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SN1127

Amplified Corded
Answering System with
Big Buttons and Display

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US



CA



vtech[®]
User's manual

Congratulations

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

This quick start guide provides you with basic installation and use instructions. A limited set of features are described in abbreviated form. Please refer to the online user's manual for a full set of installation and operation instructions at **www.vtechphones.com** or **phones.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.



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

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. **CAUTION:** Do not install the telephone base at a height above 2 meters.
5. Do not use this product near water such as near a bath tub, wash bowl, kitchen sink, laundry tub or a swimming pool, or in a wet basement or shower.
6. Do not place this product on an unstable table, shelf, stand or other unstable surfaces.
7. 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.
8. 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.
9. 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.
10. Do not allow anything to rest on the power cord. Do not install this product where the cord may be walked on.
11. 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.
12. 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.
 13. Do not overload wall outlets and extension cords.
 14. Unplug this product from the wall outlet and refer servicing to an authorized service facility under the following conditions:
 - When the power supply cord or plug is damaged
- or frayed.
- If liquid has been spilled onto the product.
 - If the product has been exposed to rain or water.
 - If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operation instructions. Improper adjustment of other controls may result in damage and often requires extensive work by an authorized technician to restore the product to normal operation.
 - If the product has been dropped and the telephone base and/or handset has been damaged.
- If the product exhibits a distinct change in performance.
15. Avoid using a telephone (other than cordless) during an electrical storm. There is a remote risk of electric shock from lightning.
 16. 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.

17. Only put the handset of your telephone next to your ear when it is in normal talk mode.
18. 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.

19. For pluggable equipment, the socket-outlet shall be installed near the equipment and shall be easily accessible.
20. Use only the adapter included with this product. Incorrect adapter polarity or voltage can seriously damage the product.
21. The applied nameplate is located at the bottom or near of the product.

SAVE THESE INSTRUCTIONS

For C-UL Compliance only **Measures de sécurité importantes**

Afin de réduire les risques d'incendie, de blessures corporelles ou d'électrocution, suivez toujours ces mesures préventives de base lorsque vous utilisez votre téléphone :

1. Lisez et comprenez bien toutes les instructions.

2. Observez toutes les instructions et mises en garde inscrites sur l'appareil.
3. Débranchez ce téléphone de la prise murale avant de le nettoyer. N'utilisez pas de nettoyeurs liquides ni en aérosol. N'utilisez qu'un chiffon doux et légèrement humecté.
4. **ATTENTION:** Ne pas installer le socle téléphonique à une hauteur supérieure à 2 mètres.
5. N'utilisez pas ce produit près de l'eau, tel que près d'un bain, d'un lavabo, d'un évier de cuisine, d'un bac de lavage ou d'une piscine, ou dans un sous-sol humide ou sous la douche.
6. Ne déposez pas ce téléphone sur un chariot, support ou table chancelants. L'appareil pourrait tomber

- et être sérieusement endommagé.
7. Évitez d'installer le système téléphonique dans les endroits soumis à une température extrême, à la lumière directe du soleil ou à proximité immédiate d'autres appareils électriques ou électroniques. Protégez votre téléphone contre les sources d'humidité, la poussière, les vapeurs et les liquides corrosifs.
 8. Le boîtier de l'appareil est doté de fentes et d'ouvertures d'aération situées à l'arrière ou en dessous. Afin d'empêcher la surchauffe, ces ouvertures ne doivent pas être obstruées en plaçant l'appareil sur un lit, divan, tapis ou autre surface similaires. Ne placez pas cet appareil à proximité d'un élément de chauffage ni d'une plinthe électrique. De plus, ne l'installez pas dans une unité murale ou un cabinet fermé qui ne possède pas d'aération adéquate.
 9. Ne faites fonctionner cet appareil qu'avec le type d'alimentation indiqué sur les étiquettes de l'appareil. Si vous ne connaissez pas le voltage de votre maison, consultez votre marchand ou votre fournisseur d'électricité.
 10. Ne déposez rien sur le cordon d'alimentation. Installez cet appareil dans un endroit sécuritaire, là où personne ne pourra trébucher sur la ligne d'alimentation ni le cordon téléphonique modulaire.
 11. N'insérez jamais d'objets à travers les fentes et ouvertures de cet appareil, car ils pourraient toucher à des points de tension dangereux ou court-circuiter des pièces, ce qui constituerait un risque d'incendie ou d'électrocution. N'échappez pas de liquides dans l'appareil.
 12. Afin de réduire les risques d'électrocution, ne démontez pas l'appareil, mais apportez-le plutôt à un centre de service qualifié s'il doit être réparé. En enlevant le couvercle, vous vous exposez à des tensions dangereuses ou autres dangers similaires. Un remontage inadéquat peut être à l'origine d'une électrocution lors d'une utilisation ultérieure de l'appareil. Débranchez

l'appareil avant de procéder au nettoyage. Utilisez un chiffon humide et doux.

13. Ne surchargez pas les prises de courant et les rallonges.
14. Débranchez cet appareil de la prise de courant et communiquez avec le département de service à la clientèle de VTech dans les cas suivants :
 - Lorsque le cordon d'alimentation est endommagé ou écorché.
 - Si du liquide a été échappé dans l'appareil.
 - Si l'appareil a été exposé à une source d'humidité telle que la pluie ou l'eau.
 - Si le produit ne fonctionne pas normalement en respectant les instructions de fonctionnement. Réglez uniquement les commandes indiquées

dans les instructions de fonctionnement. Les réglages incorrects des autres commandes pourraient provoquer un dommage qui pourrait exiger un travail exhaustif de la part d'un technicien autorisé afin de rétablir le fonctionnement normal de l'appareil.

- Si le produit a été échappé et que le socle et/ou le combiné a été endommagé.
 - Si le produit affiche une nette diminution de sa performance.
15. Évitez d'utiliser un téléphone (autre qu'un sans fil) pendant un orage. Les éclairs peuvent être à l'origine d'une électrocution.
 16. N'utilisez pas le téléphone pour rapporter une fuite de gaz à proximité de la fuite. En certaines circonstances,

une flammèche pourrait être provoquée lorsque l'adaptateur est branché à une prise de courant, ou lorsque le combiné est déposé sur le socle. Ceci est un événement commun associé à la fermeture d'un circuit électrique. L'utilisateur ne devrait pas brancher le téléphone à une prise de courant, et ne devrait pas déposer le combiné chargé sur le socle, si le téléphone se trouve à proximité d'un endroit comportant des concentrations de gaz inflammables, à moins que la ventilation soit adéquate. Une flammèche dans un tel endroit pourrait provoquer un incendie ou une explosion. De tels environnements peuvent comprendre: des endroits

- où l'on utilise de l'oxygène médical sans ventilation adéquate; des gaz industriels (dissolvants de nettoyage, des vapeurs d'essence, etc.); une fuite de gaz naturel, etc.
17. Ne placez que le combiné de votre téléphone près de votre oreille lorsqu'en mode de conversation.
 18. Ces adaptateurs ont été conçus pour être orientés en position verticale ou montés au sol. Les broches ne sont pas conçues pour maintenir l'adaptateur en place si celui-ci est branché dans une prise au plafond ou sous une table/ armoire.
 19. Pour le MATERIEL RACCORDE PAR PRISE DE COURANT, le socle de prise de courant doit être installé à proximité du matériel et doit être aisément accessible.

20. N'utilisez que les adaptateurs inclus avec ce produit. L'utilisation d'un adaptateur dont la polarité ou la tension serait inadéquate risque d'endommager sérieusement le produit et mettre votre sécurité en péril.
21. La plaque signalétique appliquée est située au bas ou à proximité du produit.

CONSERVEZ CES INSTRUCTIONS

FCC, ACTA and IC Regulations

FCC Part 15

NOTE: This equipment has been tested and found to comply with the requirements for a Class B digital device under Part 15 of the Federal Communications Commission (FCC) rules. 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.

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

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.

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

FCC Part 68 and ACTA

This equipment complies with Part 68 of the FCC rules and with technical requirements adopted by the Administrative Council for Terminal Attachments (ACTA). The label on the back or bottom of this equipment contains, among other things, a product identifier in the format US:AAAEQ##TXXXX. This identifier must be provided to your telephone service provider upon request.

The plug and jack used to connect this equipment to premises wiring and the telephone network must

comply with applicable Part 68 rules and technical requirements adopted by ACTA.

A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. An RJ11 jack should normally be used for connecting to a single line. See the installation instructions in the user's manual.

The Ringer Equivalence Number (REN) is used to determine how many devices you may connect to your telephone line and still have them ring when you are called. The REN for this product is encoded as the 6th and 7th characters following the US: in the product identifier (e.g., if ## is 03, the REN is 0.3). In most, but not all areas, the sum of all RENs should be five (5.0) or less. For more information, please contact

your telephone service provider. This equipment must 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. Replacement to this telephone equipment can only be made by the manufacturer or its authorized agents. For replacement 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.

This product is equipped with a corded 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 contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

(1) This device may not cause interference.

(2) This device must accept any interference, including

interference that may cause undesired operation of the device.

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

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

The Ringer Equivalence Number (REN) for this terminal equipment is 1.0. The REN indicates the maximum number of devices allowed to be connected to a telephone interface. The termination of an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all the devices not exceed five.

This product meets the applicable Innovation, Science and Economic Development

Canada technical specifications.

Disclaimer and Limitation of Liability

VTech Communications, Inc. and its suppliers assume no responsibility for any damage or loss resulting from the use of this user's manual.

VTech Communications, Inc. and its suppliers assume no responsibility for any loss or claims by third parties that may arise through the use of this product.

Company: VTech Communications, Inc.

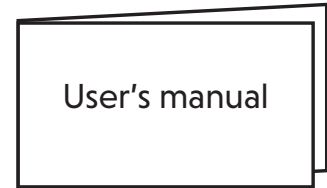
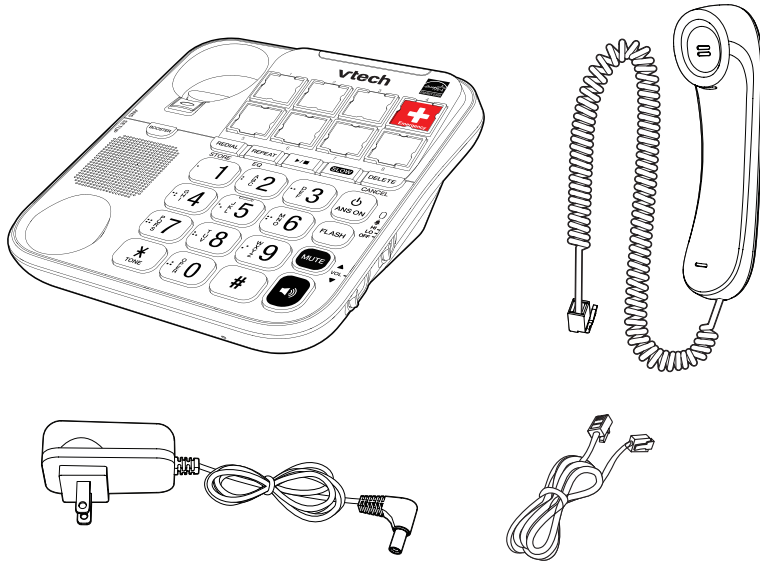
Address: 9020 SW Washington Square Road - Ste 555 Tigard, OR 97223, United States

Phone: 1 (800) 595-9511 in the U.S. or 1 (800) 267-7377 in Canada

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What's in the box



Connect and install

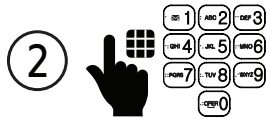
Line power mode (no AC power)

When there is a power failure, the telephone base uses power from the telephone line to let you make and answer calls using the corded handset and dialing keys.

Make a call during power failure



Lift the corded handset and wait for a dial tone.



Dial a telephone number using the dialing keys. Wait to hear each key tone upon inputting a digit before pressing the next dialing key.

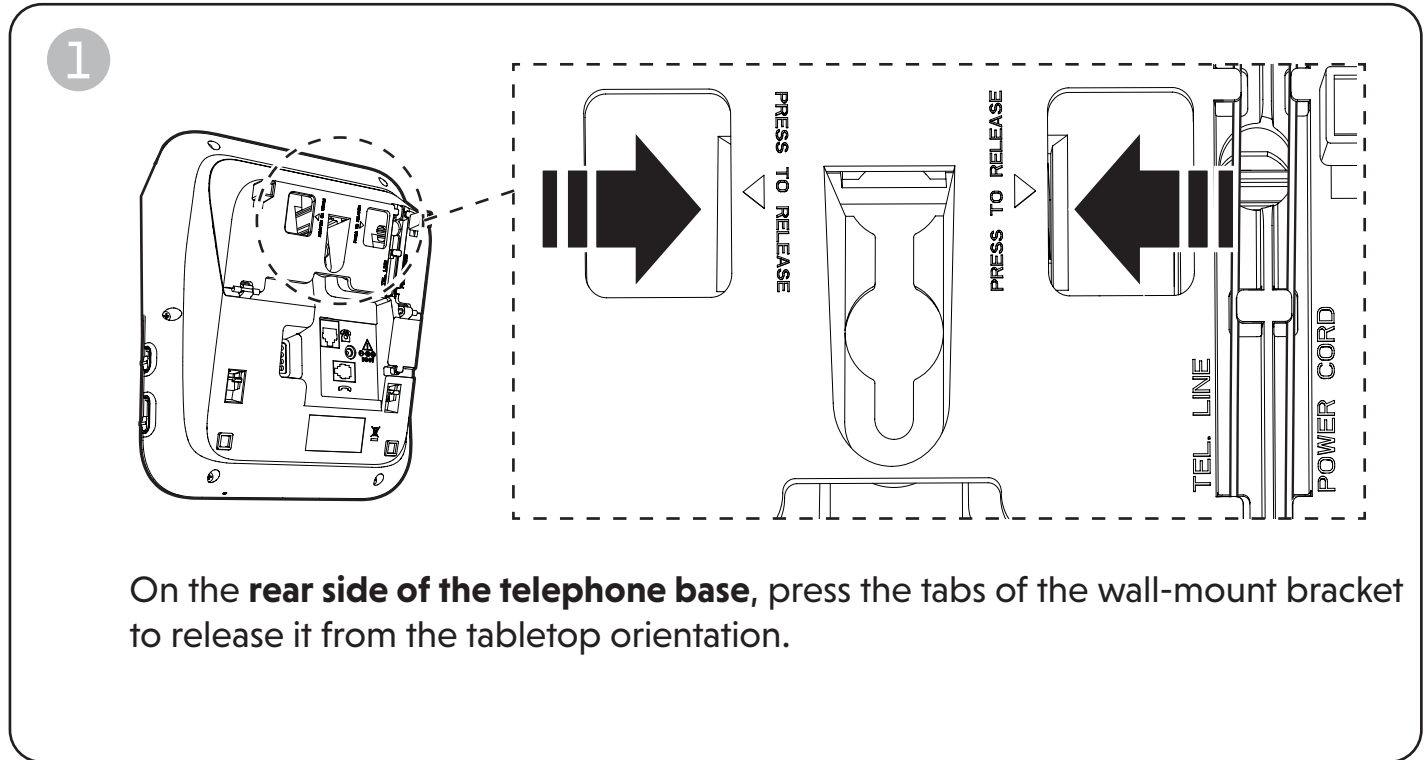
Answer a call during power failure



Lift the corded handset.

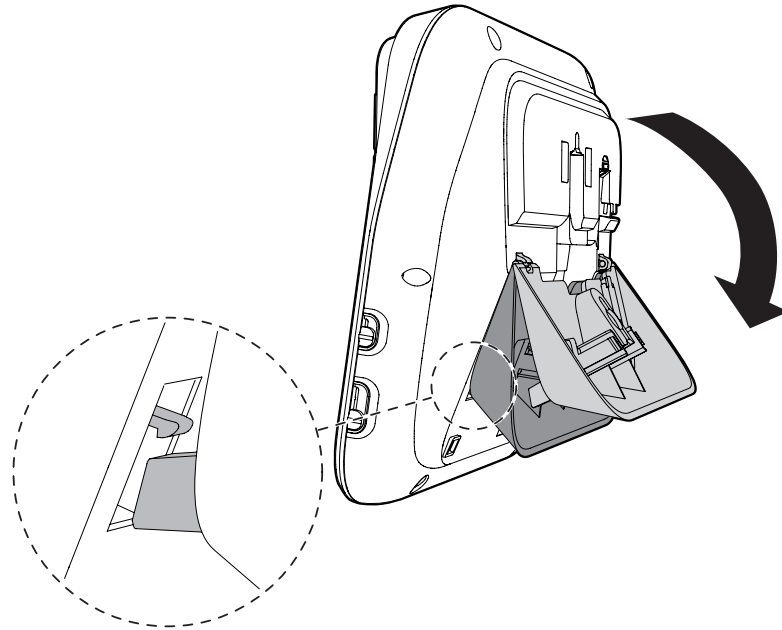
Connect and install

Mount the telephone base (optional)



Connect and install

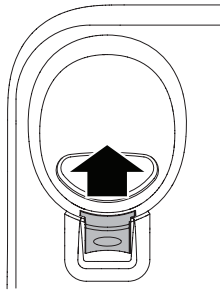
2



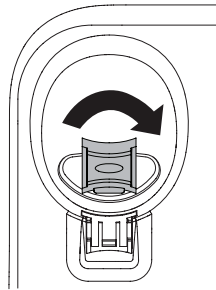
Flip the wall-mount bracket down and push it into the telephone base until it clicks into place.

Connect and install

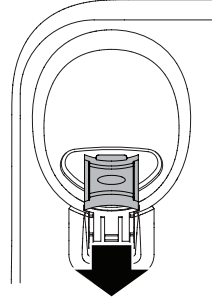
3



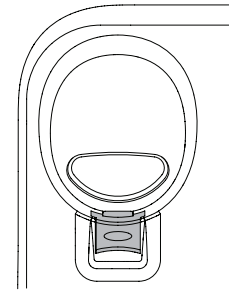
Slide the handset
tab upward.



Rotate it upside
down.



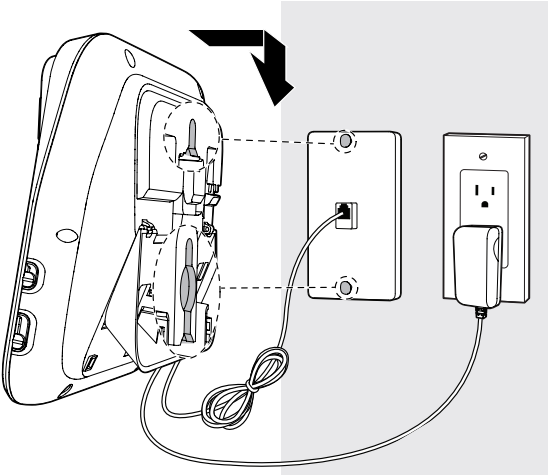
Slide the handset
tab back into the
slot.



The protruding edge of the handset tab holds the corded handset in place when the telephone is mounted on the wall.

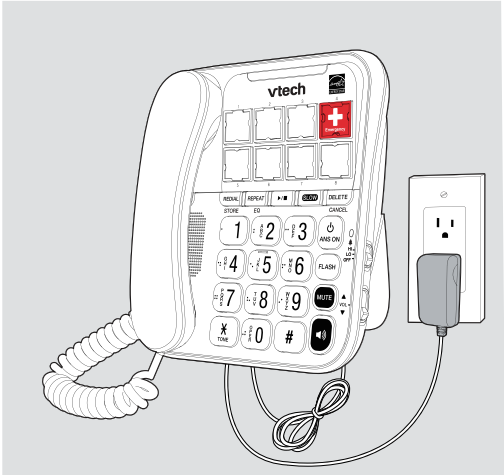
Connect and install

4

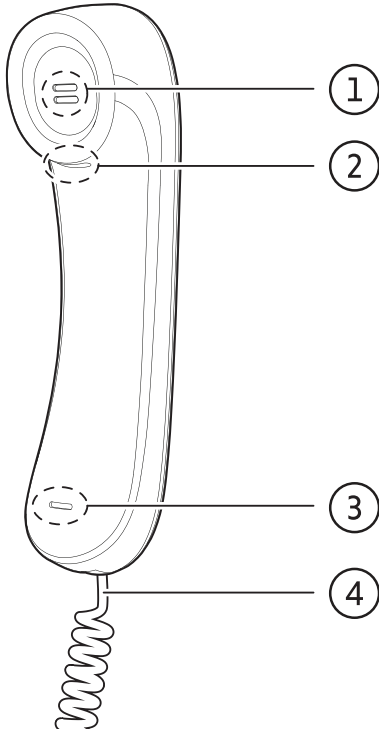


Align and mount the bracket to the telephone wall mount plate.

5



Overview



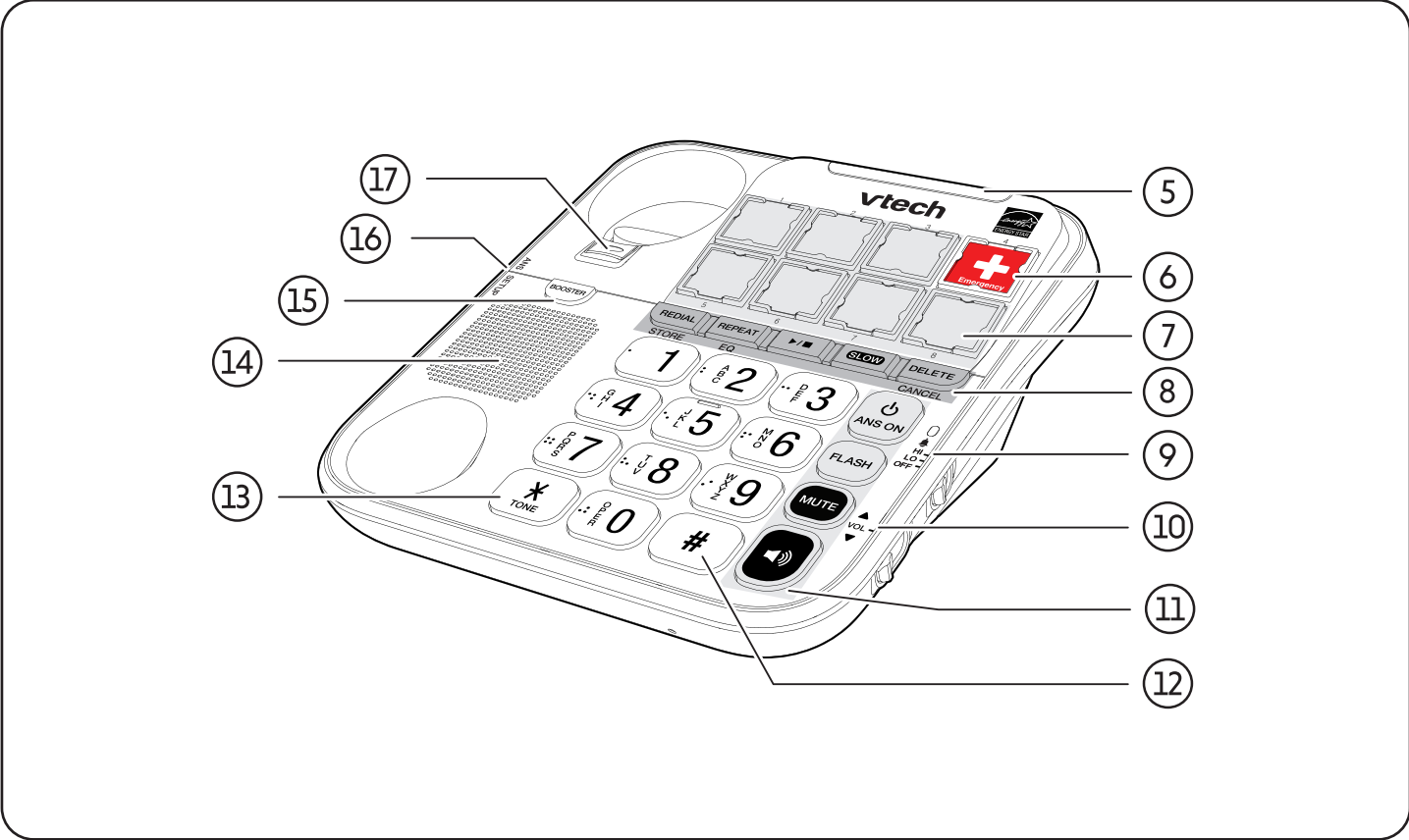
1 **Handset earpiece**

2 **Slot for handset tab**
• For optional wall mounting.




3 **Handset microphone**

4 **Coiled handset cord**







Overview









Overview

5 Visual ringer indicator	<ul style="list-style-type: none">• On when the telephone is in use, or when the answering system is answering an incoming call.• Flashes to indicate an incoming call.
6 Emergency SOS speed dial key	<ul style="list-style-type: none">• Photo speed dial memory key 4 is tailored for emergency calls.• Store your emergency contact's telephone number for quick dial.
7 Photo speed dial keys	<ul style="list-style-type: none">• Press to dial the preset numbers.
 REPEAT EQ	<ul style="list-style-type: none">• Press to redial the last number.• Store the number to the selected memory key location .
8 	<ul style="list-style-type: none">• Press to repeat a message, and press twice to play the previous message.• Press EQ during the call to change the audio quality to suit your hearing.
	<ul style="list-style-type: none">• Play messages. Stop playing messages.

Overview

		<ul style="list-style-type: none">• Press to slow down the message playback.
8		<ul style="list-style-type: none">• Delete/cancel/quit the storing photo speed dial process.• Delete the playing message.• Press twice to delete all old messages.
9		<ul style="list-style-type: none">• Adjust the base ringer volume while in idle.
10		<ul style="list-style-type: none">• Adjust the listening volume during message playback or during a call.
11		<ul style="list-style-type: none">• Turn on or off the answering system.• The light turns on when the answering system is on.• The light turns off when the answering system is off.• The light flashes when there is a new message, and when there is still a new message among all listened messages.
		<ul style="list-style-type: none">• During a call, press to answer an incoming call when you receive a call waiting alert.

Overview

11		<ul style="list-style-type: none">• Mute the microphone during a call• Silence the ringer temporarily while the phone is ringing.
11		<ul style="list-style-type: none">• Press to make or answer a call using the speakerphone.
12		<ul style="list-style-type: none">• Pound key.
13		<ul style="list-style-type: none">• Switch to tone dialing temporarily during a call.
14	Speaker	
15		<ul style="list-style-type: none">• Enhance the clarity and loudness of your caller's voice during a call.
16	 ANS SETUP	<ul style="list-style-type: none">• Press it and the voice guide prompts you to setup the answering system.
17	Handset tab	<ul style="list-style-type: none">• For optional wall mounting.

Setup


Voice guide to set answering system

This feature assists you to do the setup of the answering system. You can follow the voice guide to set and change the Date/Time, record your own announcement, set the number of rings, the calls screening, the message alert tone, and the remote access code.

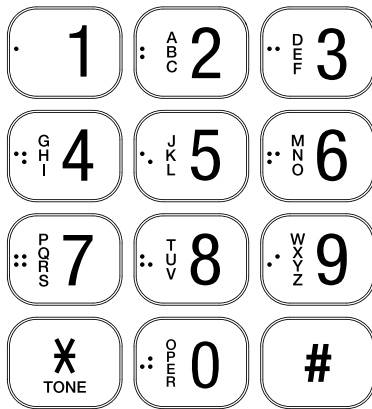
Press **00 ANS SETUP** and the voice guide prompts you to set up the answering system.



"This voice guide will assist you with the setup of your answering system."


Press  anytime during the voice guide to cancel the setup.

Setup



1. Follow the voice guide steps to set up the date and time.
2. After the date and time is set, you can then select one of the options.

Press

1	To record your own announcement.
2	To set up number of rings.*
3	To set up call screening.
4	To set message alert tone.
5	To set remote access code.
6	To change the date and time.
	To repeat this menu options.

3. Follow the voice guide steps to complete the respective set up.

* If you select **Toll saver**, the answering system answers a call after two rings when you have new messages, and after four rings when there are no new messages. This feature allows you to check for new messages and avoid paying long distance charges when calling from out of your local area.

Setup



Photo speed dial

There are eight photo speed dial memory keys **1** to **8** on the telephone base. You can store the telephone numbers you wish to quick dial to the photo speed dial keys. Photo speed memory key **4** is tailored for emergency calls.

☀ TIP


- We recommend you store at least two contacts that you may need to call them more often or immediately to photo speed dial keys **1** and **2**.

Add or store a photo speed dial number




1. Press  in idle mode.
2. Press your preferred memory keys, for instance [1].
3. Press the numeric keys to input the telephone number.
 - Press  to cancel and quit the storing process.



Setup

4. Press  to store the number to the selected memory key location.
 - You will hear "[Telephone number] is stored in Speed dial [1]." and a confirmation tone.

Change/ Remove a photo speed dial number

1. Press  in idle mode.
2. Press the memory key you want to change its speed dial number, for instance [1].
3. Press the numeric keys to input the **new** telephone number.
 - Press  to cancel and quit the storing process.
 - To remove the speed dial number, do not enter the telephone number.
4. Press  to store the number to the selected memory key location.
 - You will hear "[Telephone number] is stored in Speed dial [1]." and a confirmation tone for the change.
 - If you did not enter the telephone number in Step 3, you will hear "No number is stored in Speed dial [1]." At the end, you will hear a confirmation tone to confirm that empty is saved and the previously stored number is removed.

Setup

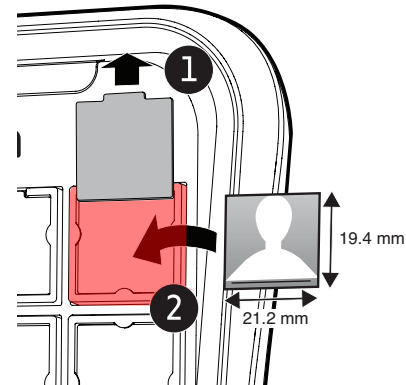
Insert photos for speed dial keys

You can insert photos into the photo speed dial compartments, or write the contact names on cards and insert them into the compartments.

NOTE

- The telephone base is shipped with protective stickers covering the photo speed dial compartments. Remove the protective sticker before use.


1. Remove the photo speed dial compartment cover.
2. Crop your desired photo into the size specified on the right, and then insert it into the photo speed dial compartment.
3. Insert the photo speed dial compartment cover back to the compartment.

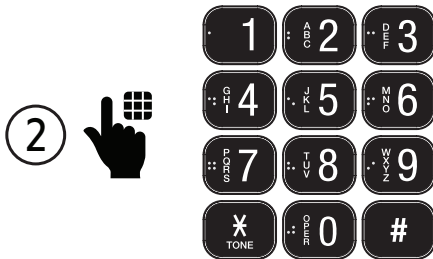


Operate

Make a call



On the telephone base, press  or lift the corded handset.




Dial the telephone number.

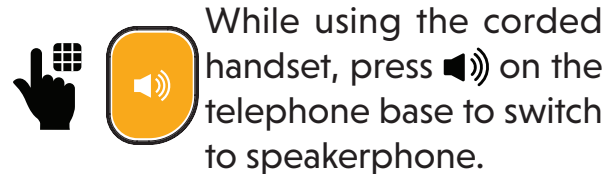
Answer a call / End a call




To answer a call, press  on the telephone base or lift the corded handset.

To end a call, press  on the telephone base again or hang up the corded handset.

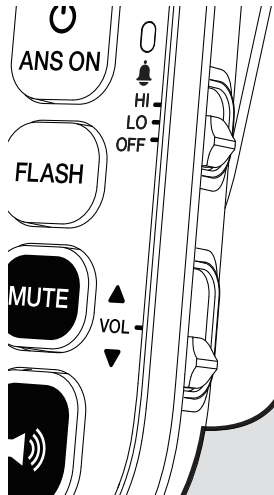
Speakerphone



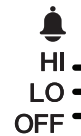
While using the corded handset, press  on the telephone base to switch to speakerphone.

Operate

Volume - Speaker / Ringer



Slide the **VOL** control to adjust the corded handset or the speaker volume level when in idle, on a call, and playing the message.



Slide the **Ringer** control to adjust the ringer volume level.

ⓘ CAUTION

- For hearing protection, loud ringer and sound may damage your hearing. Adjust the volume to lower the ringer and sound if you find it too loud.



Operate

Booster



Press to temporarily increase the volume of the call*. It will resume to the original volume level after you end the call.

*for corded handset only.

Temporary ringer silencing



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

Call waiting

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



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

Operate

Redial

The last dialed telephone number is stored in the telephone base.



To redial the last number, press the speakerphone or lift the corded handset.



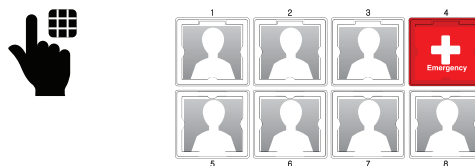
Then, press **REDIAL**.

Photo/memory speed dial

If you have set any speed dial numbers, you can press a photo speed dial key to quickly dial the preset number.

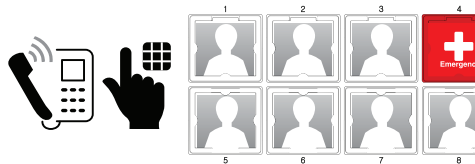
For details on setting photo/memory speed dial, see page 15.

Speakerphone mode



Press a photo speed dial key to call.

Handset mode




Lift the handset, and then press a photo speed dial key to call.

Operate

Temporary tone dialing

This telephone is set as touch-tone by default.

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

For permanent tone dialing setting

Enter the secret code to select **Tone/Pulse dial mode**.

Tone to Pulse

Press ***366#** in idle mode, and you will hear a confirmation tone.

Pulse to Tone

Press ***367#** in idle mode, and you will hear a confirmation tone.



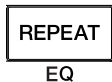
Operate

Equalizer

The equalizer enables you to change the quality of the audio for the telephone to best suit your hearing. The default setting is **Natural**.

Change the equalizer setting

During a call




Press  to toggle among **Natural**, **Treble 1**, **Treble 2**, and **Bass**.

Answering system

About the built-in answering system

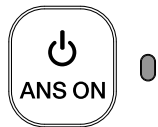
For message recording, your telephone has a built-in answering system.

BUILT-IN ANSWERING SYSTEM

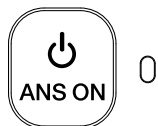
SUPPORTED BY	Telephone system
SUBSCRIPTION	No
FEES	No
ANSWER INCOMING CALLS	<ul style="list-style-type: none">• After 4 rings by default.• It can be changed via voice guide.
STORAGE	Telephone base
RETRIEVE MESSAGES	<ul style="list-style-type: none">• Press  on the telephone base; OR• Access remotely with an access code.

Answering system

Turn the built in answering system on or off

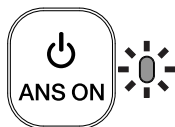


Press **ANS ON** to turn on, and the answering system light is on.



Press **ANS ON** again to turn off.

New incoming message indicator



The answering system light flashes when there is a new message.

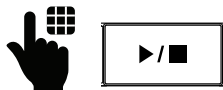
The flashing continues if there is still unheard message.

☀ TIP

- If you expect an incoming message recorded in the answering system, but it is not there and you have subscribed the voicemail service from your telephone service provider (subscription is required, and fee may apply). Then, it might have recorded there. Follow their instructions to retrieve your voicemail. An access number and/or passcode is required. To prevent this scenario, go to "Set number of rings" on page 28.

Answering system

Message playback



Repeat the playing message



Play the previous message



Press **REPEAT** twice.

Delete a message




Delete all messages



Press **DELETE** twice.

☀ TIPS

- While playing back a message on the telephone base, you can press  to reduce the playback speed
- If the answering system's storage is full or in low memory, you can delete your old messages to free up the storage for new messages.

Answering system

Remote access

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

1. To access your answering system remotely, dial your telephone number from any touch-tone telephone.
2. When the system plays your answering system announcement, "Hello. Please leave a message after the tone.", enter the two-digit security code.
3. Enter one of the remote commands.

COMMAND	DESCRIPTION
1	Play all messages.
2	Play only new messages.
3	Delete the current message (during playback).
33	Delete all old messages.
4	Repeat the current message (during playback).

Answering system

COMMAND	DESCRIPTION
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.

Set number of rings

You can set your answering system to answer calls at least two rings earlier than your voicemail service. For example, if your voicemail service answers after six rings, set your answering system to answer after four rings. Thus, if you are on a call, or if the answering system is busy recording a message and you receive another call, the second caller can leave a voicemail message.

Press **☎ ANS SETUP** button to set the number of rings through the voice guide. For details, go to "Voice guide to set answering system" on page 13.

Product care | Need help?

Taking care of your telephone

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

Avoid rough treatment

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

Avoid water

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

Electrical storms

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

Cleaning your telephone

Your telephone has a durable plastic casing that should retain its luster for many years. Clean it only with a dry non-abrasive cloth. Do not use dampened cloth or cleaning solvents of any kind. For operations and guides to help you using your

Product care | Need help?

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

- Go to <https://help.vtechphones.com/sn1127> (US); OR <https://phones.vtechcanada.com/en/support/general/manuals?model=sn1127> (Canada)
- Scan the QR code on the right. Launch the camera app or QR code scanner app on your smartphone or tablet. Hold the device's camera up to the QR code and frame it. Tap the notification to trigger the redirection of the online help.
- If the QR code is not clearly displayed, adjust your camera's focus by moving your device closer or further away until it is clear.



US



CA

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

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 replace at VTech's option, without charge, a Materially Defective Product. 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. Replacement of the Product, at VTech's option, is your exclusive remedy. VTech will return the replacement Products to you in working condition. You should expect the 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 replaces a Materially Defective Product under the terms of this limited warranty, this

limited warranty also applies to the replacement Product for a period of either (a) 90 days from the date the replacement Product is shipped to you or (b) the time remaining on the original one-year warranty; whichever is longer.

What is not covered by this limited warranty?

This limited warranty does not cover:

1. Product that has been subjected to misuse, accident, shipping or other physical damage, improper installation, abnormal operation or handling, neglect, inundation, fire, water or other liquid intrusion;
2. Product that has been damaged due to repair, alteration or modification by anyone other than an authorized service representative of VTech;
3. Product to the extent that the problem experienced is caused by signal conditions, network reliability, or cable or antenna systems;
4. Product to the extent that the problem is caused by use with non-VTech accessories;
5. Product whose warranty/quality stickers, product serial number plates or electronic serial numbers have been removed, altered or rendered illegible;
6. Product purchased, used, serviced, or shipped for repair from outside the United States of America or Canada, or used for commercial or institutional purposes (including but not limited to Products used for rental purposes);
7. Product returned without a valid proof of purchase (see item 2 below); or

Limited warranty

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

How do you get warranty service?

To obtain warranty service in the USA, please visit our website at www.vtechphones.com or call 1 (800) 595-9511. In Canada, go to phones.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 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 replacement prior to any further replacement activity. You must pay for the cost of replacement and return shipping costs for the replacement 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

Limited warranty

above limitation may not apply to you. In no event shall VTech be liable for any indirect, special, incidental, consequential, or similar damages (including, but not limited to lost profits or revenue, inability to use the Product or other associated equipment, the cost of substitute equipment, and claims by third parties) resulting from the use of this Product. Some states/provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Please retain your original sales receipt as proof of purchase

Technical Specifications

Power requirement

Telephone base: 6V DC @ 800mA



Specifications are subject to change without notice.
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