



User's manual

www.vtechcanada.com



Model: DS6151

DECT 6.0

Congratulations

on purchasing your new VTech product. Before using this telephone, please read **Important safety instructions** on page 81 of this manual.

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



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.

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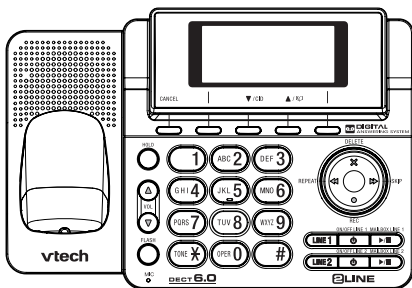
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Getting started

Parts checklist

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



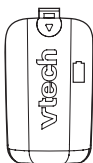
Telephone base



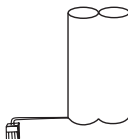
Handset



Telephone line cords (2)



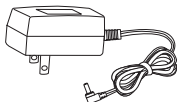
Battery compartment cover



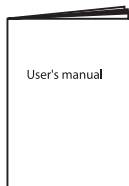
Battery



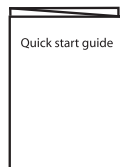
Belt clip



Telephone base power adapter



User's manual



Quick start guide

note

To purchase a replacement battery or power adapter, visit our website at www.vtechcanada.com or dial 1 (800) 267-7377.

Getting started

Telephone base installation

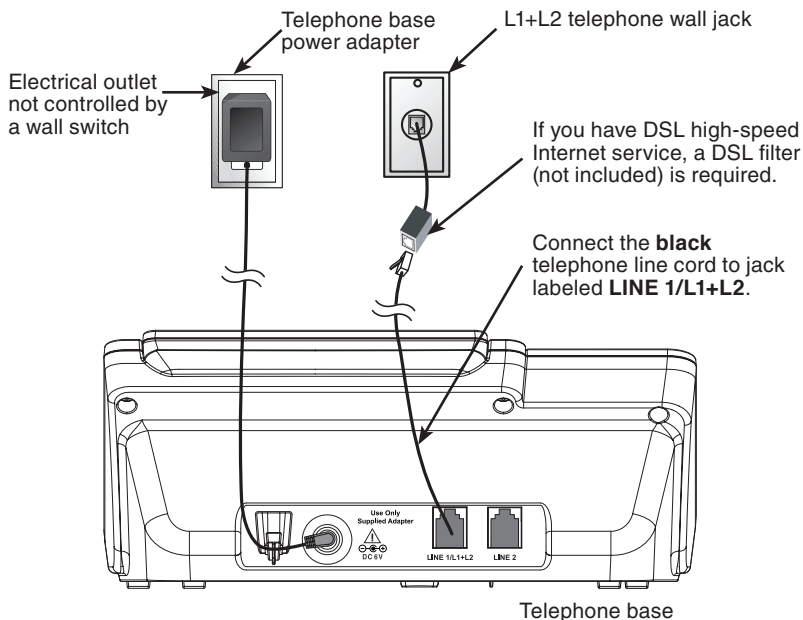
If you have a 2-line wall jack, install the telephone base as shown in **Figure One: Installation with 2-line jack** on below.

If you have separate wall jacks for each line, install the telephone base as shown in **Figure Two: Installation with separate line jacks** on page 3.

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

If you subscribe to digital subscriber line (DSL) high-speed Internet service through your telephone line, you must install a DSL filter between each telephone line cord and 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.

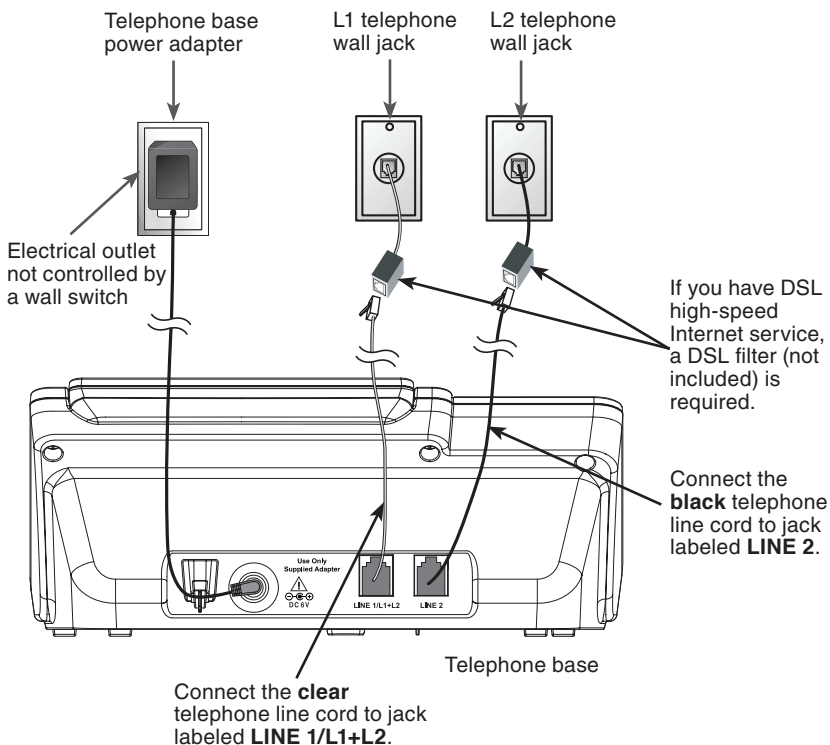
Figure One: Installation with 2-line jack



Getting started

Telephone base installation (continued)

Figure Two: Installation with separate line jacks



note

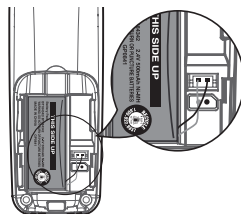
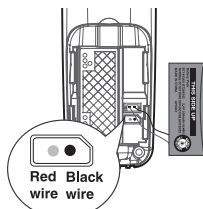
- Use only the power adapter supplied with this product. To order a replacement, visit our website at www.vtechcanada.com or call 1 (800) 267-7377.
- The power adapter is intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling, under-the-table or cabinet outlet.

Getting started

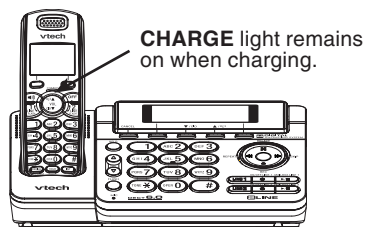
Battery installation

Install the battery as shown below.

- 1 Plug the battery connector securely into the socket inside the battery compartment, matching the color-coded label.
- 2 Place the battery with the label **THIS SIDE UP** and the wires inside the battery compartment.



- 3 Slide the battery compartment cover towards the center of the handset until it clicks into place.
- 4 Charge the handset by placing it in the telephone base.





Battery charging

Once you have installed the battery, the screen indicates the battery status (see the table below).

note

- 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 the handset will not be used for a long time, disconnect and remove the battery to prevent any possible leakage.

Battery indicators	Battery status	Action
The screen is blank.	Battery has no charge and the handset cannot be used.	Charge without interruption (at least 30 minutes).
The screen shows Place handset in charger and  flashes.	Battery has very little charge and the handset cannot be used.	Charge without interruption (at least 30 minutes).
The screen shows Low battery and  flashes.	Battery has enough charge to be used for a short time.	Charge without interruption (at least 30 minutes).
The screen shows HANDSET .	Battery is charged.	To keep the battery charged, place it in the telephone base when not in use.

Getting started

Battery charging

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

Operation	Operating time
While in handset use (talking*)	Up to 10 hours
While in speakerphone mode (talking*)	Up to 7 hours
While not in use (standby**)	Up to 10 days

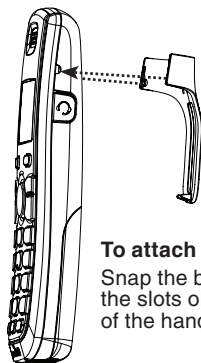
*Operating times vary depending on your actual use and the age of the battery.

**Handset is not charging or in use.

Getting started

Belt clip and optional headset

Belt clip



To attach the belt clip:

Snap the belt clip into the slots on both sides of the handset.

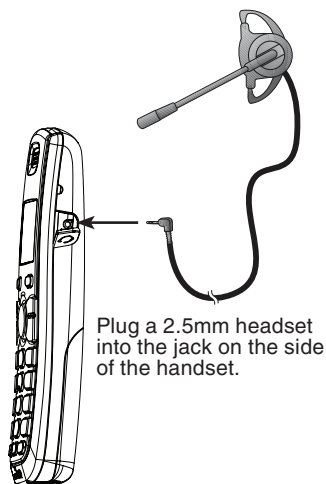
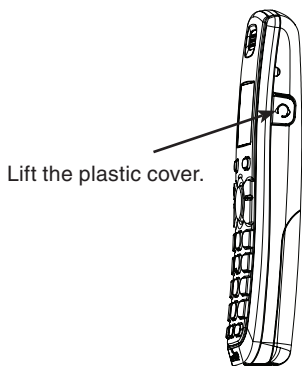


To remove the belt clip:

Gently lift either of the belt clip tabs outwards to remove the belt clip from the handset.

Headset

For handsfree telephone conversation, you can use any industry standard 2.5mm headset (purchased separately). For best results, use a VTech 2.5mm headset.



Getting started

Handset layout

Softkeys (2)

Press to select a menu item displayed above the key.

 (speakerphone)

Press to make or join a call using the first available line, starting with line 1 (page 31).

Press to answer a call.


During a call, press to switch between speakerphone and handset use (page 32).

 **▲/VOL** (directory/volume)

Press to enter the directory when the telephone is not in use (page 49).

While in a menu, press to scroll up.

During a call or message playback, press to increase the listening volume (page 32 or 64).

1
 (line 1/flash)

Press to make or answer a call on line 1.

During a call, press to receive an incoming call on line 1 when you receive a call waiting alert (page 32).

CID ▼/VOL (caller ID/volume)

Press to review the call log when the telephone is not in use (page 58).

While in a menu, press to scroll down.

During a call or message playback, press to decrease the listening volume (page 32 or 64).

1
While reviewing a call log entry, press repeatedly to add or remove 1 in front of the telephone number before dialing or saving it in the directory (page 59).

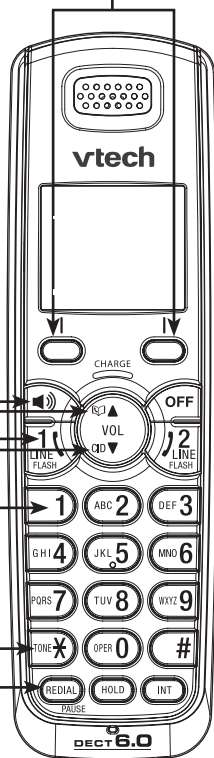
tone 

Press to switch to tone dialing temporarily when using the pulse service (page 34).

REDIAL/PAUSE

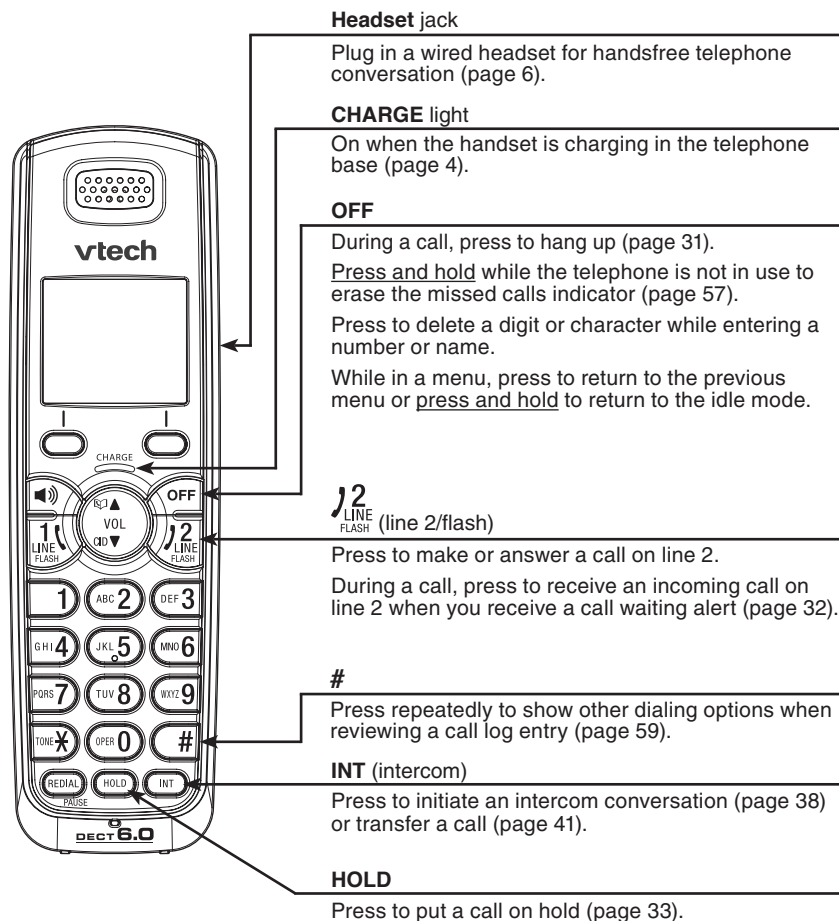
Press to review the redial list (page 36).

While dialing or entering numbers into the directory, press and hold to insert a dialing pause (pages 31 and 46).



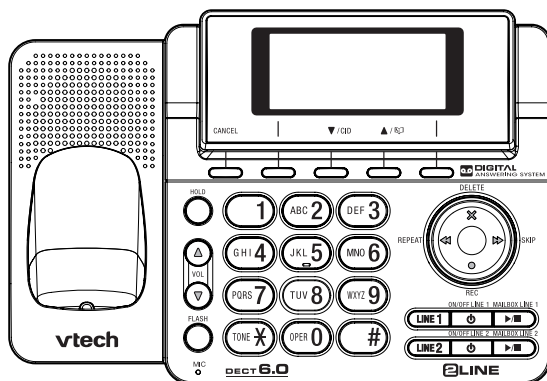
Getting started

Handset layout (continued)



Getting started

Telephone base layout

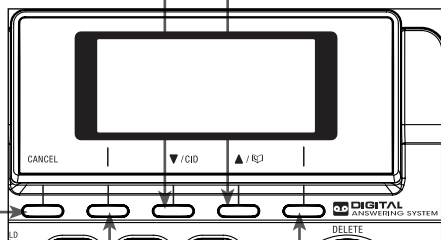


▼/CID (volume/caller ID)

Press to review the call log when the telephone is not in use (page 58).
During a call, press to access the call log (page 35).
While in a menu, press to scroll down.

▲/DIR (volume/directory)

Press to enter the directory when the telephone is not in use (page 49).
During a call, press to access the directory (page 35).
While in a menu, press to scroll up.



CANCEL

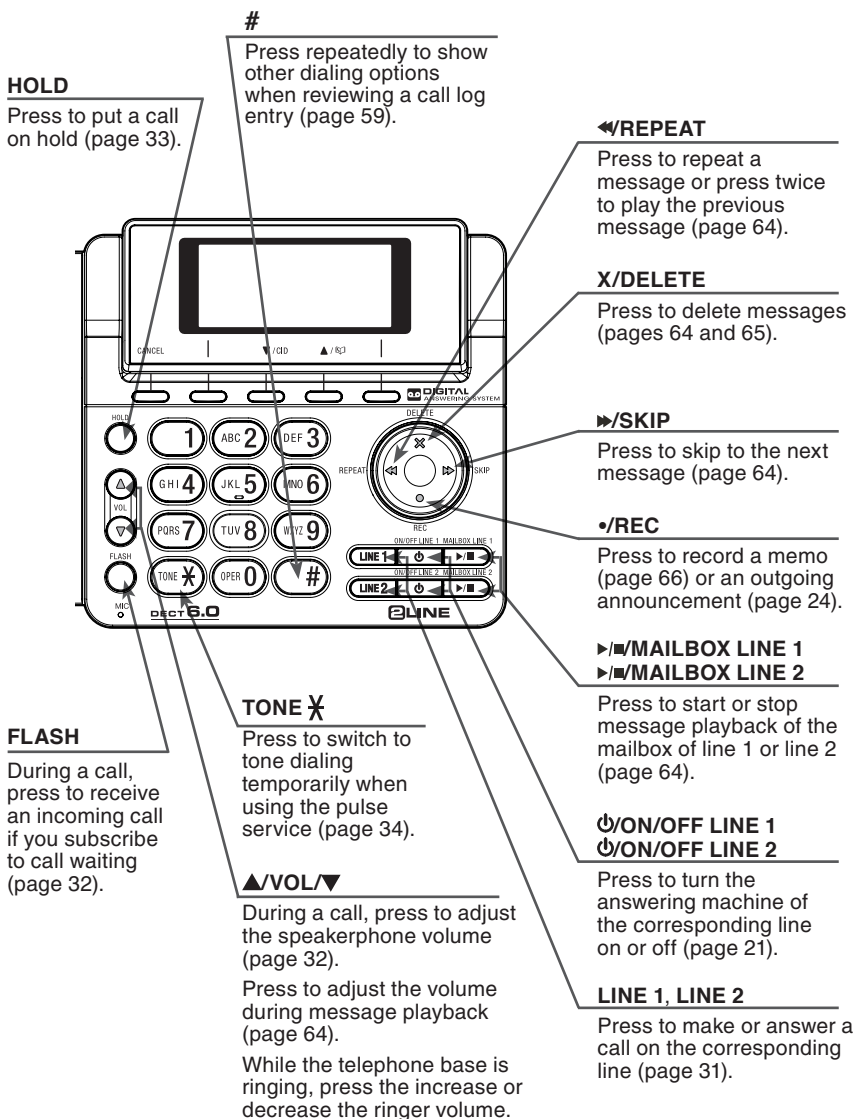
While in a menu, press to exit to the previous menu or press and hold to return to the idle mode.
While the telephone base is ringing, press to silence the ringer temporarily (page 32).
Press and hold to erase the missed calls indicator while the telephone is not in use (page 57).
During programming, press to backspace to delete a digit or character.

Softkeys (2)

Press to select a menu item displayed above the key.

Getting started

Telephone base layout (continued)



Handset settings

Settings

In the settings menu, you can change and edit the handset settings of LCD language, voicemail indicator, key tone, date and time, home area code and dial mode.

1. Press the **MENU** softkey to show the menu when the handset is not in use.
2. Press **▲** or **▼** to select **SETTINGS**.
3. Press the **SELECT** softkey to select the desired item.



note

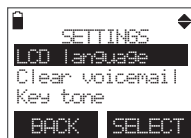
Press **OFF** or the **BACK** softkey to return to the previous menu.
Press and hold OFF to exit without making changes and return to the idle mode.

LCD language

You can select English, Français or Español to be used in all screen displays.


To select a language:

1. Press the **MENU** softkey when the handset is not in use.
2. Press **▲** or **▼** to select **SETTINGS**, then press the **SELECT** softkey.
3. Press the **SELECT** softkey to select **LCD language**.
4. Press **▲** or **▼** to choose from **English**, **Français** or **Español**. Press the **SET** softkey to save, or press the **BACK** softkey to exit to the previous menu.



Handset settings

Clear voicemail indicator

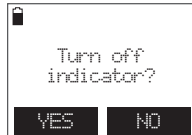
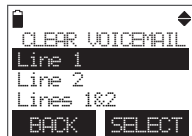
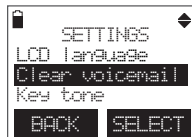
If you subscribe to voicemail service offered by your telephone service provider, the  icon and a line number appear on both the handset and telephone base when you have new voicemail messages. Contact your telephone service provider for more information and assistance about using your voicemail service.

After you have listened to all new voicemail messages, the indicators on both the handset and telephone base turn off automatically.

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

To manually turn off these indicators:

1. Press the **MENU** softkey when the handset is not in use.
2. Press **▲** or **▼** to select **SETTINGS**, then press the **SELECT** softkey.
3. Press **▲** or **▼** to select **Clear voicemail**, then press the **SELECT** softkey.
4. Press **▲** or **▼** to choose from **Line 1**, **Line 2**, or **Lines 1&2**, then press the **SELECT** softkey. The screen shows **Turn off indicator?**
5. Press the **YES** softkey to confirm, or press the **NO** softkey to exit to the previous menu.



note

- Your telephone service provider may alert you of new messages with a stutter (broken) dial tone. Contact your telephone service provider for details.
- Voicemail is different from answering system messages recorded in your answering system. For more information about the difference, see page 62.

Handset settings

Key tone

You can turn the key tone feature on or off.

To change the settings:

1. Press the **MENU** softkey when the handset is not in use.
2. Press **▲** or **▼** to select **SETTINGS**, then press the **SELECT** softkey.
3. Press **▲** or **▼** to select **Key tone**, then press the **SELECT** softkey.
4. Press **▲** or **▼** to choose **On** or **Off**. Press the **SET** softkey to save, or press the **BACK** softkey to exit to the previous menu.

Set date/time

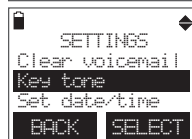
The answering system announces the day and time of each message prior to playing it. If you subscribe to caller ID service from your telephone service provider, the day, month and time are set automatically with each incoming call. However, the year must be correct so that the day of the week can be calculated from the caller ID information. Before using the answering system, set the date and time as follows.

To adjust the date and time:

1. Press the **MENU** softkey when the handset is not in use.
2. Press **▲** or **▼** to select **SETTINGS**, then press the **SELECT** softkey.
3. Press **▲** or **▼** to select **Set date/time**, then press the **SELECT** softkey.
4. Press the dialing keys (**0-9**) to enter a two-digit number or press **▼** or **▲** until the screen displays the correct value. Press the **SET** softkey to advance.
5. Repeat step 4 until the date and time are set.

note

If the date and time are not set, the system announces, "Time and day not set," before each message plays.



Handset settings

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 without the area code in the call log.

To change the setting:

1. Press the **MENU** softkey when the handset is not in use.
2. Press **▲** or **▼** to select **SETTINGS**, then press the **SELECT** softkey.
3. Press **▲** or **▼** to select **Home area code**, then press the **SELECT** softkey.
4. Use the dialing keys (**0-9**) to enter the desired home area code. Press **OFF** to delete a digit.
5. Press the **SET** softkey to confirm or press the **BACK** softkey to exit to the previous menu.



note

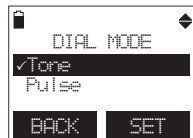
If, in the future, your telephone service provider requires you to dial the area code when making a local call, or, if you move to a location that requires it, delete the home area code you have already programmed following the steps above. After you have deleted the home area code, _ _ _ appears in the display.

Dial mode

The dial mode is preset to tone. If you do not have touch-tone service, you need to change the setting to pulse.

To change the setting:

1. Press the **MENU** softkey when the handset is not in use.
2. Press **▲** or **▼** to select **SETTINGS**, then press the **SELECT** softkey.
3. Press **▲** or **▼** to select **Dial mode**, then press the **SELECT** softkey.
4. Press **▲** or **▼** to choose **Tone** or **Pulse**. Press the **SET** softkey to save, or press the **BACK** softkey to exit to the previous menu.



Handset settings

Ringers

In the ringers menu, you can adjust the ringer volume and select the ringer tone for each telephone line.




Ringer volume

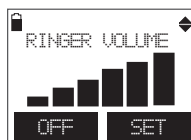
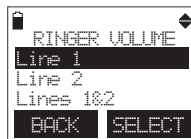
You can adjust the ringer volume or turn the ringer off.

To adjust the handset ringer volume:

1. Press the **MENU** softkey when the handset is not in use.
2. Press **▲** or **▼** to select **RINGERS**, then press the **SELECT** softkey.
3. Press the **SELECT** softkey to select **Ringer volume**.
4. Press **▲** or **▼** to choose **Line 1**, **Line 2** or **Lines 1&2**. Then press the **SELECT** softkey.
5. Press **▲** or **▼** to adjust the ringer volume or press the **OFF** softkey to turn off the ringer. A sample of each ringer volume plays as you scroll through the choices.
6. Press the **SET** softkey to confirm or press **OFF** to exit to the previous menu.

note

- Setting the volume to the lowest level turns off the ringer. A ringer off icon , , or  of the respective phone line(s) flashes on the screen.
- See page 20 to set the telephone base ringer volume.

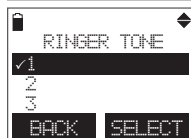


Ringer tone

You can select the ringer tone.

To change the handset ringer tone:

1. Press the **MENU** softkey when the handset is not in use.
2. Press **▲** or **▼** to select **RINGERS**, then press the **SELECT** softkey.
3. Press **▲** or **▼** to select **Ringer tone**, then press the **SELECT** softkey.
4. Press **▲** or **▼** to choose **Line 1**, **Line 2** or **Lines 1&2**. Then press the **SELECT** softkey.
5. Press **▲** or **▼** to select the desired ringer tone.
6. Press the **SELECT** softkey to confirm or press the **BACK** softkey to exit to the previous menu.



Telephone base settings

Settings

In the settings menu, you can change and edit the telephone base settings of LCD language, voicemail indicator, key tone, date and time, home area code and dial mode.

1. Press the **MENU** softkey to show the menu when the telephone base is not in use.
2. Press **▼/CID** or **▲/DIR** to select **Settings**.
3. Press the **SELECT** softkey to select the highlighted item.



note

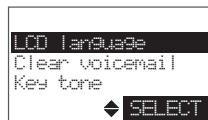
Press **CANCEL** to return to the previous menu. Press and hold **CANCEL** to exit without making changes and return to the idle mode.

LCD language

You can select English, Français or Español to be used in all screen displays.


To select a language:

1. Press the **MENU** softkey when the telephone base is not in use.
2. Press **▼/CID** or **▲/DIR** to select **Settings**, then press the **SELECT** softkey.
3. Press the **SELECT** softkey to select **LCD language**.
4. Press **▼/CID** or **▲/DIR** to choose from **English**, **Français** or **Español**, then press the **SET** softkey to save or press **CANCEL** to exit to the previous menu.



Telephone base settings

Clear voicemail indicator

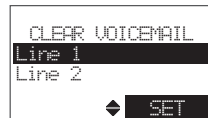
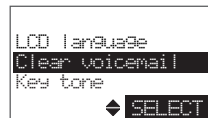
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After you have listened to all new voicemail messages, the indicators on both the handset and telephone base turn off automatically.

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

To manually turn off these indicators:

1. Press the **MENU** softkey when the telephone base is not in use.
2. Press **▼/CID** or **▲/DIR** to select **Settings**, then press the **SELECT** softkey.
3. Press **▼/CID** or **▲/DIR** to select **Clear voicemail**, then press the **SELECT** softkey.
4. Press **▼/CID** or **▲/DIR** to choose from **Line 1**, **Line 2**, or **Lines 1&2**, then press the **SELECT** softkey. The screen shows **Turn off indicator?**
5. Press the **YES** softkey to confirm or press the **NO** softkey to exit to the previous menu.



note

- Your telephone service provider may alert you of new messages with a stutter (broken) dial tone. Contact your telephone service provider for details.
- Voicemail is different from answering system messages recorded in your answering system. For more information about the difference, see page 62.

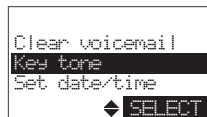
Telephone base settings

Key tone

You can turn the key tone feature on or off.

To change the settings:

1. Press the **MENU** softkey when the telephone base is not in use.
2. Press **▼/CID** or **▲/DIR** to select **Settings**, then press the **SELECT** softkey.
3. Press **▼/CID** or **▲/DIR** to select **Key tone**, then press the **SELECT** softkey.
4. Press **▼/CID** or **▲/DIR** to choose **On** or **Off**, then press the **SET** softkey to save or press **CANCEL** to exit to the previous menu.



Set date/time

The answering system announces the day and time of each message prior to playing it. If you subscribe to caller ID service from your telephone service provider, the day, month and time are set automatically with each incoming call. However, the year must be correct so that the day of the week can be calculated from the caller ID information. Before using the answering system, set the date and time as follows.

To adjust the date and time:

1. Press the **MENU** softkey when the telephone base is not in use.
2. Press **▼/CID** or **▲/DIR** to select **Settings**, then press the **SELECT** softkey.
3. Press **▼/CID** or **▲/DIR** to select **Set date/time**, then press the **SELECT** softkey.
4. Press the dialing keys (**0-9**) to enter a two-digit number or press **▼/CID** or **▲/DIR** until the screen displays the correct value. Press the **SET** softkey to advance.
5. Repeat step 4 until the date and time are set.



note

If the date and time are not set, the system announces, “Time and day not set,” before each message plays.

Telephone base settings

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 without the area code in the call log.

To change the setting:

1. Press the **MENU** softkey when the telephone base is not in use.
2. Press **▼/CID** or **▲/DIR** to select **Settings**, then press the **SELECT** softkey.
3. Press **▼/CID** or **▲/DIR** to select **Home area code**, then press the **SELECT** softkey.
4. Use the dialing keys (**0-9**) to enter the desired home area code. Press **CANCEL** to delete a digit.
5. Press the **SET** softkey to confirm or press the **BACK** softkey to exit to the previous menu.



note

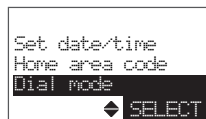
If, in the future, your telephone service provider requires you to dial the area code when making a local call, or, if you move to a location that requires it, delete the home area code you have already programmed following the steps above. After you delete the home area code, **_ _ _** appears in the display.

Dial mode

The dial mode is preset to tone. If you do not have touch-tone service, you need to change the setting to pulse.

To change the setting:

1. Press the **MENU** softkey when the telephone base is not in use.
2. Press **▼/CID** or **▲/DIR** to select **Settings**, then press the **SELECT** softkey.
3. Press **▼/CID** or **▲/DIR** to select **Dial mode**, then press the **SELECT** softkey.
4. Press **▼/CID** or **▲/DIR** to choose **Tone** or **Pulse**. Press the **SET** softkey to save or press **CANCEL** to exit to the previous menu.



Telephone base settings

Ringers

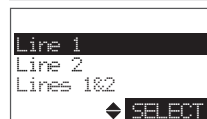
In the ringers menu, you can adjust the ringer volume and select the ringer tone for each telephone line.

Ringer volume




You can adjust the ringer volume or turn the ringer off.

To adjust the ringer volume:

1. Press the **MENU** softkey when the telephone base is not in use.
2. Press **▼/CID** or **▲/DIR** to select **Ringers**, then press the **SELECT** softkey.
3. Press the **SELECT** softkey to select **Ringer volume**.
4. Press **▼/CID** or **▲/DIR** to choose **Line 1**, **Line 2** or **Lines 1&2**. Then press the **SELECT** softkey.
5. Press **▼/CID** or **▲/DIR** to adjust the volume. A sample of each ringer volume plays as you scroll through the choices. Press the **OFF** softkey to turn off the ringer and **RINGER VOLUME Ringer muted** shows on the screen.
6. Press the **SET** softkey to confirm or press **CANCEL** to exit to the previous menu.



note

- Setting the volume to the lowest level turns off the ringer. A ringer off icon, , , or  of the respective phone line(s) flashes on the screen.
- See page 15 to set the handset ringer volume.

Ringer tone

You can select the ringer tone.

To adjust the ringer volume:

1. Press the **MENU** softkey when the telephone base is not in use.
2. Press **▼/CID** or **▲/DIR** to select **Ringers**, then press the **SELECT** softkey.
3. Press **▼/CID** or **▲/DIR** to select **Ringer tone**, then press the **SELECT** softkey.
4. Press **▼/CID** or **▲/DIR** to choose **Line 1**, **Line 2** or **Lines 1&2**. Then press the **SELECT** softkey.
5. Press **▼/CID** or **▲/DIR** to select the desired ringer tone.
6. Press the **SET** softkey to confirm your selection or press **CANCEL** to exit to the previous menu.



Answering system settings

Answering system set up

For each telephone line, you can change the settings of the answering system using your handset or telephone base.

Answer ON/OFF

You must turn on the answering system for answering and recording messages.

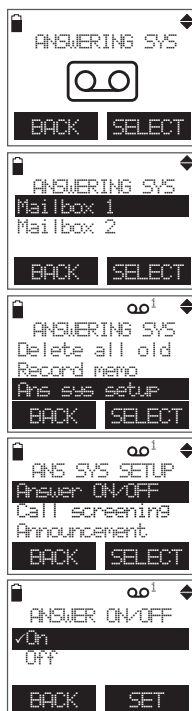
To turn the answering system on or off :

Using the telephone base:

1. Press **ON/OFF LINE 1** and/or **ON/OFF LINE 2** to turn on the corresponding answering system. The telephone base announces and shows, *"Calls will be answered."* The **ON/OFF LINE 1** light and/or **ON/OFF LINE 2** light will be on respectively.
2. Press **ON/OFF LINE 1** and/or **ON/OFF LINE 2** to turn off the corresponding answering system. The telephone base announces and shows, *"Calls will not be answered."* The **ON/OFF LINE 1** light and/or **ON/OFF LINE 2** light will be off respectively.

Using the handset:

1. Press the **MENU** softkey when the handset is not in use.
2. Press the **SELECT** softkey to select **ANSWERING SYS.**
3. Press **▲** or **▼** to select **Mailbox 1** or **Mailbox 2**, then press the **SELECT** softkey. The corresponding icon, **OO¹** or **OO₂**, flashes on the screen.
4. Press **▲** or **▼** to select **Ans sys setup**, then press the **SELECT** softkey.
5. Press the **SELECT** softkey to select **Answer ON/OFF**.
6. Press **▲** or **▼** to select **On** or **Off**, then press the **SET** softkey to confirm your setting or press the **BACK** softkey to exit to the previous menu without making any changes.
7. The screen displays **Ans1 ON** or **Ans ON2** when the answering system of line 1 or line 2 is turned on respectively. The screen displays **Ans1 ON2** when the answering systems of both lines 1 and 2 are turned on.



Answering system settings

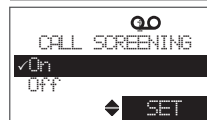
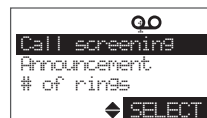
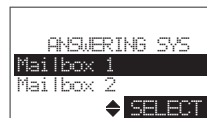
Call screening

The call screening feature lets you listen at the telephone base to a caller leaving a message. You can turn this feature on or off with either your handset or telephone base. Unless you change it, the call screening feature is preset to on.

To change the setting:

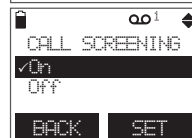
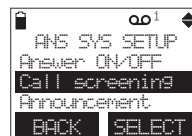
Using the telephone base:

1. Press the **MENU** softkey when the telephone base is not in use.
2. Press the **SELECT** softkey to select **Answering sys.**
3. Press **▼/CID** or **▲/DIR** to select **Mailbox 1** or **Mailbox 2**, then press the **SELECT** softkey. The corresponding icon, **100** or **002**, flashes on the screen.
4. Press **▼/CID** or **▲/DIR** to select **Ans sys setup**, then press the **SELECT** softkey.
5. Press the **SELECT** softkey to select **Call screening**.
6. Press **▼/CID** or **▲/DIR** to select **On** or **Off**, then press the **SET** softkey to confirm your setting or press **CANCEL** to exit to the previous menu without making any changes.



Using the handset:

1. Press the **MENU** softkey when the handset is not in use.
2. Press the **SELECT** softkey to select **ANSWERING SYS.**
3. Press **▲** or **▼** to select **Mailbox 1** or **Mailbox 2**, then press the **SELECT** softkey. The corresponding icon, **001** or **002**, flashes on the screen.
4. Press **▲** or **▼** to select **Ans sys setup**, then press the **SELECT** softkey.
5. Press **▲** or **▼** to select **Call screening**, then press the **SELECT** softkey.
6. Press **▲** or **▼** to select **On** or **Off**, then press the **SET** softkey to confirm your setting or press the **BACK** softkey to exit to the previous menu without making any changes.



Answering system settings

Announcement

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

Play your announcement

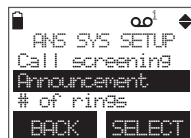
Using the telephone base:

1. Press the **MENU** softkey when the telephone base is not in use.
2. Press the **SELECT** softkey to select **Answering sys.**
3. Press **▼/CID** or **▲/DIR** to select **Mailbox 1** or **Mailbox 2**, then press the **SELECT** softkey. The corresponding icon, **1 00** or **2 00**, flashes on the screen.
4. Press **▼/CID** or **▲/DIR** to select **Ans sys setup** and then press the **SELECT** softkey.
5. Press **▼/CID** or **▲/DIR** to select **Announcement** and then press the **SELECT** softkey.
6. The telephone base announces, *“To play, press 2. To record, press 7.”* Press **2** to play and the screen shows **Announcement playback**, or press **CANCEL** to exit to the previous menu.



Using the handset:

1. Press the **MENU** softkey when the handset is not in use.
2. Press the **SELECT** softkey to select **ANSWERING SYS.**
3. Press **▼** or **▲** to select **Mailbox 1** or **Mailbox 2**, then press the **SELECT** softkey. The corresponding icon, **00¹** or **00²**, flashes on the screen respectively.
4. Press **▲** or **▼** to select **Ans sys setup**, then press the **SELECT** softkey.
5. Press **▲** or **▼** to select **Announcement**, then press the **SELECT** softkey.
6. The handset announces, *“To play, press 2. To record, press 7.”* Press **2** to play and the screen shows **Announcement playback**, or press the **BACK** softkey to exit to the previous menu.

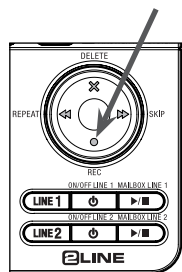


Answering system settings

Record your own announcement

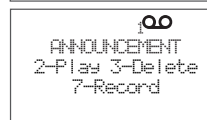
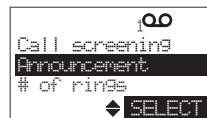
Using the telephone base:

1. Press ***/REC** while the telephone base is not in use.
2. Press **▼/CID** or **▲/DIR** to select **Announcement**, then press the **SELECT** softkey.
3. Press **▼/CID** or **▲/DIR** to select **Mailbox 1** or **Mailbox 2**, then press the **SELECT** softkey. The corresponding icon, **100** or **002**, flashes on the screen.
4. The telephone base announces, *"Record after the tone. Press 5 when you are done."* After the tone, speak towards **MIC** (microphone) of the telephone base. Press **5** or the **STOP** softkey when finished recording.
5. The answering system automatically plays back the newly recorded announcement. Press **5** to stop the playback at any time.



-OR-

1. Press the **MENU** softkey when the telephone base is not in use.
2. Press the **SELECT** softkey to select **Answering sys.**
3. Press **▼/CID** or **▲/DIR** to select **Mailbox 1** or **Mailbox 2**, then press the **SELECT** softkey. The corresponding icon, **100** or **002**, flashes on the screen.
4. Press **▼/CID** or **▲/DIR** to select **Ans sys setup**, then press the **SELECT** softkey.
5. Press **▼/CID** or **▲/DIR** to select **Announcement**, then press the **SELECT** softkey.
6. The telephone base announces, *"To play, press 2. To record, press 7"* Press **7** to record and the screen shows **Recording announcement ...**, or press **CANCEL** to exit to the previous menu.
7. The telephone base announces, *"Record after the tone. Press 5 when you are done."* After the tone, speak towards **MIC** (microphone) of the telephone base. Press **5** or the **STOP** softkey when finished recording.
8. The answering system automatically plays back the newly recorded announcement. Press **5** to stop the playback at any time; **2** to replay the recorded announcement; or **7** to record again if desired.
9. Press **CANCEL** to exit to the previous menu.



note

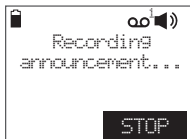
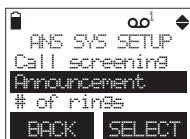
- Your announcement can be up to 90 seconds in length.
- Announcements shorter than two seconds are not recorded.

Answering system settings

Record your own announcement (continued)

Using the handset:

1. Press the **MENU** softkey menu when the handset is not in use.
2. Press the **SELECT** softkey to select **ANSWERING SYS.**
3. Press **▲** or **▼** to select **Mailbox 1** or **Mailbox 2**, then press the **SELECT** softkey. The corresponding icon, **○○¹** or **○○₂**, flashes on the screen.
4. Press **▲** or **▼** to select **Ans sys setup**, then press the **SELECT** softkey.
5. Press **▲** or **▼** to select **Announcement**, then press the **SELECT** softkey.
6. The handset announces, *"To play, press 2. To record, press 7."* Press **7** to record and the screen shows **Recording announcement...**, or press the **BACK** softkey to exit to the previous menu.
7. The handset announces, *"Record after the tone. Press 5 when you are done."* After the tone, speak towards the microphone of the handset.
8. Press **5** or the **STOP** softkey when finished recording.
9. The answering system automatically plays back the newly recorded announcement. Press **5** to stop the playback at any time; **2** to replay the recorded announcement; or **7** to record again if desired.
10. Press the **BACK** softkey to exit to the previous menu.



note

- Your announcement can be up to 90 seconds in length.
- Announcements shorter than two seconds are not recorded.

Answering system settings

Delete your announcement

Using the telephone base:

1. Press the **MENU** softkey when the telephone base is not in use.
2. Press the **SELECT** softkey to select **Answering sys.**
3. Press **▼/CID** or **▲/DIR** to select **Mailbox 1** or **Mailbox 2**, then press the **SELECT** softkey. The corresponding icon, **1OO** or **OO2**, flashes on the screen.
4. Press **▼/CID** or **▲/DIR** to select **Ans sys setup**, then press the **SELECT** softkey.
5. Press **▼/CID** or **▲/DIR** to select **Announcement**, then press the **SELECT** softkey.
6. The telephone base announces, *"To play, press 2. To record, press 7."* Press **3** to delete your own recorded announcement. The telephone base announces, *"Announcement deleted."*
7. Press **CANCEL** to exit to the previous menu.



Using the handset:

1. Press the **MENU** softkey when the handset is not in use.
2. Press the **SELECT** softkey to select **ANSWERING SYS.**
3. Press **▲** or **▼** to select **Mailbox 1** or **Mailbox 2**, then press the **SELECT** softkey. The corresponding icon, **OO1** or **OO2**, flashes on the screen.
4. Press **▲** or **▼** to select **Ans sys setup**, then press the **SELECT** softkey.
5. Press **▲** or **▼** to select **Announcement**, then press the **SELECT** softkey.
6. The handset announces, *"To play, press 2. To record, press 7"* Press **3** to delete your own recorded announcement. The handset announces, *"Announcement deleted."*
7. Press the **BACK** softkey to exit to the previous menu.



note

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

Answering system settings

Voice language

You can select English or Français to be used for the voice prompts in your answering system.

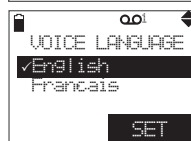
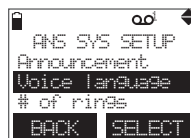
To change the setting:

Using the telephone base:

1. Press the **MENU** softkey when the telephone base is not in use.
2. Press the **SELECT** softkey to select **Answering sys.**
3. Press **▼/CID** or **▲/DIR** to select **Mailbox 1** or **Mailbox 2**, then press the **SELECT** softkey. The corresponding icon, **100** or **002**, flashes on the screen.
4. Press **▼/CID** or **▲/DIR** to select **Ans sys setup**, then press the **SELECT** softkey.
5. Press **▼/CID** or **▲/DIR** to select **Voice language**, then press the **SELECT** softkey.
6. Press **▼/CID** or **▲/DIR** to select **English** or **Français**, then press the **SET** softkey to confirm your setting or press **CANCEL** to exit to the previous menu without making any changes.

Using the handset:

1. Press the **MENU** softkey when the handset is not in use.
2. Press the **SELECT** softkey to select **ANSWERING SYS.**
3. Press **▲** or **▼** to select **Mailbox 1** or **Mailbox 2**, then press the **SELECT** softkey. The corresponding icon, **001** or **002**, flashes on the screen.
4. Press **▲** or **▼** to select **Ans sys setup**, then press the **SELECT** softkey.
5. Press **▲** or **▼** to select **Voice language**, then press the **SELECT** softkey.
6. Press **▼/CID** or **▲/DIR** to select **English** or **Français**, then press the **SET** softkey to confirm your setting or press **BACK** to exit to the previous menu without making any changes.



note

If you change the voice prompts settings on either **Mailbox 1** or **Mailbox 2**, it applies to both mailboxes in your answering system.

Answering system settings

Number of rings

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

To change the setting:

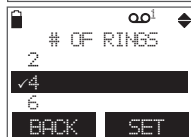
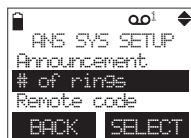
Using the telephone base:

1. Press the **MENU** softkey when the telephone base is not in use.
2. Press the **SELECT** softkey to select **Answering sys.**
3. Press **▼/CID** or **▲/DIR** to select **Mailbox 1** or **Mailbox 2**, then press the **SELECT** softkey. The corresponding icon, **100** or **002**, flashes on the screen.
4. Press **▼/CID** or **▲/DIR** to select **Ans sys setup**, then press the **SELECT** softkey.
5. Press **▼/CID** or **▲/DIR** to select **# of rings**, then press the **SELECT** softkey.
6. Press **▼/CID** or **▲/DIR** to select **2**, **4**, **6**, or **Toll saver**, then press the **SET** softkey to confirm your setting or press **CANCEL** to exit to the previous menu without making any changes.



Using the handset:

1. Press the **MENU** softkey when the handset is not in use.
2. Press the **SELECT** softkey to select **ANSWERING SYS.**
3. Press **▲** or **▼** to select **Mailbox 1** or **Mailbox 2**, then press the **SELECT** softkey. The corresponding icon, **001** or **002**, flashes on the screen.
4. Press **▲** or **▼** to select **Ans sys setup**, then press the **SELECT** softkey.
5. Press **▲** or **▼** to select **# of rings**, then press the **SELECT** softkey.
6. Press **▲** or **▼** to select **2**, **4**, **6**, or **Toll saver**, then press the **SET** softkey to confirm your setting or press the **BACK** softkey to exit to the previous menu without making any changes.



Answering system settings

Remote access code

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

To change the setting:

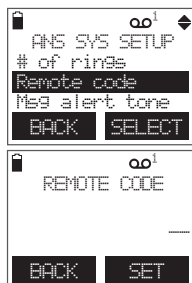
Using the telephone base:

1. Press the **MENU** softkey when the telephone base is not in use.
2. Press the **SELECT** softkey to select **Answering sys.**
3. Press **▼/CID** or **▲/DIR** to select **Mailbox 1** or **Mailbox 2**, then press the **SELECT** softkey. The corresponding icon, **100** or **002**, flashes on the screen.
4. Press **▼/CID** or **▲/DIR** to select **Ans sys setup**, then press the **SELECT** softkey.
5. Press **▼/CID** or **▲/DIR** to select **Remote code**, then press the **SELECT** softkey.
6. Use the dialing keys (**0-9**) to enter the code to any number from **00** to **99**. Press **CANCEL** to delete a digit.
7. Press the **SET** softkey to confirm your setting or press **CANCEL** to exit to the previous menu without making any changes.



Using the handset:

1. Press the **MENU** softkey when the handset is not in use.
2. Press the **SELECT** softkey to select **ANSWERING SYS.**
3. Press **▲** or **▼** to select **Mailbox 1** or **Mailbox 2**, then press the **SELECT** softkey. The corresponding icon, **001** or **002**, flashes on the screen.
4. Press **▲** or **▼** to select **Ans sys setup**, then press the **SELECT** softkey.
5. Press **▲** or **▼** to select **Remote code**, then press the **SELECT** softkey.
6. Use the dialing keys to enter the code to any number from **00** to **99**. Press **OFF** to delete a digit.
7. Then press the **SET** softkey to confirm your setting or press the **BACK** softkey to exit to the previous menu without making any changes.



note

If you change the remote access code setting on either **Mailbox 1** or **Mailbox 2**, it applies to both mailboxes in your answering system.

Answering system settings

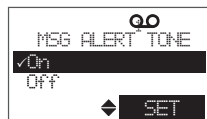
Message alert tone

When the answering system is turned on, the telephone base beeps every 10 seconds to alert you of new messages. The tone stops when all new messages have been reviewed.

To change the setting:

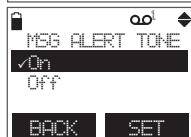
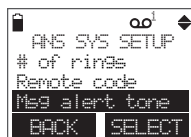
Using the telephone base:

1. Press the **MENU** softkey when the telephone base is not in use.
2. Press the **SELECT** softkey to select **Answering sys.**
3. Press **▼/CID** or **▲/DIR** to select **Mailbox 1** or **Mailbox 2**, then press the **SELECT** softkey. The corresponding icon, **100** or **002**, flashes on the screen.
4. Press **▼/CID** or **▲/DIR** to select **Ans sys setup**, then press the **SELECT** softkey.
5. Press **▼/CID** or **▲/DIR** to select **Msg alert tone**, then press the **SELECT** softkey.
6. Press **▼/CID** or **▲/DIR** to select **On** or **Off**, then press the **SET** softkey to confirm your setting or press **CANCEL** to exit to the previous menu without making any changes.



Using the handset:

1. Press the **MENU** softkey when the handset is not in use.
2. Press the **SELECT** softkey to select **ANSWERING SYS.**
3. Press **▲** or **▼** to select **Mailbox 1** or **Mailbox 2**, then press the **SELECT** softkey. The corresponding icon, **001** or **002**, flashes on the screen.
4. Press **▲** or **▼** to select **Ans sys setup**, then press the **SELECT** softkey.
5. Press **▲** or **▼** to select **Msg alert tone**, then press the **SELECT** softkey.
6. Press **▲** or **▼** to select **On** or **Off**, then press the **SET** softkey to confirm your setting or press the **BACK** softkey to exit to the previous menu without making any changes.



note

The answering system must be turned on for the message alert tone to function.

Telephone operation

Make, answer or end a call

Using the handset:

To make a call:

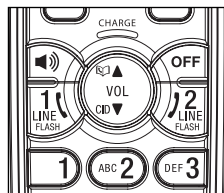
- Press **1** LINE FLASH, **2** LINE FLASH or **☎**, then enter the telephone number.

To predial a call:

- Enter the telephone number, then press **1** LINE FLASH, **2** LINE FLASH or **☎**.

To answer a call:

- Press **1** LINE FLASH, **2** LINE FLASH or **☎** to answer.



note

- Press **☎** (speakerphone) picks the first available line, starting with line 1. Line 1 is selected first when both lines are in use or on hold.
- The screen shows the elapsed time as you talk (in hours, minutes and seconds).
- When predialing (preview numbers before dialing), press **OFF** on the handset to backspace and delete; press and hold REDIAL/PAUSE on the handset to insert a dialing pause (a **p** appears).

To end a call:

- Press **OFF** or return the handset to the telephone base to hang up.

Using the telephone base:

To make a call:

- Press **LINE 1** or **LINE 2**, then enter the telephone number.

To predial a call:

- Enter the telephone number, then press **LINE 1** or **LINE 2**.

To answer a call:

- Press **LINE 1** or **LINE 2** to answer.

note

- The screen shows the elapsed time as you talk (in hours, minutes and seconds).
- When predialing (preview numbers before dialing), press **CANCEL** on the telephone base to backspace and delete; press the **PAUSE** softkey on the telephone base to insert a dialing pause (a **p** appears).





To end a call:

- Press **LINE 1** or **LINE 2**.


Telephone operation



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 on another call.

- Press the corresponding line button,  or , on the handset or **FLASH** on the telephone base to put your current call on hold and take the new call.
- Press the corresponding line button,  or , on the handset or **FLASH** on the telephone base at any time to switch back and forth between calls.

Handset speakerphone

During a call, press  to switch between speakerphone and normal handset use.

After ending a call on line 1, there may be a few seconds delay before the  key press can accurately determine the availability of line 1. During this time, pressing  may select line 2 automatically.

Volume

During a call, you can adjust the listening volume on the handset or telephone base.

To adjust the listening volume of the handset:

- Press **▲/VOL/▼** on the handset while on a call.

To adjust the listening volume of the telephone base:

- Press **▲/VOL/▼** on the telephone base while on a call.

Silence the ringer

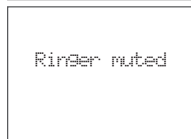
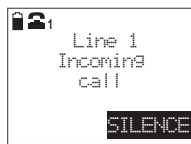
When the telephone is ringing, you can temporarily silence the ringer of the handset or telephone base without disconnecting the call. The next call rings normal at the preset volume.

To silence the ringer when there is an incoming call:

- Press the **SILENCE** softkey on the handset or telephone base. The screen temporarily shows **Ringer muted** for a few seconds.

-OR-

- Press **CANCEL** on the telephone base. The screen temporarily shows **Ringer muted** for a few seconds.



Telephone operation

Mute

During a call, the mute function enables you to turn off the microphone. You can hear the caller, but the caller cannot hear you.

To mute a call on the handset or telephone base:

- Press the **MUTE** softkey to turn off the microphone. The screen temporarily shows **Microphone off** for a few seconds and **MUTE** appears.



To take the handset or telephone base off mute:

- Press the **UNMUTE** softkey to resume the conversation. The screen temporarily shows **Microphone ON** for a few seconds.



Hold

During a call, you can place a call on hold. You hear an alert tone if you have not taken the call off of hold after 14 minutes. You hear another alert tone 30 seconds later. At 15 minutes on hold, the call automatically disconnects.

To place a call on hold using the handset or telephone base:

Press **HOLD** on the handset or telephone base.

- L1)ON HOLD** appears on the screen while you are on a call on line 1. flashes on the handset and the telephone base.
- L2)ON HOLD** appears on the screen while you are on a call on line 2. flashes on the handset and the telephone base.



To resume a call on hold using the handset or telephone base:

- On the handset, press the corresponding line button, or , to resume the call.
- On the telephone base, press the corresponding line button, **LINE 1** or **LINE 2**, to resume the call.



Telephone operation

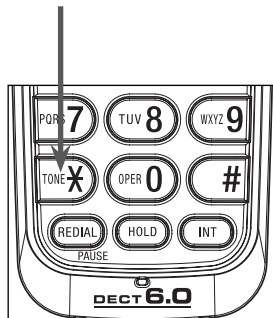
Temporary tone dialing

The dial mode is preset to tone. If you do not have touch-tone service, you need to change the setting to pulse (page 14 and 19).

If you have pulse (rotary) service, you can change from pulse to tone dialing during a call by pressing **TONE*** on the handset or telephone base. This is useful if you need to send touch-tone signals to access telephone banking or long distance services.

Once you have initiated your call by dialing the phone number in pulse (rotary), press **TONE*** on the handset or telephone base. Now, all subsequent key presses will be sent as touch-tone signals.

After you hang up the call, the phone returns to pulse (rotary) dialing for the next call.



Handset locator

This feature helps you find a misplaced handset.

To start paging:

1. Press the **MENU** softkey when the telephone base is not in use.
2. Press **▼/CID** or **▲/DIR** to select **Page all HS**, then press the **SELECT** softkey on the telephone base. The telephone base shows **Paging all handsets** and the handset shows ****Paging****.



To end paging:

- Press the **STOP** softkey on the telephone base.

-OR-

- Press **OFF**, **LINE FLASH**, **LINE FLASH**, **INT**, **▼/CID**, **▲/DIR**, **REDIAL/PAUSE**, **HOLD** or any dialing keys (**0-9**, **#**, **TONE***) on the handset.

Telephone operation

Chain dialing

Use this feature to initiate a dialing sequence from numbers stored in the directory, call 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 information or access codes) from the directory, call log or redial list.

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

1. Press **▲/DIR** on the telephone base and then press **▼/CID or ▲/DIR** to select the desired entry. Press the **DIAL** softkey to dial the displayed number or press **CANCEL** to cancel the chain dialing.

-OR-

1. Press the **OPTION** softkey on the handset or telephone base.
2. Press **▲** or **▼** on the handset or **▼/CID or ▲/DIR** on the telephone base to select **Directory**. Then press the **SELECT** softkey.
3. Press **▲** or **▼** on the handset or **▼/CID or ▲/DIR** on the telephone base to select the desired entry.
4. Press the **DIAL** softkey to dial the displayed number; or press the **BACK** softkey twice on the handset or **CANCEL** twice on the telephone base to cancel the chain dialing.

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

1. Press **▼/CID** on the telephone base and then press **▼/CID or ▲/DIR** to select the desired entry. Press the **DIAL** softkey to dial the displayed number or press **CANCEL** to cancel the chain dialing.

-OR-

1. Press the **OPTION** softkey on the handset or telephone base.
2. Press **▲** or **▼** on the handset or **▼/CID or ▲/DIR** on the telephone base to select **Call log**. Then press the **SELECT** softkey.
3. Press **▲** or **▼** on the handset or **▼/CID or ▲/DIR** on the telephone base to select the desired entry.
4. Press the **DIAL** softkey to dial the displayed number; or press the **BACK** softkey twice on the handset or **CANCEL** twice on the telephone base to cancel the chain dialing.

Telephone operation

Chain dialing (continued)

To access the last number redial while on a call:

1. Press **REDIAL/PAUSE** on the handset to display the last number dialed. Press the **DIAL** softkey to dial the displayed number or press the **BACK** softkey to cancel the chain dialing.

-OR-

1. Press the **OPTION** softkey on the handset or telephone base.
2. Press **▲** or **▼** on the handset or **▼/CID** or **▲/DIR** on the telephone base to select **Redial last #**, then press the **SELECT** softkey on the handset or telephone base.
3. Press the **DIAL** softkey to dial the displayed number; or press the **BACK** softkey twice on the handset or **CANCEL** twice on the telephone base to cancel the chain dialing.

note

- You cannot edit a directory entry while on a call. For more details about the directory, see page 46.
- You cannot copy a call log entry into the directory while on a call. For more details about call log, see page 57.
- If you press **REDIAL/PAUSE** on the handset while on a call, you can only view the most recent call and cannot erase the entry. For more details about the redial memory, see **Redial list** on below section.

Redial list

The redial list stores up to 20 entries on each of the handsets and the telephone base. When there are already 20 entries, the oldest entry is deleted to make room for the new entry. Entries are shown in reverse chronological order.

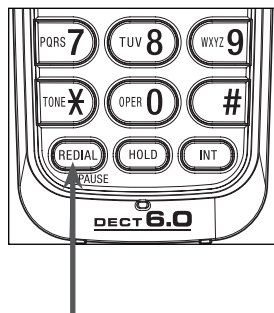
Review the redial list

- Press **REDIAL/PAUSE** on the handset or the **REDIAL** softkey on the telephone base when it is not in use.
- Press **▲** or **▼** on the handset or **▼/CID** or **▲/DIR** on the telephone base to browse the redial list.

Dial a redial entry

Using the handset:

1. Press **REDIAL/PAUSE** when the handset is not in use.
2. Press **▲** or **▼** to browse to the desired number.
3. Press **1** **LINE** **1** or **2** **LINE** **2** or **CALL** to dial.



Telephone operation

Dial a redial entry (continued)

Using the telephone base:

1. Press the **REDIAL** softkey when the telephone base is not in use.
2. Press **▼/CID** or **▲/DIR** to browse to the desired number.
3. Press **LINE 1** or **LINE 2** to dial.

Save a redial entry to the directory

Using the handset:

1. Press **REDIAL/PAUSE** when the handset is not in use.
2. Press **▲** or **▼** to browse to the desired number.
3. Press the **SAVE** softkey.
4. The screen shows **ENTER NUMBER**. Use the dialing keys to edit the number, if necessary.
5. Press the **NEXT** softkey to move to the name.
6. The screen displays **ENTER NAME**. Use the dialing keys to enter the name (see step 6 of **Create a new directory entry** on page 46).
7. Press the **SAVE** softkey and **Saved to Directory** displays for a few seconds.

Using the telephone base:

1. Press the **REDIAL** softkey when the telephone base is not in use.
2. Press **▼/CID** or **▲/DIR** to browse to the desired number.
3. Press the **SAVE** softkey.
4. The screen shows **ENTER NUMBER**. Use the dialing keys to edit the number, if necessary.
5. Press the **NEXT** softkey to move to the name.
6. The screen displays **ENTER NAME**. Use the dialing keys to enter the name (see step 6 of **Create a new directory entry** on page 46).
7. Press the **SAVE** softkey and **Saved to Directory** displays for a few seconds.

Delete a redial entry

Using the handset:

1. Press **REDIAL/PAUSE** and then press **▲** or **▼** to select the desired number.
2. Press the **DELETE** softkey to delete.

Using the telephone base:

1. Press the **REDIAL** softkey and then press **▼/CID** or **▲/DIR** to select the desired number.
2. Press the **DELETE** softkey to delete.

Telephone operation

Multiple handset use

You can use up to 4 system handsets, or three system handsets and the telephone base at the same time on an outside call. If a handset or the telephone base is already on a call on line 1 or line 2 and you would like to join the call, press the corresponding line button on another handset

(**LINE 1** or **LINE 2**) or telephone base (**LINE 1** or **LINE 2**) to join the call.

To end the call, press **OFF** on the handset, place the handset in the telephone base, or press **LINE 1** or **LINE 2** on the telephone base. The call will not be terminated until all handsets and/or the telephone base hang up.

You can buy additional expansion handsets (model **DS6101**) for this telephone base. You can register up to 12 handsets to the telephone base (page 72).

The first nine handsets that you register are named **HANDSETS 1-9**. Use the handset number to intercom and transfer calls. Although the names for handsets 10-12 appear in their displays as 10-12, when you intercom or transfer to one of them, you must use **TONEX0** for **HANDSET 10**, **TONEX1** for **HANDSET 11** and **TONEX2** for **HANDSET 12**.

Intercom

Use the intercom feature for conversations between a handset and the telephone base and between two handsets. You can buy additional expansion handsets (model **DS6101**) for this telephone system. You can register up to 12 handsets to the telephone base (page 72).

To initiate an intercom call with a handset:

1. Press **INT** when the handset is not in use.
2. When you have only one system handset, your handset shows **Calling base** and the telephone base rings and shows **Handset is calling**.

-OR-

When you have more than one system handset, the originating handset shows **INTERCOM TO:**, press **▲** or **▼** to select a destination and then press the **SELECT** softkey.

- If you are calling the telephone base, your handset shows **Calling base** and the telephone base rings and shows **Handset X is calling**.
- If you are calling another handset, your handset shows **Calling handset X** and the destination handset rings and shows **Other handset is calling**.



Telephone operation

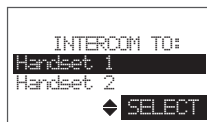
Intercom (continued)

To initiate an intercom call from the telephone base:

1. Press the **MENU** softkey when the telephone base is not in use.
2. Press **▼/CID** or **▲/DIR** to select **Intercom**.
3. When you have only one system handset, your telephone base shows **Calling handset** and the handset rings and shows **Base is calling**.

-OR-

When you have more than one system handset, your telephone base shows **INTERCOM TO:**, press **▼/CID** or **▲/DIR** to select a destination handset and then press the **SELECT** softkey. The telephone base shows **Calling handset X**. The destination handset rings and its screen shows **Base is calling**.



To answer an intercom call at the handset:

- Press **LINE 1** (with a handset icon) or **LINE 2** (with a handset icon) or **INT** to answer. Both screens show **Intercom**.

To answer an intercom call at the telephone base:

- Press **LINE 1** or **LINE 2**. Both screens show **Intercom**.

To silence the ringer of an intercom call:

- Press the **MUTE** softkey on the originating handset or telephone base.
- Press the **SILENCE** softkey on the destination handset or telephone base.

To end an intercom call:

1. Press the **END** softkey, **CANCEL**, **LINE 1** or **LINE 2** on the telephone base; or press the **END** softkey, **INT** or **OFF** on the handset, or place the handset back in the telephone base.
2. Both screens show **Intercom ended**.

note



- You can cancel the intercom call before it is answered by pressing **OFF** or **INT** on your originating handset; or **CANCEL** on the telephone base.
- If the destination handset or telephone base does not answer the intercom call within 100 seconds, is in the directory or call log, or is out of range, your originating handset or telephone base shows **Unable to call try again** and returns to idle mode.
- You can use a maximum of four handsets, or three handsets and the telephone base, at a time. When two handsets are used on an intercom call, use two other system handsets for an outside call.

Telephone operation

Answer an incoming call during an intercom call

If you receive an incoming call during an intercom call, there will be an alert tone.

To answer an incoming call with the handset during an intercom call:

- To answer the call, press  for line 1 or  for line 2. The intercom call ends automatically.

-OR-

- Press the **BACK** softkey to continue with the intercom call without answering the incoming call. Instead, the answering system answers the call.

To answer an incoming call from the telephone base during an intercom call:

- To answer the call, press **LINE 1** or **LINE 2**. The intercom call ends automatically.

-OR-

- Press the **BACK** softkey to continue with the intercom call without answering the incoming call. Instead, the answering system answers the call.

Telephone operation

Transfer a call

From the handset:

1. During a call, press **INT**. The outside call is put on hold automatically.
2. When you have only one system handset, your handset shows **Calling base** and the telephone base rings and shows **Handset is calling**.

-OR-

When you have more than one system handsets, the originating handset shows **INTERCOM TO:**, press ▲ or ▼ to select a destination and then press the **SELECT** softkey.

- If you are calling the telephone base, your handset shows **Calling base** and the telephone base rings and shows **Handset X is calling**.
 - If you are calling another handset, your handset shows **Calling handset X** and the destination handset rings and shows **Other handset is calling**.
3. To answer the intercom call, press **LINE 1** or **LINE 2** on the telephone base or press $\overset{\text{LINE 1}}{\text{FLASH}}$, $\overset{\text{LINE 2}}{\text{FLASH}}$, FLASH or **INT** on the handset. The outside call is still on hold and both the originating handset and the destination handset or the telephone base now show **Intercom**. You can now have a private conversation between the handset and the telephone base or between the two handsets.

note

- If you want to cancel an intercom call and reconnect to the outside call before the destination handset or telephone base answers, press the corresponding line button, $\overset{\text{LINE 1}}{\text{FLASH}}$ or $\overset{\text{LINE 2}}{\text{FLASH}}$, on your originating handset.
 - If the destination handset or telephone base does not answer the intercom call within 100 seconds, is in the directory or call log, or is out of range, your originating handset shows **Unable to call try again** and the outside call is still on hold. Press the corresponding line button, $\overset{\text{LINE 1}}{\text{FLASH}}$ or $\overset{\text{LINE 2}}{\text{FLASH}}$, on your originating handset to reconnect to the outside call.
4. Press **OFF** or the **END** softkey on the originating handset. Both screens show **Intercom ended**.
 5. The originating handset and the destination handset or telephone base show **L1)ON HOLD** if the call is on line 1. Press $\overset{\text{LINE 1}}{\text{FLASH}}$ on the destination handset or press **LINE 1** on the telephone base. The same procedures apply if the call is on line 2.

Telephone operation

Transfer a call (continued)

At the telephone base:

1. During a call, press **HOLD** and the outside call is put on hold. Press the **MENU** softkey and then press ▼/CID or ▲/DIR to select **Intercom**.



-OR-

During a call, press the **OPTION** softkey and then press ▼/CID or ▲/DIR to select **Intercom**. The outside call is put on hold automatically.

2. When you have only one system handset, your telephone base shows **Calling handset 1** and the handset rings and shows **Base is calling**.


-OR-

When you have more than one system handsets, your telephone base shows **INTERCOM TO:**, press ▼/CID or ▲/DIR to select a destination handset and then press the **SELECT** softkey. The telephone base shows **Calling handset X**. The destination handset rings and its screen shows **Base is calling**.

3. To answer the intercom call on the destination handset, press   or **INT**. The outside call is still on hold and both telephone base and the destination handset now show **Intercom**. You can now have a private conversation between the telephone base and the destination handset.

note

- If you want to cancel an intercom call and reconnect to the outside call before the destination handset answers, press the corresponding line button, **LINE 1** or **LINE 2**, on your telephone base.
- If the destination handset does not answer the intercom call within 100 seconds, is in the directory or call log, or is out of range, your telephone base shows **Unable to call try again** and the outside call is still on hold. Press the corresponding line button, **LINE 1** or **LINE 2** on your telephone base to reconnect to the outside call.

4. Press **CANCEL** or the **END** softkey on the telephone base. Both screens show **Intercom ended**.
5. The telephone base and the destination handset show **L1)ON HOLD** if the call is on line 1. Press  on the destination handset to connect the call on line 1. The same procedures apply if the call is on line 2.

Telephone operation

Share an outside call

You can let another system handset or telephone base join you on an outside call. That call continues until all participants hang up.

- During a call on line 1, press **1** LINE FLASH on the handset or **LINE 1** on the telephone base to join the call.
- During a call on line 2, press **2** LINE FLASH on the handset or **LINE 2** on the telephone base to join the call.

note

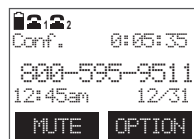
You cannot press **FLASH** to join the outside call. Instead, pressing **FLASH** picks the first available line to make a new call.

Conference line 1 and line 2 calls

While you are on a call on line 1, and line 2 is on hold or in use, you can conference line 1 and line 2 using the handset or the telephone base.

To conference both line 1 and line 2 calls:

1. While on a call, press the **OPTION** softkey on the handset or the telephone base.
2. Press the **SELECT** softkey to select **Conference**. The handset or the telephone base show **Lines 1 and 2 in conference** for a few seconds.



To select an option while on a conference call:

1. Press the **OPTION** softkey on the handset or telephone base.
2. Press **▲** or **▼** on the handset or **▼/CID** or **▲/DIR** on the telephone base to select one of the following options:
 - **End line 1** - external parties originally on line 1 ended
 - **End line 2** - external parties originally on line 2 ended
 - **End Conference**
 - **Intercom** - option on the telephone base only
 - **Directory**
 - **Call log**
 - **Redial last #**
3. Press the **SELECT** softkey.



Telephone operation

Conference line 1 and line 2 calls (continued)

To initiate an intercom call while on a conference call:

When you initiate an intercom call during a conference call, it places every participant in the conference call on hold.

1. Press **INT** on the handset (see **To initiate an intercom call with a handset** on page 38).



-OR-

Select **Intercom** in the **OPTION** menu on the telephone base, then press the **SELECT** softkey (see **To initiate an intercom call from the telephone base** on page 39).

2. To reconnect to the conference call, press the **END** softkey, **INT** or **OFF** on the handset to end the intercom call.

-OR-

Press the **END** softkey, **CANCEL**, **LINE 1** or **LINE 2** on the telephone base to end the intercom call.

3. Press  or  on the handset or **LINE 1** or **LINE 2** on the telephone base to reconnect to the conference call.

To end a conference call:

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

-OR-

- Press the **OPTION** softkey on the handset or telephone base. Then press **▲** or **▼** on the handset or **▼/CID** or **▲/DIR** on the telephone base to select **End Conference**.

-OR-



- Press **LINE 1** and **LINE 2** on the telephone base.

Telephone operation

Answer an incoming call during a conference call

When you subscribe to call waiting service with your telephone service provider, you hear a beep if someone calls on line 1 or line 2 while you are already on a conference call. When you subscribe to caller ID service with your telephone service provider, you see the incoming call information either on line 1 or line 2.

To answer the incoming call while on a conference call:

- On the handset, press the corresponding line button,  or .

-OR-

- On the telephone base, press **FLASH** once to answer the call waiting call on line 1, press **FLASH** a second time to answer the call waiting call on line 2, and press **FLASH** a third time to return all original parties to the conference call.

note

- When you answer the incoming call during a conference call, the new party joins in the conference call and places the line's original party on hold.
- Contact your telephone service provider for more information about call waiting (page 32), caller ID (page 56) and voicemail service (page 62).

To end the call while on a conference call:

- Press the corresponding line button,  or , on the handset. The original party of that line joins back the conference call.

-OR-

- Press **FLASH** on the telephone base to end the call. Press **FLASH** again to reconnect the original party of that line to join back the conference call.

Telephone operation

Directory

The directory can store up to 50 entries with up to 30 digits for each phone number and 15 characters for each name.

- Directory entries are stored at the telephone base and shared by all system handsets. Any changes made on the handset or the telephone base apply to all.
- Only one handset or the telephone base can review the directory at a time. If a handset tries to enter the directory while another handset or the telephone base is already in it, its screen shows **Not available at this time**.
- When there are no records in the directory, the screen temporarily shows **Directory empty** for a few seconds.
- When the directory is full and you try to save an entry, the screen temporarily shows **Directory is full** for a few seconds.
- When you try to save a number already stored in the directory, the screen temporarily shows **Already saved** for a few seconds.

Create a new directory entry

Using the handset:

1. Press the **MENU** softkey when the handset is not in use.
2. Press **▲** or **▼** to select **DIRECTORY** and then press the **SELECT** softkey.
3. Press **▲** or **▼** to select **Add contact**, then press the **SELECT** softkey. The screen shows **ENTER NUMBER**.
4. Use the dialing keys (**0-9**) to enter the number.
 - Press **OFF** to backspace and erase a digit.
 - Press and hold **OFF** to return to the idle mode.
 - Press **▼** to move the cursor to the left or **▲** to the right.
 - Press and hold **REDIAL/PAUSE** to insert a dialing pause (a **p** appears).
5. Press the **NEXT** softkey to move to the name. The screen shows **ENTER NAME**.
6. Use the dialing keys (see page 48) to enter the name.
 - Press **OFF** to backspace and erase a character.
 - Press and hold **OFF** to return to the idle mode.
 - Press **▼** to move the cursor to the left or **▲** to the right.
7. Press the **SAVE** softkey on the handset to save, then the screen shows the saved directory.
8. Press **OFF** to exit to the previous menu.



Telephone operation

Create a new directory entry (continued)

Using the telephone base:

1. Press the **MENU** softkey when the telephone base is not in use.
2. Press **▼/CID** or **▲/DIR** to select **DIRECTORY** and then press the **SELECT** softkey.
3. Press **▼/CID** or **▲/DIR** to select **Add contact**, then press the **SELECT** softkey. The screen shows **ENTER NUMBER**.
4. Use the dialing keys (**0-9**) to enter the number.
 - Press **CANCEL** to backspace and erase a digit.
 - Press and hold **CANCEL** to return to the idle mode.
 - Press **▼/CID** to move the cursor to the left or **▲/DIR** to the right.
 - Press the **PAUSE** softkey to insert a dialing pause (a **p** appears).
5. Press the **NEXT** softkey to move to the name. The screen shows **ENTER NAME**.
6. Use the dialing keys (see page 48) to enter the name.
 - Press **CANCEL** to backspace and erase a character.
 - Press and hold **CANCEL** to return to the idle mode.
 - Press **▼/CID** to move the cursor to the left or **▲/DIR** to the right.
7. Press the **SAVE** softkey to save, then the screen shows the saved directory.
8. Press **CANCEL** to exit to the previous menu.



Telephone operation

Character chart

Use the dialing keys and the chart below to enter a name (up to 15 characters). Each press of a particular key causes the characters to be displayed in the following order:

Number key	Characters by number of key presses								
	1	2	3	4	5	6	7	8	9
1	1	#	'	,	-	.	&		
2	A	B	C	2	a	b	c		
3	D	E	F	3	d	e	f		
4	G	H	I	4	g	h	i		
5	J	K	L	5	j	k	l		
6	M	N	O	6	m	n	o		
7	P	Q	R	S	7	p	q	r	s
8	T	U	V	8	t	u	v		
9	W	X	Y	Z	9	w	x	y	z
0	0								
TONE X	*	?	!	/	()	@		
#	space								

note

When entering a name in the directory, the first letter of each word is automatically capitalized.

Telephone operation

Review the directory

Entries are sorted alphabetically.

To review the directory:

Using the handset:

1. Press ▲ when the handset is not in use.

-OR-

Press the **MENU** softkey when the handset is not in use. Press ▲ or ▼ to select **DIRECTORY** and then press the **SELECT** softkey. Press the **SELECT** softkey to select **Review**.

2. Press ▲ or ▼ to browse.



Using the telephone base:

1. Press ▲/DIR when the telephone base is not in use.

-OR-

Press the **MENU** softkey when the telephone base is not in use. Press ▼/CID or ▲/DIR to select **Directory** and then press the **SELECT** softkey. Press the **SELECT** softkey to select **Review**.

2. Press ▼/CID or ▲/DIR to browse.



Alphabetical search

To start an alphabetical search:

1. Follow the steps in **Review the directory** above to enter the directory.
2. Use the dialing keys to enter the letters associated with the name. For example, if you have name entries **Jenny**, **Jessie**, **Kristen** and **Laura** in your directory, press **5 (JKL)** once to see **Jenny**, twice to see **Jessie**, three times to see **Kristen**, or four 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 ▼ on the handset or ▼/CID or ▲/DIR on the telephone base to browse.

Dial a directory entry

Using the handset:

1. Search for the desired entry in the directory (see **Review the directory** or **Alphabetical search** above).
2. Press or .

Using the telephone base:

1. Search for the desired entry in the directory (see **Review the directory** or **Alphabetical search** above).
2. Press **LINE 1** or **LINE 2**.

Telephone operation

Edit a directory entry

Using the handset:

1. Search for the desired entry in the directory (see **Review the directory or Alphabetical search** on page 49).
2. When the desired entry appears, press the **EDIT** softkey. The screen shows **EDIT NUMBER**.
3. Use the dialing keys (**0-9**) to edit the number.
 - Press **OFF** to backspace and erase a digit.
 - Press and hold OFF to return to the idle mode.
 - Press **▼** to move the cursor to the left or **▲** to the right.
 - Press and hold REDIAL/PAUSE to insert a dialing pause (a **p** appears).
4. Press the **NEXT** softkey to move to the name. The screen shows **EDIT NAME**.
5. Use the dialing keys (see page 48) to edit the name.
 - Press **OFF** to backspace and erase a character.
 - Press and hold OFF to return to idle mode.
 - Press **▼** on the handset to move the cursor to the left or **▲** to the right.
6. Press the **SAVE** softkey on the handset to save, then the screen shows the edited directory.
7. Press **OFF** to exit to the previous menu.

Using the telephone base:

1. Search for the desired entry in the directory (see **Review the directory or Alphabetical search** on page 49).
2. When the desired entry appears, press the **EDIT** softkey. The screen shows **EDIT NUMBER**.
3. Use the dialing keys (**0-9**) to edit the number.
 - Press **CANCEL** to backspace and erase a digit.
 - Press and hold CANCEL to return to the idle mode.
 - Press **▼/CID** to move the cursor to the left or **▲/DIR** to the right.
 - Press the **PAUSE** softkey to insert a dialing pause (a **p** appears).
4. Press the **NEXT** softkey to move to the name. The screen shows **EDIT NAME**.
5. Use the dialing keys (see page 48) to edit the name.
 - Press **CANCEL** to backspace and erase a character.
 - Press and hold CANCEL to return to the idle mode.
 - Press **▼/CID** to move the cursor to the left or **▲/DIR** to the right.
6. Press the **SAVE** softkey to save, then the screen shows the edited directory.
7. Press **CANCEL** to exit to the previous menu.

Telephone operation

Delete a directory entry

You can delete a directory entry using a handset or the telephone base. Once a directory entry is deleted, it cannot be retrieved.

To delete an entry:

1. Search for the desired entry in the directory (see **Review the directory** or **Alphabetical search** on page 49).
2. When the desired entry appears, press the **DELETE** softkey. The screen then shows the next alphabetical entry in the directory.

Telephone operation

Store a speed dial entry

You can store up to 10 directory entries in the speed dial directory. The speed dial entries are shared by all system handsets and telephone base.

Using the handset:

1. Press the **MENU** softkey when the handset is not in use.
2. Press **▲** or **▼** to select **DIRECTORY**, then press the **SELECT** softkey.
3. Press **▲** or **▼** to select **Speed dial**, then press the **SELECT** softkey. The screen shows a list from **1:<empty>** to **0:<empty>**.
4. Press **▲** or **▼** to select the desired speed dial location, then press the **REPLACE** softkey. The screen shows the directory listed in chronological order.
5. Press **▲** or **▼** to browse and select the desired entry, then press the **ASSIGN** softkey to confirm your selection.

Using the telephone base:

1. Press the **MENU** softkey when the telephone base is not in use.
2. Press **▼/CID** or **▲/DIR** to select **Directory**, then press the **SELECT** softkey.
3. Press **▼/CID** or **▲/DIR** to select **Speed dial**, then press the **SELECT** softkey. The screen shows a list from **1:<empty>** to **0:<empty>**.
4. Press **▼/CID** or **▲/DIR** to select the desired speed dial location, then press the **REPLACE** softkey. The screen shows the directory listed in chronological order.
5. Press **▼/CID** or **▲/DIR** to browse and select the desired entry, then press the **ASSIGN** softkey to confirm your selection.



Telephone operation

Review the speed dial directory

Using the handset:

1. Press the **MENU** softkey when the handset is not in use.
2. Press **▲** or **▼** to select **DIRECTORY**, then press the **SELECT** softkey.
3. Press **▲** or **▼** to select **Speed dial**, then press the **SELECT** softkey.
4. Press **▲** or **▼** to browse.



Using the telephone base:

1. Press the **MENU** softkey when the telephone base is not in use.
2. Press **▼/CID** or **▲/DIR** to select **Directory**, then press the **SELECT** softkey.
3. Press **▼/CID** or **▲/DIR** to select **Speed dial**, then press the **SELECT** softkey.
4. Press **▼/CID** or **▲/DIR** to browse.



Dial a speed dial entry

Using the handset:

1. When the handset is not in use, press and hold the assigned number of the desired speed dial entry.
2. Press **1**, **2**, or **3**.
LINE 1 LINE 2 LINE 3

Using the telephone base:

1. When the telephone base is not in use, press and hold the assigned number of the desired speed dial entry.
2. Press **LINE 1** or **LINE 2**.

Telephone operation

Edit a speed dial entry

Using the handset:

1. When the handset is not in use, press and hold the assigned number of the desired speed dial entry.
2. When the desired entry appears, press the **EDIT** softkey. The screen shows **EDIT NUMBER**.
3. Use the dialing keys (**0-9**) to edit the number.
 - Press **OFF** to backspace and erase a digit.
 - Press and hold OFF to return to the idle mode.
 - Press ▼ to move the cursor to the left or ▲ to the right.
 - Press and hold REDIAL/PAUSE to insert a dialing pause (a **p** appears).
4. Press the **NEXT** softkey to move to the name. The screen shows **EDIT NAME**.
5. Use the dialing keys (see page 48) to edit the name.
 - Press **OFF** to backspace and erase a character.
 - Press and hold OFF to return to idle mode.
 - Press ▼ on the handset to move the cursor to the left or ▲ to the right.
6. Press the **SAVE** softkey to save, then the screen shows the edited entry.
7. Press **OFF** to exit to the idle mode.

Using the telephone base:

1. When the telephone base is not in use, Press and hold the assigned number of the desired speed dial entry.
2. When the desired entry appears, press the **EDIT** softkey. The screen shows **EDIT NUMBER**.
3. Use the dialing keys (**0-9**) to edit the number.
 - Press **CANCEL** to backspace and erase a digit.
 - Press and hold CANCEL to return to the idle mode.
 - Press ▼/CID to move the cursor to the left or ▲/DIR to the right.
 - Press the **PAUSE** softkey to insert a dialing pause (a **p** appears).
4. Press the **NEXT** softkey to move to the name. The screen shows **EDIT NAME**.
5. Use the dialing keys (see page 48) to edit the name.
 - Press **CANCEL** to backspace and erase a character.
 - Press and hold CANCEL to return to the idle mode.
 - Press ▼/CID to move the cursor to the left or ▲/DIR to the right.
6. Press the **SAVE** softkey to save, then the screen shows the edited entry.
7. Press **CANCEL** to exit to the idle mode.

Telephone operation

Reassign a speed dial entry

You can reassign a speed dial entry using a handset or the telephone base.

To edit an entry:

1. Search for the desired entry in the speed dial directory (see **Review the speed dial directory** on page 53).
2. When the desired entry appears, press the **REPLACE** softkey. The screen shows the directory listed in chronological order.
3. Press **▲** or **▼** on the handset or **▼/CID** or **▲/DIR** on the telephone base to browse and select another desired entry, then press the **ASSIGN** softkey to confirm your selection.
4. Press **OFF** on the handset or **CANCEL** on the telephone base to exit to the previous menu.

Delete a speed dial entry

You can delete a speed dial entry using a handset or the telephone base. Once a speed dial entry is deleted, it cannot be retrieved.

To delete an entry:

1. Search for the desired entry in the speed dial directory (see **Review the speed dial directory** on page 53).
2. When the desired entry appears, press the **DELETE** softkey. The screen then shows the speed dial directory.

Telephone operation

About caller ID

This product supports caller ID services provided by most telephone service providers. Depending on your service subscription, you may see the caller's number, or the caller's name and number that are sent by the telephone service provider after the first or second ring. Caller ID allows you to see the name, number, date and time of calls.

Information about caller ID with call waiting

Caller ID with call waiting lets you see the name and telephone number of the caller before answering the telephone, even while on another call.

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

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

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

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

Caller ID information may not be available for every incoming call. Callers may intentionally block their names and/or telephone numbers. To view call log entries with numbers between 16 and 24 digits, you must save the entry to the directory (see page 60).

note

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

Telephone operation

Caller ID history

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

- The call 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 call log.
- You can review, redial, and copy an entry into the directory.
- Entries appear in reverse chronological order.
- When the call log is full, the oldest entry is deleted to make room for new incoming call information.
- **L1)X Missed** and/or **L2)X Missed** displays when there are new call log entries that have not been reviewed.
- **Call log empty** shows when there are no records in the call log.
- Only one handset or the telephone base can review the call log at a time. If a handset tries to enter the call log while another handset or the telephone base is already in it, its screen shows **Not available at this time**.

note

If the phone number has more than 24 digits, it will not be saved or shown in the call log.

Missed calls indicator

When there are calls that have not been reviewed in the call log, the corresponding line message, **L1)X Missed** or **L2)X Missed**, shows on the handset and the telephone base.

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

When you have reviewed all the missed calls, the missed calls indicator no longer shows.

If you do not want to review the missed calls one by one, press and hold **OFF** on the handset or **CANCEL** on the telephone base to erase the missed calls indicator. All the entries are then considered old and kept in the call log.



Telephone operation

Memory match

When the incoming telephone number matches exactly a telephone number in your directory, the name on the screen matches the corresponding name in your directory.

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 call log is in the format sent by the telephone service provider. The telephone service provider usually delivers 10-digit phone numbers (area code plus phone number). If the last 7-digit of an incoming telephone number does not match a number in your directory, the name appears as it is delivered by the telephone service provider.

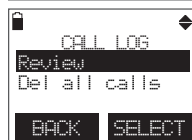
Review the call log

Using the handset:

1. Press **CID** when the handset is not in use.
2. Press **▲** or **▼** to browse.

-OR-

1. Press the **MENU** softkey when the handset is not in use.
2. Press **▲** or **▼** to select **CALL LOG**, then press the **SELECT** softkey.
3. Press the **SELECT** softkey to select **Review**.
4. Press **▲** or **▼** to browse.

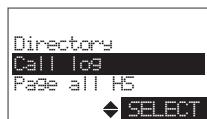


Using the telephone base:

1. Press **▼/CID** when the telephone base is not in use.
2. Press **▼/CID** or **▲/DIR** to browse.

-OR-

1. Press the **MENU** softkey when the telephone base is not in use.
2. Press **▼/CID** or **▲/DIR** to select **Call log**, then press the **SELECT** softkey.
3. Press the **SELECT** softkey to select **Review**.
4. Press **▼/CID** or **▲/DIR** to browse.



note

- The name (if available), telephone number, date and time of all incoming calls are shown on the screen.
- You hear a double beep when you have reached the beginning or end of the call log.

Telephone operation

Make a call log entry ready to dial

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

While reviewing the call log, press # 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.

When the number is shown in the correct format for dialing, press **1**, **2** or **»** on the handset; or **LINE 1** or **LINE 2** on the telephone base to call the number.

800-595-9511
1-800-595-9511
595-9511
1-595-9511

595-9511
1-595-9511

800-595-9511
1-800-595-9511

Dial a call log entry

Using the handset:

1. Search for the desired entry in the call log (see **Review the call log** on page 58).
2. When the desired entry appears and is in the correct format for dialing, press **1**, **2** or **»** to dial the entry.

Using the telephone base:

1. Search for the desired entry in the call log (see **Review the call log** on page 58).
2. When the desired entry appears and is in the correct format for dialing, press **LINE 1** or **LINE 2** to dial the entry.

Telephone operation

Save a call log entry to the directory

Using the handset:

1. Select a desired entry in the call log (see **Review the call log** on page 58).
2. When the desired entry appears, press the **SAVE** softkey. The screen shows **EDIT NUMBER**.
3. Use the dialing keys (**0-9**) to edit the number.
 - Press **OFF** to backspace and erase a digit.
 - Press and hold **OFF** to return to the idle mode.
 - Press **▼** to move the cursor to the left or **▲** to the right.
 - Press and hold **REDIAL/PAUSE** to insert a dialing pause (a **p** appears).
4. Press the **NEXT** softkey to move to the name. The screen displays **EDIT NAME**.
5. Use the dialing keys (see page 48) to edit the name.
 - Press **OFF** to backspace and erase a character.
 - Press and hold **OFF** to return to the idle mode.
 - Press **▼** to move the cursor to the left or **▲** to the right.
6. Press the **SAVE** softkey, then the screen shows the saved directory.
7. Press **OFF** to exit to the previous menu.

Using the telephone base:

1. Select a desired entry in the call log (see **Review the call log** on page 58).
2. When the desired entry appears, press the **SAVE** softkey. The screen shows **EDIT NUMBER**.
3. Use the dialing keys (**0-9**) to edit the number.
 - Press **CANCEL** to backspace and erase a digit.
 - Press and hold **CANCEL** to return to the idle mode.
 - Press **▼/CID** to move the cursor to the left or **▲/DIR** to the right.
 - Press the **PAUSE** softkey to insert a dialing pause (a **p** appears).
4. Press the **NEXT** softkey to move to the name. The screen displays **EDIT NAME**.
5. Use the dialing keys (see page 48) to edit the name.
 - Press **CANCEL** to backspace and erase a character.
 - Press and hold **CANCEL** to return to the idle mode.
 - Press **▼/CID** to move the cursor to the left or **▲/DIR** to the right.
6. Press the **SAVE** softkey, then the screen shows the saved directory.
7. Press **CANCEL** to exit to the previous menu.

note

- If you try to save a call log entry to the directory that is already saved in the directory, the telephone base or handset shows **Already saved**.
- If you try to save a call log entry without caller ID information, the telephone base or handset shows **Unable to save**.

Telephone operation

Delete from the call log

You can use a handset or the telephone base to delete from the call log.

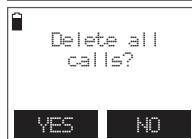
To delete a single entry:

1. Select a desired entry in the call log (see **Review the call log** on page 57).
2. When the desired entry appears, press the **DELETE** softkey. The screen shows the previous call log entry.

To delete all entries:

Using the handset:

1. Press the **MENU** softkey when the handset is not in use.
2. Press **▲** or **▼** to select **Call log**, then press the **SELECT** softkey.
3. Press **▲** or **▼** to select **Del all calls**, then press the **SELECT** softkey. The screen shows **Delete all calls?**
4. Press the **YES** softkey to delete or press the **NO** softkey to exit to the previous menu.



Using the telephone base:

1. Press the **MENU** softkey when the telephone base is not in use.
2. Press **▼/CID** or **▲/DIR** to select **Call log** and then press the **SELECT** softkey.
3. Press **▼/CID** or **▲/DIR** to select **Del all calls**, then press the **SELECT** softkey. The screen shows **Delete all calls?**
4. Press the **YES** softkey to delete or press the **NO** softkey to exit to the previous menu.






Call log display screen messages

Displays	When
Private name	The caller is blocking the name.
Private number	The caller is blocking the telephone number.
Private caller	The caller is blocking the name and number.
Unknown name	This caller's name is unavailable.
Unknown number	This caller's number is unavailable.
Unknown caller	No information is available about this caller.
Long distance OR L (before the caller's number)	It is a long distance call.

Answering system operation

Answering system and voicemail

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

- If the  icon and a line number appear on the handset and telephone base, your telephone service provider is indicating that it has new voicemail for you. To listen to your voicemail, you typically dial an access number provided by your telephone service provider, followed by a security code or PIN.
- If the  **MAILBOX LINE 1** or  **MAILBOX LINE 2** button on the telephone base flashes, your digital answering system has new messages for you. To listen to the messages, press the flashing mailbox button.

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

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

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

Message capacity

The answering system of line 1 and line 2 can each record and store up to 99 messages. Each message can be up to four minutes in length. The total storage capacity of each telephone line for the announcement, messages and memos is approximately 11 minutes. The actual recording time depends on individual message characteristics. Messages remain available for replay until you delete them.

Answering system operation

New message indication

When there are new messages on the answering system of line 1, **L1)X New Msgs** and **oo¹** display on the handset and **1oo** on the telephone base. **►/■/MAILBOX LINE 1** flashes on the telephone base.

When there are new messages on the answering system of line 2, **L2)X New Msgs** and **oo₂** display on the handset and telephone base. **►/■/MAILBOX LINE 2** flashes on the telephone base.

When there are new messages on the answering system of both line 1 and line 2, **L1)X New Msgs**, **L2)X New Msgs** and **oo¹₂** display on the handset and **1oo₂** on the telephone base. **►/■/MAILBOX LINE 1** and **►/■/MAILBOX LINE 2** flash on the telephone base.



Call intercept

If you want to talk to the caller who is leaving a message on line 1, press **1** ^{LINE 1 FLASH} on the handset or press **LINE 1** on the telephone base.

If you want to talk to the caller who is leaving a message on line 2, press **2** ^{LINE 2 FLASH} on the handset or press **LINE 2** on the telephone base.

Answering system operation

Message playback

If you have new messages, the telephone plays only the new messages (oldest first). If there are no new messages, the telephone plays back all messages (oldest first).

When playback begins, you hear the total number of messages followed by the day and time of the message. After the last message, the telephone announces, *"End of messages."*

To play messages using the telephone base:

1. Press ►/■/MAILBOX LINE 1 for line 1 or ►/■/MAILBOX LINE 2 for line 2 to listen to messages.

Options during playback:

- Press ▼/VOL/▲ to adjust the speaker volume.
- Press ►/SKIP to skip to the next message.
- Press ◀/REPEAT to repeat the message currently playing. Press ◀/REPEAT twice to listen to the previous message.
- Press X/DELETE to delete the current message. The system advances to the next message.
- Press ►/■/MAILBOX LINE 1 for line 1 or ►/■/MAILBOX LINE 2 for line 2 to stop listening to messages.
- Press CANCEL to exit to the previous menu.

To play messages using the handset:

1. Press the MENU softkey when the handset is not in use.
2. Press the SELECT softkey to select ANSWERING SYS.
3. Press ▲ or ▼ to select Mailbox 1 or Mailbox 2. Press the SELECT softkey.
4. Press ▲ or ▼ to select Play messages, then press the SELECT softkey.

Options during playback:

- Press ▼/VOL/▲ to adjust the speaker volume.
- Press 6 to skip to the next message.
- Press 4 to repeat the message currently playing. Press 4 twice to listen to the previous message.
- Press 3 to delete the current message. The system advances to the next message.
- Press 5 to stop.
- Press the BACK softkey to exit to the previous menu.

note

- When the memory of the answering system is full on line 1 or line 2, the corresponding line message, L1)Ans Sys Full or L2)Ans Sys Full, displays on both the handset and the telephone base. Delete some messages to make room for new messages.
- You can only delete old messages, which are messages you have played.

Answering system operation

Delete all messages

To delete all old messages with the telephone base:

1. Press **X/DELETE** when the telephone base is not in use.
2. Press **▼/CID** or **▲/DIR** to select **Mailbox 1** or **Mailbox 2**, then press the **SELECT** softkey.
3. The telephone base shows **Delete all old messages?** Press the **YES** softkey to confirm your selection or press the **NO** softkey to return to the previous menu.

-OR-

1. Press the **MENU** softkey when the telephone base is not in use. Press the **SELECT** softkey to select **Answering sys.**
2. Press **▼/CID** or **▲/DIR** to select **Mailbox 1** or **Mailbox 2**, then press the **SELECT** softkey.
3. Press the **SELECT** softkey to select **Delete all old.**
4. The telephone base shows **Delete all old messages?** Press the **YES** softkey to confirm your selection or press the **NO** softkey to return to the previous menu.

To delete all old messages with the handset:

1. Press the **MENU** softkey when the handset is not in use.
2. Press the **SELECT** softkey to select **ANSWERING SYS.**
3. Press **▲** or **▼** to select **Mailbox 1** or **Mailbox 2**, then press the **SELECT** softkey.
4. Press **▲** or **▼** to select **Delete all old**, then press the **SELECT** softkey.
5. The handset shows **Delete all old messages?** Press the **YES** softkey to confirm your selection or press the **NO** softkey to return to the previous menu.

Answering system operation

Record and play memos

Memos are your own recorded messages used as reminders for yourself or others who use the same answering system. You can record your own memos using the handset or telephone base. Playback and delete them the same way as incoming messages.

Record a memo using the telephone base:

1. Press **•/REC** while the telephone base is not in use.
2. Press the **SELECT** softkey to select **Memo**.
3. Press **▼/CID** or **▲/DIR** to select **Mailbox 1** or **Mailbox 2**, then press the **SELECT** softkey.
4. The telephone base announces, *"Record after the tone. Press 5 when you are done."* After the tone, speak towards **MIC** (microphone) of the telephone base. Press **5** or the **STOP** softkey when finished recording. The telephone base announces, *"Recorded."*

-OR-

1. Press the **MENU** softkey when the telephone base is not in use.
2. Press the **SELECT** softkey to select **Answering sys.**
3. Press **▼/CID** or **▲/DIR** to select **Mailbox 1** or **Mailbox 2**, then press the **SELECT** softkey.
4. Press **▼/CID** or **▲/DIR** to select **Record memo**, then press the **SELECT** softkey.
5. The telephone base announces, *"Record after the tone. Press 5 when you are done."* After the tone, speak towards the microphone **MIC** of the telephone base. Press **5** or the **STOP** softkey when finished recording. The telephone base announces, *"Recorded."*

Record a memo using the handset:

1. Press the **MENU** softkey when the handset is not in use.
2. Press **▲** or **▼** to select **ANSWERING SYS**, then press the **SELECT** softkey.
3. Press **▲** or **▼** to select **Mailbox 1** or **Mailbox 2**. Press the **SELECT** softkey.
4. Press **▲** or **▼** to select **Record memo**, then press the **SELECT** softkey.
5. The handset announces, *"Record after the tone. Press 5 when you are done."* After the tone, speak towards the microphone of the handset.
6. Press **5** or the **STOP** softkey when finished recording. The handset announces, *"Recorded."*

note

- *"Memory is full"* is announced if you record a memo when the memory is full.
- Each memo can be up to four minutes in length.
- Memos shorter than one second are not recorded.

Answering system operation

Remote access

A two-digit security code is required to access the answering system remotely from any touch-tone telephone. The preset code is **19**. See **Remote access code** on page 29 to change the code.

1. Dial your telephone number from any touch-tone telephone.
2. When the system plays your announcement, enter the two-digit security code.
3. Once the new messages have played, you can also enter one of the following remote commands.

Command	Function
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).
44	Skip to the previous message (during playback).
5	Stop.
*5	Hear a list of remote commands.
6	Skip to the next message (during playback).
*7	Record a new announcement.
8	End the call.
0	Turn the answering system on or off.

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

note

- If you do not press any key after you enter the remote access code, all new messages play. If there are no new messages, all old messages play.
- Once the new messages have played, the telephone announces the help menu options. If you do not press any key within 20 seconds, the remote access call automatically disconnects.
- When the answering system is turned off, the telephone answers after 10 rings, and announces, *"Please enter your remote access code."*
- When the memory is full, the answering system answers incoming calls after 10 rings and announces, *"Memory is full. Enter the remote access code."*

Appendix

Screen display messages

Already saved	The telephone number entered is already stored in the directory.
Base is calling	Telephone base is calling.
Call log empty	There are no call log entries.
Calling base	A system handset is calling the telephone base.
Calling handset (for models with one handset) Calling handset X (for models with two or more handsets)	Another system handset or the telephone base is calling a system handset.
Directory empty	There are no directory entries.
Directory is full	The directory is full.
Ended	You have just ended a call.
Handset is calling (for models with one handset) Handset X is calling (for models with two or more handsets)	The telephone base is called by a system handset.
Other handset is calling (for models with two or more handsets)	A system handset is called by another system handset.
Intercom	A system handset or the telephone base is on an intercom call.
Intercom ended	You have just ended an intercom call.
L1>X Missed	There are calls that have not been reviewed in your call log on line 1.
L2>X Missed	There are calls that have not been reviewed in your call log on line 2.
L1>Ans Sys Full	Answering system of line 1 is full.
L2>Ans Sys Full	Answering system of line 2 is full.
L1>IN USE	Line 1 is in use.
L2>IN USE	Line 2 is in use.
L1>X New Msg(s)	There are new voicemail messages from your telephone service provider on line 1.
L2>X New Msg(s)	There are new voicemail messages from your telephone service provider on line 2.

Appendix


Screen display messages (continued)

L1>NO LINE	There is no telephone line connected on line 1.
L2>NO LINE	There is no telephone line connected on line 2.
Line 1 Incoming call	There is an incoming call on line 1.
Line 2 Incoming call	There is an incoming call on line 2.
Microphone ON	MUTE is turned off and the person on the other end can hear you.
Microphone off	You have turned off the handset microphone. The other party cannot hear you but you can hear the other party.
No signal, call ended	Communication between the system handset and telephone base is lost during a call.
Not available at this time	One system handset or the telephone base is already viewing the call log or directory and another handset/telephone base attempts to review it.
Out of range OR no power at base	The system handset cannot communicate with the telephone base. Check the telephone base power connection or move closer.
Paging all handsets	The telephone base is paging handset(s).
Paging	The system handset is paged.
Place handset in charger	The battery is very low. Place the system handset in the telephone base for recharging.
Ringer muted	The ringer is muted temporarily during an incoming call.
Saved	Your selection has been saved.
Unable to call try again	You try to make an intercom call but the system handset/telephone base you are calling is in the directory, in the call log, on an outside call, or the system handset is out of range.
Unable to save	You try to save a caller ID entry with no name or number.





Appendix

Handset and telephone base indicators

Handset lights

	On when the handset speakerphone is in use.
CHARGE	On when the handset is charging in the telephone base.

Telephone base lights

LINE 1	On when line 1 is in use or another telephone sharing line 1 is in use. Flashes quickly when there is an incoming call on line 1. Flashes slowly when a call on line 1 is on hold.
LINE 2	On when line 2 is in use or another telephone sharing line 2 is in use. Flashes quickly when there is an incoming call on line 2. Flashes slowly when a call on line 2 is on hold.
 /ON/OFF LINE 1	On when the answering system of line 1 is turned on.
 /ON/OFF LINE 2	On when the answering system of line 2 is turned on.
 /MAILBOX LINE 1	Flashes when there are new messages in the mailbox of line 1.
 /MAILBOX LINE 2	Flashes when there are new messages in the mailbox of line 2.














Appendix

Handset screen icons

	Handset battery is charging (animated displayed). Becomes solid when the battery is fully charged.
	Flashes when the battery is low and needs charging.
	Line 1 is in use.
	Line 2 is in use.
	Handset ringer of line 1 is turned off.
	Handset ringer of line 2 is turned off.
	Handset ringers of line 1 and line 2 are turned off.
	New voicemail received on line 1 from the telephone service provider.
	New voicemail received on line 2 from the telephone service provider.
	New voicemail received on lines 1 and 2 from the telephone service provider.
	New answering system message(s) on line 1.
	New answering system message(s) on line 2.
	New answering system messages on lines 1 and 2.
	Answering system of line 1 is turned on.
	Answering system of line 2 is turned on.
	Answering systems of line 1 and line 2 are turned on.
	Speakerphone is in use.
	New missed call(s) in call log.
	Microphone is muted.

Appendix

Telephone base screen icons

	Line 1 is in use.
	Line 2 is in use.
	Handset ringer of line 1 is turned off.
	Handset ringer of line 2 is turned off.
	Handset ringers of lines 1 and 2 are turned off.
	New voicemail received on line 1 from the telephone service provider.
	New voicemail received on line 2 from the telephone service provider.
	New voicemail received on lines 1 and 2 from the telephone service provider.
	New answering system message(s) on line 1.
	New answering system message(s) on line 2.
	New answering system messages on lines 1 and 2.
	New missed call(s) in call log.
	Microphone is muted.

Appendix

Expand your telephone system

You can add new handsets (**DS6101**, purchased separately) to your telephone base. Your telephone base supports a maximum of 12 handsets. For more details, refer to the user's manual that comes with your **DS6101** new handset.

Appendix

Troubleshooting

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

My telephone does not work at all.

- Make sure the battery is installed and charged correctly (page 4). For optimum daily performance, return the handset to the telephone base after use.
- Make sure the power adapter is securely plugged into an outlet not controlled by a wall switch.
- Make sure the telephone line cord is plugged firmly into the telephone base and the telephone wall jack.
- Unplug the electrical power to the telephone base. Wait for approximately 15 seconds, then plug it back in. Allow up to one minute for the cordless handset and telephone base to synchronize.
- Charge the battery in the handset for up to 16 hours.
- If the battery is completely depleted, it may take up to 30 minutes to charge the handset before **Low battery** appears on the screen (page 4).
- Remove and install the battery again. If that still does not work, it may be necessary to purchase a new battery.
- Disconnect the telephone base from the telephone wall jack and plug in a working telephone. If the other telephone does not work, the problem is probably in the wiring or telephone service. Call the telephone service provider.

The display shows **L1>NO LINE** or **L2>NO LINE**. I cannot get a dial tone.

- First, try all the above suggestions.
- Make sure the telephone line cord is plugged firmly into the telephone base and the telephone wall jack.
- 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.

Appendix

Troubleshooting

The display shows Press [HOLD] on base for 4 sec, then press [#] on handset. The handset does not work at all.

- The handset is deregistered from the telephone base. To register it back:
 1. Place the handset in the telephone base. Make sure it displays **Press [HOLD] on base for 4 sec, then press [#] on handset**.
 2. Press and hold **HOLD** on the telephone base for about four seconds until the telephone base displays **Registering handset**.
 3. While the handset is still in the telephone base, press # (pound key) on the handset. The handset shows **Registering... Please wait**. Both the telephone base and the handset show **HANDSET X Registered** (X represents the handset number assigned) and you hear a beep when the registration completes. This process takes about 60 seconds.If the registration fails, the handset shows **Registration failed**. Remove the handset from the telephone base and place it back in. Then repeat Steps 1 to 3 again.

I cannot dial out.

- First, try all the above suggestions.
- 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 before producing a dial tone. Wait an extra second before dialing.
- If the other telephones in your home are having the same problem, the problem is in the wiring or telephone service. Contact your telephone service provider (charges may apply).
- Eliminate any background noise. Mute the cordless handset before dialing, or dial from another room in your home with less background noise.

Low battery shows on handset screen.

- Place the handset in the telephone base for recharging.
- Remove and install the battery again and use it until fully depleted, then recharge the handset in the telephone base for up to 16 hours.
- If the above measures do not correct the problem, replace the battery.

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 correctly. The **CHARGE** light on the handset should be on.
- Remove and install the battery again, then charge for up to 16 hours.
- If the handset is in the telephone base but the **CHARGE** light on the handset is not on, refer to **The CHARGE light is off** in this section (page 75).
- If the battery is completely depleted, it may take up to 30 minutes to charge the handset before **Low battery** appears on the screen (page 4).
- Purchase a new battery. Refer to the **Battery** section (page 4).

Appendix

Troubleshooting

The CHARGE light is off.

- Clean the charging contacts on the handset and telephone base each month with a pencil eraser or a dry non-abrasive fabric.
- Make sure the power adapter and telephone line cord are plugged in correctly and securely.
- Unplug the power adapter. Wait for 15 seconds before plugging it back in. Allow up to one minute for the handset and telephone base to reset.

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

- Make sure the handset ringer volume is not set to off or the lowest level (page 15) and the telephone base ringer volume is not set to off or the lowest level (page 20).
- Make sure the telephone line cord and power adapter are plugged in properly (pages 2 and 3).
- The handset may be too far from the telephone base. Move it closer to the telephone base.
- There may be too many extension phones on the telephone line to allow all of them to ring simultaneously. Unplug some of them.
- If the other telephones in your home are having the same problem, the problem is in the wiring or telephone service. Contact your telephone service provider (charges may apply).
- Other electronic products such as HAM radios and other DECT phones can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.
- Test a working telephone at the telephone wall jack. If another telephone has the same problem, the problem is in the telephone wall jack. Contact your telephone service provider (charges may apply).
- The telephone line cord may be defective. Install a new telephone line cord.
- Remove and install the battery again and place the handset in the telephone base.
- Wait for the handset to synchronize with the telephone base. Allow up to one minute for this to take place.

My handset beeps and is not performing normally.

- Make sure the power cord is securely plugged into the telephone base. Plug the telephone base into a different working electrical outlet not controlled by a wall switch.
- Move the handset closer to the telephone base. It may be out of range.
- Reset the telephone base by unplugging the electrical power to the base. Wait for 15 seconds and plug it back in again. Allow up to one minute for the cordless handset and the telephone base to synchronize.
- Other electronic products such as HAM radios and other DECT phones can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.

Appendix

Troubleshooting

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.
- If you subscribe to high-speed Internet service (DSL - digital subscriber line) through your telephone lines, 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.
- 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.
- Other electronic products such as HAM radios and other DECT phones can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.
- If your telephone is plugged in with a modem or a surge protector, plug the telephone (or modem/surge protector) into a different location. If this doesn't solve the problem, relocate your telephone or modem farther apart from each other, or use a different surge protector.
- 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.
- Disconnect the telephone base from the telephone wall jack and plug in a corded telephone. If calls are still not clear, the problem is probably in the wiring or telephone service. Contact your telephone service provider (charges may apply).
- If the other telephones in your home are having the same problem, the problem is in the wiring or telephone service. Contact your telephone service provider (charges may apply).

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.

I hear noise on the cordless handset and the keys do not work.

- Make sure the telephone line cord is plugged in securely.

My caller ID features are not working properly.

- Caller ID is a subscription service. You must subscribe to this service from your telephone service provider for this feature to work on your telephone.
- The caller may not be calling from an area which supports caller ID.
- Both your and the callers' telephone service providers must use equipment compatible with the caller ID service.
- The caller ID information shows after the first or second ring.

Appendix

Troubleshooting

- If you subscribe to high-speed Internet service (DSL - digital subscriber line) through your telephone lines, 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 telephone does not receive caller ID or the telephone does not show caller ID during call waiting.

- Make sure you subscribe to caller ID with call waiting features provided by your telephone service provider.
- The caller may not be calling from an area which supports caller ID.
- Both your and the caller's telephone service providers must use equipment compatible with caller ID service.
- If you subscribe to high-speed Internet service (DSL - digital subscriber line) through your telephone lines, 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.


Caller ID entries do not match the numbers I need to dial.

- Caller ID service delivers 10 digits (the area code plus the seven-digit number). If you need to dial something other than 10 digits, see page 59 for instructions on changing the number.
- If you dial seven digits for local calls you may want to use the home area code feature (pages 14 and 19).

Out of range OR no power at base shows on the handset screen.

- The handset may be out of range. Move it closer to the telephone base.
- Make sure the power cord is securely plugged into the telephone base. Use a working electrical outlet not controlled by a wall switch.
- Reset your telephone by unplugging the power adapter from the telephone base. Disconnect the battery from the cordless handset. Wait for 15 seconds, then plug in the power adapter and install the battery again. Place the handset in the telephone base and allow up to one minute for the handset and telephone base to synchronize.
- Other electronic products such as HAM radios and other DECT phones can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.

An icon and a line number appear on the handset and telephone base screen and I don't know why.

- Your telephone has voicemail indication that is separate from the built-in answering system. If the  icon and a line number appear on the display, your telephone has received a signal from your telephone service provider that you have a voicemail message waiting for you to retrieve from them. Contact your telephone service provider for more information on how to access your voicemail.

Appendix

Troubleshooting

I cannot retrieve voicemail messages.

- Your telephone has both a built-in answering system and voicemail indication. They are independent features and each alerts you to new messages differently (page 62). If you subscribe to voicemail service from your telephone service provider (charges may apply), contact your telephone service provider for more information on how to access your voicemail.

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

- Make sure the answering system is on. When the answering system is on, the **ANS ON** icon with the corresponding line number(s) should show on the handset and the corresponding telephone base light(s), **ON/OFF LINE 1** and/or **ON/OFF LINE 2**, should be lit on the telephone base.
- If toll saver is selected, the number of rings changes to two when there are new messages waiting (page 28).
- If the memory is full or if the answering system is off, the answering system answers after 10 rings.
- In some cases, the answering system is affected by the ringing system used by the telephone service provider.
- If you subscribe to voicemail service, change the number of rings so that your answering system answers before your voicemail answers (page 62). To determine how many rings will activate your voicemail, please contact your telephone service provider.
- If there is a fax machine connected to the same telephone line, try disconnecting the fax machine. If that solves the problem, consult your fax machine documentation for information on compatibility with the answering system.

The outgoing announcement is not clear.

- When recording the announcement, make sure you speak in a normal tone of voice towards the microphone of the handset or the telephone base.
- Make sure there is no background noise when recording.

The answering system does not record messages.

- Make sure the answering system is on.
- When the answering machine memory is full, it does not record new messages until some old messages are deleted.
- If you subscribe to voicemail service, change the number of rings so that your answering system answers before your voicemail answers (page 62). To determine how many rings will activate your voicemail, please contact your telephone service provider.
- If there is a fax machine connected to the same telephone line, try disconnecting the fax machine. If that solves the problem, consult your fax machine documentation for information on compatibility with the answering system.

Appendix

Troubleshooting

The messages on the answering system are very difficult to hear.

- Press ▲/VOL on the handset or telephone base to increase the speaker volume.

The messages on the answering system are incomplete.

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

The answering system does not respond to remote commands.

- Make sure your remote access code is correct (page 29).
- Make sure you are calling from a touch-tone telephone. When dialing a number, there should be tones. If there are clicks, then it is not a touch-tone telephone and cannot activate the answering system.
- The answering system may not detect the remote access code when your announcement is playing. Wait until the announcement is over before entering the code.
- There may be interference on the telephone line you are using. Press the dial pad keys firmly when dialing.

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.
- Make sure your Internet connection is working properly.
- Make sure that the software is installed and running for your nontraditional telephone 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.
- 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.
- If you are using a firewall, it may prevent access to your nontraditional telephone service. Contact your service provider for more information.

Common cures for electronic equipment.

- If the telephone is not responding normally, put the cordless handset in the telephone base. If it does not respond, try the following (in the order listed):
 - Disconnect the power to the telephone base.
 - Disconnect the battery on the cordless handset.
 - Wait a few minutes before connecting power to the telephone base.
 - Install the battery again and place the cordless handset in the telephone base.
 - Wait for the cordless handset to synchronize with the telephone base. Allow up to one minute for this to take place.

Appendix

Important safety instructions

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury, including the following:

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on the product.
3. Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
4. Do not use this product near water such as near a bath tub, wash bowl, kitchen sink, laundry tub or swimming pool, or in a wet basement or shower.
5. Do not place this product on an unstable table, shelf, stand or other unstable surfaces.
6. Avoid placing the telephone system in places with extreme temperature, direct sunlight, or other electrical devices. Protect your phone from moisture, dust, corrosive liquids and fumes.
7. Slots and openings in the back or bottom of the telephone base and handset are provided for ventilation. To protect them from overheating, these openings must not be blocked by placing the product on a soft surface such as a bed, sofa or rug. This product should never be placed near or over a radiator or heat register. This product should not be placed in any area where proper ventilation is not provided.
8. This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply in your home or office, consult your dealer or local power company.
9. Do not allow anything to rest on the power cord. Do not install this product where the cord may be walked on.
10. Never push objects of any kind into this product through the slots in the telephone base or handset because they may touch dangerous voltage points or create a short circuit. Never spill liquid of any kind on the product.
11. To reduce the risk of electric shock, do not disassemble this product, but take it to an authorized service facility. Opening or removing parts of the telephone base or handset other than specified access doors may expose you to dangerous voltages or other risks. Incorrect reassembling can cause electric shock when the product is subsequently used.
12. Do not overload wall outlets and extension cords.
13. Unplug this product from the wall outlet and refer servicing to an authorized service facility under the following conditions:
 - A. When the power supply cord or plug is damaged or frayed.
 - B. If liquid has been spilled onto the product.
 - C. If the product has been exposed to rain or water.
 - D. 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.
 - E. If the product has been dropped and the telephone base and/or handset has been damaged.
 - F. 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.

Appendix

Important safety instructions

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 or identified for use 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.

Appendix

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 power 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 the corresponding line button, $\overset{\text{LINE 1}}{\text{1}}$ or $\overset{\text{LINE 2}}{\text{2}}$. Move closer to the telephone base, then press the corresponding line button, $\overset{\text{LINE 1}}{\text{1}}$ or $\overset{\text{LINE 2}}{\text{2}}$, 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.

Maintenance

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 soft cloth slightly dampened with water or a mild soap. Do not use excess water or cleaning solvents of any kind.

Remember that electrical appliances can cause serious injury if used when you are wet or standing in the water. If the telephone base should fall into the water, DO NOT RETRIEVE IT UNTIL YOU UNPLUG THE POWER CORD AND TELEPHONE LINE CORDS FROM THE WALL. Then remove the telephone by the unplugged cords.

Appendix

The RBRC® seal

The RBRC® seal on the nickel-metal hydride battery indicates that VTech Communications, Inc. is voluntarily participating in an industry program to collect and recycle these batteries at the end of their useful lives, when taken out of service within the United States and Canada.

The RBRC® program provides a convenient alternative to placing used nickel-metal hydride batteries into the trash or municipal waste, which may be illegal in your area.

VTech's participation in RBRC® makes it easy for you to drop off the spent battery at local retailers participating in the RBRC® program or at authorized VTech product service centers. Please call **1 (800) 8 BATTERY®** for information on Ni-MH battery recycling and disposal bans/restrictions in your area. VTech's involvement in this program is part of its commitment to protecting our environment and conserving natural resources.

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



Appendix

FCC, ACTA and IC regulations

FCC Part 15

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

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

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

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

To ensure safety of users, the FCC has established criteria for the amount of radio frequency energy that can be safely absorbed by a user or bystander according to the intended usage of the product. This product has been tested and found to comply with the FCC criteria. The handset may be safely held against the ear of the user. 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. If you choose to use a clipping device, please make sure to only use the supplied VTech belt clip.

For body worn operation, this handset has been tested and meets the FCC RF exposure guidelines when used with the accessories supplied or designated for this product. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.

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:AAEQ#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 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.

Appendix

FCC, ACTA and IC regulations

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 received, 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 0.1. The REN is an indication of the maximum number of devices allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all the devices does not exceed five.

This product meets the applicable Industry Canada technical specifications.

Appendix

Limited warranty

What does this limited warranty cover?

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

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

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

How long is the limited warranty period?

The limited warranty period for the Product extends for ONE (1) YEAR from the date of purchase. If VTech repairs or replaces a Materially Defective Product under the terms of this limited warranty, this limited warranty also applies to 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; or
2. Product that has been damaged due to repair, alteration or modification by anyone other than an authorized service representative of VTech; or
3. Product to the extent that the problem experienced is caused by signal conditions, network reliability, or cable or antenna systems; or
4. Product to the extent that the problem is caused by use with non-VTech accessories; or
5. Product whose warranty/quality stickers, product serial number plates or electronic serial numbers have been removed, altered or rendered illegible; or
6. Product purchased, used, serviced, or shipped for repair from outside the United States of America or Canada, or used for commercial or institutional purposes (including but not limited to Products used for rental purposes); or
7. Product returned without a valid proof of purchase (see item 2 below); or
8. Charges for installation or set up, adjustment of customer controls, and installation or repair of systems outside the unit.

Appendix

Limited warranty

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.

Appendix

Technical specifications

Frequency control	Crystal controlled PLL synthesizer
Transmit frequency	Handset: 1921.536-1928.448 MHz Telephone base: 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 500mAh Ni-MH battery Telephone base: 6V DC @ 600mA
Memory	Handset directory: 50 memory locations; up to 30 digits and 15 characters Handset call log: 50 memory locations; up to 24 digits and 15 characters

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And your life.

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Document order number: 91-003947-020-100

