

vtech®

User's manual

VSP505

DECT Cordless Headset



Congratulations

on purchasing your new VTech product. Before using this product, please read **Important safety instructions** on page 21 of this manual.

This manual has all the feature operations and troubleshooting 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 customer service or product information, visit our website at **businessphones.vtech.com** or call **1 (888) 370-2006**.



The ENERGY STAR[®] program (www.energystar.gov) recognizes and encourages the use of products that save energy and help protect our environment. We are proud to mark this product with the ENERGY STAR[®] label indicating it meets the latest energy efficiency guidelines.

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Getting started

Parts checklist

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



Cordless headset



Ear hook



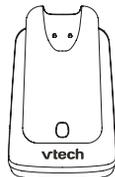
Additional earbuds (3)



Ear pad



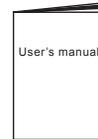
Headset charger power adapter



Headset charger



Head band



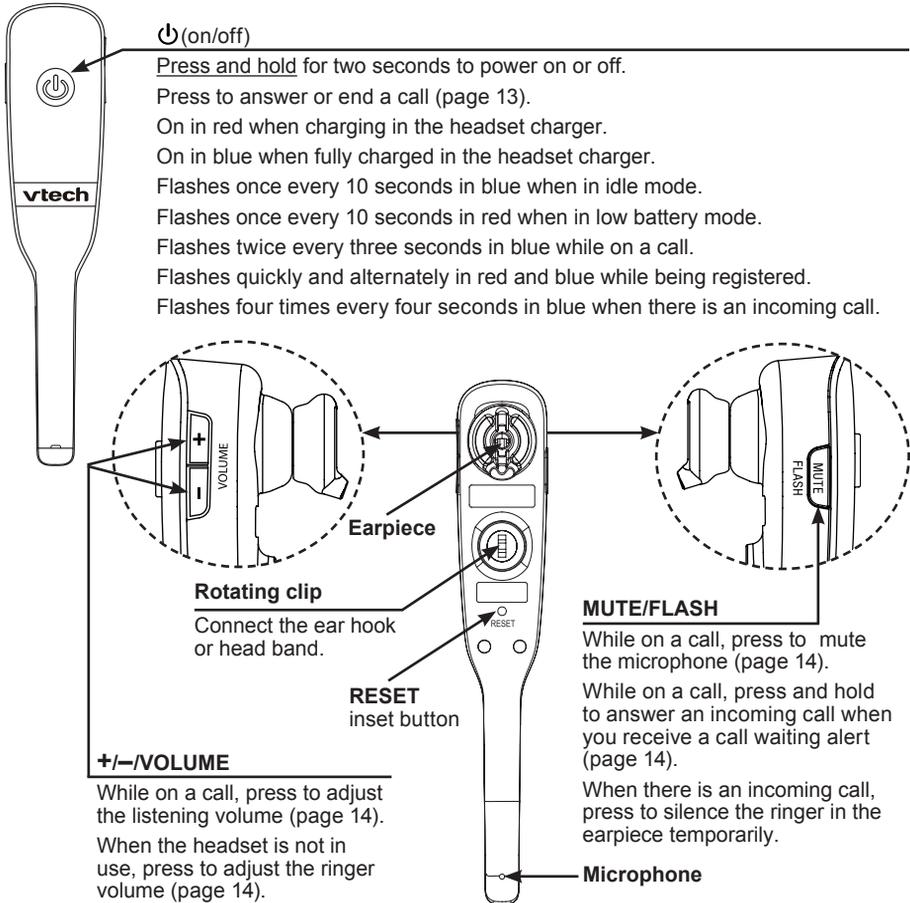
User's manual

note

- The headset battery is not replaceable.
- To purchase a replacement power adapter, visit our website at businessphones.vtech.com or call **1 (888) 370-2006**.

Getting started

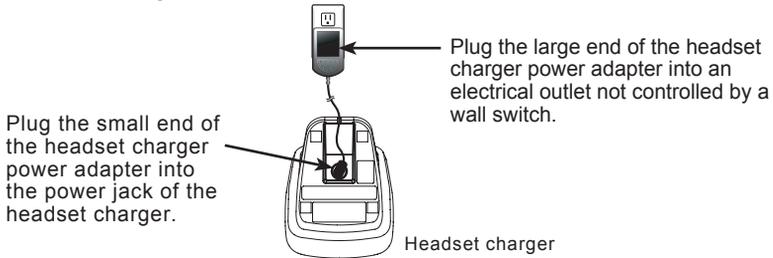
Headset layout



Getting started

Headset charger installation

Install the headset charger as shown below.



Power on the headset

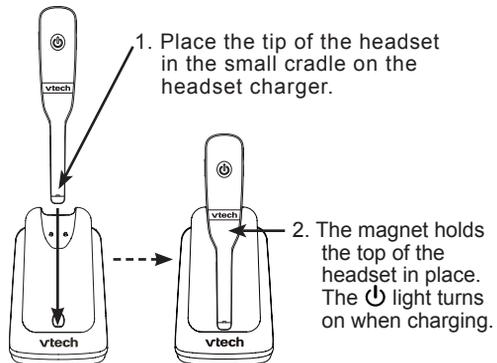
Power on the headset before use. Place the headset in the headset charger or **press and hold**  for two seconds. The  light flashes three times in blue and you hear three beeps when the headset is being powered on.

note

If the headset will not be used for a long time, **press and hold**  for two seconds to power off the headset. The  light flashes three times in red and you hear three beeps when the headset is being powered off.

Headset charging

After installing the headset charger, charge the headset in its charger. The headset is fully charged after three hours of continuous charging. If the  light does not turn on while charging, you need to charge the headset without interruption for at least 15 minutes to give the headset enough charge to use for a short time. For best performance, keep the headset in the headset charger when not in use. See the table on page 16 for battery operating times.



Getting started

Add and register a headset

Each newly purchased headset (**VSP505**) must be registered to a compatible VTech VSP series SIP telephone before use.

The telephone base recognizes and counts a headset the same as a handset. You can place the headset charger anywhere you have an available power outlet.

You can register one headset to one VTech SIP telephone. If the telephone already has a headset registered, you need to follow the deregistration instructions on page 5 or in your telephone user's manual before adding a new headset.

To register a headset:

1. Place the non-registered headset in the headset charger and allow it to charge for at least 15 minutes before beginning registration.
2. On the telephone, press **MENU** and then select **User settings > DECT headset**.
3. Lift the cordless headset out of its charging base, and then place it back in the charger. The  light on the headset flashes slowly and alternately in red and blue.
4. On the telephone's **DECT headset** menu, select **1. Register**.

It takes about 60 seconds to complete the registration process. The  light on the headset turns red when it is registered but not fully charged, or turns blue if it is registered and fully charged.

If the registration process is successful, you hear a dial tone when you press  on the headset. If the registration fails, you hear "*Not registered*" when you press  on the headset. The  light on the headset flashes slowly and alternately in red and blue. To reset the headset, remove it from the headset charger and then place it back into its charger. Try the registration process again.

note

- You cannot register a headset if any other system handset or headset is in use. You can only register one headset to the telephone base at a time.
- The headset must be deregistered before registering it to another telephone system.

Getting started

Replace a headset

If you want to replace a headset, you must deregister the headset that is registered to the telephone base.

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

To deregister the headset:

1. Ensure the headset is in the charger.
2. On the telephone, press **MENU** and then select **User settings > DECT headset**.
3. On the telephone's **DECT headset** menu, select **2. Deregister**.

The deregistration process takes up to 10 seconds to complete. There is a confirmation tone from the telephone base. The  light flashes slowly and alternately in red and blue when the deregistration process completes.

If the deregistration process is successful, you hear *"Not registered"* when you press  on the headset. The deskset screen displays *"DECT headset is deregistered"*. If the deregistration fails, you may need to:

- remove and replace the headset in the charger and repeat the deregistration instructions.
- OR-
- reset the headset and repeat the deregistration instructions.

To reset:

- Pick up the registered headset and press the **RESET** inset button with a paper clip or similar object.

**note**

You cannot deregister a headset if any system handset or headset is in use.

Getting started

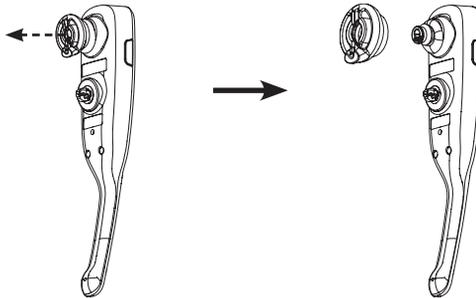
Headset attachments

Earbud

There are four earbuds provided. The headset comes with one earbud attached.

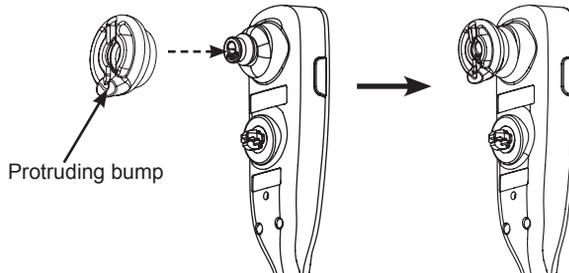
To remove the earbud from the headset earpiece:

Hold both sides of the earbud and then pull the earbud until it separates from the earpiece.



To attach the earbud to the headset earpiece:

1. Choose an appropriate earbud.
2. Press the earbud towards the earpiece until it clicks into place. Move the earbud around so that the protruding bump on the earbud is pointing towards your mouth when placed on your ear. The protruding bump on the earbud holds the headset securely in your ear.



Getting started

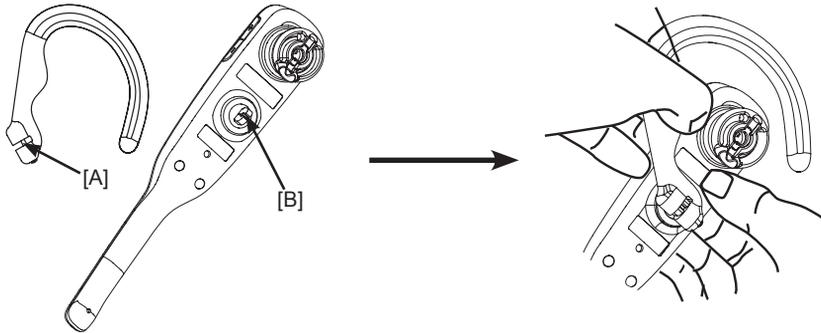
Headset attachments (continued)

Ear hook

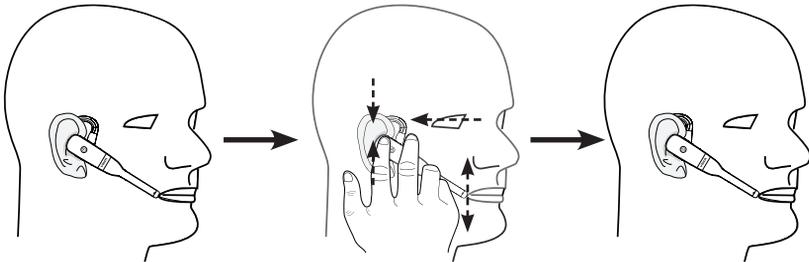
A flexible ear hook is provided. Before use, adjust the hook to fit your ear comfortably.

To attach the ear hook to the headset:

1. Remove any headset attachment (earbud excluded) connected to the headset.
2. Insert the ear hook [A] into the rotating clip [B] on the headset until it clicks into place.



3. Hook the headset on your right ear. Adjust the angle of the headset until the microphone is pointing towards your mouth. Firmly grip the earpiece with one hand whenever adjusting the headset microphone up or down.

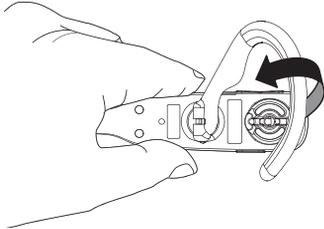


Getting started

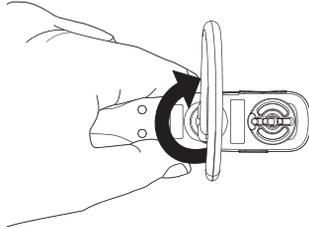
Headset attachments (continued)

To adjust the headset to wear on the left ear:

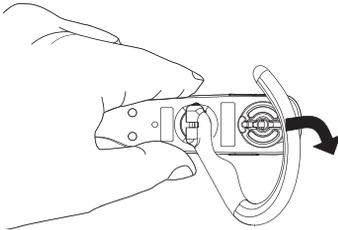
1. Hold the headset with one hand.
Lift the ear hook upward.



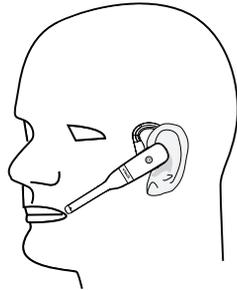
2. Twist the ear hook 180° clockwise.



3. Push the ear hook downward.



4. Hook the headset on your left ear.
Adjust the angle of the headset
until the microphone is pointing towards
your mouth.

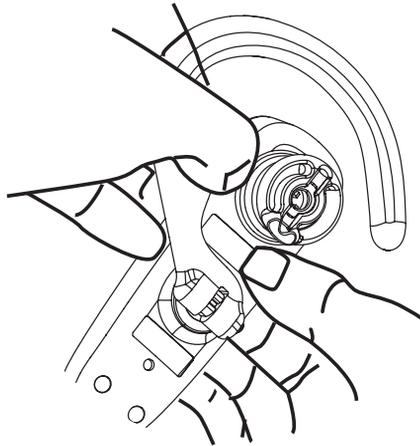


Getting started

Headset attachments (continued)

To remove the ear hook from the headset:

1. Hold the headset with one hand and the ear hook with your other hand.
2. Pull the end of the ear hook up until it separates from the rotating clip on the headset.



Getting started

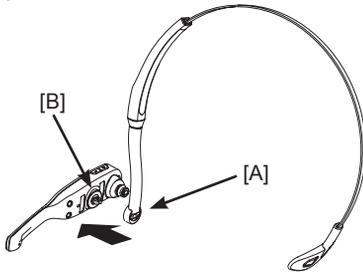
Headset attachments (continued)

Head band

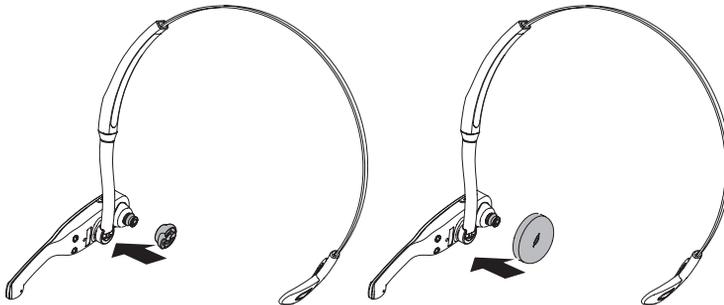
You can use the head band with the ear pad or the ear bud. To find the best, most comfortable fit, try wearing the head band with the ear pad, and then try wearing it with the ear bud.

To attach the head band to the headset:

1. Remove any headset attachment connected to the headset.
2. To wear the headset on your right ear, insert the end [A] of the head band into the rotating clip [B] on the headset until it clicks into place. Adjust the head band to fit your head.



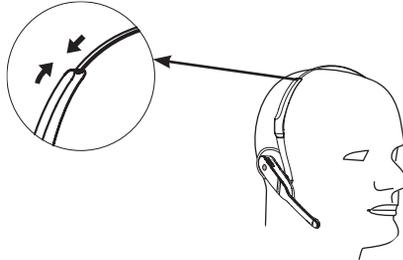
3. Attach the ear bud or ear pad to the headset earpiece.



Getting started

Headset attachments (continued)

4. Adjust and rotate the angle of the headset until the microphone is pointing towards your mouth. Firmly grip the earpiece with one hand whenever adjusting the headset microphone up or down.

**note**

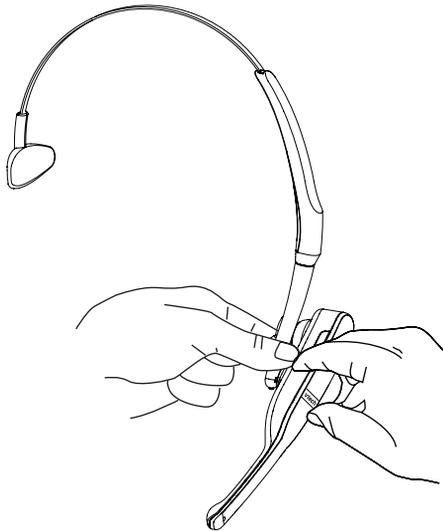
To wear on your left ear, hold the headset on one hand and the head band with your other hand. Rotate the head band within the rotating clip on the headset.

Getting started

Headset attachments (continued)

To remove the head band from the headset:

1. Hold the headset with one hand and the head band with your other hand.
2. Pull the end of the head band until it separates from the rotating clip on the headset.



Headset operation

note

If the headset is your preferred device for making and answering calls, you should set the telephone audio mode to **Headset**. When you press a Line key or **Answer**, the call is started or answered using the selected audio mode. Lifting the handset takes priority in all instances. To set the audio mode, see your telephone user guide.

Make a call

Do one of the following:

- Follow the instructions in your telephone user's manual for making calls and then press **📞** on the headset to transfer the audio from the phone to the headset.
- Press **📞** on the headset and then dial the number using the phone dial pad.

Answer a call

Do one of the following:

- Press **📞** on the headset to answer a call.
- If the audio mode is set to **Headset**, press the **Answer** soft key on the telephone.

End a call

Do one of the following:

- Press **📞** on the headset or place the headset in the headset charger.
- Press the **End** soft key on the telephone.

Ringer

The headset does not have an external ringer. When there is an incoming call, the headset earpiece rings.

You can rely on the ringer of the registered telephone to alert you to incoming calls.

Temporary ringer silencing

When there is an incoming call, you can temporarily silence the ringer in the headset earpiece without disconnecting the call. The next call rings normally at the preset volume.

To silence the headset ringer:

- Press **MUTE/FLASH** on the headset.

Headset operation

Volume control

To adjust the ringer volume:

When the headset is not in use, press **+/-/VOLUME** on the side of the headset.

To adjust the listening volume:

During a call, press **+/-/VOLUME** on the side of the headset.

note

When the volume reaches the minimum or maximum setting, you will hear two quick beeps.

Call waiting

When you subscribe to call waiting service from your telephone service provider, you hear an alert tone from the headset earpiece if there is an incoming call while you are on another call.

- Press and hold **MUTE/FLASH** for two seconds to put your current call on hold and take the new call.
- Press and hold **MUTE/FLASH** for two seconds at any time to switch back and forth between calls.

Mute

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

1. During a call, press **MUTE/FLASH** on the headset. The headset announces *"Mute on."* The headset beeps every 30 seconds until the mute function is turned off.
2. Press **MUTE/FLASH** again to resume the conversation. The headset announces *"Mute off."*

Switch a call between the SIP telephone and the headset

- To switch from the phone handset to the headset during a call, press **⏻** on the headset or the **HEADSET** key on the telephone, and then hang up the handset.
- To switch from the headset to the phone handset during a call, lift the telephone handset, or press the **SPEAKER** key.

Appendix

Headset indicators

Headset alert tones

One beep	Headset key tone.
One beep every 30 seconds	Muted headset microphone alert tone.
Two quick beeps	Error alert tone. The volume reaches its minimum or maximum setting.
Two rapid beeps every 20 seconds	Low battery warning.
Three rapid beeps	The headset is being powered on or off.
Three rapid beeps every 20 seconds	Out of range while the headset is on a call. A non-registered headset with a charged battery.
Ringer tone	Incoming call alert tone.

Headset lights

Red	On when the headset is charging in the headset charger. Flashes once every 10 seconds to indicate the battery is low. Flashes three times when the headset is being powered off.
Blue	On when the headset is fully charged in the headset charger. Flashes once every 10 seconds when the charged headset is in idle mode. Flashes twice every three seconds when the headset is in use. Flashes three times when the headset is being powered on. Flashes four times every four seconds when there is an incoming call.
Red and blue	Flashes quickly and alternately when the headset is trying to register to a telephone base. Flashes slowly and alternately when the headset is not registered.
Off	The headset battery is depleted. The headset has been powered off.

Appendix

Headset battery

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

Operation	Operating time
While in use (talking*)	Up to 9 hours
While not in use (standby**)	Up to 90 hours

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

**Headset is not charging or in use.

The battery needs charging when:

- The headset beeps twice every 20 seconds.
- The 🔌 light is off when in idle mode.
- The 🔌 light flashes every 10 seconds in red.

Conserve battery life:

The headset battery is not replaceable.

If the headset will not be used for a long period of time, press and hold 🔌 on the headset for two seconds to power off the headset and conserve the headset battery life. The 🔌 light flashes three times in red when the headset is being powered off.

CAUTION:

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

Appendix

Troubleshooting

If you have difficulty with your product, please try the suggestions below. For customer service, visit our website at **businessphones.vtech.com**, or call **1 (888) 370-2006**.

My headset does not work at all.

- Charge the headset in the headset charger for up to three hours.
- Make sure the headset charger power adapter is securely plugged into an electrical outlet (page 3). For optimum daily performance, return the headset to the headset charger after use.
- Unplug the electrical power to the telephone base. Wait for approximately 15 seconds, then plug it back in. Allow up to one minute for the cordless headset and telephone base to synchronize.
- Other electronic products such as HAM radios and other DECT phones can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.
- If the headset battery is completely depleted, it may take up to 15 minutes to charge the headset before the headset has enough charge to use for a short time.
- The headset battery may be defective. Contact our customer service for assistance.

I cannot dial out.

- You must use a telephone on the same line to dial out. Once you have dialed the number, you can press  on the headset to take the call. After the headset is activated, you can hang up the telephone from which you dialed from.
- If other telephones in your home are having the same problem, the problem is in your wiring or telephone service. Contact your telephone service provider (charges may apply).

The red or blue light keeps flashing on the headset key.

- Different flashing patterns of the red and/or blue lights indicate different conditions of the headset. Refer to **Headset lights** on page 15.

The other party cannot hear my voice during a call.

- Make sure the mute feature is not turned on during a call (page 14).

Appendix

Troubleshooting

The headset does not charge in the headset charger.

- Make sure the headset charger power adapter is securely plugged into an electrical outlet (page 3). For optimum daily performance, return the headset to the headset charger after use.
- Make sure the cordless headset is placed in the headset charger correctly. The headset  light should be on.
- Unplug the headset charger and then plug it back, then charge for up to three hours.
- If the cordless headset is in the headset charger and the headset  light is not on, refer to **The  light on the headset is off while charging** below.
- If the battery is completely depleted, it may take up to up to 15 minutes to charge the headset before it has enough charge to be used for a short time. For optimum daily performance, return the cordless headset to the headset charger when not in use.
- The headset battery may be defective. Contact our customer service for assistance.

The light on the headset is off while charging.

- Make sure the headset charger power adapter is correctly and securely plugged in the electrical outlet.
- Make sure the headset is sitting properly in the headset charger to charge.
- Clean the charging contacts on the headset and headset charger each month with a pencil eraser or a dry non-abrasive fabric.
- Unplug the headset charger power adapter. Wait for 15 seconds before plugging it back in.

My cordless headset is not performing normally.

- Make sure the power cord is correctly and securely plugged into the headset charger. Plug the telephone base into a different working electrical outlet not controlled by a wall switch.
- Move the cordless headset closer to the telephone base. It may be out of range.
- Other electronic products such as HAM radios and other DECT phones can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.
- If you have tried the above suggestions and the headset is still not performing normally, press the **RESET** inset button with a paperclip or similar object once to restart the headset.

Appendix

Troubleshooting

I cannot hear any ring tone from the cordless headset when there is an incoming call.

- The headset does not have an external ringer. The ring tone can only be heard through the headset earpiece.
- Make sure the headset ringer volume is not set to the lowest level (page 14).
- If you have pressed **MUTE/FLASH** on the cordless headset when it is ringing, it mutes the ring tone of the headset. The ring tone resumes on the next call.
- The headset may be too far from the telephone base. Move it closer to the telephone base.
- The layout of your home or office may be limiting the operating range. Try moving the telephone base to another location, preferably on a higher location.
- If other telephones in your home are having the same problem, the problem is in the wiring or telephone service. Contact your telephone service provider.

There is interference during a telephone conversation.

My calls fade out when I am using the cordless headset.

- The cordless headset may be out of range. Move it closer to the telephone base.
- If your telephone is plugged in with a modem or a surge protector, plug the telephone (or modem/surge protector) into a different location. If this doesn't solve the problem, relocate your telephone or modem farther apart from each other, or use a different surge protector.
- The location of your telephone base can impact the performance of your cordless headset. For better reception, install the telephone base in a centralized location within your home or office, away from walls or other obstructions. In many environments, relocating the telephone base to a higher location improves overall performance.
- If other telephones in your home are having the same problem, the problem is in the wiring or telephone service. Contact your telephone service provider.

I cannot register the headset.

- If you have already registered the maximum numbers of handsets and/or headsets that the telephone system accommodates, you need to follow the deregistration instructions before registering a headset. Refer to **Add and register a headset** on page 4 and **Replace a headset** on page 5.
- Make sure that all registered handsets, registered headsets and telephone base are in idle mode when registering a headset.
- Follow the steps on page 20 for the common cure for electronic equipment, then try again to register a headset.

Appendix

Troubleshooting

I want to use my cordless headset with a different telephone base.

- You need to deregister the headset from the current telephone base (page 5) and then register it to the new telephone base.
- Make sure the power cord is securely plugged into the telephone base. Use a working electrical outlet not controlled by a wall switch.
- Reset your telephone by unplugging the power adapter from the telephone base.
- Other electronic products such as HAM radios and other DECT phones can cause interference with your cordless phone. Try installing your phone as far away as possible from these types of electronic devices.

Common cure for electronic equipment.

- If the unit is not responding normally, put the cordless headset in its charger. If it does not respond, try the following (in the order listed):
 - Disconnect the power to the telephone base.
 - Wait a few minutes before connecting power to the telephone base.
 - Remove and place the cordless headset in its charger.
 - Wait for the cordless headset to synchronize with the telephone base. Allow up to one minute for this to take place.

Appendix

Important safety instructions

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

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on the product.
3. Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
4. Do not use this product near water such as near a bath tub, wash bowl, kitchen sink, laundry tub or swimming pool, or in a wet basement or shower.
5. Do not place this product on an unstable table, shelf, stand or other unstable surfaces.
6. Slots and openings in the back or bottom of the telephone base and handset are provided for ventilation. To protect them from overheating, these openings must not be blocked by placing the product on a soft surface such as a bed, sofa or rug. This product should never be placed near or over a radiator or heat register. This product should not be placed in any area where proper ventilation is not provided.
7. This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply in your home or office, consult your dealer or local power company.
8. Do not allow anything to rest on the power cord. Do not install this product where the cord may be walked on.
9. Never push objects of any kind into this product through the slots in the headset charger or headset 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 headset charger and headset 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:
 - A. When the power supply cord or plug is damaged or frayed.
 - B. If liquid has been spilled onto the product.
 - C. If the product has been exposed to rain or water.
 - D. 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.
 - E. If the product has been dropped and the headset charger and/or headset has been damaged.
 - F. If the product exhibits a distinct change in performance.
13. Avoid using a telephone (other than cordless) during an electrical storm. There is a remote risk of electric shock from lightning.
14. Do not use the telephone to report a gas leak in the vicinity of the leak. Under certain circumstances, a spark may be created when the adapter is plugged into the power outlet, or when the headset 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 headset 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. The power adapter is intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling, under-the-table or cabinet outlet.

SAVE THESE INSTRUCTIONS

Appendix

Energy-saving charging mode

When this mode is activated, all headset functions except headset battery charging will be disabled.

To activate the energy-saving charging mode:

1. Before proceeding, make sure the headset is plugged with charged battery and the headset charger is connected to power.
2. Press **+VOLUME**, **⏻**, **-VOLUME**, **⏻**, **+VOLUME**, **-VOLUME** and **⏻**.



When the headset successfully enters the energy-saving charging mode, the **⏻** light on the headset flashes slowly and alternately in red and blue. Press **⏻** and you hear *"Not registered."* Then put the headset in the headset charger for charging.

When the headset fails to enter this mode, repeat Step 1 to Step 2 above.

To deactivate the energy-saving charging mode:

1. Before proceeding, make sure the headset is plugged with charged battery. Make sure the telephone base and headset charger are connected to power.
2. Register the headset back to the telephone base. See page 4 for headset registration instructions.

Appendix

Precautions for users of implanted cardiac pacemakers

Cardiac pacemakers (applies only to digital cordless telephones):

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

Pacemaker patients

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

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

Operating range

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

When the headset is out of range, the headset earpiece rapidly beeps three times every 10 seconds.

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

If the headset moves out of range during a telephone conversation, there may be interference.

To improve reception, move closer to the telephone base.

Maintenance

Taking care of your headset

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

Avoid rough treatment

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

Avoid water

Your headset can be damaged if it gets wet. Do not use the headset outdoors in the rain, or handle it with wet hands. Do not install the headset charger 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 headset

Your headset 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.

Appendix

About cordless headset

- **Privacy:** The same features that make a cordless headset convenient create some limitations. Telephone calls are transmitted between the telephone base and the cordless headset by radio waves, so there is a possibility that the cordless telephone conversations could be intercepted by radio receiving equipment within range of the cordless headset. For this reason, you should not think of cordless telephone conversations as being as private as those on corded telephones.
- **Electrical power:** The telephone base of this cordless headset 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 cordless headset if the telephone base is unplugged, switched off or if the electrical power is interrupted.
- **Potential TV interference:** Some cordless headsets operate at frequencies that may cause interference to televisions and VCRs. To minimize or prevent such interference, do not place the telephone base of which the cordless headset is registered near or on top of a TV or VCR. If interference is experienced, moving the cordless headset farther away from the TV or VCR often reduces or eliminates the interference.
- **Lithium-ion rechargeable batteries:** Dispose of these batteries in a safe manner. Do not burn or puncture the battery. Like other batteries of this type, if burned or punctured, they could release caustic material which could cause injury.

The RBRC® seal



The RBRC® seal on the lithium-ion battery indicates that VTech Communications, Inc. is voluntarily participating in an industry program to collect and recycle these batteries at the end of their useful lives, when taken out of service within the United States and Canada.

The RBRC® program provides a convenient alternative to placing used lithium-ion batteries into the trash or municipal waste, which may be illegal in your area.

VTech's participation in RBRC® makes it easy for you to drop off the spent battery at local retailers participating in the RBRC® program or at authorized VTech product service centers. Please call **1 (800) 8 BATTERY™** for information on Li-ion battery recycling and disposal bans/restrictions in your area. VTech's involvement in this program is part of its commitment to protecting our environment and conserving natural resources.

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

Appendix

Warranty

What does this limited warranty cover?

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

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

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

How long is the limited warranty period?

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

What is not covered by this limited warranty?

This limited warranty does not cover:

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

Appendix

Warranty (continued)

How do you get warranty service?

To obtain warranty service in the United States of America, visit **businessphones.vtech.com** or call **1 (888) 370-2006**. 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.

Appendix

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 headset may be safely held against the ear of the user. The telephone base shall be installed and used such that parts of the user's body other than the hands are maintained at a distance of approximately 20 cm (8 inches) or more.

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 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.

Appendix

FCC, ACTA and IC regulations (continued)

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 Warranty.

If this equipment is causing harm to the telephone network, your telephone service provider may temporarily discontinue your telephone service. Your 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 your 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. Your telephone service provider is required to notify you if such changes are planned.

If this product is equipped with a corded or cordless handset, 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

This device complies with Industry Canada licence-exempt RSS standard(s). 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.

This product meets the applicable Industry Canada technical specifications.

Appendix

Technical specifications

RF frequency band	1921.536–1928.448 MHz
Channels	5
Nominal effective range	Maximum power allowed by FCC and IC. Actual operating range might vary according to environmental conditions at the time of use.
Headset charger voltage (AC voltage, 60Hz)	96–127 Vrms
Headset charger voltage (AC adapter output)	6V DC @ 400mA
Headset voltage	3.2–4.2V DC

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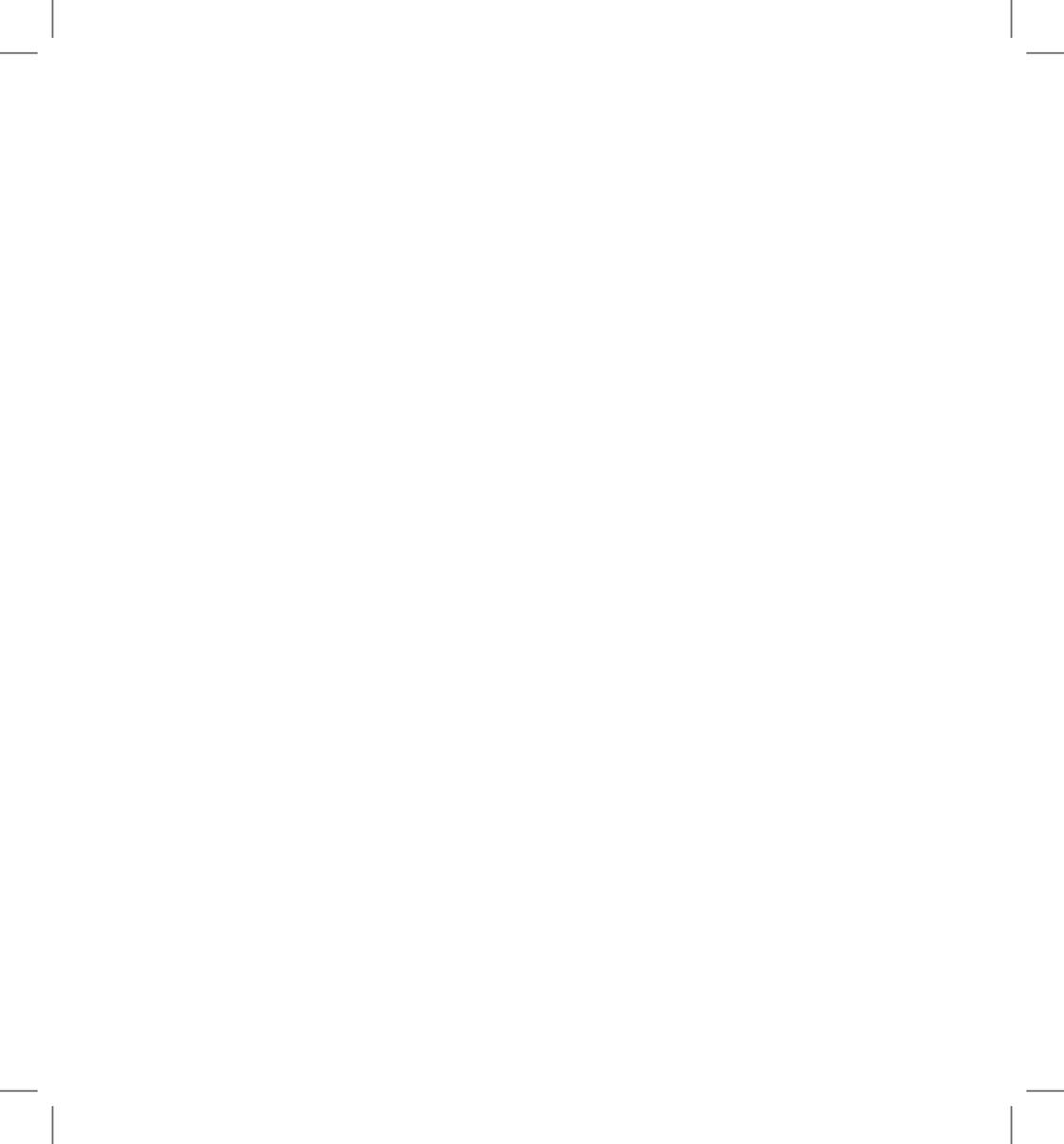
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VTECH TELECOMMUNICATIONS LTD.

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Distributed in the U.S.A. by VTech Communications, Inc., Beaverton, Oregon 97008.

Distributed in Canada by VTech Technologies Canada Ltd., Richmond, B.C. V6W 1L5.

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Rev. 1

91-007689-010-100