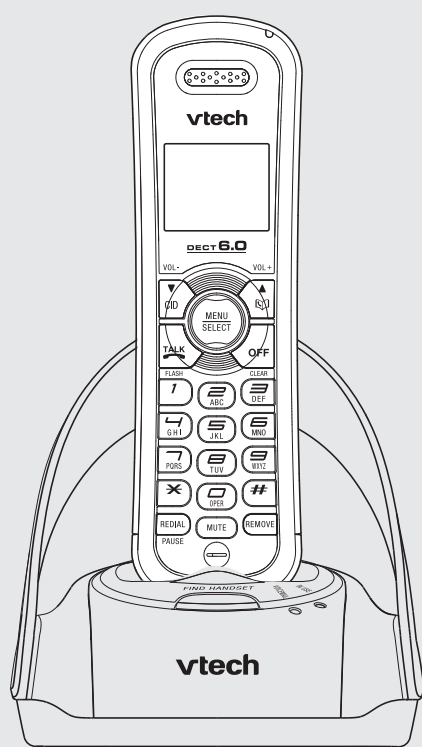




Innovation Beyond Technology<sup>SM</sup>

# User's manual

[www.vtechphones.com](http://www.vtechphones.com)



Model:  
LS6217

**DECT 6.0**

# Congratulations

on purchasing your new VTech product. Before using this telephone, please read the **Important safety instructions** on page 49 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.vtechphones.com](http://www.vtechphones.com). In Canada, please visit [www.vtechcanada.com](http://www.vtechcanada.com).



The ENERGY STAR® program ([www.energystar.gov](http://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.



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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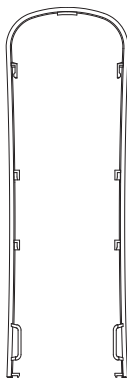
# Getting started

## Parts checklist

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



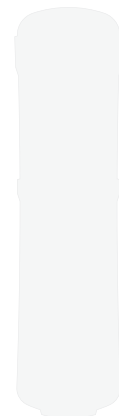
Handset with handset bracket installed



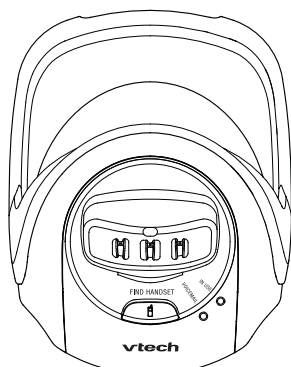
Handset bracket x 2



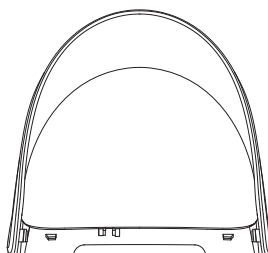
Handset back image card x 9



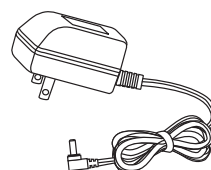
Clear plastic cover



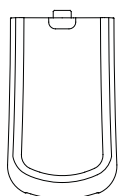
Telephone base with telephone base bracket installed



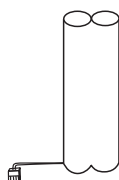
Telephone base bracket x 2



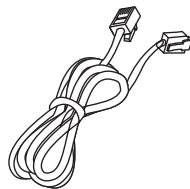
Telephone base power adapter



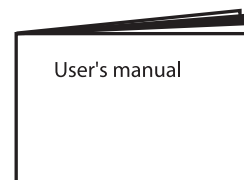
Battery compartment cover



Battery



Telephone line cord



User's manual



To purchase replacement batteries or power adapters, visit our website at [www.vtechphones.com](http://www.vtechphones.com) or call 1 (800) 595-9511. In Canada, go to [www.vtechcanada.com](http://www.vtechcanada.com) or call 1 (800) 267-7377.

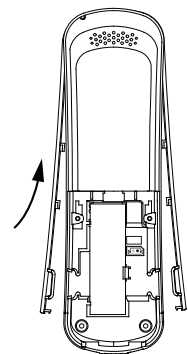
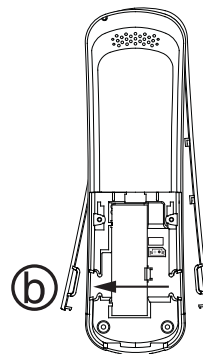
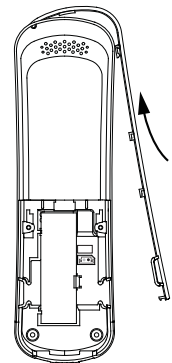
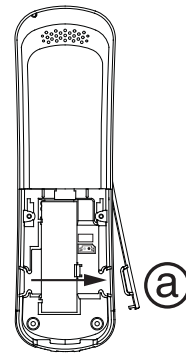
# Getting started

## Replacing the handset bracket

Your telephone comes with two additional handset brackets. If desired, choose either one to replace the current to suit your mood or match your room decor.

### To remove the handset bracket

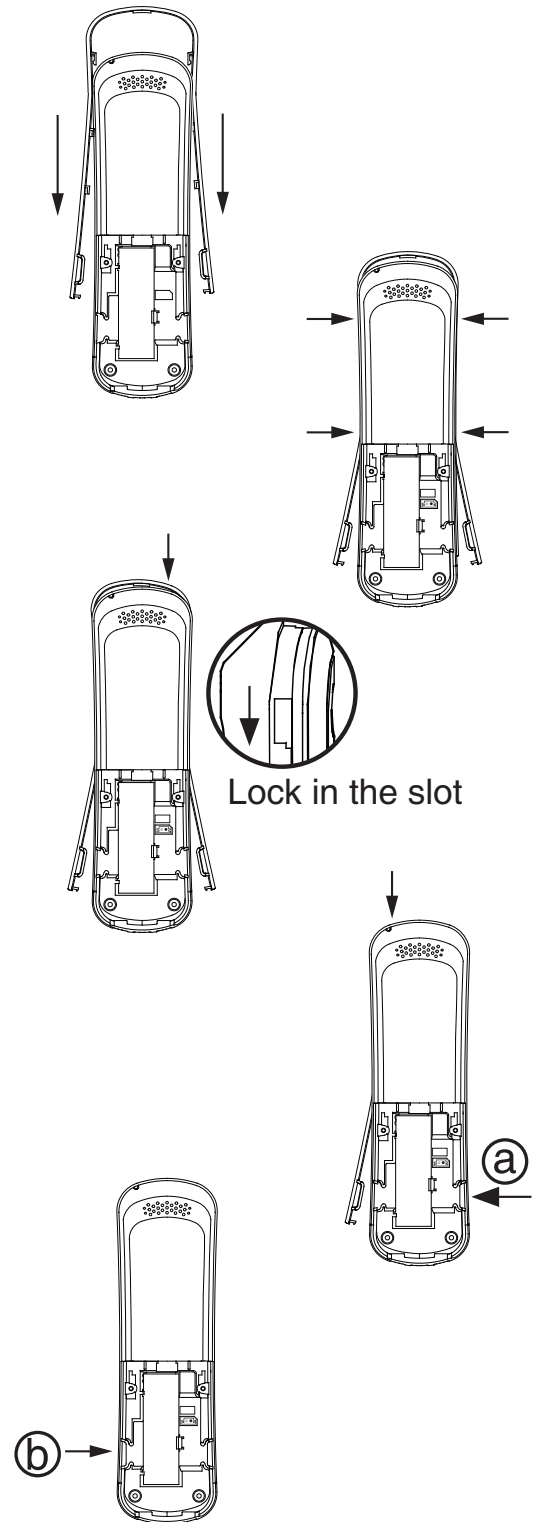
1. If you have installed a handset back image card, see the section **To remove the back image card** on page 11 to remove the clear plastic cover and the back image card. Otherwise, directly skip to step 2.
2. See the section **Battery installation** on page 7 to remove the battery compartment cover and the battery.
3. Lift the right large tab from slot (a) to release the right end of the handset bracket.
4. Hold the right end of the handset bracket then push it up to release the small tabs from the slots on the right of the handset.
5. Lift the left large tab from slot (b) to release the left end of the handset bracket.
6. Hold the left end of the handset bracket then push it up to release the small tabs from the slots on the left and the top of the handset.
7. Take away the handset bracket.



# Getting started

## To attach the handset bracket

1. Choose the desired handset bracket.
2. Inset the small tabs in the slots on both sides of the handset.
3. Hold both sides of the handset bracket to make sure the small tabs are in the slots on both sides of the handset.
4. Hold the right end of the handset bracket and pull it down to lock the small tabs in the slots on the right of the handset.
5. Press the right large tab in slot (a).
6. Hold the left end of the handset bracket and pull it down to lock the small tabs in the slots on the left of the handset.
7. Press the left large tab in slot (b).
8. See the section **To install the battery** on page 7 to install the battery and the battery compartment cover.
9. If you want to install a handset back image card, after step 8, see the section **To remove the back image card** on page 11 to install the back image card and the clear plastic cover.



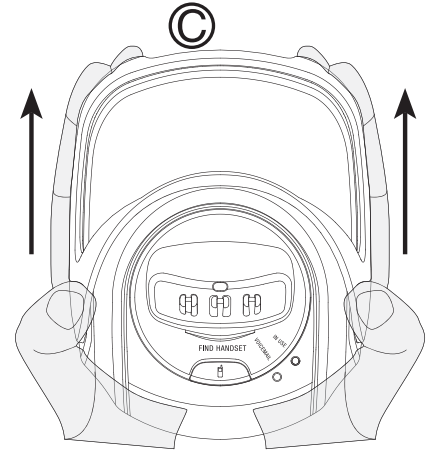
# Getting started

## Replacing the telephone base bracket

Your telephone comes with two additional telephone base brackets. If desired, choose either one to replace the current to suit your mood or match your room decor.

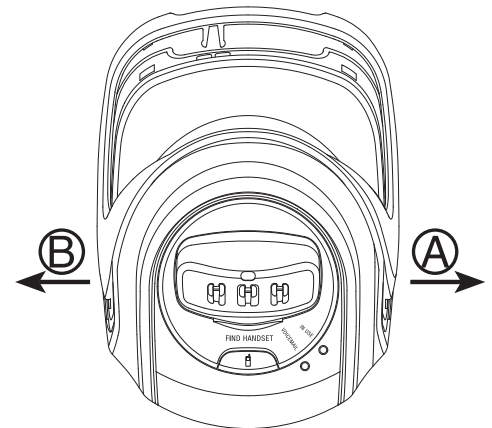
### To remove the telephone base bracket

1. Hold the telephone base in both hands. Put your thumbs on both ends of the telephone base bracket as shown below.



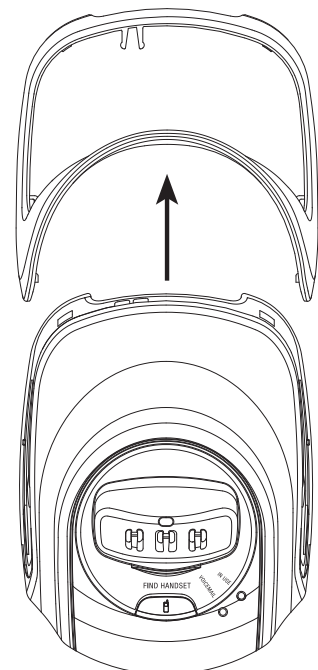
2. Use your thumbs push up the telephone base bracket. The tab looses from slot ③.

3. Lift the right tab from slot ①.



4. Lift the left tab from slot ②.

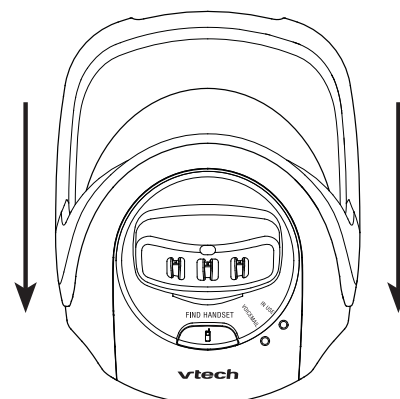
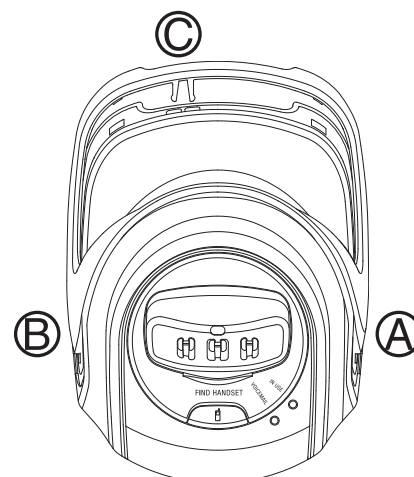
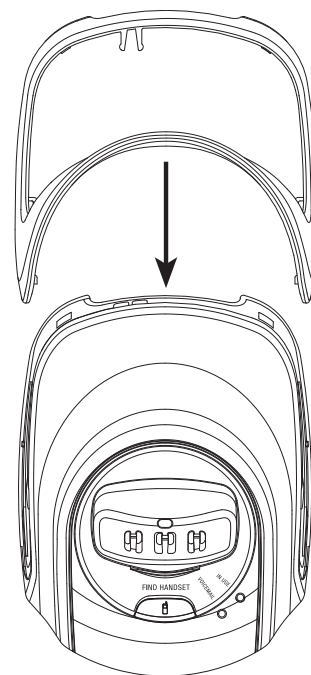
5. Take away the telephone base bracket.



# Getting started

## To attach the telephone base bracket

1. Choose the desired telephone base bracket.
2. Inset the tabs in slots ①, ②, and ③.
3. Press the tab to click it in slot ③. At the same time, all other tabs lock in their slots automatically.

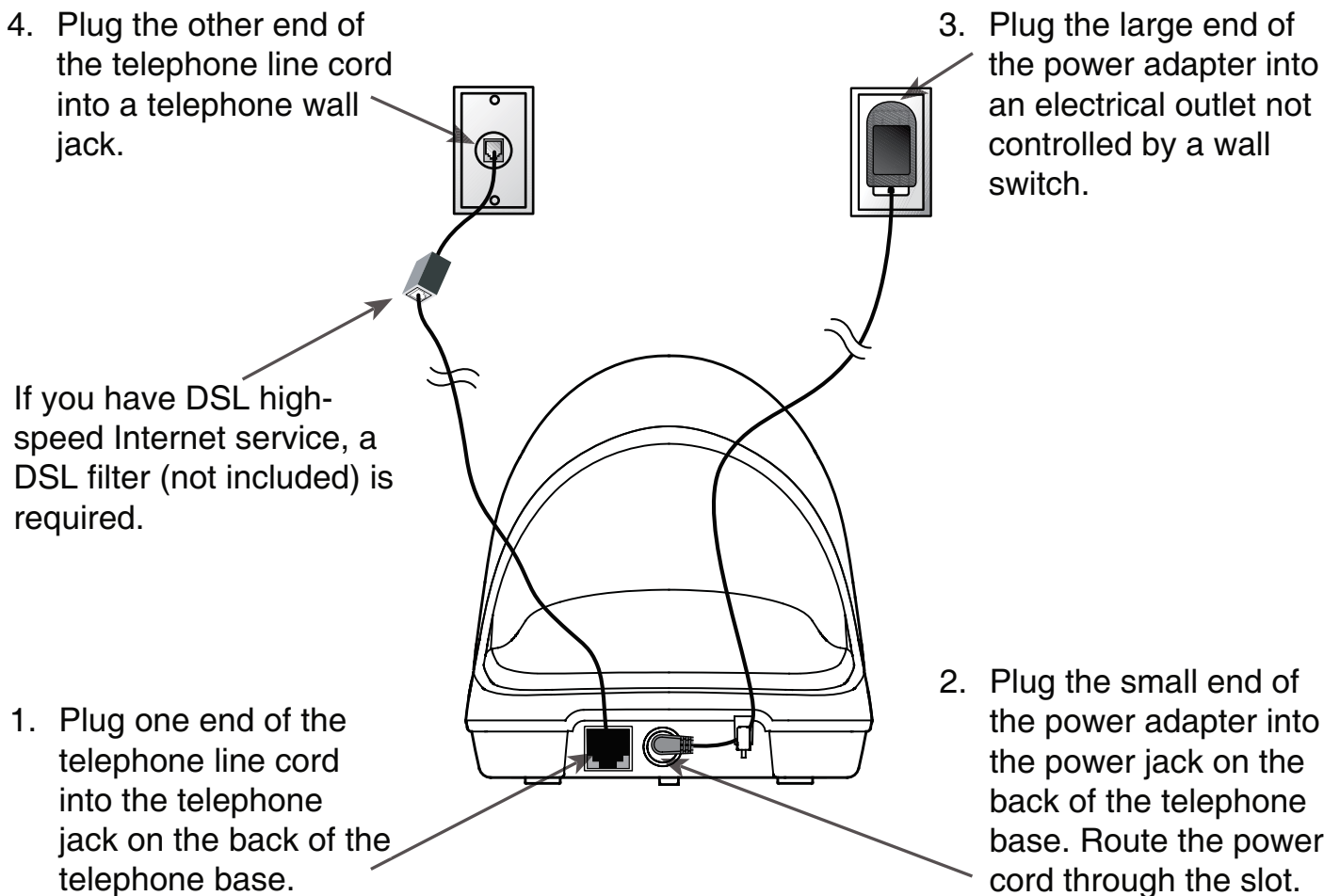


# Getting started

## Telephone base installation

If you subscribe to digital subscriber line (DSL) high-speed Internet service through your telephone line, you must install a DSL filter between the telephone line cord and the telephone wall jack. The filter prevents noise and caller ID problems caused by DSL interference. Contact your DSL service provider for more information about DSL filters.

Install the telephone base as shown below:



### note

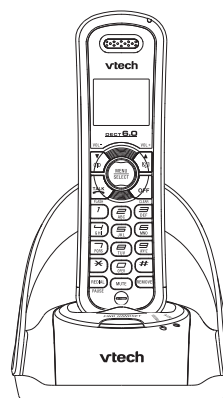
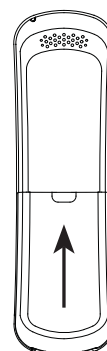
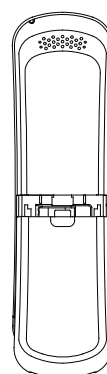
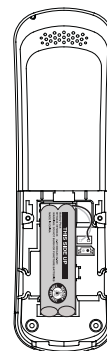
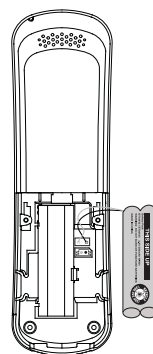
- Use only the power adapter supplied with this product. To order a replacement, visit our website at [www.vtechphones.com](http://www.vtechphones.com) or call 1 (800) 595-9511. In Canada, go to [www.vtechcanada.com](http://www.vtechcanada.com) or call 1 (800) 267-7377.
- The power adapter is intended 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 or an under-the-table/cabinet outlet.

# Getting started

## Battery installation

### To install the battery

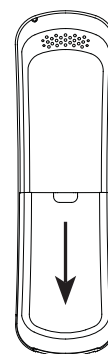
1. Match the color-coded label inside the battery compartment, then securely inset the plug into the outlet as indicated.
2. Place the battery with the label **THIS SIDE UP** facing up inside the battery compartment. Place the wires inside the up-right corner of the battery compartment.
3. Align the cover flat against the battery compartment, then slide it towards the center of the handset until it clicks into place.
4. Place the handset in the telephone base for charge.



# Getting started

## To replace the battery

Press the tab and slide the battery compartment cover downwards. Remove the battery compartment cover. Lift out the old battery and disconnect it from the handset. Follow the instructions on this page to install and charge the new battery.

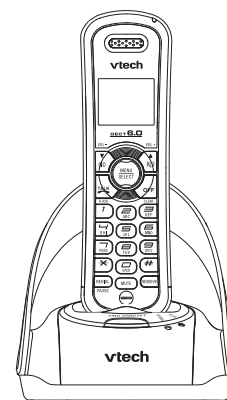


### note

- If the handset will not be used for a long time, disconnect and remove the battery to prevent possible leakage.
- Before replace the battery, if you have installed a handset back image card, you need to remove the clear plastic cover and the back image card first. (See the section **To remove the back image card** on page 11.)
- To purchase replacement batteries, visit our website at [www.vtechphones.com](http://www.vtechphones.com) or call 1 (800) 595-9511. In Canada, go to [www.vtechcanada.com](http://www.vtechcanada.com) or call 1 (800) 267-7377.




## Charging the battery

After installing the battery, you might be able to make and receive short calls. For best performance, charge the handset for at least 16 hours before use. When not in use, place the handset in the telephone base. See the section **Battery** on page 40 for battery operating times.



Battery indicators	Battery status	Action
The screen is blank.	Battery has no charge and the handset cannot be used.	Charge until the screen shows <b>LOW BATTERY</b> (at least 10 minutes).

# Getting started

The screen shows <b>PLACE IN CHARGER</b> and the flashing battery icon  .	Battery has very little charge and the handset cannot be used.	Charge until the screen shows <b>LOW BATTERY</b> (about four minutes).
The screen shows <b>LOW BATTERY</b> and the flashing battery icon  . The handset beeps in ear piece during a call.	Battery has enough charge to be used for a short time.	Charge until the screen shows <b>HANDSET</b> (about one hour).
The screen shows <b>HANDSET</b> and the cycling (low, medium, and full) battery icon  .	Battery is charged.	To keep the battery charged, place it in the telephone base when not in use.

**note** When the screen shows **LOW BATTERY**, both the screen and key pad backlights are off.

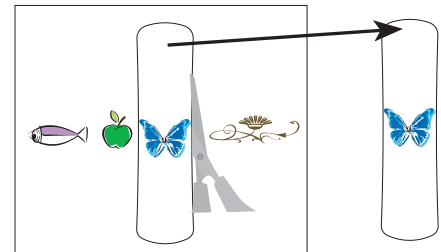
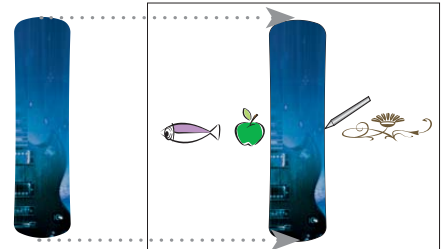
# Getting started

## Handset back image card installation (optional)

Your telephone comes with nine handset back image cards. If desired, choose one of them or your own card to attach on the back of the handset to suit your mood or match your room decor.

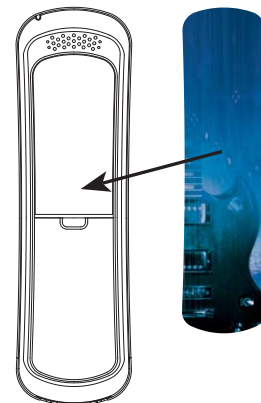
### To make your own handset back image card

1. Choose a desired part from your own card.
2. Use one of the supplied back image cards as a template to draw out the outline on the desired part of your own card.
3. Cut along the drawn outline to finish your own handset back image card.



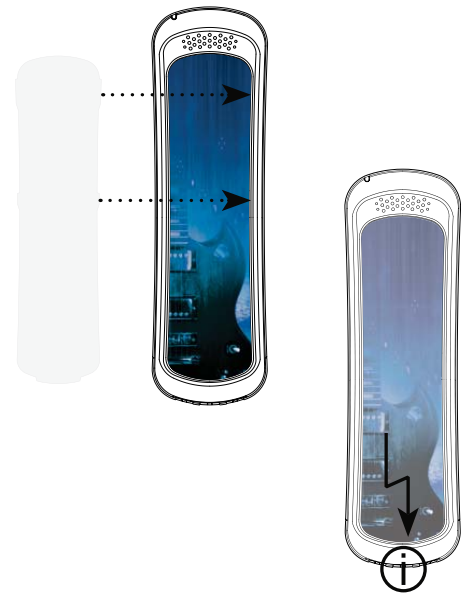
### To install a back image card

1. Make sure you have installed the battery and the battery compartment cover on the handset. (See the section **Battery installation** on page 7.)
2. Place one of the supplied back image cards or your own handset image card on the back of the handset.
3. Inset two small tabs of the clear plastic cover in the slots on the right of the handset.



# Getting started

4. Place the clear plastic cover on the back image card. Press the other two small tabs to slide them into slots on the left of the handset.



5. Lift the end of the clear plastic cover then inset the large tab in slot (i).

## To remove the back image card

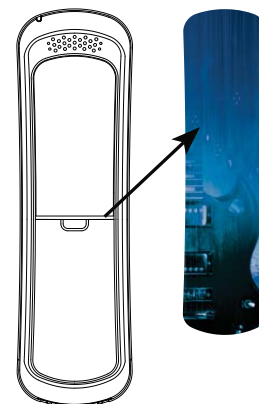
1. Insert a small item such as a paperclip into the hole on the lower end of the clear plastic cover and remove the large tab from slot (i).



2. Hold the lower end of the clear plastic cover then pull downwards to release the clear plastic cover from the handset.



3. Pull out the handset back image card.



4. Keep all handset back image cards and the clear plastic cover with the original packaging in the event you want to install a handset back image card again.

# Getting started

## Handset overview

### MENU/SELECT

Press to display the menu.

When in the menu, press to select an item, or save an entry or setting.

### VOL-/CID/▼

Press to review the call log when the telephone is in idle mode.

While in the menu, press to scroll down.

Press to lower the listening volume during a call.

### TALK/FLASH

Press to make or answer a call.

If you subscribe to call waiting service, during a call, press to answer a second call when you hear a call waiting alert.

### REDIAL/PAUSE

Press to review the redial stack.

While dialing or entering numbers into the directory, press and hold to insert a three-second dialing pause.

### MUTE

While on a call, press to mute the microphone.

Press again to resume the conversation.

### VOL+/□/▲

Press to display the directory when the telephone is in idle mode.

While in the menu, press to scroll up.

Press to raise the listening volume during a call.

### OFF/CLEAR

During a call, press to hang up.

While the handset is ringing, press to silence the ringer.

Press and hold when the telephone is in idle mode to erase the MISSED CALLS display.

During programming, press to return to the previous menu without making changes.

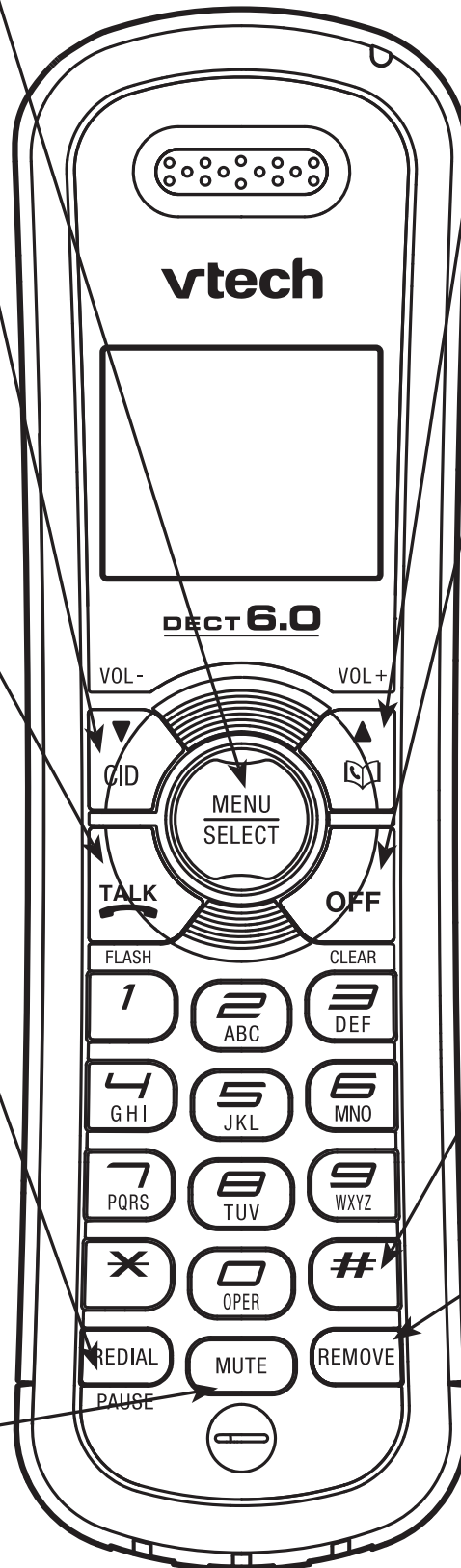
### #

Press repeatedly to display other dialing options when reviewing the call log.

### REMOVE

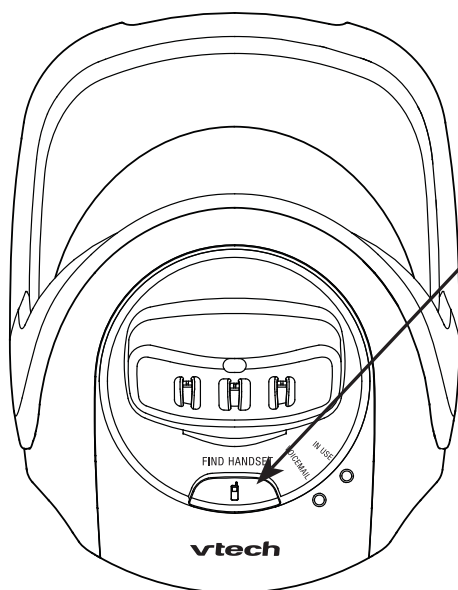
While reviewing the call log, press to delete an individual entry, or press and hold to delete the entire call log.

Press to delete digits when predialing (entering the telephone number before pressing **TALK/FLASH**).



# Getting started

## Telephone base overview

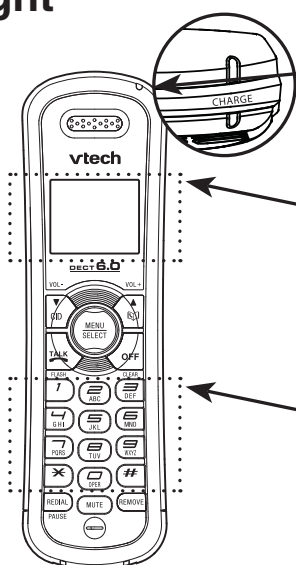


### FIND HANDSET

Press to page the handset.

## Indicator lights

### Handset light



### CHARGE

On when the handset is charging in the telephone base.

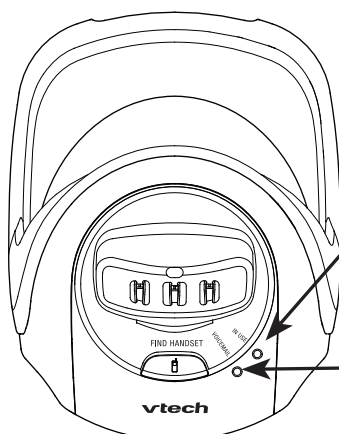
### Screen backlight

- On when press any key on the handset.
- On when the handset is ringing.

### Key pad backlight

- On when press any key on the handset.
- On when the handset is ringing.

## Telephone base lights



### IN USE

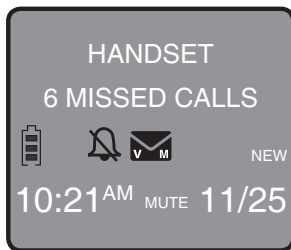
- Flashes rapidly when there is an incoming call.
- Flashes slowly when another telephone sharing the same line is in use.
- On when the handset is in use.

### VOICEMAIL

Flashes when you have new voicemail from your telephone company.

# Getting started

## Screen icons



### MUTE

Microphone is muted.

### NEW

The call from the displayed call log entry is missed and unreviewed.



Cycles (low, medium, and full) when the handset battery is charging.



Flashes when the battery is low and needs charging.



Solid when the battery is fully charged.



The ringer is off.



There are new voicemail from the telephone company.

## Screen display messages

<b>ALREADY SAVED</b>	The telephone number entered is already stored in the directory.
<b>CALL LOG EMPTY</b>	There are no call log entries.
<b>CONNECTING...</b>	The handset is searching for the telephone base.
<b>CHARGING</b>	The handset with low battery is recharging.
<b>DIRECTORY EMPTY</b>	There are no directory entries.
<b>ENDED</b>	You have just ended a call.
<b>INCOMING CALL</b>	There is an incoming call.
<b>LINE IN USE</b>	Another telephone on the same line is in use.
<b>LIST FULL</b>	The directory is full.
<b>LOW BATTERY</b>	The battery needs to be recharged.
<b>MICROPHONE ON</b>	Mute is turned off and the person on the other end can hear you.
<b>MUTED</b>	You have turned off the handset microphone.

# Getting started

<b>NEW VOICEMAIL</b>	There are new voicemail messages from your telephone company.
<b>NO LINE</b>	There is no telephone line connected.
<b>NO SIGNAL, CALL ENDED</b>	Communication between handset and telephone base is lost during a call.
<b>** PAGING **</b>	The handset locator is activated.
<b>PHONE</b>	The handset is on a call.
<b>PLACE IN CHARGER</b>	The battery is very low. Place the handset in the telephone base for recharging.
<b>RINGER MUTE</b>	The ringer is muted temporarily during an incoming call.
<b>SAVED</b>	The number and name of the call log entry is stored in the directory.
<b>UNABLE TO SAVE</b>	You are attempting to save a caller ID entry with no name or number.
<b>XX MISSED CALLS</b>	There are missed and unreviewed calls in your call log.

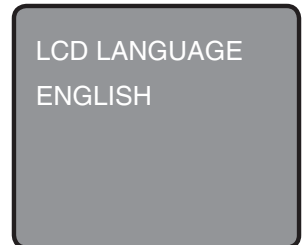
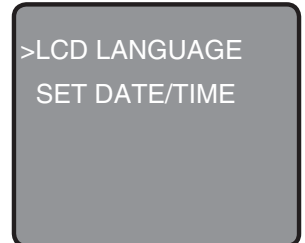
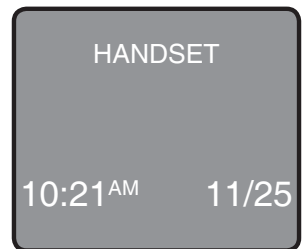
# Telephone settings

Use the following features to customize your telephone.

## Language

The handset comes factory set for English displays. If it is necessary to change the display language that is used in all menus and screen displays to Spanish or French, follow these steps:

1. Press **MENU/SELECT** in idle mode (when the telephone is not in use).
2. Press **▲** or **▼** to scroll to **>LCD LANGUAGE**, then press **MENU/SELECT** to select it.
3. Press **▲** or **▼** to scroll to the desired language (**ENGLISH**, **FRANÇAIS** or **ESPAÑOL**).
4. Press **MENU/SELECT** to confirm your selection.

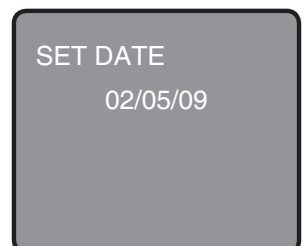
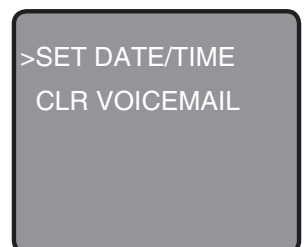


## Date and time

You can set the date and time manually or with incoming caller ID information. Even if you subscribe to caller ID service (see the section **Information about caller ID** on page 32), you must set the year once to have the correct date.

To set the date and time manually:

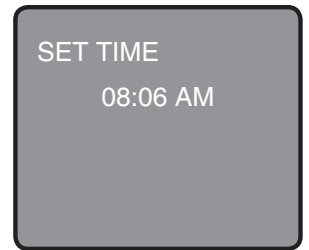
1. Press **MENU/SELECT** in idle mode.
2. Press **▲** or **▼** to scroll to **>SET DATE/TIME**, then press **MENU/SELECT** to select it.
3. The screen shows **SET DATE**. Press the dial pad keys (0-9) to enter the correct month (01-12). Press **MENU/SELECT** to confirm the month.
4. Press the dial pad keys (0-9) to enter the correct date (01-31). Press **MENU/SELECT** to confirm the date.
5. Press the dial pad keys (0-9) to enter the correct year (two-digit number; for example, use 09 for 2009). Press **MENU/SELECT** to confirm the year.
6. The screen shows **SET TIME**. Press the dial



# Telephone settings

pad keys (0-9) to enter the correct hour (01-12, 12-hour clock format). Press **MENU/SELECT** to confirm the hour.

7. Press the dial pad keys (0-9) to enter the correct minute (00-59). Press **MENU/SELECT** to confirm the minute.
8. Press **▲** or **▼** to scroll to **AM** or **PM**.
9. Press **MENU/SELECT** to confirm your setting.



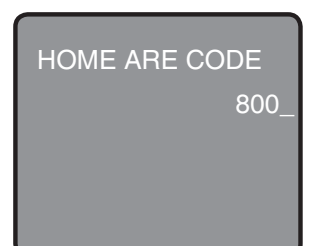
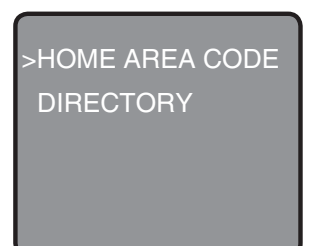
**note** After replace the battery, the handset clears the date and time automatically. The screen shows --:-- for the time and --/-- for the date.

## Home area code

The handset comes factory set for --- (empty) in this feature. If you must dial 10 digits (the area code and telephone number) for calls within your own home area code, keep the setting to be empty (---). Then, if you receive a call from within your area code, the screen shows the 10 digits of the telephone number in the call log (if you subscribe to caller ID service).

If you simply dial the last seven digits of a telephone number to make a call within your own area code, you should enter your own area code into the handset as the home area code. Then, if you receive a call from within your home area code, the screen shows the seven digits of the telephone number in the call log (if you subscribe to caller ID service).

1. Press **MENU/SELECT** in idle mode.
2. Press **▲** or **▼** to scroll to **>HOME AREA CODE**, then press **MENU/SELECT** to select it.
3. Press the dial pad keys (0-9) to enter the area code (three-digit number).
  - Press **▲** or **▼** to move the cursor to the left or right.




# Telephone settings

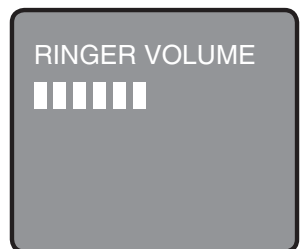
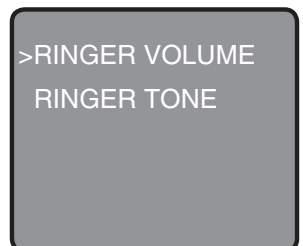
- Press **REMOVE** to delete a digit.
- Press and hold **REMOVE** to empty this setting.  
The screen shows ---.

4. Press **MENU/SELECT** to confirm your setting.

## Ringer volume

Use this feature to set a ring volume level (1-6) or turn the ringer off (no level displayed). The handset comes factory set for 6 in this feature. If you set the volume to the lowest level (no level displayed) to turn the ringer off, the screen shows the  icon.

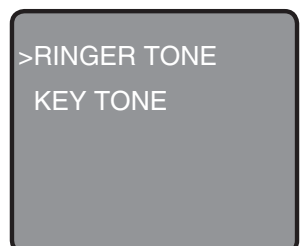
1. Press **MENU/SELECT** in idle mode.
2. Press **▲** or **▼** to scroll to **>RINGER VOLUME**, then press **MENU/SELECT** to select it.
3. Press **▲** or **▼** to scroll to the desired volume level (1-6) or turn the ringer off (no level displayed). A sample of each ringer volume level plays when you scroll through the choices.
4. Press **MENU/SELECT** to confirm your setting.



## Ringer tone

Use this feature to select one of 10 ringer tones for incoming calls. The handset comes factory set for 1 in this feature.

1. Press **MENU/SELECT** in idle mode.
2. Press **▲** or **▼** to scroll to **>RINGER TONE**, then press **MENU/SELECT** to select it.
3. Press **▲** or **▼** to scroll to the desired ringer tone (0-9). A sample of each ringer tone plays when you scroll through the choices.
4. Press **MENU/SELECT** to confirm your setting.



# Telephone settings

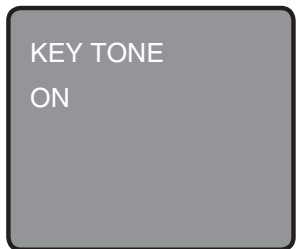
## Key tone

The handset comes factory set for having a beep (**ON**) with each key press. If you select **OFF** in this feature, there are no beeps when you press keys.

1. Press **MENU/SELECT** in idle mode.
2. Press **▲** or **▼** to scroll to **>KEY TONE**, then press **MENU/SELECT** to select it.
3. Press **▲** or **▼** to scroll to **ON** or **OFF**.
4. Press **MENU/SELECT** to confirm your setting.




>KEY TONE  
LCD LANGUAGE

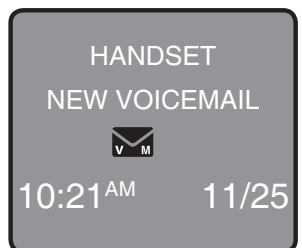



KEY TONE  
ON

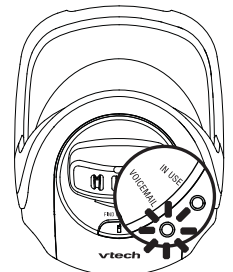
## Voicemail indication

### Voicemail service and indication

If you subscribe to voicemail service offered by your telephone company, **NEW VOICEMAIL** and  appear on the handset, and the **VOICEMAIL** light on the telephone base flashes when you have new voicemail messages. After you have listened to all new voicemail messages, the indicators on both the handset and telephone base turn off automatically. Contact your local telephone company for more information and assistance about using your voicemail service.




HANDSET  
NEW VOICEMAIL  
  
10:21 AM 11/25



### note

Your telephone service provider might alert you to new messages with a stutter (broken) dial tone. Contact your service provider for details.


## Clearing voicemail indication

Use the **CLR VOICEMAIL** feature when the telephone indicates that there is new voicemail but there is none (for example, when you have accessed your voicemail while away from home). This feature only turns off the displayed **NEW VOICEMAIL** message,  icon and **VOICEMAIL** light; it does not delete your voicemail message(s). If there

# Telephone settings

actually are new voicemail messages, your local telephone company continues to send the signal to turn on the indicators.

To manually turn off these indicators:

1. Press **MENU/SELECT** in idle mode.
2. Press ▲ or ▼ to scroll to **>CLR VOICEMAIL**, then press **MENU/SELECT** to select it.
3. The screen shows **TURN OFF INDICATOR?**  
Press **MENU/SELECT** to confirm to turn off the displayed **NEW VOICEMAIL** message,  icon and **VOICEMAIL** light.

>CLR VOICEMAIL  
HOME AREA CODE

TURN OFF  
INDICATOR?

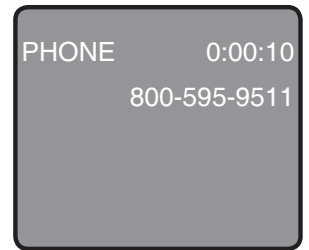
# Telephone operation

## Making a call

### To make a call

1. Press **TALK/FLASH** to hear a dial tone.
2. Use the dial pad keys to dial the telephone number.

**note** The screen shows the elapsed time (in hours, minutes and seconds).



### To make a pre-dialing call (preview numbers before dialing)

1. Use the dial pad keys to enter the telephone number.
  - Press **REMOVE** or **OFF/CLEAR** to backspace and delete a digit.
  - Press and hold REDIAL/PAUSE to inset a three-second pause (**P** appears).
2. Press **TALK/FLASH** to dial.



### To end a call

- Press **OFF/CLEAR**.
- OR-
- Put the handset in the telephone base.

## Answering a call

### To answer a call

- Press **TALK/FLASH**.
- OR-
- Press any dial pad keys (**0-9**, **\*** or **#**).

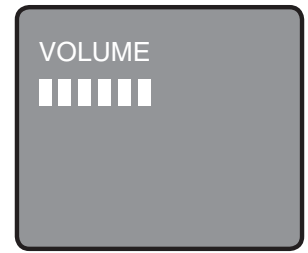
### To end a call

- Press **OFF/CLEAR**.
- OR-
- Put the handset in the telephone base.

# Telephone operation

## Volume control

During a call, press **VOL+/ $\blacktriangle$**  or  **$\blacktriangledown$ /VOL-** to adjust the listening volume. Each press increases or decreases the volume. When the volume level has reached the maximum or minimum setting, the handset beeps twice.

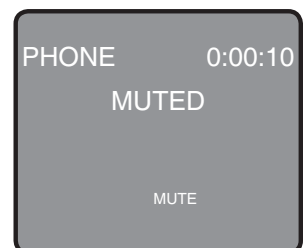


## Mute

Use the mute feature during a telephone conversation to silence the microphone. Thus you hear the other party but the other party does not hear you.

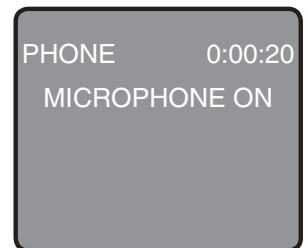
### To mute a call

- During a call, press **MUTE**. The screen shows **MUTED** for a few seconds and turn on the **MUTE** icon.



### To resume the conversation

- Press **MUTE** and resume speaking. The screen shows **MICROPHONE ON** for a few seconds then turn off the **MUTE** icon.

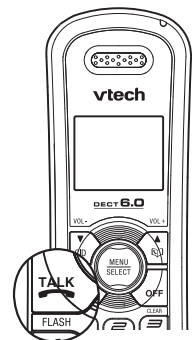


**note** Mute cancels automatically when you end a call.

## Call waiting

If you subscribe to a call waiting service with your local telephone company, there is an alert tone if there is an incoming call when you are already on a call.


- Press **TALK/FLASH** to put your current call on hold and take the new call.
- Press **TALK/FLASH** anytime to switch back and forth between calls.

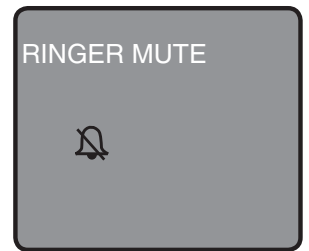


**note** For more information on caller ID with call waiting, see the section **Information about caller ID** on page 32.

# Telephone operation

## Silencing the ringer temporarily

When an incoming call rings, press **MUTE** or **OFF/CLEAR** to temporarily silence the ringer without disconnecting the call. The screen shows **RINGER MUTE** and the  icon.



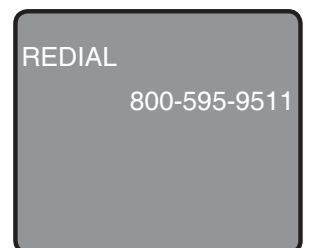
- note**
- This feature only silence the ringer for the current incoming call. The next incoming calls ring according the **RINGER VOLUME** setting (page 18).
  - After you temporarily silence the ringer, if desired, press **TALK/FLASH** to answer the call.

## Redial stack

This telephone stores the five numbers (up to 30 digits each) recently called from this handset in the redial stack.

### To review numbers in the redial stack

1. Press **REDIAL/PAUSE** in idle mode.
2. Press **▲** or **▼** to scroll through the five recently called numbers. The handset beeps twice at the beginning or end of the list.



### To exit the redial stack

- Press **OFF/CLEAR**.

### To call a number from the redial stack

1. Press **REDIAL/PAUSE** in idle mode.
2. Press **▲** or **▼** to scroll to the desired number.
3. Press **TALK/FLASH**.

### To call the most recently called number (last number redial)

1. Press **TALK/FLASH** to hear a dial tone.
2. Press **REDIAL/PAUSE** to automatically dial the most recently called number in the redial stack.

# Telephone operation

## To delete a number from the redial stack

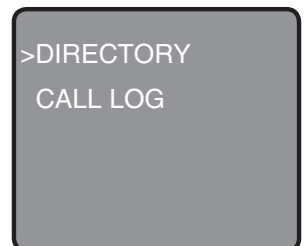
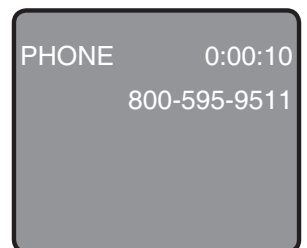
1. Press **REDIAL/PAUSE** in idle mode.
2. Press **▲** or **▼** to scroll to the desired number.
3. Press **REMOVE** to delete it.

## Chain dialing

Use this feature while already dialing one telephone number or while on a call to initiate a dialing sequence from numbers stored in the directory, stored in the call log, or from the most recently called number. Chain dialing can be useful when accessing numbers other than telephone numbers (such as bank account information or access codes).

### To access a number in the directory:

1. While on a call, press **MENU/SELECT** twice.
2. Press **▲** or **▼** to scroll to the desired entry.
3. Press **MENU/SELECT** to dial the displayed number.

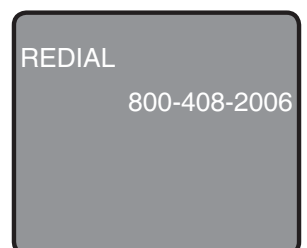


### To access a number in the call log while on a call:

1. While on a call, press **MENU/SELECT**.
2. Press **▼** to scroll to **>CALL LOG**. Press **SELECT**.
3. Press **▲** or **▼** to scroll to the desired entry.
4. Press **MENU/SELECT** to dial the displayed number.

### To access the last number redial:

- While on a call, press **REDIAL/PAUSE** to display the most recently called number. The handset dials the number automatically.



**note** If you press **REDIAL/PAUSE** again within two seconds, the telephone will not dial the last number redial.

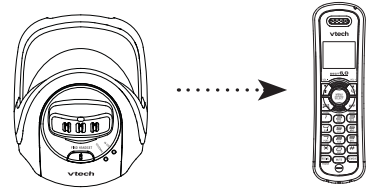
# Telephone operation

## Handset locator

Use this feature to page the handset. It is useful if you misplace the handset.

### To page the handset

- Press **FIND HANDSET** on the telephone base. The handset rings for up to 60 seconds to help you to locate the handset.



**note** If you turn the ringer off (see the section **Ringer volume** on page 18) and press **FIND HANDSET** to page the handset, the handset does not ring.

### To end the paging

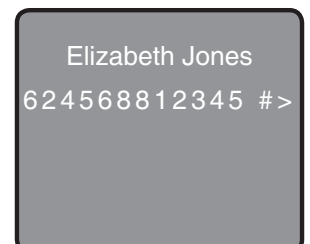
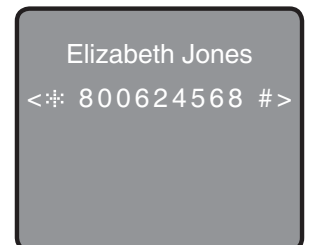
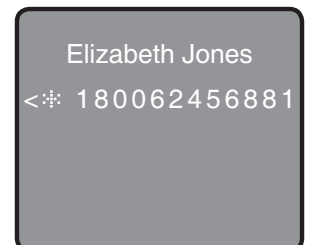
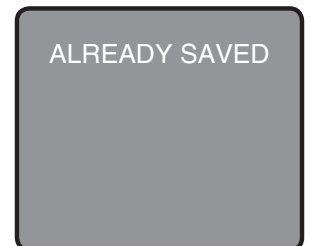
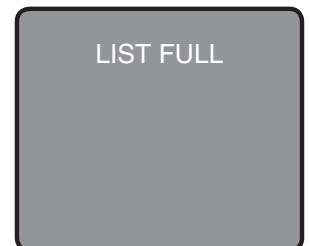
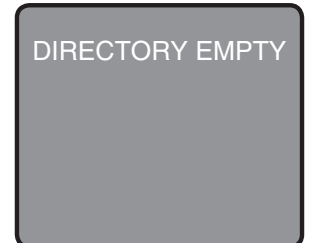
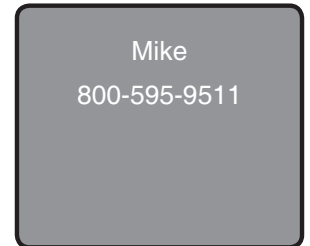
- Press **FIND HANDSET** on the telephone base.
- OR-
- Press any dial pad key (**0-9**, **\*** or **#**) or **TALK/FLASH** on the handset.

# Directory

## Directory overview

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

- When there are no entries in the directory, the screen shows **DIRECTORY EMPTY**.
- When the directory is full and you try to save an entry, the screen shows **LIST FULL**.
- If you try to save a number already stored in the directory, the screen shows **ALREADY SAVED**.
- If the telephone number in the directory exceeds 15 digits, <\* appears in front of the telephone number. Press \* to move towards the end of the telephone number. Press # to move towards the beginning of the telephone number.



# Directory

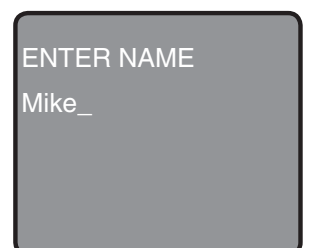
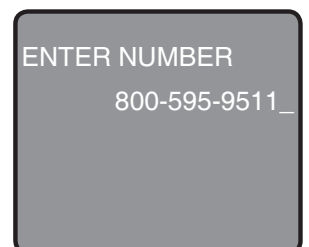
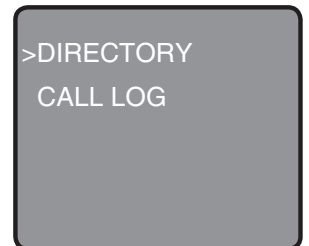
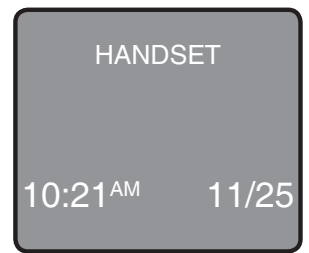
## Storing a directory entry

Use the following steps to store an entry in the directory:

1. Press **MENU/SELECT** when the handset is idle mode.
2. The screen shows **>DIRECTORY**. Press **MENU/SELECT**.
3. Press **▲** or **▼** to select **>STORE**, then press **MENU/SELECT**.
4. The screen shows **ENTER NUMBER**.
  - Use the dial pad keys to enter the telephone number (up to 30 digits).
    - Press **▼** to move the cursor to the left or **▲** to the right.
    - Press and hold **REDIAL/PAUSE** to insert a three-second dialing pause (**P** appears).
    - Press **REMOVE** to backspace and erase a digit.
    - Press and hold **REMOVE** to erase the entire telephone number.

**-OR-**

- To copy a number from the redial stack:
    - a. Pressing **REDIAL/PAUSE**.
    - b. Press **▲** or **▼** to select a number.
    - c. Press **MENU/SELECT** to copy the number.
5. Press **MENU/SELECT**.
  6. The screen shows **ENTER NAME**. See the **Character chart** on next page and use the dial pad keys to enter the name (up to 15 characters). The first letter of each word is automatically capitalized.



# Directory

- Press ▼ to move the cursor to the left or ▲ to the right.
- Press **REMOVE** to backspace and erase a digit.
- Press and hold REMOVE to erase the entire name.

Mike  
800-595-9511

7. Press **MENU/SELECT** to confirm and store the new entry.

## Character chart

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								
*	*	?	!	/	(	)	@		
#	space								

The first letter of each word is automatically capitalized. The following letters in the same word are lowercase automatically.

# Directory

## Directory review

The handset rings and displays directory entries alphabetically by the first letter in the name.

### To review directory entries

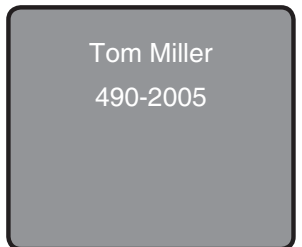
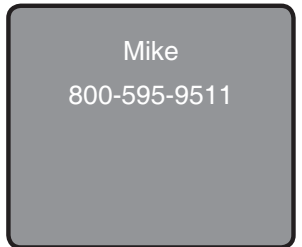
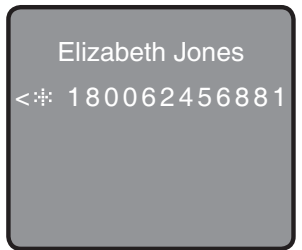
1. Press /▲ when the handset is in idle mode.  
**-OR-**  
Press **MENU/SELECT** when the handset is in idle mode. Press **MENU/SELECT** in three times to select **>REVIEW**.
2. The screen shows the first entry in the directory.  
Press ▲ or ▼ to browse through the directory and scroll to the desired entry.

### To search by name (alphabetical search)

1. Press /▲ when the handset is in idle mode.  
**-OR-**  
Press **MENU/SELECT** when the handset is in idle mode. Press **MENU/SELECT** in three times to select **>REVIEW**. The screen shows the first entry in the directory.
2. Use the dial pad keys to enter the letters associated with the name.  
  
For example, if you have name entries Jenny, Kristen and Linda in your directory, press **5 (JKL)** once to find Jenny, twice to find Kristen, or three times to find Linda.  
  
If there is no name entry matching your search, the next closest match in alphabetical order appears. If necessary, use ▲ or ▼ to browse.

### To exit the directory

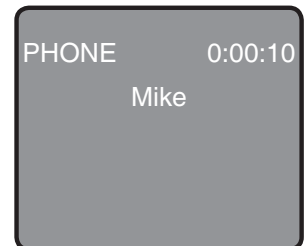
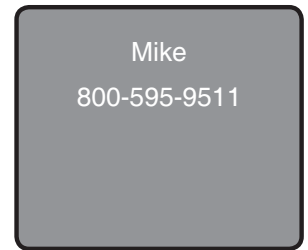
- Press **OFF** to exit and return to the idle mode.



# Directory

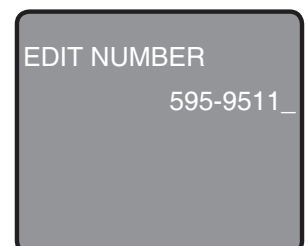
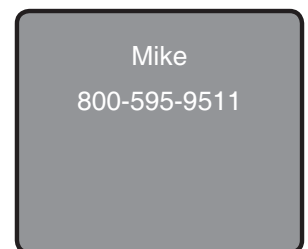
## Dialing a directory entry

1. Press /▲ when the handset is in idle mode.  
**-OR-**  
Press **MENU/SELECT** when the handset is in idle mode. Press **MENU/SELECT** in three times to select **>REVIEW**.
2. The screen shows the first entry in the directory. Press ▲ or ▼, or use the alphabetical search (page 29) to find the desired entry.
3. Press /FLASH to dial the number.



## Editing a directory entry

1. Press /▲ when the handset is in idle mode.  
**-OR-**  
Press **MENU/SELECT** when the handset is in idle mode. Press **MENU/SELECT** in three times to select **>REVIEW**.
2. The screen shows the first entry in the directory. Press ▲ or ▼, or use the alphabetical search to find the desired entry.
3. Press **MENU/SELECT**. The screen shows **EDIT NUMBER**.
  - Use the dial pad keys to edit the telephone number.
    - Press ▼ to move the cursor to the left or ▲ to the right.
    - Press and hold REDIAL/PAUSE to insert a three-second dialing pause (**P** appears).
    - Press **REMOVE** to backspace and erase a digit.
    - Press and hold REMOVE to erase the entire telephone number.



# Directory

**-OR-**

- To copy a number from the redial stack:
  - a. Pressing **REDIAL/PAUSE**.
  - b. Press ▲ or ▼ to select a number.
  - c. Press **MENU/SELECT** to copy the number.

5. Press **MENU/SELECT**.

6. The screen shows **EDIT NAME**. See the **Character chart** on page 28 and use the dial pad keys to edit the name (up to 15 characters). The first letter of each word is automatically capitalized.

- Press ▼ to move the cursor to the left or ▲ to the right.
- Press **REMOVE** to backspace and erase a digit.
- Press and hold **REMOVE** to erase the entire name.

7. Press **MENU/SELECT** to confirm and store the entry.

A gray rectangular screen with rounded corners. At the top, it says "EDIT NAME" in white capital letters. Below it, it says "Mike Smith\_" in white, with a cursor at the end of the text.

EDIT NAME  
Mike Smith\_

A gray rectangular screen with rounded corners. It displays "Mike Smith" in white capital letters on the top line and "595-9511" in white on the bottom line.

Mike Smith  
595-9511

## Deleting a directory entry

1. Press /▲ when the handset is in idle mode.

**-OR-**

Press **MENU/SELECT** when the handset is in idle mode. Press **MENU/SELECT** in three times to select **>REVIEW**.

2. The screen shows the first entry in the directory. Press ▲ or ▼, or use the alphabetical search (page 29) to find the entry.

3. Press **REMOVE** to delete the displayed entry from the directory. Once deleted, an entry cannot be retrieved.

A gray rectangular screen with rounded corners. It displays "Mike" in white capital letters on the top line and "800-595-9511" in white on the bottom line.

Mike  
800-595-9511

# Call log

## Information about caller ID

This telephone has a caller ID feature that works with caller identification service provided by your local telephone company. There is a fee for this service, and it might not be available in all areas. This telephone can provide information only if both you and the caller are in areas offering caller identification service, and if both telephone companies use compatible equipment.

When you use this telephone with caller ID service, you can see who's calling before answering the call. If you subscribe to caller ID with call waiting, a combined service available through many local telephone companies, you can see who's calling even when on another call. This service might be called by different names (such as caller ID with visual call waiting) by different local telephone companies and might not be available in all areas.

### **note**

You must subscribe to combined caller ID with call waiting as a single service to see caller ID information for a call waiting call. Check with your telephone company for its availability.

# Call log

## How caller ID works

If you subscribe to caller ID service provided by your local telephone company, information about each caller is displayed between the first and second ring.

The time and date of the call and the caller's name and telephone number appear on the screen if they were sent by the caller's telephone company.

**note** The caller ID information might not be available for every incoming call. The callers might intentionally block their names and/or telephone numbers.

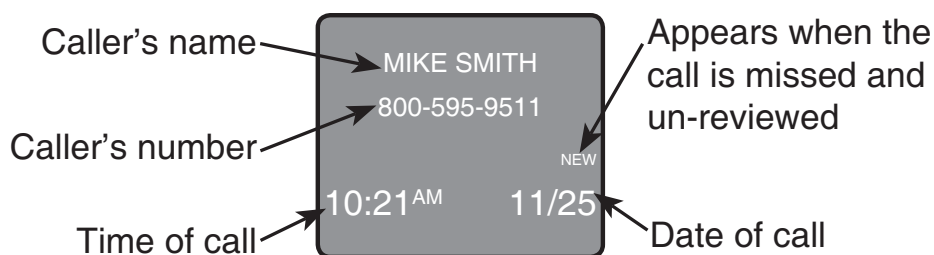
### Caller ID special messages:

Displays	When
<b>PRIVATE NAME</b>	The caller is blocking the name.
<b>PRIVATE NUMBER</b>	The caller is blocking the telephone number.
<b>PRIVATE CALLER</b>	The caller is blocking the name and number.
<b>UNKNOWN NAME</b>	This caller's name is unavailable.
<b>UNKNOWN NUMBER</b>	This caller's number is unavailable.
<b>UNKNOWN CALLER</b>	No information is available about this caller.
<b>LONG DISTANCE</b> -OR- <b>L</b> (before the caller's number)	It is a long distance call.

# Call log

## How the call log works

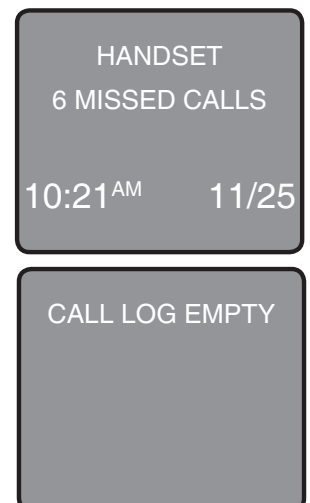
The call log stores information about the last 50 incoming calls. Entries appear in reverse chronological order. Each entry has up to 15 digits for the telephone number and 15 characters for the name. If the telephone number (or name) has more than 15 digits (or characters), the screen only shows the last 15 digits (or characters) and the call log only saves the last 15 digits (or characters). You can review the call log to find out who has called, return the call or save the caller's name and number into the directory.



When the call log is full, the earliest entry is deleted to make room for new incoming call information.

If a call is answered before the information appears on the screen, it is not saved in the call log.

- The idle screen shows **XX MISSED CALL(S)** when there are new call log entries (including missed and unreviewed calls).
- The screen shows **CALL LOG EMPTY** when you access the call log and there are no records in the call log.

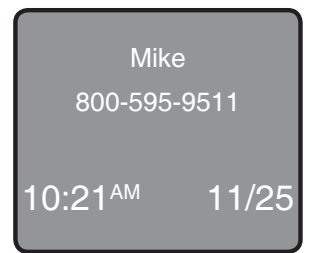


# Call log

## Memory match

If the incoming telephone number exactly matches a telephone number in your directory or the last seven digits of the incoming telephone number matches the last seven digits of a telephone number in your directory, the name that appears on the screen will match the corresponding name in your directory.

For example, if MIKE SMITH calls, his name will appear as **Mike** if this is how you entered it into your directory.

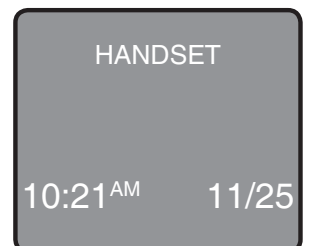
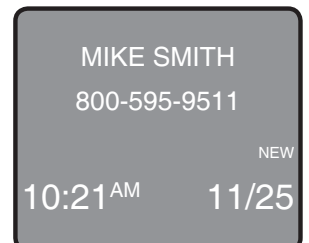
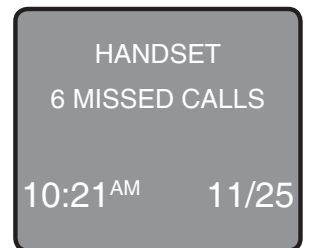


## Missed calls indicator

When the handset is in idle mode and has calls that have not been reviewed, its screen shows **XX MISSED CALLS**.

All entries which have not been reviewed are counted as missed calls when the telephone is idle. Each time an entry from the caller ID history marked **NEW** is reviewed, the number of missed calls decreases by one.

If you do not want to review all the missed calls one by one, but you still want to keep all the missed calls in the call log, press and hold **OFF/CLEAR** for four seconds when the handset is idle. All the entries in the call log will be considered old (have been reviewed), and the missed calls counter is reset to 0.



# Call log

## Reviewing the call log

Use the steps below to review the call log entries:

1. Press **CID/▼** when the handset is in idle mode.
2. Press **▲** or **▼** to browse through the call log.  
You hear two beeps when the list reaches the beginning or end of the call log.
3. Press **OFF/CLEAR** to return to the idle mode.

**-OR-**

1. Press **MENU/SELECT** when the handset is in idle mode.
2. Press **▲** or **▼** to scroll to **>CALL LOG**, then press **MENU/SELECT**.
3. Press **MENU/SELECT** to select **>REVIEW**.
4. Press **▲** or **▼** to browse through the call log. You hear a double beep when the list reaches the beginning or end of the call log.
5. Press **OFF/CLEAR** to return to the idle mode.

## Dialing from the call log

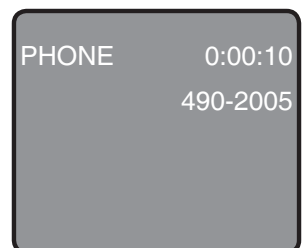
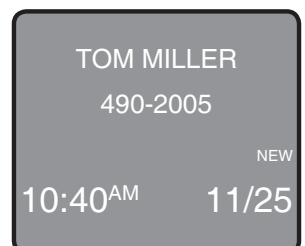
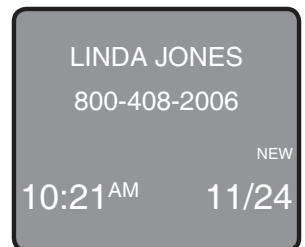
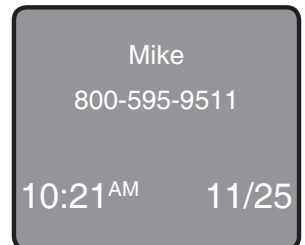
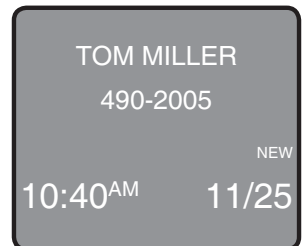
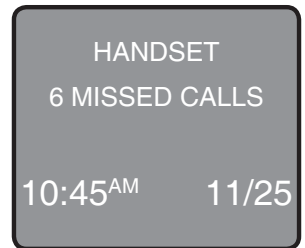
Use the following steps to dial the telephone number of a call log entry:

1. Press **CID/▼** when the handset is in idle mode.
2. Press **▲** or **▼** to scroll to the desired entry.
3. Press **TALK/FLASH** to dial the displayed telephone number.

**-OR-**

Use the following steps to add or remove the area code or a 1 at the beginning of the telephone number.

- a. Press **#** to scroll through the alternate dialing formats.



# Call log

- If the telephone number has 7 or 8 digits (seven-digit number or 1 + seven-digit number), the optional format can be 1 + home area code + seven-digit number, seven-digit number, 1+ seven-digit number, or home area code + seven-digit number.
- If the telephone number has 10 or 11 digits (area code + seven-digit number or 1 + area code + seven-digit number), the optional format can be 1 + area code + seven-digit number, seven-digit number, 1+ seven-digit number, or area code + seven-digit number.

b. Press **TALK/FLASH** to dial the displayed telephone number.

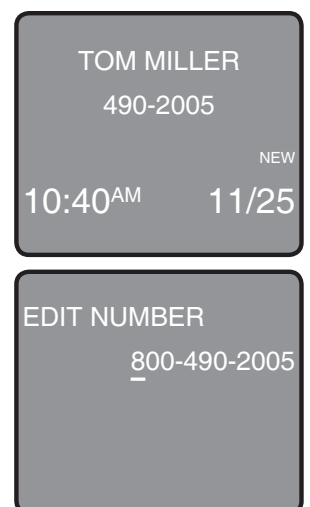
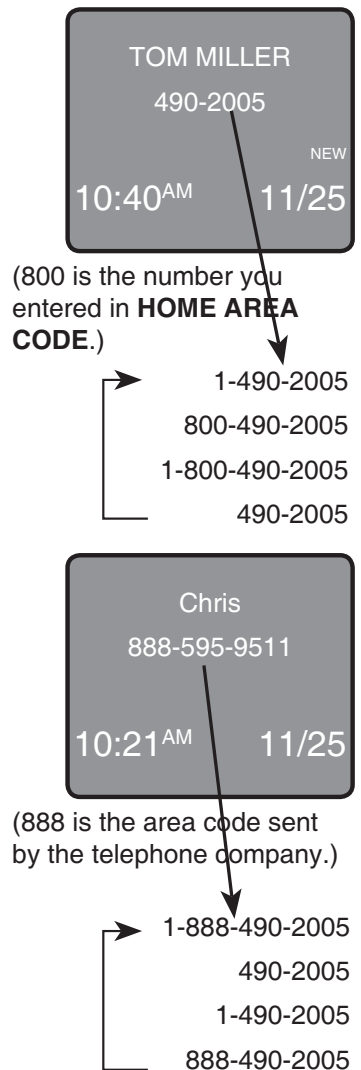
## Copying an entry to the directory

Use the following steps to copy the name and/or number of a call log entry to the directory:

1. Press **CID/▼** when the handset is in idle mode.
2. Press **▲** or **▼** to scroll to the desired entry.
3. If you need to add or remove the area code or a 1 at the beginning of the telephone number, press **#** to scroll through the alternate dialing formats. Otherwise, skip to step 4.
4. Press **MENU/SELECT**. The screen shows **EDIT NUMBER**.

If you do not need to change the displayed number, skip to step 4. If you need to edit the number, do the following:

- Use the dial pad keys to edit the telephone number.
  - Press **▼** to move the cursor to the left or **▲** to the right.



# Call log

- Press and hold **REDIAL/PAUSE** to insert a three-second dialing pause (**P** appears).
- Press **REMOVE** to backspace and erase a digit.
- Press and hold **REMOVE** to erase the entire telephone number.

**-OR-**

- To copy a number from the redial stack:
  - a. Pressing **REDIAL/PAUSE**.
  - b. Press **▲** or **▼** to select a number.
  - c. Press **MENU/SELECT** to copy the number.

4. Press **MENU/SELECT**. The screen shows **EDIT NAME**.

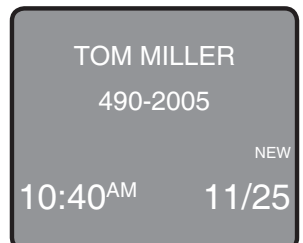
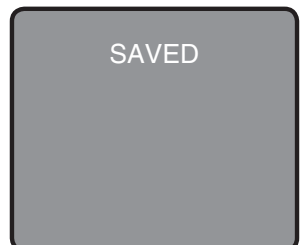
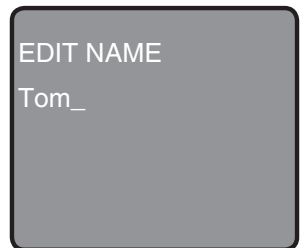
If you do not need to change the displayed name, skip to step 5. If you need to edit the name, do the following:

- See the **Character chart** on page 28 and use the dial pad keys to edit the name. The first letter of each word is automatically capitalized.
  - Press **▼** to move the cursor to the left or **▲** to the right.
  - Press **REMOVE** to backspace and erase a digit.
  - Press and hold **REMOVE** to erase the entire name.

5. Press **MENU/SELECT**. The screen shows **SAVED** to confirm the entry is already stored in the directory, then the screen returns to show the original entry in the call log.

**note**

If there is no caller ID information when you press **MENU/SELECT** in step 3, the screen shows **UNABLE TO SAVE**.



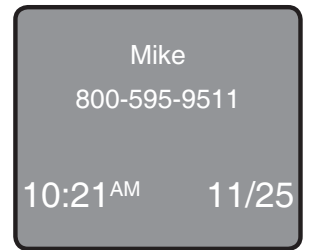
# Call log

## Deleting from the call log

### To delete an entry from the call log

Use the following steps to delete an entry from the call log:

1. Press **CID/▼** when the handset is in idle mode.
2. Press **▲** or **▼** to scroll to the entry.
3. Press **REMOVE** to delete it. Once deleted, an entry cannot be retrieved.



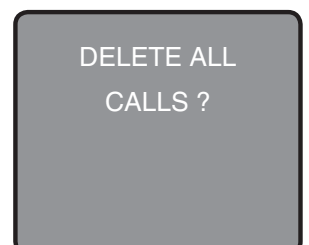
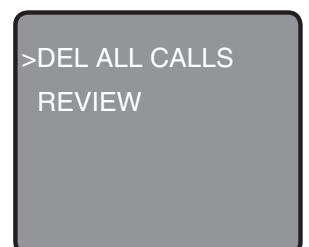
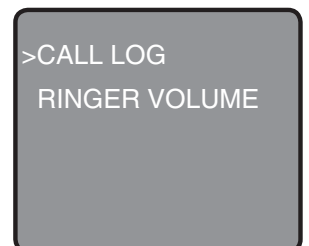
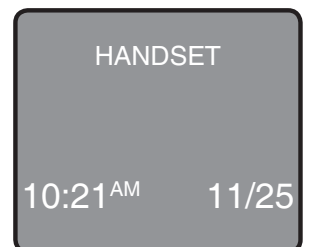
### To delete all entries from the call log

Use the following steps to delete all entries from the call log:

1. Press **MENU/SELECT** when the handset is in idle mode.
2. Press **▲** or **▼** to scroll to **>CALL LOG**, then press **MENU/SELECT**.
3. Press **▲** or **▼** to scroll to **>DEL ALL CALLS**, then press **MENU/SELECT**. The screen shows **DELETE ALL CALLS?**
4. Press **MENU/SELECT** to confirm and clear the call log. Once deleted, entries cannot be retrieved.

**-OR-**

Press **OFF/CLEAR** to exit and leave all entries in the call log intact.



# Appendix

## Battery

**It takes up to 16 hours for the battery to be fully charged. When it is fully charged, you can expect the following performance:**

Operation	Operating time
While in handset use (talking*)	Up to nine hours
While not in use (standby**)	Up to seven days

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

\*\*Handset is not charging or in use.

The battery needs charging when:

- A new battery is installed in the handset.
- The handset beeps during a call.
- A battery is properly installed and the screen is blank.
- **LOW BATTERY** or **PLACE IN CHARGER** shows on the handset screen.

### CAUTION:

To reduce the risk of fire or injury, read and follow these instructions:

- Use only the battery(ies) provided or equivalent. To order a replacement, visit our website at [www.vtechphones.com](http://www.vtechphones.com) or call 1 (800) 595-9511. In Canada, go to [www.vtechcanada.com](http://www.vtechcanada.com) or call 1 (800) 267-7377.
- Do not dispose of the battery(ies) in a fire. Check with local waste management codes for special disposal instructions.
- Do not open or mutilate the battery(ies). Released electrolyte is corrosive and might cause burns or injury to the eyes or skin. The electrolyte might be toxic if swallowed.
- Exercise care in handling battery(ies) in order not to create a short circuit with conductive materials.
- Charge the battery(ies) provided with or identified for use with this product only in accordance with the instructions and limitations specified in this manual.
- Observe proper polarity orientation between the battery and metallic contacts.
- To prevent fire or shock hazard, do not expose this product to water or any type of moisture.

# Appendix

## 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 CORD FROM THE WALL. Then remove the telephone by the unplugged cords.

# Appendix

## Troubleshooting

If you have difficulty with your telephone, please try the suggestions below. For Customer Service, visit our website at [www.vtechphones.com](http://www.vtechphones.com), or call 1 (800) 595-9511. In Canada, call 1 (800) 267-7377.

### **My telephone does not work at all.**

- Make sure the battery is installed and charged correctly (page 7). 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 can take up to 10 minutes to charge the handset before **PLACE IN CHARGER** or **LOW BATTERY** appears on the screen (page 8).
- Remove and re-insert the battery. If that still does not work, it might 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 the local service. Call the local telephone company.

### **LOW BATTERY shows on screen.**

- Place the handset in the telephone base for recharging.
- Remove and re-install the battery 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.

# Appendix

## 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 reinstall the battery, 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.
- If the battery is completely depleted, it can take up to 10 minutes to charge the handset before **PLACE IN CHARGER** or **LOW BATTERY** appears on the screen (page 7).
- Purchase a new battery. Refer to the **Battery** section (page 40).

## 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.

## There is no dial tone.

- First, try all the above suggestions.
- Move the handset closer to the telephone base. It might be out of range.
- The telephone line cord might be malfunctioning. Install a new telephone line cord.
- Disconnect the telephone base from the telephone wall jack and connect a different telephone. If there is no dial tone on this telephone either, the problem is in your wiring or local service. Contact your local telephone company.

# Appendix

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

- Make sure the handset ringer volume is not turned off (page 18).
- Make sure the telephone line cord and power adapter are plugged in properly (page 6).
- The handset might be too far from the telephone base. Move it closer to the telephone base.
- There might 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 local service. Contact the local telephone company (charges might apply).
- Other electronic products can cause interference to your cordless telephone. Install your telephone as far away as possible from electronic devices such as: wireless routers, radios, cellular telephones, digital telephones, intercoms, room monitors, televisions, VCRs, personal computers, kitchen appliances, and other cordless telephones.
- 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 local telephone company (charges might apply).
- The telephone line cord might be malfunctioning. Install a new telephone line cord.
- Re-install the battery 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.

## **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.

## Appendix

- If the other telephones in your home are having the same problem, the problem is in the wiring or local service. Contact your local telephone company (charges might apply).
- Eliminate any background noise. Mute the cordless handset before dialing, or dial from another room in your home with less background noise.

### **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 might 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 can cause interference to your cordless telephone. Install your telephone as far away from these electronic devices as possible: wireless routers, radios, radio towers, pager towers, cellular telephones, intercoms, room monitors, televisions, personal computers, kitchen appliances and other cordless telephones.

### **There is interference during a telephone conversation. My calls fade out when I am using the cordless handset.**

- The handset might be out of range. Move it closer to the telephone base.
- If you subscribe to high-speed Internet service (digital subscriber line - DSL) through your telephone lines, you must install a DSL filter between the telephone base and the telephone wall jack. The filter prevents noise and caller ID problems caused by DSL interference. Please contact your DSL service provider for more information about DSL filters.

# Appendix

- 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 can cause interference to your cordless telephone. Install your telephone as far away as possible from the following electronic devices: wireless routers, radios, radio towers, pager towers, cellular telephones, digital telephones, intercoms, room monitors, televisions, VCRs, personal computers, kitchen appliances, and other cordless telephones.
- 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, re-locate 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 telephone. 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 local service. Contact your local service company (charges might apply).
- If the other telephones in your home are having the same problem, the problem is in the wiring or local service. Contact the local telephone company (charges might 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 local service. Call your local telephone company.

## **I hear noise on the cordless handset, and none of the keys or buttons works.**

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

# Appendix

## **My caller ID features are not working properly.**

- Caller ID is a subscription service. You must subscribe to this service from your local telephone company for this feature to work on your telephone.
- The caller might not be calling from an area which supports caller ID.
- Both you and the caller's telephone companies must use equipment compatible with the caller ID service.
- The caller ID information shows after the first or second ring.
- If you subscribe to high-speed Internet service (digital subscriber line - DSL) through your telephone lines, you must install a DSL filter between the telephone base 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 the local telephone company.
- The caller might not be calling from an area which supports caller ID.
- Both you and the caller's telephone companies must use equipment compatible with caller ID service.
- If you subscribe to high-speed Internet service (digital subscriber line - DSL) through your telephone lines, you must install a DSL filter between the telephone base and the telephone wall jack. The filter prevents noise and caller ID problems caused by DSL interference. Please 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-digits number). If you need to dial something other 10 digits, see page 37 for instructions on changing the number.
- If you dial seven digits for local calls you might want to use the Home area code feature (page 17).

# Appendix

## **CONNECTING... shows in the handset screen.**

- The handset might 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 re-install the battery. Place the handset in the telephone base and allow up to one minute for the handset and telephone base to synchronize.
- Other electronic products might prevent your handset and telephone base from communicating with each other. Install your telephone base as far away from these electronic devices as possible: wireless routers, radios, cellular telephones, intercoms, room monitors, televisions, personal computers, kitchen appliances and other cordless telephones.

## **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):
  1. Disconnect the power to the telephone base.
  2. Disconnect the battery on the cordless handset.
  3. Wait a few minutes before connecting power to the telephone base.
  4. Re-install the battery and place the cordless handset in the telephone base or charger.
  5. 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.
5. Do not place this product on an unstable table, shelf, stand or other unstable surfaces.
6. 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.
7. 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, consult your dealer or local power company.
8. Do not allow anything to rest on the power cord. Do not install this product where the cord may be walked on.
9. 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.
10. 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.

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11. Do not overload wall outlets and extension cords.
12. 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.
13. Avoid using a telephone (other than cordless) during an electrical storm. There is a remote risk of electric shock from lightning
14. Do not use the telephone to report a gas leak in the vicinity of the leak.
15. Only put the handset of your telephone next to your ear when it is in normal talk mode.
16. The power adapters are intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling or an under-the-table/cabinet outlet.

**SAVE THESE INSTRUCTIONS**

# Appendix

## 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 or 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

## 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® is a registered trademark 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

# Appendix

base shall be installed and used such that parts of the user's body other than the hands are maintained at a distance of approximately 20 cm (8 inches) or more.

This Class B digital apparatus complies with Canadian ICES-003.

## **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 local telephone company 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 local telephone company.

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 company 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

# Appendix

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 company may temporarily discontinue your telephone service. The telephone company 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 company is required to inform you of your right to file a complaint with the FCC. Your telephone company may make changes in its facilities, equipment, operation, or procedures that could affect the proper functioning of this product. The telephone company 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

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

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

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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 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.

# Appendix

## 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.

## How do you get warranty service?

To obtain warranty service in the United States of America, please call 1 (800) 595-9511. In Canada, please 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

# Appendix

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,

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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 specification

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 might vary according to environmental conditions at the time of use.
Size	Handset: 1.96in X 6.8in X 0.97in (49.9 mm X 172.8mm X 24.6mm) Telephone base: 4.12in X 5.31in X 4.34in (104.6mm X 135.0mm X 110.2mm)
Weight	Handset (including battery): 141.2g Telephone base: 148.2g
Power requirements	Handset: 2.4V DC 500mAH Ni-MH battery Telephone base: 6V AC 300mA
Memory	Directory: 50 memory locations; up to 30 digits and 15 characters Call log: 50 memory locations; up to 15 digits and 15 characters

## 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 **CONNECTING...**

If there is a call while the handset is out of range, it might not ring, or if it does ring, the call might not connect well when you press **TALK/FLASH**. Move closer to the telephone base, then press **TALK/FLASH** to answer the call.

If the handset moves out of range during a telephone conversation, there might be interference.

To improve reception, move closer to the telephone base.

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Distributed in Canada by VTech Technologies Canada, Ltd., Richmond, B.C.

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91-002302-010-100