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Congratulations

on purchasing your new VTech product.

Before using this telephone, please read the

Important safety instructions

on page 35 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.

In Canada, please visit www.vtechcanada.com.

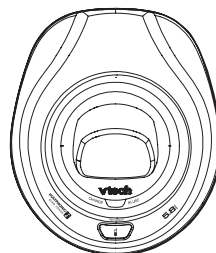
note

- To purchase replacement batteries or obtain a replacement power adapter, visit our website at www.vtechphones.com or call 1 (800) 595-9511. In Canada, go to www.vtechcanada.com or call 1 (800) 267-7377.

Before you begin

Parts checklist

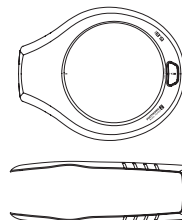
1. Telephone base
2. Handset
3. Color handset bracket and telephone base plate
4. AC power adapter
5. Belt clip
6. Telephone line cord
7. Battery
8. User's manual
9. Battery compartment cover



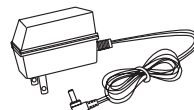
1. Telephone base



2. Handset



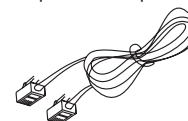
3. Color handset bracket and telephone base plate



4. AC power adapter



5. Belt clip



6. Telephone line cord



7. Battery



8. User's manual



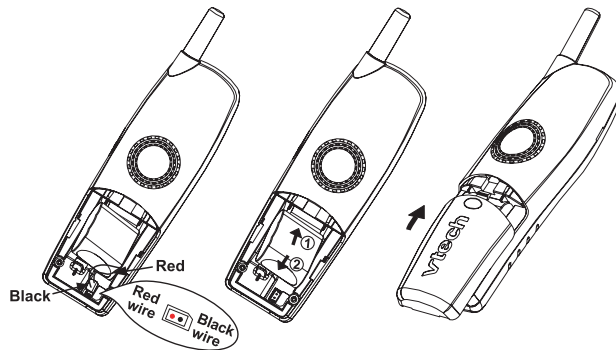
9. Battery compartment cover

Installation

Installing handset battery

- Plug the battery connector securely into the jack inside the battery compartment according to the color-coded label.
- Insert battery in the center of the battery compartment.
- Press down on the wired side until the battery securely snaps into place.
- Neatly tuck the wires inside the battery compartment.
- Position the battery compartment cover and slide it towards the unit until it clicks into place.
- Put the handset in the telephone base to charge the new battery for at least 16 hours.

Place the handset in the telephone base when not in use to ensure optimum performance.



note

- Use only the VTech battery (or equivalent) supplied with this telephone. To obtain a replacement, visit our website at www.vtechphones.com or call 1 (800) 595-9511. In Canada, go to www.vtechcanada.com or call 1 (800) 267-7377.
- If the handset will not be used for a long period of time, remove the battery to prevent possible leakage.

note

- If you need to install your telephone within the same room as other cordless telephones or wireless products, you may need to select a different channel for your router or change the channel on your handset.
- This power adapter is intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling, under-the-table or cabinet outlet

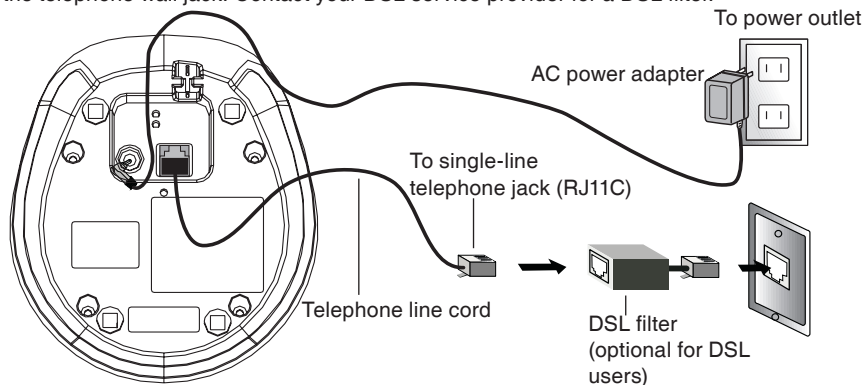
Installation

Telephone base installation

Install the telephone base and the power adapter as shown below. Choose a location away from any electronic equipment and appliances such as personal computers, computer routers, wireless routers (wireless broadband, wi-fi, or 802.11), television sets, microwave ovens and refrigerators. Avoid excessive heat, cold, dust or moisture.

Plug the connector of the power adapter to the connector jack at the bottom of the telephone base. Then plug the power adapter into a standard electrical outlet not controlled by a wall switch.

- Connect the telephone line cord to the jack at the bottom of the telephone base, and the other end to the wall jack.
- If you receive high speed internet through your telephone line (commonly referred to as DSL) and you are experiencing interference during telephone conversations and/or your caller ID features are not functioning properly, install a DSL filter to the telephone line between the telephone base and the telephone wall jack. Contact your DSL service provider for a DSL filter.



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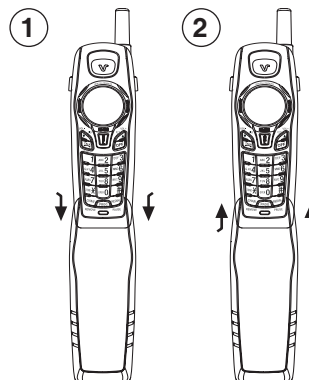
Installation

Removable handset bracket and telephone base plate

Your telephone comes with an additional handset bracket and telephone base plate. Change the bracket and plate to suit your mood or match your room decor.

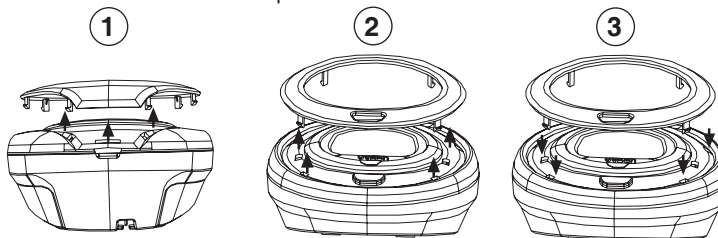
Handset bracket

1. Carefully remove the bracket by pressing and sliding it downward to the bottom of the handset with both hands.
2. Remove the bracket by pulling it downward.
3. Insert the new bracket by aligning the two sides of the bracket and pushing it upward to the top of the handset.
4. Press the bracket on both sides towards the center of the handset until it clicks securely into place.



Telephone base plate

1. Insert your thumb in the slot at the back of the telephone base and then lift the telephone base plate away from the slots on the telephone base by pulling it upward.
2. Align the tabs on the back of the new telephone base plate into the slots on the telephone base until it clicks into place.



Handset features

SEL (select)

- Press to store a programming option, or to store a directory entry.

▼/CID

- When the telephone is not in use, press to display caller ID information.
- Press and hold for two seconds while in idle mode to adjust ringer volume. A double beep will sound at the lowest setting.
- During a call, press to lower listening volume. A double beep will sound at the lowest setting.

TALK

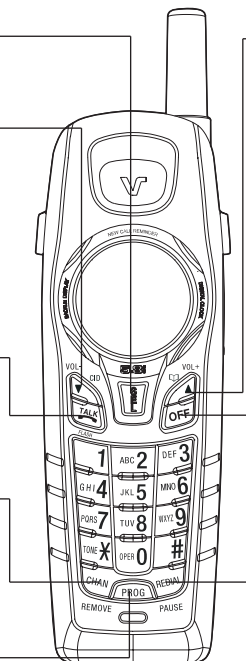
- Press this button to make or answer a call.
- During a call, press to receive an incoming call if call waiting is activated.

CHAN/REMOVE

- Switch to a clear channel while on a call.
- While handset is not in use, press and hold to delete all records in the call log. When viewing the call log, press to delete the current record.

PROG

- Press to enter programming mode while the handset is in idle mode.



- When the telephone is not in use, press to display directory entries.
- Press and hold for two seconds during idle mode to adjust ringer volume. A double beep will sound when the highest setting is reached.
- During a call, press to increase listening volume. A double beep will sound when the highest setting is reached.

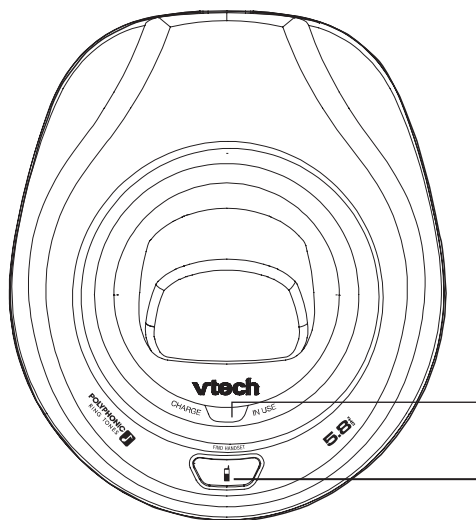
OFF

- During a call, press to hang up.
- While the handset is ringing, press to silence the ringer.
- Press and hold for two seconds while in idle mode to erase the **MISSED CALLS** display.
- During programming, press to exit without making changes.

REDIAL/PAUSE

- Press **TALK**, then press this button to call the last number dialed.
- OR-**
Press this button, then press **TALK** to call the last number dialed.
- While handset is not in use, press this button twice to delete the last number dialed from this telephone.
- While dialing or entering numbers into the directory, press to insert a dialing pause.

Telephone base features



CHARGE/IN USE

- Flashes when the handset is in use.
- Flashes in unison with incoming ringing.
- On when the handset is charging in the telephone base.

FIND HANDSET

Press to page the handset for up to 60 seconds. Press **FIND HANDSET**, **OFF**, or place the handset back in the telephone base to cancel the paging.

Telephone operation

Make, answer, and end a call

- Press **TALK** and then use the dial pad keys to dial a number.
- **-OR-**
- Dial a number and then press **TALK**.
- Press **TALK** to answer an incoming call.
- Press **OFF** or put the handset back to the telephone base to end a call.
- The call timer will be activated during a call to show call duration.
- Press **▼/CID** or **▲/V** to adjust the listening volume during a conversation.

Call waiting

If you subscribe to call waiting service and you are on a call when a new call comes in, you will hear a beep. The caller ID information will be displayed if you subscribe to caller ID service from your local telephone company.

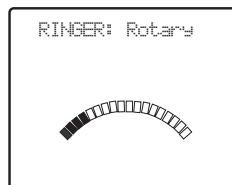
- Press **TALK** on the handset to answer the incoming call and put the current call on hold.
- Press **TALK** at anytime to alternate between calls.

Telephone operation

Set handset ringer

There are many ring tones to choose from. To hear a sample of each and change the ringer setting:

1. Make sure the handset is in idle mode.
2. Press **PROG**.
3. Press ▼ or ▲ until the screen displays **RINGER:** and the current setting.
4. Press **SEL**. The current setting blinks, and you will hear a sample of the ring tone.
5. Press ▼ or ▲ to hear samples of all of the available ring tones.
6. Press **SEL** to choose the desired ring tone. The screen will display:



7. Press ▼ or ▲ to adjust the volume level.
8. Press **SEL** to confirm the volume setting, you'll hear a confirmation beep.

note

- If the ringer volume is set to off, the telephone will not ring during an incoming call but the **CHARGE/IN USE** indicator will flash. The screen will display **RINGER OFF** and a ringer off icon will be shown.

Telephone operation

Set date and time

If you subscribe to caller ID service, the date and time will be set automatically with the first incoming call. If you do not have caller ID service, the date and time can be set manually.

1. Make sure the handset is in idle mode.
2. Press **PROG**.
3. Press ▼ or ▲ until the screen displays **DATE/TIME**.
4. Press **SEL**. The current month blinks.
5. Use ▼ or ▲ to adjust the month, then press **SEL**.
6. Repeat step 5 to adjust the **day, hour, minute** and ☀ (indicates am) or ☾ (indicates pm). There will be a confirmation beep.

Dial mode

The dial mode is preset to touch tone. If you have touch tone service, the telephone is ready for use as soon as the battery is charged.

If you have pulse (rotary) service, the dial mode must be changed.

1. Make sure the handset is in idle mode.
2. Press **PROG**.
3. Press ▼ or ▲ until the screen displays **DIAL MODE:** and the current setting.
4. Press **SEL**. The current setting blinks.
5. Press ▼ or ▲ to select from **TONE** or **PULSE**.
6. Press **SEL** to save your selection. There will be a confirmation beep.

Telephone operation

Temporary tone dialing

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

1. Dial the number.
2. Press ***TONE**. Buttons pressed after this send touch tone signals.
3. After you hang up, the phone automatically returns to pulse dial service.


Language

You can select from English, Espanol or Francais.

1. Make sure the handset is in idle mode.
2. Press **PROG**.
3. Press ▼ or ▲ until the screen displays **LANGUAGE**.
4. Press **SEL**. The current setting blinks.
5. Press ▼ or ▲ to select among **ENGLISH**, **ESPAÑOL** or **FRANCAIS**. When the desired language is displayed, press **SEL** or **PROG**. There will be a confirmation beep.

Telephone operation

Display screen messages

Screen displays:	When:
** RINGING **	There is a incoming call.
CONNECTING...	The handset is waiting for a dial tone.
PHONE ON	The handset is in use.
** PAGING **	The base is paging the handset.
LOW BATTERY	The battery needs to be recharged.
SCANNING...	The handset is changing to one of the 30 channels available for better reception.
CAN'T CONNECT	Together with an error tone when the base power is off and  is pressed. Displays when handset is out of range and an attempt to dial failed.
NEW VOICEMAIL	There is telephone company voicemail.

Speed dial

You can store as many as nine frequently dialed telephone numbers with names (up to 15 characters and 24 digits in each location) into the speed dial memory locations you assign in the handset.

Store a speed dial entry

1. Press **PROG**.
2. Press ▼ or ▲ until the screen displays **SPEED DIAL**.
3. Press **SEL**. The screen displays **ENTER 1-9**.
4. Press the key (1 through 9) for the memory location for the new entry.
The screen displays **ENTER NAME**.
5. Using the chart below, enter up to 15 characters for the name to be stored with the number. Press ▼ to backspace and make corrections; press ▲ to advance or add a space.
6. After entering the name, press **SEL** or **PROG**. The screen displays **ENTER NUMBER**.

Dial Key	Press					
	Once	Twice	3 Times	4 Times	5 Times	6 Times
1	1					
2	A	B	C	2		
3	D	E	F	3		
4	G	H	I	4		
5	J	K	L	5		
6	M	N	O	6		
7	P	Q	R	S	7	
8	T	U	V	8		
9	W	X	Y	Z	9	
0	0					
*	*					
#	&	'	,	-	.	#

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note

- The entries stored in speed dial memory will be marked 1 through 9 in the telephone directory.
- Press **OFF** anytime to exit the speed dial mode.
- When the memory is full, the screen displays **MEMORY FULL**, an error tone sounds and no new entry can be stored until an entry is deleted from the speed dial memory or the telephone directory.
- Take caution when assigning speed dial location numbers in memory. If the location already has an entry stored, the new entry will overwrite the existing one. Be careful not to save over entries you do not wish to delete from memory.

note

- When an incoming telephone number matches an existing number in the directory or speed dial, the stored name will be displayed on the screen.
- When a distinctive ringer is chosen for a specific caller, you can identify that caller at once if that caller calls you.

Speed dial

7. Enter the telephone number. Press ▼ to backspace and make corrections. Press **REDIAL/PAUSE** to store a pause in the dialing sequence. A **P** will be displayed to signify a dialing pause.

-OR-

Press **REDIAL/PAUSE** to display the last number dialed.

8. Press **SEL** or **PROG**. The screen displays **DISTINCT RING?** and the current setting.
9. Press ▼ or ▲ to change the setting. Choose **Y** for a distinctive ring tone or **N** for a currently set ring tone.
10. Press **SEL** or **PROG** to confirm your selection.

If you choose **Y**, the screen displays:

If you choose **N**, skip to step 12.

RINGER: Rock
8005959511

1

11. The ringer name will blink. Press ▼ or ▲ for the desired ring tone.
12. Press **SEL** or **PROG** to confirm your selection and there will be a confirmation beep.

Speed dial

Edit a speed dial entry

1. Press and hold the memory location key (1-9) of the entry to be edited.
2. When the screen displays the desired number, press **SEL**. Then press ▼ or ▲ until **EDIT** flashes, Press **SEL**.
3. The screen displays the name and number. The cursor appears at the end of the name. Press ▼ to backspace or ▲ to add a space and the dial pad keys to edit the name. Press **SEL** to move to edit the number. Press **SEL** to continue and edit the distinct ring tone. Follow steps 9-12 in **Store a speed dial entry** (page 15).

SPEED EDIT ERASE
8005959511

1

Delete a speed dial number


1. Press and hold the memory location key (1-9) of the entry to be deleted.
2. When the screen displays the number to be deleted, press **SEL**. Then press ▼ or ▲ until **ERASE** flashes.
3. Press **SEL**. The screen displays **ERASE NO YES**.
4. Press ▼ or ▲ until **YES** flashes.
5. Press **SEL** and there will be a confirmation beep.

SPEED EDIT ERASE
8005959511

1

Speed dial

Dial a speed dial number

1. Press and hold the memory location key (1-9) of the entry you wish to dial.
2. Press  to dial the displayed memory number.

Re-assign speed dial locations

1. Press and hold the memory location key (1-9) of the entry you wish to re-assign.
2. When the screen displays the number you want to re-assign, press **SEL**. Then press ▼ or ▲ until **SPEED** flashes.
3. Press **SEL**. The screen displays **ENTER 1-9** and the number.
4. Press the keys (1-9) to re-assign this entry into another memory location and there will be a confirmation beep.

SPEED EDIT ERASE
8005959511

1

Directory

The directory can store up to 20 entries (including nine speed dial entries). Each entry may consist of a number up to 24 digits and a name up to 15 characters.

Store a directory entry

1. Press **PROG**. The screen displays **DIRECTORY**.
2. Press **SEL**. The screen displays **ENTER NAME**.
3. Using the chart below, enter up to 15 characters for the name to be stored with the number. Press ▼ to backspace and make corrections, and press ▲ to advance or add a space.

Dial key	Press					
	Once	Twice	3 times	4 times	5 times	6 times
1	1					
2	A	B	C	2		
3	D	E	F	3		
4	G	H	I	4		
5	J	K	L	5		
6	M	N	O	6		
7	P	Q	R	S	7	
8	T	U	V	8		
9	W	X	Y	Z	9	
0	0					
*	*					
#	&	'	,	-	.	#

note

- Press **OFF** at anytime to exit the directory.

note

- When a distinctive ringer is chosen for a specific caller, you can identify that caller at once if that caller calls you.

Directory

- After entering the name, press **SEL** or **PROG**. The screen displays **ENTER NUMBER**.
- Enter the telephone number. Press ▼ to backspace and make corrections. Press **REDIAL/PAUSE** to store a pause in the dialing sequence. A **P** will be displayed to signify a dialing pause.

-OR-

Press **REDIAL/PAUSE** to display the last number dialed.

- Press **SEL** or **PROG**. The screen displays **DISTINCT RING?** and the current setting.
- Press ▼ or ▲ to change the setting. Choose **Y** for a distinct ring tone or **N** for the currently set ring tone.
- Press **SEL** or **PROG** to confirm your selection.
If you choose **Y**, the screen displays:
If you choose **N**, skip to step 10.

RINGER: Rock
8005959511
1

- The ringer name will blink. Press ▼ or ▲ for the desired ring tone.
- Press **SEL** or **PROG** to confirm your selection.

Directory

Edit a directory entry

1. Press **▲/□**. The screen displays **DIRECTORY**.
2. Press **▼** or **▲** to scroll alphabetically through the entries.

-OR-

Press the dial pad key for the first letter of the entry to be edited.

3. When the screen displays the desired entry, press **SEL**.
Then press **▼** or **▲** until **EDIT** flashes.



SPEED EDIT ERASE
8005959511




4. Press **SEL**. The screen displays the name and number. The cursor appears at the end of the name. Use **▼** to backspace, **▲** to add spaces and the dial pad keys to edit the name. Press **SEL** to move on to edit the number. Use **▼** to backspace and make corrections. Press **SEL** to move on to edit the distinct ring tone. Follow steps 7-10 in **Store a directory entry** (page 20).

note

- When memory is full, the screen displays **MEMORY FULL**. There will be an error tone and no new entry can be stored until an existing entry is deleted.



Directory

Delete a directory entry

1. Press  and the screen displays **DIRECTORY**.
2. Press  or  to scroll alphabetically through entries.



-OR-

Press the dial pad key for the first letter of the entry to be deleted.




3. When the screen displays the desired entry, press **SEL**.
Then press  or  until **ERASE** flashes.



SPEED EDIT ERASE
8885959511


4. Press **SEL**. The screen displays **ERASE NO YES** and the number. The current setting flashes.
5. Press  or  until **YES** flashes.
6. Press **SEL** and there will be a confirmation beep.

Dial a directory number

1. Press . The screen displays **DIRECTORY**.
2. Press  or  to scroll alphabetically through the entries.

-OR-

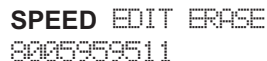
Press the dial pad key for the first letter of the entry to be dialed.

3. Press  to dial the displayed directory number.

Directory

Move a directory entry to speed dial

1. Press **▲/□**. The screen displays **DIRECTORY**.
2. Press **▼** or **▲** to scroll alphabetically through the directory.
-OR-
Press the dial pad key for the first letter of the entry to be moved.
3. When the screen displays the entry to be moved, press **SEL**. Then press **▼** or **▲** until **SPEED** flashes.



SPEED EDIT ERASE
8005959511

4. Press **SEL**. The screen displays **ENTER 1-9** and the number.
5. Press the key **(1-9)** to move this entry from the directory into the speed dial and assign it to memory. There will be a confirmation beep and the assigned speed dial location number will displayed.

Caller ID

About caller ID information

If you subscribe to caller ID service from your local telephone company, this feature displays the name and telephone number of the caller before answering a call (even when you are on another call). The caller ID features of this product will work only if you subscribe to caller ID service and both you and the caller are in areas offering caller ID service, and if both telephone companies use compatible equipment.

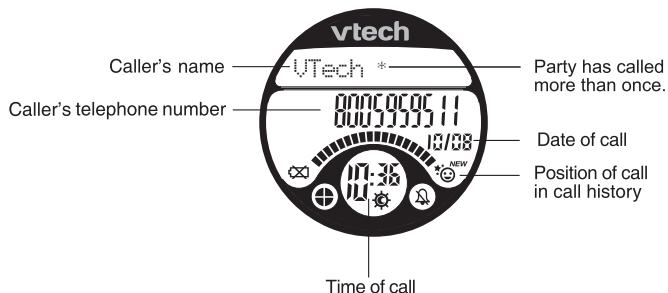
Contact your local telephone company if:

- you have both caller ID and call waiting, but as separate services (you may need combined service),
- you have only caller ID service, or only call waiting service,
- you do not subscribe to caller ID or call waiting services but wish to try them.

There may be fees for these services, and they may not be available in all areas.

This product can be used without subscribing to either caller ID or combined caller ID with call waiting service, although the caller ID features of this product will not function.

Caller ID



Call log

The information of the caller will be displayed if you subscribe to caller ID service from your local telephone company. The call log can store up to 45 entries.

When the memory is full, the oldest call information is deleted to make room for new incoming call information. For each incoming call, the screen displays the following information between the first and second rings:

- The caller's name (up to 15 characters are sent by your telephone company).
- The caller's area code and telephone number (up to 11 digits).
- The time and date of the call.
- The repeat Tag (:) in the upper right corner indicates this party has called more than once.

Review call log

1. Press **▼/CID** to view the call log.
2. Use **▼** or **▲** to scroll through entries in the call log. Press **▼** to scroll down for older entries. Press **▲** to scroll up for newer entries.

note

- When repeat caller ID (CID) data arrives, the newest date, time and caller ID information overwrite the old information, and is displayed during call log review
- Press **OFF** at anytime to exit the call log.

Caller ID

Remove records from call history

Remove a specific entry:

1. Locate the record to be deleted from the call log.
2. Press **CHAN/REMOVE** and there will be a confirmation beep.

Remove all entries:

1. When the handset is in idle mode, press and hold **CHAN/REMOVE**. The screen displays **ERASE ALL NO YES**.
2. Press ▼ or ▲ until **YES** flashes.
3. Press **SEL** and there will be a confirmation beep.

Dial a displayed number


1. Locate the desired record in the call log.
2. If you wish to change how the number is dialed, press **#**. The screen displays all dialing sequences available for this entry (1 + area code + number; area code + number; number only; 1+ number). The various dialing options are:



5959511
15959511
8005959511
18005959511

3. Press **SEL**. Press ▼ or ▲ until **DIAL** flashes.
4. Press **SEL** again. The number is automatically dialed.

-OR-

When the number is correctly displayed for dialing, press .

Caller ID

Store a call log entry in the directory

1. Locate the desired entry in the call log to be stored in the directory.
2. If you wish to change how the number is stored, press **#**. The screen displays all dialing sequences available for this entry (area code + number; 1 + area code + number; number only; 1 + number).
3. Press **SEL** and then press ▼ or ▲ until **PROGRAM** flashes.
4. Press **SEL**. The screen displays the number and name. The cursor appears at the end of the name. Use ▼ to backspace, ▲ to add a space and the dial pad keys to edit the name. Press **SEL** to edit the number. Use ▼ to backspace and make corrections. Press **SEL** to confirm.
5. Follow steps 7-10 in **Store a directory entry** (page 20).



DIAL PROGRAM
800595511
OLD 28 5/01 5:40PM

note

- When the memory is full, the screen displays **MEMORY FULL**. There will be an error tone and no new number can be stored until an existing entry is deleted.

Call log display screen messages

Display:	When:
PRIVATE NAME	The caller is blocking name information.
PRIVATE NUMBER	The caller is blocking telephone number information.
PRIVATE CALLER	The caller is blocking name and number information.
UNKNOWN NAME	This caller's name is unavailable.
UNKNOWN NUMBER	This caller's number is unavailable.
UNKNOWN CALLER	No call information is available about this caller.
LONG DISTANCE	This is a long distance call.

note

- Whenever a compatible headset is connected to the cordless handset, the microphone on the handset will be muted to alleviate the effect of background noise.

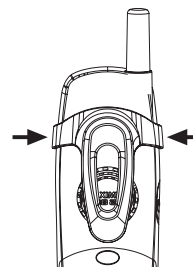
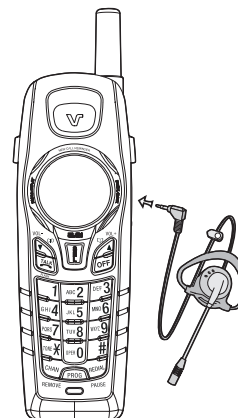
Headset operation

The handset is equipped with a 2.5mm headset jack for use with an optional accessory headset for handsfree operation. To purchase a headset, visit our website at www.vtechphones.com or call 1 (800) 595-9511. In Canada, go to www.vtechcanada.com or call 1 (800) 267-7377.

Once you have a compatible 2.5mm headset, locate the headset jack on the side of the handset. Connect the plug on the headset cord to the jack (under a small rubber flap) on the cordless handset. The plug should fit securely. Do not force the connection.

Belt clip

Your telephone is also equipped with a detachable belt clip. Align the pins on the inside edge of the clip with the notches on the sides of the handset. The belt clip should snap securely into place. Do not force the connection.



Troubleshooting

If you have difficulty operating your telephone, please try the suggestions below. For Customer Service, visit our website at www.vtechphones.com, or call 1 (800) 595-9511; in Canada, call 1 (800) 267-7377.

Problem	Suggestion
My telephone does not work at all.	<ul style="list-style-type: none">• Make sure the battery is installed and charged correctly (page 5). For optimum daily performance, return the cordless 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 modular wall jack.• Unplug the unit's electrical power. 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 cordless handset for at least 16 hours.• Remove and re-insert the battery. If that still does not work, it may be necessary to purchase a new battery.• Disconnect the telephone base from the modular jack and plug in a working telephone. If this telephone does not work, the problem is probably in the wiring or the local service. Call the local telephone company.
There is no dial tone.	<ul style="list-style-type: none">• First, try all the suggestions above.• Move the cordless handset closer to the telephone base. It might be out of range.• The telephone line cord might be malfunctioning. Try installing a new telephone line cord.• Disconnect the telephone base from the telephone jack and connect a different telephone. If there is no dial tone on the other telephone either, the problem is in your wiring or local service. Contact your local telephone company.

Troubleshooting

Problem	Suggestion
I cannot dial out.	<ul style="list-style-type: none">• First, try all the above suggestions.• Make sure there is a dial tone before dialing. It is normal if the cordless handset takes a second or two to synchronize with the telephone base before producing a dial tone. Wait an extra second before dialing.• Make sure the telephone is set to the correct dial mode (pulse dial or tone dial) for the service in your area. Refer to the Dial mode section of this user's manual (page 12) to set the dial mode.• 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 may apply).• Eliminate any background noise. Noise from a television, radio, or other appliances may cause the telephone not to dial out properly. If you cannot eliminate the background noise, first try muting the cordless handset before dialing, or dialing from another room in your home with less background noise.
My cordless handset beeps five times and not performing normally.	<ul style="list-style-type: none">• Make sure the power cord is securely plugged into the telephone base. Plug the unit into a different electrical outlet not controlled by a wall switch.• Move the cordless handset closer to the telephone base. It might be out of range.• Reset the telephone base by unplugging the unit's electrical power. Wait for 15 seconds and plug it back in again. Allow up to one minute for the handset and telephone base to synchronize.• Other electronic products can cause interference to your cordless telephone. Try installing 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.

Troubleshooting

Problem	Suggestion
Low Battery is displayed on screen	<ul style="list-style-type: none"> Place the handset in the telephone base for recharging. Remove and re-install the battery and use it normally until fully discharged, then recharge the handset on the telephone base for 16 hours. If the above measures do not correct the problem, the battery may need to be replaced.
The battery does not charge in the handset or the handset battery does not accept charge.	<ul style="list-style-type: none"> Make sure the handset is placed in the charger correctly. The CHARGE/IN USE light on the telephone base should be on. Remove the battery from the handset and then re-install it in the handset. Put the handset back to the telephone base and let it charge for 16 hours. If the cordless handset is in the telephone base but the CHARGE/IN USE light is not on, refer to The CHARGE/IN USE light is off in this section. It may be necessary to purchase a new battery. Please refer to the Installing handset battery section of this user's manual (page 5). The telephone might be malfunctioning. Please refer to the Warranty section of this user's manual (page 38) for further instruction.
The CHARGE/IN USE light is off.	<ul style="list-style-type: none"> Clean the charging contacts on the cordless handset and telephone base each month using 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 cordless handset and telephone base to reset. The telephone might be malfunctioning. Please refer to the Warranty section of this user's manual (page 38) for further instruction.

Troubleshooting

Problem	Suggestion
I hear other calls while using the telephone.	<ul style="list-style-type: none">• Disconnect the telephone base from the telephone jack. Plug in a different telephone. If there are still other calls, the problem is probably in the wiring or local service. Call your local telephone company.• Press CHAN/REMOVE to switch to a clear channel when on a call.
I hear noise in the cordless handset, and none of the keys or buttons work.	<ul style="list-style-type: none">• Make sure the telephone line cord is plugged in securely.

Troubleshooting

Problem	Suggestion
The telephone does not ring when there is an incoming call.	<ul style="list-style-type: none">• Make sure the ringer is on (page 11).• Make sure the telephone line cord and power adapter are plugged in properly (see page 6).• The cordless handset may be too far from the telephone base . Move it closer to the telephone base.• There may be too many extension telephones on the telephone line to allow all of them to ring simultaneously. Try unplugging 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 may apply).• Other electronic products can cause interference to your cordless telephone. Try installing 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.• Test a working telephone at the telephone jack. If another telephone has the same problem, the problem is in the telephone jack. Contact your local telephone company (charges may apply).• The telephone line cord might be malfunctioning. Try installing a new telephone line cord.• Re-install the battery and place the cordless handset in the telephone base.• Wait for the cordless handset to synchronize with the telephone base. Allow up to one minute for this to take place.

Troubleshooting

Problem	Suggestion
<p>There is noise or interference during a telephone conversation.</p> <p>My calls cut in and out when I am using the cordless handset.</p>	<ul style="list-style-type: none">• The handset may be out of range. Move it closer to the telephone base.• 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. Try installing 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, wireless routers, and other cordless telephones.• Microwave ovens operate on the same frequency as your telephone. It is normal to experience static on your telephone while the microwave oven is operating. Do not install this telephone in the same outlet or near a microwave oven.• 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 solves the problem, re-locate your telephone or modem farther apart from each other, or use a different surge protector.• The layout of your home or office might be limiting the operating range. Try moving the telephone base to another location, preferably a higher location for better reception.• Disconnect the telephone base from the modular jack and plug in a corded telephone. If calls are still not clear, the problem is probably in the wiring or local service. Contact the local telephone company (charges may apply).• Press CHAN/REMOVE while on a call until the interference has been eliminated.• 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 may apply).• Do you have DSL service? If yes, you need to have a DSL filter installed at every telephone jack that has a telephone connected to it. Contact your DSL service provider for filter information.

Troubleshooting

Problem	Suggestion
My caller ID features are not working properly.	<ul style="list-style-type: none">• 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 may not be calling from an area which supports caller ID.• Both you and the caller's telephone companies must use equipment which are compatible with caller ID service.• If you subscribe to DSL service, install a DSL filter to the telephone line between the telephone base and the telephone line jack. Contact your DSL service provider for filter information.
The system does not receive caller ID or the system does not display caller ID during call waiting.	<ul style="list-style-type: none">• Make sure you subscribe to caller ID with call waiting features provided by the local telephone company.• The caller may not be calling from an area which supports caller ID.• Both you and the caller's telephone companies must use equipment which are compatible with caller ID service.• If you subscribe to DSL service, install a DSL filter to the telephone line between the telephone base and the telephone line jack. Contact your DSL service provider for filter information.
Common cure for electronic equipment.	<ul style="list-style-type: none">• If the unit is not responding normally, try putting the cordless handset in the telephone base. If it does not seem to respond, try the following (in the order listed):• Disconnect the power to the telephone base.• Disconnect the battery on the cordless handset.• Wait a few minutes before connecting power to the telephone base.• Re-install the battery and place the cordless handset into the telephone base.• Wait for the cordless handset to synchronize its connection with the telephone base. Allow up to one minute for this to take place.

Battery

After the battery is fully charged for 16 hours, you can expect the following performance:

Operation	Operating time
While in use (talking)	5 hours
While not in use (standby*)	5 days

*Handset is off the telephone base but not in use.

The battery needs charging when:

- A new battery is installed in the handset.
- **LOW BATTERY** is displayed on the handset screen.

CAUTION:

1. Use only the supplied battery (part number 80-5074-00-00) or equivalent. To order a replacement, visit our website at www.vtechphones.com or call 1 (800) 595-9511. In Canada, visit www.vtechcanada.com or call 1 (800) 267-7377.
2. Do not dispose of the battery in a fire. Check with local waste management codes for special disposal instructions.
3. Do not open or mutilate the battery(ies). Released electrolyte is corrosive and may cause burns or injury to the eyes or skin. The electrolyte may be toxic if swallowed.
4. Exercise care in handling batteries in order not to create a short circuit by letting them come into contact with conductive materials such as rings, bracelets, and keys. The battery and/or conductor may overheat and cause burns.
5. 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.

WARNING:

TO PREVENT FIRE OR SHOCK HAZARD, DO NOT EXPOSE THIS PRODUCT TO WATER OR ANY TYPE OF MOISTURE.

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 (for example, near a bath tub, kitchen sink or swimming pool).
5. Do not place this product on an unstable surface, such as a table, shelf or stand. The product may fall, causing serious damage.
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 have anyone walking on it.
9. Never push objects of any kind into this product through slots in the telephone base or handset as they may touch dangerous voltage points or create a short circuit that could result in a risk of fire or electric shock. 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.
11. Do not overload wall outlets and extension cords as this can result in the risk of fire or electric shock.
12. 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.
13. Unplug this product from the wall outlet and refer servicing to an authorized service facility under the following conditions:
 - A. When the power supply cord or plug is damaged or frayed.
 - B. If liquid has been spilled onto the product.
 - C. If the product has been exposed to rain or water.
 - D. If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions, as improper adjustment of other controls may result in damage and often requires extensive work by an authorized technician to restore the product to normal operation.
 - E. If the product has been dropped and the telephone base and/or handset has been damaged.
 - F. If the product exhibits a distinct change in performance.
14. Avoid using a telephone (other than cordless) during an electrical storm. There is a remote risk of electric shock from lightning.
15. Do not use the telephone to report a gas leak in the vicinity of the leak.
16. Only put the handset of your telephone next to your ear when it is in normal talk mode.

SAVE THESE INSTRUCTIONS

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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 moisture

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 your 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 electric 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 water. If your telephone base should fall into water, DO NOT RETRIEVE IT UNTIL YOU UNPLUG THE POWER CORD AND TELEPHONE LINE CORDS FROM THE WALL. Then pull the unit out by the unplugged cords.

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 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.

Warranty

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 numbers 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 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 dial 1 (800) 267-7377. *NOTE: Before calling for service, please review the user's manual - a check of the Product controls and features may save you a service call.*

Except as provided by applicable law, you assume the risk of loss or damage during transit and transportation and are responsible for delivery or handling charges incurred in the transport of the Product(s) to the service location. VTech will return repaired or replaced Product under this limited warranty to you, transportation, delivery or handling charges 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 "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 date of purchase. Some states/provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. In no event shall VTech be liable for any indirect, special, incidental, consequential, or similar damages (including, but not limited to lost profits or revenue, inability to use the Product or other associated equipment, the cost of substitute equipment, and claims by third parties) resulting from the use of this Product. Some states/provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Please retain your original sales receipt as proof of purchase.

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Operating range

This cordless telephone operates within 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 the handset, the weather, and the construction of your home or office.

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

If the handset is moved out of range during a telephone conversation, there might be interference. To improve reception, move closer to the telephone base.

If the handset moves out of range without pressing **OFF**, the phone will be left off hook. To hang up properly, walk back within range, periodically pressing **OFF**.

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:

- * Re-orient 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.

To ensure safety of users, the FCC has established criteria for the amount of radio frequency energy that can be safely absorbed by a user or bystander according to the intended usage of the product. This product has been tested and found to comply with the FCC criteria. The handset may be safely held against the ear of the user. The telephone base shall be installed and used such that parts of the user's body other than the hands are maintained at a distance of approximately 20 cm (8 inches) or more. If you choose to use a clipping device, please make sure to only use the supplied VTech belt clip.

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.

FCC, ACTA and IC regulations

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 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

This equipment complies with regulations RSS210 and CS-03 of Industry Canada. Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

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

The Ringer Equivalence Number (REN) for this terminal equipment is 0.1. The REN is an indication of the maximum number of devices allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all the devices does not exceed five.

The RBRC® Seal



The RBRC® Seal on the nickel-cadmium 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-cadmium 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-Cd 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.

Technical specifications

Frequency control	Crystal controlled PLL synthesizer
Transmit frequency	Telephone base: 912.75 - 917.10 MHz Handset: 5863.8 - 5872.5 MHz
Receive frequency	Telephone base: 5863.8 - 5872.5 MHz Handset: 912.75-917.10 MHz
Channels	30
Nominal effective range	Maximum power allowed by the FCC and IC. Actual operating range may vary according to environmental conditions at the time of use.
Size	Handset: 196mm X 55mm X 40mm (including antenna) Telephone base: 143mm X 124mm X 63mm
Weight	Handset: 126 grams Telephone base: 167 grams
Power requirements	Handset: 400mAh Ni-Cd battery Telephone base: AC9V @ 250mA
Memory	Directory: 20 memory locations including the nine speed dial locations; up to 24 digits and 15 characters Caller ID: 45 memory locations; up to 11 digits and 15 characters

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Innovation Beyond Technology™



User's manual

www.vtechphones.com

Model: gz5838

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GHz