



vtech
Quick start guide
(Canada version)

For more support information



WHAT'S IN THE BOX



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:

- Read and understand all instructions.
- Follow all warnings and instructions marked on the product.
- Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
- Do not use this product near water such as near a bath tub, wash bowl, kitchen sink, laundry tub or a swimming pool, nor in a wet basement or shower.
- Do not place this product on an unstable table, shelf, stand or other unstable surfaces.
- 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.
- 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.
- This product should be operated only from the type of power supply in your home or office, consult your dealer or local power company.
- Do not allow anything to rest on the power cord. Do not install this product where the cord may be walked on.
- 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.
- 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 reassembly can cause electric shock when the product is subsequently used. Do not overload wall outlets and extension cords.
- Unplug this product from the wall outlet and refer servicing to an authorized service facility under the following conditions:
 - When the power supply cord or plug is damaged or frayed.
 - If liquid has been spilled onto the product.
 - If the product has been exposed to rain or water.
 - If the product does not operate normally by following the operating instructions.
 - Adjust only those controls that are covered by the operation instructions. Improper adjustment of other controls may result in damage and often requires extensive work by an authorized technician to restore the product to normal operation.
 - If the product has been dropped and the telephone base and/or handset has been damaged.
 - If the product exhibits a distinct change in performance.
- Avoid using a telephone (other than cordless) during an electrical storm. There is a remote risk of electric shock from lightning.
- Do not use the telephone to report a gas leak in the vicinity of the leak. Under certain circumstances, a spark may be created when the adapter is plugged into the power outlet, or when the handset is replaced in its cradle. This is a common event associated with the closing of any electrical circuit. The user should not plug the phone into a power outlet, and should not put a charged handset into the cradle, if the phone is located in an environment containing concentrations of flammable or flame-supporting gases, unless there is adequate ventilation. A spark in such an environment could create a fire or explosion. Such environments might include: medical use of oxygen without adequate ventilation; industrial gases (cleaning solvents; gasoline vapors; etc.); a leak of natural gas; etc.
- Only put the handset of your telephone next to your ear when it is in normal talk mode.
- The power adapter is intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling, under-the-table or cabinet outlet.
- For pluggable equipment, the socket-outlet shall be installed near the equipment and shall be easily accessible.

- CAUTION:** Use only the batteries indicated in this manual. There may be a risk of explosion if a wrong type of battery is used for the handset. Use only the supplied rechargeable batteries or replacement batteries (BT162342/BT262342) for the handset. Do not dispose of batteries in a fire. They may explode.
- Use only the adapter included with this product. Incorrect adapter polarity or voltage can seriously damage the product.

SAVE THESE INSTRUCTIONS

- Battery**
- CAUTION:** Use Only Supplied Battery.
 - Do not dispose of the battery in a fire. Check with local waste management codes for special disposal instructions.
 - Do not open or mutilate the battery. Released electrolyte is corrosive and may cause burns or injury to the eyes or skin. The electrolyte may be toxic if swallowed.
 - Exercise care in handling batteries in order not to create a short circuit with conductive materials.
 - Charge the battery provided with this product only in accordance with the instructions and limitations specified in this manual.
- 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:

- 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.

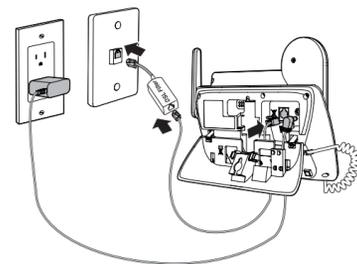
ABOUT CORDLESS TELEPHONES

- 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.

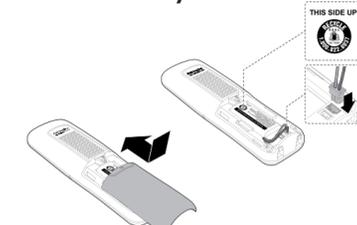
CONNECT AND ACTIVATE

1 Connect the telephone base

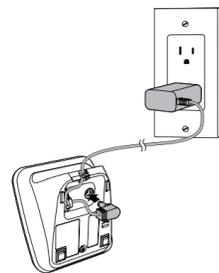
If you subscribe to digital subscriber line (DSL) high-speed Internet service through your telephone line, make sure you connect a DSL filter (not included) to the telephone wall jack.



2 Install the battery



3 Connect the charger



4 Charge the battery



TIP
See **Mount the telephone base** (optional) online for the wall mounting instructions.

Display

Handset:



	The battery is low and needs charging.
	The battery is charging.
	The battery is fully charged.
	Handset ringer is off.
	New voicemail received from your telephone service provider.
	There are new caller ID log entries.
	Answering system is on.
	Number of new/old messages recorded.
	The ECO mode activates automatically to reduce power consumption when the handset is within range of the telephone base.

Telephone base:



	Telephone base ringer is off.
	New voicemail received from your telephone service provider.
	New caller ID log entries.
	Number of new/old messages recorded.



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

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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.

2 SETUP

After you install your telephone or power returns following a power outage and battery depletion, the handset and telephone base will prompt you to set the date and time, and to configure the answering system through voice guide.

Date and time

Follow the steps below to set the date and time. For example, if the date is 25 December, 2019, and the time is 10:59 AM:

When the handset and telephone base prompt you to set the date and time



- Enter the date.
- Press **SELECT**.
- Enter the time.
- Press **SELECT**.

Follow the following steps to set the date and time if you skipped the prompt.



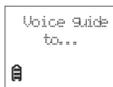
- Press **MENU**.
- Press **▼/▲** to scroll to **Set date/time**, then press **SELECT**.
- Enter the date, then press **SELECT**.
- Enter the time, then press **SELECT**.

Voice guide for answering system

After setting the date and time, the handset and telephone base will display **Voice guide to...** and **set up Ans sys?** alternatively.

This feature assists you to do the basic setup of the answering system. You can follow the voice guide to record your own announcement, set the number of rings and the message alert tone.

When the handset prompts you to set up the answering system via voice guide



Press **SELECT**.



"Hello! This voice guide will assist you with the basic setup of your answering system"

Setup your answering system by inputting the designated numbers as instructed in the voice guide.

BASIC OPERATION

Make a call

- Handset:**
- Press **TALK FLASH** - OR - **[Speaker]**
 - Enter the phone number

Telephone base:

- Press **[Speaker]** - OR - Lift the corded handset

Answer a call

- Handset:**
- Press **TALK FLASH** - OR - **[Speaker]** - OR - Press any dialing keys to answer
- Telephone base:**
- Press **[Speaker]** - OR - Lift the corded handset

End a call

- Handset:**
- Press **OFF** - OR - **[Speaker]**
- Place the handset on the telephone base
- Telephone base:**
- Press **[Speaker]**
- Volume:**
- Press **[Speaker]**
- Press **[Speaker]**

CALLER ID

Caller ID

If you subscribe to caller ID service, information about each caller appears after the first or second ring.

The caller ID log stores up to 30 entries. Each entry has up to 24 digits for the phone number and 15 characters for the name.

Review caller ID log entries



- Press **CID**.
- Press **▼/▲** to browse the entries.

Dial a caller ID log entry

When your desired caller ID entry displays on the handset or telephone base screen



Delete a caller ID log entry

When your desired caller ID entry displays on the handset or telephone base screen



Save a caller ID log entry to the phonebook

When your desired caller ID entry displays on the handset or telephone base screen

- Press **MENU**.
- Press **SELECT** to select to **phonebook**.
- Edit the phone number if needed.
- Press **SELECT**.
- Edit the name if needed, then press **SELECT**.

NEED HELP?

For operations and guides to help you using your telephone, and for latest information and supports, go and check the online help topics and online FAQs. Use your smartphone or mobile device to access our online help.

- Go to <https://help.vtechphones.com/cs5249> OR
- Scan the QR code on the right. Launch the camera app or QR code scanner app on your smartphone or tablet. Hold the device's camera up to the QR code and frame it. Tap the notification to trigger the redirection of the online help.
 - If the QR code is not clearly displayed, adjust your camera's focus by moving your device closer or further away until it is clear.

You can also call our Customer Support at 1 (800) 595-9511 [in US] or 1 (800) 267-7377 [in Canada] for help.



LCD LANGUAGE SETTING

If you accidentally set the LCD language to Spanish or French, press **MENU** and then enter ***364#** to change the handset LCD language back to English while the handset is not in use.

CALL BLOCK

Call Block

If you subscribe to caller ID service, you can set the telephone to block unknown calls and certain undesired calls. The call block list can store up to 150 entries.

Add a call block entry

- Press **MENU**.
- Press **▼/▲** to scroll to **Call block**, then press **SELECT**.
- Press **SELECT** to select **Block list**.
- Press **▼/▲** to scroll to **Add new entry**, then press **SELECT**.
- Enter number then press **SELECT**.
- Enter name then press **SELECT**.

Delete a call block list entry

When the desired call block list entry displays on the handset screen

- Press **DELETE** to delete.

Block unknown calls

- Press **MENU**.
- Press **▼/▲** to scroll to **Call block**, then press **SELECT**.
- Press **▼/▲** to scroll to **Call w/o num**, then press **SELECT**.
- Press **▼/▲** to scroll to **Block**, then press **SELECT**.

Review a call block list entry

- Press **MENU**.
- Press **▼/▲** to scroll to **Call block**, then press **SELECT**.
- Press **SELECT** to select **Block list**.
- Press **SELECT** to select **Review**.

ANSWERING SYSTEM

About the built-in answering system and voicemail service

For message recording, your telephone has a built-in answering system, and it also supports voicemail service offered by your telephone service provider (subscription is required, and fee may apply).

Built-in answering system VS Voicemail service

	BUILT-IN ANSWERING SYSTEM	VOICEMAIL SERVICE
SUPPORTED BY	Telephone system	Telephone service provider
SUBSCRIPTION	No	Yes
FEES	No	May apply
ANSWER INCOMING CALLS	<ul style="list-style-type: none"> After 3 rings by default. It can be changed via handset or the telephone base menu. 	<ul style="list-style-type: none"> Usually after 2 rings. It can be changed by contacting your telephone service provider.
STORAGE	Telephone base	Server or System
DISPLAY NEW MESSAGES	<ul style="list-style-type: none"> Handset - XX new messages Telephone base - Message window flashes 	<ul style="list-style-type: none"> Handset - VM and New voicemail Telephone base - VM
RETRIEVE MESSAGES	<ul style="list-style-type: none"> Press ▶/◀ on the telephone base; OR Press MENU, and then select Play messages on the handset; OR Access remotely with an access code. 	<ul style="list-style-type: none"> Press VM on the dialpad, and enter an access number and/or passcode from your telephone service provider.

Turn the built-in answering system on or off

On the telephone base

Press to turn on; press again to turn off.

Set number of rings

You can set your answering system to answer calls at least two rings earlier than your voicemail service. For example, if your voicemail service answers after six rings, set your answering system to answer after four rings. Thus, 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.

- Press **MENU**.
- Press **▼/▲** to scroll to **Answering sys**, then press **SELECT**.
- Press **▼/▲** to scroll to **Ans sys setup**, then press **SELECT**.
- Press **▼/▲** to scroll to **# of rings**, then press **SELECT**.
- Press **▼/▲** to scroll to the desired number of rings, then press **SELECT**.

Message playback

On the telephone base

Press **▶/◀** on the telephone base.

On a handset

Press **▶/◀** on the handset.

- Press **MENU**.
- Press **SELECT** to select **Play messages**.

Skip a message

Press **▶/◀** on the handset.

Repeat the playing message

Press **▶/◀** on the handset.

Play the previous message

Press **▶/◀** on the handset.

Delete all messages

Press **▶/◀** on the handset.

PHONEBOOK

Phonebook

The phonebook can store up to 50 entries, which are shared by all handsets and the telephone base. Each entry may consist of a telephone number up to 30 digits, and a name up to 15 characters.

Add a phonebook entry

- Enter the phone number.
- Press **MENU**.
- Press **SELECT**.
- Enter the name.
- Press **SELECT**.

Review phonebook entries

- Press **▶/◀**.
- Press **▼/▲** to browse the entries.

Delete a phonebook entry

When your desired phonebook entry displays on the handset screen

- Press **DELETE**.
- Press **SELECT**.

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.

FCC, ACTA AND IC REGULATIONS

NOTE: 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.

- Reorient or relocate the receiving antenna.
- 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.

WARNING: 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.

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 use of the product.

This Class B digital apparatus complies with Canadian requirement: CAN ICES-3 (B)/NMB-3(B). FCC Part 68 and ACTA

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.

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.

If this equipment is malfunctioning, it must be unplugged from the modular jack until the problem has been corrected.

If this product is causing harm to the telephone network, the telephone service provider may temporarily discontinue your telephone service.

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

Industry Canada

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s).

(1) This device may not cause interference.

(2) This device must accept any interference, including interference that may cause undesired operation of the device.

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

The Ringer Equivalence Number (REN) for this terminal equipment is 1.0. The REN indicates the maximum number of devices allowed to be connected to a telephone interface.

This product meets the applicable Innovation, Science and Economic Development Canada technical specifications.

LIMITED WARRANTY

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.

During the limited warranty period, VTech's authorized service representative will repair or replace a VTech's option, without charge, a Materially Defective Product.

How long is the limited warranty period? The limited warranty period for the Product extends for ONE (1) YEAR from the date of purchase.

What is not covered by this limited warranty? This limited warranty does not cover: Product that has been subjected to misuse, accident, shipping or other physical damage.

How do you get warranty service? To obtain warranty service in Canada, go to www.vtechcanada.com or dial 1 (800) 267-7377.

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

Except as provided by applicable law, you assume the risk of loss or damage during transit and transportation and are responsible for delivery or handling charges incurred in the transport of the Product(s) to the service location.

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