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- ▶ Do not use your phone in damp, humid places such as bathrooms.
- ▶ Do not dispose of batteries with normal household waste. Your local council will be able to give you advice on how to dispose of them.
- ▶ Do not use your phone in places where there may be volatile or explosive materials.
- ▶ Clean your phone with a damp cloth. Cleaning it with a dry cloth may give you an electric shock.
- ▶ Never spray cleaning fluids directly onto the phone.
- ▶ Do not expose the batteries to fire or water.

If you have a heart pace maker

You should consult your doctor before using this phone if you have a heart pace maker.

If you have a hearing aid

Your phone works by transmitting radio waves between the base station and the handset. You may find that these waves interfere with your hearing aid and cause a humming noise.

Caring for your phone

- 1 Batteries not approved by us may damage your phone. Your warranty may be affected if you use batteries that we do not approve.
- 2 There is a slight chance that your phone could be damaged during electrical storms. We recommend removing the telephone cord and mains plug during a storm.
- 3 Avoid standing the phone on antique, veneered or delicate surfaces as it may become warm during use.
- 4 Make sure that the power cord is connected into the power socket on the base station and not the phone socket.
- 5 Your phone gives off radio signals that could interfere with other electronic equipment such as computers, radios and televisions. Leave at least one metre between the base station and other equipment to minimise the risk of interference.

Warranty information

Your phone is covered by a 12 month warranty. The warranty does not cover the batteries, misuse or damage caused by a storm.

If you have any problems using the phone, check the Troubleshooting section at the back of this guide. If this does not solve your problem, call the VTech helpline number given in Troubleshooting. This will not affect your statutory rights.

Your phone details

We may need to ask for these if you call us.

Date you bought the phone / /

Where you bought the phone _____

Price you paid £ _____

Serial number
Written on the bottom of the base station.

PIN _ _ _ _

We have pre-set your PIN to 2100 but you can change this if you want (see page 38). If you make a note of your PIN here, be sure to keep this guide in a safe place.

You can use up to 6 handsets with your master base station without the need for more phone sockets or extension leads. All you need is a normal 13 amp socket to connect each charging station.

You can choose a name for each handset. This could be anything such as the room where the phone is normally kept or a person's name.

With two or more handsets you can make free intercom calls between the handsets, transfer external calls between handsets or call all the handsets at once.

You can even make 3rd party calls to another handset and an external call or to a handset and two external calls.

You can use up to four master base stations with one system but we recommend just one master base station for most home systems.

Every handset brings the same superb Mirage features you'd expect from a Vtech phone ►

Innovation

- ▶ Range: up to 300m outdoors; 50m indoors
- ▶ Digital DECT technology for high voice quality
- ▶ Set the base and handset features to suit you, including: ring volume, ring melody, earpiece volume
- ▶ Intercom calls
- ▶ Call barring with PIN access to stop external calls being made
- ▶ Keyguard prevents accidental calls
- ▶ Advanced NiMH batteries give 12 hours talk time; 100 hours stand-by
- ▶ Last number redial with 5 number memory
- ▶ Call log of up to 10 unanswered calls *
- ▶ Mute feature for privacy during calls
- ▶ Answer-phone functions available from any registered handset

Style

- ▶ Ergonomic design
- ▶ Different coloured clip-on covers

Answer-Phone

- ▶ 15 minutes, recording time
- ▶ Voice time and day marking
- ▶ 3 pre-recorded outgoing messages
- ▶ Option to record 2 of your own outgoing messages
- ▶ Remote access to messages
- ▶ Message playback from handset
- ▶ Private message playback from handset
- ▶ Call screening at base

7 ways to dial

- ▶ key and check the number before you dial
- ▶ connect to the line before you dial
- ▶ from Last number redial
- ▶ from your favourites list
- ▶ from your quick dial list
- ▶ from your call log, if you have caller identity*
- ▶ mixed dialling by use of two memory locations
- ▶ mix of above – good for extension numbers and network services

Network services

- ▶ Factory set BT and cable codes you can edit
- ▶ Auto redial
- ▶ Call waiting

Simplicity

- ▶ Easy to install – wall fix or table top
Wall fixing kits are available, see page 60
- ▶ Easy-use menus
- ▶ Simple and informative display screens
- ▶ Reassuring confirmation tones

Favourite and quick dial memories

- ▶ Up to 20 numbers for quick and easy dialling
- ▶ Name identification for each number – up to 10 characters.
- ▶ Up to 24 digits for each number – ideal for international or home banking numbers.
- ▶ Pause facility for network service numbers.
- ▶ No need to keep re-programming the numbers – all the handsets share the numbers.
- ▶ With caller identity*, callers' names will be shown when they call if you've programmed their name and number into the memories.

* Caller identity is a chargeable network service available from your phone company.

Spares and accessories available see page 60.

Setting up

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What's in this pack

- ▶ one Mirage handset
- ▶ one Mirage master base station
- ▶ user guide
- ▶ power adapter
- ▶ telephone line cord
- ▶ two handset batteries
- ▶ two spare clip on covers

If any of these are missing, please return the complete pack to your retailer as soon as you can.

If you want to add more handsets, follow these instructions to set up your first handset and then follow the instructions on page 46 of your user guide.

Your handset must be charged for at least 24 hours before it's ready for use.

Choose a good position for your phone.
To improve reception, it should be:

- ▶ as high as possible – an upper floor is better
- ▶ within three metres of the mains socket and phone socket so that you don't have to use extension leads
- ▶ away from large metal objects like radiators, fridges or filing cabinets
- ▶ away from metal framed windows
- ▶ away from hidden metal pipes
- ▶ away from electrical equipment, such as a TV or microwave.

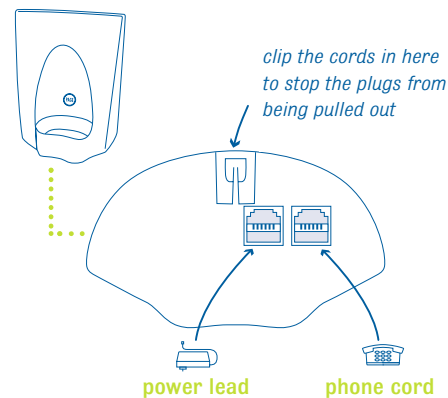
Reception may be impaired if the walls of the building are very thick or metal framed.

This phone is not designed for making emergency telephone calls when the power fails. You should make alternative arrangements for calls to emergency services.

1 Plug the **power lead** into the sockets on the bottom of the base station.

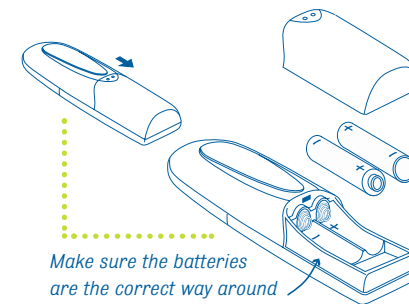
2 Plug the adapter into a mains power socket and switch the power on.

You will hear the outgoing message and factory date and time setting.



3 Fit the handset batteries – **making sure they're the correct way around.**

The handset uses the two AA size NiMH (Nickel Metal Hydride) batteries supplied.



4 Sit the handset on the base station and leave the batteries to charge for at least 24 hours before using your phone

The display will say SEARCHING and then switch to the stand-by display. More detail about the display is given later in your user guide.

It's normal for the handset to get a little warm as it charges.

5 After the batteries have charged, plug the **phone cord** into the master base station and the other end into a phone socket. Only use the phone cord supplied. Others may not work.

6 Your phone is now ready to use. Follow the instructions in this guide.

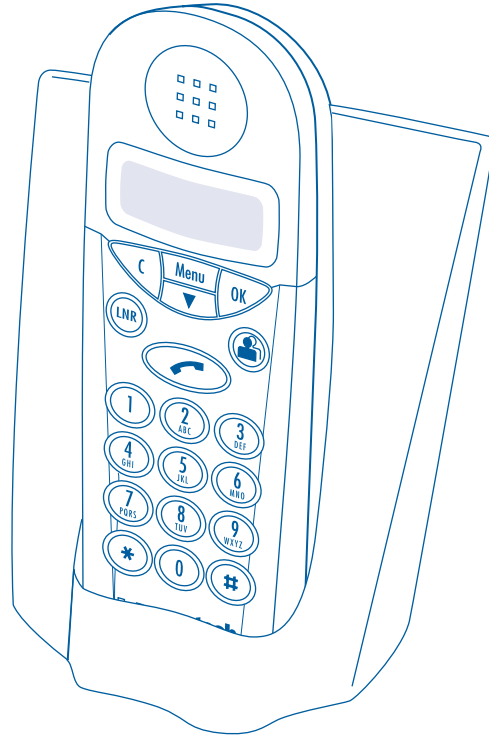
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Using your answer-phone

When you have charged the handset battery and plugged in the line cord, your phone is ready to use.

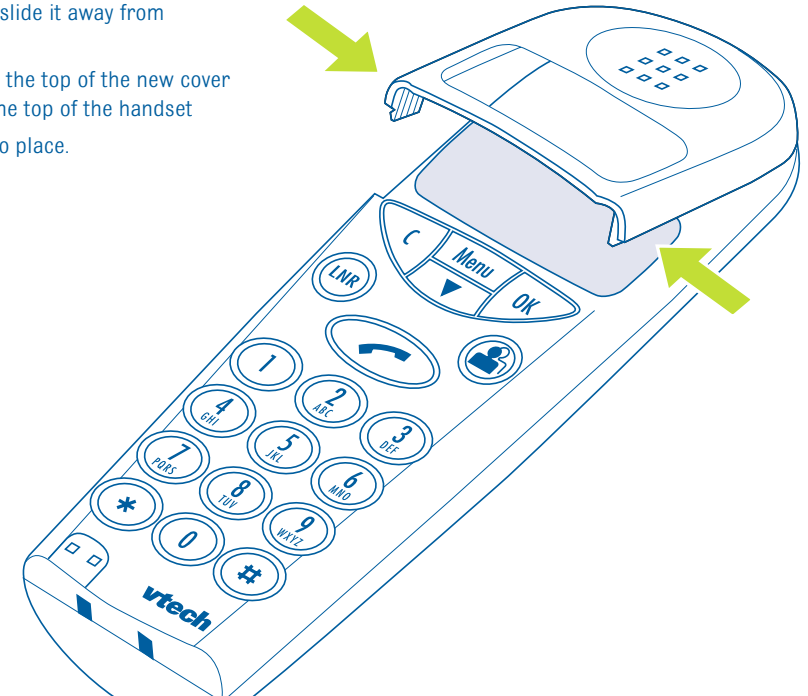
Making calls is simple, just pick up the handset and dial. To end calls, press the button with the icon of a handset on it, or place the handset back on the base.

The answer-phone is set at the factory to Answer and Record messages from your callers. It will use the factory set outgoing message (OGM) unless you change it (see page 28 of this user guide).



Your phone comes with three different coloured handset covers. To change a cover:

- 1 Gently squeeze the arrows marked on either side of the screen
- 2 Lift the cover and slide it away from the keypad
- 3 Fit the two tabs at the top of the new cover into the slots on the top of the handset
- 4 Click the cover into place.



Basic functions

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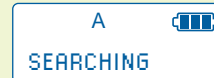
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Switching the handset on

1 

Press. The display flashes as the phone searches for the selected base station signal



When it finds the signal, the display shows the stand-by screen



Switching the handset off

You should normally leave the handset on ready to answer calls.

1



2 

Press

3 

Press several times
The display says



4 

Press and the display will ask you to confirm you want to switch off



5 

When the handset is off, it will not respond to paging or incoming calls.

Making a call by pre-dialling

When you pre-dial, you can correct the phone number if you enter it incorrectly.

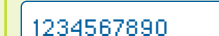
1



2



Key in the number





3






If you need to correct a number, press once for each incorrect digit and then continue to key in **Press** to dial if the number is correct

Ending a call

- 1  01234567890
- 2  **Press** or replace the handset on the base station to end the call

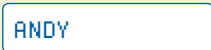
Post dialling a number

This method dials straight through, but you can't correct the number if you dial incorrectly.

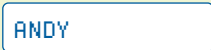

- 1  1 LOUNGE
- 2  **Press**
- 3  **Dial the number**
0121123
If you make a mistake, you'll need to end the call and dial again.

Answering a call when the handset is on the base

The master base station and handset will ring.
If you pay for caller display from your phone company, the display will show the number or name if you've programmed it in as one of your favourite or quick dial numbers.

- 1  ANDY
- 2 Pick up the handset to answer the call

Answering a call when the handset is not on the base

- 1  ANDY
- 2  **Press** to take the call

Answering a call when the handset is switched off


Only the base station will ring if the handset is off.

- 1  **Press** twice on handset

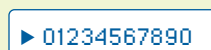







Muting a call

This stops the person at the other end hearing you but you can still hear them.

You can't mute a call while you are using a menu.





- 1  01234567890
- 2  **Press** during the call. The display will show 
- 3  **Press** again to cancel mute






Changing the earpiece volume during a call

- 1  01234567890
- 2  **Press**
- 3  **Press** several times until the screen says  VOLUME
- 4  **Press**
- 5  **Press** to select the volume you want
- 6  **Press** to confirm the setting  STORED
New volume setting now in use.

Changing the handset name

You can choose any name – up to 8 characters – for the handset, such as a room or person's name.

- 1
- 2  **Press**
- 3  **Press** several times until the display says
- 4  **Press**
- 5  **Press** several times until the display says

- 6  **Press** The display shows the current name
- 7  **Press** and hold until the current name is deleted
- 8  Use the keypad to enter the new name – see blue panel below
- 9  **Press** to confirm the new name
- 10  **Press** and hold to return to the stand-by display



SALLY

Entering letters

Each key selects several letters.


Press a key repeatedly to select the letters on it. If the letter you need is on the same key, wait approx 4 seconds between presses. If you make a mistake, press C. Press 0 for a space.

Switching the keyguard on

The keyguard stops your phone accidentally dialling numbers while in a pocket or bag and stops young children dialling too. It does not stop emergency calls.

- 1
- 2  **Press**
- 3  **Press** several times until the display says
- 4  **Press**
- 5  **Press**
The display shows

Switching the keyguard off

- 1  Key 159 before you dial
You'll need to switch the keyguard back on again when you've finished.



Calling numbers from the call log

If you pay for caller display from your phone company, your phone logs the numbers of up to 10 recent **unanswered** calls so that you can return them.

It won't store numbers if the number was unavailable or the caller withheld their number when calling you or the answerphone recorded a message.

If someone calls you twice or more, only the last call is logged.

1

If there are any new calls, the display says

NEW CALLS

It will continue to say new calls until you have scrolled through the full list

2



Press

3



Press to scroll through the list of names and numbers

4



Press to dial a number or press OK to edit the number and then press OK again to dial

1234567890

Accessing the call log

You can access the call log even when there have been no new calls. the call log lists the 10 most recent unanswered calls.

1

1 LOUNGE

2



Press

3



Press once

▼CALL LOG

4



Press

Now you can dial, edit or delete the numbers.

Deleting entries from the call log

1

1 LOUNGE

2



Press

3



Press once

▼CALL LOG

4



Press to choose the call log

5



Scroll through the numbers and names to the one you want to delete

6



Press for the delete option

▼DELETE

Scroll down again if you want to delete all the numbers from the log

▼DELETE LIST

7



Press to delete

?--DELETE--?

8






Press to confirm that you want to delete


DELETED


Using redial

You can redial any of the last five numbers dialed. The numbers are stored in a list.


- 1  1 LOUNGE



- 2  **Press**
 ▼01234567890

- 3  **Press** to scroll through the numbers


- 4  **Press** to dial the number, or press OK to edit the number before you dial and then press OK again to dial


Editing a number on your redial list

- 1  1 LOUNGE

- 2  **Press**
 ▼01234567890

- 3  **Press** to scroll to the number you want

- 4  **Press** once
 ▼EDIT

- 5  **Press**
 Use the C button to delete the numbers and key in the new number – up to 24 digits long

- 6  **Press** to dial the number – or you can press OK to dial

Deleting a redial number

- 1  1 LOUNGE

- 2  **Press**
 ▼01234567890

- 3  **Press** to scroll through the numbers

- 4  **Press** once
 ▼EDIT

- 5  **Press** once
 ▼DELETE
Scroll down again if you want to delete all the numbers from the log
 ▼DELETE LIST



Press to delete

??-DELETE--??



Press to confirm

DELETED








Favourite numbers button

This lets you store up to 10 numbers that you can call without dialling the number.

- 1
- 2  **Press**

The display shows the phone number or name if there's already one stored.
- 3  **Scroll** to the location where you want to store the number or press the number on the keypad
- 4  **Press**
- 5 

- 6  Key in the phone number
Press the C button if you want to delete digits of an existing number. If you want a pause, press and hold the # button until a P appears.
- 7  **Press**
The display shows STORED and asks for you to enter a name

The display shows the name if there's already one stored.
- 8  Key in the name – this can be up to 10 letters – see the blue panel
If you don't want to enter a name, press the C button.
- 9  **Press**
- 10  **Press** to finish, or **scroll** to the next location and store another number.

Dialling a favourite number

- 1
- 2  **Press** The display shows the first favourite number
- 3  **Scroll** to the name or number you want or press the favourite number location on the keypad
- 4  **Press** or press OK to edit the number and OK again to dial

Entering letters







Each key selects several letters.

Press a key repeatedly to select the letters on it. If the letter you need is on the same key, wait approx 4 secs between presses. If you make a mistake, press C. Press 0 for a space.

9
WXYZ

SALLY







Deleting a favourite number

- 1
- 2  **Press**
- 3  **Scroll** to the name or number that you want to delete
- 4  **Press**
- 5  **Press** once
- 6  **Press** to delete
- 7  **Press** and scroll to the next number you want to delete or press and hold the C button to finish



Storing or changing a quick dial number

You can store up to 10 numbers in your phone's memory to save you having to key them in each time you call them.

- 1
- 2  **Press**
- 3  **Press** for the first location
The display shows the phone number if there's already one stored.
- 4  **Scroll** to the location you want
- 5  **Press**

- 6  **Press**
- 7  Key in the phone number – this can be up to 24 digits
Use the C button if you want to delete digits of an existing number. If you want a pause, press and hold the # button until a P appears.
- 8  **Press**
The display shows STORED and asks you to enter a name
- 9  Key in the name – this can be up to 10 letters, see blue panel on pg 21
- 10  **Press**
- 11  **Press** to finish, or **scroll** to the next location and store another number

Dialling a quick dial number

- 1
- 2  **Press**
- 3  **Press**
- 4  **Scroll** to the name or number you want or press the quick dial number if you know it
- 5  **Press**

Deleting a quick dial number

- 1


- 2  **Press**
- 3  **Press** for the first location
- 4  **Scroll** to the name or number you want to delete
- 5  **Press**
- 6 
- 7  **Press** The handset will ask you to confirm
- 8  **Press** and scroll to the next number you want to delete or press and hold the C button to finish


Calling anonymously


You can call anonymously if you don't want people with caller display phones or return services to know your number.


Only the next call you make will be anonymous

1

2  **Press**

3  **Press** several times until the display says

4  **Press** and your next call will be anonymous

5  **Dial** the number on the keypad or use one of your favourite or quick dial memories


6  **Press**


Cancelling the anonymous call feature


1  **Press** twice quickly

Redialling a number if it's busy

The phone network will call back when the number is free. This is a chargeable service.

1  **Press** when you hear the engaged tone

2  **Press** several times until the display shows



3  **Press** listen to the message and then hang up.

Paging your handsets

Any handsets connected to the base station will ring for up to 1 minute. This is especially useful for finding lost handsets.



1  **Press** the Page button on the base station

2  **To stop the ringing**
Press again
or
 **Press** on any handset

If a handset is switched off or the batteries have run down it will not respond to paging.

Answer-phone functions

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Setting the time and day

Your phone tells you the time and day that messages were left for you. The factory setting is Saturday 12.01pm.


1  1 LOUNGE

2  **Press** once and the display will show

 ▼QUICKDIAL



3  **Press and hold** until the display says


 MESSAGES 1


4  **Press and hold** until the display says


 ▼ANS PHONE


5  **Press**
 ▼ANS ON/OFF

6  **Press** three times until the display says
 ▼TIME & DAY


7  **Press** and the display will show the time setting


8  **Enter the current time using the 24 hour clock – the phone will announce the time using the 12-hour clock**

9  **Press** and the display will show the day setting

10  **Press** several times until the display shows the current day

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11  **Press**
The phone stores the time & day and returns to the Time & Day menu.

12  **Press and hold** to leave the menu








Recording your outgoing message



Your phone has three pre-set messages.

- **ANS ONLY** for when you don't want to record messages
- **ANS & REC** for when you do want to record messages
- **Message 3** only used when the memory is full and the phone can't take messages








You can record your own versions of **ANS ONLY** and **ANS & REC**. When you do, they will be used instead of the factory setting.

Before you record your message, it's a good idea to write it down and practice saying it to make sure it's less than 30 seconds.

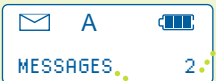
1		1 LOUNGE
2		Press once ▼QUICKDIAL
3		Press and hold until the display says ▼MESSAGES 1
4		Press and hold until the display says ▼ANS PHONE
5		Press ▼ANS ON/OFF
6		Press two times ▼OGM
7		Press to choose the Answer Only message ▼ANS ONLY

		To choose the Answer & Record message, press the Scroll button ▼ANS & REC
8		Press ▼PLAY OGM
9		Press the display will show ▼RECORD OGM
10		Press PLS LISTEN
11		Follow the instruction you hear and speak your message after the tone PRESS OK STORED
12		Press at the end of your message. The phone stores the message and returns to the Play OGM menu
13		Press and hold to leave the menu

Switching on or off

1		1 LOUNGE
2		Press once ▼QUICKDIAL
3		Press and hold ▼MESSAGES 0
4		Press and hold ▼ANS PHONE
5		Press ▼ANS ON/OFF
6		Press The display shows the current setting with a ✓
7		Scroll to the option you want
8		Press The display will flash STORED then show ▼ANS ON/OFF
9		Press and hold to leave the menu

Playing your messages



You have 2 messages

The display shows Messages when you have new messages.



This display shows you have 4 old messages and the answer-phone is switched on. If the answer-phone is off you will not see the number of messages in the display.

The messages will be played on your handset and at the base station. If you switch Screening to off, you will only hear the messages at the handset – see page 35.

1	
2	Press to play the messages <i>While you are playing your messages, the keys have the functions in the blue box.</i>

Message functions

- Press** once to stop and return to previous menu
- Press** and hold to stop and return to the stand-by display
- Press** once for next message
- Press** for next message
- Press** to skip back to the start of the current message
Press within 1 second to go back to the previous message
- Press** to delete current message
The maximum message length is 3 minutes.

Deleting your outgoing message









You can go back to the factory set message by deleting the outgoing message you have recorded.

1	
2	Press once QUICKDIAL
3	Press and hold until the display says ANS PHONE <i>If the display says Messages, press and hold the scroll button for the Answer-Phone menu</i>
4	Press ANS ON/OFF
5	Press two times OGM

6	Press ANS ONLY <i>If you want to delete the Answer and Record message, press the Scroll button.</i> ANS & REC
7	Press PLAY OGM
8	Press twice DEL USR OGM
9	Press <i>The handset will ask you to confirm</i> DEL USR OGM?
10	Press DELETED
11	Press to finish

Using Remote Access

You can listen to your messages from other phones. You must switch on Remote Access before you can do this.

- 1 Dial your own phone number
 - 2  **Press** during your outgoing message. You will hear a message asking you to enter your PIN.
 - 3 Dial your PIN
The factory setting is 2100.
- Use the keys on the phone to handle your messages.
- Hang up when you have finished.
-  Play messages
 -  Skip back one message
 -  Delete the message
 -  Skip forward one message
 -  Switch answer on or off
 -  Main menu
 -  Press to delete current message

If you want to use Remote Access, it's a good idea to set the Answer Delay to Toll Saver.

Then, if you have new messages, your answer phone will answer after 2 rings. If you don't have any new messages, your answer phone will take 6 rings to answer and you will know without having to use Remote Access. You can hang up without paying for the call.








See page 35 for Answer Delay.

Recording a memo

You can record memos on your phone for other members of your household.

You play memos in the same way as messages.

- 1  1 LOUNGE 0
- 2  **Press** once
 QUICKDIAL
- 3  **Press** and hold until the display shows
 MESSAGES 0
- 4  **Press** and hold until the display shows
 ANS PHONE
- 5  **Press**
 ANS ON/OFF

- 6  **Press**
 REC MEMO
 - 7  **Press**
 PLS LISTEN
The base will say 'Speak after the tone. To end recording press OK.'
 PRESS OK
 - 8 **Speak your memo.**
 - 9  **Press** to save your memo
The display flashes STORED and then shows the REC MEMO menu for 30 seconds. If you want to record a new memo, press OK.
- When you've finished, the display changes to show how many messages or memos you have.*
- 
- MESSAGES 1
- If you have caller display and the display says NEW CALLS someone has called but not left a message.*

Choosing your answer-phone settings

The ANS PHONE menu lets you choose how your answer phone works

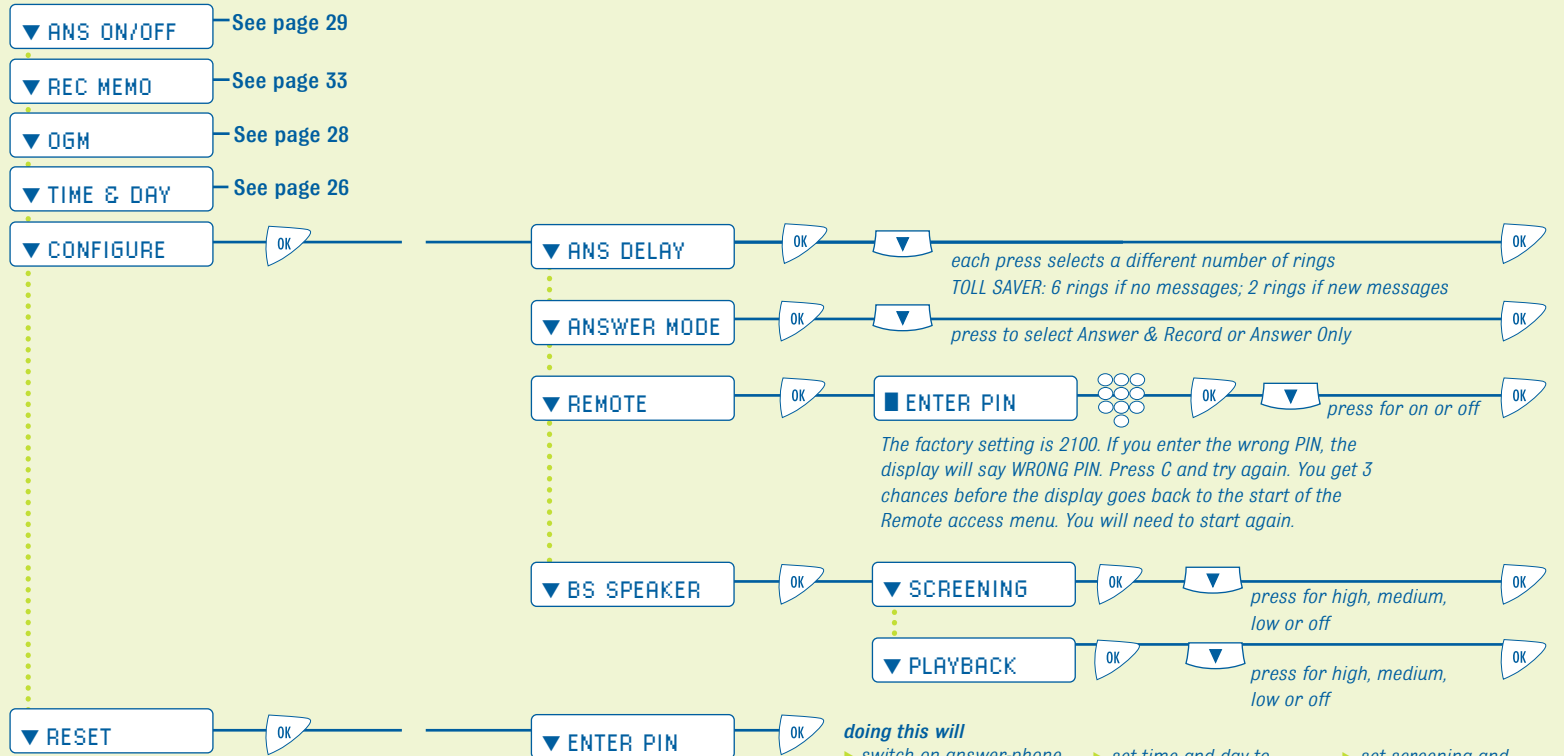
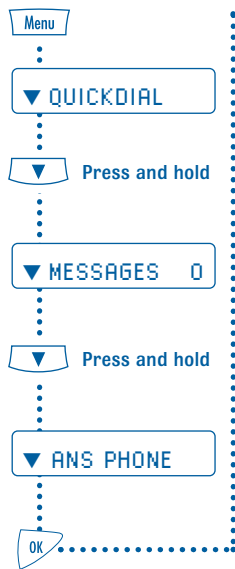
You can

- ▶ switch the answer phone on or off
- ▶ record a memo
- ▶ record your outgoing message
- ▶ set the time and day
- ▶ configure the number of rings; whether it takes messages; whether remote access is on or off; the screening volume as messages are left; the volume messages are played at
- ▶ reset to the factory settings

- ✓ Shows a current setting
- ▼ Press to scroll down menus
Press and hold to scroll up menus
- OK Press to select the feature you want
- C Press and hold after setting a feature to leave the ANS PHONE menu

STORED Confirms a setting you make

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doing this will

- ▶ switch on answer-phone to Answer & Record
- ▶ set time and day to 12.01pm Saturday
- ▶ set OGM to factory setting
- ▶ set Answer Delay to 4
- ▶ set screening and playback to high
- ▶ switch Remote access on

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Choosing your handset settings

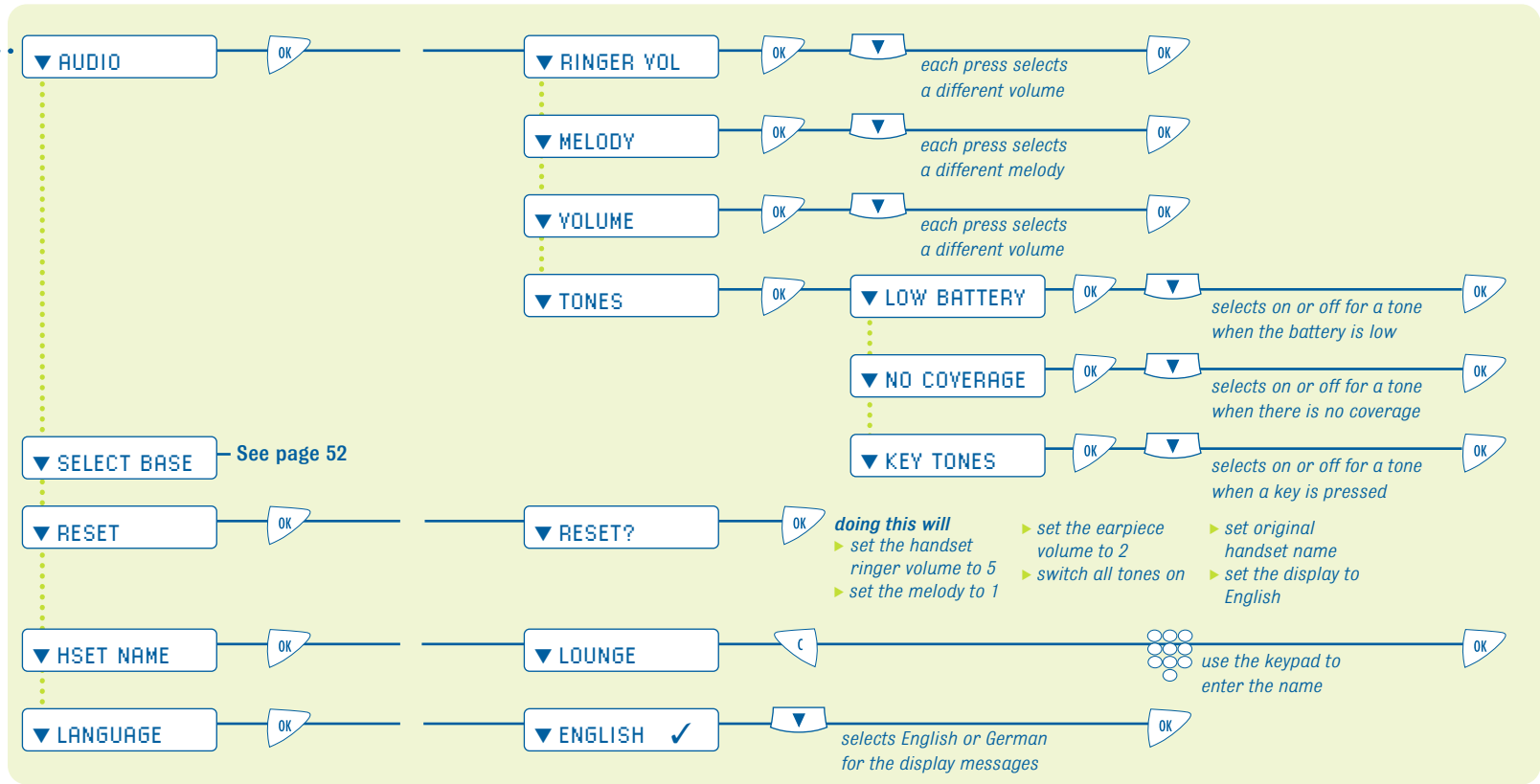
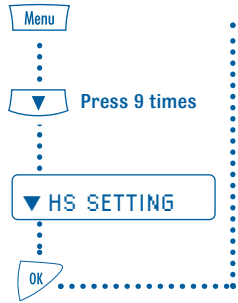
The HS SETTING menu lets you choose how your handset works

You can

- ▶ set the handset ringer volume
- ▶ choose the handset ring melody
- ▶ set the earpiece volume
- ▶ decide when tones are used
- ▶ select a base station
- ▶ reset to the factory settings
- ▶ change the handset name
- ▶ choose English or German for the display messages

- ✓ Shows a current setting
- ▼ Press to scroll through menus
- OK Press to select the feature you want
- C Press and hold after setting a feature to leave the HS SETTING menu

STORED Confirms a setting you make



Choosing your base settings

The BS SETTING menu lets you choose how your master base station works

You can

- ▶ set the base ringer volume
- ▶ choose the base ring melody
- ▶ bar external calls from being made
- ▶ change your PIN
- ▶ de-register any handset from this base station
- ▶ reset to the factory settings
- ▶ set your phone to wait for a dial tone after the access code on a PABX switchboard

✓ Shows a current setting

▼ Press to scroll through menus

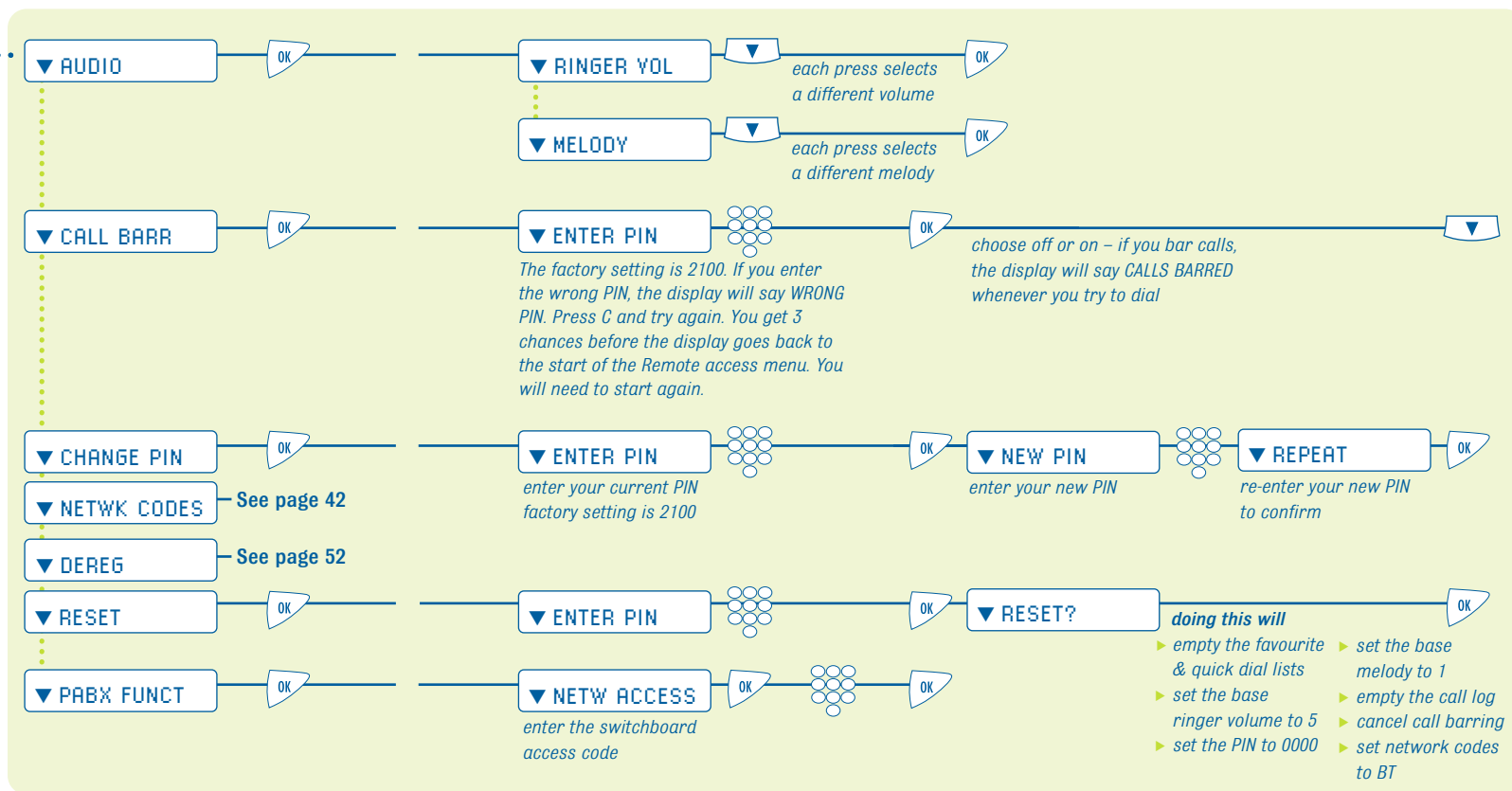
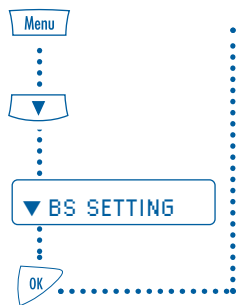
OK Press to select the feature you want

C Press and hold after setting a feature to leave the BS SETTING menu

STORED

Confirms a setting you make

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Section contents

- ▶ Switching call waiting on or off [pg 40](#)
- ▶ Answering a call waiting call [pg 41](#)
- ▶ Rejecting a call waiting call [pg 41](#)
- ▶ Editing network codes [pg 42](#)
- ▶ Making an inquiry call [pg 44](#)
- ▶ To set up a three party call [pg 44](#)

Network services are available from BT and most cable companies.

Contact your phone company for more information on the services they offer.

See page 42 for information on changing network service codes.

Switching call waiting on or off

Call waiting is a chargeable network service available from your phone service supplier.

1		1 LOUNGE
2	Menu	Press ▼QUICKDIAL
3	▼	Press several times until the display says ▼BS SETTINGS
4	OK	Press ▼AUDIO

5	▼	Press several times until the display says ▼NETWK CODES
6	OK	Press ▼CALL WAIT
7	OK	Press <i>The ✓ in the display shows the current setting</i>
8	▼	Scroll between on or off and press OK to confirm the setting you want PLS LISTEN
9	📞	Listen to the message and then hang up

Answering a call waiting call

1	Menu	Press when you hear the call waiting beeps during a call
2	▼	Press several times until the display says ▼ANSWER
3	OK	Press and then use the menu button to handle your calls

Rejecting a call waiting call

BT customers can simply ignore the call. Cable customers may need to set a code – see page 42.

1	Menu	Press when you hear the call waiting beeps during a call
2	▼	Press several times until the display says ▼REJECT
3	OK	Press

Editing network codes


Your phone uses the standard BT and most cable company access codes for network services.


Some network services are chargeable.


You can alter the pre-set codes for:



- ▶ inquiry calls
- ▶ auto redial calls
- ▶ call waiting accept
- ▶ call waiting reject
- ▶ 3 party calls
- ▶ single calls
- ▶ switching calls
- ▶ call waiting on
- ▶ call waiting off
- ▶ anonymous calls
- ▶ recall


- 1


- 2  **Press**


- 3  **Press**
Press several times until the display says


- 4  **Press**


- 5  **Press** several times until the display says



- 6  **Press** several times until the display says

- 7  **Press**

- 8  **Scroll** to the code you want to set
 - ▼INQUIRY
 - ▼AUTO REDIAL
 - ▼CW ACCEPT
 - ▼CW REJECT
 - ▼3 PTY CALL
 - ▼SWITCHCALL
 - ▼CW ON
 - ▼CW OFF
 - ▼ANONYM CALL
 - ▼RECALL

- 9  **Press**
Use the C button to delete the current code. Use the keypad to enter the new code.
To include a recall in the code, press the menu button and scroll for a PBX or network recall, then press OK.

- 10  **Press**

- 11  **Scroll** to set another code or press and hold the C button to finish.



Making an inquiry call

An inquiry call lets you talk to two callers at the same time or switch between two calls. This is a network service which your phone company may charge you for.

1 Make your first call

2  Press during your first call

▼ INQUIRY

3  Press

4  Dial the second number and press OK


When you get through, the first call is put on hold and you are connected to the second call.

Now you can:

- ▼ Set up a three party call
- ▼ Switch between the two callers
- ▼ Hang up

To set up a three party call

This lets all three people talk together.

1  Press when you're talking to one call and the other is on hold

▼ 3 PTY CALL

2  Press
The 3 party call is set up.

Now you can:

- ▼ Go back to a single call
- ▼ Hang up

To go back to a single call

This puts the second call on hold again while you talk to the first call.

1  Press during the 3 party call

SINGLE

2  Press

The second call is put on hold while you talk to the first.

Now you can:

- ▼ Set up a three party call again
- ▼ Switch between the two callers
- ▼ Hang up

To switch between two calls

This puts the current call on hold while you talk to the other call.

1  Press

▼ 3 PTY CALL

2  Press once

▼ SWITCH CALL

3  Press

The current call is put on hold while you talk to the other caller.

Now you can:

- ▼ Set up a three party call
- ▼ Hang up

To hang up during a 3 party call

1  Press

You're disconnected from the 3 party call. The other two callers can continue talking.

To hang up while a call is on hold

1  Press

The current call ends and the call on hold rings you back.

2  Press

to answer the call that was on hold

Adding and using additional handsets


You can use up to six handsets with one master base station

Section contents

- ▶ Registering a handset [pg 46](#)
- ▶ Using two or more handsets [pg 48](#)
- ▶ Making an intercom call [pg 48](#)
- ▶ Answering an intercom call [pg 48](#)
- ▶ Calling all your handsets at once – group call [pg 49](#)
- ▶ Answering an external call during an intercom call [pg 49](#)
- ▶ Making an intercom call during an external call [pg 50](#)
- ▶ To transfer the external call [pg 50](#)
- ▶ To set up a three party call [pg 50](#)
- ▶ To go back to a single call [pg 51](#)
- ▶ To switch between an external call and intercom call [pg 51](#)
- ▶ To hang up during a three party call [pg 51](#)
- ▶ To hang up while a call is on hold [pg 51](#)

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Registering a handset


1  **Press** the PAGE button on the master base station and hold it down for approx 10 seconds until it beeps

The master base station sends out a registration signal for 15 minutes.

The signal will stop if:

- ▶ you successfully register a handset
- ▶ you enter your PIN incorrectly three times

2  **Press** on the handset



You can recharge the handset batteries from any master base station or mini charging base.

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3  **Press** several times until the display says



4  **Press**



5  If you have more than one base station, scroll to the one you want to register to

6  **Press**





7  Enter your PIN – the factory setting is 2100

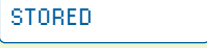
8  **Press**



This may take up to 2 minutes.

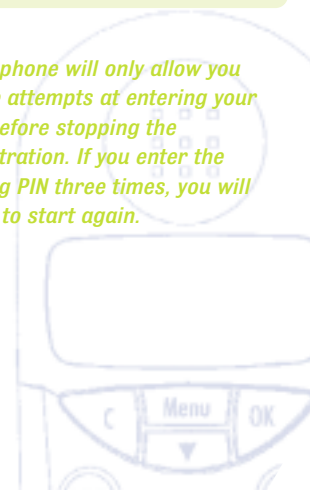
9  **Scroll** to the handset number you want or press OK to accept the number offered

10  **Press**



11 *The display changes to the handset name. Instructions on changing the handset name are on page 14.*

Your phone will only allow you three attempts at entering your PIN before stopping the registration. If you enter the wrong PIN three times, you will need to start again.





Using two or more handsets




If you have two or more handsets, you can make free intercom calls between them.

If you have three or more handsets, you can have one handset on an external call while the other two are on an intercom call.

Making an intercom call

You can only make intercom calls between handsets that are registered to the same base station.

- 1
- 2  **Press**
- 3  **Press twice**

- 4  **Press**
- 5  **Enter** the handset number
If the handset is already on a call, you will hear 4 beeps.
- 6  **Press** to end the call

Answering an intercom call



- 1
- 2  **Press** to answer the call

Calling all your handsets at once – group call

If you have three or more handsets registered to one base station, you can call them all at once.

This is useful if you don't know where someone is.


The first handset to answer your call will be connected.

- 1
- 2  **Press**
- 3  **Press** several times until the display says

Answering an external call during an intercom call

If a call comes in during an intercom call, both handsets will beep and the displays will say CALL or show the caller's name or number if you have caller display.

Caller display is a chargeable network service available from your phone company.

- 1  **Press**
The intercom call will be put on hold.
Now you can:
 - ▼ Set up a 3 party call
 - ▼ Switch between the two calls
 - ▼ Hang up

Please turn the page for details.


Making an intercom call during an external call

The external call is put on hold while you make the intercom call. Then you can talk to the intercom and external call at the same time or switch between the two calls.

1 


Press during the external call

 INQUIRY

2  Press several times until the display says

 INT/COM INQ

3  Press

4  Enter the handset number 1-6 you want to intercom
Now you can:


- ▼ Transfer the external call
- ▼ Set up a 3 party call
- ▼ Switch between the two calls
- ▼ Hang up


To transfer the external call

1 

2  Press

To set up a three party call


This lets all 3 people talk together.
1  Press twice


2  Press The 3 party call is set up.
Now you can:

- ▼ Go back to a single call
- ▼ Hang up

To go back to a single call

This puts the second call on hold again while you talk to the first call.

1  Press during the 3 party call


2  Press
The external call is put on hold while you talk to the intercom call.
Now you can:


- ▼ Set up a three party call again
- ▼ Switch between the two callers
- ▼ Hang up

To switch between an external call and intercom call

This puts the current call on hold while you talk to the other call.


1  Press

2  Press once


3  Press The current call is put on hold while you talk to the other caller.
Now you can:

- ▼ Switch between calls again
- ▼ Set up a three party call
- ▼ Hang up

To hang up during a 3 party call

1  Press If you made the external call, the call will end. If you answered the intercom call, the other two callers can continue talking.

To hang up while a call is on hold

1  Press The current call ends and you are reconnected to the other call.

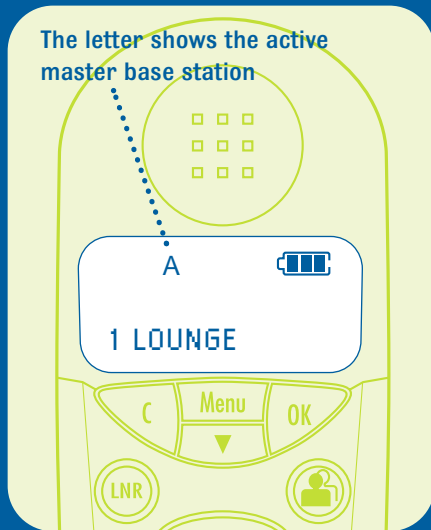
Adding and using additional master base stations

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Section contents

- ▶ De-registering a handset from a base station [pg 53](#)
- ▶ Choosing the active base station [pg 54](#)

The letter shows the active master base station



You can register each handset with up to four master base stations – perhaps if you use your phones across a large area or you have several different phone lines. For home use, we recommend that you have one master base station with additional handsets and chargers.

The handset will only work with one master base station at a time – the active base station. Use the HS SETTINGS menu to choose which base you want a handset to work with.

If you move out of range of the active base station, the handset will not work and you will need to make a base station that's within range active.

Follow these stages if you buy a new handset and master base station:

- ▶ De-register your new handset
- ▶ Register the new handset at your existing base station and register both handsets at the new master base station.
- ▶ Choose the letter for the new master base station.
- ▶ Use the HS SETTINGS menu to choose the master base that you want each handset to work with.

Remember if you move out of range of this master base station, the handset will not work.

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De-registering a handset from a master base station








These instructions are to de-register a handset from a base station.






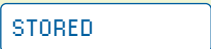
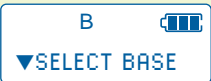

- 1
- 2 Press
- 3 Press several times until the display says
- 4 Press
- 5 Press several times until the display says

- 6 Press
- 7 Enter your PIN – the factory setting is 2100
- 8 Press
- 9 Press until the display shows the handset you want to de-register
- 10 Press
- 11 Press to confirm
If you de-register the handset you are using the display will say NO BASE and then REGISTER!

Choosing the active master base station

You can only make intercom calls between handsets that are active on the same master base station.

- 1  1 LOUNGE
- 2  **Press**
- 3  **Press** several times until the display says
 ▼HS SETTINGS
- 4  **Press**
 ▼AUDIO
- 5  **Press**

- 6  **Press** once
 ▼SELECT BASE
- 7  **Press**
- 8  **Press** until the display shows the master base station you want to be active
- 9  **Press**
 STORED
The base letter flashes and the display says
 B ▼SELECT BASE
- 10  **Press and hold** to leave the HS SETTING menu

Troubleshooting

There's no dial tone

Check

- the phone line cord is securely connected at the handset and base station
- the phone cord is not damaged
- the power at the base station is on
- the handset batteries are properly fitted and fully charged
- the handset is registered to the master base station. Press the page button on the base station to ensure the handset responds.
If the handset responds, it is registered to the base station
- your line has not been disconnected.

If none of these checks work, ask your service provider to test the line.

There's no display on the handset

Check the handset battery is properly fitted and fully charged. See page 11 for details on switching the handset on.

My handset doesn't ring

Check

- the handset is switched on
- the handset is registered to the master base station
- the handset is within range of the master base station
- the master base station is active – check the correct base station is active if you have more than one.

My master base station doesn't ring

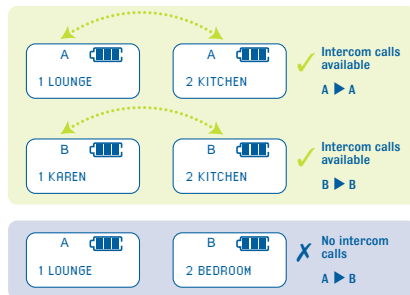
Check:

- the power switch at the master base station is on and live
- the base ringer is set to ON
- the phone line cord is securely connected and not damaged.

I cannot make intercom calls

Check

- at least two handsets are registered to the same master base station



- you are calling the correct handset number
- the handset you are calling is not busy.

I cannot register an extra handset to a master base station

Check

- you have pressed the Page button to send out the signal
- there is a free slot available on the base – you can register six handsets to each master base station
- there is a free slot available on the handset. You can register a handset to four different master base stations
- the correct PIN was entered

The battery icon shows a low charge

Put the handset in the base station to recharge the battery. When the battery is fully charged the battery icon will show all three segments.

The battery icon will stop flashing when the battery is fully charged.



Helpline – If you are unable to solve a problem with your phone, call the VTech helpline on **0870 013 32 32**

I can hear the caller but they can't hear me

Check

- the handset microphone is not covered
- that the mute function is not active. There are details about this on page 13.

I cannot store my favourite or quick dial numbers

You may have pressed the OK button instead of the Menu button when the display showed the location where you want to store the numbers. When you press Menu, the display says EDIT and you can store your number.

I cannot edit my favourite or quick dial numbers

You may have pressed the OK button instead of the Menu button when the display showed the name or number that you want to edit.

I have spilled liquid on my handset

Remove the battery at once and shake off any excess liquid. Dry the handset with a towel and then allow to dry naturally. Do not apply heat to the handset.

If your handset still does not work, return it to your supplier to repair. Accidental damage is not covered by warranty.

My phone doesn't work after an electrical storm

There may have been a power surge through your telephone line or electrical mains. Disconnect the power line from your master base station and then reconnect it. The telephone may reset itself.

If this does not work, return the phone to your supplier to repair. Any damage is not covered by warranty.

The base letter in the display flashes

The handset is searching for a base. It is out of range or the master base station has no power.



Helpline – If you are unable to solve a problem with your phone, call the VTech helpline on **0870 013 32 32**

REGISTER!	<p>The handset flashes REGISTER! Register the handset or select a different base.</p>
WRONG PIN	<p>The display says WRONG PIN You have entered the wrong PIN. If you were changing your PIN, you need to enter the new PIN identically twice.</p>
SAME PIN	<p>The display says SAME PIN You tried to change the PIN and used the old PIN again.</p>
NOT POSSIBLE	<p>The display says NOT POSSIBLE You may have tried to register the handset to a base station and 4 base stations are already registered. You may have tried to intercom a handset that does not exist.</p>
SEARCHING	<p>The display says SEARCHING There has been a power surge in the mains supply. To clear, please switch off the power and leave off for 30 seconds before switching back on again.</p>

The display shows the flashing envelope and says NEW CALLS.
You have unread messages and are connected to Caller Display. The NEW CALLS message means someone has called you but not left a message – their number has still been logged in the call log.
Press the C button for the MESSAGES menu and then press OK to play your messages in the normal way.
After you have played all your messages, you can go back to the call log to see which numbers called without leaving a message.

I can't dial out – there is no dial tone.
The electronic systems in your phone can be affected by changes in the electrical supply voltage. To clear, please switch off the power and leave off for 30 seconds before switching on again. You will need to reset the time and day afterwards.

The handset seems to be locked
You cannot make calls if:

- ▶ call barring is switched on
- ▶ you are trying to access an external line when another handset is already using it.
- ▶ one handset is on an external call while another two are on an intercom call.

Batteries

Make sure you use only the correct batteries – AA size NiMH (nickel metal hydride).

These are available from the VTech helpline, ask for part number A100 002.

Spares and accessories

Call the VTech helpline on **0870 013 32 32** for spares and accessories such as:

- ▶ wall fixing kit
- ▶ replacement batteries
- ▶ earpiece covers
- ▶ phone line cords
- ▶ power adapters
- ▶ charging stations – in various colours
- ▶ user guides.