handset or **SN6167** pendant.

Getting started

Telephone base layout

/ANS ON/OFF

- Press to turn the built-in answering system on or off (page 63).
- On when the answering system is turned on.

Visual ringer indicator

- Flashes when the telephone base is ringing.

Audio Assist

- Press to enhance the clarity and loudness of the caller's voice during message playback (page 32).

/FIND HANDSET

- Press to page all handsets when idle (page 38).

▲/VOL and ▼/VOL

- Press to adjust the listening volume during message playback (page 70).
- Press to adjust the base ringer volume while idle (page 18).

Message window

- Show the number of messages, and the other information of the answering system or telephone base (page 80).

ANS ON/OFF

DELETE

Audio Assist

REPEAT

SKIP

IN USE

FIND HANDSET

SLOW

PLAY/STOP

VOL

vtech

Getting started

Telephone base layout

◀◀/REPEAT

- Press once to repeat the playing message (page 70).
- Press twice to play the previous message (page 70)).

X/DELETE

- Press to delete the playing message (page 70).
- Press twice to delete all previously reviewed messages when idle (page 72).

▶▶/SKIP

- Press to skip to the next message during message playback (page 70).

▶/■/PLAY/STOP

- Press to play messages (page 70).
- Press to stop message playback (page 70).

IN USE light

- On when the phone is in use or the answering system is answering an incoming call.
- On when a device is being registered.
- Flashes when devices are being deregistered.
- Flashes when another telephone on the same line is in use.

SLOW

- Press to slow down the message playback (page 70).

Getting started

Handset layout

CHARGE light

• On when the handset is charging.

Visual ringer indicator

• Flashes when the handset is ringing.

REDIAL/PAUSE

• Press repeatedly to view the last 10 numbers dialed (page 34).

• Press and hold to insert a dialing pause while dialing or entering numbers.

▥/▲

• Press to review the phonebook when idle.

• Press to scroll up while in menus or lists.

• Press to move the cursor to the right while entering names or numbers.

↘TALK /FLASH

• Press to make or answer a call (page 30).

• Press to answer an incoming call when you receive a call waiting alert during a call (page 33).

▨ 1

• Press repeatedly to add or remove 1 in front of the telephone number before dialing or saving it in the phonebook while reviewing a caller ID log entry (page 54).

• Press and hold to set or dial your voicemail number (page 24 or page 35).

TONE a▸A ✕

• Press to switch to tone dialing during a call if you have pulse service (page 34).

• Press to switch between upper case and lower case while entering characters.

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Getting started

Handset layout

CID/▼

- Press to review the caller ID log when idle (page 53).
- Press to scroll down while in menus or lists.
- Press to move the cursor to the left while entering names or numbers.

MENU/SELECT

- Press to show the menu (page 17).
- Press to select an item or save an entry or setting while in a menu (page 17).

VOL+ and VOL-

- Press to adjust the listening volume during a call (page 32), message playback (page 71) or reminder playback (page 59).
- Press to adjust the handset volume while idle (page 18).

MUTE/DELETE

- Press to mute the microphone during a call (page 33).
- Press to silence the handset ringer temporarily while the handset is ringing (page 33).
- Press to delete the playing message (page 71), announcement (page 62) or reminder (page 59).
- Press to delete an individual entry while reviewing the redial list (page 34), phonebook (page 49) or caller ID log (page 56).
- Press to delete a character or digit while entering names or numbers.

AUDIO ASSIST

- Press to enhance the clarity and loudness of the caller's voice during a call (page 32).

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Getting started

Handset layout

⌒OFF/CANCEL

• Press to hang up during a call (page 30).

• Press to cancel an operation, or back up to the previous menu while in a menu (page 17).

• Press and hold to return to idle mode while in a menu (page 17).

• Press to silence the handset ringer temporarily while the phone is ringing (page 33).

• Press and hold to erase the missed call indicator when idle (page 52).

Dialing keys

• Press to enter numbers or characters.

• Press to answer an incoming call (page 30).

QUIET#

• Press and hold to set and turn on the quiet mode, or turn it off (page 29).

• Press repeatedly to display other dialing options when reviewing a caller ID log entry (page 54).

• Press to silence the handset ringer temporarily while the handset is ringing (page 33).

◀))

• Press to make or answer a call (page 30).

• Press to switch between the handset speakerphone and the handset earpiece during a call (page 30).

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Telephone settings

Using the menu

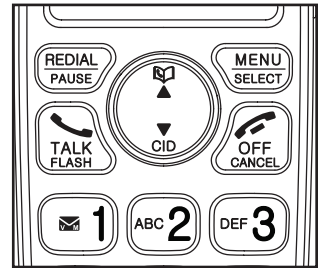You can use the menu of a cordless handset to change the telephone settings.

1. Press **MENU** when the handset is not in use.
2. Press ▼ or ▲ until the screen displays the desired feature menu.
3. Press **SELECT** to enter that menu.

- To return to the previous menu, press **CANCEL**.
- To return to idle mode, <u>press and hold</u> **CANCEL**.

Telephone settings

Ringer volume

Handset ringer volume:

You can set the ringer volume or turn the ringer off. When the ringer is off, **Ringer off**, **Caller ID won't be announced** and ♪ appear on the screen.

1. Press **MENU** when the handset is not in use.
2. Press ▼ or ▲ to scroll to **Ringers**, then press **SELECT**.
3. Press **SELECT** to select **Ringer volume**.
4. Press ▼ or ▲ to sample each volume level.
5. Press **SELECT** to save. You hear a confirmation tone.
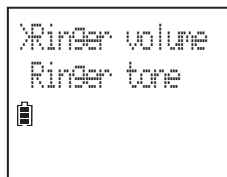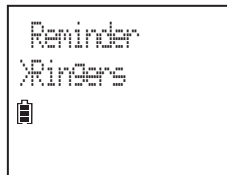
-OR-

Press **VOL-** or **VOL+** when the handset is not in use. When you set the ringer volume to zero, the handset ringer is off. The handset displays **Ringer off** and ♪.
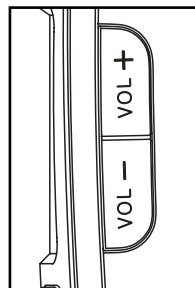
Telephone base ringer volume:

• Press ▼ **VOL** or ▲ **VOL** on the telephone base when it is not in use. When you set the ringer volume to zero, the telephone base announces, *"Base ringer is off."*

> **note** If the ringer volume is set to off, that device is silenced for all incoming calls. However, the handset still rings when being paged.
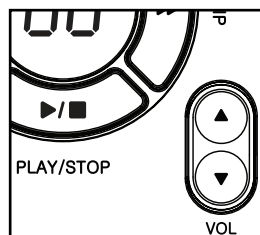
Telephone settings

Ringer tone

You can choose from different ringer tones for each handset.

1. Press **MENU** when the handset is not in use.
2. Press ▼ or ▲ to scroll to **Ringers**, then press **SELECT**.
3. Press ▼ or ▲ to scroll to **Ringer tone**, then press **SELECT**.
4. Press ▼ or ▲ to sample each ringer tone.
5. Press **SELECT** to save. You hear a confirmation tone.

```
Ringer volume
>Ringer tone
🔋
```
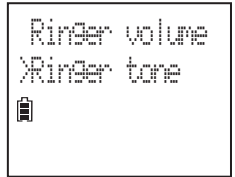
note If you turn off the ringer volume on a cordless handset, you will not hear ringer tone samples.

Telephone settings
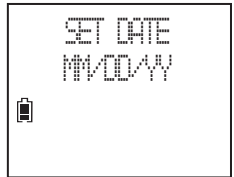
Set date and time

The answering system announces the date and time of each message prior to playing it. Before using the answering system or reminder, set the date and time as follows. If you subscribe to caller ID service, the day, month and time are set automatically with each incoming call. Make sure the settings are correct so that the reminder feature works properly.

1. Press **MENU** when the handset is not in use.

2. Press ▼ or ▲ to scroll to **Set date/time**, then press **SELECT**.

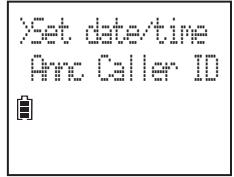3. Press ▼ or ▲ to select the month then press **SELECT**, or use the dialing keys to enter a two-digit number (**01**-**12**).

4. Press ▼ or ▲ to select the date then press **SELECT**, or use the dialing keys to enter a two-digit number (**01**-**31**).

5. Press ▼ or ▲ to select the year then press **SELECT**, or use the dialing keys to enter a two-digit number (**00**-**99**) then press **SELECT**.

6. Press ▼ or ▲ to select the hour then press **SELECT**, or use the dialing keys to enter a two-digit number (**01**-**12**).

7. Press ▼ or ▲ to select the minute then press **SELECT**, or use the dialing keys to enter a two-digit number (**00**-**59**).

8. Press ▼ or ▲ to select **AM** or **PM**.

9. Press **SELECT** to save. You hear a confirmation tone.

| >Set date/time |
| Anc Caller ID |

| SET DATE |
| MM/DD/YY |

| SET TIME |
| HH:MM -- |

note
- If the date and time are not set when a message is recorded, the system announces, *"Time and date not set,"* before each message plays.
- The telephone plays two beeps if you enter an invalid number.

Telephone settings

Caller ID announce

The caller ID announce feature lets you know who's calling without having to look at the display. When you have an incoming call, the handset and/or base speaks *"Call from..."* and the name of the caller based on the phonebook or caller ID information. If the caller's name is private or unknown, the phone number up to the last 11 digits will be announced. If the caller's phone number is also private or unknown, no information will be announced.
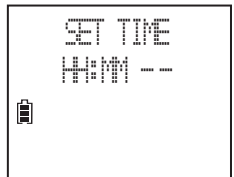
1. Press **MENU** when the handset is not in use.
2. Press ▼ or ▲ to scroll to **Annc Caller ID**, then press **SELECT**.
3. Press ▼ or ▲ to scroll to the desired option, then press **SELECT**.
   - **Set all On/Off** - Change the setting for all devices.
   - **Local handset** - Change the setting for that handset only.
   - **Base** - Change the setting for the telephone base only.
4. Press ▼ or ▲ to scroll to **On** or **Off**, then press **SELECT**. You hear a confirmation tone.

> Annc Caller ID
> Settings

> ANNC CALLER ID
> >Set all On/Off

> SET ALL DEVICES
> >Off

> Annc CID Off
> on all devices

Telephone settings

Caller ID announce

note
- To use the caller ID announce feature, you must subscribe to caller ID service from your telephone service provider.
- When there are up to five handsets registered, the telephone system supports caller ID announce for all handsets. If six or more handsets are registered, the system supports caller ID announce for the first four registered handsets only.
- This feature does not announce information for call waiting calls.
- It takes at least 2 rings for the phone to receive caller ID information and announce it. If the phone is answered before the end of the second ring, the phone won't have time to announce the caller's information.
- Pronunciation of names may vary with this feature. Not all names may be pronounced correctly.
- Caller ID announce is available in English and French.

LCD language

You can select a language (English, French or Spanish) to be used in all screen displays.

1. Press **MENU** when the handset is not in use.
2. Press ▼ or ▲ to scroll to **Settings**.
3. Press **SELECT** to select **LCD language**.
4. Press ▼ or ▲ to select **English**, **Français** or **Español**, then press **SELECT**.
   - The handset displays **Set English as LCD language?** when you choose **English**.
   - The handset displays **Set Francais as LCD language?** when you choose **Français**.
   - The handset displays **Set Espanol as LCD language?** when you choose **Español**.
5. Press **SELECT** to confirm. You hear a confirmation tone.
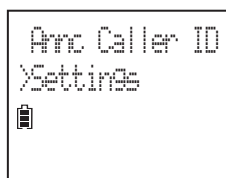
```
Anc Caller ID
>Settings
```

```
>LCD language
 Talking Digit
```

```
 LCD LANGUAGE
>English
```

Telephone settings

Voice language

You can select a language (English or French) to be used in all voice language related features including answering system, caller ID announce, talking digit, voice command and reminder.

1. Press **MENU** when the handset is not in use.
2. Press ▼ or ▲ to scroll to **Settings**, then press **SELECT**.
3. Press ▼ or ▲ to scroll to **Voice language**, then press **SELECT**.
4. Press ▼ or ▲ to select **English** or **Français**, then press **SELECT**. You hear a confirmation tone.

```
 Anc Caller ID
>Settings
```

```
 LCD language
>Voice language
```

```
 VOICE LANGUAGE
>English
```
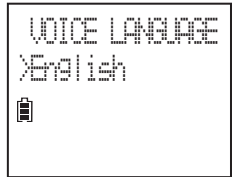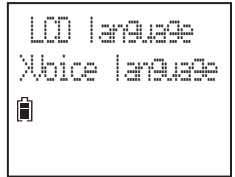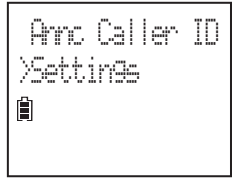
Talking digit

You can select the volume or turn off the audible spoken tone that is spoken when you press the dialing key during predialing.

1. Press **MENU** when the handset is not in use.
2. Press ▼ or ▲ to scroll to **Settings**, then press **SELECT**.
3. Press ▼ or ▲ to scroll to **Talking Digit**, then press **SELECT**.
4. Press ▼ or ▲ to sample each volume level, then press **SELECT** to save. You hear a confirmation tone.

```
 LCD language
>Talking Digit
```

```
 TALKING DIGIT
     Off
```

23
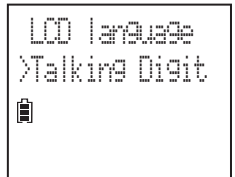
Telephone settings

Voicemail number

If you subscribe to voicemail service offered by your telephone service provider, you can save the voicemail number to ✉ **1** on the handset for easy access. When you want to retrieve voicemail messages, <u>press and hold</u> ✉ **1**. Contact your telephone service provider for more information and assistance about using your voicemail service.
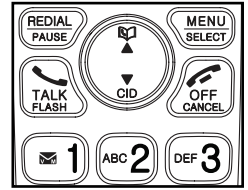
1. <u>Press and hold</u> ✉ **1** when the handset is not in use.
2. Enter the voicemail access number provided by your telephone service provider (up to 30 digits) when prompted.

   • Press ▼ or ▲ to move the cursor to the left or right.
   • Press **DELETE** to erase a digit.
   • <u>Press and hold</u> **DELETE** to erase all digits.
   • <u>Press and hold</u> **PAUSE** to enter a dialing pause (a **P** appears).

3. Press **SELECT** to save. You hear a confirmation tone and the handset displays **Voicemail # saved**.

-OR-
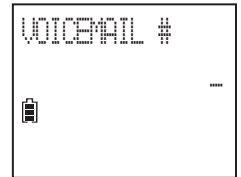
1. Press **MENU** when the handset is not in use.
2. Press ▼ or ▲ to scroll to **Settings**, then press **SELECT**.
3. Press ▼ or ▲ to scroll to **Voicemail #**, then press **SELECT**.
4. Enter the voicemail access number provided by your telephone service provider (up to 30 digits) when prompted.

   • Press ▼ or ▲ to move the cursor to the left or right.
   • Press **DELETE** to erase a digit.
   • <u>Press and hold</u> **DELETE** to erase all digits.
   • <u>Press and hold</u> **PAUSE** to enter a dialing pause (a **P** appears).

5. Press **SELECT** to save. You hear a confirmation tone and the handset displays **Voicemail # saved**.

24

Telephone settings

Clear voicemail indicators

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

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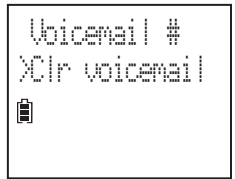
Use the clear voicemail feature when the telephone indicates that there is new voicemail but there are none (for example, when you have accessed your voicemail while away from home). Clearing the voicemail waiting indicator only turns off the indicators; it does not delete your voicemail messages. As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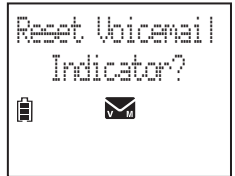
```
New voicemail

🔋        ✉
5:20PM      12/02
```

```
Voicemail #
>Clr voicemail
🔋
```

```
Reset Voicemail
   Indicator?
🔋        ✉
```

1. Press **MENU** when the handset is not in use.
2. Press ▼ or ▲ to scroll to **Settings**, then press **SELECT**.
3. Press ▼ or ▲ to scroll to **Clr voicemail**, then press **SELECT**. The handset displays **Reset Voicemail Indicator?**
4. Press **SELECT** to confirm. You hear a confirmation tone.

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

Telephone settings

Rename handset

You can create a name for each system handset.

1. Press **MENU** when the handset is not in use.
2. Press ▼ or ▲ to scroll to **Settings**, then press **SELECT**.
3. Press ▼ or ▲ to scroll to **Rename handset**, then press **SELECT**.
4. Enter the desired name, then press **SELECT** to save. You hear a confirmation tone.

```
  Clr voicemail
>Rename handset
▯
```

```
RENAME HANDSET
HANDSET____
▯
```
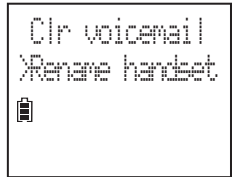
Key tone

You can turn the key tone on or off for each handset.

If you turn the key tone on, the handset beeps with each key press. If you turn the key tone off, there are no beeps when you press the handset keys.
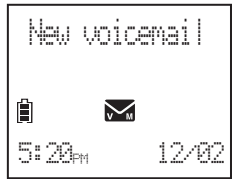
1. Press **MENU** when the handset is not in use.
2. Press ▼ or ▲ to scroll to **Settings**, then press **SELECT**.
3. Press ▼ or ▲ to scroll to **Key tone**, then press **SELECT**.
4. Press ▼ or ▲ to sample each volume level, then press **SELECT** to save. You hear a confirmation tone.

```
  Rename handset
>Key tone
▯
```

```
   KEY TONE
███▯
▯
```
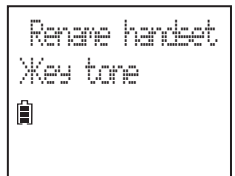
Telephone settings

Use caller ID to automatically set date and time

If you subscribe to caller ID service, the day, month and time are set automatically with each incoming call. This feature allows you to choose whether the time and date are set by incoming caller ID information. The default setting is **On**.

1. Press **MENU** when the handset is not in use.
2. Press ▼ or ▲ to scroll to **Settings**, then press **SELECT**.
3. Press ▼ or ▲ to scroll to **CID time sync**, then press **SELECT**.
4. Press ▼ or ▲ to scroll to **On** or **Off**, then press **SELECT** to save. You hear a confirmation tone.
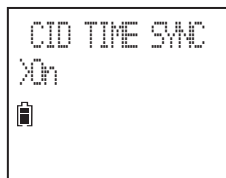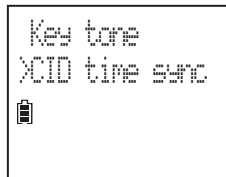
Home area code

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

1. Press **MENU** when the handset is not in use.
2. Press ▼ or ▲ to scroll to **Settings**, then press **SELECT**.
3. Press ▼ or ▲ to scroll to **Home area code**, then press **SELECT**. The handset displays **Only for 7digit dial from CID**.
4. Use the dialing keys (**0-9**) to enter a three-digit home area code, then press **SELECT** to save. You hear a confirmation tone.
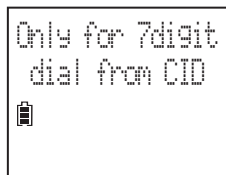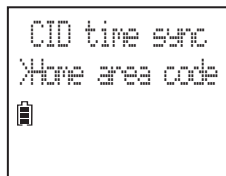
note   If, in the future, your telephone service provider requires you to dial the area code when making a local call, or, if you move to a location that requires it, follow the steps above to delete the home area code you have already programmed. After you have deleted the home area code, _ _ _ will appear on the screen.

Telephone settings

Dial mode

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

```
Home area code
>Dial mode
🔋
```

1. Press **MENU** when the handset is not in use.
2. Press ▼ or ▲ to scroll to **Settings**, then press **SELECT**.
3. Press ▼ or ▲ to scroll to **Dial mode**, then press **SELECT**.
4. Press ▼ or ▲ to select **Touch-tone** or **Pulse**, then press **SELECT** to save. You hear a confirmation tone.

```
   DIAL MODE
>Touch-tone
🔋
```
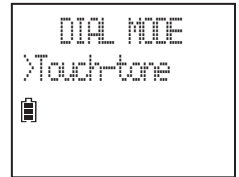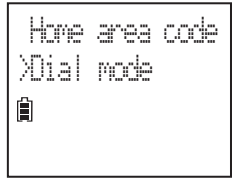
Telephone settings

Quiet mode

You can turn on the quiet mode for a period of time (1-12 hours). During this period, all tones (except paging tone) and call screening are muted.

When you turn on the quiet mode, the answering system turns on automatically. When the quiet mode duration expires, the answering system remains on.
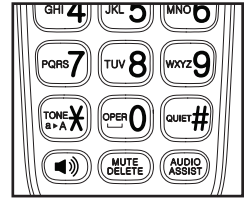
To set and turn the quiet mode on:

1. Press and hold **QUIET#** when the handset is not in use. The screen shows **Quiet: _ _ hours (1-12 hours)**.
2. Use the dialing keys to enter the desired duration (1-12), then press **SELECT**. All screens display **Answering sys is ON** briefly and then **Quiet mode on** and ⍓. The ⏻**/ANS ON/OFF** light on the telephone base turns on.
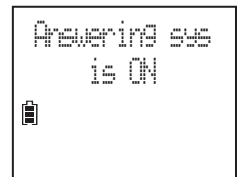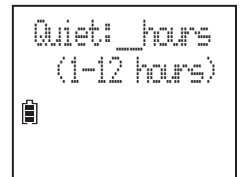
To turn the quiet mode off:

• While the quiet mode is on, press and hold **QUIET#**. The screen displays **Quiet mode is off** briefly and then returns to idle.
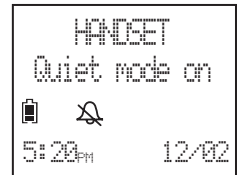
note When you change the settings of the ringer tone or ringer volume, you can still hear the samples even if the quiet mode is on.

29

Telephone operation

Make a call

1. Press 📞 or 🔊.
2. When you hear a dial tone, dial the number.

> **note**
> - The screen displays the elapsed time as you talk (in hours, minutes and seconds).
> - While entering numbers, press and hold **PAUSE** to insert a dialing pause (a **P** appears).
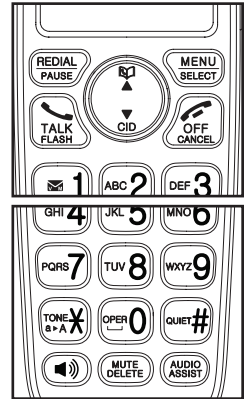
Predial a call

1. Enter the telephone number.
   - Press **DELETE** to make corrections.
2. Press 📞 or 🔊 to dial.

> **note**
> - The screen displays the elapsed time as you talk (in hours, minutes and seconds).
> - While entering numbers, press and hold **PAUSE** to insert a dialing pause (a **P** appears).

Answer a call

- Press 📞, 🔊 or any dialing key (**0-9** or TONE ✱).

End a call

- Press **OFF** or place the handset in the telephone base.

Speakerphone

When the cordless handset is on a call, press 🔊 to switch between the handset speakerphone and the handset earpiece.

When the speakerphone is active, the handset displays **Speaker** and the 🔊 light turns on.

Telephone operation

Equalizer

The equalizer enables you to change the quality of the audio for both handset earpiece and speakerphone to best suit your hearing. The default setting is **Natural**.

1. Press **MENU** during a call.
2. Press **SELECT** to choose **Equalizer**.
3. Press ▼ or ▲ to choose **Natural**, **Treble 1**, **Treble 2** or **Bass**, then press **SELECT** to save.

> **note**
> - If you switch the call between the handset and the speakerphone by pressing ◄◎, the audio setting remains unchanged.
> - The current equalizer setting remains unchanged until a new setting is selected.

>Equalizer
 Phonebook

    EQUALIZER
>Natural
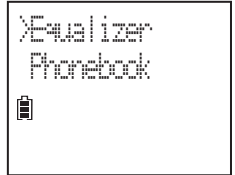
Telephone operation

Audio Assist®

Use the audio assist feature to enhance the clarity and loudness of the voice on the cordless handset earpiece or the telephone base speakerphone.

To turn on Audio Assist® on the handset:

- While you are on a call using the handset earpiece, press **AUDIO ASSIST** on the handset. The handset briefly displays **Audio assist on**. ᴬᵁᴰᴵᴼ ASSIST appears.
- Press **AUDIO ASSIST** again to turn off. The handset briefly displays **Audio assist off**.
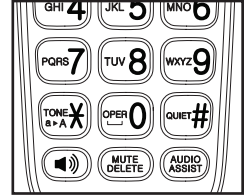
To turn on Audio Assist® on the telephone base:

- During message playback, press **Audio Assist** on the telephone base. The telephone base message window briefly displays **Ao**.
- Press **Audio Assist** again to turn off. The telephone base message window briefly displays **AF**.
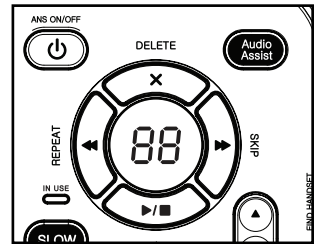
Volume control

- During a call, press **VOL-** or **VOL+**.

Telephone operation

Mute

The mute function allows you to hear the other party but the other party cannot hear you.

- During a call, press **MUTE**. The handset displays **Muted** briefly and *MUTE* icon until the mute function is turned off.
- Press **MUTE** again to resume the conversation. The handset displays **Microphone ON** briefly.
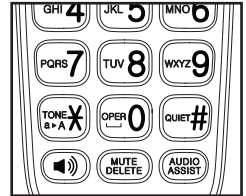
Call waiting

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

- Press **FLASH** to put your current call on hold and take the new call.
- Press **FLASH** to switch back and forth between calls.
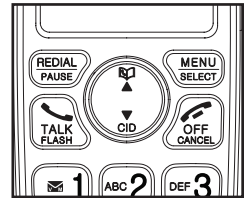
Temporary ringer silencing

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

To silence the handset ringer:
- Press **MUTE**, **CANCEL** or **QUIET** and it displays **Ringer muted** and ⌀.

To silence the telephone base ringer:
- Press ▾**/VOL**.

note Each handset and the telephone base ring when there is an incoming call unless the ringer volume on that device is turned off.

Telephone operation

Redial

The last 10 telephone numbers dialed (up to 30 digits) are stored in the system memory.

Each handset stores the last 10 telephone numbers dialed (up to 30 digits) independently. When there are already 10 entries, the oldest entry is deleted to make room for the new entry.
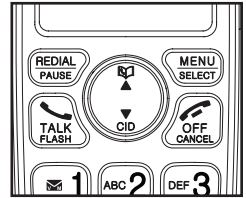
1. Press **REDIAL** when the phone is not in use.
2. Press ▼, ▲ or **REDIAL** repeatedly to browse.
   - Press **DELETE** to delete a redial entry. You hear a confirmation tone.
3. When the desired entry displays, press ☎ or ◀))
   to dial.

-OR-
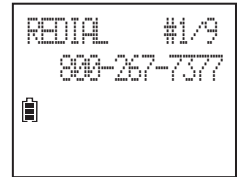
1. Press ☎ or ◀)) when the phone is not in use.
2. Press **REDIAL**.
3. Press ▼, ▲ or **REDIAL** repeatedly to browse.
   - Press **DELETE** to delete a redial entry. You hear a confirmation tone.
4. When the desired entry displays, press **SELECT** to dial or press **CANCEL** to exit.

Temporary tone dialing

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

1. During a call, press ⧓.
2. Enter the number you wish to dial. The telephone sends touch-tone signals. It automatically returns to pulse dialing mode after you end the call.

Telephone operation

Check voicemail

- <u>Press and hold</u> ✉ **1** on the handset to dial your voicemail number.

note To set your voicemail number, see **Voicemail number** on page 24.

Web address

Use this feature to view the VTech website address.

1. Press **MENU** when the handset is not in use.
2. Press ▼ or ▲ to scroll to **Web address**, then press **SELECT** on the handset.

```
www.
vtechcanada.com
▯
```
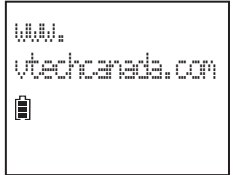
Telephone operation

Chain dialing

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

To access a number from the phonebook while on a call:

1. Press **MENU.**
2. Press ▼ or ▲ to scroll to **Phonebook**, then press **SELECT**.
3. Press ▼ or ▲ to scroll to the desired entry, then press **SELECT** to dial the displayed number.

```
  Equalizer
>Phonebook
🔋
```

To access a number from the caller ID log while on a call:

1. Press **MENU**.
2. Press ▼ or ▲ to scroll to **Caller ID log**, then press **SELECT**.
3. Press ▼ or ▲ to scroll to the desired entry, then press **SELECT** to dial the displayed number.

```
  Mike Smith
 800-267-7377
🔋
```
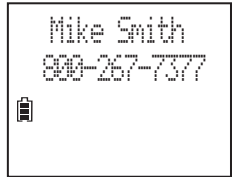
To access a number from the redial list while on a call:

1. Press **REDIAL** to enter the redial list.
2. Press ▼, ▲ or **REDIAL** repeatedly to browse to the desired entry.
3. Press **SELECT** to dial the displayed number.

note Press **CANCEL** on the handset to exit the phonebook, caller ID log or redial list while on a call.

Telephone operation

Transfer a call

While on an outside call, you can transfer the call from a handset to another system device.

1. During a call, press **MENU**. Press ▼ or ▲ to scroll to **Transfer**, then press **SELECT**.

   - If you have two or more handsets, your handset shows **TRANSFER TO:** Press ▼ or ▲ to scroll to the desired device and then press **SELECT**. You may also enter a destination handset number (**1-9**), or enter ᵀᴼᴺᴱ⁄ₐ►A ✱ followed by **0-2** for **HANDSET 10** to **HANDSET 12**, or ᵀᴼᴺᴱ⁄ₐ►A ✱ followed by **#** for all devices.
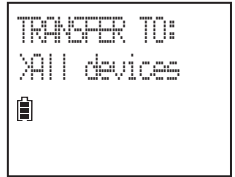
   The outside call is put on hold and the handset shows **Transferring call.../Transferring call to all...**

   The destination device rings and shows **Transferring from HANDSET X**.

2. To answer the call on the destination handset, press 📞, ◀)) or any dialing key (**0-9** or ᵀᴼᴺᴱ⁄ₐ►A ✱).

   note
   - If the destination device does not answer the call within 30 seconds, the originating device displays **No response to transfer**. The call will be reverted to the originating device.
   - If the destination device is in use, in the phonebook or caller ID log, not powered or out of range, the originating device displays **No answer. Try again.** and then reconnects to the outside call.

Telephone operation

Find handset

This feature helps you find misplaced handsets.

To start the paging tone:

• Press ▮/**FIND HANDSET** on the right side of the telephone base. All idle handsets ring and display **** Paging ****.

To stop the paging tone:

• Press ⌇, **OFF**, ◀» or any dialing key on a cordless handset, or return the cordless handset to the telephone base or charger.

-OR-

• Press ▮/**FIND HANDSET** on the telephone base.

> **note** Press **MUTE** to mute the ringer of other handsets until you find the missing handset.
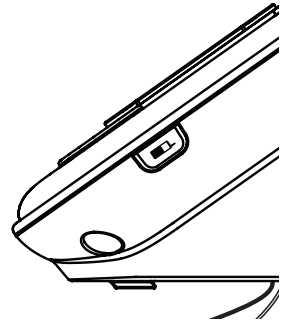
Multiple handset use

Join a call in progress

Another handset can join an outside call. You can share an outside call with up to four handsets at the same time.

You can buy additional expansion handsets (**SN6107**) for this telephone base. You can register up to 12 handsets to the telephone base.

- Press ⤵ or ◀» to join the call.
- Press **OFF** or place the handset in the telephone base or charger to exit the call.

Multiple handset use

Intercom

Use the intercom feature for conversations between two system devices.

1. Press **MENU**, then press ▼ or ▲ to scroll to **Intercom**, then press **SELECT**.
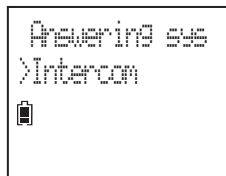
   - If you have only two handsets, the handset shows **Calling other handset**. The other handset rings and shows **Other handset is calling**.

   - If you have more than three handsets, your handset shows **INTERCOM TO:** Press ▼ or ▲ to scroll to the desired device and then press **SELECT**. You may also enter a destination handset number (**1-9**), or enter ⌨ followed by **0-2** for **HANDSET 10** to **HANDSET 12**, or ⌨ followed by **#** for all devices.
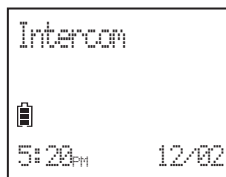
   The destination device rings. The destination handset shows **HANDSET X is calling/HANDSET X is calling all**.

   Your handset shows **Calling HANDSET X/Calling all devices**.

2. To answer the intercom call on the destination handset, press 📞, 🔊 or any dialing key (**0-9** or ⌨). Both handsets now show **Intercom**.

Multiple handset use

Intercom

3. To end the intercom call on either handset, one party presses **OFF**, or places the handset back in the telephone base or charger. Both handsets display **Intercom ended**.

note
- You can cancel the intercom call before it is answered by pressing **CANCEL**.
- If the destination device is not powered, out of range, on a call, or does not answer the intercom call within 100 seconds, your handset displays **No answer. Try again.** and then returns to idle mode.
- You can press **OFF**, **MUTE** or **QUIET#** on the cordless handset to temporarily silence the intercom ringer.
- Only one intercom call can be established at a time.

Answer an incoming call during an intercom call

When you receive an incoming outside call during an intercom call, you will hear an alert tone.

- To answer the call, press ⤵. The intercom call ends automatically.
- To end the intercom call without answering or canceling the incoming call, press **OFF**. The telephone continues to ring.

Multiple handset use

Transfer a call during an intercom call

Use the intercom feature to transfer an outside call to another cordless handset.

1. During a call, press **MENU**, then press ▼ or ▲ to scroll to **Intercom**, then press **SELECT**.

   ```
    Transfer
   >Intercom
   ▯
   ```

   • If you have only two handsets, the handset shows **Calling other handset**. The other handset rings and shows **Other handset is calling**.

   ```
     Calling
    other handset
   ▯
   ```

   • If you have more than three handsets, your handset shows **INTERCOM TO:**
   Press ▼ or ▲ to scroll to the desired device and then press **SELECT**. You may also enter a destination handset number (**1-9**), or enter TONEa▸A✱ followed by **0-2** for **HANDSET 10** to **HANDSET 12**, or TONEa▸A✱ followed by **#** for all devices. The destination device rings. The destination handset shows **HANDSET X is calling**.

   ```
   Intercom

   ▯
   5:20PM      12/02
   ```

   Your handset shows **Calling HANDSET X/Calling all devices**.

2. To answer the intercom call on the destination handset, press ⤵TALK, ◀)) or any dialing key (**0-9** or a▸A✱). Both handsets now show **Intercom**.

Multiple handset use

Transfer a call during an intercom call

3. To end the intercom call on either handset, one party presses **OFF**, or places the handset back in the telephone base or charger. Both handsets display **Intercom ended**.

note
- You can cancel the intercom call before it is answered by pressing **CANCEL**.
- If the destination device is not powered, out of range, on a call, or does not answer the intercom call within 100 seconds, your handset displays **No answer. Try again.** and then reconnects to the outside call.

4. From this intercom call, you have the following options:

- You can transfer the call. Press MENU, then press SELECT. Your handset shows Call transferred. The destination device is then connected to the outside call.

```
>Transfer
 Share call
▯
```

- You can end the intercom call and continue the outside call with the originating handset. Press ☏ on your handset, or the other party can press OFF on the handset, or place the handset back in the telephone base or charger.

- You can let the other device join you on the outside call in a three-way conversation. Press **MENU**, then press ▼ or ▲ to scroll to **Share call**, then press **SELECT** on the originating handset.

```
 Transfer
>Share call
▯
```
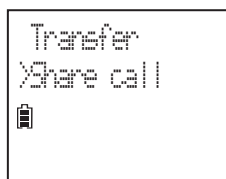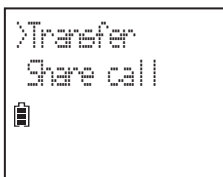
Phonebook

About the phonebook

The phonebook stores up to 50 entries with up to 30 digits for each phone number and 15 characters for each name.

- Phonebook entries are shared by all handsets. Any modifications made on one handset apply to all.
- When you access the phonebook without records, the handset shows **Phonebook empty**.
- When the phonebook is full and you try to save an entry, the handset shows **Phonebook full**.
- When you try to save an entry already stored in the phonebook, the handset shows **Number already saved**.
- Only one handset can review the phonebook at a time. When a handset tries to enter the phonebook while another handset is already in it, **Not available at this time** appears.
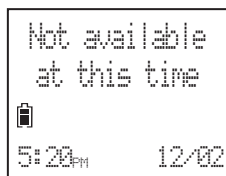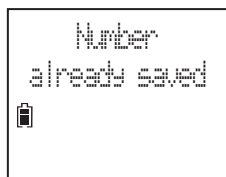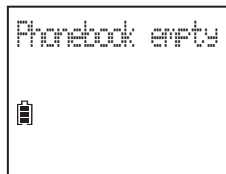
Phonebook

Add a phonebook entry

1. Press 📖 when the phonebook is empty. Then the handset displays **Phonebook empty** briefly and then **Add contact?** Press **SELECT**.
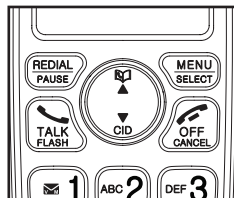
   -OR-

   Press **MENU** when idle. Press ▼ or ▲ to scroll to **Phonebook**, then press **SELECT**. Press ▼ or ▲ to scroll to **Add contact**, then press **SELECT**.

2. When **ENTER NUMBER** displays, use the dialing keys to enter a number (up to 30 digits).
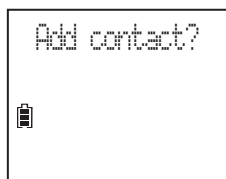
   - Press ▼ or ▲ to move the cursor to the left or right.
   - Press **DELETE** to erase a digit.
   - Press and hold **DELETE** to erase all digits.
   - Press and hold **PAUSE** to enter a dialing pause (a **P** appears).

   -OR-
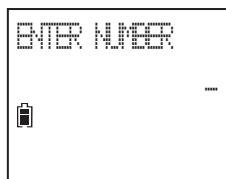
   Copy a number from the redial list by pressing **REDIAL** then press ▼ or ▲, or **REDIAL** repeatedly to find the desired number. Press **SELECT**.

3. Press **SELECT**.
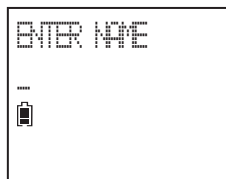
4. When **ENTER NAME** displays, use the dialing keys to enter a name (up to 15 characters). Each time you press a key, the character on that key appears. Additional key presses produce other characters on that key. Press the key repeatedly until the desired character appears. The first character of each word is capitalized.
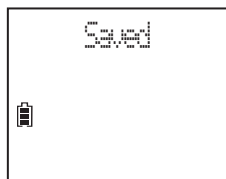
   - Press ▼ or ▲ to move the cursor to the left or right.
   - Press **0** to add a space.
   - Press **DELETE** to erase a character.
   - Press and hold **DELETE** erase all characters.

5. Press **SELECT** to save. The handset displays **Saved** and you hear a confirmation tone.

Phonebook

Add a phonebook entry

-OR-

1. Use the dialing keys to enter a number (up to 30 digits) when idle. Press **SELECT**. The handset displays **EDIT NUMBER**.

   ```
   800-267-7377

   [battery]
   5:20PM        12/02
   ```

   - Press ▼ or ▲ to move the cursor to the left or right.
   - Press **DELETE** to erase a digit.
   - Press and hold **DELETE** to erase all digits.
   - Press and hold **PAUSE** to enter a dialing pause (a **P** appears).

   -OR-

   Copy a number from the redial list by pressing **REDIAL** then press ▼ or ▲, or **REDIAL** repeatedly to find the desired number. Press **SELECT** to copy the number.

2. Press **SELECT**.

3. When **ENTER NAME** displays, use the dialing keys to enter a name (up to 15 characters). Each time you press a key, the character on that key appears. Additional key presses produce other characters on that key. Press the key repeatedly until the desired character appears. The first character of each word is capitalized.

   - Press ▼ or ▲ to move the cursor to the left or right.
   - Press **0** to add a space.
   - Press **DELETE** to erase a character.
   - Press and hold **DELETE** to erase all characters.

4. Press **SELECT** to save. The handset displays **Saved** and you hear a confirmation tone.

Phonebook

Review phonebook entries

Phonebook entries appear alphabetically.

1. Press ▥ when the phone is not in use to show the
   first entry in the phonebook.
2. Press ▼ or ▲ to browse through the entries.

-OR-

1. Press **MENU** when the handset is not in use.
2. Press ▼ or ▲ to scroll to **Phonebook**, then press
   SELECT twice.
3. Press ▼ or ▲ to browse through the entries.

```
     Phonebook
    Entries: 15

  ▯
```

```
    Mike Smith
   800-267-7377

  ▯
```
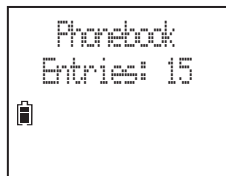
Alphabetical search

1. Press ▥ when the phone is not in use to show the first entry in
   the phonebook.
2. Use the dialing keys to enter the letter associated with the name. For
   example, if you have the entries named Jennifer, Jessie, Kevin and
   Linda in your phonebook, press **5** (JKL) once to see Jennifer (when
   Jennifer displays, press ▼ to see Jessie), twice to see Kevin, or three
   times to see Linda. If necessary, press ▼ or ▲ to browse.

-OR-

1. Press **MENU** when the phone is not in use.
2. Press ▼ or ▲ to scroll to **Phonebook**, then press **SELECT** twice.
3. Use the dialing keys to enter the letter associated with the name. For
   example, if you have the entries named Jennifer, Jessie, Kevin and
   Linda in your phonebook, press **5** (JKL) once to see Jennifer (when
   Jennifer displays, press ▼ to see Jessie), twice to see Kevin, or three
   times to see Linda. If necessary, press ▼ or ▲ to browse.

Phonebook

Dial a phonebook entry

1. Press ▨ when the phone is not in use to show the first entry in the phonebook.
2. Press ▼ or ▲ to browse. When the desired entry displays, press ⤵ or ◄)) to dial.

-OR-

1. Press **MENU** when the phone is not in use.
2. Press ▼ or ▲ to scroll to **Phonebook**, then press **SELECT**.
3. Press **SELECT** to choose **Review**.
4. Press ▼ or ▲ to browse. When the desired entry displays, press ⤵ or ◄)) to dial.

Phonebook

Edit a phonebook entry

1. Search for the desired entry in the phonebook (see **Review phonebook entries** or **Alphabetical search** on page 47).

2. When the desired entry displays, press **SELECT**. The handset displays **EDIT NUMBER** and the stored number.

3. Use the dialing keys to edit the number.

   • Press ▼ or ▲ to move the cursor to the left or right.

   • Press **DELETE** to erase a digit.

   • Press and hold **DELETE** to erase all digits.

   • Press and hold **PAUSE** to enter a dialing pause (a **P** appears).

4. Press **SELECT**. The screen displays **EDIT NAME** and then the stored name.

5. Use the dialing keys to edit the name.

   • Press ▼ or ▲ to move the cursor to the left or right.

   • Press **0** to add a space.

   • Press **DELETE** to erase a character.

   • Press and hold **DELETE** to erase all characters.

6. Press **SELECT** to save the entry. The handset displays **Saved** and then the revised entry. You hear a confirmation tone.

Delete a phonebook entry

1. Search for the desired entry in the phonebook (see **Review phonebook entries** or **Alphabetical search** on page 47).

2. Press **DELETE** to delete the displayed phonebook entry. The handset displays **Delete contact?** with the contact name.

3. Press **SELECT** to confirm. The handset displays **Contact deleted**. You hear a conformation tone.
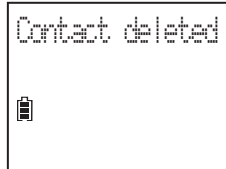
Caller ID

About the caller ID log

This product supports caller ID services offered 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. Caller ID allows you to see the name, number, date and time of calls.

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 call, 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 log or call waiting services.
• There are 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, along with the call information, are from the telephone service provider.

Caller ID information may not be available for every incoming call. Callers may intentionally block their names and/or telephone numbers. To view caller ID log entries with numbers between 16 and 24 digits, you must save the entry to the phonebook (see page 55).

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

Caller ID

Caller ID 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's information appear on the screen, it will not be saved in the caller ID log.

- The caller ID log stores up to 50 entries. Each entry has up to 24 digits for the phone number and 15 characters for the name. If the name has more than 15 characters, only the first 15 characters are shown and saved in the caller ID log.
- Caller ID log entries are shared by all system handsets. Any modifications made on one handset apply to all.
- You can review, redial, and copy an entry into the phonebook.
- Entries appear in reverse chronological order.
- When the caller ID log is full, the oldest entry is deleted to make room for new incoming call information.
- **XX Missed calls** shows when there are new caller ID log entries that have not been reviewed.
- **Caller ID log empty** shows when you access the caller ID log without records.
- Only one handset can review the caller ID log at a time. If a handset tries to enter the caller ID log while another handset is already in it, its screen displays **Not available at this time**.

```
     HANDSET   X
  XX Missed calls
  ▯
  5:20PM      12/02
```

```
   Caller ID log
       empty
  ▯
  5:20PM      12/02
```

```
   Not available
    at this time
  ▯
  5:20PM      12/02
```
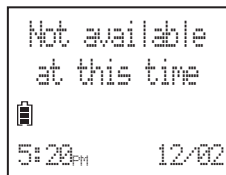
Caller ID

Missed call indicator

When there are calls that have not been reviewed in the caller ID log, the handset displays **XX Missed calls**. When you have reviewed all the missed calls, the missed call indicator goes away.

```
┌──────────────────────┐
│ HANDSET    X         │
│ XX Missed calls      │
│ ▯                    │
│ 5:20ₚₘ      12/02    │
└──────────────────────┘
```

Each time you review a caller ID log entry marked *NEW* on the cordless handset, the number of missed calls decreases by one.

If you do not want to review the missed calls one by one, <u>press and hold</u> **CANCEL** or **DELETE** on the cordless handset when idle to clear the missed call indicator. All the entries are then considered old and kept in the caller ID log.

```
┌──────────────────────┐
│    Mike Smith        │
│   800-267-7377       │
│ ▯        NEW         │
│ 5:20ₚₘ      12/02    │
└──────────────────────┘
```
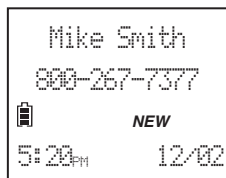
Memory match

When the incoming telephone number matches the last seven digits of a telephone number in your phonebook, the name that appears on the screen matches the corresponding name in your phonebook.

For example, if Linda Jones calls, her name appears as **Linda** if this is how you entered it into your phonebook.

> **note**
> The number shown in the caller ID log is in the format sent by the telephone service provider. The telephone service provider usually delivers 10-digit phone numbers (area code plus telephone number). If the phone number of the caller does not match a number in your phonebook, the name will appear as it is delivered by the telephone service provider.

Caller ID

Review the caller ID log

Review the caller ID log to find out who called, to return the call, or to copy the caller's name and number into your phonebook.

1. Press **CID** on the cordless handset.
2. Press ▼ or ▲ to browse.

-OR-

1. Press **MENU** when the handset is not in use.
2. Press ▼ or ▲ to scroll to **Caller ID log**, then press **SELECT** twice.
3. Press ▼ or ▲ to browse through the entries.
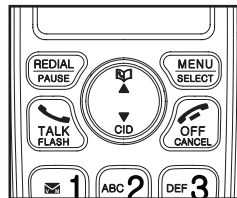
Caller ID

View dialing options

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

While reviewing the caller ID log, press **QUIET#** on the handset repeatedly to display different dialing options for local and long distance numbers before dialing or saving the telephone number in the phonebook.

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

Press **#** ⟶

```
1-800-267-7377
    267-7377
  1-267-7377
800-267-7377
```

Press **1** ⟶

```
1-800-267-7377
800-267-7377
```

Press **1** ⟶

```
1-267-7377
  267-7377
```

When the number is displayed in the correct format for dialing, press ☎ or ◀)) to dial.
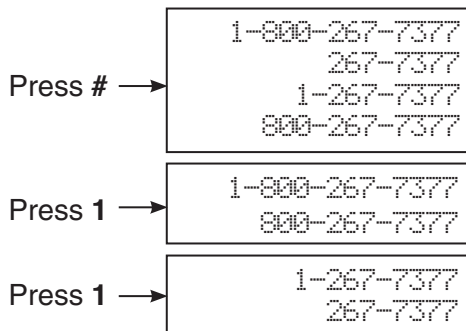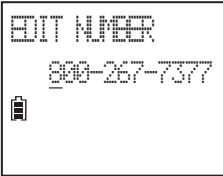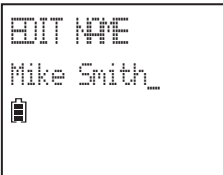
Dial a caller ID log entry

1. Search for the desired caller ID log entry (see **Review the caller ID log** on page 53).
2. When the desired entry displays, press ☎ or ◀)) to dial.

Caller ID

Save a caller ID log entry to the phonebook

1. Search for the desired caller ID log entry (see **Review the caller ID log** on page 53).

2. Press **SELECT** to choose an entry. The handset displays **EDIT NUMBER** and the stored number.

3. Use the dialing keys to edit the number.

   - Press ▼ or ▲ to move the cursor to the left or right.

   - Press **DELETE** to erase a digit.

   - Press and hold **DELETE** to erase all digits.

   - Press and hold **PAUSE** to enter a dialing pause (a **P** appears).

4. Press **SELECT**. The handset displays **EDIT NAME** and the stored name.

5. Use the dialing keys to add or edit the name. Additional key presses show other characters of that particular key.

   - Press ▼ or ▲ to move the cursor to the left or right.

   - Press **0** to add a space.

   - Press **DELETE** to erase a character.

   - Press and hold **DELETE** to erase all characters.

6. Press **SELECT** to save the entry. The handset displays **Saved** and then the revised entry. You hear a confirmation tone.

Caller ID

Delete caller ID log entries

To delete one entry:
1. Search for the desired caller ID log entry (see **Review the caller ID log** on page 53).
2. Press **DELETE** to delete the displayed entry. You hear a confirmation tone.

To delete all entries:
1. Press **MENU** when the handset is not in use.
2. Press ▼ or ▲ to scroll to **Caller ID log**, then press **SELECT**.
3. Press ▼ or ▲ to scroll to **Del all calls**. The handset displays **Delete all calls?**
4. Press **SELECT** to confirm. You hear a confirmation tone.

```
       Delete
     all calls?

  ▯
```
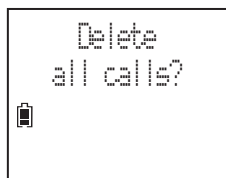
Caller ID log screen messages

Displays:	When:
PRIVATE NAME	The caller is blocking the name information.
PRIVATE NUMBER	The caller is blocking the telephone number information.
PRIVATE CALLER	The caller is blocking the name and number information.
UNKNOWN NAME	This caller's name is unavailable.
UNKNOWN NUMBER	This caller's number is unavailable.
UNKNOWN CALLER	No information is available about this caller.

Reminder

About the reminder

The reminder feature helps remind you of important events. You can set the reminder to remind you only once, or in daily, weekly or monthly bases. Once you set the reminder, the system will alarm you at the alarm time and every 15 minutes after the alarm time for three more times.

Add a reminder

Each reminder can be up to four minutes in length. The total storage capacity for the announcement, messages, memos and reminders is approximately 11 minutes.

1. Press **MENU** when the handset is not in use.

2. Press ▼ or ▲ to scroll to **Reminder**, then press **SELECT**.

3. Press ▼ or ▲ to scroll to **Set reminder**, then press **SELECT**.

4. Press ▼ or ▲ to select the month then press **SELECT**, or use the dialing keys to enter a two-digit number (**01-12**).

5. Press ▼ or ▲ to select the date then press **SELECT**, or use the dialing keys to enter a two-digit number (**01-31**).

6. Press ▼ or ▲ to select the year then press **SELECT**, or use the dialing keys to enter a two-digit number (**00-99**) then press **SELECT**.

7. Press ▼ or ▲ to select the hour then press **SELECT**, or use the dialing keys to enter a two-digit number (**01-12**).

8. Press ▼ or ▲ to select the minute then press **SELECT**, or use the dialing keys to enter a two-digit number (**00-59**).

9. Press ▼ or ▲ to select **AM** or **PM**, then press **SELECT**.

```
 Caller ID log
>Reminder
▯
```

```
 Review
>Set reminder
▯
```

```
      REMINDER
      MM/DD/YY
▯
```

```
      REMINDER
      HH:MM —
▯
```
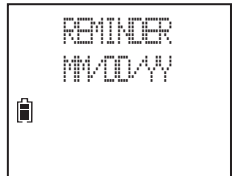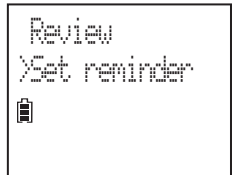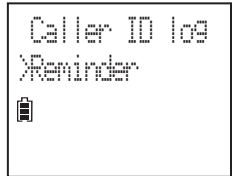
Reminder

Add a reminder

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

11. Press **5** when done. The system announces, *"Recorded."*

12. Press ▼ or ▲ to scroll to the frequency you would like to set, then press **SELECT**. You hear a confirmation tone.

   • **Once** -- Reminder occurs only once at the specific time and date you set.

   • **Daily** -- Reminder occurs every day at the specific time you set.

   • **Weekly** -- Reminder occurs every week at the specific time and day you set.

   • **Monthly** -- Reminder occurs every month at the specific time and date you set.

Reminder

Review reminders

When playback begins, the total number of reminders is announced. Before each reminder, you hear the day and time of the recording. After the last reminder, the handset displays **End of reminder** and you hear, *"End of reminder."*

To play reminders with a cordless handset:

1. Press **MENU** when the handset is not in use.
2. Press ▼ or ▲ to scroll to **Reminder**, then press **SELECT**.
3. Press **SELECT** to select **Review**. The reminders play automatically.

Options during playback:

- Press **VOL+** or **VOL-** to adjust the reminder playback volume.
- Press **4** to repeat the current reminder.
- Press **5** to stop playback.
- Press **6** to skip to the next reminder.
- Press ◀ᵑ to switch between the handset speakerphone and the handset earpiece.
- Press **DELETE** to delete the current reminder. The handset displays **Reminder deleted.** The system announces, "*Reminder deleted.*"

Add and review reminders remotely

You can also add or review reminders remotely from any touch-tone telephone. See **Remote access** on page 74 for more information.

Reminder

Reminder on/off

You can turn the reminder feature on or off.

1. Press **MENU** when the handset is not in use.
2. Press ▼ or ▲ to scroll to **Reminder**, then press **SELECT**.
3. Press ▼ or ▲ to scroll to **On/off**, then press **SELECT**.
4. Press ▼ or ▲ to scroll to **On** or **Off**, then press **SELECT** to save. You hear a confirmation tone.
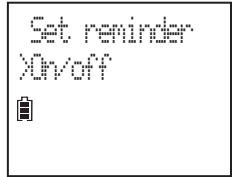
note
When the reminder feature is set to off, it will be automatically turned on after a reminder is recorded. The handset displays **Reminder is turned ON**.

```
 Set reminder
>On/off
```

```
REMINDER ON/OFF
>On
```
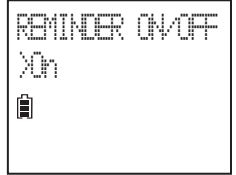
Answering system settings

Answering system

Use the answering system menu of a cordless handset to turn on or off the answering system or message alert tone, set up the announcement message, activate the call screening, or change the number of rings, remote access code or message recording time.

```
 Play messages
>Answering sys
```
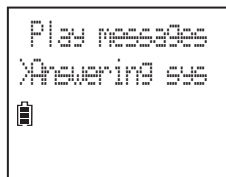
If your answering system is turned off and you change any of its settings, the answering system automatically turns on again.

You may also turn on or off the answering system on the telephone base.

Announcement

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

Record your own announcement

You can record an announcement up to 90 seconds, but any announcement shorter than two seconds will not be recorded.

1. Press **MENU** when the handset is not in use.
2. Press ▼ or ▲ to scroll to **Answering sys**, then press **SELECT**.
3. Press **SELECT** again to select **Announcement**.
4. Press **SELECT** again to select **Record annc**. The system announces, *"Record after the tone. Press 5 when you are done."* After the tone, speak towards the microphone.
5. Press **5** when done. The answering system automatically plays back the newly recorded announcement, then returns to the previous menu.
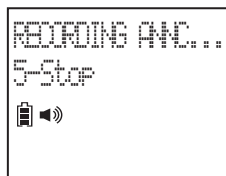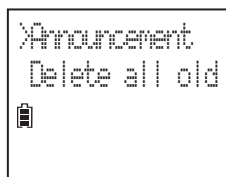
   -OR-

   Press **CANCEL** to return to the previous menu.

```
>Announcement
 Delete all old
```

```
>Record annc
 Play annc
```

```
RECORDING ANC...
5=Stop
```

Answering system settings

Play your announcement

1. Press **MENU** when the handset is not in use.
2. Press ▼ or ▲ to scroll to **Answering sys**, then press **SELECT**.
3. Press **SELECT** again to select **Announcement**.
4. Press ▼ or ▲ to scroll to **Play annc**, then press **SELECT**.

```
 Record annc
>Play annc
[battery icon]
```

Options during playback:

• Press **VOL+** or **VOL-** to adjust the announcement playback volume.

• Press **5** or **OFF** to stop playback.

• Press ◀᎒ to switch between the handset speakerphone and the handset earpiece.

• Press **DELETE** to delete the current announcement. The handset displays **Annc. Deleted**. The system announces, "*Announcement deleted.*"

```
Annc. Deleted

[battery icon]
```
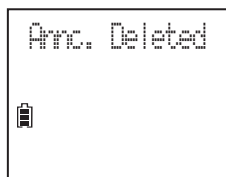
note   When your announcement is deleted, calls are answered with the preset announcement.

Answering system settings

Answer on/off

The answering system must be turned on to answer and record messages.

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

On the telephone base, press Ⓤ/**ANS ON/OFF** to turn the answering system on or off. When the answering system is turned on, the base announces, "*Calls will be answered.*" When the answering system is turned off, the base announces, "*Calls will not be answered.*"
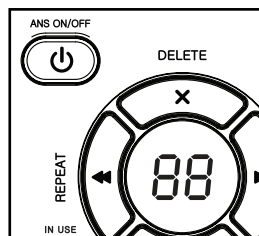
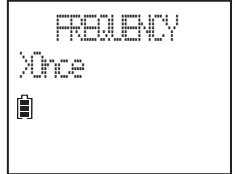### To set answer on/off with a cordless handset:

1. Press **MENU** when the handset is not in use.
2. Press ▼ or ▲ to scroll to **Answering sys**, then press **SELECT**.
3. Press ▼ or ▲ to scroll to **Answer ON/OFF**, then press **SELECT**.
4. Press ▼ or ▲ to choose **On** or **Off**, then press **SELECT**. You hear a confirmation tone.
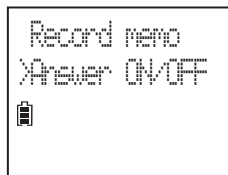
To set answer on/off with the telephone base:

- Press Ⓤ/**ANS ON/OFF** to turn the answering system on or off.

note You cannot turn on the answering system with no memory capacity left, the handset displays **Memory full**.

Answering system settings

Call screening

Use this feature to choose whether incoming messages can be heard over the cordless handset or the telephone base while they are being recorded.
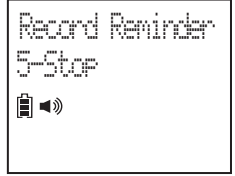
1. Press **MENU** when the handset is not in use.
2. Press ▼ or ▲ to scroll to **Answering sys**, then press **SELECT**.
3. Press ▼ or ▲ to scroll to **Ans sys setup**, then press **SELECT**.
4. Press **SELECT** again to select **Call screening**.
5. Press ▼ or ▲ to choose **On** or **Off**, then press **SELECT**. You hear a confirmation tone.

Number of rings

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

1. Press **MENU** when the handset is not in use.
2. Press ▼ or ▲ to scroll to **Answering sys**, then press **SELECT**.
3. Press ▼ or ▲ to scroll to **Ans sys setup**, then press **SELECT**.
4. Press ▼ or ▲ to scroll to **# of rings**, then press **SELECT**.
5. Press ▼ or ▲ to choose **6**, **5**, **4**, **3**, **2** or **Toll saver**, then press **SELECT**. You hear a confirmation tone.

Answering system settings

Remote access code

A two-digit security code is required to access the answering system remotely from any touch-tone telephone. The preset code is **19**. You can set the code from **00** to **99**.

1. Press **MENU** when the handset is not in use.
2. Press ▼ or ▲ to scroll to **Answering sys**, then press **SELECT**.
3. Press ▼ or ▲ to scroll to **Ans sys setup**, then press **SELECT**.
4. Press ▼ or ▲ to scroll to **Remote code**, then press **SELECT**.
5. Press ▼ or ▲ to move the cursor to the left or right. Use the dialing keys (**0-9**) to enter a two-digit number.
6. Press **SELECT**. You hear a confirmation tone.
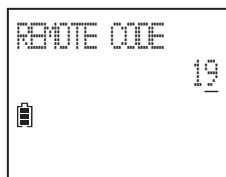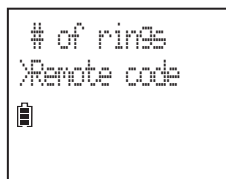
Message alert tone

When the message alert tone is set to **On**, and there is at least one new message, the telephone base beeps every 10 seconds. The message alert tone is preset to **Off**.

There is no audible alert at the handset.

1. Press **MENU** when the handset is not in use.
2. Press ▼ or ▲ to scroll to **Answering sys**, then press **SELECT**.
3. Press ▼ or ▲ to scroll to **Ans sys setup**, then press **SELECT**.
4. Press ▼ or ▲ to scroll to **Msg alert tone**, then press **SELECT**.
5. Press ▼ or ▲ to choose **On** or **Off**, then press **SELECT**. You hear a confirmation tone.
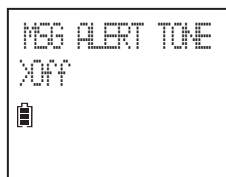
note The answering system must be turned on for the message alert tone feature to be functional.

Answering system settings

Message recording time

You can set the recording time allowed for incoming messages. The message length is three minutes by default.

```
 Msg alert tone
>Recording time
```

1. Press **MENU** when the handset is not in use.

2. Press ▼ or ▲ to scroll to **Answering sys**, then press **SELECT**.

```
RECORDING TIME
>3 minutes
```

3. Press ▼ or ▲ to scroll to **Ans sys setup**, then press **SELECT**.

4. Press ▼ or ▲ to scroll to **Recording time**, then press **SELECT**.

5. Press ▼ or ▲ to choose **3 minutes**, **2 minutes** or **1 minute**, then press **SELECT**. You hear a confirmation tone.
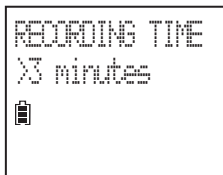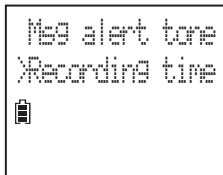
Answering system operation

Answering system and voicemail

Your telephone has separate indicators for two different types of voice messages: those left on its built-in digital answering system and those left with your telephone service provider's voicemail (fees may apply). Your telephone's built-in digital answering system messages and voicemail messages are separate. Each alerts you to new messages differently.

- When there are new answering system messages, the handset displays **XX New messages** and the message window on the telephone base flashes. To listen to the messages recorded on your digital answering system, press **MENU** twice on a handset, or press ▶/◼/**PLAY** on the telephone base.

```
┌─────────────────────┐
│ HANDSET    X        │
│ XX New messages     │
│ ▯              ◖◗    │
│ 5:20PM      12/02   │
└─────────────────────┘
```

- If ✉ and **New voicemail** display on the handset, your telephone service provider is indicating that it has new voicemail for you. To listen to your voicemail, press and hold ✉ **1** on your handset. See **Voicemail number** on page 24 to set your voicemail number.

```
┌─────────────────────┐
│ HANDSET    X        │
│ New voicemail       │
│ ▯        ✉          │
│ 5:20PM      12/02   │
└─────────────────────┘
```

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

To use your voicemail service rather than your answering system, turn off your answering system. To use your answering system rather than your voicemail service, contact your telephone service provider to deactivate your voicemail service.

Answering system operation

Using the answering system and voicemail together

You can also use your telephone answering system and voicemail together by setting your built-in answering system to answer before voicemail answers as described below. To learn how to program your voicemail settings, contact your telephone service provider. Then, if you are on a call, or if the answering system is busy recording a message and you receive another call, the second caller can leave a voicemail message.

Set your answering system to answer calls at least two rings earlier than your voicemail is set to answer. For example, if your voicemail answers after six rings, set your answering system to answer after four rings. Some voicemail providers may program the delay before answering calls in seconds instead of rings. In this case, allow six seconds per ring when determining the appropriate setting.

Message capacity

The answering system can record and store up to 99 messages. Each message can be up to three minutes in length. The total storage capacity for the announcement, messages, memos and reminders is approximately 11 minutes. The actual recording time depends on individual message characteristics. Messages remain available for replay until you delete them.

New message indication

When there are new answering system messages, the handset displays **XX New messages** and the message window on the telephone base flashes.

If the message alert tone is turned on, the telephone base beeps every 10 seconds when there are messages that have not been reviewed.

Answering system operation

Call screening

To screen a call at the telephone base:
If the answering system and call screening are on, the announcement and the incoming message broadcast at the telephone base while the call is answered by the answering system.
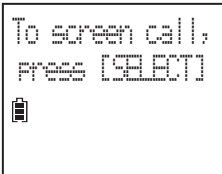
```
To screen call,
press [SELECT]
```

Options while a message is being recorded:
- Press ▼**VOL** or ▲**VOL** to adjust the listening volume.
- Press ▶/■/**STOP** to temporarily turn off the feature.

To screen a call at a cordless handset:
If the answering system and call screening are on, press **SELECT**. The announcement and the incoming message broadcast at the handset while the call is answered by the answering system.

Options while a message is being recorded:
- Press **VOL+** or **VOL-** to adjust the listening volume.
- Press **OFF** to temporarily turn off the feature.
- Press **SELECT** to temporarily turn on the feature if it is set to off.

Call intercept
If you want to talk to the caller whose message is being recorded, press ⤸ or ◀》 on a handset.

Temporarily turn off the message alert tone
If the message alert tone is turned on (see page 65), the telephone base beeps every 10 seconds when there are new messages. Pressing any telephone base key (except **FIND HANDSET**) temporarily silences the message alert tone.

The message alert tone resumes when you receive a new message.

Answering system operation

Message playback

When playback begins, the total number of old or new messages is announced. Before each message, you hear the day and time of the recording. If the date and time are not set, you hear, "*Time and date not set,*" before playback. After the last message, you hear, "*End of messages.*" If the recording time is less than three minutes, you hear, "*Less than three minutes to record.*" If there is no remaining recording time, you hear "*Memory is full.*" If there are no recorded messages, the handset shows **No messages** and you hear, "*You have no messages.*"

To play messages at the telephone base:

Press ▶/■/**PLAY** when the telephone base is not in use.

Options during playback:

- Press ▼**VOL** or ▲**VOL** to adjust the message playback volume.
- Press ▶▶/**SKIP** to skip to the next message.
- Press ◀◀/**REPEAT** to repeat the message. Press ◀◀/**REPEAT** twice to hear the previous message.
- Press **X/DELETE** to delete the playing message. The system announces, *"Message deleted,"* and then advances to the next message.
- Press ▶/■/**STOP** to stop the playback.
- Press **SLOW** to reduce the playback speed.

Answering system operation

Message playback

To play messages on a cordless handset:
1. Press **MENU** when the handset is not in use.
2. Press **SELECT** to select **Play messages**.
3. If you have only new or old messages, the messages play automatically.
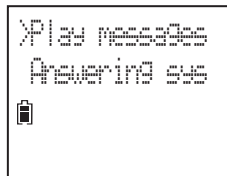
   -OR-

   If you have both new and old messages, press ▼ or ▲ to scroll to **Play new msgs** or **Play old msgs**, then press **SELECT**.

Options during playback:
- Press **VOL+** or **VOL-** to adjust the message playback volume.
- Press **6** to skip to the next message.
- Press **4** to repeat the message. Press **4** twice to hear the previous message.
- Press **DELETE** to delete the playing message. The handset displays **Message deleted**. The system announces, *"Message deleted,"* and then advances to the next message.
- Press ◀》 to switch between the handset speakerphone and the handset earpiece.
- Press ☇ to call back the caller. The handset displays **Call back?** Press **SELECT** to confirm or press **OFF** to cancel.
- Press **SELECT** to pause the playback and view the caller's information. Then you can press ☇ or ◀》 to call back.

Answering system operation

Delete all old messages

You can only delete old (reviewed) messages. You cannot delete new messages until you review them. You cannot retrieve deleted messages.

To delete all old messages with the telephone base:

1. Press **X/DELETE** when the telephone base is not in use. The telephone base announces, *"To delete all old messages, press delete again."*
2. Quickly press **X/DELETE** again. The telephone base announces, *"All old messages deleted!"* You hear a confirmation tone.

To delete all old messages with a cordless handset:

1. Press **MENU** when the handset is not in use.
2. Press ▼ or ▲ to scroll to **Answering sys**, then press **SELECT**.
3. Press ▼ or ▲ to scroll to **Delete all old**, then press **SELECT**. The handset displays **Delete all old messages?**
4. Press **SELECT** to confirm. The handset displays **Deleting...** then **All old msgs deleted!** You hear a confirmation tone.

```
Announcement
>Delete all old
▯
```

```
Delete all
old messages?
▯
```
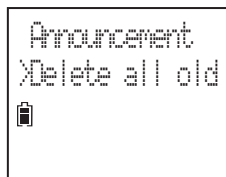
note When you try to delete all old messages but you do not have, the handset displays **No old messages to delete**.

Answering system operation

Record, play and delete memos

Memos are your own recorded messages used as reminders for yourself or others using the same answering system. You can use a handset to record your own memos.

Play and delete them in the same way as incoming messages (see **Message playback** on pages 70 and 71).

1. Press **MENU** when the handset is not in use.

2. Press ▼ or ▲ to scroll to **Answering sys**, then press **SELECT**.

3. Press ▼ or ▲ to scroll to **Record memo**, then press **SELECT**.

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

5. Press **5** when done. The system announces, *"Recorded."*

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

Answering system operation

Remote access

A two-digit security code is required to access the answering system remotely from any touch-tone telephone. The preset code is **19**. See **Remote access code** on page 65 to change it.

1. Dial your telephone number from any touch-tone telephone.
2. Enter the two-digit security code after the announcement and the long beep.
3. The system announces, "*Press star for reminder or press pound to listen to messages.*" Press ⭐ or **#**.
   - After pressing ⭐, you can enter one of the following remote commands:

Command	Function
1	Review reminders.
2	Set reminders.
3	End the call.
4	Turn reminder off.

Answering system operation

Remote access

-OR-

- After pressing **#**, you can enter one of the following remote commands.

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

note

- If you do not press any key within 20 seconds, the remote access call automatically disconnects.
- When the answering system memory is full, the telephone announces, *"Memory is full. Enter the remote access code."*
- When the answering system is off, the telephone answers after 10 rings, and announces, *"Please enter your remote access code."*

Appendix

Display screen messages

Caller ID log empty	There are no entries in caller ID log history.
Calling all devices	The handset is calling all devices (for intercom calls).
Calling HANDSET X	The handset is calling another handset (for intercom calls).
	The handset is transferring an outside call to another handset.
Calls will be answered	The answering system is turned on and will answer calls.
Calls will not be answered	The answering system is turned off and will not answer calls.
Contact deleted	A phonebook entry is deleted.
Ended	You have just ended a call.
HANDSET X is calling	Another system handset is calling (for intercom calls).
Incoming call	There is a call coming in.
Intercom	The handset is on an intercom call.
Intercom ended	The intercom call has just ended.
INTERCOM TO:	You have started the intercom process, and need to enter the number of the handset you wish to call.
Less than 3 min	The answering system recording time is less than three minutes.
Line in use	An extension phone, or one of the handsets is in use.
Low battery	The handset battery needs to be recharged.

Appendix

Display screen messages

Microphone ON	The mute function is turned off and the other party can hear you.
Missed Reminder	There are reminders that have not been reviewed.
Muted	The mute function is turned on. The other party cannot hear you but you can hear the other party.
Memory full	The answering system has no remaining recording time.
New voicemail	There are new voicemail messages from your telephone service provider.
No answer. Try again.	When you send out an intercom request, the destination device is in use, out of range, not powered, or does not answer within 100 seconds.
	When you send out a transfer request, the destination device is in use, out of range or not powered.
No battery	The handset in the handset charger has no battery installed.
No line	There is no telephone line connected.
No response to transfer	When you send out a transfer request, the destination device does not answer within 30 seconds.
Not available at this time	Someone else is already accessing the phonebook, caller ID log or answering system.
Not enough batt to power base	The cordless handset you put in the base does not have enough charge to back up the telephone base power.
Number already saved	The telephone number you try to save is already in the phonebook.

Appendix

Display screen messages

`Out of range OR` `Base no power`	The telephone base has lost power, or the handset is out of range.
`Phone`	The handset is on a call.
`Phonebook empty`	There are no phonebook entries.
`Phonebook full`	The phonebook is full. You cannot save any new entries unless you delete some current entries.
`Place in charger`	The battery is very low. The handset should be charged.
`Powering base...` `Don't pick up`	A charged handset is put in the telephone base to back up the telephone base power for some basic phone operations during a power failure.
`Put HS on base` `to power base`	The telephone base has lost power. Put the handset in the telephone base to back up the power.
`Quiet mode` `is off`	The quiet mode is off.
`Quiet mode on`	The quiet mode is on.
`Rec mem full`	The system recording time is full.
`Rec mem low`	The system recording time is low.
`Recording...`	The answering system is recording a message.
`Registered`	The handset is registered to the telephone base.

Appendix

Display screen messages

Registration failed	The registration is not successful.
Registering... Please wait	The handset registration is in progress.
Reminder is turned ON	The reminder is automatically set to on.
Ringer muted	The ringer is muted temporarily while the handset is ringing.
Ringer off	The ringer is off temporarily during an incoming call.
Saved	Your selection has been saved.
Speaker	The handset speakerphone is in use.
To register HS, see manual	Screen display on a non-registered handset.
To screen call, press [SELECT]	The system is recording a message. Press **SELECT** to screen a call on a handset.
Transferred	You have transferred an outside call to another cordless handset.
You don't have any reminders	There is no reminder in the telephone system.
XX Missed calls	There are new calls in the caller ID log.
XX New messages	There are new messages.
XX New reminders	There are new reminders.
** Paging **	The handset is being paged by the telephone base.

Appendix

Telephone base message window displays

Window display	Description
⊡	No messages.
1–99	The total number of old messages and memos recorded.
	The message number currently playing.
0–99 (flashing)	The total number of new messages recorded, or the current message number during new message playback.
	The clock needs to be set.
1–99 & F (alternating)	The answering system memory is full with total number of messages recorded.
1–8	The telephone base speaker volume level while adjusting.
0–6	The telephone base ringer level while adjusting.
⋯ ⋯	The answering system is answering a call, or recording a memo or announcement.
	The handset is on a call, or in the directory or caller ID log.
	The answering system is being accessed remotely.

Appendix

Handset and telephone base indicators

Handset lights

Visual ringer indicator	Flashes when the handset is ringing.
🔊	On when the handset speakerphone is in use.
CHARGE	On when the handset is charging in the handset charger.

Telephone base lights

Visual ringer indicator	Flashes when the telephone base is ringing.
IN USE	On when the telephone line is in use.
	On when the answering system is answering a call.
	On when you are registering a handset.
	Flashes when another telephone sharing the same line is in use.
	Flashes when you are deregistering all devices.
⏻/ANS ON/OFF	On when the answering system is turned on.

Appendix

Handset and telephone base indicators

Handset icons

⌁	The battery icon flashes when the battery is low and needs charging.
▶▭▶▤▶▥	The battery icon animates when the battery is charging.
▤	The battery icon becomes solid when the battery is fully charged.
🔊	On when the handset speakerphone is in use.
🔕	The handset ringer is off.
✉	There are new voicemail received from your telephone service provider.
ANS ON	The answering system is turned on.
⚈⚈	There are new messages in the answering system.
NEW	The caller ID log entry you are reviewing is new. The message you are listening is new.
MUTE	The handset microphone is muted.
AUDIO ASSIST	The handset Audio Assist® feature is on.
1/13	The number of the current message and the total number of messages recorded.

Appendix

Handset battery

It takes up to 11 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** displays on the cordless handset screen.

CAUTION:

To reduce the risk of fire or injury, read and follow these instructions:
• Use only the batteries provided or equivalent. To order a replacement, go to **www.vtechcanada.com** or call **1 (800) 267-7377**.
• Do not dispose of the batteries in a fire. Check with local waste management codes for special disposal instructions.
• Do not open or mutilate the batteries. 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 batteries 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

Troubleshooting

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

My telephone doesn't work at all.

- Make sure the power cord is securely plugged in.
- Make sure you plug the battery connector securely into the cordless handset.
- Make sure you plug the telephone line cord securely and firmly into the telephone base and the telephone wall jack.
- Charge the battery in the cordless handset for at least 11 hours. For optimum daily performance, return the cordless handset to the telephone base or charger when not in use.
- If the battery is completely depleted, charge the handset for at least 30 minutes before use.
- Reset the telephone base. Unplug the electrical power. Wait for approximately 15 seconds, then plug it back in. Allow up to one minute for the cordless handset and telephone base to reset.
- You may need to purchase a new handset battery.

The display shows No line. I cannot hear the dial tone.

- Disconnect the telephone line cord from your telephone and connect it to another telephone. If there is no dial tone on that other telephone either, then the telephone line cord may be defective. Try installing a new telephone line cord.
- If changing telephone line cord does not help, the wall jack (or the wiring to this wall jack) may be defective. Contact your telephone service provider.
- You may be using a new cable or VoIP service, the existing telephone jacks in your home may no longer work. Contact your service provider for solutions.

Appendix

Troubleshooting

I cannot dial out.

- Try all the suggestions above.
- Make sure you have a dial tone before dialing. The cordless handset may take a second or two to find the telephone base and produce a dial tone. This is normal. Wait an extra second before dialing.
- Eliminate any background noise. Noise from a television, radio or other appliances might cause the phone to not dial out properly. If you cannot eliminate the background noise, first try muting the cordless handset before dialing, or dial from another room with less background noise.
- If other phones in your home are having the same problem, contact your telephone service provider (charges may apply).
- If you have changed your telephone service to digital service from a cable company or a VoIP service provider, the telephone line may need to be rewired to allow all existing telephone jacks to work. Contact your service provider for more information.

My cordless handset isn't performing normally.

- Make sure you plug the power cord securely into the telephone base. Plug the power adapter into a different, working electrical outlet without a wall switch.
- Move the cordless handset closer to the telephone base. You may have moved out of range.
- Reset the telephone base. Unplug the electrical power. Wait for 15 seconds then plug the power cord back in. Allow up to one minute for the cordless handset and telephone base to reset.
- Other electronic products such as HAM radios and other DECT phones can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.

Appendix

Troubleshooting

Out of range OR Base no power appears on my cordless handset.

- Ensure you plug the telephone base in properly and the power is on.
- Place the cordless handset closer to the telephone base for synchronization.
- Move the cordless handset closer to the telephone base. You may have moved out of range.
- Reset the telephone base. Unplug the electrical power. Wait for 15 seconds then plug it back in. Allow up to one minute for the cordless handset and telephone base to reset.
- Other electronic products such as HAM radios and other DECT phones can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.

The handset battery does not accept charge while in the telephone base.

- If the cordless handset is in the telephone base and the charge light is not on, refer to **The charge light is off** on page 89.
- Charge the battery in the cordless handset for at least 11 hours. For optimum daily performance, return the cordless handset to the telephone base or charger when not in use.
- If the battery is completely depleted, charge the handset for at least 30 minutes before use.
- You may need to purchase a new battery.

Appendix

Troubleshooting

I have accidentally set my LCD language to Spanish or French, and I don't know how to change it back to English.

- Press **MENU**, then enter the code ⊞✻**364#**.

I get noise, static, or weak signals even when I'm near the telephone base.

- If you subscribe to high-speed Internet service (DSL - digital subscriber line) through your telephone line, you must install a DSL filter between the telephone line cord and the telephone wall jack. The filter prevents noise and caller ID problems as a result of DSL interference. Contact your DSL service provider for more information about DSL filters.
- You may be able to improve the performance of your cordless phone by installing your new telephone base as far as possible from any other existing cordless telephone system that may already be installed.
- Other electronic products such as HAM radios and other DECT phones can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.
- Do not install this phone near a microwave oven or on the same electrical outlet. You may experience decreased performance while the microwave oven is operating.
- If you plug your phone in with a modem or a surge protector, plug the phone (or modem/surge protector) into a different location. If this does not solve the problem, relocate your phone or modem farther apart from one another, or use a different surge protector.
- Relocate your phone to a higher location. The phone may have better reception in a high area.
- If other phones in your home are having the same problem, contact your telephone service provider (charges may apply).

I experience poor sound quality when using the handset speakerphone.

- For increased sound quality while using the handset speakerphone, place the handset on a flat surface with the dialing keys facing up.

Appendix

Troubleshooting

I hear other calls while using my phone.

- Disconnect the telephone base from the telephone jack, and plug in a different telephone. If you still hear other calls, call your telephone service provider.

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

- Make sure that the ringer is not off.
- Make sure you plug in the telephone line cord securely into the telephone base and the telephone jack.
- Make sure you plug in the power cord securely.
- The cordless handset may be too far from the telephone base.
- Charge the battery in the cordless handset for at least 11 hours. For optimum daily performance, return the cordless handset to the telephone base or charger when not in use.
- You may have too many extension phones on your telephone line to allow all of them to ring simultaneously. Try unplugging some of the other phones.
- The layout of your home might be limiting the operating range. Try moving the telephone base to another location, preferably to a higher location.
- If other phones in your home are having the same problem, contact your telephone service provider (charges may apply).
- Test a working phone at the phone jack. If another phone has the same problem, contact your telephone service provider (charges may apply).
- Other electronic products such as HAM radios and other DECT phones can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.
- Remove and install the cordless handset battery again. Place the cordless handset in the telephone base. Wait for the cordless handset to reestablish its connection with the telephone base. Allow up to one minute for this to take place.
- Your line cord may be defective. Try installing a new line cord.

Appendix

Troubleshooting

My calls cut in and out while I'm using my cordless handset.

- Other electronic products such as HAM radios and other DECT phones can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.
- Do not install this phone near a microwave oven or on the same electrical outlet. You may experience decreased performance while the microwave oven is operating.
- If you plug your phone in with a modem or surge protector, plug the phone (or modem/surge protector) into a different location. If this does not solve the problem, relocate your phone or modem farther apart from one another, or use a different surge protector.
- Relocate your telephone base to a higher location. The phone may have better reception when installed in a high area.
- If other phones in your home are having the same problem, contact your telephone service provider (charges may apply).

The charge light is off.

- Make sure you plug the power and line cords in correctly and securely.
- Reset the telephone base. Unplug the electrical power. Wait for 15 seconds then plug the power cord back in. Allow up to one minute for the cordless handset and telephone base to reset.
- Clean the charging contacts on the handset, telephone base and handset charger each month with a pencil eraser or cloth.
- Make sure that the handset battery is installed properly.

Appendix

Troubleshooting

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

My telephone does not receive caller ID when on a call.

- Make sure you subscribe to caller ID with call waiting features from your telephone service provider. Caller ID feature works only if both you and the caller are in areas offering caller ID service, and if both telephone service providers use compatible equipment.

The messages on the answering system are incomplete.

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

The messages are very difficult to hear.

- Press ▲**VOL** on the telephone base, or **VOL+** on the cordless handset to increase the listening volume.

Appendix

Troubleshooting

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

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

The telephone does not respond to remote commands.

- Make sure you enter your remote access code correctly.
- Make sure you are calling from a touch-tone phone. When you dial a number, you should hear tones. If you hear clicks, the phone is not a touch-tone telephone and cannot activate the answering system.
- The answering system may not detect the remote access code while your announcement is playing. Try waiting until the announcement is over before entering the code.
- There may be interference on the phone line you are using. Press dialing keys firmly.

Appendix

Troubleshooting

The answering system does not record messages.

- Make sure that the answering system is on. **ANS ON** should show on the cordless handset and ⏻**/ANS ON/OFF** light on the telephone base should be on.
- Make sure the memory of the answering system is not full.
- If you subscribe to voicemail service, change the number of rings so that your answering system answers before your voicemail answers. To determine how many rings activate your voicemail, contact your telephone service provider.
- If there is a fax machine connected to the same telephone line, try disconnecting the fax machine. If that solves the problem, consult your fax machine documentation for information on compatibility with answering systems.

The system announces *"Time and day not set."*

- You need to reset the system clock.

The outgoing announcement is not clear.

- When you record your announcement, make sure you speak in a normal tone of voice, about nine inches from the handset.
- Make sure there is no background noise (TV, music, etc.) while recording.

New voicemail and ✉ show on the handset and I don't know why.

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

Appendix

Troubleshooting

I cannot retrieve voicemail messages.

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

Common cure for electronic equipment.

If the telephone does not seem to be responding normally, do the following (in the order listed):

- Disconnect the power to the telephone base.
- Disconnect the cordless handset battery.
- Wait a few minutes.
- Connect power to the telephone base.
- Install the cordless handset battery again, and place the cordless handset in the telephone base.
- Wait for the cordless handset to reestablish connection 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 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. Avoid placing the telephone system in places with extreme temperature, direct sunlight, or other electrical devices. Protect your phone from moisture, dust, corrosive liquids and fumes.

7. 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.

8. 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.

9. Do not allow anything to rest on the power cord. Do not install this product where the cord may be walked on.

10. 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.

11. 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.

12. Do not overload wall outlets and extension cords.

Appendix

Important safety instructions

13. 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/handset has been damaged.

    • If the product exhibits a distinct change in performance.

14. Avoid using a telephone (other than cordless) during an electrical storm. There is a remote risk of electric shock from lightning.

15. 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 its 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.

16. Only put the handset of your telephone next to your ear when it is in normal talk mode.

17. 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 Base no power**.

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

If the handset moves out of range during a telephone conversation, there may be interference. To improve reception, move closer to the telephone base.

ECO mode

This power conserving technology reduces power consumption for optimal battery performance. The ECO mode activates automatically whenever the handset is synchronized with the telephone base.

Appendix

Maintenance

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

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

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

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

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

Remember that electrical appliances can cause serious injury if used when you are wet or standing in water. If the telephone base should fall into 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.

Appendix

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® and 1 (800) 8 BATTERY® are registered trademarks of Rechargeable Battery Recycling Corporation.

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.

Caution: To maintain the compliance with the FCC's RF exposure guideline, 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 requirement:
CAN ICES-3 (B)/NMB-3(B).

Appendix

FCC, ACTA and IC regulations

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.

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Appendix

FCC, ACTA and IC regulations

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 received, 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.

Privacy of communications may not be ensured when using this telephone.

The Ringer Equivalence Number (REN) for this terminal equipment is 1.0. 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

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 on the next page); or
8. Charges for installation or set up, adjustment of customer controls, and installation or repair of systems outside the unit.

Appendix

Limited warranty

How do you get warranty service?

To obtain warranty service, 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 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

Technical specifications

Frequency control	Crystal controlled PLL synthesizer
Transmit frequency	Telephone base: 1921.536-1928.448 MHz Handset: 1921.536-1928.448 MHz
Channels	5
Nominal effective range	Maximum power allowed by FCC and IC. Actual operating range may vary according to environmental conditions at the time of use.
Power requirements	Telephone base: 6V DC @ 400mA Handset charger: 6V AC @ 300mA Handset battery: 2.4V Ni-MH
Memory	Phonebook: 50 memory locations; up to 30 digits and 15 characters Caller ID log: 50 memory locations; up to 24 digits and 15 characters

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And your life.