vtech®

Models:
VTech 15500
VTech 15550

For product support
please call: 1 300 369 193

INTRODUCTION

To your VTech 15500/15550 DECT6.0 Cordless Phone with Bluetooth

- Phonebook –The home phonebook stores up to 100 entries.
- Calling Number Display* lets you see who's calling. Your phone stores details of the last 10 callers in the Call List.
- Answering machine, with up to 27 minutes digital recording time and helpful voice prompts.

* IMPORTANT

You need to subscribe to a Network Calling Number Display service to be able to see the caller's number or name when called, or in the Calls List. See page 64 for more details.

This User Guide provides you with all the information you need to get the most from your phone. Before you make your first call, you will need to set up your phone. Follow the simple instructions on the next few pages.

NEED HELP?

PLEASE LOOK IN THE HELP SECTION AT THE END OF THE USER GUIDE IF YOU EXPERIENCE ANY OPERATIONAL DIFFICULTIES WITH YOUR VTECH PRODUCT, OR PLEASE CONTACT THE TECHELP INFORMATION LINE 1300 369 193 OR CONTACT US BY EMAIL AT: tcpsupport_au@vtech.com

GOT EVERYTHING?

The package contains the following items:

- VTech 15500/15550 handset
- VTech 15500 base unit/VTech 15550 answering machine unit
- Power adaptor
- Telephone line cord and adaptor
- Battery compartment cover
- NiMH rechargeable battery pack
- Wall mount bracket
- User guide

If you have purchased multi-handset pack there will be an extra handset, charger, power adaptor, battery compartment cover and NiMH rechargeable battery pack for each additional handset.

IN THIS GUIDE

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 the 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, swimming pool) or in humid areas.
5. Do not overload wall outlets and extension cords as this can result in the risk of fire or electric shock.
6. Unplug this product from the wall outlet and contact TecHelp on 1300 369 193 under the following conditions:
   • When the power supply cord or plug is damaged or frayed.
   • If the product does not operate normally by following the operating instructions.
   • If the product has been dropped and the outer casing has been damaged.
   • If the product exhibits a distinct change in performance.

7. Avoid using a telephone during an electrical storm. There may be a remote risk of electric shock from lightning.

8. Do not use the telephone to report a gas leak in the vicinity of the leak.

9. Use only the supplied NiMH (Nickel Metal Hydride) rechargeable batteries. The operation periods for the handsets are only applicable with the default battery capacity.

10. The use of other battery types or non rechargeable batteries/primary mobile batteries can be dangerous. These may cause interference and/or unit damage. VTech will not be held liable for damage arising from such noncompliance.

11. Use only the power adaptors supplied with this product. Please contact TecHelp on 1300 369 193 for replacement adaptors.

12. Please ensure that the batteries are inserted according to the correct polarity as indicated on the re-chargeable batteries and the internal markings inside the handset battery compartment.

13. Do not immerse the batteries in water, and do not place them in a fire.

14. Telephone receivers produce magnetic fields that can attract small metallic objects such as pins or staples. To avoid injury, do not place the handset where such objects can be picked up.

GETTING STARTED

LOCATION

Place your VTech 15500/15550 within 2 metres of the mains power socket and telephone socket so that the cables will reach.

Make sure it is at least 1 metre away from other electrical appliances to avoid interference. Your VTech 15500/15550 works by sending radio signals between the base and handset. The strength of the signal depends on where you locate the base. Putting it as high as possible ensures the best signal.

The maximum range between the base station and the handset is approximately 300 meters.

SETTING UP

Telephone base installation

Install the telephone base as shown below.

If you subscribe to digital subscriber line (DSL) high-speed Internet service through your telephone line, you must install a DSL filter between the telephone line cord and telephone wall jack. Contact your DSL service provider for more information about DSL filter.

Telephone wall jack

A DSL filter (not included) is required if you have DSL high-speed Internet service.

The DSL filter must be plugged into the telephone wall jack.

Mains power wall socket

Telephone base power adapter

Telephone line cord

Telephone base
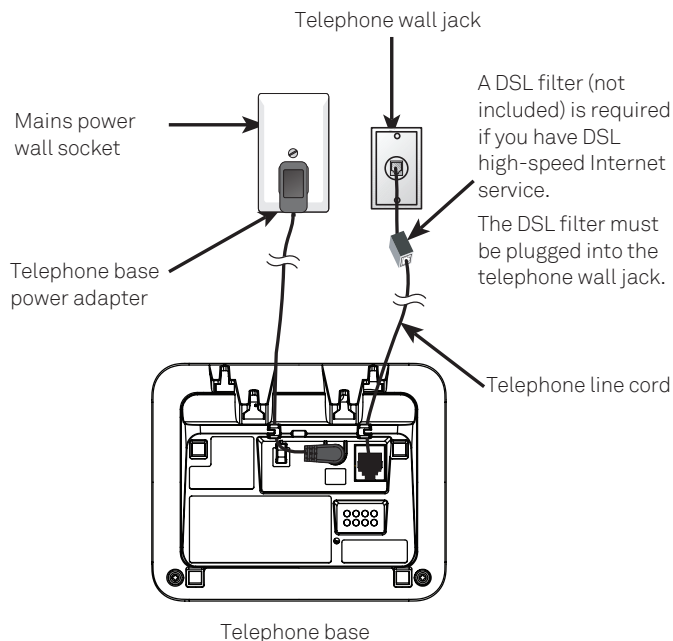
Handset batteries installation

Install the battery as shown below.

1. Plug the battery connector securely into the socket.
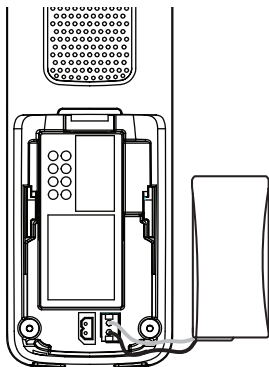
2. Place the battery the wires inside the battery compartment.
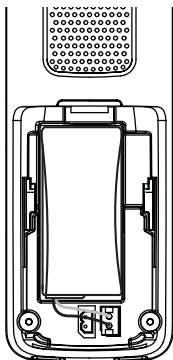
Handset batteries installation

3. Slide the battery compartment cover towards the center of the handset until it clicks into place.
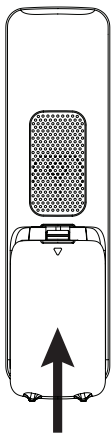
4. Place the handset in the telephone base or charger to charge.

Additional handset charger installation

1. Plug the power cable into the charger base.
2. Plug the other end into the power wall socket and switch the power on.

Mains power wall socket

Charger adapter

Charger
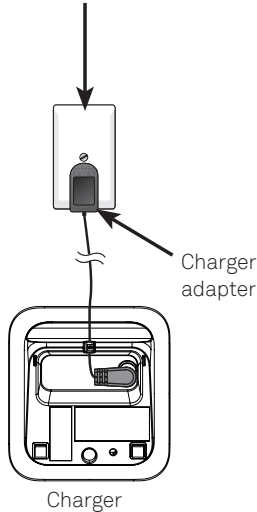
Notes:

-   Use only the power adapters supplied with this product.
-   The power adapters are intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling, under-the-table or cabinet outlet.

Wall Mounting

INSTALLATION OPTIONS

The telephone comes ready for tabletop use. If you want to mount your telephone on a wall, use the provided wall mount bracket to connect with a standard dual-stud telephone wall mount plate. If you do not have this wall mount plate, you can purchase one from many hardware or consumer electronics retailers. You may need a professional to install the wall mount plate.

TABLETOP TO WALL MOUNT INSTALLATION

1. Remove the telephone line cord from the telephone wall jack, and the telephone base power adapter from the electrical outlet (if necessary).
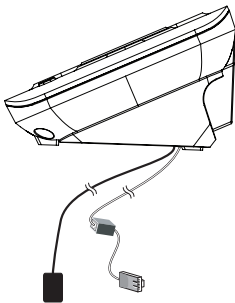
Wall Mounting

2. Position the telephone base against the wall mount bracket with the extended tabs marked B on top. Insert the extended tabs marked B on the wall mount bracket into the slots marked B on the back of the telephone base. Push the telephone base down until it clicks securely.
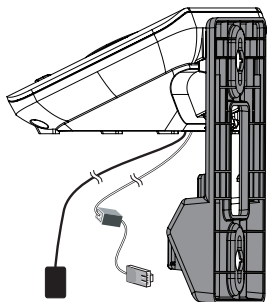
3. Route the telephone line cord through the hole on the wall mount bracket and plug it into the telephone wall jack. Route the power cord out of the telephone base and plug it into a mains power wall socket.
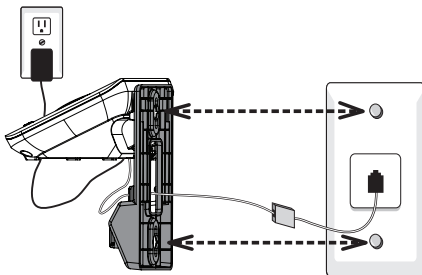
Wall Mounting

4. Align the holes on the bracket with the standard wall plate and slide the bracket down until it locks securely. Bundle the telephone line cord and power adapter cord neatly with twist ties.
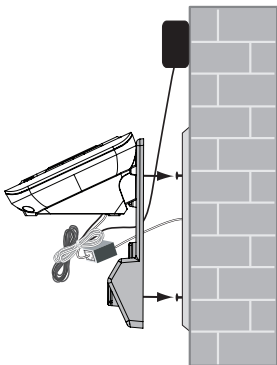
Wall Mounting

WALL MOUNT TO TABLETOP INSTALLATION

1. If the telephone line cord and power adapter cord are bundled, untie them first.

2. Slide the wall mount bracket up and remove it from the wall mount plate. Unplug the telephone line cord (or DSL filter) from the telephone wall jack. Unplug the power adapter from the power outlet.

3. Slide the telephone base up and remove it from the wall mount bracket.

4. See **Telephone base installation** on page 11.
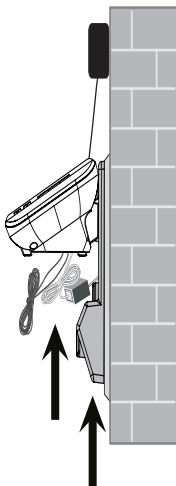
IMPORTANT

Check for a dial tone by pressing 🏠 HOME RECALL or ◀⟩ . If you hear a dial tone, the installation is successful.

WARNING

Do not place your VTech 15500/15550 in the bathroom or other humid areas.

IMPORTANT

The base station must be plugged into the mains power socket at all times. Do not connect the telephone line until the handset is fully charged. Only use the power adaptor, telephone cables and NiMH rechargeable batteries supplied with the product.

BATTERY LOW WARNING

If the ▭ icon flashes in the handset display you will need to recharge the handset before you can use it again.

During charging, the ▭ icon will appear to be filling in the display.

BATTERY PERFORMANCE

In ideal conditions, the fully charged battery should give up to 12 hours talk time, or 160 hours standby time, on a single charge. Note that a new battery will not reach full capacity until it has been in normal use for several days.

To keep the batteries in the best condition, leave the handset off the base for a few hours at a time. Running the battery right down at least once a week will help it last as long as possible. The charge capacity of the rechargeable battery will reduce with time as it wears out, giving the handset less talk / standby time.

Eventually it will need to be replaced. A replacement battery can be obtained by contacting TecHelp on 1300 369 193 or from your local electrical retailer.

After charging your handset for the first time, subsequent charging time is about 6–8 hours a day. The battery and handset may become warm during charging, however, this is normal.

USING YOUR VTECH 15500/15550 PHONE ON A BROADBAND ADSL LINE?

If this product is to be used on a broadband ADSL line, then you must ensure that it is connected via an ADSL filter. Using this product on a Broadband line without an ADSL filter may cause problems with this product and your Broadband service.

DATE AND TIME

If you have subscribed to a Network Calling Number Display service, the date and time are set automatically with each incoming call.

The date and time is recorded with each answering machine message you receive. If you have not subscribed to a Network Calling Number Display Service you can set the date and time manually.

Set the date and time manually

1. Press **MENU** when the handset is not in use.
2. Press ^{REDIAL}▲ or ▼_{CALLS} to scroll to **HS SETTINGS**.
3. Press **OK** and ^{REDIAL}▲ or ▼_{CALLS} to scroll to **DATE & TIME**.
4. Press **OK** and ^{REDIAL}▲ or ▼_{CALLS} to scroll to **SET TIME**.
5. Press **OK** and use the dialing keys to enter the hour and minute.
6. Press **OK** to save the settings. You hear a confirmation tone.

GETTING TO KNOW YOUR PHONE
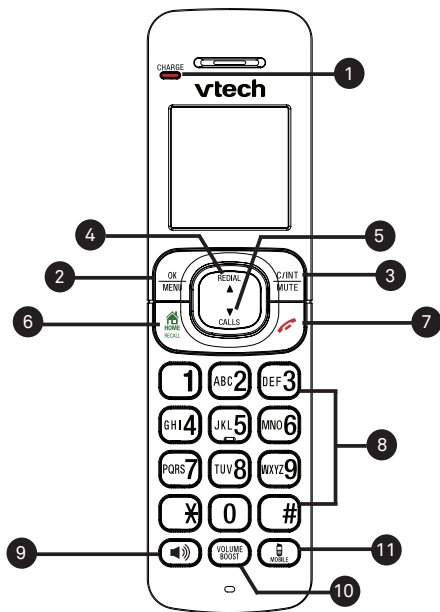
HANDSET OVERVIEW

1. CHARGE light

- On when the handset is charging in the telephone base or charger.

2. OK/MENU

- Press to show the menu.
- Press to select a highlighted item, or save an entry or setting while in a menu.

3. C/INT/MUTE

- Press to mute or unmute the microphone while on a call.
- Press to delete digits or characters while using the dialing keys.
- Press to make an internal call.

4. REDIAL ▲

- Press to review the redial list when the phone is not in use.
- Press to increase the listening volume during a call or message playback.
- Press to scroll up while in a menu, or reviewing the phonebook, call list or redial list.
- Press to move the cursor to the left while entering numbers or names in the phonebook.

5. ▼ CALLS

- Press to review the call list when the phone is not in use.
- Press to decrease the listening volume during a call or message playback.
- Press to scroll down while in a menu, or reviewing the phonebook, call list or redial list.
- Press to move the cursor to the right while entering numbers or names in the phonebook.

6. 🏠 HOME RECALL

- Press to make or answer a call.

- Press to activate Recall for use with Telephone Network Services such as Call Waiting during a call.

7. 📞

- Press to hang up during a call.
- Press to silence the ringer temporarily while the handset is ringing.
- Press to return to the previous menu.

8. ALPHANUMERIC KEY PAD/ *(star) /#(hash)

- Press to enter numbers or characters.
- <u>Press and hold</u> **#** to turn on or turn off the ringer.
- <u>Press and hold</u> ***** to lock or unlock the keypad.
- <u>Press and hold</u> **1** to access Network Voicemail.
- Press and hold **0** to insert a dialing pause while pre-dialing.

9. ◀))/SPEAKERPHONE

- Press to make or answer a call using the handset speakerphone.
- Press to switch between the handset speakerphone and the handset earpiece during a call.

10. VOLUME BOOST

- Press to enhance the clarity and loudness of the caller's voice during a call.

11. 📱 MOBILE

- Press to redial the last number dialed on the mobile.
- Press to answer a mobile call.

TELEPHONE BASE OVERVIEW (VTECH 15500)
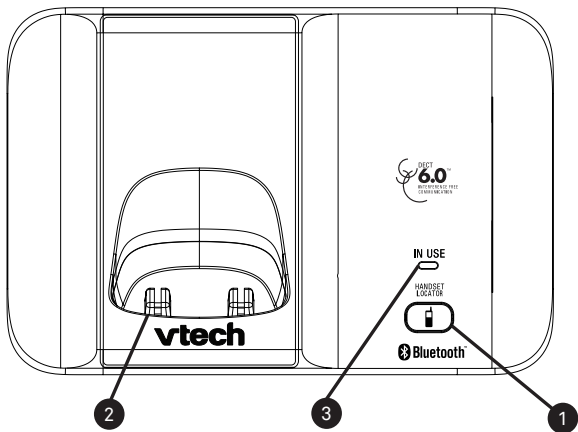
1. /HANDSET LOCATOR

• Press to locate the handset(s).

2. CHARGING CRADLE

3. IN USE LIGHT

• On when the telephone is in use.

TELEPHONE BASE OVERVIEW (VTECH 15550)
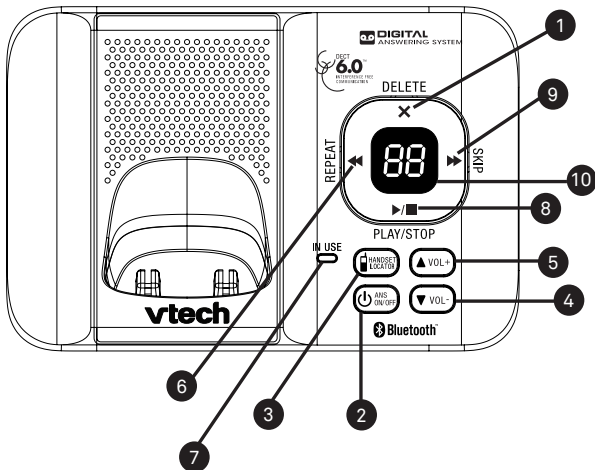
1. X/DELETE

- Press to delete the playing message.
- When the phone is not in use, <u>press and hold</u> to delete all previously reviewed messages.

2. ⏻ANS ON/OFF

- Press to turn the answering system on or off.

3. ⬛/HANDSET LOCATOR

- Press to locate the handset(s).

4. ▼ VOL-

- Press to decrease the volume during message playback.

- Press to decrease the telephone base ringer volume during ringing.

5. ▼ VOL-

- Press to increase the volume during message playback.
- Press to increase the telephone base ringer volume during ringing.

6. ◄◄

- Press to repeat the playing message.
- Press twice to play the previous message.

7. IN USE LIGHT

- On when the telephone is in use.
- Flashes when there is an incoming call or the phone has new voicemail message.

8. ▶/■

- Press to play messages.
- Press to stop message playback.

9. ▶▶

- Press to skip to the next message.

10. Message window

- Shows the number of messages, and other information of the answering system or telephone base.

NAVIGATING THE MENUS

Your VTech 15500/15550 has an easy to use menu system. Each menu has a list of options, as outlined on the following page.

To enter the main menu of the handset

1. Press **MENU** when the phone is not in use.
2. Press $^{REDIAL}_{\blacktriangle}$ or $_{CALLS}^{\blacktriangledown}$ until the handset displays the desired feature menu.
3. Press **OK** to enter that menu.

- To return to the previous menu, press **C/INT/MUTE** or 📞.
- To return to idle mode, press and hold **C/INT/MUTE** or 📞 (except in the **DEFAULT** menu).

HANDSET MENU LAYOUT

PHONEBOOK	CALL LIST	BS SETTINGS	HS SETTINGS
ADD	DETAILS	BS RINGER	DIRECT CALL
VIEW	ADD TO PB	RING VOLUME	ALARM
EDIT	DELETE	DELETE HS	RING SETUP
DELETE	DELETE ALL	FLASH TIME	TONE SETUP
DELETE ALL	CATEGORY	CHANGE PIN	RENAME HS
PB STATUS		ECO MODE	AUTO ANSWER
			DATE & TIME
			SELECT BASE
			POWER OUTAGE

PAIR MOBILE	REGISTRATION	DEFAULT	ANS. MACHINE (For 15550 only)
READY?	BASE 1 BASE 2 BASE 3 BASE 4	PIN?----	MSG PLAYBACK DEL ALL OLD MEMO TAM ON/OFF TAM SETTINGS

KEYSTROKE TABLE

1	1 · - ' ( ) * # & / ,
2	A B C a b c 2
3	D E F d e f 3
4	G H I g h i 4
5	J K L j k l 5
6	M N O m n o 6
7	P Q R S p q r s 7
8	T U V t u v 8
9	W X Y Z w x y z 9
0	space 0

HANDSET DISPLAY ICONS

The LCD display gives you information on the current status of the telephone.
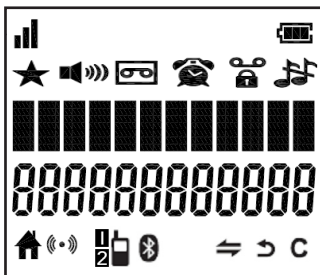
Display icons	Icons can be Steadily on (visible), Flashing or Off (not visible)
�	More blocks indicate a stronger reception signal. Less blocks indicate a weaker reception signal.
🏠	Steadily on when a home call is in progress.
🎵̷	Steadily on when the ringer is switched off.
⏰	Steady when an alarm is set. Flashes when the alarm time set before reaches.
🔒	Steadily on when the keypad is locked.
🔋	Steadily on when the battery is fully charged. Animates when the battery is charging.
▭	Flashes when low battery is detected, indicating that it needs charging.

★	Steadily on when you have received missed calls.
🔊	Steadily on when the speakerphone is turned on.
📼	Steadily on when the answering machine (TAM) is turned on.
ஐ	Steadily on when there are new and unread voicemail messages.
«•»	Steadily on when the handset booster is activated.
1 or 2	Steadily on when a mobile phone is paired and connected.
📱	Steadily on when a mobile call is in progress.
✦	Steadily on when a Bluetooth mobile phone is paired and connected.
⇌ (INT)	Press to initial an intercom call when idle.
⊃ (BACK)	Press to go back to previous menu level or cancel the current action if applicable.
C	Press to clear a character or stop the alarm if applicable, press to mute / unmute during a call.

BLUETOOTH

INTRODUCING BLUETOOTH

Your VTech 15500/15550 telephone system with Bluetooth wireless technology has the following features:

- Pairing a Bluetooth enabled mobile phone with the telephone base. One Bluetooth enabled mobile phone can be paired up and connected.
- Connecting a Bluetooth enabled mobile phone to receive mobile calls. Only one mobile phone can be connected and active on a call at a time.

IMPORTANT INFORMATION

- After plugging in the telephone base, wait at least 20 seconds before connecting a Bluetooth device. The screen shows Bluetooth system busy if you try to connect too soon.
- Refer to the User Guide of your Bluetooth enabled mobile phone for more information about how that device uses Bluetooth connectivity.
- Bluetooth wireless technology operates within a short range (up to 9 metres) from the telephone base. Keep connected mobile phones within this range.

- If your mobile phone has poor reception in your home, the VTech 15500/15550 cannot improve the reception. However, if there is a location in your house with better reception, you can leave your mobile phone at that location while you use the VTech 15500/15550 mobile line. For optional performance, the mobile phone must be within 4.5 metres of the telephone base.

- Charge your mobile phone while it is connected to the telephone base, Your mobile phone's battery discharges faster while it is connected to the telephone base via Bluetooth wireless technology.

- Monitor your mobile phone's usage because minutes may be deducted from your mobile plan for the duration of all mobile calls, depending on the terms of your plan.

Refer to the **BLUETOOTH SETUP** section to learn how to set up your Bluetooth device, Refer to the **USING THE PHONE** section on how to operate your Bluetooth devices with your VTech 15500/15550 telephone system with Bluetooth wireless technology. Refer to the **HELP** section if you experience difficulty when using the telephone system.

The Bluetooth® word mark and logos are owned by Bluetooth SIG, Inc.

BLUETOOTH SETUP

To use a Bluetooth enabled mobile phone with your telephone, you must first pair and connect your Bluetooth mobile phone with the telephone base. The VTech 15500/15550 can then be used to answer calls on the mobile phone line.

Bluetooth wireless technology operates within a short range (up to 9 metres). When you pair a Bluetooth mobile phone to the telephone base, keep the device within 4.5 metres of the telephone base or optimal performance.

ADD A MOBILE PHONE

Before you begin, make sure that you have mobile coverage and your Bluetooth enabled mobile phone is not connected to any other Bluetooth device. Refer to your mobile phone's user guide to learn how to search for or add new Bluetooth devices.

To pair and connect a mobile phone:

1. Press **MENU** on the handset in idle mode to enter the main menu.
2. Press or to scroll to **PAIR MOBILE**.
3. Press **OK**, the handset screen displays "**READY**?".
4. Press **OK**, the handset screen displays "**DISCOVERING**". The Bluetooth feature of system is activated.
5. Using your Bluetooth enabled mobile phone, turn on the Bluetooth feature and search for a new device.

1. Once your Bluetooth enabled mobile phone has found the VTech 15500/15550 telephone, select it and continue the pairing process.

2. When the Bluetooth enabled phone is successfully paired, the screen will display "**COMPLETED**" with a confirmation tone and the ✆ icon appears on the handset.

Notes:

- The pairing process may take up to one minute. If the pairing process fails, try again.
- The steps for the pairing process may vary for different mobile phones. If this happens, follow the prompts on your mobile phone and your VTech 15500/15550 to complete the pairing process.
- Refer to the User's manual of your Bluetooth enabled mobile phone to learn how to search for or add new Bluetooth devices.

REPLACE A PAIRED MOBILE PHONE

If you have already paired up a Bluetooth enabled phone, you will need to remove it if you would like to pair up another device. Follow the below steps to replace and pair up a new device.

1. Press **MENU** on the handset in idle mode to enter the main menu.

2. Press ^{REDIAL}▲ or ▼_{CALLS} to scroll to **PAIR MOBILE**.

3. Press **OK** and $_\blacktriangle^{\text{REDIAL}}$ or $_\text{CALLS}^{\blacktriangledown}$ to scroll to **REPLACE**.

4. Press **OK** and the handset screen displays "**READY?**".

5. Press **OK**, the handset screen displays "**DISCOVERING**". The Bluetooth feature of system is activated.

6. Using your Bluetooth enabled mobile phone, turn on the Bluetooth feature and search for a new device.

7. Once your Bluetooth enabled mobile phone has found the VTech 15500/15550 telephone, select it and continue the pairing process.

8. When the Bluetooth enabled phone is successfully paired, the screen will display "**COMPLETED**" with a confirmation tone.

DELETE A PAIRED MOBILE PHONE

1. Press **MENU** on the handset in idle mode to enter the main menu.

2. Press $_\blacktriangle^{\text{REDIAL}}$ or $_\text{CALLS}^{\blacktriangledown}$ to scroll to **PAIR MOBILE**.

3. Press **OK** and $_\blacktriangle^{\text{REDIAL}}$ or $_\text{CALLS}^{\blacktriangledown}$ to scroll to **REMOVE**.

4. Press **OK** and the handset screen displays "**REMOVE?**".

5. Press **OK**, the handset screen displays "**REMOVING**".

6. When the device is deleted, you will hear a confirmation tone and "**REMOVED**" will be displayed on the screen.

CONNECT THE PAIRED MOBILE PHONE

The 🅑 icon will be display on the handset screen when a mobile has been paired up, no matter it is connected or not. You can connect the paired mobile phone from the menu.

1. Press **MENU** on the handset in idle mode to enter the main menu.
2. Press ▲REDIAL or ▼CALLS to scroll to **PAIR MOBILE**.
3. Press **OK** and or to scroll to **CONNECT**.
4. Press **OK** and the handset screen displays "**CONNECTING**".
5. Using your Bluetooth enabled mobile phone, turn on the Bluetooth feature.
6. When the Bluetooth enabled mobile phone is successfully connected, there will be a confirmation tone and the screen will display "**CONNECTED**".

Note: The screen will show "**FAILED**" if the Bluetooth of the mobile phone is turn off.

USING THE PHONE

MAKE, ANSWER OR END A HOME CALL

To make a home call:
1. Press 🏠 or 🔊 on the handset.
2. When you hear a dial tone, dial the number with the dialing keys (**0**-**9**, ***** or **#**).

To predial a home call:
1. Enter the number with the dialing keys (0-9).
2. Press 🏠 or 🔊 to dial.

To answer a home call:
If the handset is not on the base station or charger:
Press 🏠 or 🔊.

If the handset is on the base station or charger, and if **AUTO ANSWER** is set to **ON**:
When the phone rings, lift the handset to answer a call.

To end a home call:
Press 📞 or place the handset in the telephone base or charger.

REDIAL, ANSWER OR END A MOBILE CALL

To redial the last number dialed on the mobile:

1. Press 📱 on the handset. The handset displays **REDIAL MOBI**.
2. Press 📱 again or press **OK** to redial the last number dialed on the mobile.

To answer a mobile call:

Press 📱.

To end a mobile call:

Press 📞 or place the handset in the telephone base or charger.

SPEAKERPHONE

Handset speakerphone:

During a call, press 🔊 to switch between speakerphone and normal handset use.

When the speakerphone is active, the handset displays **SPEAKER ON** and 🔊.

VOLUME BOOST

Use the **VOLUME BOOST** feature to enhance the clarity and loudness of the voice on handset earpiece.

To turn on VOLUME BOOST on the handset:

- While you are on a call using the handset earpiece, press **VOLUME BOOST** on the handset.
- Press **VOLUME BOOST** again to turn off.

VOLUME CONTROL

During a call, press ▲ VOL+ or ▼ VOL- to adjust the listening volume.

The handset earpiece and speakerphone volume settings are independent.

MUTE

The mute function allows you to hear the other party but the other party cannot hear you.

- During a call, press **MUTE**. The handset displays **SECRECY ON** until the mute function is turned off.
- Press **MUTE** again to resume the conversation. The handset displays **LINE IN USE**.

TEMPORARY RINGER SILENCING

When the telephone is ringing, you can temporarily silence the ringer of the handset or the telephone base without disconnecting the call. The next call rings normally at the preset volume.

To silence the ringer temporary on a handset:

Press 📞.

To silence the ringer temporary at the telephone base:

Press ▼ VOL- repeatedly until the ringer is silent.

Each handset and the base ring when there is an incoming call unless the ringer volume of that device is turned off.

REDIAL

The last 5 telephone numbers dialed (up to 24 digits) are stored in the system memory.

- When there are already 5 entries, the oldest entry is deleted to make room for the new entry.
- Entries are in reverse chronological order.
- The handset plays two beeps when you reach the end or beginning of the redial list, or when you access the redial list with no records.

To review and dial a redial entry:

1. Press $\frac{\text{REDIAL}}{\blacktriangle}$ when the phone is not in use.
2. Press $\frac{\text{REDIAL}}{\blacktriangle}$ or $\frac{\blacktriangledown}{\text{CALLS}}$ to scroll to the desired entry displays.
3. Press $\frac{\text{HOME}}{\text{RECALL}}$ or ◀◗ to dial.

To save a redial entry to phonebook:

1. Press $\frac{\text{REDIAL}}{\blacktriangle}$ when the handset is not in use.
2. Press $\frac{\text{REDIAL}}{\blacktriangle}$ or $\frac{\blacktriangledown}{\text{CALLS}}$ to scroll to the desired entry displays.
3. Press **OK** and $\frac{\text{REDIAL}}{\blacktriangle}$ or $\frac{\blacktriangledown}{\text{CALLS}}$ to scroll to **ADD TO PB**.
4. Press **OK** and then enter the name.
5. Press **OK** and then edit the number if necessary.
6. Press **OK** and $\frac{\text{REDIAL}}{\blacktriangle}$ or $\frac{\blacktriangledown}{\text{CALLS}}$ to choose a desired melody. The respective melody will be played when browsing the melody list (a total of 10 melodies for your selection).
7. Press **OK** to confirm. You hear a confirmation tone.

To delete a redial entry:

1. Press ^{REDIAL}▲ when the handset is not in use.
2. Press ^{REDIAL}▲ or ▼CALLS to scroll to the desired entry displays.
3. Press **OK** and ^{REDIAL}▲ or ▼CALLS to scroll to **DELETE**.
4. Press **OK**. The screen displays "**CONFIRM?**".
5. Press **OK**. You hear a confirmation tone.

To delete the entire redial list:

1. Press ^{REDIAL}▲ when the handset is not in use.
2. Press ^{REDIAL}▲ or ▼CALLS to scroll to the desired entry displays.
3. Press **OK** and ^{REDIAL}▲ or ▼CALLS to scroll to **DELETE ALL**.
4. Press **OK**. The screen displays "**CONFIRM?**".
5. Press **OK**. You hear a confirmation tone.

CHAIN DIALING

Use this feature on the cordless handsets to initiate a dialing sequence from numbers stored in the phonebook, call list or redial list while you are on a call.

To access a number in the directory:

1. Press **MENU** while on a call.
2. Press ^{REDIAL}▲ or ▼CALLS to scroll to **PHONEBOOK**.
3. Press **OK** and ^{REDIAL}▲ or ▼CALLS to scroll to desired entry.
4. Press **OK** or 🏠RECALL to dial the displayed number.

To access a number in the call list:

1. Press **MENU** while on a call.
2. Press ^{REDIAL}▲ or ▼_{CALLS} to scroll to **CALL LIST**.
3. Press **OK** and ^{REDIAL}▲ or ▼_{CALLS} to scroll to desired entry.
4. Press **OK** or 🏠 to dial the displayed number.

To access a number on the redial list:

1. Press **MENU** while on a call.
2. Press ^{REDIAL}▲ or ▼_{CALLS} to scroll to **REDIAL LIST**.
3. Press **OK** and ^{REDIAL}▲ or ▼_{CALLS} to scroll to desired entry.
4. Press **OK** or 🏠 to dial the displayed number.

FIND HANDSET

Use this feature to find all system handsets.

To start paging:

- Press 📱**/HANDSET LOCATOR** on the telephone base when not in use. All idle handsets ring and display **PAGING**.

To end paging:

- Press 📱**/HANDSET LOCATOR** on the telephone base.

-OR-

- Press 🏠, 📞 or **DELETE** on the handset.

-OR-

- Place the handset in the telephone base.

MULTIPLE HANDSETS (IF YOU HAVE PURCHASED A VTECH 15500/15550 MULTI-HANDSET PACK)

Multiple handsets allow you to make internal calls, transfer external calls from one handset to another handset and make conference calls. If the called handset is not answered within 60 seconds, the called handset will stop ringing and the calling handset will return to idle mode.

To call another handset:

1. In idle mode, press **MUTE**.
- If you have two handsets, the screen displays **CALLING HS X.**
- If you have three or more handsets, the screen displays all registered handsets except the calling handset. Enter the desired handset number to intercom with.
2. The called handset rings. Press 🏠 or ◀)) , or lift the called handset from the base or charger to establish the internal call.

Notes:

- If only one handset is registered to the base station, press **MUTE** and it will display "**NOT POSSIBLE**".
- If only two handsets are registered to the base station, press **MUTE** will connect to another handset immediately.

To call all handsets:

1. In idle mode, press **MUTE** and the screen displays all registered handsets.
2. Press ^{REDIAL}▲ or ▼_{CALLS} to select **ALL** to ring all registered handsets.

To transfer an external call to another handset:

During an external call:

1. Press **MENU** and then ^{REDIAL}▲ or ▼_{CALLS} to select **INTERCOM**.
2. Press **OK**.
- If you have two handsets, the screen displays **CALLING HS X.**
- If you have three or more handsets, the screen displays all registered handsets except the calling handset. Enter the desired handset number to intercom with.
3. The external call is put on hold automatically and the called handset rings.
4. Press 🏠_{HOME/RECALL}, ◀》, or lift the called handset to establish an internal call.
5. Press 📞 on the calling handset or put the calling handset on the charging cradle to end the current call with the external party.
6. The external call is transferred to the called handset.

To make a 3-way conference call:

The conference call feature allows one external call to be shared with two handsets (in intercom). The three parties can share the conversation and no network subscription is required.

During an external call::

1. Follow Steps 1 to 4 in "**To transfer an external call to another handset:**".
2. <u>Press and hold</u> **✗** on the calling handset to establish the 3-way conference call.

Note: If either handset hangs up during a conference call it will leave the other handset still in connection with the external call.

POWER FAIL BACK-UP

Power Fail back-up system lets you make calls during a mains power interruption with your cordless phone. During a mains power interruption, you can supply the power stored in your handset battery to the base unit, so you can make calls even when the power is out.

Notes:

- Power Fail Back-Up mode will not work if the handset battery power is not sufficient (usually not lower than level 2).

- Do not pick up the power supplying handset from base when Power Fail Back-Up mode is activated.

- Do not touch the charging contacts of the power supplying handset during Power Fail Back-Up mode.

- In Power Fail Back-Up mode none of the base functions, including the answering machine will operate.

- It may take up to 90 seconds to transition through the Power Fail Back-Up activation process as the base and handset(s) synchronise with each other.

To make a call using Power Fail Back-Up mode

If there is only one handset registered to the base:

1. Once the handset is placed onto the main base unit, enter the telephone number, and then press 🏠 or 🔊 .The speakerphone will be turned on automatically and call is made.

-OR-

1. Lift up the handset and enter the telephone number.

2. Place the handset back onto the main base unit within 30 seconds. The speakerphone will be turned on automatically and call is made.

3. To end the call, press 📞.

Notes:
- If there is more than one handset registered to the base, the handset on the main base unit should be left as a power supply of the base and you can use the other handset(s) to make calls like normal.
- The handset should always remain on the main base unit for the entire length of the call.

To answer a call using Power Fail Back-Up mode
If there is only one handset registered to the base:

1. When the phone rings, keep the handset on the main base unit and press 🏠 or ◀» to answer the call. The speakerphone will be turned on automatically and call is made.

2. To end the call, press 📞.

Notes:
- If there is more than one handset registered to the base, the handset on the main base unit should be left as a power supply of the base and you can use the other handset(s) to receive calls like normal.
- The power supplying handset should always be placed on the main base unit for the entire length of the call.
- The range of the base unit is limited during Power Fail Back-Up mode. Keep the handset close to the base unit.

The feature is preset to **AUTO**. You may also manually change the power fail back-up setting.

1. Press **MENU** when the handset is not in use.
2. Press ^{REDIAL}▲ or ▼_{CALLS} to scroll to **HS SETTINGS**.
3. Press **OK** and ^{REDIAL}▲ or ▼_{CALLS} to scroll to **POWER OUTAGE**.
4. Press **OK** and ^{REDIAL}▲ or ▼_{CALLS} to select **MANUAL**, **AUTO** or **OFF**.
5. Press **OK** to save your selection. You hear a confirmation tone.

Notes:

- If **OFF** is selected, Power Fail Back-Up mode will not be enabled.
- If **AUTO** is selected, the registered handset(s) will display **Put on BS to power outage** for about 2 seconds, followed by **PWR OUTAGE NO PICK UP** when mains power interruption occurs. Place the handset with sufficient battery power (usually not lower than **level 2**) onto the main base unit to activate Power Fail Back-Up and start up the base. If handset is already on the main base unit it will automatically activate the Power Fail Back-Up mode (if it has sufficient battery power) and start up the base. If **AUTO** is selected and handset is not returned to base unit within approximately 2 minutes the handset will temporarily revert to Manual mode to converse battery power.
- If **MANUAL** is selected, the registered handset(s) will display **TO PWR UP HOLD OFF KEY** when mains power interruption occurs. Press and hold 📞 and then place the handset onto the main base unit to activate the Power Fail Back-Up mode and start up the base.

PHONEBOOK

A phonebook entry can be up to 24 digits for each phone number and 12 characters for each name.

ADD A PHONEBOOK ENTRY

1. Press **MENU** when the telephone is not in use, and then press ^{REDIAL}▲ or _{CALLS}▼ to scroll to **PHONEBOOK**. Press **OK**.
2. Press **OK** and ^{REDIAL}▲ or _{CALLS}▼ to scroll to **ADD**, and then press **OK**.
3. Enter a name, and then press **OK**.
4. Enter a number, and then press **OK**.
5. Press ^{REDIAL}▲ or _{CALLS}▼ to scroll to the desired ringer melody for your phonebook entry (a total of 10 melodies for your selection).
6. Press **OK** to confirm. You hear a confirmation tone.

REVIEW PHONEBOOK ENTRIES

Phonebook entries appear alphabetically.

1. Press **MENU** when the telephone is not in use, and then press ^{REDIAL}▲ or _{CALLS}▼ to scroll to **PHONEBOOK**. Press **OK**.
2. Press ^{REDIAL}▲ or _{CALLS}▼ to scroll to the desired entry.
3. Press **OK** and ^{REDIAL}▲ or _{CALLS}▼ to scroll to **VIEW**.
4. Press **OK** and ^{REDIAL}▲ or _{CALLS}▼ to view the detail of the selected entry.

ALPHABETICAL SEARCH

1. Press **MENU** when the telephone is not in use, and then press ^{REDIAL}▲ or ▼_{CALLS} to scroll to **PHONEBOOK**.

2. Press **OK** to show the first entry in the phonebook.

3. 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 ▼_{CALLS} to see Jessie), twice to see Kevin, or three times to see Linda. If necessary, press ^{REDIAL}▲ or ▼_{CALLS} to browse.

EDIT A PHONEBOOK ENTRY

1. Search for the desired entry in the phonebook (see **Review phonebook entries** on page 50 or **Alphabetical search** on page 51).

2. Press **MENU** and ^{REDIAL}▲ or ▼_{CALLS} to scroll to **EDIT**, and then press **OK**.

3. Edit the name, and then press **OK**.

4. Edit the number, and then press **OK**.

5. Press ^{REDIAL}▲ or ▼_{CALLS} to scroll to the desired ringer melody for your phonebook entry.

6. Press **OK**. You hear a confirmation tone.

DELETE A PHONEBOOK ENTRY

1. Press **MENU** when the telephone in idle, and then press ^{REDIAL}▲ or ▼ᴄᴀʟʟs to scroll to **PHONEBOOK**. Press **OK**.
2. Press ^{REDIAL}▲ or ▼ᴄᴀʟʟs to scroll to the desired entry.
3. Press **OK** and ^{REDIAL}▲ or ▼ᴄᴀʟʟs to scroll to **DELETE,** and then press **OK**. The screen will display "**CONFIRM?**".
4. Press **OK** to confirm.

DELETE ALL PHONEBOOK ENTRIES

1. Press **MENU** when the telephone in idle, and then press ^{REDIAL}▲ or ▼ᴄᴀʟʟs to scroll to **PHONEBOOK**. Press **OK**.
2. Press **OK** and ^{REDIAL}▲ or ▼ᴄᴀʟʟs to scroll to **DELETE ALL,** and then press **OK**. The screen will display "**CONFIRM?**".
3. Press **OK** to confirm.

CHECK THE PHONEBOOK USAGE

You can check how many entries have been stored in your phone and how many phonebook entries are available for you to store in the phonebook.

1. Press **MENU** when the telephone in idle, and then press ^{REDIAL}▲ or ▼ᴄᴀʟʟs to scroll to **PHONEBOOK**. Press **OK**.
2. Press ^{REDIAL}▲ or ▼ᴄᴀʟʟs to scroll to the desired entry.
3. Press **OK** and ^{REDIAL}▲ or ▼ᴄᴀʟʟs to scroll to **PB STATUS**, and then press **OK**. The screen will display **XX/100 USED**.

HANDSET SETTINGS

USING THE MENU

You can use the menu of the handset to change the telephone settings.

1. Press **MENU** when idle.
2. Press ^{REDIAL}▲ or ▼_{CALLS} until the screen displays the desired feature menu.
3. Press **OK** to enter the menu.
- To return to the previous menu, press **C/INT/MUTE** or 📞.
- To return to idle mode, <u>press and hold</u> **C/INT/MUTE** or 📞 (except in the **DEFAULT** menu).

SET DATE AND TIME

The answering system records the date and time of each message you receive. Before using the answering system or alarm, set the date and time as follows. If you subscribe to a Network Calling Number Display service, the date and time are set automatically with each incoming call. Make sure the settings are correct so that the alarm feature works properly.

To set the date format:

1. Press **MENU** when the handset is not in use.
2. Press ^{REDIAL}▲ or ▼_{CALLS} to scroll to **HS SETTINGS**.
3. Press **OK** and ^{REDIAL}▲ or ▼_{CALLS} to scroll to **DATE & TIME**.
4. Press **OK** and ^{REDIAL}▲ or ▼_{CALLS} to scroll to **DATE FORMAT**.

5. Press **OK** and ^{REDIAL}▲ or ▼_{CALLS} to select your desired date format (**DD-MM-YY** or **MM-DD-YY**).

6. Press **OK** to confirm. You hear a confirmation tone.

To set the time format:

1. Press **MENU** when the handset is not in use.

2. Press ^{REDIAL}▲ or ▼_{CALLS} to scroll to **HS SETTINGS**.

3. Press **OK** and ^{REDIAL}▲ or ▼_{CALLS} to scroll to **DATE & TIME**.

4. Press **OK** and ^{REDIAL}▲ or ▼_{CALLS} to scroll to **TIME FORMAT**.

5. Press **OK** and ^{REDIAL}▲ or ▼_{CALLS} to select your desired time format (**12 HR** or **24 HR**).

6. Press **OK** to confirm.

To set the time:

1. Press **MENU** when the handset is not in use.

2. Press ^{REDIAL}▲ or ▼_{CALLS} to scroll to **HS SETTINGS**.

3. Press **OK** and ^{REDIAL}▲ or ▼_{CALLS} to scroll to **DATE & TIME**.

4. Press **OK** and ^{REDIAL}▲ or ▼_{CALLS} to scroll to **SET TIME**.

5. Press **OK** and use the dialing keys to enter the hour and minute.

6. Press **OK** to save the settings. You hear a confirmation tone.

DIRECT CALL

You can turn on the direct call function and set a number for direct call. If this function is turned on, you can press any key in idle mode except **MENU** to dial the direct call number.

To turn on/off the direct call function

1. Press **MENU** when the handset is not in use.
2. Press $\overset{\text{REDIAL}}{\blacktriangle}$ or $\overset{\blacktriangledown}{\text{CALLS}}$ to scroll to **HS SETTINGS**.
3. Press **OK** twice to choose **DIRECT CALL**.
4. Enter the system PIN (default: **0000**).
5. Press **OK** and $\overset{\text{REDIAL}}{\blacktriangle}$ or $\overset{\blacktriangledown}{\text{CALLS}}$ to scroll to **ON or OFF**.
6. Press **OK** to confirm.

Note: If ON is selected, you will be asked to set the direct call number.

To set the direct call number (if direct call is set to ON)

1. Follow Steps 1 to 5 in the section **To turn on/off the direct call function**.
2. Enter the direct call number.
3. Press **OK** to confirm.

WARNING: WHEN DIRECT CALL IS SET TO ON THE DISPLAY SHOWS **DIRECT CALL** AND YOUR PHONE IS ONLY CAPABLE OF DIALLING THE NUMBER YOU PROGRAM UNDER THE DIRECT CALL FEATURE. TO RETURN TO NORMAL DIALLING THE DIRECT CALL FEATURE MUST BE TURNED OFF.

ALARM SETTINGS

You can use this phone to set an alarm clock.

To turn on/off the alarm

1. Press **MENU** when the handset is not in use.
2. Press ^{REDIAL}▲ or ▼_{CALLS} to scroll to **HS SETTINGS**.
3. Press **OK** and ^{REDIAL}▲ or ▼_{CALLS} to scroll to **ALARM**.
4. Press **OK** and ^{REDIAL}▲ or ▼_{CALLS} to scroll to **ON or OFF**.
5. Press **OK** to confirm.

Note: If ON is selected, you will be asked to set the alarm time.

To set the alarm time (if the alarm is set to ON)

1. Follow Steps 1 to 5 in the section **To turn on /off the alarm**.
2. Enter the time.
3. Press **OK** to confirm.

RINGER VOLUME

You can adjust the ringer volume or turn the ringer off on each handset. When the ringer is turned off, the handset displays 🔕.

1. Press **MENU** when the handset is not in use.
2. Press ^{REDIAL}▲ or ▼_{CALLS} to scroll to **HS SETTINGS**.
3. Press **OK** and ^{REDIAL}▲ or ▼_{CALLS} to scroll to **RING SETUP**.
4. Press **OK** and ^{REDIAL}▲ or ▼_{CALLS} to scroll to **RING VOLUME**.

5. Press **OK** and ^{REDIAL}▲ or _{CALLS}▼ to sample each ringer volume level (a total of 6 levels for your selection, including **VOLUME OFF**).

6. Press **OK** to save your selection. You hear a confirmation tone.

RINGER MELODY

To set the ringer melody for external calls:

You can choose from different ringer tones on each handset.

1. Press **MENU** when the handset is not in use.

2. Press ^{REDIAL}▲ or _{CALLS}▼ to scroll to **HS SETTINGS**.

3. Press **OK** and ^{REDIAL}▲ or _{CALLS}▼ to scroll to **RING SETUP**.

4. Press **OK** and ^{REDIAL}▲ or _{CALLS}▼ to scroll to **EXT. RING**.

5. Press **OK** and ^{REDIAL}▲ or _{CALLS}▼ to select the desired ringer melody (a total of 10 melodies for your selection).

6. Press **OK** to confirm. You hear a confirmation tone.

To set the ringer melody for internal calls:

You can choose from different ringer tones on each handset.

1. Press **MENU** when the handset is not in use.

2. Press ^{REDIAL}▲ or _{CALLS}▼ to scroll to **HS SETTINGS**.

3. Press **OK** and ^{REDIAL}▲ or _{CALLS}▼ to scroll to **RING SETUP**.

4. Press **OK** and ^{REDIAL}▲ or _{CALLS}▼ to scroll to **INT. RING**.

5. Press **OK** and ^{REDIAL}▲ or _{CALLS}▼ to select the desired ringer melody (a total of 10 melodies for your selection).

6. Press **OK** to confirm. You hear a confirmation tone.

To set the ringer melody for mobile calls:

You can choose from different ringer tones for mobile calls.

1. Press **MENU** when the handset is not in use.
2. Press ^{REDIAL}▲ or _{CALLS}▼ to scroll to **HS SETTINGS**.
3. Press **OK** and ^{REDIAL}▲ or _{CALLS}▼ to scroll to **RING SETUP**.
4. Press **OK** and ^{REDIAL}▲ or _{CALLS}▼ to scroll to **MOBILE RING**.
5. Press **OK** and ^{REDIAL}▲ or _{CALLS}▼ to select the desired ringer melody (a total of 10 melodies for your selection).
6. Press **OK** to confirm. You hear a confirmation tone.

KEY TONE

The handset is set to beep with each key press. If you turn off the key tone, there are no beeps when you press keys.

To set the key tone:

1. Press **MENU** when the handset is not in use.
2. Press ^{REDIAL}▲ or _{CALLS}▼ to scroll to **HS SETTINGS**.
3. Press **OK** and ^{REDIAL}▲ or _{CALLS}▼ to scroll to **TONE SETUP**.
4. Press **OK** and ^{REDIAL}▲ or _{CALLS}▼ to scroll to **KEY TONE**.
5. Press **OK** and ^{REDIAL}▲ or _{CALLS}▼ to select **ON** or **OFF**.
6. Press **OK** to save your selection. You hear a confirmation tone.

LOW BATTERY TONE

When low battery tone is set to **ON** and low battery is detected, an alert tone will be emitted while you are talking with the handset to alert you that you need to charge up your battery.

To set the low battery tone:

1. Press **MENU** when the handset is not in use.
2. Press ^{REDIAL}▲ or ▼CALLS to scroll to **HS SETTINGS**.
3. Press **OK** and ^{REDIAL}▲ or ▼CALLS to scroll to **TONE SETUP**.
4. Press **OK** and ^{REDIAL}▲ or ▼CALLS to scroll to **BATTERY TONE**.
5. Press **OK** and ^{REDIAL}▲ or ▼CALLS to select **ON** or **OFF**.
6. Press **OK** to save your selection. You hear a confirmation tone.

OUT OF RANGE TONE

When a handset is out of range of the telephone base, an alert tone will be emitted if no coverage tone is set to **ON**, You need to move the handset closer to the telephone base.

To set the out of range tone:

1. Press **MENU** when the handset is not in use.
2. Press ^{REDIAL}▲ or ▼CALLS to scroll to **HS SETTINGS**.
3. Press **OK** and ^{REDIAL}▲ or ▼CALLS to scroll to **TONE SETUP**.
4. Press **OK** and ^{REDIAL}▲ or ▼CALLS to scroll to **BATTERY TONE**.
5. Press **OK** and ^{REDIAL}▲ or ▼CALLS to select **ON** or **OFF**.
6. Press **OK** to save your selection. You hear a confirmation tone.

AUTO ANSWER

This feature allows you to answer a call by lifting the handset off the base if you have set the auto answer to **ON**.

To reset the auto answer:

1. Press **MENU** when the handset is not in use.
2. Press ^{REDIAL}▲ or _{CALLS}▼ to scroll to **HS SETTINGS**.
3. Press **OK** and ^{REDIAL}▲ or _{CALLS}▼ to scroll to **AUTO ANSWER**.
4. Press **OK** and ^{REDIAL}▲ or _{CALLS}▼ to select **ON** or **OFF**.
5. Press **OK** to save your selection. You hear a confirmation tone.

RENAME HANDSET

You can change the name of each device. The new name of each device cannot exceed 10 characters.

To rename the handset:

1. Press **MENU** when the handset is not in use.
2. Press ^{REDIAL}▲ or _{CALLS}▼ to scroll to **HS SETTINGS**.
3. Press **OK** and ^{REDIAL}▲ or _{CALLS}▼ to scroll to **RENAME HS**.
4. Press **OK** and use the dialing keys to edit the name.
5. Press **OK** to save your selection. You hear a confirmation tone.

BASE SETTINGS

RINGER VOLUME

Using the telephone:

Press ▲ VOL+ or ▼ VOL- on the telephone base to adjust the message playback volume when the phone is not in use.

Press ▲ VOL+ or ▼ VOL- on the telephone base to adjust the base ringer volume during ringing.

Using the handset:

1. Press **MENU** when the handset is not in use.
2. Press ^{REDIAL}▲ or ▼_{CALLS} to scroll to **BS SETTINGS**.
3. Press **OK** and ^{REDIAL}▲ or ▼_{CALLS} to scroll to **RING VOLUME**.
4. Press **OK** and ^{REDIAL}▲ or ▼_{CALLS} to sample each ringer volume level (a total of 6 levels for your selection, including **VOLUME OFF**).
5. Press **OK** to save your selection. You hear a confirmation tone.

RINGER MELODY

1. Press **MENU** when the handset is not in use.
2. Press ^{REDIAL}▲ or ▼_{CALLS} to scroll to **BS SETTINGS**.
3. Press **OK** and ^{REDIAL}▲ or ▼_{CALLS} to scroll to **BS RINGER**.
4. Press **OK** and ^{REDIAL}▲ or ▼_{CALLS} to select the desired ringer melody (a total of 5 melodies for your selection).
5. Press **OK** to confirm. You hear a confirmation tone.

FLASH TIME

The flash time settings are country dependent. Please contact your local service provider for the correct settings.

1. Press **MENU** when the handset is not in use.
2. Press ^{REDIAL}▲ or ▼_{CALLS} to scroll to **BS SETTINGS**.
3. Press **OK** and ^{REDIAL}▲ or ▼_{CALLS} to scroll to **FLASH TIME**.
4. Press **OK** and ^{REDIAL}▲ or ▼_{CALLS} to select the **SHORT**, **MEDIUM**, or **LONG**.
5. Press **OK** to confirm. You hear a confirmation tone.

CHANGE SYSTEM PIN CODE

A 4-digit system PIN code is used for changing the system settings of the base station. It is used to protect your phone against unauthorized use. The default system PIN code is **0000**.

1. Press **MENU** when the handset is not in use.
2. Press ^{REDIAL}▲ or ▼_{CALLS} to scroll to **BS SETTINGS**.
3. Press **OK** and ^{REDIAL}▲ or ▼_{CALLS} to scroll to **CHANGE PIN**.
4. Press **OK** and enter the old system PIN.
5. Press **OK** and enter the new system PIN.
6. Press **OK** and enter the new system PIN again.
7. Press **OK** to confirm. You hear a confirmation tone.

ECO MODE

When **ECO mode** is set to **ON**, the radiation, as well as the transmission range, will be halved.

1. Press **MENU** when the handset is not in use.
2. Press ^{REDIAL}▲ or ▼_{CALLS} to scroll to **BS SETTINGS**.
3. Press **OK** and ^{REDIAL}▲ or ▼_{CALLS} to scroll to **ECO MODE**.
4. Press **OK** and ^{REDIAL}▲ or ▼_{CALLS} to select the **ON** or **OFF**.
5. Press **OK** to confirm. You hear a confirmation tone.

TELEPHONE NETWORK SERVICES*

*Subscription and/or usage charges may apply to use these services. Some features may not operate as described. Call your Network Service Provider for more information.

CALLING NUMBER DISPLAY

If you have subscribed to a Network Calling Number Display service, you will be able to see your caller's number on your handset display (provided it is not blocked) prior to answering the call. If your caller's name is stored in the phonebook and a number match is found, you will see the caller's name on the display instead.

Calling Number Display from the home line allows you to see the name, number, date and time of the incoming calls. The Calling Number Display may appear differently if the caller is matched to a phonebook entry (see **Memory match** on page 65).

When a Network Calling Number Display is active on your service, incoming numbers will be saved in the telephone's Call list. The number will be shown on the display when the phone is ringing. If the number matches with one of the entries in your phonebook, the caller's name stored in the phonebook will be displayed with the number. The phone deletes the oldest entry when the log is full to make room for new calls. This information is common to all handsets, so changes made using any handset are reflected in all other handsets. If you answer a call before the information

appears on the screen, it does not show in the call list history.

Note: If the phone number has more than 24 digits, only the last 24 digits will be saved in the call list.

Missed calls are marked with **XX NEW CALL(S)**. Each time you review a call list entry marked with ★, the number of missed calls decreases by one. When you have reviewed all the missed calls, the missed calls indicator no longer shows. You can review, redial, and copy an entry into the phonebook. Entries appear in reverse chronological order. The call list information might not be available for every missed call. The callers might intentionally block their names and / or telephone numbers.

MEMORY MATCH

If the incoming telephone number matches the last 7 digits telephone number in your phonebook, the name that appears on the screen matches the corresponding name in your phonebook.

For example, if Christine Smith calls, her name appears as Chris if this is how you entered it into your phonebook.

Note: The number you see on your Calling Number Display is in the format sent by the telephone service provider. It usually delivers 10-digit telephone numbers.

CALL LIST DISPLAY SCREEN MESSAGE

With some incoming calls, if the telephone number is not available, the handset may display one of the following explanations:

UNAVAILABLE   This caller's number is unavailable.

WITHHELD   The caller is blocking the telephone number.

When the list is full, and a new call is received, the oldest entry will be deleted automatically.

IMPORTANT

To use a Network Calling Number Display you must first subscribe to the service from your service provider. For more information on Network Services call your service provider. To ensure the caller's name is displayed, make sure you have stored the full telephone number in the phonebook.

MISSED CALL INDICATOR

When there are calls that have not been reviewed in the call list, the screens display **XX NEW CALL(S)**. When you have reviewed all the missed calls, the missed call indicator goes away.

Each time you review a call list entry marked ★ on the handset, the number of missed calls decreases by one.

REVIEW THE CALL LIST

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

1. Press ⌄cals when the telephone is not in use.

    -OR-

    Press **MENU** when the telephone is not in use, and then press ⌃REDIAL or ⌄cals to scroll to **CALL LIST**. Press **OK**.
2. Press ⌃REDIAL or ⌄cals to scroll to the desired entry.
3. Press **OK** and ⌃REDIAL or ⌄cals to scroll to **DETAILS**.
4. Press **OK** to review the details of the selected entry.

DIAL FROM THE CALL LIST

1. Press ⌄cals when the telephone is not in use.

    -OR-

    Press **MENU** when the telephone is not in use, and then press ⌃REDIAL or ⌄cals to scroll to **CALL LIST**. Press **OK**.
2. Press ⌃REDIAL or ⌄cals to scroll to the desired entry.
3. Press 🏠RECALL or ◀》 to dial the selected entry.

SAVE A CALL LIST ENTRY TO THE PHONEBOOK

1. Press ⌄cALLS when the telephone is not in use.

   -OR-

   Press **MENU** when the telephone is not in use, and then press ^REDIAL or ⌄cALLS to scroll to **CALL LIST**. Press **OK**.
2. Press ^REDIAL or ⌄cALLS to scroll to the desired call log entry.
3. Press **OK** and ^REDIAL or ⌄cALLS to scroll to **ADD TO PB**.
4. Press **OK** to edit the name.
5. Press **OK** to edit the number.
6. Press **OK** and ^REDIAL or ⌄cALLS to scroll to the desired melody.
7. Press **OK** to confirm. You hear a confirmation tone.

DELETE AN ENTRY IN THE CALL LIST

1. Press ⌄cALLS when the telephone is not in use.

   -OR-

   Press **MENU** when the telephone is not in use, and then press ^REDIAL or ⌄cALLS to scroll to **CALL LIST**. Press **OK**.
2. Press ^REDIAL or ⌄cALLS to scroll to the desired entry.
3. Press **OK** and ^REDIAL or ⌄cALLS to scroll to **DELETE**.
4. Press **OK** and the screen display **CONFIRM?**.
5. Press **OK** to confirm. You hear a confirmation tone.

DELETE THE ENTIRE CALL LIST

1. Press ᵥₐₗₗₛ when the telephone is not in use.

   -OR-

   Press **MENU** when the telephone is not in use, and then press ᴿᴱᴰᴵᴬᴸ or ᵥₐₗₗₛ to scroll to **CALL LIST**. Press **OK**.

2. Press ᴿᴱᴰᴵᴬᴸ or ᵥₐₗₗₛ to scroll to the desired entry.

3. Press **OK** and ᴿᴱᴰᴵᴬᴸ or ᵥₐₗₗₛ to scroll to **DELETE ALL**.

4. Press **OK** and the screen display **CONFIRM?**.

5. Press **OK** to confirm. You hear a confirmation tone and the screen displays **EMPTY**.

SET THE CATEGORY FOR CALL LIST ENTRIES

You can the call type to be displayed in the call list.

1. Press ᵥₐₗₗₛ when the telephone is not in use.

   -OR-

   Press **MENU** when the telephone is not in use, and then press ᴿᴱᴰᴵᴬᴸ or ᵥₐₗₗₛ to scroll to **CALL LIST**. Press **OK**.

2. Press ᴿᴱᴰᴵᴬᴸ or ᵥₐₗₗₛ to scroll to the desired entry.

3. Press **OK** and ᴿᴱᴰᴵᴬᴸ or ᵥₐₗₗₛ to scroll to **CATEGORY**.

4. Press **OK** and ᴿᴱᴰᴵᴬᴸ or ᵥₐₗₗₛ to scroll to **ALL CALLS** or **MISSED CALLS**.

5. Press **OK** to confirm. You hear a confirmation tone.

NETWORK VOICEMAIL

You can get messages from your fixed home phone when you are away from the phone, busy on another call or using the Internet. Callers will hear a standard greeting inviting them to leave a message.

To call Network Voicemail

While the handset is in idle mode, <u>press and hold</u> ⬜1. The handset will dial 125101.

-OR-

Press 🏠 or ◀⁾⁾ then <u>press and hold</u> ⬜1. The handset will dial 125101.

ANSWERING MACHINE (FOR 15550 ONLY)

Use the answering system menu of a cordless handset to turn on or off the answering system or call screening, set up the announcement message, or change the answer mode, OGM settings, number of rings, message recording time, remote access code, compression rate, or system PIN.

You may also turn on or off the answering system at the telephone base.

Note: Your answering machine will answer calls after 14 rings, even when it is turned off. This allows the remote access feature to work.

ANSWER ON/OFF

The answering system must be turned on to answer and record messages.

When the answering system is turned on, the 📼 icon displays on the handset.

To turn on or off with the telephone base:

- Press ⏻ to turn the built-in answering system on or off when the phone is not in use.

To turn on or off with a handset:

1. Press **MENU** when the phone is not in use.
2. Press ^{REDIAL}▲ or _{CALLS}▼ to scroll to **ANS. MACHINE**, and then press **OK**.
3. Press ^{REDIAL}▲ or _{CALLS}▼ to scroll to **TAM ON/OFF**, and then press **OK**.
4. Press ^{REDIAL}▲ or _{CALLS}▼ to choose **ON** or **OFF**, and then press **OK** to confirm your selection. You hear a confirmation tone.

MESSAGE PLAYBACK

If you have new messages, the telephone plays the new messages, and then the old messages.
If there are no new messages, the telephone plays back all messages (oldest first).

To play messages at the telephone base:

Press ▶/■ when the telephone is not in use.

Options during playback:

- Press ▲ VOL+ or ▼ VOL- to adjust the speaker volume.
- Press ▶▶ to skip to the next message.
- Press ◀◀ to repeat the playing message. Press ◀◀ twice to listen to the previous message.
- Press **X** to delete the playing message.
- Press ▶/■ to stop the playback.

To play messages with a handset:

1. Press **MENU** when the telephone is not in use. And then press $\overset{\text{REDIAL}}{\blacktriangle}$ or $\overset{\blacktriangledown}{\text{CALLS}}$ to scroll to **ANS. MACHINE**.

2. Press **OK** and $\overset{\text{REDIAL}}{\blacktriangle}$ or $\overset{\blacktriangledown}{\text{CALLS}}$ to scroll to **MSG PLAYBACK**.

3. Press **OK**.

• When there is no message in the answering system, the handset displays **TAM EMPTY** and prompts "**You have no messages**".

Options during playback:

• Press $\overset{\text{REDIAL}}{\blacktriangle}$ or $\overset{\blacktriangledown}{\text{CALLS}}$ to adjust the speaker volume.

• Press ◀⟩ to switch between the speakerphone and the handset earpiece.

• Press **6** to skip to the next message.

• Press **4** to repeat the playing message. Press **4** twice to listen to the previous message.

• Press **2** to delete the current message.

• Press **5** to stop the playback, or 📞 to exit message playback and return to idle.

DELETE ALL MESSAGES

You can only delete old (reviewed) messages. You cannot delete new messages until you review them. You cannot retrieve deleted messages.

To delete all messages with the telephone base:

Press and hold **X** when the phone is not in use.

To delete all messages with a handset:

1. Press **MENU** when the phone is not in use. And then press ^{REDIAL}▲ or ▼_{CALLS} to scroll to **ANS. MACHINE**.
2. Press **OK** and ^{REDIAL}▲ or ▼_{CALLS} to scroll to **DEL ALL OLD**.
3. Press **OK**. The handset displays **CONFIRM?**.
4. Press **OK** to confirm your selection.

Note: You can only delete old message, which are messages you have played.

RECORD, PLAY OR DELETE MEMOS

Memos are your own recorded messages used as reminders for yourself or others using the same answering system. You can record your own memos using a system handset. Playback and delete them in the same way as incoming messages.

To record a memo:

1. Press **MENU** when the phone is not in use. And then press ^{REDIAL}▲ or _{CALLS}▼ to scroll to **ANS. MACHINE**.
2. Press **OK** and ^{REDIAL}▲ or _{CALLS}▼ to scroll to **MEMO**.
3. Press **OK** and the handset displays **RECORDING**. Now speak into handset to record your message.
4. Press **OK** to confirm.

ANSWER MODE

1. Press **MENU** when the phone is not in use. And then press ^{REDIAL}▲ or _{CALLS}▼ to scroll to **ANS. MACHINE**.
2. Press **OK** and ^{REDIAL}▲ or _{CALLS}▼ to scroll to **TAM SETTINGS**.
3. Press **OK** and ^{REDIAL}▲ or _{CALLS}▼ to scroll to **ANSWER MODE**.
4. Press **OK** and ^{REDIAL}▲ or _{CALLS}▼ to choose **ANS & REC** or **ANSWER ONLY**.
5. Press **OK** to confirm your selection. You hear a confirmation tone.

ANNOUNCEMENT

The announcement is the message a caller first hear when the answering machine answers their call. There is a pre-recorded announcement message or you can record your own.

To record your own announcement:

1. Press **MENU** when the phone is not in use. And then press ^{REDIAL}▲ or _{CALLS}▼ to scroll to **ANS. MACHINE**.
2. Press **OK** and ^{REDIAL}▲ or _{CALLS}▼ to scroll to **TAM SETTINGS**.
3. Press **OK** and ^{REDIAL}▲ or _{CALLS}▼ to scroll to **OGM SETTINGS**.
4. Press **OK** and ^{REDIAL}▲ or _{CALLS}▼ to scroll to **ANS & REC** or **ANSWER ONLY**.
5. Press **OK** and ^{REDIAL}▲ or _{CALLS}▼ to scroll to **RECORD MESS**.
6. Press **OK**. The handset displays **RECORDING**. Now speak into handset to record your message.
7. Press **OK** to confirm.

To play the announcement:

1. Press **MENU** when the phone is not in use. And then press ^{REDIAL}▲ or _{CALLS}▼ to scroll to **ANS. MACHINE**.
2. Press **OK** and ^{REDIAL}▲ or _{CALLS}▼ to scroll to **TAM SETTINGS**.
3. Press **OK** and ^{REDIAL}▲ or _{CALLS}▼ to scroll to **OGM SETTINGS**.
4. Press **OK** and ^{REDIAL}▲ or _{CALLS}▼ to scroll to **ANS & REC** or **ANSWER ONLY**.
5. Press **OK** twice. The handset displays **PLAYING OGM**.

NUMBER OF RINGS

You can set the answering system to answer an incoming call after two, four, six or eight rings; or time saver. With toll saver selected, the answering system answers after two ring when you have new messages, or after four rings when you have no new messages. This enables you to check for new messages and avoid paying unnecessary long distance charges if you are calling from outside your local area.

1. Press **MENU** when the phone is not in use. And then press ᴿᴱᴰᴵᴬᴸ▲ or ▼ᴄᴀʟʟs to scroll to **ANS. MACHINE**.
2. Press **OK** and ᴿᴱᴰᴵᴬᴸ▲ or ▼ᴄᴀʟʟs to scroll to **TAM SETTINGS**.
3. Press **OK** and ᴿᴱᴰᴵᴬᴸ▲ or ▼ᴄᴀʟʟs to scroll to **ANSWER DELAY**.
4. Press **OK** and ᴿᴱᴰᴵᴬᴸ▲ or ▼ᴄᴀʟʟs to choose **2 RINGS**, **4 RINGS**, **6 RINGS**, **8 RINGS** or **TIME SAVER**.
5. Press **OK** to confirm your selection. You hear a confirmation tone.

RECORDING TIME

You can set the recording time limit for each incoming message.

1. Press **MENU** when the phone is not in use. And then press ᴿᴱᴰᴵᴬᴸ▲ or ▼ᴄᴀʟʟs to scroll to **ANS. MACHINE**.
2. Press **OK** and ᴿᴱᴰᴵᴬᴸ▲ or ▼ᴄᴀʟʟs to scroll to **TAM SETTINGS**.
3. Press **OK** and ᴿᴱᴰᴵᴬᴸ▲ or ▼ᴄᴀʟʟs to scroll to **RECORD TIME**.
4. Press **OK** and ᴿᴱᴰᴵᴬᴸ▲ or ▼ᴄᴀʟʟs to choose **60 S**, **120 S**, **180 S**, or **UNLIMITED**.
5. Press **OK** to confirm your selection. You hear a confirmation tone.

CALL SCREENING SETTING

Use this feature to choose whether incoming messages can be heard while they are being recorded.

To turn this feature on or off:

1. Press **MENU** when the phone is not in use. And then press $^{REDIAL}_{\blacktriangle}$ or $^{\blacktriangledown}_{CALLS}$ to scroll to **ANS. MACHINE**.
2. Press **OK** and $^{REDIAL}_{\blacktriangle}$ or $^{\blacktriangledown}_{CALLS}$ to scroll to **TAM SETTINGS**.
3. Press **OK** and $^{REDIAL}_{\blacktriangle}$ or $^{\blacktriangledown}_{CALLS}$ to scroll to **BS SCREENING**.
4. Press **OK** and $^{REDIAL}_{\blacktriangle}$ or $^{\blacktriangledown}_{CALLS}$ to choose **ON** or **OFF**.
5. Press **OK** to confirm your selection. You hear a confirmation tone.

REMOTE ACCESS SETTING

You can turn on or off the remote access feature.

1. Press **MENU** when the phone is not in use. And then press $^{REDIAL}_{\blacktriangle}$ or $^{\blacktriangledown}_{CALLS}$ to scroll to **ANS. MACHINE**.
2. Press **OK** and $^{REDIAL}_{\blacktriangle}$ or $^{\blacktriangledown}_{CALLS}$ to scroll to **TAM SETTINGS**.
3. Press **OK** and $^{REDIAL}_{\blacktriangle}$ or $^{\blacktriangledown}_{CALLS}$ to scroll to **REMOTE ACC.**.
4. Press **OK** and $^{REDIAL}_{\blacktriangle}$ or $^{\blacktriangledown}_{CALLS}$ to choose **ON** or **OFF**.
5. Press **OK** to confirm your selection. You hear a confirmation tone.

COMPRESSION RATE

Three different compression rates (**HIGH**, **MID**, and **LOW**) are provided for you to select different quality levels of recording incoming message. The lower the compression rate, the higher the recording quality level attained.

1. Press **MENU** when the phone is not in use. And then press ^{REDIAL}▲ or ▼_{CALLS} to scroll to **ANS. MACHINE**.
2. Press **OK** and ^{REDIAL}▲ or ▼_{CALLS} to scroll to **TAM SETTINGS**.
3. Press **OK** and ^{REDIAL}▲ or ▼_{CALLS} to scroll to **COMPRESSION**.
4. Press **OK** and ^{REDIAL}▲ or ▼_{CALLS} to choose **HIGH**, **MID**, or **OFF**.
5. Press **OK** to confirm your selection. You hear a confirmation tone.

CHANGE PIN

1. Press **MENU** when the phone is not in use. And then press ^{REDIAL}▲ or ▼_{CALLS} to scroll to **ANS. MACHINE**.
2. Press **OK** and ^{REDIAL}▲ or ▼_{CALLS} to scroll to **TAM SETTINGS**.
3. Press **OK** and ^{REDIAL}▲ or ▼_{CALLS} to scroll to **CHANGE PIN**.
4. Press **OK** and enter the old system PIN (default: **0000**).
5. Press **OK** and enter the new system PIN.
6. Press **OK** and enter the new system PIN again.
7. Press **OK** to confirm. You hear a confirmation tone.

CALL SCREENING

To screen a call at the telephone base:

If the answering system and call screening are on
(see **CALL SCREENING SETTING** on page 78), the
announcement and the incoming message broadcast
at the telephone base while the call is answered by the
answering system.

Options while a message is being recorded:

• Press ▲ VOL+ or ▼ VOL- to adjust the call screening
  volume.

To screen a call at a handset:

If the answering system is on and your answering
system is recording a message, the handset displays
SCREENING ?. Press **OK** to screen the call on your
handset.

Options while a message is being recorded:

• Press ⁀ᴿᴱᴰᴵᴬᴸ or ⌄ᴄᴬᴸᴸˢ to adjust the call screening volume.

• Press ◀ᴺ to switch between the handset
  speakerphone and the handset earpiece.

CALL INTERCEPT

If you want to talk to the person whose message is being
recorded, press 🏠 on the handset.

MESSAGE WINDOW DISPLAYS

Window display	Description
OF->--	When answering machine if OFF.
On-> XX	When answering machine is On where XX is number of messages in TAM memory.
00	Steadily ON: No voice messages in TAM.
XX	Flashing: There are XX new voice messages received where XX is from 1 to 59.
ZZ	Steadily ON: There are ZZ old voice messages kept in the TAM memory (no new voice messages).
XX/F	Flashing XX alternatively with F: There are XX new voice messages received where XX is from 1 to 59 and the TAM memory is full.
FF	Steadily ON: TAM memory is full and there are no new messages, only old messages are kept in TAM memory.
--/XX	Flashing XX alternatively with --:Time is not set and there are XX new voice messages received where XX is from 1 to 59.
--	Flashing--: Time is not set and there are old voice messages kept in the TAM memory only (no new voice messages)

XX	Steadily ON: Playing the current XX incoming old message. Flashing: Playing the current XX incoming new message.
A1/A2	Flashing: Playing the current outgoing message (OGM) where A1 is the ANSWER & RECORD OGM and A2 is the ANSWER ONLY OGM.
XX/An	Flashing XX alternatively with An: XX new incoming message is now recording. "An" denotes that the incoming message recording is in progress.
rA	Flashing: Remote access is in progress or you are using the answering machine from the handset
LX	Steadily ON: Indicate the current volume level where X is from 1 to 8 (non-cyclic).

REMOTE ACCESS

A four-digit security code is required to access the answering system remotely from any touch-tone telephone. The preset code is **0000**.

Note: Remote access can only be used if this function is activated.

1. Dial your telephone number from any touch-tone telephone.
2. When the answering system answers, press ***** and then enter the four-digit remote access code.
3. Then you can enter one of the following remote commands.

Command	Description
1	Main menu.
2	Play all messages.
4	Repeat the current message or press twice for the previous message.
5	Delete the message currently being played.
6	Skip to the next message.
7	Turn on the answering machine.
9	Turn off the answering machine.

Notes:

- After 5 seconds of key inactivity, the answering machine automatically cuts off communication.
- When the answering machine is turned off, the telephone answers after 14 rings, and plays the recording corresponding to the answering machine only mode.

HELP

My telephone doesn't work at all.

- Make sure the power cord is securely plugged in.
- Make sure you plug the battery connector securely into the handset.
- Make sure you plug the telephone line cord securely and firmly into the telephone base and the telephone wall jack.
- Charge the battery in the handset for at least 16 hours. For optimum daily performance, return the handset to the handset charger when not in use.
- Make sure you turn the pendant on before use.
- Reset the telephone base. Unplug the electrical power. Remove the handset battery. Wait for approximately 15 seconds, then plug the power cord back in, and re-install the batteries. Allow up to one minute for the handset and telephone base to reset.
- You may need to purchase a new handset battery.

I cannot get a dial tone.

- Try all the suggestions above.
- Move the handset closer to the telephone base. You may have moved out of range.
- If the previous suggestions do not work, disconnect the telephone base from the telephone jack and connect to a different phone. If there is no dial tone on that phone either, the problem is in your

wiring or telephone service. Contact your telephone service provider.

- Your line cord may be defective. Try installing a new line cord.

I cannot dial out.

- Try all the suggestions above.
- Make sure you have a dial tone before dialing. The handset may take a second or two to find the telephone base and produce a dial tone. This is normal. Wait an extra second before dialing.
- Eliminate any background noise. Noise from a television, radio or other appliances might cause the phone to not dial out properly. If you cannot eliminate the background noise, first try muting the handset before dialing, or dial from another room with less background noise.
- If other phones in your home are having the same problem, contact your telephone service provider (charges may apply).
- 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.

My handset isn't performing normally.

- Make sure you plug the power cord securely into the telephone base. Plug the power adaptor into a different, working mains power wall socket.

- Move the handset closer to the telephone base. You may have moved out of range.
- Reset the telephone base. Unplug the electrical power. Remove the handset battery. Wait for 15 seconds then plug the power cord back in, and reinstall the batteries. Allow up to one minute for the handset and telephone base to reset.
- Other electronic products can cause interference with your phone. Try installing your phone as far away as possible from these types of electronic devices.

Out of range OR Base no power appears on my handset.

- Ensure you plug the telephone base in properly and the power is on.
- Place the handset closer to the telephone base for synchronization.
- Move the handset closer to the telephone base. You may have moved out of range.
- Reset the telephone base. Unplug the electrical power. Remove the handset battery. Wait for 15 seconds then plug the power cord back in, and re-install the batteries. Allow up to one minute for the handset and telephone base to reset.
- Other electronic products can cause interference with your phone. Try installing your phone as far away as possible from these types of electronic devices.

The handset battery does not accept charge while in the handset charger.

- If the handset is in the handset charger and the charge light is not on, refer to The charge light is off on page 92.
- Charge the battery in the handset for at least 16 hours. For optimum daily performance, return the handset to the handset charger when not in use.
- If the battery is completely depleted, charge the handset for at least 30 minutes before use.
- You may need to purchase a new battery.

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

- 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 Calling Number Display problems as a result of DSL interference. Contact your DSL service provider for more information about DSL filters.
- You may be able to improve the performance of your phone by installing your new telephone base as far as possible from any other existing telephone system that may already be installed.
- Other electronic products can cause interference with your phone. Try installing your phone as far away as possible from these types of electronic devices.

- Do not install this phone near a microwave oven or on the same electrical outlet. You may experience decreased performance while the microwave oven is operating.
- If you plug your phone in with a modem or a surge protector, plug the phone (or modem/surge protector) into a different location. If this does not solve the problem, relocate your phone or modem farther apart from one another, or use a different surge protector.
- Relocate your phone to a higher location. The phone may have better reception in a high area.
- If other phones in your home are having the same problem, contact your telephone service provider (charges may apply).

I experience poor sound quality when using the handset speakerphone.

- For increased sound quality while using the handset speakerphone, place the handset on a flat surface with the dialing keys facing up.

I hear other calls while using my phone.

- Disconnect the telephone base from the telephone jack, and plug in a different telephone. If you still hear other calls, call your telephone service provider.

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

- Make sure that the ringer is not off.
- Make sure you plug in the telephone line cord securely into the telephone base and the telephone jack.
- Make sure you plug in the power cord securely.
- Make sure the batteries are correctly installed if necessary.
- The handset may be too far from the telephone base.
- Charge the battery in the handset for at least 16 hours. For optimum daily performance, return the cordless handset to the handset charger when not in use.
- You may have too many extension phones on your telephone line to allow all of them to ring simultaneously. Try unplugging some of the other phones.
- The layout of your home might be limiting the operating range. Try moving the telephone base to another location, preferably to a higher location.
- If other phones in your home are having the same problem, contact your telephone service provider (charges may apply).
- Test a working phone at the phone jack. If another phone has the same problem, contact your telephone service provider (charges may apply).
- Other electronic products can cause interference

with your phone. Try installing your phone as far away as possible from these types of electronic devices.

- Remove and install the handset battery again. Place the handset in the handset charger. Wait for the cordless handset to reestablish its connection with the telephone base. Allow up to one minute for this to take place.
- Your line cord may be defective. Try installing a new line cord.

My calls cut in and out while I'm using my handset.

- Other electronic products can cause interference with your phone. Try installing your phone as far away as possible from these types of electronic devices.
- Do not install this phone near a microwave oven or on the same electrical outlet. You may experience decreased performance while the microwave oven is operating.
- If you plug your phone in with a modem or surge protector, plug the phone (or modem/surge protector) into a different location. If this does not solve the problem, relocate your phone or modem farther apart from one another, or use a different surge protector.
- Relocate your telephone base to a higher location. The phone may have better reception when installed in a high area.

- If other phones in your home are having the same problem, contact your telephone service provider (charges may apply).

The charge light is off.

- Make sure you plug the power and line cords in correctly and securely.
- Reset the telephone base. Unplug the electrical power. Remove the handset battery. Wait for 15 seconds then plug the power cord back in, and reinstall the batteries. Allow up to one minute for the cordless handset/pendant and telephone base to reset.
- Clean the charging contacts on the handset and the handset charger each month with a pencil eraser or cloth.
- Make sure that the handset battery is installed properly.

My Calling Number Display isn't working properly.

- Calling Number Display is a subscription service. You must subscribe to this service from your telephone service provider for this feature to work on your phone.
- The caller must be calling from an area that supports Calling Number Display.
- Both your and your caller's telephone service providers must use Calling Number Display compatible equipment.

- 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 Calling Number Display problems resulting from DSL interference. Contact your DSL service provider for more information about DSL filters.

My telephone does not receive Calling Number Display when on a call.

Make sure you subscribe to Calling Number Display with call waiting features from your telephone service provider. Calling Number Display feature works only if both you and the caller are in areas offering Calling Number Display service, and if both telephone service providers use compatible equipment.

The messages on the answering machine are incomplete (For 15550) .

- If a caller leaves a very long message, part of it may be lost when the answering machine disconnects the call after the preset recording time.
- If the caller pauses for too long, the answering machine stops recording and disconnects the call.
- If memory on the answering machine becomes full during a message, the answering machine stops recording and disconnects the call.
- If the caller's voice is very soft, the answering machine may stop recording and disconnect the call.

The messages are very difficult to hear (For 15550).

- Press ▲ VOL+ on the telephone base, or ^{REDIAL}▲ on the cordless handset to increase the listening volume.

The answering machine does not answer after the correct number of rings.

- Make sure that the answering machine is on. 🔲 should show on the cordless handset and ⏻ light on the telephone base should be on.
- If toll saver is activated, the number of rings changes to two when you have new messages stored.
- If the memory is full or the machine is off, the machine will answer after 14 rings.
- In some cases, the answering machine is affected by the ringing system used by your telephone service provider.
- If you subscribe to voicemail service, change the number of rings so that your answering machine answers before your voicemail answers. To determine how many rings activate your voicemail, contact your telephone service provider.
- If there is a fax machine connected to the same telephone line, try disconnecting the fax machine. If that solves the problem, consult your fax machine documentation for information on compatibility with answering machine.

The telephone does not respond to remote commands.

- Make sure you enter your remote access code correctly.
- Make sure you are calling from a touch-tone phone. When you dial a number, you should hear tones. If you hear clicks, the phone is not a touch-tone telephone and cannot activate the answering machine.
- The answering machine may not detect the remote access code while your announcement is playing. Try waiting until the announcement is over before entering the code.
- There may be interference on the phone line you are using. Press dialing keys firmly.

The answering machine does not record messages.

- Make sure that the answering machine is on. 📼 should show on the cordless handset and ⏻ light on the telephone base should be on.
- Make sure the memory of the answering machine is not full.
- If you subscribe to voicemail service, change the number of rings so that your answering machine answers before your voicemail answers. To determine how many rings activate your voicemail, contact your telephone service provider.

- If there is a fax machine connected to the same telephone line, try disconnecting the fax machine. If that solves the problem, consult your fax machine documentation for information on compatibility with answering machine.

The outgoing announcement is not clear.
- When you record your announcement, make sure you speak in a normal tone of voice, about 20 centimeters from the handset or telephone base.
- Make sure there is no background noise (TV, music, etc.) while recording.

Common cure for electronic equipment:

If the telephone is not responding normally, try resetting the telephone. Do the following in the order listed:

1. Disconnect the power to the telephone base.
2. Disconnect the handset battery.
3. Wait a few minutes.
4. Connect power to the telephone base.
5. Re-install the battery and place the handset into the cordless charger.
6. Wait for the handset to reestablish its connection with the telephone base. Allow up to one minute for this to take place.

TecHelp line 1300 369 193

Call TecHelp:

- if you are having difficulties using your VTech 15500/15550.
- if you need replacement batteries or mains power lead.

GENERAL INFORMATION

REPLACING THE HANDSET BATTERIES

After a time, you may find that the handset batteries are running out of charge more quickly.

This is a standard sign of wear and the batteries will need replacing. Replacement rechargeable NiMH batteries can be purchased from TecHelp line on 1300 369 193 your local electrical retailer. Slide off the battery compartment cover and remove existing batteries. Insert the new batteries and replace the compartment cover until it clicks into place.

SAFETY

- Only use the power supply included with the product. Using an unauthorised power supply will invalidate your guarantee and may damage the telephone.

- Use only the approved rechargeable batteries supplied. Spare rechargeable batteries can be purchased from TecHelp on 1300 369 193 or your local electrical retailer.

- Do not open the handset (except to replace the handset batteries) or the base. This could expose you to high voltages or other risks.

- Radio signal transmitted between the handset and base may cause interference to hearing aids.

- It is recommended that advice from a qualified expert be sought before using this product in the vicinity of emergency / intensive care medical equipment.
- Your product may interfere with other electrical equipment, e.g. TV and radio sets clock / alarms and computers if placed too close. It is recommended that you place your product at least one metre away from such appliances to minimise any risk of interference.

Please note

VTech accepts no responsibility for damage caused to your VTech 15500/15550 handset by using any other type of batteries.

- Never dispose of batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.
- Dispose of batteries as per local / state requirements.

CLEANING

Simply clean the handset and base with a damp (not wet) cloth, or an anti-static wipe.

Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

ENVIRONMENTAL

- Do not expose to direct sunlight.
- The product may heat up when the batteries are being recharged or during prolonged periods of use. This is normal. However, we recommend that to avoid damage you do not place the product on antique / veneered wood.
- Do not stand your product on carpets or other surfaces which generate fibres, or place it in locations preventing the free flow of air over its surface.
- Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms.
- Do not expose your product to fire, explosive or other hazardous conditions.
- There is a slight chance that your phone could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord from the base for the duration of the storm.

HOW MANY TELEPHONES CAN YOU HAVE?

All items of telephone equipment have a Ringer Equivalence Number (REN), which is used to calculate the number of items which may be connected to any other telephone line. Your VTech 15500/15550 has a REN of 0.1. A total REN of 3 is allowed, if the total REN of 3 is exceeded, the telephone may not ring. With different telephone types there is not guaranteed of ringing, even when the REN is less than 3.

CUSTOMER SERVICE & PRODUCT WARRANTY

IMPORTANT

Please retain this booklet with your sales receipt as proof of the date of purchase.

Customer Service

If you require assistance in operating this product please call the TecHelp Information Line on 1300 369 193 or contact VTech by e-mail at: tcpsupport_au@vtech.com.

If you are trying to access a Telephone Network Service and require assistance specifically related to the network service or would like to subscribe to the service, contact your service provider.

Voluntary Product Warranty

In addition to your Statutory Rights and subject to the conditions below, VTech warrants that this product will be free from any defect in materials or workmanship under conditions of normal use for a period of 12 months from date of purchase.

VTech do not warrant that the product will be free from defects if defects are caused by an accident, misuse, abuse, improper installation or operation, vermin infestations, lack of reasonable care, unauthorised modification, loss of parts, tampering or attempted repair by a person not authorised by VTech; or where the product has been damaged by lightning or a mains power surge.

Where a valid claim is made under this Voluntary Product Warranty, VTech will, at no cost to you, repair or replace the product within a reasonable time. Subject to your Statutory Rights, if your claim under this Voluntary Product Warranty is not valid, you may be charged a fee under this Voluntary Product Warranty for the service and for any direct costs associated with having the product delivered for service.

To make a claim under this Voluntary Product Warranty you must call the TecHelp Information Line on 1300 369 193 or contact VTech by e-mail at: tcpsupport_au@vtech.com where a Customer Service Representative will inform you of the product return process. You will need to ensure that:

You provide proof of purchase;

Your product is suitably packaged (original packaging is not required); and

You have included all components from the original purchase.

For your records

Date of purchase:

_____

Place of purchase:

_____

Serial number:

_____

For Voluntary Product Warranty purposes proof of purchase is required so please keep your receipt.

The benefits conferred by this Voluntary Product Warranty are in addition to other rights and remedies that are available to you under law, which cannot be excluded. The processes for this Voluntary Product Warranty in no way limit your rights which arise as a result of your Statutory Rights.

This Voluntary Product Warranty is given by:

VTech Telecommunications (Australia) Pty Ltd ABN 70 136 672 627

Address: 24 Gilby Road, Mount Waverley 3149

IMPORTANT NOTE: THIS IS NOT A PRODUCT RETURN OR SERVICE ADDRESS – PLEASE CONTACT TECHELP BY PHONE OR EMAIL FOR PRODUCT AND WARRANTY SUPPORT. NO LIABILITY WILL BE ACCEPTED BY VTECH FOR PRODUCTS RETURNED TO THIS ADDRESS UNDER THIS VOLUNTARY PRODUCT WARRANTY.

Phone number: 1300 369 193

Email address: tcpsupport_au@vtech.com

Statutory Rights

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

FOR MORE INFORMATION CALL:
TECHELP ON 1300 369 193 OR
EMAIL: TCPSUPPORT_AU@VTECH.COM

vtech®