

# Directory

## Dial a directory entry

You can dial a directory entry on either a home or cell line.

### To dial a directory entry:

1. Search for the desired entry in the directory (see **Review the directory or 3-character alphabetical search** on page 61).
2. When the desired entry appears, press **#** repeatedly to show different dialing options.
3. When the displayed number is in the correct format, press **⬆/HOME/FLASH** or **⬇** to use the home line, or **⬇/CELL** to use the cell line.

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

## Edit a directory entry

You may edit any directory entry. However, be aware that if you download from a cell phone again, the directory will be erased and replaced with the current cell phone directory. If you have edited the downloaded entries on the **DS6421/6401**, those changes will be lost.

1. Search for the desired entry in the directory (see **Review the directory or 3-character alphabetical search** on page 61).
2. When the desired entry appears, press **REVIEW**, then press **EDIT**. The screen shows **ENTER NUMBER**.
3. Use the dialing keys to edit the number.
  - Press **MUTE/DELETE** to erase a digit.
  - Press and hold **MUTE/DELETE** to erase all digits.
  - Press **⬆** to move the cursor to the right or **⬇** to the left.
  - Press and hold **REDIAL/PAUSE** to insert a dialing pause (a **p** appears).
4. Press **NEXT**.
5. Press **⬆** or **⬇** to highlight one of the following types:
  - Home
  - Cell
  - Work
  - Other
6. Press **NEXT**. The screen displays **ENTER NAME**.
7. Use the dialing keys (see page 60) to edit the name.
  - Press **MUTE/DELETE** to erase a character.
  - Press and hold **MUTE/DELETE** to erase all characters.
  - Press **⬆** to move the cursor to the right or **⬇** to the left.
8. Press **SAVE** to confirm and the screen shows **Saved**.

## Directory

### Edit the type of a directory entry

If you only want to edit the type of a directory entry:

1. Search for the desired entry in the directory (see **Review the directory or 3-character alphabetical search** on page 61).
2. When the desired entry appears, press **LABEL**. Enter the corresponding shortcut keys shown in the below table.

| Type: | Press:   |
|-------|----------|
| Home  | <b>1</b> |
| Cell  | <b>2</b> |
| Work  | <b>3</b> |
| Other | <b>4</b> |

- OR -

Press **CLEAR** to clear any label assigned.

### Delete a directory entry

Once a directory entry is deleted, it cannot be retrieved.

To delete an entry:

1. Search for the desired entry in the directory (see **Review the directory or 3-character alphabetical search** on page 61).
2. When the desired entry appears, press the **MUTE/DELETE**. The screen displays **Delete contact?** and the name of the entry. Press **YES** to confirm.
3. The screen displays **Deleted** and then the next alphabetical entry in the directory. You hear a confirmation tone.

### Remove a downloaded directory

1. Search for a desired downloaded directory in the directory menu (see **Review the directory** on page 61).
2. When the desired downloaded directory is chosen, press **OPTION**, then press **^** or **v** to highlight **Remove DIR**.
3. Press **SELECT**. The screen displays **Directory CELL PHONE A will be erased**. Press **SELECT** to confirm.
4. The screen displays **Erasing directory...** and then **Directory removed**. You hear a confirmation tone.

## Directory

### Speed dial

You can perform speed dial by assigning speed dial slots from your directories. To access the speed dial, you can:

- Press  $\wedge$  or  $\vee$  to highlight **Speed dial** under the **Directory**.
- Press **REVIEW** under the directory menu, then press edit. Press  $\wedge$  or  $\vee$  to choose **Speed dial**.
- Press and hold any unassigned digits in when it is not in use.

### Make a call using speed dial

- Press and hold the dialing keys (0-9) with the speed dial key assigned.

### Assign a speed dial slot

Up to 10 speed dial entries can be stored. The speed dial number must be made from an existing Home or Bluetooth directory.

1. Press **MENU** on handset when it is not in use.
2. Press  $\wedge$  or  $\vee$  to highlight **Directory**, then press **SELECT**.
3. Press  $\wedge$  or  $\vee$  to highlight **Speed dial**, then press **REVIEW**.
4. Press  $\wedge$  or  $\vee$  to highlight the **empty slot**, then press **ASSIGN**.
5. Press  $\wedge$  or  $\vee$  to highlight the desired directory, then press **REVIEW**.
6. Search for the desired entry in the directory (see **Review the directory or 3-character alphabetical search** on page 61). When the desired entry appears, press **ASSIGN**. You hear a confirmation tone.

### Reassign a speed dial slot

1. In the **Speed dial screen**, press  $\wedge$  or  $\vee$  to highlight the desired slot.
2. Press **ASSIGN**. The screen displays the directory at the current assigned entry.
3. Search for the desired entry in the directory (see **Review the directory or 3-character alphabetical search** on page 61). When the desired entry appears, press **ASSIGN**. You hear a confirmation tone.

### Unassign a speed dial slot

1. Press **MENU** on handset when it is not in use.
2. Press  $\wedge$  or  $\vee$  to highlight **Directory**, then press **SELECT**.
3. Press  $\wedge$  or  $\vee$  to highlight **Speed dial**, then press **REVIEW**.
4. Press  $\wedge$  or  $\vee$  to highlight the **empty slot**, then press **DELETE**.
5. The screen displays **Delete Speed dial assignment?** Press **YES** to confirm. You hear a confirmation tone.

# Caller ID

## About caller ID

This product supports caller ID services provided by most telephone service providers. Depending on your service subscription, you may see the caller's number, or the caller's name and number from the telephone service provider after the first or second ring. Caller ID from the home line allows you to see the name, number, date and time of the incoming calls. The caller ID may appear differently if the caller is matched to a directory entry (see **Memory match** on page 67).

## Information about caller ID with call waiting

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

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

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

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

Caller ID information is available only if both you and the caller are in areas offering caller ID service, and if both telephone service providers use compatible equipment.

Caller ID information may not be available for every incoming call. Callers may intentionally block their names and/or telephone numbers. You can enter up to 24 digits for a caller ID log entry, and this is dependent on the number of digits sent from your telephone service provider. (see page 69).

### note

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

# Caller ID

## Caller ID history

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

- The caller ID log stores up to 50 entries. Each entry has up to 24 digits for the phone number and 15 characters for the name. If the name has more than 15 characters, only the first 15 characters are shown and saved in the caller ID log.
- You can review, redial, and copy an entry into the directory.
- Entries are in reverse chronological order.
- When the caller ID log is full, the oldest entry is deleted to make room for new incoming call information.
- **XX Missed call(s)** shows when there are new caller ID log entries (missed calls that have not been reviewed).
- **Caller ID log empty** shows when there are no records in the caller ID log.
- Only one handset can review the caller ID log at a time. If a handset tries to enter the caller ID log while another handset is already in it, **Not available at this time** appears.

### note

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

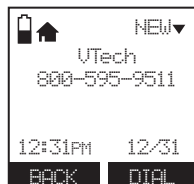
## Missed calls indicator

When there are missed calls that have not been reviewed in the caller ID log, the handsets show **XX Missed call(s)**.

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

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

If you do not want to review the missed calls one by one, press and hold **OFF/CANCEL** to erase the missed calls indicator. All the entries are then considered old and kept in the caller ID log.



# Caller ID

## Memory match

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

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

### note

The number shown in the caller ID log will be in the format sent by the telephone service provider. The telephone service provider usually delivers ten-digit phone numbers (area code plus phone number). If the telephone number of the caller does not exactly match a number in your directory, the name will appear as it is delivered by the telephone service provider. For example, if the telephone service provider includes the area code but your directory number does not, the name will appear as delivered by the telephone service provider.

## Review the caller ID log

1. Press **CID/** when the handset is not in use.
2. Press **^** or **v** to browse.

### - OR -

1. Press **MENU** on the handset when it is not in use.
2. Press **^** or **v** to highlight **Caller ID log**, then press **SELECT**.
3. Press **^** or **v** to highlight the desired directory, then press **REVIEW**.
4. Press **^** or **v** to browse.

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

## Caller ID

### Make a caller ID log entry ready to dial

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

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




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

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

595-9511  
1-595-9511

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

### Dial a caller ID log entry

1. Search for the desired entry in the caller ID log (see **Review the caller ID log** on page 67).
2. When the desired entry appears and is in the correct format for dialing, press /**HOME/FLASH** or  to use the home line, or /**CELL** to use the cell line.

## Caller ID

### Save a caller ID log entry to the directory

Caller ID log entries will be saved to the **Home** directory.

1. Select a desired entry in the caller ID log (see **Review the caller ID log** on page 67).
2. When the desired entry appears, press **#** repeatedly to show different dialing options.
3. When the number is in the correct format, press **SAVE**. The screen shows **EDIT NUMBER**.
4. Use the dialing keys to edit the number.
  - Press **MUTE/DELETE** to erase a digit.
  - Press and hold **MUTE/DELETE** to erase all digits.
  - Press **▼** to move the cursor to the right or **▲** to the left.
  - Press and hold **REDIAL/PAUSE** to insert a dialing pause (a **p** appears).
5. Press **NEXT**.
6. Press **▲** or **▼** to highlight one of the following types:
  - Home
  - Cell
  - Work
  - Other
7. Press **NEXT**. The screen displays **EDIT NAME**.
8. Use the dialing keys to edit the name.
  - Press **MUTE/DELETE** to erase a character.
  - Press and hold **MUTE/DELETE** to erase all characters.
  - Press **▼** to move the cursor to the right or **▲** to the left.
  - Press **\*<sup>tone</sup>** to toggle the name order.
9. Press **SAVE** to confirm and the screen shows **Saved**. You hear a confirmation tone.



## Caller ID

### Delete from the caller ID log

#### To delete a single entry:

1. Select a desired entry in the caller ID log (see **Review the caller ID log** on page 67).
2. When the desired entry appears, press **DELETE**. The screen shows the previous caller ID log entry. You hear a confirmation tone.

#### To delete all entries:

1. Press **MENU** on the handset when it is not in use.
2. Press **▼** or **▲** to highlight **Caller ID log**, then press **SELECT**.
3. Press **ERASE**. The screen displays **Delete all Home calls?** If you choose Home caller ID log. Press **YES** to confirm. You hear a confirmation tone.

#### - OR -

1. Press **▼/CID** when the handset is not in use.
2. Press **ERASE**. The screen displays **Delete all Home calls?** If you choose Home caller ID log, or Delete all Cell phone A calls? If you choose your cell phone. Press **YES** to confirm. You hear a confirmation tone.


### Caller ID log display screen messages

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

# Answering system settings


## Answer ON/OFF

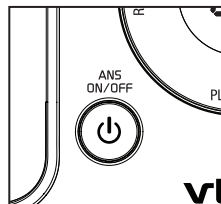
If you turn the answering system on, it answers calls and records messages only on the home line. If your paired cell phone has voicemail, callers will leave messages with that voicemail service.

When the answering system is turned on, the /ANS ON/OFF light on the telephone base is on and the handsets display **ANS ON**.


### To turn the answering system on or off:

#### Using the telephone base:







- Press /ANS ON/OFF to turn the answering system on or off. When the answering system is turned on, it announces, *"Calls will be answered."* When the answering system is turned off, it announces, *"Calls will not be answered."*

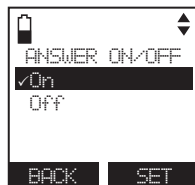
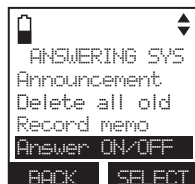


#### note

- If there is no remaining recording time, the answering system announces *"Memory is full"* when it is turn on.
- If the total recording time is less than three minutes, the answering system announces *"Less than three minutes to record."*
- If the answering system is off, you may press /ANS ON on the answering system during an incoming call. The answering system answers the call immediately.

#### Using a handset:

- Press **MENU** on the handset when it is not in use.
- Press  or  to highlight **Answering sys**, then press **SELECT**.
- Press  or  to highlight **Answer ON/OFF**, then press **SELECT**.
- Press  or  to choose **On** or **Off**, then press **SET** to save. You hear a confirmation tone.



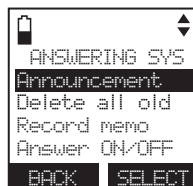
# Answering system settings

## Announcement

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

### Play your announcement

1. Press **MENU** on the handset when it is not in use.
2. Press **SELECT** to choose **Answering sys.**
3. Press **^** or **v** to highlight **Announcement**, then press **SELECT**.
4. The screen displays **ANNOUNCEMENT**, press **PLAY**.



### Record your own announcement

1. Press **MENU** on the handset when it is not in use.
2. Press **SELECT** to choose **Answering sys.**
3. Press **^** or **v** to highlight **Announcement**, then press **SELECT**.
4. The screen displays **ANNOUNCEMENT**, press **RECORD**.
5. The handset announces, *“Record after the tone. Press **STOP** when you are done.”* After the tone, speak towards the microphone of the handset.
6. Press **STOP** when you finish recording.
7. The handset automatically plays back the newly recorded announcement. Press **STOP** to stop the playback at any time; **PLAY** to replay the recorded announcement; or **RECORD** to record again if desired.



#### note

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

# Answering system settings

## Delete your announcement

1. Press **MENU** on the handset when it is not in use.
2. Press **SELECT** to choose **Answering sys.**
3. Press **^** or **v** to highlight **Announcement**, then press **SELECT**.
4. The screen announces **ANNOUNCEMENT**, press **PLAY** to playback announcement.
5. Press **DELETE** to delete your own recorded announcement. The screen displays **Reset announcement to default?** Press **YES** to confirm. You hear a confirmation tone.



### note

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

with

# Answering system settings

## Answering system setup

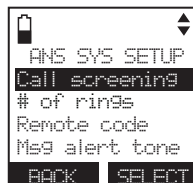
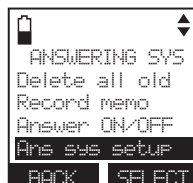
In the answering system setup menu, you can change the settings for call screening, number of rings, remote access code and message alert tone.

### Call screening

The call screening feature lets you listen at the telephone base to a caller leaving a message. You can turn this feature on or off with a system handset.

#### To change the setting:

1. Press **MENU** on the handset when it is not in use.
2. Press **^** or **v** to highlight **Answering sys**, then press **SELECT**.
3. Press **^** or **v** to highlight **Ans sys setup**, then press **SELECT**.
4. Press **SELECT** to choose **Call screening**.
5. Press **^** or **v** to choose **On** or **Off**, then press **SET** to save. You hear a confirmation tone.

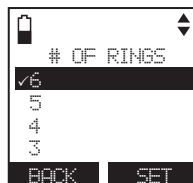
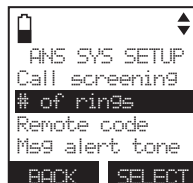


### Number of rings

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

#### To change the setting:

1. Press **MENU** on the handset when it is not in use.
2. Press **^** or **v** to highlight **Answering sys**, then press **SELECT**.
3. Press **^** or **v** to highlight **Ans sys setup**, then press **SELECT**.
4. Press **^** or **v** to highlight **# of rings**, then press **SELECT**.
5. Press **^** or **v** to choose from **2**, **3**, **4**, **5**, **6** or **Toll saver**, then press **SET** to save. You hear a confirmation tone.



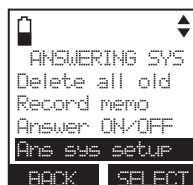
# Answering system settings

## Remote access code

A two-digit security code is required to access the answering system remotely from any touch tone telephone. The preset code is **19**. You can change the code to any number from **10** to **99**.

### To change the setting:

1. Press **MENU** on the handset when it is not in use.
2. Press **^** or **v** to highlight **Answering sys**, then press **SELECT**.
3. Press **^** or **v** to highlight **Ans sys setup**, then press **SELECT**.
4. Press **^** or **v** to highlight **Remote code**, then press **SELECT**.
5. Use the dialing keys (0-9) to enter a two-digit number from 10-99, then press **SET** to save. You hear a confirmation tone.
  - Press **MUTE/DELETE** to erase a digit.
  - Press and hold **MUTE/DELETE** to erase all digits.
  - Press **v** to move the cursor to the right or **^** to the left.



## Message alert tone

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

### To change the setting:

1. Press **MENU** on the handset when it is not in use.
2. Press **^** or **v** to highlight **Answering sys**, then press **SELECT**.
3. Press **^** or **v** to highlight **Ans sys setup**, then press **SELECT**.
4. Press **^** or **v** to highlight **Msg alert tone**, then press **SELECT**.
5. Press **^** or **v** to choose from **On** or **Off**, then press **SET** to save. You hear a confirmation tone.



#### note

You cannot set the Message alert tone when another handset/telephone base is accessing the answering system.

# Answering system settings

## Recording time setting

You can set the time limits for incoming message recording.

### To change the setting:

1. Press **MENU** on the handset when it is not in use.
2. Press **^** or **v** to highlight **Answering sys**, then press **SELECT**.
3. Press **^** or **v** to highlight **Ans sys setup**, then press **SELECT**.
4. Press **^** or **v** to highlight **Recording time**, then press **SELECT**.
5. Press **^** or **v** to choose from **3 minutes**, **2 minutes**, or **1 minute**, then press **SET** to save. You hear a confirmation tone.





# Answering system operation


## Answering system and voicemail indicators

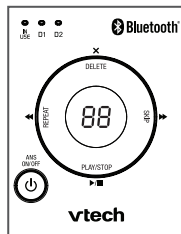
Your telephone has separate indicators for two different types of voice messages: those left on its built-in answering system and those left at your service provider's voicemail (fees may apply). Your telephone's built-in answering system messages and voicemail messages are separate. Each alerts you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



If  and **New voicemail** display on the handsets, your telephone service provider is indicating that it has new voicemail for you. To listen to your voicemail, you typically dial an access number provided by your telephone service provider, followed by a security code or PIN.

The message window on the telephone base flashes and  shows on the handset when there are new answering system messages.

To listen to messages recorded on your digital answering system, press /PLAY/STOP on the telephone base (page 80).



To use your voicemail service rather than your answering system, turn off your answering system. To use your answering system rather than your voicemail service, contact your telephone service provider to deactivate your voicemail service.

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

### note

After reviewing new message(s), the number of old message(s) appears on the message window.

## Using the answering machine and voicemail together

You can use your telephone answering system and voicemail together by setting your built-in answering system to answer before voicemail answers. To learn how to program your voicemail settings, contact your telephone service provider. If you are on a call, or if the answering system is busy recording a message and you receive another call, the second caller can leave a voicemail message by following the instructions below.