

vtech[®] CareLine[™]

User's manual (Canada version)

SN6167

DECT 6.0 accessory pendant
for use with VTech models
SN1157/SN1197/SN6127/SN6147/
SN6187/SN6197



Congratulations

on purchasing your new VTech product. Before using this pendant, please read **Important safety instructions** on pages 7 and 8 of this manual.

This manual has instructions on how to set up and register your new pendant. For complete instructions on using the pendant, see the **Abridged user's manual** that came with your telephone base.

You may also view or download the online **Complete user's manual** for a full set of installation and operation instructions at www.vtechcanada.com.



Telephones identified with this logo have reduced noise and interference when used with most T-coil equipped hearing aids and cochlear implants. The TIA-1083 Compliant Logo is a trademark of the Telecommunications Industry Association. Used under license.

Parts checklist

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



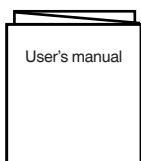
Pendant with lanyard



Pendant charger with
charger adapter



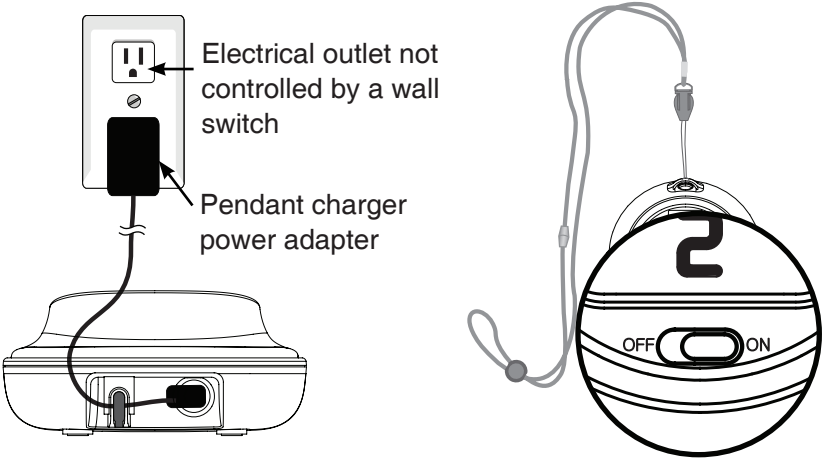
Pendant belt clip



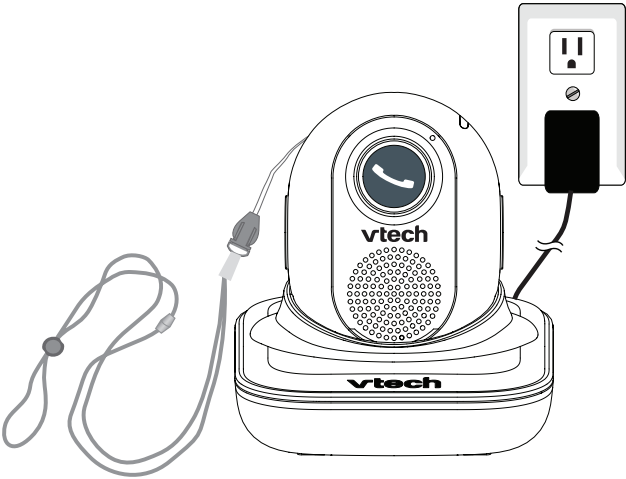
User's manual

Pendant charger installation

1. Install the pendant charger as shown below.
2. Switch on the pendant.



3. Place the pendant in the pendant charger to charge.



Pendant battery charging

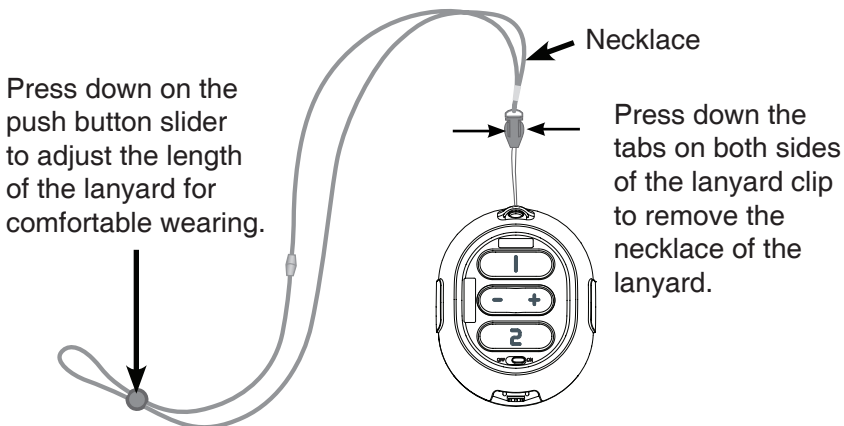
The pendant light indicates the battery status. If necessary, place the pendant in the pendant charger to charge. The battery is fully charged after three hours of continuous charging.

Battery indicators	Battery status	Action
The pendant light flashes red. You hear “Low battery” when there is only 30 minutes talk time left. You hear an alert tone every minute.	The battery has very little charge.	Charge without interruption.
The pendant light is solid red.	The battery has enough charge to be used for a short time.	Charge without interruption.

Pendant attachment

Pendant lanyard:

The pendant lanyard is already attached to the pendant. You can adjust the length of the lanyard for comfortable wearing, or remove the necklace when necessary.



Pendant belt clip:

Remove the necklace of the pendant lanyard or the whole pendant lanyard before you use the pendant belt clip.

Push the pendant into the belt clip until it clicks in place.



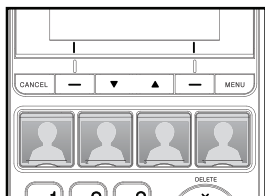
Add and register a pendant

When first purchased, charge the pendant in the pendant charger. You hear three beeps every 10 seconds when the pendant is not registered. The new pendant should be charged without interruption for at least 30 minutes before registering it to the telephone base.

Make sure the pendant is out of the pendant charger and turned on.

To register a pendant to your SN1157/SN1197/SN6147/SN6197 telephone base:

1. Press **MENU** on the telephone base when idle.
2. Scroll to **Settings**, then press **SELECT**.
3. Scroll to **Registration**, then press **SELECT**. The telephone base shows **Registering... Please wait**.
4. Put the pendant in the pendant charger. The pendant status light flashes red and green to indicate the registration is in progress. Then **PENDANT Registered** appears on the telephone base, and both devices beep. The pendant is now registered with the telephone base. It takes up to 60 seconds to complete registration.
5. If you have already set the photo speed dial keys **1** and **2**, the telephone base displays **Copied Photo Speed Dial 1 to Pendant memory 1**. Press **NEXT**, then the telephone base displays **Copied Photo Speed Dial 2 to Pendant memory 2**. Then press **OK**.



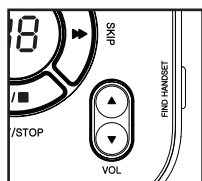
-OR-

If you have not set the photo speed dial keys **1** and **2**, see **To set photo speed dial** in the **Abridged user's manual** to set them.

If registration fails, the telephone base displays **Registration failed** and you hear an error tone. Start again from Step 1 above.

To register a pendant to your SN6127/SN6187 telephone base:

1. Press and hold **⏏/FIND HANDSET** at the side of the telephone base until the **IN USE** light turns solid red.
2. Put the pendant in the pendant charger. The pendant status light flashes red and green to indicate the registration is in progress. The pendant beeps. Then it is registered with the telephone base. It takes up to 60 seconds to complete registration.



If registration fails, you hear an error tone. Start again from Step 1 above.

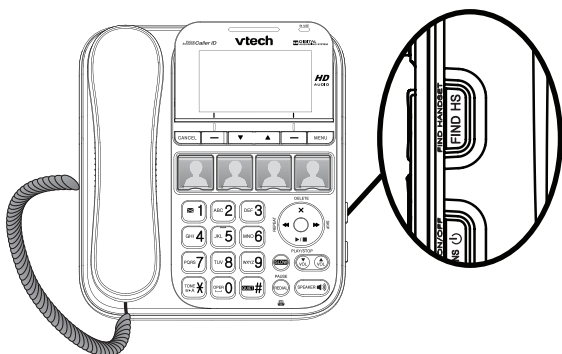
Deregister all devices

If you want to replace a device, or reassign the designated handset number of a registered handset, you must deregister all devices that are registered to the telephone base. Then register each device individually.

To make deregistration easier, read all of the instructions on this page before you begin.

To deregister all devices from your SN1157/ SN1197/SN6147/SN6197 telephone base:

1. Press and hold **FIND HS** at the side of the telephone base for about 10 seconds until the telephone base shows **Registering... Please wait** followed by **Deregister all devices?**, then release **FIND HS**.

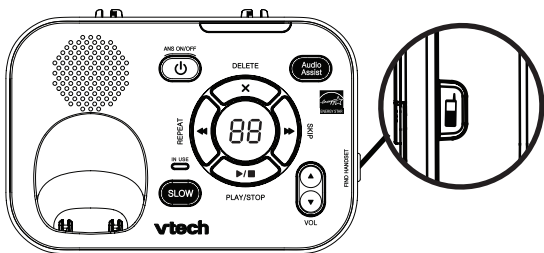


2. Immediately press **YES** or **FIND HS**. Then all devices are deregistered. The deregistration process takes about 10 seconds to complete.

To confirm deregistration, switch on the pendant and press . When the pendant has been successfully deregistered, you hear “Not registered.”

To deregister all devices from your SN6127/ SN6187 telephone base:

1. Press and hold /**FIND HANDSET** at the side of the telephone base for about 10 seconds until the telephone base **IN USE** light turns solid red and then flashes red, then release /**FIND HANDSET**.



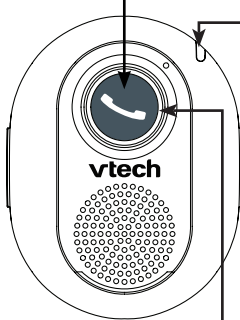
2. Immediately press /**FIND HANDSET**. Then all devices are deregistered. The deregistration process takes about 10 seconds to complete.

To confirm deregistration, switch on the pendant and press . When the pendant has been successfully deregistered, you hear “Not registered.”

note

You cannot deregister all devices if any system device is in use.


Pendant overview



• Answer or end a call.

Pendant status light

- Stays solid red when the pendant is charging in the pendant charger.
- Flashes red when the pendant is in low battery.
- Stays solid green when the pendant is fully charged and placed in the pendant charger.
- Flashes red and green when the base is paging the pendant.
- Flashes quickly in red and green during pendant registration.
- Flashes orange three times when the pendant is just switched on and not registered.

Pendant light (ring around )

1

• Call speed dial 1.

VOL- and VOL+

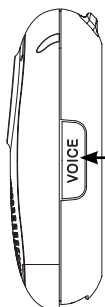
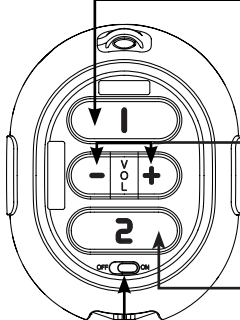
- Adjust the listening volume during a call or message playback.
- Adjust the pendant ringer volume while in idle mode.

2

• Call speed dial 2.

ON and OFF switch

- Switch to turn the pendant on or off.



VOICE

- Press to use the voice command feature.

Pendant battery

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

Operation	Operating time
While in speakerphone mode (talking*)	Up to five hours

* Operating time varies depending on your actual use and the age of the battery.

The battery needs charging when:

- You hear “*Low battery.*”
- There is an alert tone every one minute.
- The pendant status light flashes red or is solid red.

Conserve battery life:

The pendant battery is not replaceable.

If the pendant will not be used for a long period of time, switch off the pendant to conserve pendant battery life.

CAUTION:

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 such as near a bath tub, wash bowl, kitchen sink, laundry tub or swimming pool, or in a wet basement or shower.
5. Do not place this product on an unstable table, shelf, stand or other unstable surfaces.
6. Slots and openings in the back or bottom of the telephone base, handset and pendant 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 or office, 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 pendant 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 pendant 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.
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 pendant 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. Under certain circumstances, a spark may be created when the adapter is plugged into the power outlet, or when the pendant is replaced in its cradle. This is a common event associated with the closing of any electrical circuit. The user should not plug the phone into a power outlet, and should not put a charged pendant into its cradle, if the phone is located in an environment containing concentrations of flammable or flame-supporting gases, unless there is adequate ventilation. A spark in such an environment could create a fire or explosion. Such environments might include: medical use of oxygen without adequate ventilation; industrial gases (cleaning solvents; gasoline vapors; etc.); a leak of natural gas; etc.
 15. The power adapter is intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling, under-the-table or cabinet outlet.

SAVE THESE INSTRUCTIONS

Precautions for users of implanted cardiac pacemakers

Cardiac pacemakers (applies only to digital cordless telephones):

Wireless Technology Research, LLC (WTR), an independent research entity, led a multidisciplinary evaluation of the interference between portable wireless telephones and implanted cardiac pacemakers. Supported by the U.S. Food and Drug Administration, WTR recommends to physicians that:

Pacemaker patients



- Should keep wireless telephones at least six inches from the pacemaker.
- Should NOT place wireless telephones directly over the pacemaker, such as in a breast pocket, when it is turned ON.
- Should use the wireless telephone at the ear opposite the pacemaker.

WTR's evaluation did not identify any risk to by standers with pacemakers from other persons using wireless telephones.

Note: The CareLine™ transmitter is a wireless telephone, and it should not be used in the pendant form (hanging from a necklace over the heart) by persons wearing pacemakers. Pacemaker patients should use the CareLine™ product in belt-clip form only.

Operating range

This cordless telephone operates with the maximum power allowed by the Federal Communications Commission (FCC). Even so, this pendant and telephone base can communicate over only a certain distance - which can vary with the locations of the telephone base and pendant, the weather, and the layout of your home or office.

If there is a call while the pendant is out of range, it may not ring, or if it does ring, the call may not connect well when you press . Move closer to the telephone base, then press  to answer the call.

If the pendant moves out of range during a telephone conversation, there may be interference. To improve reception, move closer to the telephone base.

ECO mode

This power conserving technology reduces power consumption for optimal battery performance. The ECO mode activates automatically whenever the pendant is synchronized with the telephone base.

Maintenance

Taking care of your telephone

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

Avoid rough treatment

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

Avoid water

Your telephone can be damaged if it gets wet. Do not use the pendant 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 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 the telephone base should fall into 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.

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 pendant by radio waves, so there is a possibility that the cordless telephone conversations could be intercepted by radio receiving equipment within range of the pendant. 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 pendant 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 pendant if the telephone base is unplugged, switched off or if the electrical power is interrupted.
- **Potential TV interference:** Some cordless telephones operate at frequencies that may cause interference to televisions and VCRs. To minimize or prevent such interference, do not place the telephone base of the cordless telephone near or on top of a TV or VCR. If interference is experienced, moving the pendant 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.

The RBRC® seal

The RBRC® seal on the lithium-ion 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 lithium-ion 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 Li-ion 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.



Limited warranty

What does this limited warranty cover?

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

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

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

How long is the limited warranty period?

The limited warranty period for the Product extends for ONE (1) YEAR from the date of purchase. If VTech repairs or replaces a Materially Defective Product under the terms of this limited warranty, this limited warranty also applies to the repaired or replacement Product for a period of either (a) 90 days from the date the repaired or replacement Product is shipped to you or (b) the time remaining on the original one-year warranty; whichever is longer.

What is not covered by this limited warranty?

This limited warranty does not cover:

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

How do you get warranty service?

To obtain warranty service, visit our website at www.vtechcanada.com or call **1 (800) 267-7377**.

NOTE: Before calling for service, please review the user's manual - a check of the Product's controls and features may save you a service call.

Except as provided by applicable law, you assume the risk of loss or damage during transit and transportation and are responsible for delivery or handling charges incurred in the transport of the Product(s) to the service location. VTech will return repaired or replaced Product under this limited warranty. Transportation, delivery or handling charges are prepaid. VTech assumes no risk for damage or loss of the Product in transit. If the Product failure is not covered by this limited warranty, or proof of purchase does not meet the terms of this limited warranty, VTech will notify you and will request that you authorize the cost of repair prior to any further repair activity. You must pay for the cost of repair and return shipping costs for the repair of Products that are not covered by this limited warranty.

What must you return with the Product to get warranty service?

1. Return the entire original package and contents including the Product to the VTech service location along with a description of the malfunction or difficulty; and
2. Include a "valid proof of purchase" (sales receipt) identifying the Product purchased (Product model) and the date of purchase or receipt; and
3. Provide your name, complete and correct mailing address, and telephone number.

Other limitations

This warranty is the complete and exclusive agreement between you and VTech. It supersedes all other written or oral communications related to this Product. VTech provides no other warranties for this Product. The warranty exclusively describes all of VTech's responsibilities regarding the Product. There are no other express warranties. No one is authorized to make modifications to this limited warranty and you should not rely on any such modification.

State/Provincial Law Rights: This warranty gives you specific legal rights, and you may also have other rights, which vary from state to state or province to province.

Limitations: Implied warranties, including those of fitness for a particular purpose and merchantability (an unwritten warranty that the Product is fit for ordinary use) are limited to one year from the date of purchase. Some states/provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. In no event shall VTech be liable for any indirect, special, incidental, consequential, or similar damages (including, but not limited to lost profits or revenue, inability to use the Product or other associated equipment, the cost of substitute equipment, and claims by third parties) resulting from the use of this Product. Some states/provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Please retain your original sales receipt as proof of purchase.

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.

Caution: To maintain the compliance with the FCC's RF exposure guideline, 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.

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

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

FCC Part 68 and ACTA

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

The plug and jack used to connect this equipment to premises wiring and the telephone network must comply with applicable Part 68 rules and technical requirements adopted by ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. An RJ11 jack should normally be used for connecting to a single line and an RJ14 jack for two lines. See the installation instructions in the user's manual.

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

This equipment may not be used with Party Lines. If you have specially wired alarm dialing equipment connected to your telephone line, ensure the connection of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone service provider or a qualified installer.

If this equipment is malfunctioning, it must be unplugged from the modular jack until the problem has been corrected. Repairs to this telephone equipment can only be made by the manufacturer or its authorized agents. For repair procedures, follow the instructions outlined under the **Limited warranty**.

If this equipment is causing harm to the telephone network, the telephone service provider may temporarily discontinue your telephone service. The telephone service provider is required to notify you before interrupting service. If advance notice is not practical, you will be notified as soon as possible. You will be given the opportunity to correct the problem and the telephone service provider is required to inform you of your right to file a complaint with the FCC. Your telephone service provider may make changes in its facilities, equipment, operation, or procedures that could affect the proper functioning of this product. The telephone service provider is required to notify you if such changes are planned.

If this product is equipped with a pendant, 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 1.0. The REN is an indication of the maximum number of devices allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all the devices does not exceed five.

This product meets the applicable Industry Canada technical specifications.

Technical specifications

Frequency control	Crystal controlled PLL synthesizer
Transmit frequency	Pendant: 1921.536-1928.448 MHz
Channels	5
Nominal effective range	Maximum power allowed by FCC and IC. Actual operating range may vary according to environmental conditions at the time of use.
Power requirements	Pendant charger: 6V DC @ 400mA Pendant battery: 3.7V Li-ion