

- Dial a speed dial number**
- When the phone is not in use, press and hold a dialing key (0 or 2-9) to dial the number stored in the corresponding speed dial location.

Delete a speed dial number

- Press **MENU** when the phone is not in use.
- Press **▼** or **▲** to scroll to **▶Directory**, then press **SELECT**.
- Press **▼** or **▲** to scroll to **▶Speed dial**, then press **SELECT**.
- Press **▼**, **▲** or a dialing key (**0** or **2-9**) to choose the desired speed dial location, then press **SELECT** to show the speed dial entry.
- Press **SELECT** again. Then press **▼** or **▲** to scroll to **▶Clear SD** and then press **SELECT**. The screen shows **Clear SD #X?**
 - OR-
 - Press **DELETE**. The screen shows **Clear SD #X?**
- Press **SELECT** to confirm.

Caller ID

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 phone number has more than 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.

Review a caller ID log entry

- Press **CID** on the cordless handset or the telephone base when the phone is not in use.
- Press **▼** or **▲** to browse through the caller ID log.

Missed call indicator

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

Each time you review a caller ID log entry marked **NEW** on the handset or **NEW** on the telephone base, the number of missed calls decreases by one. 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, **press and hold CANCEL** when not in use to clear the missed call indicator. All the entries are then considered old.

Dial a caller ID log entry

When the desired entry displays, press **⏏** or **⏏** on the handset to dial.

-OR-

When the desired entry displays, press **■/SPEAKER** or lift the corded handset to dial.

Save a caller ID log entry to the directory

- When the desired caller ID log entry displays, press **SELECT**.
- Use the dialing keys to modify the number, if necessary. Then press **SELECT**.
- Use the dialing keys to modify the name, if necessary. Then press **SELECT**.

Delete caller ID log entries

- When the desired caller ID log entry displays, press **DELETE**.

To delete all caller ID log entries:

- Press **MENU** on the handset or on the telephone base when the phone is not in use.
- Scroll to **▶Caller ID** log and then press **SELECT**.
- Scroll to **▶Del all calls** then press **SELECT** twice.

Sound settings

Key tone

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

- Press **MENU** when the handset/telephone base is not in use.
- Scroll to **▶Settings** and then press **SELECT**.
- Scroll to choose **▶Key tone**, then press **SELECT**.
- Press **▼** or **▲** to choose **▶Key tone:On** or **▶Key tone:Off**, then press **SELECT** to save.

Ringer tone

You can choose from different ringer tones for each handset and the telephone base.

- Press **MENU** when the handset/telephone base is not in use.
- Scroll to **▶Ringers** and then press **SELECT**.
- Scroll to choose **▶Ringer tone**, then press **SELECT**.
- Press **▼** or **▲** to sample each ringer tone, then press **SELECT** to save.

NOTE

If you turn off the ringer volume on a cordless handset, you will not hear ringer tone samples.

Telephone base ringer volume

Press **▼ VOL** or **▲ VOL** on the telephone base to adjust the ringer volume when the telephone base is not in use.

When you set the ringer volume to zero, the base ringer is off. The telephone base announces, *"Base ringer is off,"* and displays **Ringer off** and **⏏**.

Handset ringer volume

You can adjust the handset ringer volume level, or turn the ringer off.

- Press **MENU** when the handset/telephone base is not in use.
- Scroll to **▶Ringers** and then press **SELECT** twice.
- Press **▼** or **▲** to sample each volume level, then press **SELECT** to save.

NOTE

When the ringer volume is set to off, the handset still rings when you press **FIND HANDESET** 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 **MUTE** or **CANCEL** on the handset and it displays **Ringer muted** and **⏏**.

To silence the telephone base ringer:

- Press **MUTE** or **CANCEL** on the telephone base and it displays **⏏**.

Quiet mode

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

To set and turn the quiet mode on:

- Press and hold QUIET#** when the handset/telephone base is not in use.
- Use the dialing keys to enter the desired duration (1-12), then press **SELECT**.

To turn the quiet mode off:

- While the quiet mode is on, **press and hold QUIET#**.

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).

The main differences between them are:

Category	Built-in answering system	Voicemail from telephone service
Storage	Messages are stored in the telephone base.	Messages are stored in a server or system provided by your telephone service provider.
	You messages will be deleted automatically. You have to delete your message manually.	Your messages may be automatically deleted after a period of time. Contact your telephone service provider for more details.
Method to retrieve messages	When you received new messages, the handset and the telephone base both display XX new messages , and the ▶/■/PLAY/STOP light on the telephone base flashes.	When you receive new messages, the handset and the telephone base display ☑ and New voicemail .
	To retrieve messages, usually there are two ways: <ul style="list-style-type: none">Press ▶/■/PLAY/STOP on the telephone base; orAccess remotely with an access code.	To retrieve messages, you need an access number and/or a password provided by your telephone service provider.

Set your built-in answering system

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 and memos is approximately 11 minutes. The actual recording time depends on individual message characteristics.

Your answering system allows you to set your announcement, to save and delete messages, activate call screening, to set number of rings before pick up, to access remotely, and to control the recording time.

Turn the answering system on or off

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

- Press **⓪ANS ON/OFF** to turn the built-in answering system on or off.

-OR-

- Press **MENU** when the handset/telephone base is not in use.
- Press **▼** or **▲** to scroll to **▶Answering sys**, then press **SELECT**.
- Press **▼** or **▲** to scroll to **▶Answer on/off**, then press **SELECT**.
- Press **▼** or **▲** to scroll to **▶Answer: On** or **▶Answer: Off**, then press **SELECT**.

Voice language

You can select a language (**English** or **French**) to be used for the voice prompts in the answering system.

- Press **MENU** when the handset/telephone base is not in use.
- Press **▼** or **▲** to scroll to **▶Answering sys**, then press **SELECT**.
- Press **▼** or **▲** to scroll to **▶Ans sys setup**, then press **SELECT**.
- Scroll to **▶Voice language**, then press **SELECT**.
- Press **▼** or **▲** to select **▶English** or **▶Français**, then press **SELECT**.
 - The screen displays **Set English?** when you choose **English**.
 - The screen displays **Set Français?** when you choose **Français**.
- Press **SELECT** to save.

Default 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.

- 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**
 - Use only the battery provided or equivalent. To order a replacement, visit our website at **www.vtechcanada.com** or call **1 (800) 267-7377**.
 - 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.
 - 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 system disconnection 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 wall outlet, or when the handset is replaced in its cradle. This is a common event associated with the closing of an electrical circuit. Such environments might include: medical use of oxygen without adequate ventilation; industrial gases (cleaning solvents; gasoline vapors; such as); 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 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 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.

Pacemaker patients

- Should keep wireless telephones at least six inches from the pacemaker.
- Should NOT use 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

Record your own announcement

The announcement can be up to 90 seconds in length.

- Press **MENU** when the phone is not in use.
- Press **▼** or **▲** to scroll to **▶Answering sys**, then press **SELECT** twice.
- The system announces, *"To play, press 2. To record, press 7."* Press 7 to record.
- The system announces, *"Record after the tone. Press 5 when you are done."* After the tone, speak towards the microphone.
- Press 5 when done.

Play your announcement

- Press **MENU** when the phone is not in use.
- Press **▼** or **▲** to scroll to **▶Answering sys**, then press **SELECT** twice.
- The system announces, *"To play, press 2. To record, press 7."* Press 2 to play the current announcement.

Options during playback:

- Press **▼/VOLUME** or **▲/VOLUME** on the cordless handset, or the **▶/■/PLAY/STOP** light on the telephone base to adjust the listening volume.
- Press 5 to stop playback.

Delete your announcement

- Press **MENU** when the phone is not in use.
- Press **▼** or **▲** to scroll to **▶Answering sys**, then press **SELECT** twice.
- The system announces, *"To play, press 2. To record, press 7."* Press 3 or **DELETE** to delete your recorded announcement.

NOTE

When your announcement is deleted, calls are answered with the default announcement.

Set number of rings

You can set the answering system to answer an incoming call after two, three, four, five or six rings, or toll saver. If you choose toll saver, the answering system answers a call after two rings if 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 unnecessary long distance charges when you are calling from outside your local area.

- Press **MENU** when the phone is not in use.
- Press **▼** or **▲** to scroll to **▶Answering sys**, then press **SELECT**.
- Press **▼** or **▲** to scroll to **▶Ans sys setup**, then press **SELECT**.
- Scroll to **▶# of rings**, then press **SELECT**.
- Press **▼** or **▲** to select **▶2**, **▶3**, **▶4**, **▶5**, **▶6** or **▶Toll saver**, and then press **SELECT**.

Set recording time

You can set the recording time allowed for each incoming message.

- Press **MENU** when the phone is not in use.
- Press **▼** or **▲** to scroll to **▶Answering sys**, then press **SELECT**.
- Press **▼** or **▲** to scroll to **▶Ans sys setup**, then press **SELECT**.
- Scroll to **▶Recording time**, then press **SELECT**.
- Press **▼** or **▲** to select **▶3 minutes**, **▶2 minutes** or **▶1 minute**, and then press **SELECT**.

Using your built-in answering system

New message indication

When there are new answering system messages, the handset and the telephone base display **XX new messages**, and the **▶/■/PLAY/STOP** light 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.

Message playback

To play messages at the telephone base:

- Press **▶/■/PLAY** when the phone is not in use.

-OR-

- Press **MENU** when the phone is not in use.
- Press **SELECT** to select **▶Play messages**.

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 advances to the next message.
- Press **STOP** or 5 to stop the playback.

To play messages with a cordless handset:

- Press **MENU** when the phone is not in use.
- Press **SELECT** to select **▶Play messages**.

Options during playback:

- Press **▼/VOLUME** or **▲/VOLUME** 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 3 or **DELETE** to delete the playing message. The system advances to the next message.
- Press **OFF** to stop the playback.

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 messages with the telephone base:

- Press **X/DELETE** twice when the phone is not in use.

To delete all old messages with a handset:

- Press **MENU** when the phone is not in use.
- Press **▼** or **▲** to scroll to **▶Answering sys**, then press **SELECT**.
- Press **▼** or **▲** to scroll to **▶Delete all old**, and then press **SELECT** twice.

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. You can use this preset code, or set your own.

- Dial your telephone number from any touch-tone telephone.
- When the system plays your announcement, enter the two-digit security code.
- Enter one of the following remote commands.

Command	Description
1	Play all messages.
2	Play only 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.
0	Turn the answering system on or off.

- Hang up or press **8** to end the call.

Using the built-in answering system and voicemail service

You can use your answering system and voicemail service together by setting your answering system to answer before voicemail service answers as described below. To learn how to program your voicemail settings, contact your telephone service provider.

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.

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 and the telephone base display **☑** and **New voicemail**. 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 and the telephone base turn off automatically.

Turn off the new voicemail indicator

If you have retrieved your voicemail while away from home, and the telephone 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.

- Press **MENU** when the handset/telephone base is not in use.
- Scroll to **▶Settings**, then press **SELECT**.
- Scroll to **▶Ctir voicemail #**, then press **SELECT**.
- Press **SELECT** again to confirm.

Expand your telephone system

You can add new handsets (**CS6609**, purchased separately) to your telephone system. Your telephone base supports a maximum of five handsets.

For more details, refer to the user's manual that comes with your **CS6609** new handset.

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.
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<p>The display shows line. I cannot hear the dial tone.</p>	<p>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.</p> <p>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.</p> <p>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.</p>	<p>The answering system does not announce the correct day of the week for recorded messages time stamp.</p>	<p>The messages on the answering system are incomplete.</p>	<p>If the memory on the answering system becomes full during a message, the answering system stops recording and disconnects the call.</p>	<p>I accidentally set my LCD language to Spanish or French, and I don't know how to change it back to English.</p>	<p>While the handset is not in use, press MENU and then enter ▶364# to change the handset LCD language back to English.</p>	<p>Important safety instructions</p> <p>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:</p> <ol style="list-style-type: none">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 dry non-abrasive 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, or in a wet basement or shower.Do not place this product on an unstable table, shelf, stand or other unstable surfaces.Avoid plugging the telephone system in places with extreme temperature, direct sunlight, or other electrical devices. Protect your phone from moisture, dust, corrosive liquids and fumes.	<ol style="list-style-type: none">Slots and openings in the back or bottom of the telephone base and handset are provided for ventilation. To protect them from overheating, do not place the product on or near anything that could be plugged into a ceiling, under-the-table or cabinet outlet.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.Do not allow anything to rest on the power cord. Do
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