# vtech®

## ))((ErisStation™

**Wireless Conference Phone**

# User's manual

businessphones.vtech.com

BC

## Model: VCS704

DECT 6.0

# Congratulations

on purchasing your new VTech product. Before using this product, please read **Important safety instructions** on page 35 of this manual.

This manual includes the information and procedures necessary to install and operate your new VTech product. Please review this manual thoroughly to ensure proper installation and operation of this innovative and feature rich VTech product. For support, shopping, and everything new at VTech, visit our website at **http://businessphones.vtech.com**.

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# Introduction

## About ErisStation Wireless Conference Phone

The ErisStation Wireless Conference Phone is designed for use in office settings. It consists of a base unit and four wireless microphone units, enabling participants in different areas of a meeting room to deliver clear conversation in a phone conference.

## Parts checklist

Your wireless conference phone contains the following items. Save your sales receipt and original packaging in the event warranty service is necessary.

User's manual
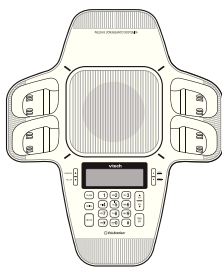
Base unit
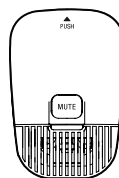
Wireless microphone unit X4
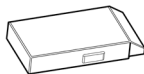
Battery X4

Battery door X4
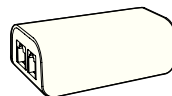
Power adapter

AC power cord
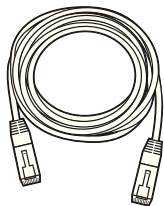
DC power cable

Telephone line cord

**note** To purchase any accessories or replacements, visit our website at **http://businessphones.vtech.com** or call **1-800-595-9511**. In Canada, call **1-800-267-7377**.

# Getting Started

## Connect base unit

Connect the base unit as shown below.
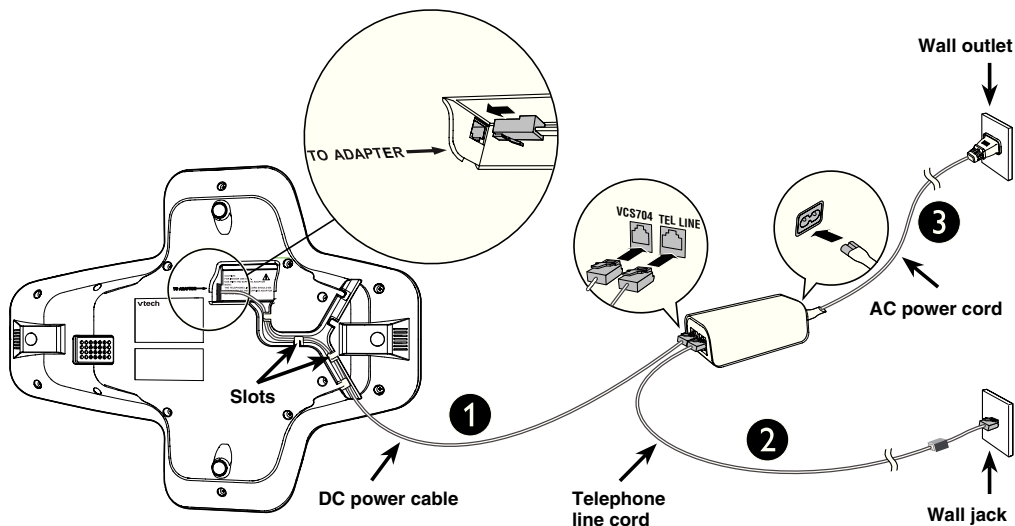


1. Plug one end of the DC power cable into the base unit, and plug the other end into the **VCS704** jack of the power adapter. Route the cord through the slots.

2. Plug one end of the telephone line cord into the **TEL LINE** jack of the power adapter, and plug the other end into a wall jack.

3. Plug the small end of the AC power cord into the power jack of the adapter, and plug the large end into the wall outlet not controlled by a switch.

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**note**

- The ErisStation Wireless Conference Phone is not a network device and is not PoE (Power over Ethernet) compatible. It does not require an ethernet network to work. Do not connect it to your ethernet network or directly with any other network devices.

- The supplied power adapter is designed for use with the ErisStation Wireless Conference Phone only. It is not PoE compatible and is not designed to power any network devices. Do not connect the supplied power adapter to any other network devices through the supplied DC power cable or any other Cat5e ethernet cable.

- When the base unit is powered up, the status indicators turn green for about two seconds.

- 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 wall jack. Contact your DSL service provider for more information about DSL filter.

- The AC power cord is intended for a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling or cabinet outlet.

# Getting Started

## Charge the wireless microphone unit

1. The battery is pre-installed in your wireless microphone unit. Pull the battery tap off from the battery door before charging.

2. Place the wireless microphone unit into the charging cradles at the base unit until they are flush.
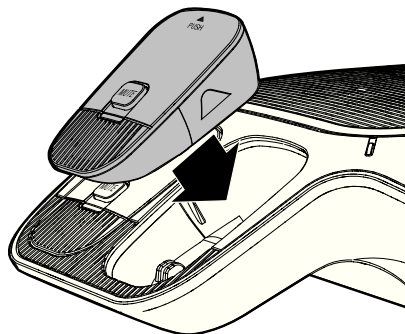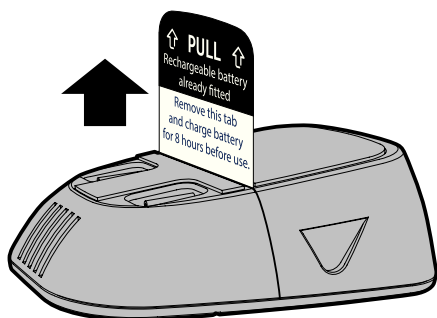


**note**
- Charge the battery for 8 hours before use.
- The status indicator on the wireless microphone unit turns orange when charging, and turns off when the wireless microphone unit is fully charged.
- If the wireless microphone unit becomes warm when the battery is charging, it is normal.

⚠
- Risk of explosion! Keep the battery away from heat, sunshine or fire. Never discard battery in fire.
- Use only the supplied battery.

## Replace the battery

To replace the battery, slide open the battery door and take the battery out from the battery compartment. Then, install the new battery as shown below.
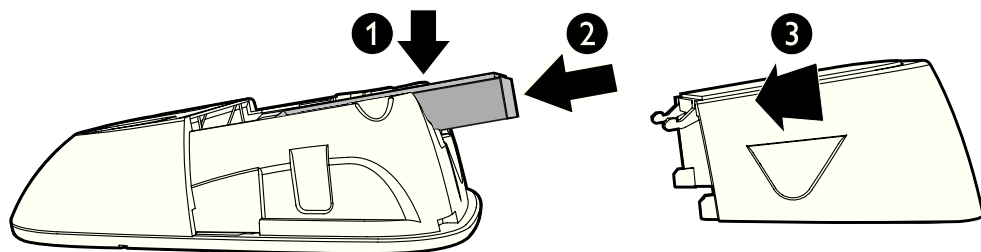


1. Place the battery with the label **THIS SIDE UP** facing up onto the battery compartment.

2. Push the battery gently until it is fully inserted.

3. Slide the battery door until it clicks into place.

**note** Charge the battery for 8 hours before use.

# Getting Started

## Lift the wireless microphone unit

Your wireless microphone unit works when it is lifted during a call.
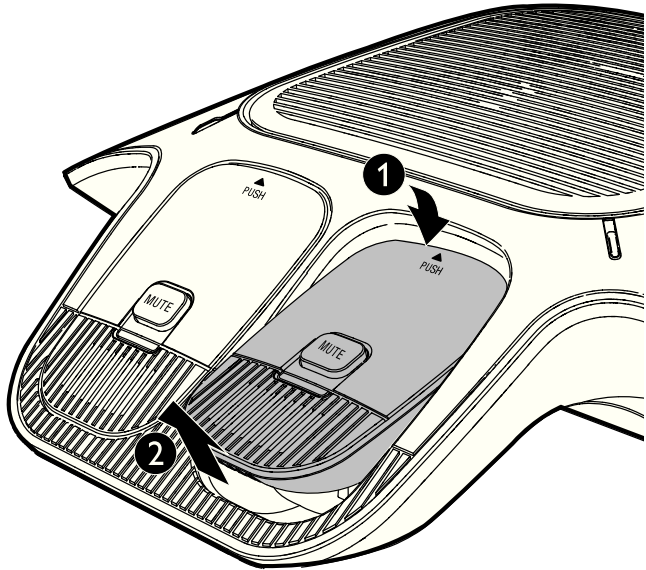


1. Push the wireless microphone unit as shown above.

2. Lift the wireless microphone unit from its bottom.

**note**
- For best performance, speak to the microphone on the wireless microphone unit at a distance of no more than 3 feet.
- Always return the wireless microphone units to the charging cradles after use.

# Getting Started

## Base unit overview (front)
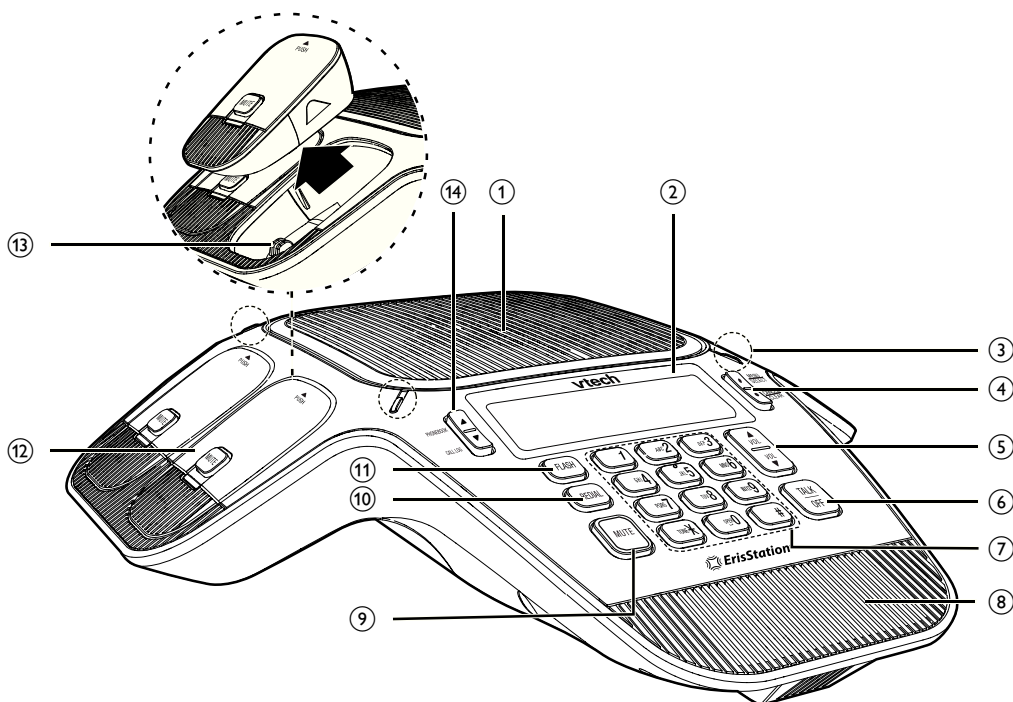


1. **Speaker**

2. **LCD display**

3. **Status indicators**
   - Indicates the system status. See also **Status indicators overview** on page 9.

4. **MENU**
   **SELECT**
   - Press to show the menu.
   - Press to select an item, or save an entry or setting in a menu.

   **CANCEL**
   **CLEAR**
   - While in a menu, press to return to the previous menu.
   - While editing numbers or names, press to delete a character, or press and hold to delete all characters.

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# Getting Started

5. **▲** VOL **/** **▼** VOL
   - Press to scroll through the menu, phonebook, or call log.
   - Press to adjust the ringer volume.
   - During a call, press to adjust the listening volume.

6. **TALK OFF**
   - Press to make, answer, or end a call.

7. **Dialing keys**
   - Press to enter numbers or characters.

     OPER **0**
     - While entering numbers, <u>press and hold</u> to insert a dialing pause.
     - While editing names, press to add a space.

     TONE **✳**
     - Press to switch to tone dialing temporarily when using pulse service while on a call.

8. **Front microphone**

9. **MUTE**
   - During a call, press to mute or unmute all microphones in the system.

10. **REDIAL**
    - Press to redial the last number dialed.

11. **FLASH**
    - During a call, press to answer an incoming call when you receive a call waiting alert.

12. **Wireless microphone unit**
    - See **Wireless microphone unit overview** on page 8.

13. **Charging contacts**

14. **PHONEBOOK (▲)**
    - Press to access the phonebook when idle.

    **CALL LOG (▼)**
    - Press to access the call log when idle.

    **Menu Scroll (▲ / ▼)**
    - Press to scroll up or down while in the menu, phonebook, or call log.
    - While entering names or numbers, press to move the cursor to right or left.

# Getting Started

## Base unit overview (rear)
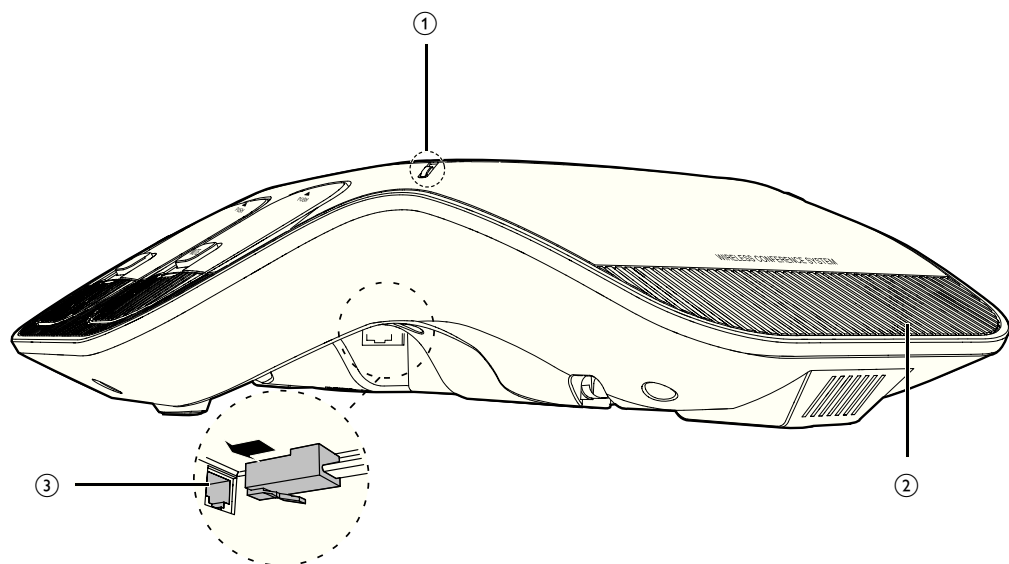


1.  **Status indicator**
    - Indicates the system status. See also **Status indicators overview** on page 9.

2.  **Rear microphone**

3.  **Adapter jack**

# Getting Started

## Wireless microphone unit overview
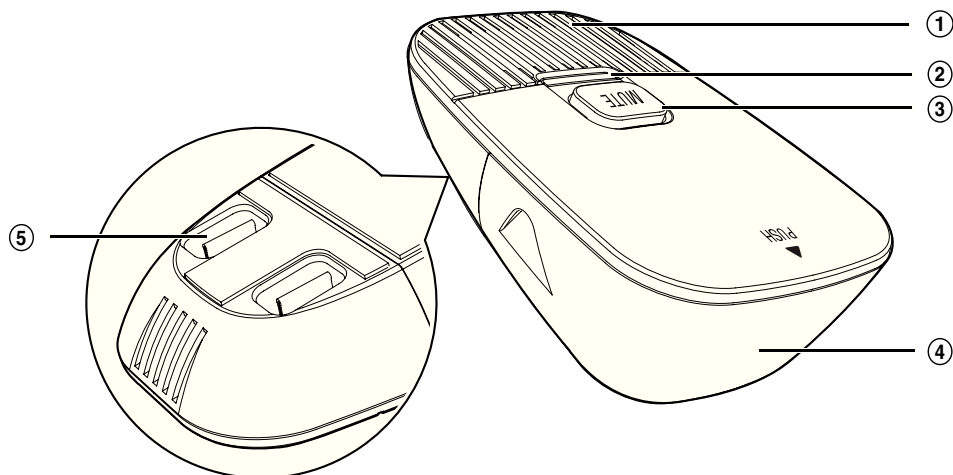


1.  **Microphone**
    - Functions as an extended microphone of the base unit during a call

2.  **Status indicator**
    - Indicates the system status. See also **Status indicators overview** on page 9.

3.  **MUTE**
    - During a call, press to mute or unmute all microphones in the system.

4.  **Battery door**

5.  **Charging contacts**

# Getting Started

## Status indicators overview

### Status indicators on the base unit

| Power up | • Green for about two seconds. |
|----------|-------------------------------|
| On a call | • Green during a call.<br>• Red when the system is muted during a call. |
| Incoming call | • Flashes green when there is an incoming call. |

### Status indicator on the wireless microphone unit

| On the cradle | • Orange when charging in the cradle except during registration. |
|---------------|------------------------------------------------------------------|
| Off the cradle | • Green during a call.<br>• Red when the system is muted during a call.<br>• Off when the wireless microphone unit is in idle mode or without a battery.<br>• Flashes orange when the wireless microphone unit's battery is low.<br>• Flashes green when there is an incoming call.<br>• Flashes red slowly when the wireless microphone unit is:<br>  • out of range; or<br>  • not registered; or<br>  • off cradle during paging (with a paging tone). |
| During registration | • Flashes red and green alternately. |

# Wireless conference phone operation

## Make a call

1. Press $\frac{\text{TALK}}{\text{OFF}}$ on the base unit.

2. When you hear a dial tone, dial the number with the dialing keys (**0-9**, ᵀᴼᴺᴱ✳, or **#**).

> **note** The screen displays the elapsed time as you talk (in hours, minutes, and seconds).

## Answer a call

Press $\frac{\text{TALK}}{\text{OFF}}$ on the base unit to answer an incoming call.

## End a call

During a call, press $\frac{\text{TALK}}{\text{OFF}}$ on the base unit to end a call.

## Redial

Press **REDIAL** to redial the last number dialed.

## Predial a call

1. Enter the telephone number with the dialing keys (**0-9**, ᵀᴼᴺᴱ✳, or **#**).

- Press $\frac{\text{CANCEL}}{\text{CLEAR}}$ to delete one digit.
- <u>Press and hold</u> $\frac{\text{CANCEL}}{\text{CLEAR}}$ to delete all digits.
- <u>Press and hold</u> ᴼᴾᴱᴿ0 to insert a dialing pause (a **p** appears).

2. Press $\frac{\text{TALK}}{\text{OFF}}$ to dial.

## Volume

During a call, press ▲VOL or VOL▼ to adjust the listening volume (**1-10**).

> **note** When the volume reaches the minimum or maximum setting, you hear two beeps.

# Wireless conference phone operation

## Mute

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

- During a call, press **MUTE** on the base unit or a wireless microphone unit. The base unit displays **Muted**. All microphones in the system are muted until the mute function is turned off.
- Press **MUTE** on the base unit or a wireless microphone unit to unmute all microphones in the system. The base unit displays **Microphone ON** briefly.

## Temporarily silencing the ringer

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

**To silence the ringer:**

- Press **MUTE** on the base unit. The base unit displays **Ringer muted**.

> **note**
> - The base unit rings when there is an incoming call unless the ringer volume of the base unit is turned off.
> - You can also press $\blacktriangle$ VOL or VOL $\blacktriangledown$ on the base unit to adjust the ringer volume. The adjustment will be saved and applied to the next incoming call.

## 3-way conference

If your telephone network supports 3-way conference, you can establish a 3-way conference if the two called parties remain on the line.

> **note**
> - If you are using a public switched telephone network (PSTN)* line, contact your telephone service provider to check the subscription status for the 3-way conference feature.
> - If you are using a private branch exchange (PBX)** line, contact your PBX system administrator to check the subscription status for the 3-way conference feature.

1. Press **TALK/OFF** on the base unit.

2. When you hear a dial tone, dial the number of the first call.

3. When the first call is connected, press FLASH to put the current call on hold.

4. When the dialing tone is heard, enter the new outgoing call number.

5. When the second call is connected, press FLASH. A 3-way conference is established.

**To end the conference:**

- Press **TALK/OFF** on the base unit.

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\*  Public switched telephone network (PSTN) provides traditional landline phone service to residences and many other establishments.

\*\*  Private branch exchange (PBX) is a private telephone network used within a company, It allows a single access number to provide several lines to outside callers while providing a range of external lines to internal callers or staff. It relies on computer equipment to perform all the switching of calls, and to make internal calls between extensions within the organizations. It also provides a connection between extensions and external phone lines.

# Wireless conference phone operation

## Call waiting

When you subscribe to call waiting service from your telephone service provider, you hear an alert beep if someone calls while you are already on a call.

- Press FLASH on the base unit to put the current call on hold and take the new call.

- Press FLASH on the base unit at any time to switch back and forth between calls.

## Clear the redial number

1. Press MENU/SELECT when the base unit is not in use.

2. Press ▼ or ▲ until the base unit displays **Clear Redial**.

3. Press MENU/SELECT to confirm. You hear a confirmation tone and the base unit displays **Redial empty**.

## Paging

This feature helps you find any misplaced wireless microphone units within the range of the base unit.

**To start the paging tone:**

1. Press MENU/SELECT.

2. Press ▼ or ▲ to scroll to **Find microphone**, and then press MENU/SELECT. The base unit screen displays **\*\* Paging \*\***. All wireless microphone units that are not on the charging cradles play the paging tone for 60 seconds.

**To mute the paging tone:**

- Press MUTE on a wireless microphone unit, or put it back into the charging cradle.

**To stop paging:**

- Press CANCEL/CLEAR or MUTE on the base unit.

**note** An incoming call stops the paging process.

# Wireless conference phone operation

## Chain dialing

Use this feature to initiate a dialing sequence from numbers stored in the phonebook, call log, or the last number dialed while you are on a call using the base unit.

Chain dialing can be particularly useful when you are required to enter a PIN code to access a conference call. You can save the PIN code to the phonebook and retrieve it from your phonebook entries during a call.

**To access a number from the phonebook while on a call:**

1. Press **MENU SELECT**, and then ▼ or ▲ to scroll to **Phonebook**. Press **MENU SELECT**.

   **-OR-**

   Press **PHONEBOOK (▲)** to access the phonebook.

2. Press ▼ or ▲ to scroll to the desired entry.

3. Press **MENU SELECT** to dial the displayed number.

**To access a number from the call log while on a call:**

1. Press **MENU SELECT**, and then press ▼ or ▲ to scroll to **Call log**. Press **MENU SELECT**.

   **-OR-**

   Press **CALL LOG (▼)** to access the call log.

2. Press ▼ or ▲ to scroll to the desired entry.

3. Press **MENU SELECT** twice to dial the displayed number.

**To access a number from the the last number dialed while on a call:**

1. Press **REDIAL** to redial the last number dialed.

**note** Press **CANCEL CLEAR** to exit the phonebook or call log when you are on a call.

# Settings

## Using the Menu

You can enter the menu to change the settings.

In the ringers menu, you can adjust the ringer volume and select the ringer tones for incoming calls.

In the settings menu, you can change the settings for the date and time, LCD language, base name, key tone, dial mode, area code, and loop gain. You can also reset the base unit to default settings.

**To enter the menu:**

1. Press $\frac{\text{MENU}}{\text{SELECT}}$ when the base unit is not in use.

2. Press ▼ or ▲ until the base unit displays the desired feature menu.

3. Press $\frac{\text{MENU}}{\text{SELECT}}$ to enter that menu.

• To return to the previous menu, press $\frac{\text{CANCEL}}{\text{CLEAR}}$.

## Ringer volume

You can adjust the ringer volume or turn the ringer off on the base unit.

1. Press ▼ or ▲ to sample each ringer volume level (**Ringer off**, or **1** to **6**) when the base unit is not in use.

2. Press $\frac{\text{MENU}}{\text{SELECT}}$ to save your selection. You hear a confirmation tone.

**-OR-**

1. Press $\frac{\text{MENU}}{\text{SELECT}}$ when the base unit is not in use.

2. Press ▼ or ▲ until the base unit displays **Ringers**, and then press $\frac{\text{MENU}}{\text{SELECT}}$.

3. The base unit displays **Ringer volume**. Press $\frac{\text{MENU}}{\text{SELECT}}$ again.

4. Press ▼ or ▲ to sample each ringer volume level (**Ringer off**, or **1** to **6**).

5. Press $\frac{\text{MENU}}{\text{SELECT}}$ to save your selection. You hear a confirmation tone.

**note** If you turn off the ringer volume, the screen will display **Ringer off**. When the ringer volume is off, the base unit is silenced for all incoming calls.

# Settings

## Ringer tone

You can choose from different ringer tones on the base unit.

1. Press $\frac{\textbf{MENU}}{\textbf{SELECT}}$ when the base unit is not in use.

2. Press ▼ or ▲ until the base unit displays **Ringers**, and then press $\frac{\textbf{MENU}}{\textbf{SELECT}}$.

3. Press ▼ to highlight **Ringer tone**, and then press $\frac{\textbf{MENU}}{\textbf{SELECT}}$.

4. The base unit displays **RINGER TONE** with the current setting. Press ▼ or ▲ to sample each ringer tone (**Tone 1** to **Tone 10**).

5. Press $\frac{\textbf{MENU}}{\textbf{SELECT}}$ to save your selection. You hear a confirmation tone.

**note**    If you turn off the ringer volume, you will not hear ringer tone samples.

## Set date and time

The date and time will be displayed on the base unit when idle. Before using the ErisStation Wireless Conference Phone, set the date and time as follows. If you subscribe to caller ID service, the day, month, and time are set automatically with each incoming call. However, the year must be correct so that the day of the week can be calculated from the call log information.

1. Press $\frac{\textbf{MENU}}{\textbf{SELECT}}$ when the base unit is not in use.

2. Press ▼ or ▲ until the base unit displays **Set date/time**, and then press $\frac{\textbf{MENU}}{\textbf{SELECT}}$.

3. Press ▼ or ▲ to select the month, and then press $\frac{\textbf{MENU}}{\textbf{SELECT}}$, or use the dialing keys to enter a two-digit number (**01**-**12**).

4. Press ▼ or ▲ to select the date, and then press $\frac{\textbf{MENU}}{\textbf{SELECT}}$, or use the dialing keys to enter a two-digit number (**01**-**31**).

5. Press ▼ or ▲ to select the year, and then press $\frac{\textbf{MENU}}{\textbf{SELECT}}$, or use the dialing keys to enter a two-digit number (**00**-**99**), and then press $\frac{\textbf{MENU}}{\textbf{SELECT}}$.

6. Press ▼ or ▲ to select the hour, and then press $\frac{\textbf{MENU}}{\textbf{SELECT}}$, or use the dialing keys to enter a two-digit number (**01**-**12**).

7. Press ▼ or ▲ to select the minute, and then press $\frac{\textbf{MENU}}{\textbf{SELECT}}$, or use the dialing keys to enter a two-digit number (**00**-**59**).

8. Press ▼ or ▲ to select **AM** or **PM**.

9. Press $\frac{\textbf{MENU}}{\textbf{SELECT}}$ to save the settings. You hear a confirmation tone.

**note**    The base unit beeps twice if you enter an invalid number.

# Settings

## LCD language

You can select English, French, or Spanish to be used in the base unit screen display.

1. Press $\frac{\text{MENU}}{\text{SELECT}}$ when the base unit is not in use.

2. Press ▼ or ▲ until the base unit displays **Settings**, and then press $\frac{\text{MENU}}{\text{SELECT}}$.

3. Press $\frac{\text{MENU}}{\text{SELECT}}$ to choose **LCD language**.

4. Press ▼ or ▲ to choose **English**, **Français**, or **Español**, and then press $\frac{\text{MENU}}{\text{SELECT}}$.

5. Press $\frac{\text{MENU}}{\text{SELECT}}$ again to save your selection. You hear a confirmation tone.

**note**   If you accidentally changed the LCD language to French or Spanish, you can reset it to English easily by pressing $\frac{\text{MENU}}{\text{SELECT}}$ and then entering ᵀᴼⁿᴱ✱**364#**.

## Rename base

You can create a new name (up to 16 characters) for the base unit. The default name is **ErisStation**.

1. Press $\frac{\text{MENU}}{\text{SELECT}}$ when the base unit is not in use.

2. Press ▼ or ▲ until the base unit displays **Settings**, and then press $\frac{\text{MENU}}{\text{SELECT}}$.

3. Press ▼ or ▲ until the base unit displays **Rename base**, and then press $\frac{\text{MENU}}{\text{SELECT}}$.

4. The base unit displays the default name **ErisStation**. Use the dialing keys to edit the name.

   • Press ▼ or ▲ to move the cursor to the left or right.

   • Press $\frac{\text{CANCEL}}{\text{CLEAR}}$ to erase a character.

   • Press and hold $\frac{\text{CANCEL}}{\text{CLEAR}}$ to erase all characters.

   • Press ᵀᴼⁿᴱ✱ to change the next letter to upper or lower case.

5. Press $\frac{\text{MENU}}{\text{SELECT}}$ to save the name. You hear a confirmation tone.

# Settings

## Key tone

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

1. Press $\frac{MENU}{SELECT}$ when the base unit is not in use.

2. Press ▼ or ▲ until the base unit displays **Settings**, and then press $\frac{MENU}{SELECT}$.

3. Press ▼ or ▲ until the base unit displays **Key tone**, and then press $\frac{MENU}{SELECT}$.

4. The base unit displays **KEY TONE** with the current setting.
   Press ▼ or ▲ to sample each key tone (**Off**, or **1** to **3**).

5. Press $\frac{MENU}{SELECT}$ to save your selection. You hear a confirmation tone.

## Dial mode

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

1. Press $\frac{MENU}{SELECT}$ when the base unit is not in use.

2. Press ▼ or ▲ until the base unit displays **Settings**, and then press $\frac{MENU}{SELECT}$.

3. Press ▼ or ▲ until the base unit displays **Dial mode**, and then press $\frac{MENU}{SELECT}$.

4. Press ▼ or ▲ to choose **Touch-tone** or **Pulse**.

5. Press $\frac{MENU}{SELECT}$ to save your selection. You hear a confirmation tone.

**note**  You can press ᵀᴼᴺᴱ✳ to switch to tone dialing temporarily when using pulse service while on a call.

## Area code

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

1. Press $\frac{MENU}{SELECT}$ when the base unit is not in use.

2. Press ▼ or ▲ until the base unit displays **Settings**, and then press $\frac{MENU}{SELECT}$.

3. Press ▼ or ▲ until the base unit displays **Area code**, and then press $\frac{MENU}{SELECT}$. The base unit briefly displays **Only for 7digit dial from CID**, followed by **AREA CODE:**

4. Use the dialing keys to enter the 3-digit area code.
   - Press ▼ or ▲ to move the cursor to the left or right.
   - Press $\frac{CANCEL}{CLEAR}$ to erase a digit.
   - Press and hold $\frac{CANCEL}{CLEAR}$ to erase all digits.

5. Press $\frac{MENU}{SELECT}$ to save your selection. You hear a confirmation tone.

# Settings

## Loop gain

The default settings of the loop gain feature is **Off**. Turn this feature on <u>only when</u> the callers cannot hear you well, and you are using a public switched telephone network (PSTN) line.

1. Press $\frac{\text{MENU}}{\text{SELECT}}$ when the base unit is not in use.

2. Press ▼ or ▲ until the base unit displays **Settings**, and then press $\frac{\text{MENU}}{\text{SELECT}}$.

3. Press ▼ or ▲ until the base unit displays **Loop gain**, and then press $\frac{\text{MENU}}{\text{SELECT}}$.

4. Press ▼ or ▲ to choose **On** or **Off**.

5. Press $\frac{\text{MENU}}{\text{SELECT}}$ to save your selection. You hear a confirmation tone.

**note**   Turn the loop gain feature back to **Off** if the callers cannot observe any improvement or are experiencing any new audio issues like echo or dropout.

## Reset

You can reset the base unit to the default settings. Once the base unit is reset, all your customized settings, call log entries, and redial entry will be deleted. All the phonebook records and speed dial entries will remain. The default settings are listed below.

| Feature | Default Value |
|---|---|
| Call log | Empty |
| Listening volume | Volume 6 |
| Ringer volume | Volume 4 |
| Ringer tone | Tone 1 |
| Date and time | Empty |
| LCD language | English |
| Base name | ErisStation |
| Key tone level | Level 2 |
| Dial mode | Touch-tone |
| Area code | Empty |
| Loop gain | Off |

1. Press $\frac{\text{MENU}}{\text{SELECT}}$ when the base unit is not in use.

2. Press ▼ or ▲ until the base unit displays **Settings**, and then press $\frac{\text{MENU}}{\text{SELECT}}$.

3. Press ▼ or ▲ until the base unit displays **Reset**, and then press $\frac{\text{MENU}}{\text{SELECT}}$.

4. The base unit displays **Reset to default?** Press $\frac{\text{MENU}}{\text{SELECT}}$. The settings are reset to the default values and the screen returns to idle.

# Phonebook

## About the phonebook

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

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

## Add a phonebook entry

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

**note**
- Each time you press a key, the character on that key appears. Additional key presses produce other characters on that key. Press the key repeatedly until the desired character appears. The first character of every word is capitalized.
- If you are using a private branch exchange (PBX) line and want to add an external number to the phonebook, make sure the dialing prefix (usually **9**), followed by a dialing pause (press and hold OPER0 and a **p** appears), are inserted before the external number.

# Phonebook

## Review phonebook entries

Phonebook entries displays in alphabetical order.

1. Press PHONEBOOK (▲) on the base unit when the base unit is not in use. The base unit displays the first entry in the phonebook.

2. Press ▼ or ▲ on the base unit to browse through the phonebook.

**-OR-**

1. Press $\frac{MENU}{SELECT}$ when the base unit is not in use.

2. Press ▼ or ▲ to scroll to **Phonebook**, and then press $\frac{MENU}{SELECT}$.

3. Press ▼ or ▲ to scroll to **Review**, and then press $\frac{MENU}{SELECT}$.

4. Press ▼ or ▲ to browse through the phonebook.

| note | When the phonebook is empty, the base unit displays **Phonebook empty**. |
|---|---|

## Alphabetical search

You can perform an alphabetical search on the base unit.

1. Press PHONEBOOK (▲) on the base unit when it is not in use.

   **-OR-**

   i. Press $\frac{MENU}{SELECT}$ when the base unit is not in use.

   ii. Press ▼ or ▲ to scroll to **Phonebook**, and then press $\frac{MENU}{SELECT}$ twice.

2. Use the dialing keys to enter the initial character of the name.

   • For example: The phonebook entries are in the order of Ava, Ethan, Jennifer, Jessie, Kevin, Linda, and Matt.
   Press **5 (JKL)** to search and to alphabetically sort out the names with the initial character falls under J, K, and L. They are **J**ennifer, **J**essie, **K**evin, and **L**inda in this case. The name **Jennifer** displays first.
   With each press on ▼, the display shows the next sorted name. If you continue pressing ▼ after the last sorted name, the phonebook returns to its first phonebook entry, that is **Ava**.

   • If there is no entry that matches your search, the next closest entry or the last entry in the phonebook displays on the screen. If necessary, press ▼ or ▲ to browse.

## Dial a phonebook entry

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

To dial the displayed entry on the base unit, press $\frac{TALK}{OFF}$.

# Phonebook

## Edit a phonebook entry

1. Search for the desired entry in the phonebook (see **Review phonebook entries** or **Alphabetical search** on page 20).

2. When the desired entry displays, press $\frac{MENU}{SELECT}$.

3. Press $\frac{MENU}{SELECT}$ again to choose **Edit contact**.

4. The base unit displays **EDIT NUMBER**. Use the dialing keys to edit the number.

   • Press ▼ or ▲ to move the cursor to the left or right.

   • Press and hold $^{OPER}0$ to insert a dialing pause (a **p** appears).

   • Press $\frac{CANCEL}{CLEAR}$ to erase a digit.

   • Press and hold $\frac{CANCEL}{CLEAR}$ to erase all digits.

5. Press $\frac{MENU}{SELECT}$. The base unit displays **EDIT NAME**. Use the dialing keys to edit the name.

   • Press ▼ or ▲ to move the cursor to the left or right.

   • Press $^{OPER}0$ to add a space.

   • Press $\frac{CANCEL}{CLEAR}$ to erase a character.

   • Press and hold $\frac{CANCEL}{CLEAR}$ to erase all characters.

   • Press $^{TONE}$✳ to change the next letter to upper or lower case.

6. Press $\frac{MENU}{SELECT}$ to save the entry. The base unit displays **Saved** and then the revised entry. You hear a confirmation tone.

## Delete a phonebook entry

1. Search for the desired entry in the phonebook (see **Review phonebook entries** or **Alphabetical search** on page 20).

2. When the desired entry displays, press $\frac{MENU}{SELECT}$.

3. Press ▼ or ▲ to scroll to **Delete**, and then press $\frac{MENU}{SELECT}$. The base unit displays **Delete contact?**

4. Press $\frac{MENU}{SELECT}$ to confirm. The base unit displays **Contact deleted**, and then returns to the phonebook list. You hear a confirmation tone.

# Phonebook

## Delete all phonebook entries

1. Press $\frac{\text{MENU}}{\text{SELECT}}$ when the base unit is not in use.

2. Press ▼ or ▲ to scroll to **Phonebook**, and then press $\frac{\text{MENU}}{\text{SELECT}}$.

3. Press ▼ or ▲ to scroll to **Delete all**, and then press $\frac{\text{MENU}}{\text{SELECT}}$. The base unit displays **Delete all contacts?**

4. Press $\frac{\text{MENU}}{\text{SELECT}}$ to confirm. The base unit displays **All contacts deleted**, and then returns to idle. You hear a confirmation tone.

## Speed dial

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

## Assign a speed dial entry

1. Press $\frac{\text{MENU}}{\text{SELECT}}$ when the base unit is not in use.

2. Press ▼ or ▲ to scroll to **Phonebook**, and then press $\frac{\text{MENU}}{\text{SELECT}}$.

3. Press ▼ or ▲ to scroll to **Speed dial**, and then press $\frac{\text{MENU}}{\text{SELECT}}$.

4. Press ▼, ▲, or a dialing key (**0** or **1**-**9**) to choose the desired empty speed dial location.

5. Press $\frac{\text{MENU}}{\text{SELECT}}$ to show the phonebook. The base unit displays **Copy from phonebook** and then the first phonebook entry.

6. Press ▼ or ▲ to browse to the desired entry.

   **-OR-**

   Use the alphabetical search to find the desired entry (see page 20).

7. Press $\frac{\text{MENU}}{\text{SELECT}}$ to save. You hear a confirmation tone. The name (up to 12 characters) appears in the selected speed dial location.

# Phonebook

## Reassign a speed dial entry

1. Press $\overline{\underset{\textbf{SELECT}}{\textbf{MENU}}}$ when the base unit is not in use.

2. Press ▼ or ▲ to scroll to **Phonebook**, and then press $\overline{\underset{\textbf{SELECT}}{\textbf{MENU}}}$.

3. Press ▼ or ▲ to scroll to **Speed dial**, and then press $\overline{\underset{\textbf{SELECT}}{\textbf{MENU}}}$.

4. Press ▼, ▲, or a dialing key (**0** or **1**-**9**) to choose an occupied speed dial location, and then press $\overline{\underset{\textbf{SELECT}}{\textbf{MENU}}}$ twice.

5. Press $\overline{\underset{\textbf{SELECT}}{\textbf{MENU}}}$ to choose **Change Sp dial**. The base unit displays **Copy from Phonebook** and then the first phonebook entry.

6. Press ▼ or ▲ to browse to the desired entry for replacement.

   **-OR-**

   Use the alphabetical search to find the desired entry (see page 20).

7. Press $\overline{\underset{\textbf{SELECT}}{\textbf{MENU}}}$ to save. You hear a confirmation tone. The new name (up to 12 characters) appears in the selected speed dial location.

## Dial a speed dial number

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

> **note** When the speed dial location is empty, the screen displays the speed dial list. See **Assign a speed dial entry** on page 22 to add a new entry.

## Delete a speed dial entry

1. Press $\overline{\underset{\textbf{SELECT}}{\textbf{MENU}}}$ when the base unit is not in use.

2. Press ▼ or ▲ to scroll to **Phonebook**, and then press $\overline{\underset{\textbf{SELECT}}{\textbf{MENU}}}$.

3. Press ▼ or ▲ to scroll to **Speed dial**, and then press $\overline{\underset{\textbf{SELECT}}{\textbf{MENU}}}$.

4. Press ▼, ▲, or a dialing key (**0** or **1**-**9**) to choose the desired speed dial location, and then press $\overline{\underset{\textbf{SELECT}}{\textbf{MENU}}}$ twice.

5. Press ▼ or ▲ to scroll to **Clear Sp dial**, and then press $\overline{\underset{\textbf{SELECT}}{\textbf{MENU}}}$. The base unit displays **Speed dial empty** and returns to the speed dial list.

# Call log

## About caller ID

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

## Call log

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

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

## Missed call indicator

When there are calls that have not been answered, the screens display **XX Missed calls**. Whenever you enter the call log, or the base unit resumes power after power outage, the missed call indicator goes away.

# Call log

## Review the call log

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

1. Press **CALL LOG (▼)** on the base unit when the base unit is not in use.

2. Press ▼ or ▲ on the base unit to browse.

**-OR-**

1. Press $\frac{MENU}{SELECT}$ on the base unit when the base unit is not in use.

2. Press ▼ or ▲ to scroll to **Call log**, and then press $\frac{MENU}{SELECT}$.

3. Press $\frac{MENU}{SELECT}$ to choose **Review**.

4. Press ▼ or ▲ to browse.

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

## Save a call log entry to phonebook

1. Press $\frac{MENU}{SELECT}$ when the base unit is not in use.

2. Press ▼ or ▲ until the base unit displays **Call log**, and then press $\frac{MENU}{SELECT}$.

3. Press $\frac{MENU}{SELECT}$ to choose **Review**.

4. When the desired entry displays, press $\frac{MENU}{SELECT}$ twice.

5. Press $\frac{MENU}{SELECT}$ to choose **Store to PB**. The base unit displays **EDIT NUMBER**.

6. Use the dialing keys to edit the number.
   - Press ▼ or ▲ to move the cursor to the left or right.
   - Press $\frac{CANCEL}{CLEAR}$ to erase a digit.
   - Press and hold $\frac{CANCEL}{CLEAR}$ to erase all digits.

7. Press $\frac{MENU}{SELECT}$. The base unit displays **EDIT NAME**. Use the dialing keys to edit the name.
   - Press ▼ or ▲ to move the cursor to the left or right.
   - Press ᴼᴾᴱᴿ0 to add a space.
   - Press $\frac{CANCEL}{CLEAR}$ to erase a character.
   - Press and hold $\frac{CANCEL}{CLEAR}$ to erase all characters.
   - Press ᵀᴼᴺᴱ✳ to change the next letter to upper or lower case.

8. Press $\frac{MENU}{SELECT}$ to save the entry. The base unit displays **Saved** and returns to the call log.

# Call log

## Dial a call log entry

1. Search for the desired call log entry (see **Review the Call log** on page 25).

2. When the desired entry displays, press $\frac{TALK}{OFF}$ on the base unit to dial.

## Delete a call log entry

1. Press $\frac{MENU}{SELECT}$ on the base unit when the base unit is not in use.

2. Press ▼ or ▲ to scroll to **Call log**, and then press $\frac{MENU}{SELECT}$.

3. Press $\frac{MENU}{SELECT}$ to choose **Review**.

4. When the desired entry displays, press $\frac{MENU}{SELECT}$ twice.

5. Press ▼ or ▲ to scroll to **Delete**, and then press $\frac{MENU}{SELECT}$. The base unit displays **Deleted** and returns to the main menu. You hear a confirmation tone.

## Delete all call log entries

1. Press $\frac{MENU}{SELECT}$ when the base unit is not in use.

2. Press ▼ or ▲ until the base unit displays **Call log**, and then press $\frac{MENU}{SELECT}$.

3. Press ▼ or ▲ to scroll to **Del all calls**, and then press $\frac{MENU}{SELECT}$. The base unit displays **Delete all calls?**

4. Press $\frac{MENU}{SELECT}$. The base unit displays **Deleted** and returns to the main menu. You hear a confirmation tone.

## Caller ID screen messages

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

# Wireless microphone unit registration

Your wireless microphone units are pre-registered. If for some reason, you want to purchase replacement wireless microphone units (**VCS704-WM**), visit our website at **http://businessphones.vtech.com** or call **1-800-595-9511**. In Canada, call **1-800-267-7377**. You should register your new wireless microphone units to the base unit following the instructions below.

## To register a wireless microphone unit

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

Before registration, unplug the telephone line cord from the wall jack to make sure there are no incoming calls during registration.

1. Gather the four wireless microphone units that are to be registered and place them into the charging cradles.

2. Enter ᵀᴼᴺᴱ**✕331734#** on the base unit when it is not in use, and then press **MENU SELECT**. The screen displays **Please place all wireless mics on cradle, then press 'SELECT'**.

3. Make sure all the four wireless microphone units are on the charging cradles, and then press **MENU SELECT**. The wireless microphone units enter the deregistration mode, and the screen displays **Processing...**

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

After registration, plug the telephone line cord back into the wall jack.

| note |
| --- |

- If registration has failed, the base unit will display **Registration failed. Try again** and returns to idle. You hear an error tone. Remove the microphone units from the charging cradles and place them back in. Repeat steps 1 to 3 to try the entire registration process again.

- If the screen does not display Registration done after step 3, repeat steps 1 to 3 to try the entire registration process again.

- All wireless microphone units should always be kept on the charging cradles during deregistration and registration. Any wireless microphone unit which is registered before but not put into the charging cradle will be deregistered after the above operations.

- Status indicators on the wireless microphone units flash red and green alternately during registration.

- To cancel registration, press **CANCEL CLEAR**. The base unit displays **Registration cancelled**. If registration is cancelled, some of the wireless microphone units may be deregistered. To register them back to the base unit, repeat steps 1 to 3 to try the entire registration process again.

# Wireless microphone unit registration

## To deregister a wireless microphone unit

You may also deregister manually a wireless microphone unit that you not going to use for some time.

1. Remove battery from the wireless microphone unit, and then <u>press and hold</u> **MUTE** on the wireless microphone unit.

2. While you <u>press and hold</u> **MUTE**, insert battery back into the wireless microphone unit (see page 3).

3. After about 20 seconds, when the status indicator on the wireless microphone unit flashes orange, release **MUTE** and then press it again within 1 second. The wireless microphone unit will be deregistered.

**note**
- If deregistration has failed, repeat Step 1 through Step 3 above.

- The wireless microphone unit will function as normal if you fail to press **MUTE** within 1 second in Step 3.

# Appendix

## Battery

**It takes up to 8 hours for the wireless microphone unit battery to be fully charged (the orange status indicator turns off). Always return the wireless microphone units to the charging cradles after use. When it is fully charged, you can expect the following operating times:**

| Operation | Operating time |
|---|---|
| While the wireless microphone unit is in use (talking*) | Up to 8 hours |
| While not in use (standby**) | Up to 70 hours |

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

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

**The battery needs charging when:**

• A new battery is installed into the wireless microphone unit.

• The status indicator on the wireless microphone unit flashes orange.

**CAUTION:**

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

• Use only the batteries provided or equivalent. To order a replacement, visit our website at **http://businessphones.vtech.com** or call **1-800-595-9511**. In Canada, call **1-800-267-7377**.

• Do not dispose of the batteries in a fire. Check with local waste management codes for special disposal instructions.

• Do not open or mutilate the batteries. Released electrolyte is corrosive and may cause burns or injury to the eyes or skin. The electrolyte may be toxic if swallowed.

• Exercise care in handling batteries in order not to create a short circuit with conductive materials.

• Charge the batteries provided with or identified for use with this product only in accordance with the instructions and limitations specified in this manual.

• Observe proper polarity orientation between the battery and metallic contacts.

• To prevent fire or shock hazard, do not expose this product to water or any type of moisture.

# Troubleshooting

If you have difficulty with your wireless conference phone, please try the suggestions below. For customer service, visit our website at **http://businessphones.vtech.com** or call **1-800-595-9511**. In Canada, call **1-800-267-7377**.

## My ErisStation Wireless Conference Phone does not work at all.

After powering up the ErisStation Wireless Conference Phone with a correct setup (page 2), the LCD display will show the default name of the base, "**ErisStation**". Press TALK/OFF and you will hear a dial tone. If any of this does not happen, please try the following:

- Make sure the DC power cable is securely plugged into base unit of ErisStation Wireless Conference Phone and the power adapter.

- Make sure the telephone line cord is plugged firmly into the power adapter and the wall jack.

- Make sure the AC power cord is securely plugged into the power adapter and a wall outlet not controlled by a wall switch.

## There is no dial tone.

Disconnect the telephone line cord from the power adapter and plug it into a working telephone. If the other telephone does not work, the problem is probably in the telephone line cord. Try replacing the telephone line cord.

If the line cord has been replaced and both the ErisStation Wireless Conference Phone and the other telephone do not work, the problem is in the wall jack, wiring, or telephone/PBX service.

- If you are using a public switched telephone network (PSTN) line, contact your telephone service provider (charges may apply).

- If you are using a using a private branch exchange (PBX) extension line, contact your PBX system administrator.

- 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 telephone service provider (charges may apply).

## I cannot dial out.

- Try all the above suggestions.

- Make sure there is a dial tone before dialing.

- If other telephones in your office are having the same problem, the problem is in the wiring or telephone service. Contact your telephone service provider (charges may apply) or PBX system administrator.

- Eliminate any background noise. Dial from another room in your office with less background noise.

- If you have changed your telephone service to digital service from a cable company or a VoIP service provider, the telephone line may need to be rewired to allow all existing telephone jacks to work. Contact your telephone service provider (charges may apply).

- If you are using a PBX line and want to dial an external number, make sure the dialing prefix (usually **9**), followed by a dialing pause (press and hold OPER/0 and a **p** appears), are inserted before the external number.

# Troubleshooting

**The ErisStation Wireless Conference Phone does not ring when there is an incoming call.**

- Make sure there is a dial tone before dialing.
- Make sure the ringer volume of the base unit is not set to off (page 14).
- Make sure the DC power cable, telephone line cord, AC power cord, and the power adapter are plugged in properly (page 2).
- There may be too many extension phones on the telephone line to allow all of them to ring simultaneously. Unplug some of them.
- If other telephones in your office are having the same problem, the problem is in the wiring or telephone/PBX service. Contact your telephone service provider (charges may apply) or PBX system administrator.
- Disconnect the telephone line cord from the power adapter and plug it in a working telephone. If the other telephone also does not ring, the problem is probably in the telephone line cord. Try replacing the telephone line cord and retest.
- If the line cord has been replaced and both the ErisStation Wireless Conference Phone and the other telephone do not ring, the problem is in the wall jack, wiring or telephone/PBX service. Contact your telephone service provider (charges may apply) or PBX system administrator.
- Other electronic products such as HAM radios and other DECT phones can cause interference with your wireless conference phone. Try installing your wireless conference phone as far away as possible from these types of electronic devices.
- Unplug the AC power cord from the wall outlet. Wait for approximately 15 seconds, then plug it back in. If you still cannot see "**ErisStation**" on the LCD display, or cannot get a dial tone, please contact our customer service hotline designated above for assistance.

**My wireless microphone unit does not work at all.**

The wireless microphone unit works only when the base unit is properly powered and the wireless microphone unit is lifted from the charging cradle.

If the wireless microphone unit works, with the wireless microphone unit lifted, the status indicator under the **MUTE** button turns green within 2 seconds when you press $\frac{TALK}{OFF}$ on the base unit.

If the status indicator remains off and inactive, please follow the steps below:

1. Remove the battery from battery compartment.
2. Insert the battery again and secure the battery door. Then, return the wireless microphone unit to the charging cradle.
3. Make sure the wireless microphone unit is placed in the charging cradle correctly (page 3). The status indicator under the **MUTE** button should turn orange.

If the status indicator remains off at the time the wireless microphone unit returned to the charging cradle, the wireless microphone unit or the charging cradle is probably defective. Please contact customer service for assistance.

If the status indicator does not turn orange, please follow the steps below:

1. Remove the wireless microphone unit from the charging cradle and install the battery again (page 3).
2. Return the wireless microphone unit to the charging cradle. The status indicator under the **MUTE** button should turn orange. The wireless microphone unit is charging now.
3. Allow the wireless microphone unit to be changed for at least 30 minutes.
4. Remove the wireless microphone unit from the charging cradle again.
5. Press $\frac{TALK}{OFF}$, the status indicator under **MUTE** button should turn green within 2 seconds.

# Troubleshooting

If that still does not work, the wireless microphone unit might have lost its connection to the base unit.

1. Re-register all the wireless microphone units with the base unit (page 27).
2. Remove the wireless microphone unit from the charging cradle.
3. Press $^{TALK}_{OFF}$ again. The status indicator under the **MUTE** button should turn green.

If that still does not work, you might have a defective battery or a defective wireless microphone unit. Please contact customer service for assistance.

| note | • Every time the base unit is powered up, the wireless microphone units will need some time to connect to the base unit. Please allow at least one minute for the wireless microphone unit and base unit to synchronize before use after the base unit has powered up. |
| --- | --- |
| | • If your have more than one ErisStation Wireless Conference Phone in the office, use the paging function (page 12) to identify the wireless microphone units that are connected to the corresponding base unit. Make sure that they are not mixed up between your ErisStation Wireless Conference Phones. |

## The callers cannot hear me when I am using the wireless microphone unit.

• Make sure the wireless microphone unit is not muted during a call.

• Move the wireless microphone unit closer to the base unit. It may be out of range.

• Speak to the microphone on the wireless microphone unit (page 4) at a distance of no more than 3 feet.

• Reset the base unit. Unplug the AC power cord from the wall outlet. Wait for approximately 15 seconds, then plug it back in. Allow at least one minute for the wireless microphone unit and base unit to synchronize.

• If your have more than one ErisStation Wireless Conference Phone in the office, use the paging function (page 12) to identify the wireless microphone units that are connected to the corresponding base unit. Make sure that they are not mixed up between your ErisStation Wireless Conference Phones.

• Other electronic products such as HAM radios and other DECT phones can cause interference with your ErisStation Wireless Conference Phone. Try installing your ErisStation Wireless Conference Phone as far away as possible from these types of electronic devices.

## Status Indicator on the wireless microphone unit flashes orange.

The wireless microphone unit has low battery.

• Place the wireless microphone unit into the charging cradle for recharging.

For optimal battery life performances:

• Charge the wireless microphone units for up to 8 hours before the first time of use.

• Return the wireless microphone units to the charging cradle after use. Charge them for at least 30 minutes before subsequent uses.

# Troubleshooting

**Status Indicator on the wireless microphone unit flashes orange even after a long period of charging.**

The efficiency of the battery might have been reduced after being used for some time.

- Make sure the wireless microphone unit is placed in the charging cradle correctly (page 3) when charging.
- Remove and install the battery again (page 3) and use it until the battery is fully depleted, and then charge the wireless microphone unit in charging cradle for 8 hours.
- If the above measures do not solve the problem, replace the battery.

**The status indicator on the wireless microphone unit does not turn orange when in charging cradle.**

- The wireless microphone unit might be fully charged.
- Clean the charging contacts on the wireless microphone unit and the charging cradles each month with a pencil eraser or a dry non-abrasive fabric.
- Make sure the DC power cable, telephone line cord, AC power cord, and the power adapter are plugged in properly (page 2).
- Make sure the wireless microphone unit is placed in the charging cradle correctly (page 3).
- Unplug the power cable. Wait for 15 seconds before plugging it back in. Allow up to one minute for the wireless microphone unit and base unit to reset.
- Lift the wireless microphone unit and place it back into the charging cradle. If the wireless microphone unit status indicator turns orange for 5 seconds and then lights off, the battery is fully charged.

**There is interference during a telephone conversation.**
**My calls fade out when I am using the wireless microphone unit.**

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

# Troubleshooting

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

• Disconnect the base unit from the telephone wall jack. Plug in a different telephone. If you still hear other calls, the problem is probably in the wiring or telephone/PBX service. Contact your telephone service provider (charges may apply) or PBX system administrator.

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

If you are using a PSTN line, please refer to the details below:

• Caller ID is a subscription service. You must subscribe to this service from your telephone service provider for this feature to work on your telephone.

• The caller may not be calling from an area which supports caller ID.

• Both your and the caller's telephone service providers must use equipment compatible with the caller ID service.

• The caller ID information shows after the first or second ring.

• If you subscribe to high-speed Internet service (DSL - digital subscriber line) through your telephone line, you must install a DSL filter between the telephone line cord and the telephone wall jack. The filter prevents noise and caller ID problems caused by DSL interference. Contact your DSL service provider for more information about DSL filters.

If you are using a PBX extension line, please note:

• PBX switches do not transfer caller ID to extension lines. Please contact your PBX system administrator for more information.

**The ErisStation Wireless Conference Phone does not receive caller ID while on a call.**

• The ErisStation Wireless Conference Phone does not support type II caller ID. No caller ID is shown when the line is already in use during a call.

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

• When the base unit is not in use or on a call, press **MENU SELECT** once and then enter ᵀᴼᴺᴱ**✱364#**.

**Common cure for electronic equipment.**

• If the telephone is not responding normally, put the wireless microphone units into the charging cradles. If it does not respond, try the following (in the order listed):

  1. Disconnect the power to the base unit.
  2. Remove the battery from the wireless microphone units.
  3. Wait a few minutes before connecting power to the base unit.
  4. Install the battery again and place the wireless microphone units into the charging cradles.
  5. Wait for the wireless microphone unit to synchronize with the base unit. Allow up to one minute for this to take place.

# Important safety instructions

When using your ErisStation Wireless Conference Phone, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury, including the following:

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on the product.
3. Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
4. Do not use this product near water such as near a bath tub, wash bowl, kitchen sink, laundry tub or swimming pool, or in a wet basement or shower.
5. Do not place this product on an unstable table, shelf, stand or other unstable surfaces.
6. Slots and openings in the back or bottom of the base unit and wireless microphone unit are provided for ventilation. To protect them from overheating, these openings must not be blocked by placing the product on a soft surface such as a bed, sofa or rug. This product should never be placed near or over a radiator or heat register. This product should not be placed in any area where proper ventilation is not provided.
7. This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply in your office, consult your dealer or local power company.
8. Do not allow anything to rest on the power cord. Do not install this product where the cord may be walked on.
9. Never push objects of any kind into this product through the slots in the base unit or wireless microphone unit because they may touch dangerous voltage points or create a short circuit. Never spill liquid of any kind on the product.
10. To reduce the risk of electric shock, do not disassemble this product, but take it to an authorized service facility. Opening or removing parts of the base unit or wireless microphone unit other than specified access doors may expose you to dangerous voltages or other risks. Incorrect reassembling can cause electric shock when the product is subsequently used.
11. Do not overload wall outlets and extension cords.
12. Unplug this product from the wall outlet and refer servicing to an authorized service facility under the following conditions:
    • When the power supply cord or plug is damaged or frayed.
    • If liquid has been spilled onto the product.
    • If the product has been exposed to rain or water.
    • If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operation instructions. Improper adjustment of other controls may result in damage and often requires extensive work by an authorized technician to restore the product to normal operation.
    • If the product has been dropped and the base unit and/or wireless microphone unit has been damaged.
    • If the product exhibits a distinct change in performance.
13. Avoid using the ErisStation Wireless Conference Phone during an electrical storm. There is a remote risk of electric shock from lightning.
14. Do not use the ErisStation Wireless Conference Phone to report a gas leak in the vicinity of the leak. Under certain circumstances, a spark may be created when the adapter is plugged into the power outlet, or when the remote microphone unit  is replaced in its cradle. This is a common event associated with the closing of any electrical circuit. The user should not plug the phone into a power outlet, and should not put a charged wireless microphone unit into the cradle, if the phone is located in an environment containing concentrations of flammable or flame-supporting gases, unless there is adequate ventilation. A spark in such an environment could create a fire or explosion. Such environments might include: medical use of oxygen without adequate ventilation; industrial gases (cleaning solvents; gasoline vapors; etc.); a leak of natural gas; etc.
15. Only put the wireless microphone unit next to your ear when it is in normal talk mode.
16. The power cables are intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling, under-the-table or cabinet outlet.

## SAVE THESE INSTRUCTIONS

# Precautions for users of implanted cardiac pacemakers

Cardiac pacemakers (applies only to digital cordless telephones):

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

**Pacemaker patients**

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

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

# Operating range

This wireless conference phone operates with the maximum power allowed by the Federal Communications Commission (FCC). Even so, this wireless microphone unit and base unit can communicate over a certain distance, which can vary with the locations of the base unit and wireless microphone unit, the weather, and the layout of your office.

When the wireless microphone unit is out of range, the status indicator flashes red quickly on the wireless microphone unit. The wireless microphone unit will sleep after out of range for 30 minutes. Therefore, you should always return the wireless microphone unit to the charging cradle after use.

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

# Energy-saving charging mode

When this mode is activated, all functions of the ErisStation Wireless Conference Phone, except wireless microphone unit battery charging, will be disabled.

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

1. Place all wireless microphone units (with batteries inserted) into the base unit to make sure they can work normally with the base unit.
2. Unplug the power cable from the power outlet.
3. While you press and hold **MUTE** on the base unit, plug the power cable back to the power outlet.
4. After about 20 seconds, when the base unit status indicators start flashing, release MUTE and then press it again within 1 second. After one minute, the base unit will enter the energy-saving charging mode.

> ⚠️ After about one minute, the base unit will enter the energy-saving charging mode. All wireless microphone units are will be deregistered and the base unit status indicators will flash red.
>
> If the base unit has failed to enter this mode, repeat Step 1 through Step 4 above.

**Note**: The base unit will be powered up as normal if you fail to press **MUTE** within 1 second in Step 4.

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

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

# Maintenance

### Taking care of your ErisStation Wireless Conference Phone

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

### Avoid rough treatment

Place the wireless microphone unit down gently. Save the original packing materials to protect your ErisStation Wireless Conference Phone if you ever need to ship it.

### Avoid water

Your ErisStation Wireless Conference Phone can be damaged if it gets wet. Do not use the wireless microphone unit outdoors in the rain, or handle it with wet hands. Do not install the base unit near a sink, bathtub or shower.

### Electrical storms

Electrical storms can sometimes cause power surges harmful to electronic equipment. For your own safety, take caution when using electrical appliances during storms.

### Cleaning your ErisStation Wireless Conference Phone

Your ErisStation Wireless Conference Phone has a durable plastic casing that should retain its luster for many years. Clean it only with a soft cloth slightly dampened with water or mild soap. Do not use excess water or cleaning solvents of any kind.

Remember that electrical appliances can cause serious injury if used when you are wet or standing in water.

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

# About wireless microphone units

- **Privacy:** The same features that make a wireless microphone unit convenient create some limitations. Calls on wireless conference phones are transmitted between the base unit and the wireless microphone unit by radio waves, so there is a possibility that the wireless microphone unit conversations could be intercepted by radio receiving equipment within range of the wireless microphone unit. For this reason, you should not think of wireless conference phone conversations as being as private as those on corded telephones.

- **Electrical power:** The base unit of this wireless conference phone must be connected to a working electrical outlet. The electrical outlet should not be controlled by a wall switch. Calls cannot be made from the wireless conference phone if the base unit is unplugged, switched off or if the electrical power is interrupted.

- **Potential TV interference:** Wireless microphone unit operates at frequencies that may cause interference to televisions and VCRs. To minimize or prevent such interference, do not place the base unit near or on top of a TV or VCR. If interference is experienced, moving the wireless microphone unit farther away from the TV or VCR often reduces or eliminates the interference.

- **Rechargeable batteries:** Exercise care in handling batteries in order not to create a short circuit with conducting material such as rings, bracelets and keys. The battery or conductor may overheat and cause harm.

- **Lithium-ion rechargeable batteries:** Dispose of these batteries in a safe manner. Do not burn or puncture. Like other batteries of this type, if burned or punctured, they could release caustic material which could cause injury.

# The RBRC® seal

The RBRC™ Seal means that the manufacturer is voluntarily participating in an industry program to collect and recycle lithium-ion rechargeable batteries when taken out of service within the United States. These batteries may be taken to a participating local retailer of replacement batteries or recycling center. Or you may call **1 (800) 8 BATTERY**™ for locations accepting spent Li-ion batteries.

**RBRC® is a registered trademark of Rechargeable Battery Recycling Corporation.**

# Limited warranty

**What does this limited warranty cover?**

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

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

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

**How long is the limited warranty period?**

The limited warranty period for the Product extends for TWO (2) YEARS from the date of purchase. If VTech repairs or replaces a Materially Defective Product under the terms of this limited warranty, this limited warranty also applies to the repaired or replacement Product for a period of either (a) 90 days from the date the repaired or replacement Product is shipped to you or (b) the time remaining on the original one-year warranty; whichever is longer.

**What is not covered by this limited warranty?**

This limited warranty does not cover:

1. Product that has been subjected to misuse, accident, shipping or other physical damage, improper installation, abnormal operation or handling, neglect, inundation, fire, water or other liquid intrusion; or

2. Product that has been damaged due to repair, alteration or modification by anyone other than an authorized service representative of VTech; or

3. Product to the extent that the problem experienced is caused by signal conditions, network reliability, or cable or antenna systems; or

4. Product to the extent that the problem is caused by use with non-VTech accessories; or

5. Product whose warranty/quality stickers, product serial number plates or electronic serial numbers have been removed, altered or rendered illegible; or

6. Product purchased, used, serviced, or shipped for repair from outside the United States of America or Canada, or used for commercial or institutional purposes (including but not limited to Products used for rental purposes); or

7. Product returned without a valid proof of purchase (see item 2 on the next page); or

8. Charges for installation or set up, adjustment of customer controls, and installation or repair of systems outside the unit.

# Limited warranty

**How do you get warranty service?**

To obtain warranty service in the USA, please visit our website at **http://businessphones.vtech.com** or call **1-800-595-9511**. In Canada, call **1-800-267-7377**.

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

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

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

1. Return the entire original package and contents including the Product to the VTech service location along with a description of the malfunction or difficulty; and

2. Include a "valid proof of purchase" (sales receipt) identifying the Product purchased (Product model) and the date of purchase or receipt; and

3. Provide your name, complete and correct mailing address, and telephone number.

**Other limitations**

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

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

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

**Please retain your original sales receipt as proof of purchase.**

# FCC, ACTA and IC regulations

**FCC Part 15**

This equipment has been tested and found to comply with the requirements for a Class B digital device under Part 15 of the Federal Communications Commission (FCC) rules. These requirements are intended to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.

- Increase the separation between the equipment and receiver.

- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

- Consult the dealer or an experienced radio/TV technician for help.

Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Privacy of communications may not be ensured when using this telephone.

To ensure safety of users, the FCC has established criteria for the amount of radio frequency energy that can be safely absorbed by a user or bystander according to the intended usage of the product. This product has been tested and found to comply with the FCC criteria. The wireless microphone unit may be safely held against the face of the user. The base unit shall be installed and used such that parts of the user's body other than the hands are maintained at a distance of approximately 20 cm (8 inches) or more.

This Class B digital apparatus complies with Canadian requirement:
CAN ICES-3 (B)/NMB-3(B)

**FCC Part 68 and ACTA**

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

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

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

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

# FCC, ACTA and IC regulations

If this equipment is malfunctioning, it must be unplugged from the modular jack until the problem has been corrected. Repairs to this telephone equipment can only be made by the manufacturer or its authorized agents. For repair procedures, follow the instructions outlined under the Limited warranty. If this equipment is causing harm to the telephone network, the telephone service provider may temporarily discontinue your telephone service. The telephone service provider is required to notify you before interrupting service. If advance notice is not practical, you will be notified as soon as possible. You will be given the opportunity to correct the problem and the telephone service provider is required to inform you of your right to file a complaint with the FCC. Your telephone service provider may make changes in its facilities, equipment, operation, or procedures that could affect the proper functioning of this product. The telephone service provider is required to notify you if such changes are planned.

If this product is equipped with a corded or wireless microphone unit, it is hearing aid compatible.

If this product has memory dialing locations, you may choose to store emergency telephone numbers (e.g., police, fire, medical) in these locations. If you do store or test emergency numbers, please:

Remain on the line and briefly explain the reason for the call before hanging up.

Perform such activities in off-peak hours, such as early morning or late evening.

**Industry Canada**

Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference, including interference that may cause undesired operation.

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

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

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

This product meets the applicable Industry Canada technical specifications.

# Technical specifications

| | |
|---|---|
| Frequency control | Crystal controlled PLL synthesizer |
| Transmit frequency | Wireless microphone unit: 1921.536-1928.448 MHz |
| | Base unit: 1921.536-1928.448 MHz |
| Channels | 5 |
| Nominal effective range | Maximum power allowed by FCC and IC. Actual operating range may vary according to environmental conditions at the time of use. |
| Optimal and minimum distances | Optimal distance between the base unit/wireless microphone unit and the participant: 2 feet |
| | Minimum distance between each wireless microphone unit: 1 feet |
| Power requirements | Wireless microphone unit: Li-ion Battery Pack; 3.7V; 240mAH rechargeable battery |
| | Base unit adapter: Input: 100-240V AC 50/60Hz<br>Output: 9V DC @ 2000mA |
| Memory | Phonebook:<br>50 memory locations; up to 30 digits and 15 characters |
| | Call log:<br>50 memory locations; up to 16 digits and 15 characters |

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And your life.

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