CS6114
CS6114-11
CS6114-2
CS6114-21

DECT 6.0 cordless telephone

vtech®

User's manual
(Canada version)

Congratulations

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

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

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.

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 a 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.
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 and/or 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 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.
16. Only put the handset of your telephone next to your ear when it is in normal talk mode.
17. 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.

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:

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.

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.

Table of contents

What's in the box

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

NOTE

*   To purchase a replacement battery or power adapter, visit our website at **www.vtechcanada.com** or call **1 (800) 267-7377**.
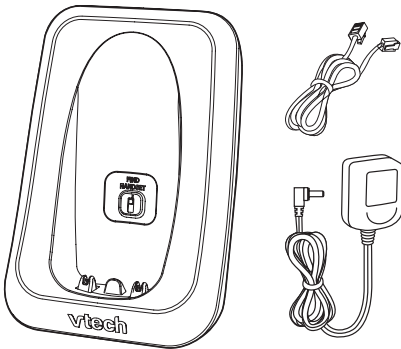
1 set for CS6114-2/CS6114-21
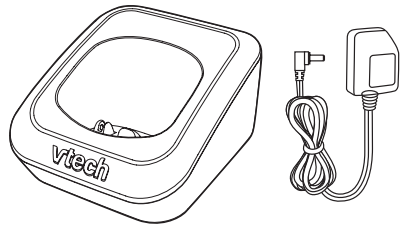
- -

Abridged user's manual

1 set for CS6114/CS6114-11/ CS6114-2/CS6114-21

1 set for CS6114/CS6114-11/ CS6114-2/CS6114-21

- -
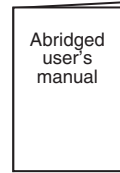
1 set for CS6114/CS6114-11; 2 sets for CS6114-2/CS6114-21

Overview

Handset overview
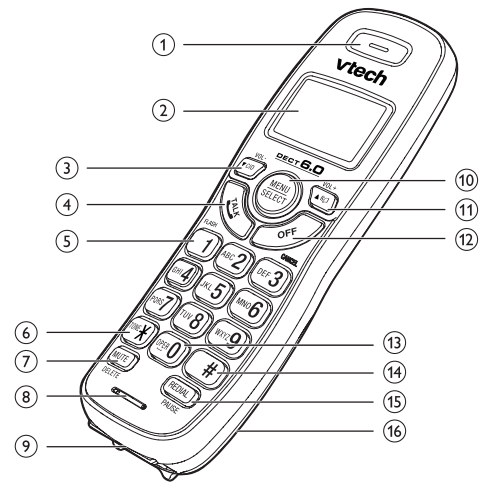
1 – Handset earpiece

2 – LCD display

3 – ▼CID/VOL-
- Review the caller ID log when the telephone is not in use.
- Scroll down while in a menu, or in the directory, caller ID log or redial list.
- Move the cursor to the left when entering numbers or names.
- Decrease the listening volume during a call.

4 – ⌁/FLASH
- Make or answer a call.
- Answer an incoming call when you receive a call waiting alert.

5 – 1
- Press repeatedly to add or remove 1 in front of the caller ID log entry before dialing or saving it to the directory.

6 – TONE✳
- Switch to tone dialing temporarily during a call.

7 – MUTE/DELETE
- Mute the microphone during a call.

- Silence the handset ringer temporarily while the phone is ringing.
- Delete the displayed entry while reviewing the directory, caller ID log or redial list.
- Delete digits or characters when entering numbers or names.

8 – Microphone

9 – Charging pole

10 – MENU/SELECT
- Show the menu.
- While in a menu, press to select an item, or save an entry or setting.

11 – ▲▭/VOL+
- Review the directory when the phone is not in use.
- Scroll up while in a menu, or in the directory, caller ID log or redial list.
- Move the cursor to the right when entering numbers or names.
- Increase the listening volume during a call.

12 – OFF/CANCEL
- Hang up a call.
- Return to the previous menu or idle mode without making changes.
- Delete digits while predialing.
- Silence the handset ringer temporarily while the phone is ringing.
- Erase the missed call indicator while the handset is not in use.

13 – 0/OPER
- Enter space character during text editing.

14 – #
- Show other dialing options when reviewing a caller ID log entry.

15 – REDIAL/PAUSE
- Review the redial list.
- Insert a dialing pause while dialing or entering numbers into the directory.

16 – Battery compartment cover

Telephone base overview
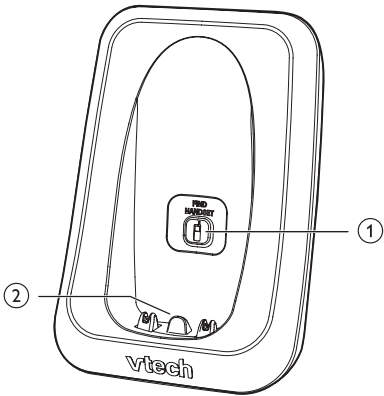
1 – ☎/FIND HANDSET
- Page all system handsets.

2 – Charging pole

Charger overview
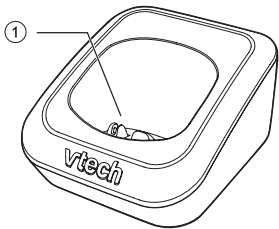
1 – Charging pole

Display icons overview

▯	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.
✉	There are new voicemail received from your telephone service provider.
NEW	There are new caller ID log entries.

Connect

You can choose to connect the telephone base for desktop usage or wall mounting.

⚙ NOTES
- Use only the adapters provided.
- Make sure the electrical outlets are not controlled by wall switches.
- The 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.

🔖 TIP
- If you subscribe to digital subscriber line (DSL) high-speed Internet service through your telephone line, make sure you install a **DSL filter** (not included) between the telephone line cord and telephone wall jack. Contact your DSL service provider for more information.
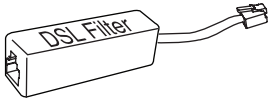
Connect the telephone base
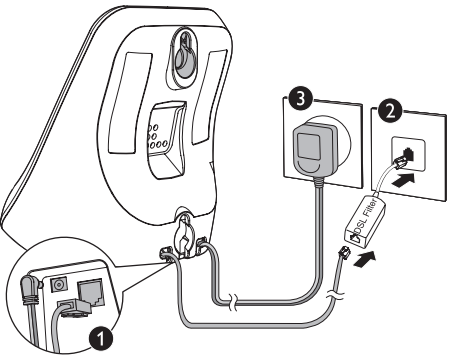
Connect the charger
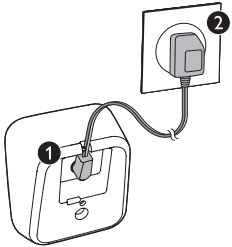
Mount the telephone base
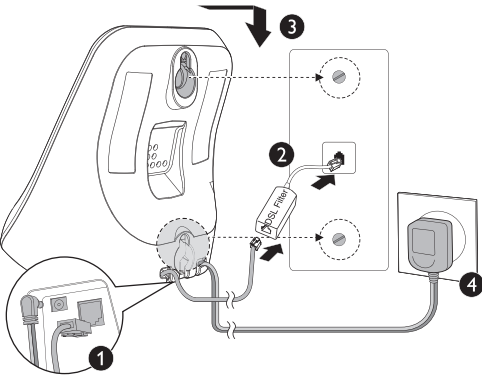
Install and charge the battery

Install the battery

Install the battery as shown below.

- Use only supplied battery.
- Charge the battery provided with this product only in accordance with the instructions and limitations specified in this manual.
- If the handset will not be used for a long time, disconnect and remove the battery to prevent possible leakage.

THIS SIDE UP
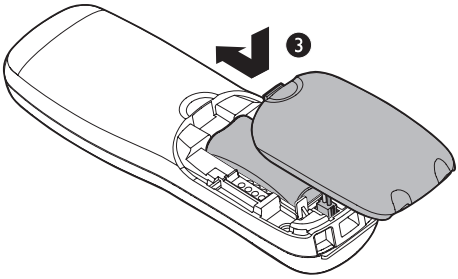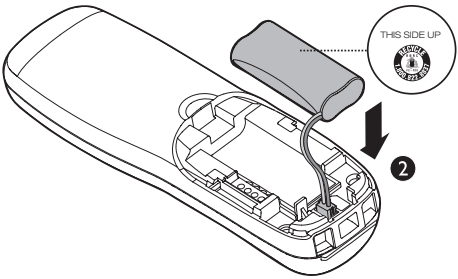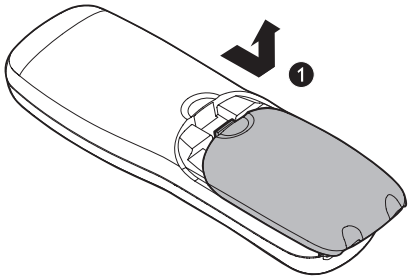
Charge the battery

Place the handset in the telephone base or the charger to charge.
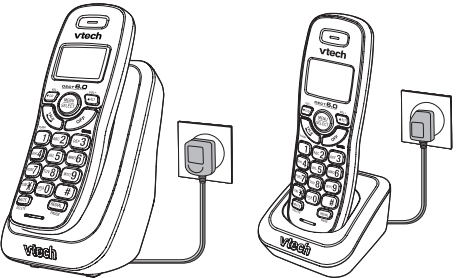
Once you have installed the battery, the handset LCD display indicates the battery status (see the following table).

NOTES
- For best performance, keep the handset in the telephone base or charger when not in use.
- The battery is fully charged after 16 hours of continuous charging.
- If you place the handset in the telephone base or the charger without plugging in the battery, the screen displays **No battery**.

Battery indicators	Battery status	Action
The screen is blank, or displays **Put in charger** and ⌒ flashes.	The battery has no or very little charge. The handset cannot be used.	Charge without interruption (at least 30 minutes).
The screen displays **Low battery** and ⌒ 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 or charger when not in use.

When the battery is fully charged, you can expect the following performance:

| Operation	Operating time
While in use (talking*)	Seven hours
While not in use (standby**)	Five days

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

** Handset is not charging nor in use.

Before use

After you install your telephone or power returns following a power outage, the handset will prompt you to set the date and time.

Set date and time

1. Use the dialing keys (**0-9**) to enter the month (**MM**), date (**DD**) and year (**YY**). Then press **SELECT**.
2. Use the dialing keys (**0-9**) to enter the hour (**HH**) and minute (**MM**). Then press ▼ or ▲ to choose **AM** or **PM**.
3. Press **SELECT** to save.

Check for dial tone

Press ☎. 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.

Operating range

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

When the handset is out of range, the handset displays **Out of range or no pwr at base**.

If there is a call while the handset is out of range, it 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.

Configure your telephone

Use the handset menu

1. Press **MENU** when the phone is not in use.
2. Press ▼ or ▲ until the screen displays the desired feature menu.
3. Press **SELECT**.
- To return to the previous menu, press **CANCEL**.
- To return to idle mode, press and hold **CANCEL**.

Set language

The LCD language is preset to English. You can select 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 choose **Settings** and then press **SELECT** twice.
3. Press ▼ or ▲ to choose **English**, **Français** or **Español**.
4. Press **SELECT** twice to save your setting. You hear a confirmation tone.

Set date and time

1. Press **MENU** on the handset when not in use.
2. Press ▼ or ▲ to choose **Set date/time** and then press **SELECT**.
3. Use the dialing keys (**0-9**) to enter the month (**MM**), date (**DD**) and year (**YY**). Then press **SELECT**.
4. Use the dialing keys (**0-9**) to enter the hour (**HH**) and minute (**MM**). Then press ▼ or ▲ to choose **AM** or **PM**.
5. Press **SELECT** to save your setting. Your hear a confirmation tone.

Home area code

If you dial local calls using only seven digits (area code not required), you can program your home area code so that when you receive a call within your local area, the telephone number is automatically stored in the caller ID log without the area code.
1. Press **MENU** when the handset is not in use.
2. Press ▼ or ▲ to choose **Settings** and then press **SELECT**.
3. Press ▼ or ▲ to choose **Home area code**, and then press **SELECT**. The screen displays the currently stored home area code.
4. Use the dialing keys (**0-9**) to enter the desired home area code.
   - Press **DELETE** to delete a digit.
   - Press and hold **DELETE** to delete all digits.
5. Press **SELECT** to confirm. 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, delete the home area code you have already programmed following the steps above. After you have deleted the home area code, ___ appears.

Dial mode

The dial mode is preset to touch-tone dialing. If you have pulse (rotary) service, you need to change the dial mode to pulse dialing before using the telephone.
1. Press **MENU** when the handset is not in use.
2. Press ▼ or ▲ to choose **Settings**, and then press **SELECT**.
3. Press ▼ or ▲ to choose **Dial mode**, then press **SELECT**.
4. Press ▼ or ▲ to choose **Touch-tone** or **Pulse**, then press **SELECT** to confirm your selection. You hear a confirmation tone.

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 **TONE**✳.
2. Use the dialing keys to enter the number. The telephone sends touch-tone signals. It automatically returns to pulse dialing mode after you end the call.

Telephone operations

Handset control key panel:
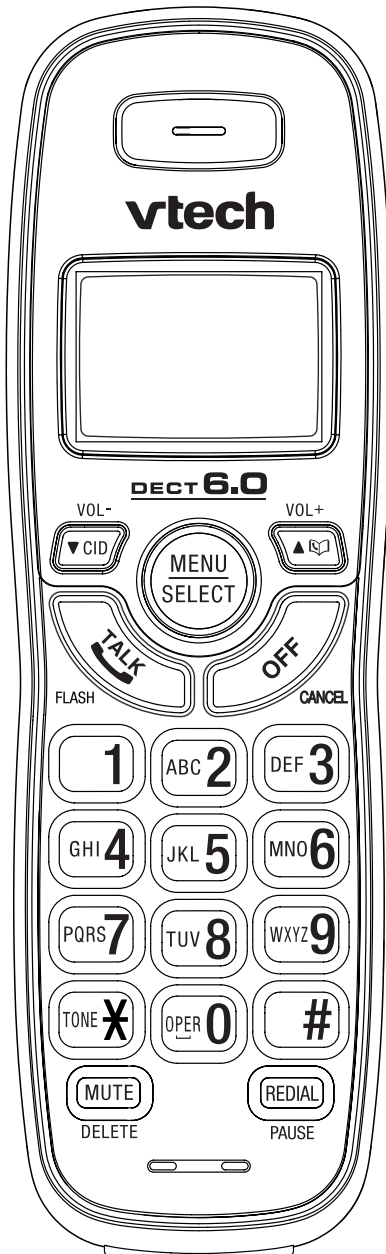
Make a call

- Press ☎, and then dial the telephone number.

🔖 NOTES

- The screen shows the elapsed time as you talk (in hours, minutes and seconds).
- If the handset is moved out of range while on a call, it will beep three times.

Predial a call

- Enter the telephone number using the dialing keys (**0-9**), then press ☎ to dial.

🔖 NOTE

- When predialing (preview numbers before dialing), press **DELETE** or **CANCEL** to backspace and delete; press and hold **PAUSE** to insert a dialing pause (a **P** appears).

Answer a call

- Press ☎ or any of the dialing keys.

End a call:

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

Volume

- During a call, press **VOL-** or **VOL+** to adjust the listening volume.

Mute

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

1. During a call, press **MUTE**. The handset displays **Muted**.
2. Press **MUTE** again to resume the conversation. The handset displays **Microphone on** briefly.

Call waiting

When you subscribe to call waiting service from your telephone service provider, you hear an alert tone if there is an incoming call while you are already on a call.

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

If you also subscribe to caller ID service, it will let you see the name and telephone number of the caller during call waiting.

It may be necessary to change your telephone service to use this feature. Contact your telephone service provide if:

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

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

Chain dialing

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

Chain dialing can be useful if you wish to access other numbers (such as bank account numbers or access codes) from the directory, caller ID log or redial list.

To access a number in the directory while on a call:

1. Press **MENU/SELECT** twice to enter the directory.
2. Press ▼ or ▲ to scroll to the desired entry.
3. Press **SELECT** to dial the displayed number.

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

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

To access a number in the redial list while on a call:

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

- You cannot edit a directory entry while on a call. Refer to the **Directory** section for more details.
- You cannot copy a caller ID log entry into the directory while on a call. Refer to the **Caller ID log** section for more details.
- You cannot erase a redial entry while on a call. Refer to the **Redial list** section for more details.
- Press **CANCEL** to exit redial, directory or caller ID log when you are on a call.

Find handset

Use this feature to find the system handset.

To start paging:

- Press /**FIND HANDSET** on the telephone base when not in use. All idle handsets ring and display **** Paging ****.

To end paging:

- Press /**FIND HANDSET** at the telephone base.

-OR-

- Press or any of the dialing keys on the handset.

NOTES

- Press **MUTE** to turn off the ringer of a handset temporarily. Paging tone continues on the other handset.
- Do not press and hold /**FIND HANDSET** for more than four seconds. It may lead to handset deregistration. If the handset displays **To register HS** and **See manual**, refer to the **Register a handset** section to register the handset back to the telephone base.

Redial list

Each handset stores the last five telephone numbers dialed. Entries are shown in reverse chronological order. When there are already five entries, the oldest entry is deleted to make room for the new entry.

Review a redial list entry

1. Press **REDIAL** when the handset is not in use.
2. Press ▼, ▲ or **REDIAL** repeatedly until the desired entry displays.

Dial a redial list entry

1. Press **REDIAL** when the handset is not in use.
2. Press ▼, ▲ or **REDIAL** repeatedly until the desired entry displays.
3. Press to dial.

-OR-

1. Press when the handset is not in use.
2. Press **REDIAL** and then press ▼, ▲ or **REDIAL** repeatedly until the desired entry displays.
3. Press **SELECT** to dial.

Delete a redial list entry

1. Press **REDIAL** when the handset is not in use.
2. Press ▼, ▲ or **REDIAL** repeatedly to browse to the desired entry.
3. Press **DELETE** to delete the displayed number. You hear a confirmation tone.

Directory

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

Each handset directory is independent (for multiple handset models only). Any additions, deletions or edits made on one handset are not reflected on other handsets.

If the telephone number in the directory exceeds 15 digits, a dash appears after the 14th digit and then the remaining digits are shown beginning with a dash, alternately.
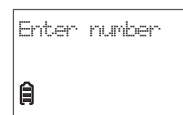
Add a directory entry

1. Enter the number when the phone is not in use. Press **MENU**, then go to Step 3.
   -OR-
   Press **MENU** when the phone is not in use, then press **SELECT** to choose **Directory**. Press **SELECT** again to choose **Add contact**.
2. When **Enter number** displays, use the dialing keys to enter the number.
   -OR-
   Copy a number from the redial list by pressing **REDIAL** and then press ▼, ▲ or **REDIAL** repeatedly to select a number. Press **SELECT** to copy the number.
3. Press **SELECT** to move on to enter the name. The handset displays **Enter name**.
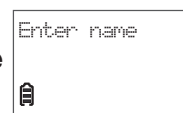
4. Use the dialing keys to enter the name. Additional key presses show other characters of that particular key. The first character of every word is capitalized.
5. Press **SELECT** to save. The handset displays **Saved** and then you hear a confirmation tone.

While entering names and numbers, you can:

- Press **DELETE** to backspace and erase a digit or character.
- Press and hold **DELETE** to erase the entire entry.
- Press ▼ or ▲ to move the cursor to the left or right.
- Press and hold **PAUSE** to insert a dialing pause (for entering numbers only).
- Press **0** to add a space (for entering names only).

Review a directory entry

Entries are sorted alphabetically.
1. Press when the phone is not in use.
2. Press ▼ or ▲ to browse through the directory, or use the dialing keys to start a name search.
   -OR-
1. Press **MENU** when the handset is not in use.
2. Press **SELECT** to choose **Directory**.
3. Press ▼ or ▲ to scroll to **Review** and then press **SELECT**.

4. Press ▼ or ▲ to browse.

Alphabetical search

1. Follow the steps in **Review a directory entry** above to enter the directory.
2. Use the dialing keys to enter the letter associated with the name. For example, if you have entries for Jenny, Jessie, Kristen and Laura in your directory, press **5** (JKL) once to see Jenny (when **Jenny** displays, press ▼ to see Jessie), twice to see Kristen, or three times to see Laura. If there is no name entry matching your search, the next closest match in alphabetical order appears. If necessary, press ▼ or ▲ to browse.

Delete a directory entry

1. Search for the desired entry in the directory (see **Review a directory entry** or **Alphabetical search**).
2. When the desired entry appears, press **DELETE**. The handset displays **Delete contact?** and the number.

```
Mike Smith
800-267-7377

📱
```

```
Delete contact?
800-267-7377

📱
```

3. Press **SELECT** to confirm. The handset displays **Deleting ...** and then **Contact deleted**. You hear a confirmation tone.
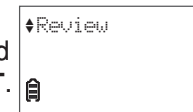
Edit a directory entry

1. Search for the desired entry in the directory (see **Review a directory entry** or **Alphabetical search**).
2. When the desired entry appears, press **SELECT**. The handset displays **Edit number** and the stored number.
3. Use the dialing keys to edit the number, then press **SELECT**. The handset displays **Edit name** and then the stored name.
4. Use the dialing keys to enter the name. Additional key presses show other characters of that particular key. The first character of every word is capitalized.
5. Press **SELECT** to save. The handset displays **Saved** and then you hear a confirmation tone.

Dial a directory entry

1. Search for the desired entry in the directory (see **Review a directory entry** or **Alphabetical search**).
2. When the desired entry appears, press 📞 to dial.

Caller ID

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

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.

If the telephone number has more that 15 digits, only the last 15 digits appear. If the name has more than 15 characters, only the first 15 characters are shown and saved in the caller ID log.

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.

Caller ID log entries are shared by all system handsets (for multiple handset models only). Any deletions made on one handset are reflected on all other handsets.

🔖 NOTE

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

Review a caller ID log entry

1. Press **CID** when the phone is not in use.
2. Press ▼ or ▲ to browse through the caller ID log.

-OR-

1. Press **MENU** when the phone is not in use. Press ▼ or ▲ to select **Caller ID log**.

2. Press **SELECT** twice and then press ▼ or ▲ to browse.

🔖 NOTE

• You hear two beeps when you reach the beginning or end of the caller ID log.

Memory match

When the incoming telephone number matches the last seven digits of a telephone number in your directory, the screen displays the stored name of the directory entry.

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

🔖 NOTE

• The number shown in the caller ID log is in the format sent by the telephone service provider. It usually delivers 10-digit telephone numbers (area code plus phone number). If the last seven digits of the incoming telephone number does not match a number in your directory, the name appears as it is delivered by the telephone service provider.

Missed call indicator

When there are calls that have not been reviewed in the caller ID log, the handset displays **XX missed calls**.

```
XX missed calls

📱10:15 PM 12/25
```

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

```
Mike Smith
267-7377

📱10:15 PM 12/25 NEW
```

When you have reviewed all the missed calls, the missed call indicator no longer displays.
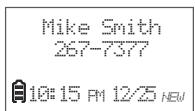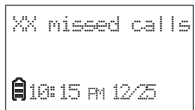
If you do not want to review the missed calls one by one, <u>press and hold</u> **CANCEL** on the idle handset to erase the missed call indicator. All the entries are then considered old.

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 dial only the seven digits, or a 1 plus the seven digits, or a 1 plus the area code plus the seven digits. You can change the number of digits that you dial from or store to the directory.

While reviewing the caller ID log, press **#** (pound key) repeatedly to show different dialing options for local and long distance numbers before dialing or saving the telephone number in the directory.

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

```
        Mike Smith
       800-267-7377

      🔋 10:15 PM 12/25
```

```
┌─► Press # ─► 1-800-267-7377
│   Press # ─►        267-7377
│   Press # ─►      1-267-7377
└─  Press # ─►      800-267-7377
    -OR-
┌─► Press 1 ─► 1-800-267-7377
└─  Press 1 ─►     800-267-7377
```

🖉 NOTE

• If you have programmed the home area code, only the last seven digits of the incoming phone numbers from that area code will be displayed while reviewing the caller ID log. Press **#** repeatedly to display all possible dialing options.

Dial a caller ID log entry

When the number is shown in the correct format for dialing, press 📞 to dial.

Save a caller ID log entry to the directory

1. When in the caller ID log, press ▼ or ▲ to browse.
2. When the desired caller ID log entry displays, press **SELECT**. The handset displays **Edit number** and the stored number.
3. Use the dialing keys to modify the number, if necessary. Then press **SELECT**. The handset displays **Edit name** and then the stored name.
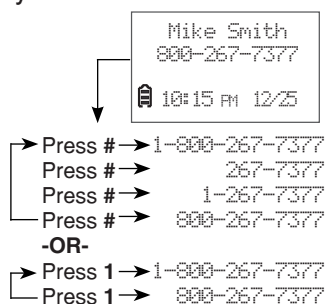4. Use the dialing keys to modify the name, if necessary. Then press **SELECT**. The handset displays **Saved** and then you hear a confirmation tone.

While entering names and numbers, you can:

• Press **DELETE** to backspace and erase a digit or character.
• <u>Press and hold</u> **DELETE** to erase the entire entry.
• Press ▼ or ▲ to move the cursor to the left or right.
• <u>Press and hold</u> **PAUSE** to insert a dialing pause (for entering numbers only).
• Press **0** to add a space (for entering names only).

Delete the caller ID log entries

1. When in the caller ID log, press ▼ or ▲ to browse.
2. When the desired caller ID log entry displays, press **DELETE**. You hear a confirmation tone.

To delete all caller ID log entries:

1. Press **MENU** when the phone is not in use.
2. Press ▼ or ▲ to select **Caller ID log** and then press **SELECT**.
3. Press ▼ or ▲ to select **Del all calls** then press **SELECT**.
4. The screen displays **Delete all?**. Press **SELECT** to confirm. The handset displays **Deleting...** and then you hear a confirmation tone.

```
┌─────────────────┐
│⬍Del all calls   │
│                 │
│🔋               │
└─────────────────┘
```

```
┌─────────────────┐
│   Delete all?   │
│                 │
│🔋               │
└─────────────────┘
```
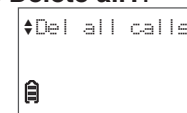
Sound settings

Key tone

You can turn the key tone on or off.
1. Press **MENU** when the handset is not in use.
2. Press ▼ or ▲ to choose **Settings** and then press **SELECT**.
3. Press ▼ or ▲ to choose **Key tone**, then press **SELECT**.
4. Press ▼ or ▲ to choose **On** or **Off**, then press **SELECT** to save. You hear a confirmation tone.

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 choose **Ringers** and then press **SELECT**.
3. Press ▼ or ▲ to choose **Ringer tone**, then press **SELECT**.
4. The screen displays **Tone:** with the current setting flashing. Press ▼ or ▲ to choose a ringer tone. A sample of each ringer tone plays as you scroll through the choices.
5. Press **SELECT** to save. You hear a confirmation tone.

🖉 NOTE

• If you turn off the ringer volume, you will not hear ringer tone samples.

Ringer volume

You can adjust the ringer volume level, or turn the ringer off.
1. Press **MENU** when the handset is not in use.
2. Press ▼ or ▲ to choose **Ringers** and then press **SELECT** twice.
3. The screen displays **Volume:** with the current setting flashing. Press ▼ or ▲ to choose a volume level. A sample of each ringer volume plays as you scroll through the choices.
4. Press **SELECT** to save. You hear a confirmation tone.

⌁NOTES
- If the ringer volume is set to **Off**, the idle screen displays **Ringer off**.
- When the ringer volume is set to **Off**, the handset still rings when you press ⫼/FIND HANDSET** at the telephone base.

Temporary ringer silencing

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

To silence the handset ringer:
- Press **CANCEL** or **MUTE**. The handset displays **Ringer muted**.

Retrieve voicemail from telephone service

Voicemail is a feature available from most telephone service providers. It may be included with your telephone service, or may be optional. Fees may apply.

Retrieve voicemail

When you received a voicemail, the handset displays ✉ and **New voicemail**.

```
New voicemail

🔋10:15 PM 12/25 ✉
```

To retrieve, 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.

⌁NOTE
- After you have listened to all new voicemail messages, the indicators on the handset turn off automatically.

Turn off the new voicemail indicators

If you have retrieved your voicemail while away from home, and the handset still displays the new voicemail indicators, use this feature to turn off the indicators.

⌁NOTE
- This feature turns off the indicators only, it does not delete your voicemail messages.
1. Press **MENU** when the phone is not in use.
2. Press ▼ or ▲ to choose **Settings** and then press **SELECT**.
3. Press ▼ or ▲ to choose **Clr voicemail** and then press **SELECT**.

```
⬍Clr voicemail

🔋
```

4. The screen displays **Reset VM Icon?**. Press **SELECT** to confirm. You hear a confirmation tone.
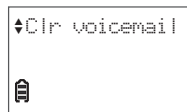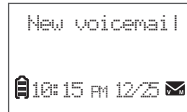
Register a handset

When your handset is deregistered from the telephone base, follow the steps below to register it back to the telephone base.
1. Remove the handset from the telephone base.
2. Press and hold ⫼/FIND HANDSET** at the telephone base for about four seconds until the **IN USE** light turns on.
3. Then press **#** on the handset. It displays **Registering...**

The handset show **Registered** and you hear a beep when the registration process completes. The registration process takes about 60 seconds to complete.

Other information

Website

Use this feature to view the VTech website address.
1. Press **MENU** when the phone is not in use.
2. Press ▼ or ▲ to choose **Web address** and then press **SELECT**. The screen displays the VTech website address.

Screen messages

Call log empty	There are no caller ID log entries.
Directory empty	There are no directory entries.
Directory full	The directory is full.
Ended X:XX:XX	You have just ended a call.
Incoming call	There is an incoming call.
Line in use	A system handset is in use, or another telephone on the same line is in use.
LONG DISTANCE or L (before the caller's number)	It is a long distance call.
Low battery	The battery needs to be recharged.
Microphone on	MUTE is turned off and the person on the other end can hear you.
Muted	You have turned off the handset microphone. The other party cannot hear you but you can hear the other party.
New voicemail	There are new voicemail message(s) from the telephone service provider.
No battery	No battery is installed. Follow the directions for battery installation on page 4 to install the battery before charging.
No line	There is no telephone line connected.
Not available	One handset is already reviewing the caller ID log and the other handset tries to review it.

Number repeated	The telephone number you enter is already stored in the directory.
Out of range or no pwr at base	The handset cannot communicate with the telephone base. Check the telephone base power connection or move the handset closer to the telephone base.
Phone X:XX:XX	The handset is on a call.
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 the telephone number information.
Put in charger	The battery is very low. Place the handset in the telephone base or charger for recharging.
Ringer muted	The handset ringer is muted temporarily during an incoming call.
Ringer off	The handset ringer is turned off.
Saved	Your selection has been saved.
Unable to call.	Failed phone call (the other handset is in use).
UNKNOWN NAME	This caller's name is unavailable.
UNKNOWN NUMBER	This caller's number is unavailable.
UNKNOWN CALLER	No caller information is available about this caller.
XX missed calls	There are calls that have not been reviewed in the caller ID log.
** Paging **	The system handsets are being paged.

General product care

Taking care of your telephone

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

Avoid rough treatment

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

Avoid water

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

Electrical storms

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

Cleaning your telephone

Your telephone has a durable plastic casing that should retain its luster for many years. Clean it only with a dry non-abrasive cloth. Do not use dampened cloth or cleaning solvents of any kind.

Frequently asked questions

Below are the questions most frequently asked about the cordless telephone. If you cannot find the answer to your question, visit our website at **www.vtechcanada.com** or call **1 (800) 267-7377** for customer service.

My telephone does not work at all.	Make sure the telephone base is installed properly, and battery is installed and charged correctly. For optimum daily performance, return the handset to the telephone base after use.
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 the 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.

I cannot dial out.	Make sure there is a dial tone before dialing. It is normal if the handset takes a second or two to synchronize with the telephone base before producing a dial tone. Wait an extra second before dialing.	I hear other calls when using the telephone.	Disconnect the telephone base from the telephone wall jack. Plug in a different telephone. If you still hear other calls, the problem is probably in the wiring or telephone service. Contact your telephone service provider.
	Eliminate any background noise. Mute the handset before dialing, or dial from another room in your home with less background noise.	There is interference during a telephone conversation. My calls fade out when I am using the cordless handset.	The handset may be out of range. Move it closer to the telephone base.
The display shows **To register HS** and **See manual** alternately. The handset does not work at all.	The handset is deregistered from the telephone base. Follow the steps in **Register a handset** to register the handset back to the telephone base.		If you subscribe to high-speed Internet service (DSL - digital subscriber line) through your telephone line, you must install a DSL filter between the telephone line cord and the telephone wall jack. The filter prevents noise and caller ID problems caused by DSL interference. Contact your DSL service provider for more information about DSL filters.
The display shows **Low battery**.	Place the handset in the telephone base or charger for charging.		
The battery does not charge in the handset or the handset battery does not accept charge.	Make sure the handset is placed in the telephone base or charger correctly.		Appliances or other cordless telephones plugged into the same circuit as the telephone base can cause interference. Try moving the appliance or telephone base to another outlet.
	If the battery is completely depleted, charge the battery for at least 30 minutes before use.		
	You may need to purchase a new battery.		The location of your telephone base can impact the performance of your cordless phone. For better reception, install the telephone base in a centralized location within your home or office, away from walls or other obstructions. In many environments, elevating the telephone base improves overall performance.
The telephone does not ring when there is an incoming call.	Make sure the ringer volume is not set to off.		
	The handset may be too far from the telephone base. Move it closer to the telephone base.		
My handset beeps and is not performing normally.	Move the handset closer to the telephone base. It may be out of range.		
I hear noise on the cordless handset and the keys do not work.	Make sure the telephone line cord is plugged in securely.		

The telephone does not receive caller ID or the telephone does not show caller ID during call waiting.	Caller ID is a subscription service. You must subscribe to this service from your telephone service provider for this feature to work on your telephone.	I subscribe to a nontraditional telephone service that uses my computer to establish connections, and my telephone doesn't work.	Make sure your computer is powered on, and your Internet is working properly.
	Both your and the caller's telephone service providers must use equipment compatible with the caller ID service.		Make sure to plug your USB telephone adapter into a dedicated USB port on your computer. Do not plug into a multiple port USB hub (USB splitter) that is not powered.
	The caller may not be calling from an area which supports caller ID.		In a few rare instances, the USB port on your computer may not have enough power. In these instances, try using a USB hub with its own external power supply.
	The caller ID information displays after the first or second ring.		
The display shows **Out of range or no pwr at base**.	The handset may be out of range. Move it closer to the telephone base.		If you are using a firewall, it may prevent access to your nontraditional telephone service. Contact your service provider for more information.
	Make sure the power cord is securely plugged into the telephone base. Use a working electrical outlet not controlled by a wall switch.		
I cannot hear any instruction from the handset when I try to record, play or delete my own announcement.	The handset does not have a speakerphone. When recording, playing or deleting your own announcement, the instructions are announced through the handset receiver. Make sure you place the handset receiver close to your ear.	I accidentally set my LCD language to Spanish or French, and I don't know how to change it back to English.	While the handset is not in use, press **MENU** and then enter **✻364#** to change the handset LCD language back to English.

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.

FCC, ACTA and IC regulations

FCC Part 15

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

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

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

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

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

This Class B digital apparatus complies with Canadian requirement: CAN ICES-3 (B)/NMB-3(B).

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, please contact your telephone service provider.

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

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

If this equipment is causing harm to the telephone network, the telephone service provider may temporarily discontinue your telephone service. The telephone service provider is required to notify you before interrupting service. If advance notice is not practical, you will be notified

as soon as possible. You will be given the opportunity to correct the problem and the telephone service provider is required to inform you of your right to file a complaint with the FCC. Your telephone service provider may make changes in its facilities, equipment, operation, or procedures that could affect the proper functioning of this product. The telephone service provider is required to notify you if such changes are planned.

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

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

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

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

Industry Canada

This device complies with Industry Canada licence-exempt RSS standard(s).

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

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

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 is an indication of the maximum number of devices allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all the devices does not exceed five.

This product meets the applicable Industry Canada technical specifications.

Limited warranty

What does this limited warranty cover?

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

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

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

How long is the limited warranty period?

The limited warranty period for the

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

What is not covered by this limited warranty?

This limited warranty does not cover:
1. Product that has been subjected to misuse, accident, shipping or other physical damage, improper installation, abnormal operation or handling, neglect, inundation, fire, water or other liquid intrusion;
2. Product that has been damaged due to repair, alteration or modification by anyone other than an authorized service representative of VTech;
3. Product to the extent that the problem experienced is caused by signal conditions, network reliability, or cable or antenna systems;
4. Product to the extent that the problem is caused by use with non-VTech accessories;
5. Product whose warranty/quality stickers, product serial number plates or electronic serial numbers have been removed, altered or rendered illegible;
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);
7. Product returned without a valid proof

of purchase (see item 2 below); or

8. Charges for installation or set up, adjustment of customer controls, and installation or repair of systems outside the unit.

How do you get warranty service?

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

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

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

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

1. Return the entire original package and contents including the Product to the VTech service location along with a description of the malfunction or difficulty; and

2. Include a "valid proof of purchase" (sales receipt) identifying the Product purchased (Product model) and the

date of purchase or receipt; and

3. Provide your name, complete and correct mailing address, and telephone number.

Other limitations

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

Technical specifications

Frequency control	Crystal controlled PLL synthesizer
Transmit frequency	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	Handset: 2.4V Ni-MH battery Telephone base: 6V AC @ 300mA Charger: 6V AC @ 300mA
Memory	Directory: 30 memory locations; up to 30 digits and 15 characters Caller ID log: 30 memory locations; up to 24 digits and 15 characters

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And your life.