

# Telephone settings

## Key tone

You can turn the key tone on or off for the base unit.

If the key tone is on, the base unit beeps with each key press. If the key tone is off, there are no beeps when you press the keys.

1. Press **MENU** when the base unit is not in use.
2. Press ▼ or ▲ until the base unit displays **Settings**, and then press **SELECT**.
3. Press ▼ or ▲ until the base unit displays **Key tone**, and then press **SELECT**.
4. The base unit displays **KEY TONE** with the current setting.  
Press ▼ or ▲ to sample each key tone (**Off**, or **1 to 3**).
5. Press **SELECT** to save your selection. You hear a confirmation tone.

## Dial mode

The dial mode is preset to tone dialing. If you have pulse (rotary) service, you must change the dial mode to pulse dialing before using the telephone to make a call.

1. Press **MENU** when the base unit is not in use.
2. Press ▼ or ▲ until the base unit displays **Settings**, and then press **SELECT**.
3. Press ▼ or ▲ until the base unit displays **Dial Mode**, and then press **SELECT**.
4. Press ▼ or ▲ to choose **Touch-tone** or **Pulse**.
5. Press **SELECT** to save your selection. You hear a confirmation tone.

## Area code

If you dial local calls using only seven digits (area code not required), you can program your home area code so that when you receive a call within your local area, the telephone number is automatically stored in the call log without the area code.

1. Press **MENU** when the base unit is not in use.
2. Press ▼ or ▲ until the base unit displays **Settings**, and then press **SELECT**.
3. Press ▼ or ▲ until the base unit displays **Area code**, and then press **SELECT**. The base unit briefly displays **Only for 7digit dial from CID**, followed by **AREA CODE:**
4. Use the dialing keys to enter the 3-digit area code.
  - Press ▼ or ▲ to move the cursor to the left or right.
  - Press **CLEAR** to erase a digit.
  - Press and hold **CLEAR** to erase all digits.
5. Press **SELECT** to save your selection. You hear a confirmation tone.

# Telephone settings

## Reset

You can reset the base unit to the default settings if you want to clear the changes made to your base unit. After reset, all your personal settings, call log entries and redial entry will be deleted, whereas the phonebook records and speed dial entries will remain. The default settings are listed below.

Feature	Default Value
Phonebook	Empty
Call log	Empty
Speakerphone volume	Volume 6
Ringer volume	Volume 4
Ringer tone	Tone 1
Date format	MM/DD/YY
Time format	12 hrs
Date	Empty
Time	Empty
LCD language	English
Base name	ErisStation
Key tone level	Level 2
Dial mode	Touch-tone
Area code	Empty

1. Press ▼ or ▲ until the base unit displays **Settings**, and then press **SELECT**.
2. Press ▼ or ▲ until the base unit displays **Reset**, and then press **SELECT**.
3. The base unit displays **Reset to default?** Press **SELECT**. The settings are reset to the default values and the screen returns to idle.

# Phonebook

## About the phonebook

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

- When you access the phonebook without an entry, the base unit displays **Phonebook empty**, followed by **Add contact?**
- When the phonebook is full and you try to save an entry, the base unit displays **Phonebook full**.
- When you try to save an entry already stored in the phonebook, the base unit displays **Number already saved**.

## Add a phonebook entry

1. Press **MENU** when the base unit is not in use.
2. Press ▼ or ▲ to scroll to **Phonebook**, and then press **SELECT**.
3. Press ▼ or ▲ to scroll to **Add contact**, and then press **SELECT**.
4. When **ENTER NUMBER** displays, use the dialing keys to enter a number (up to 30 digits).
  - Press ▼ or ▲ to move the cursor to the left or right.
  - Press and hold 0 to insert a dialing pause (a **p** appears).
  - Press **CLEAR** to erase a digit.
  - Press and hold CLEAR to erase all digits.
5. Press **SELECT** to move on to the name.
6. When **ENTER NAME** displays, use the dialing keys to enter a name (up to 15 characters).
  - Press ▼ or ▲ to move the cursor to the left or right.
  - Press **0** to add a space.
  - Press **CLEAR** to erase a character.
  - Press and hold CLEAR to erase all characters.
7. Press **SELECT** to save. The base unit displays **Saved**, and then returns to the previous menu. You hear a confirmation tone.

**note** Each time you press a key, the character on that key appears. Additional key presses produce other characters on that key. Press the key repeatedly until the desired character appears. The first character of every word is capitalized.

# Phonebook

## Review phonebook entries

Phonebook entries appear alphabetically.

1. Press **▲/PHONEBOOK** on the base unit when the base unit is not in use. The base unit displays the first entry in the phonebook.
2. Press **▼** or **▲** on the base unit to browse through the phonebook.

**-OR-**

1. Press **MENU** when the base unit is not in use.
2. Press **▼** or **▲** to scroll to **Phonebook**, and then press **SELECT**.
3. Press **▼** or **▲** to scroll to **Review**, and then press **SELECT**.
4. Press **▼** or **▲** to browse through the phonebook.

**note**

When the phonebook is empty, the base unit displays **Phonebook empty**, followed by **Add contact?**

## Alphabetical search

You can perform an alphabetical search on the base unit.

1. Press **▲/PHONEBOOK** on the base unit when it is not in use.

**-OR-**

- i. Press **MENU** when the base unit is not in use.
  - ii. Press **▼** or **▲** to scroll to **Phonebook**, and then press **SELECT**.
2. Use the dialing keys to enter the letter associated with the name. For example, if you have the entries named Jennifer, Jessie, Kevin and Linda in your phonebook, press **5** (JKL) once to see Jennifer (when **Jennifer** displays, press **▼** to see **Jessie**), twice to see Kevin, or three times to see Linda. If there is no name entry matching your search, the next closest entry or the last entry in the phonebook displays on the screen. If necessary, press **▼** or **▲** to browse.

## Dial a phonebook entry

Search for the desired entry in the phonebook (see **Review phonebook entries** or **Alphabetical search** above).

To dial the displayed entry on the phone, press **TALK**.

# Phonebook

## Edit a phonebook entry

1. Search for the desired entry in the phonebook (see **Review phonebook entries** or **Alphabetical search** on page 19).
2. When the desired entry displays, press **SELECT**.
3. Press **SELECT** again to choose **Edit contact**.
4. The base unit displays **EDIT NUMBER**. Use the dialing keys to edit the number.
  - Press **▼** or **▲** to move the cursor to the left or right.
  - Press and hold 0 to insert a dialing pause (a **p** appears).
  - Press **CLEAR** to erase a digit.
  - Press and hold CLEAR to erase all digits.
5. Press **SELECT**. The base unit displays **EDIT NAME**. Use the dialing keys to edit the name.
  - Press **▼** or **▲** to move the cursor to the left or right.
  - Press **0** to add a space.
  - Press **CLEAR** to erase a character.
  - Press and hold CLEAR to erase all characters.
6. Press **SELECT** to save the entry. The base unit displays **Saved** and then the revised entry. You hear a confirmation tone.

## Delete a phonebook entry

1. Search for the desired entry in the phonebook (see **Review phonebook entries** or **Alphabetical search** on page 19).
2. When the desired entry displays, press **SELECT**.
3. Press **▼** or **▲** to scroll to **Delete**, and then press **SELECT**. The base unit displays **Delete contact?**
4. Press **SELECT** to confirm. The base unit displays **Contact deleted**, and then returns to the phonebook list. You hear a confirmation tone.

## Delete all phonebook entries

1. Press **MENU** when the base unit is not in use.
2. Press **▼** or **▲** to scroll to **Phonebook**, and then press **SELECT**.
3. Press **▼** or **▲** to scroll to **Delete all**, and then press **SELECT**. The base unit displays **Delete all contacts?**
4. Press **SELECT** to confirm. The base unit displays **All contacts deleted**, and then returns to idle. You hear a confirmation tone.

# Phonebook

## Speed dial

You can copy up to 10 of your phonebook entries to the speed dial locations (**0** and **1-9**) so that you can dial these numbers more quickly. The base unit displays up to 12 characters for a speed dial entry.

### Assign a speed dial entry

1. Press **MENU** when the base unit is not in use.
2. Press ▼ or ▲ to scroll to **Phonebook**, and then press **SELECT**.
3. Press ▼ or ▲ to scroll to **Speed dial**, and then press **SELECT**.
4. Press ▼, ▲, or a dialing key (**0** or **1-9**) to choose the desired empty speed dial location.
5. Press **SELECT** to show the phonebook. The base unit displays **Copy from Phonebook** and then the first phonebook entry.
6. Press ▼ or ▲ to browse to the desired entry.

**-OR-**

Use the alphabetical search to find the desired entry (see page 19).

7. Press **SELECT** to save. You hear a confirmation tone. The name (up to 12 characters) appears in the selected speed dial location.

**note**

If the phonebook is empty when you press **SELECT** in Step 4, the base unit displays **Phonebook empty**, followed by **Add contact?**

### Reassign a speed dial entry

1. Press **MENU** when the base unit is not in use.
2. Press ▼ or ▲ to scroll to **Phonebook**, and then press **SELECT**.
3. Press ▼ or ▲ to scroll to **Speed dial**, and then press **SELECT**.
4. Press ▼, ▲, or a dialing key (**0** or **1-9**) to choose an occupied speed dial location, and then press **SELECT** twice.
5. Press **SELECT** to choose **Change Sp dial**. The base unit displays **Copy from Phonebook** and then the first phonebook entry.
6. Press ▼ or ▲ to browse to the desired entry for replacement.

**-OR-**

Use the alphabetical search to find the desired entry (see page 19).

7. Press **SELECT** to save. You hear a confirmation tone. The new name (up to 12 characters) appears in the selected speed dial location.

# Phonebook

## Dial a speed dial number

- When the base unit is not in use, press and hold a dialing key (**0** are **1-9**) to dial the number stored in the corresponding location.

**note** When the speed dial location is empty, the screen displays the speed dial list. See **Assign a speed dial entry** on page 21 to add a new entry.

## Delete a speed dial entry

1. Press **MENU** when the base unit is not in use.
2. Press ▼ or ▲ to scroll to **Phonebook**, and then press **SELECT**.
3. Press ▼ or ▲ to scroll to **Speed dial**, and then press **SELECT**.
4. Press ▼, ▲, or a dialing key (**0** or **1-9**) to choose the desired speed dial location, and then press **SELECT** twice.
5. Press ▼ or ▲ to scroll to **Clear Sp dial**, and then press **SELECT**. The base unit displays **Speed dial empty** and returns to the speed dial list.

# Call log

## About caller ID

This product supports caller ID services offered by most telephone service providers. Depending on your service subscription, you may see the caller's number, or the caller's name and number that are sent by your telephone service provider after the first or second ring. Caller ID allows you to see the name, number, date and time of calls.

## Information about caller ID with call waiting

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

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

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

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

This product can provide information only if both you and the caller are in areas offering caller ID service and if both telephone service providers use compatible equipment. The time and date, along with the call information, are from the telephone service provider.

Caller ID information may not be available for every incoming call. Callers may intentionally block their names and/or telephone numbers.

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

# Call log

## Call log

If you subscribe to caller ID service, information about each caller will appear after the first or second ring. If you answer a call before the caller's information appears, it will not be saved in the call log.

- The call log stores up to 50 entries. Each entry has up to 16 digits for the phone number and 15 characters for the name. If the phone number has more than 16 digits, only the last 16 digits appear. If the name has more than 15 characters, only the first 15 characters are shown and saved in the call log. The time and date of a call log entry are shown together with the name or number.
- You can review an entry, dial an entry, or copy an entry into the phonebook.
- Entries appear in reverse chronological order.
- When the call log is full, the oldest entry is deleted to make room for new incoming call information.
- **Call log empty** shows when you access the call log without records.

## Missed call indicator

When there are calls that have not been reviewed in the call log, the screens display **XX Missed calls**. When you have reviewed all the missed calls, the missed call indicator goes away.

## Review the call log

Review the Call log to find out who called, to return the call, or to copy the caller's name and number into your phonebook.

1. Press **▼/CALL LOG** on the base unit when the base unit is not in use.
2. Press **▼** or **▲** on the base unit to browse.

**OR-**

1. Press **MENU** on the base unit when the base unit is not in use.
2. Press **▼** or **▲** to scroll to **Call log**, and then press **SELECT**.
3. Press **SELECT** to choose **Review**.
4. Press **▼** or **▲** to browse.

**note**

When the call log is empty, the base unit displays **Call log empty**.

# Call log

## Save a call log entry to phonebook

1. Search for the desired call log entry (see **Review the call log** on page 24).
2. When the desired entry displays, press **SELECT** twice.
3. Press **SELECT** to choose **Store to PB**, and then press **SELECT**. The base unit displays **EDIT NUMBER**.
4. When the desired entry displays, press **SELECT**. Use the dialing keys to edit the number.
  - Press ▼ or ▲ to move the cursor to the left or right.
  - Press **CLEAR** to erase a digit.
  - Press and hold CLEAR to erase all digits.
5. Press **SELECT**. The base unit displays **EDIT NAME**. Use the dialing keys to edit the name.
  - Press ▼ or ▲ to move the cursor to the left or right.
  - Press **0** to add a space.
  - Press **CLEAR** to erase a character.
  - Press and hold CLEAR to erase all characters.
6. Press **SELECT** to save the entry. The base unit displays **Saved** and returns to the call log.

### note

If the new entry has the same number as an existing phonebook entry, the base unit displays **Number already saved** and returns to previous screen.

## Dial a call log entry

1. Search for the desired call log entry (see **Review the Call log** on page 24).
2. When the desired entry displays, press **TALK** on the phone to dial.

## Delete a call log entry

1. Search for the desired call log entry (see **Review the call log** on page 24).
2. When the desired entry displays, press **SELECT** twice.
3. Press ▼ or ▲ to scroll to **Delete**, and then press **SELECT**. The base unit displays **Deleted** and returns to the main menu. You hear a confirmation tone.

# Call log

## Delete all call log entries

1. Press **MENU** when the base unit is not in use.
2. Press ▼ or ▲ until the base unit displays **Call log**, and then press **SELECT**.
3. Press ▼ or ▲ to scroll to **Del all calls**, and then press **SELECT**. The base unit displays **Delete all calls?**
4. Press **SELECT**. The base unit displays **Deleted** and returns to the main menu. You hear a confirmation tone.

## Caller ID screen messages

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

# Wireless mic unit registration

Your wireless mic units are pre-registered. If, for some reason, you want to purchase replacement wireless mic units, visit our website at <http://smbphones.vtech.com>. You should register your new wireless mic units to the base unit. Follow the instructions below.

## To register a wireless mic unit

As part of this process, all existing, broken, or lost wireless mic units will be deregistered first. Then the base unit will re-register the four wireless mic units that are placed into the base cradles.

1. Gather the four wireless mic units that are to be registered and place them into the base cradles.
2. Enter **\*331734#** on the base unit when it is not in use, and then press **SELECT**. The screen displays **Please place all wireless mics**, toggling with **on cradle**, then press **'SELECT'**.
3. Make sure all the four wireless mic units are on the cradles, and then press **SELECT**. The wireless mic units enter the deregistration mode, and the screen displays **Processing...**

When deregistration is complete, registration starts. The screen displays **Registering... 1 2 3 4**. The number **X** blinks while registering the X-th wireless mic unit. You hear a confirmation tone when each wireless mic unit is registered. When all the four wireless mic unit are registered, the base unit displays **Registration done**.

### note

- If the registration is failed, the base unit will display **Registration failed. Try again** and returns to idle. You hear an error tone. Remove the mic units from the base cradles and place them back in. Repeat steps 1 and 2 and to try the entire registration process again.
- If the screen does not display **Registration done** after the step 2, repeat steps 1 and 2 and to try the entire registration process again.
- All wireless mic units should always be kept on the base cradle during deregistration and registration. Any wireless mic unit which is registered before but not put into the base cradle will be deregistered after the above operations.
- LED lights on the wireless mic units flash alternately in red and green during registration.
- To abort the registration, press **CANCEL**. The base unit displays **Registration Cancelled**.
- If there is an incoming call during registration, the registration process will be aborted and the base unit will ring.

# Appendix

## Battery

It takes up to 8 hours for the wireless mic unit battery to be fully charged (the orange LED light turns off). When it is fully charged, you can expect the following operating times:

Operation	Operating time
While the wireless mic unit is in use (talking*)	Up to 5 hours
While not in use (standby**)	Up to 70 hours

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

\*\* The wireless mic unit is not charging or in use.

### The battery needs charging when:

- A new battery is installed in the wireless mic unit.
- The low battery orange light flashes on the wireless mic unit.

### CAUTION:

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

- Use only the batteries provided or equivalent. To order a replacement, visit our website at <http://smbphones.vtech.com> or call 1-800-591-9511. In Canada, call 1-800-267-7377.
- Do not dispose of the batteries in a fire. Check with local waste management codes for special disposal instructions.
- Do not open or mutilate the batteries. Released electrolyte is corrosive and may cause burns or injury to the eyes or skin. The electrolyte may be toxic if swallowed.
- Exercise care in handling batteries in order not to create a short circuit with conductive materials.
- Charge the batteries provided with or identified for use with this product only in accordance with the instructions and limitations specified in this manual.
- Observe proper polarity orientation between the battery and metallic contacts.
- To prevent fire or shock hazard, do not expose this product to water or any type of moisture.

# Troubleshooting

If you have difficulty with your telephone, please try the suggestions below. For customer service, visit our website at <http://smbphones.vtech.com> or call **1-800-591-9511**. In Canada, call **1-800-267-7377**.

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

- Make sure the power cable is securely plugged into an outlet not controlled by a wall switch.
- Make sure the telephone line cord is plugged firmly into the adapter and the wall jack.
- Unplug the electrical power to the base unit. Wait for approximately 15 seconds, then plug it back in. Allow up to one minute for the wireless mic unit and base unit to synchronize.
- Disconnect the base unit from the telephone wall jack and plug in a working telephone. If the other telephone does not work, the problem is probably in the wiring or telephone service. Contact your telephone service provider.

## **My wireless mic unit does not work at all.**

- Make sure the battery is installed and charged correctly (page 3). For optimum daily performance, return the wireless mic unit to the base unit after use.
- Charge the battery in the wireless mic unit for up to 8 hours.
- If the battery is completely depleted, charge the wireless mic unit for at least 30 minutes before use.
- Remove and install the battery again (page 3). If that still does not work, you may need to purchase a new battery.

## **There is no dial tone.**

- Try all the above suggestions.
- The telephone line cord may be defective. Install a new telephone line cord.
- Disconnect the base unit from the telephone wall jack and connect a different telephone. If there is no dial tone on this telephone either, the problem is in your wiring or telephone service. Contact your telephone service provider.
- If you have changed your telephone service to digital service from a cable company or a VoIP service provider, the telephone line may need to be rewired to allow all existing telephone jacks to work. Contact your service provider for more information.

## **I cannot dial out.**

- Try all the above suggestions.
- Make sure there is a dial tone before dialing.
- If other telephones in your office are having the same problem, the problem is in the wiring or telephone service. Contact your telephone service provider (charges may apply).
- Eliminate any background noise. Dial from another room in your office with less background noise.
- If you have changed your telephone service to digital service from a cable company or a VoIP service provider, the telephone line may need to be rewired to allow all existing telephone jacks to work. Contact your service provider for more information.

# Troubleshooting

## **My wireless mic unit isn't performing normally.**

- Move the wireless mic unit closer to the base unit. You may have moved out of range.
- Reset the base unit. Unplug the electrical power. Wait for 15 seconds then plug it back in. Allow up to one minute for the wireless mic unit and base unit to reset.
- If you have more than one VCS704, use the **Paging** function (page 11) to find the wireless mic units. Make sure that they are not mixed up between your VCS704 conference phones.
- Other electronic products such as HAM radios and other DECT phones can cause interference with your wireless conference system. Try installing your phone as far away as possible from these types of electronic devices.

## **Low battery orange light flashes on the wireless mic unit.**

- Place the wireless mic unit into the base cradle for recharging.
- Remove and install the battery again (page 3) and use it until fully depleted, and then charge the wireless mic unit in the base unit for up to 8 hours.
- If the above measures do not correct the problem, replace the battery.

## **The battery does not charge in the wireless mic unit or the wireless mic unit battery does not accept charge.**

- Make sure the wireless mic unit is placed in the base cradle correctly (page 4).
- Remove and install the battery again (page 3), and then charge for up to 8 hours.
- If the battery is completely depleted, charge the wireless mic unit for at least 30 minutes before use.
- The battery may be defective. Purchase a new battery.

## **The orange charge light does not turn on when placing the wireless mic units into the base cradles.**

- Clean the charging contacts on the wireless mic unit, base unit each month with a pencil eraser or a dry non-abrasive fabric.
- Make sure the LAN cable, telephone line cord, power cable, and the adapter are plugged in properly (page 2).
- Make sure the wireless mic unit is placed in the base cradle correctly (page 4).
- Unplug the power cable. Wait for 15 seconds before plugging it back in. Allow up to one minute for the wireless mic unit and base unit to reset.
- Pick up the wireless mic unit and place it back into the base cradle. If the wireless mic unit LED light lights in orange for 5 seconds and then turns off, the battery is fully charged.

# Troubleshooting

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

- Make sure the ringer volume of the base unit is not set to off (page 13).
- Make sure the LAN cable, telephone line cord, power cable, and the adapter are plugged in properly (page 2).
- There may be too many extension phones on the telephone line to allow all of them to ring simultaneously. Unplug some of them.
- If other telephones in your office are having the same problem, the problem is in the wiring or telephone service. Contact your telephone service provider (charges may apply).
- Other electronic products such as HAM radios and other DECT phones can cause interference with your wireless conference system. Try installing your phone as far away as possible from these types of electronic devices.
- Test a working telephone at the telephone wall jack. If another telephone has the same problem, the problem is in the telephone wall jack. Contact your telephone service provider (charges may apply).
- The telephone line cord may be defective. Install a new telephone line cord.
- Remove and install the battery again (page 3) and place the wireless mic unit into the base cradle (page 4).
- Wait for the wireless mic unit to synchronize with the base unit. Allow up to one minute for this to take place.

## **There is interference during a telephone conversation.**

### **My calls fade out when I am using the wireless mic unit.**

- The wireless mic unit may be out of range. Move it closer to the base unit.
- If you subscribe to high-speed Internet service (DSL - digital subscriber line) through your telephone line, you must install a DSL filter between the telephone line cord and the telephone wall jack. The filter prevents noise and caller ID problems caused by DSL interference. Contact your DSL service provider for more information about DSL filters.
- Appliances plugged into the same circuit as the base unit can cause interference. Try moving the appliance or base unit to another outlet.
- Other electronic products such as HAM radios and other DECT phones can cause interference with your wireless conference system. Try installing your phone as far away as possible from these types of electronic devices.
- If your telephone is plugged in with a modem or a surge protector, plug the telephone (or modem/surge protector) into a different location. If this doesn't solve the problem, relocate your telephone or modem farther apart from each other, or use a different surge protector.
- The location of your base unit can impact the performance of your wireless conference system. For better reception, install the base unit in a centralized location within your office, away from walls or other obstructions. In many environments, elevating the base unit improves overall performance.
- Disconnect the base unit from the telephone wall jack and plug in a corded telephone. If calls are still not clear, the problem is probably in the wiring or telephone service. Contact your telephone service provider (charges may apply).
- If other telephones in your office are having the same problem, the problem is in the wiring or telephone service. Contact your telephone service provider (charges may apply).

# Troubleshooting

## **I hear other calls when using the telephone.**

- Disconnect the base unit from the telephone wall jack. Plug in a different telephone. If you still hear other calls, the problem is probably in the wiring or telephone service. Contact your telephone service provider.

## **I get noise, static, or weak signals even when I'm near the base unit.**

- If you subscribe to high-speed Internet service (DSL - digital subscriber line) through your telephone line, you must install a DSL filter between the telephone line cord and the telephone wall jack. The filter prevents noise and caller ID problems caused by DSL interference. Contact your DSL service provider for more information about DSL filters.
- You may be able to improve the performance of your cordless phone by installing your new base unit as far as possible from any other existing cordless telephone system that may already be installed.
- Other electronic products such as HAM radios and other DECT phones can cause interference with your wireless conference system. Try installing your phone as far away as possible from these types of electronic devices.
- Do not install this wireless conference system near a microwave oven or on the same electrical outlet. You may experience decreased performance while the microwave oven is operating.
- If other phones in your office are having the same problem, contact your telephone service provider (charges may apply).

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

- Caller ID is a subscription service. You must subscribe to this service from your telephone service provider for this feature to work on your telephone.
- The caller may not be calling from an area which supports caller ID.
- Both your and the caller's telephone service providers must use equipment compatible with the caller ID service.
- The caller ID information shows after the first or second ring.
- If you subscribe to high-speed Internet service (DSL - digital subscriber line) through your telephone line, you must install a DSL filter between the telephone line cord and the telephone wall jack. The filter prevents noise and caller ID problems caused by DSL interference. Contact your DSL service provider for more information about DSL filters.

# Troubleshooting

## **The telephone does not receive caller ID while on a call.**

- Make sure you subscribe to caller ID with call waiting features provided by your telephone service provider.
- The caller may not be calling from an area which supports caller ID.
- Both your and the caller's telephone service providers must use equipment compatible with caller ID service.
- If you subscribe to high-speed Internet service (DSL - digital subscriber line) through your telephone line, you must install a DSL filter between the telephone line cord and the telephone wall jack. The filter prevents noise and caller ID problems caused by DSL interference. Contact your DSL service provider for more information about DSL filters.

## **I have accidentally set my LCD language to Spanish or French, and I don't know how to change it back to English.**

- While in idle, press **MENU** once and then enter **\*364#**.

## **Common cure for electronic equipment.**

- If the telephone is not responding normally, put the wireless mic units into the base cradles. If it does not respond, try the following (in the order listed):
  1. Disconnect the power to the base unit.
  2. Disconnect the battery from the wireless mic units.
  3. Wait a few minutes before connecting power to the base unit.
  4. Install the battery again and place the wireless mic units into the base cradles.
  5. Wait for the wireless mic unit to synchronize with the base unit. Allow up to one minute for this to take place.

# Important safety instructions

When using your wireless conference system, 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 base unit and wireless mic unit 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 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 base unit or wireless mic unit 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 base unit or wireless mic unit 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 base unit and/or wireless mic unit has been damaged.
  - If the product exhibits a distinct change in performance.
13. Avoid using the wireless conference system during an electrical storm. There is a remote risk of electric shock from lightning.
14. Do not use the wireless conference system 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 remote mic unit 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 wireless mic unit into the cradle, if the phone is located in an environment containing concentrations of flammable or flame-supporting gases, unless there is adequate ventilation. A spark in such an environment could create a fire or explosion. Such environments might include: medical use of oxygen without adequate ventilation; industrial gases (cleaning solvents; gasoline vapors; etc.); a leak of natural gas; etc.
15. Only put the wireless mic unit next to your ear when it is in normal talk mode.
16. The power cables are intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling, under-the-table or cabinet outlet.

# 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 the wireless telephone 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 bystanders with pacemakers from other persons using wireless telephones.

## Operating range

This wireless conference system operates with the maximum power allowed by the Federal Communications Commission (FCC). Even so, this wireless mic unit and base unit can communicate over only 100 feet - which can vary with the locations of the base unit and wireless mic unit, the weather, and the layout of your office.

When the wireless mic unit is out of range, the low battery orange light flashes quickly on the wireless mic unit.

If there is an incoming call while the wireless mic unit is out of range, the incoming call green light may not flash on the wireless mic unit, or if it flashes, the call may not connect well when you press **TALK** on the base unit. Move the wireless mic unit closer to the base unit, and then press **TALK** on the base unit to answer the call. If the wireless mic unit moves out of range during a telephone conversation, there may be interference. To improve reception, move closer to the base unit.

## Energy-saving charging mode

When this mode is activated, all functions of the wireless conference system, except wireless mic unit battery charging, will be disabled.

### To activate the energy-saving charging mode:

1. Unplug the power cable from the power outlet. Remove batteries from all wireless mic units before proceeding.
2. While you press and hold **MUTE** on the base unit, plug the power cable back to the power outlet.
3. After about 20 seconds, when the base unit LED lights start flashing, release **MUTE** and then press it again within 1 second.

When the phone successfully enters the energy-saving charging mode, the base unit LED lights turn off and all wireless mic units are deregistered.

When the phone fails to enter this mode, repeat Step 1 through Step 3 above.

**Note:** The base unit will be powered up as normal if you fail to press **MUTE** within 1 second in Step 3.

### To deactivate the energy-saving charging mode:

- Unplug the power cable from the power outlet, and then plug it back in. The base unit is powered up as normal. Insert batteries into your wireless mic units (page 3). Register your wireless mic units back to the base unit. See page 27 for wireless mic unit registration instructions.

# Maintenance

## Taking care of your wireless conference system

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

### Avoid rough treatment

Place the wireless mic unit down gently. Save the original packing materials to protect your wireless conference system if you ever need to ship it.

### Avoid water

Your wireless conference system can be damaged if it gets wet. Do not use the wireless mic unit outdoors in the rain, or handle it with wet hands. Do not install the base unit 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 wireless conference system

Your wireless conference system 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 base unit 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 wireless mic units

- **Privacy:** The same features that make a wireless mic unit convenient create some limitations. Telephone calls are transmitted between the base unit and the wireless mic unit by radio waves, so there is a possibility that the wireless mic unit conversations could be intercepted by radio receiving equipment within range of the wireless mic unit. For this reason, you should not think of wireless conference system conversations as being as private as those on corded telephones.
- **Electrical power:** The base unit of this wireless conference system 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 wireless mic unit if the base unit is unplugged, switched off or if the electrical power is interrupted.
- **Potential TV interference:** Wireless mic unit operates at frequencies that may cause interference to televisions and VCRs. To minimize or prevent such interference, do not place the base unit near or on top of a TV or VCR. If interference is experienced, moving the wireless mic unit 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.
- **Lithium-ion rechargeable batteries:** Dispose of these batteries in a safe manner. Do not burn or puncture. 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 means that the manufacturer is voluntarily participating in an industry program to collect and recycle lithium-ion rechargeable batteries when taken out of service within the United States. These batteries may be taken to a participating local retailer of replacement batteries or recycling center. Or you may call **1 (800) 8 BATTERY™** for locations accepting spent Li-ion batteries.

**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 TWO (2) YEARS 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 on the next page); or
8. Charges for installation or set up, adjustment of customer controls, and installation or repair of systems outside the unit.

# Limited warranty

## How do you get warranty service?

To obtain warranty service in the USA, please visit our website at <http://smbphones.vtech.com> or call **1-800-591-9511**.

**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 wireless mic unit may be safely held against the face of the user. The base unit 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 requirement:  
CAN ICES-3 (B)/NMB-3(B)

## FCC Part 68 and ACTA

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

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

# FCC, ACTA and IC regulations

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 corded or wireless mic unit, 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.

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

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

The Ringer Equivalence Number (REN) for this terminal equipment is 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.

This product meets the applicable Industry Canada technical specifications.

# Technical specifications

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Frequency control	Crystal controlled PLL synthesizer
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Transmit frequency	Wireless mic unit: 1921.536-1928.448 MHz Base unit: 1921.536-1928.448 MHz
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Channels	5
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Nominal effective range and distances	Nominal effective range between the base unit and a wireless mic unit: 100 feet  Optimal distance between the base unit/wireless mic unit and the participant: 2 feet  Minimum distance between each wireless mic unit: 1 feet
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Power requirements	Wireless mic unit: Li-ion Battery Pack; 3.7V; 240mAH rechargeable battery Base unit adapter: Input: 100-240V AC 50/60Hz Output: 9V DC @ 2000mA
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Memory	Phonebook: 50 memory locations; up to 30 digits and 15 characters  Call log: 50 memory locations; up to 16 digits and 15 characters
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