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CS5249-2
CS5249-3
CS5249-4
CS5249-5

DECT 6.0 cordless telephone



vtech

Quick start guide

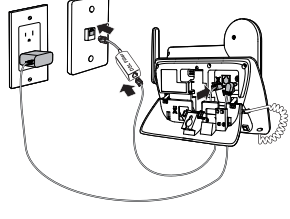
What's in the box



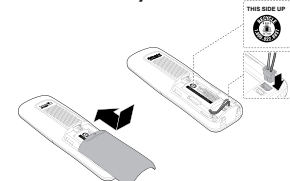
1 Connect and activate

1 Connect the telephone base

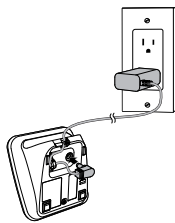
If you subscribe to digital subscriber line (DSL) high-speed Internet service through your telephone line, make sure you connect a DSL filter (not included) to the telephone wall jack.



2 Install the battery



3 Connect the charger



4 Charge the battery



Display

Handset:

	The battery is low and needs charging.
	The battery is charging.
	The battery is fully charged.
	Handset ringer is off.
	New voicemail received from your telephone service provider.
	There are new caller ID log entries.
	Answering system is on.
	Number of new/old messages recorded.
	The ECO mode activates automatically to reduce power consumption when the handset is within range of the telephone base.

Telephone base:

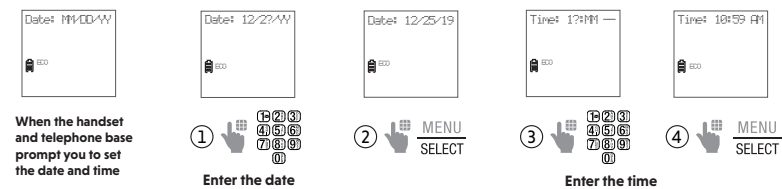
	10:15 AM 12/25
	Telephone base ringer is off.
	New voicemail received from your telephone service provider.
	New caller ID log entries.
	Number of new/old messages recorded.

2 Setup

After you install your telephone or power returns following a power outage and battery depletion, the handset and telephone base will prompt you to set the date and time, and to configure the answering system through voice guide.

Date and time

Follow the steps below to set the date and time. For example, if the date is 25 December, 2019, and the time is 10:59 AM:



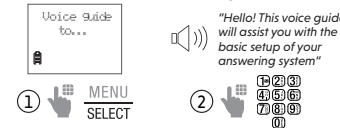
When the handset and telephone base prompt you to set the date and time

Voice guide for answering system

After setting the date and time, the handset and telephone base will display **Voice guide to...** and set up **Ans sys?** alternatively.

This feature assists you to do the basic setup of the answering system. You can follow the voice guide to record your own announcement, set the number of rings and the message alert tone.

When the handset prompts you to set up the answering system via voice guide



Setup your answering system by inputting the designated numbers as instructed in the voice guide.

Basic operation

Make a call



Answer a call



End a call

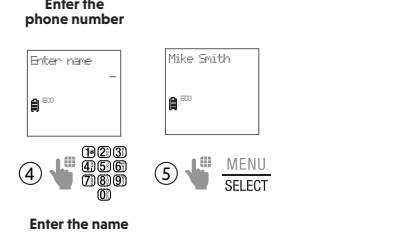
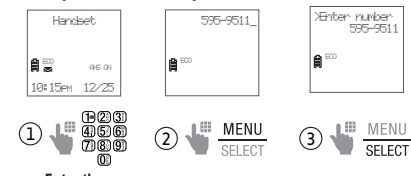


Phonebook

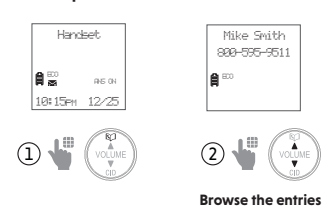
Phonebook

The phonebook can store up to 50 entries, which are shared by all handsets and the telephone base. Each entry may consist of a telephone number up to 30 digits, and a name up to 15 characters.

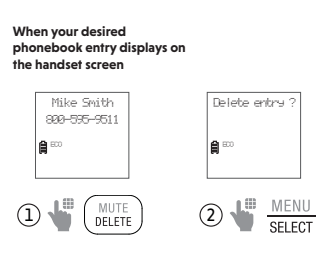
Add a phonebook entry



Review phonebook entries



Delete a phonebook entry

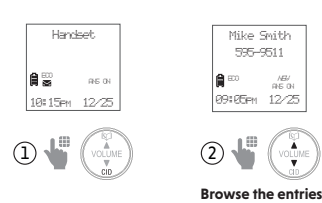


Caller ID

Caller ID

If you subscribe to caller ID service, information about each caller appears after the first or second ring. The caller ID log stores up to 30 entries. Each entry has up to 24 digits for the phone number and 15 characters for the name.

Review caller ID log entries



Dial a caller ID log entry

When your desired caller ID entry displays on the handset or telephone base screen

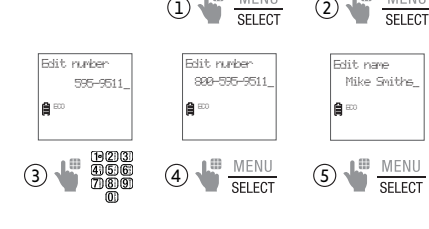


Delete a caller ID log entry

When your desired caller ID entry displays on the handset or telephone base screen



Save a caller ID log entry to the phonebook



GET HELP WITH THE ONLINE TOPICS

For operations and guides to help you using your telephone, and for latest information and supports, go and check the online help topics and online FAQs.

Use your smartphone or mobile device to access our online help.

- Go to <https://help.vtechphones.com/cs5249> OR
- Scan the QR code on the right. Launch the camera app or QR code scanner app on your smartphone or tablet. Hold the device's camera up to the QR code and frame it. Tap the notification to trigger the redirection of the online help.
- If the QR code is not clearly displayed, adjust your camera's focus by moving your device closer or further away until it is clear.



Technical specifications	
Frequency control	Crystal controlled PLL synthesizer
Transmit frequency	Handset: 1921-1928.448 MHz Telephone base: 1921.536-1928.448 MHz
Channels	DECT channel 5
Normal effective range	Maximum power allowed by FCC and IC
Power requirement	Handset: 2.4V Ni-MH battery Telephone base: 6V DC @ 400mA
Memory	Phonebook: 50 memory locations Caller ID log: 30 memory locations Up to 24 digits and 15 characters
Call block	150 numbers
Telephone base	Identified with this logo have reduced noise and interference when used with most T-coil equipped hearing aids and cochlear implants. The TIA-1083 Compliant logo is a trademark of the Telecommunications Industry Association. Used under license.
ENERGY STAR	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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Answering system

About the built-in answering system and voicemail service

For message recording, your telephone has a built-in answering system, and it also supports voicemail service offered by your telephone service provider (subscription is required, and fee may apply).

Built-in answering system VS Voicemail service

	BUILT-IN ANSWERING SYSTEM	VOICEMAIL SERVICE
SUPPORTED BY	Telephone system	Telephone service provider
SUBSCRIPTION	No	Yes
FEES	No	May apply
ANSWER INCOMING CALLS	- After 3 rings by default. - It can be changed via handset or the telephone base menu.	- Usually after 2 rings. - It can be changed by contacting your telephone service provider.
STORAGE	Telephone base	Server or System
DISPLAY NEW MESSAGES	- Handset - XX new messages - Telephone base - Message window flashes	- Handset - and New voicemail - Telephone base -
RETRIEVE MESSAGES	- Press ▶/■ on the telephone base; OR - Press MENU, and then select Play messages on the handset; OR - Access remotely with an access code.	Press on the dialpad, and enter an access number and/or passcode from your telephone service provider.

Turn the built-in answering system on or off

On the telephone base



Press to turn on; press again to turn off.

Set number of rings

You can set your answering system to answer calls at least two rings earlier than your voicemail service. For example, if your voicemail service answers after six rings, set your answering system to answer after four rings. Thus, if you are on a call, or if the answering system is busy recording a message and you receive another call, the second caller can leave a voicemail message.



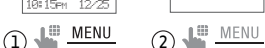
Message playback

On the telephone base

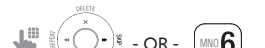


- OR -

On a handset



Skip a message



- OR -

Repeat the playing message



Play the previous message



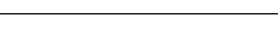
- OR -



Delete all messages



Using the telephone base

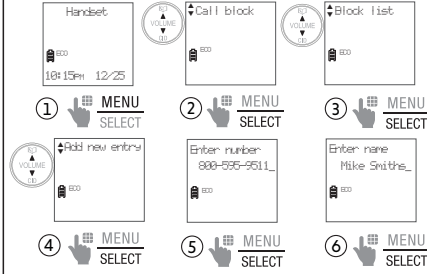


Call Block

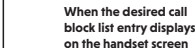
Call Block

If you subscribe to caller ID service, you can set the telephone to block unknown calls and certain undesired calls. The call block list can store up to 150 entries.

Add a call block entry



Select a call block list entry



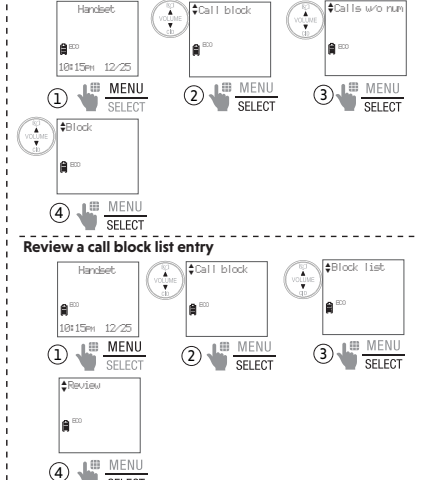
When the desired call block list entry displays on the handset screen

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:

- Read and understand all instructions.
- Follow all warnings and instructions marked on the product.
- Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
- Do not use this product near water such as near a bath tub, wash bowl, kitchen sink, laundry tub or a swimming pool, nor in a wet basement or shower.
- Do not place this product on an unstable table, shelf, stand or other unstable surfaces.
- Avoid placing the telephone system in places with extreme temperature, direct sunlight, or other electrical devices. Protect your phone from moisture, dust, corrosive liquids and fumes.
- 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.
- 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.
- Do not allow anything to rest on the power cord. Do not install this product where the cord may be walked on.
- Never push objects of any kind into this product through the slots in the telephone base or handset because they may touch dangerous voltage points or create a short circuit. Never spill liquid of any kind on the product.
- 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 telephone base or handset other than specified access doors may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when the product is subsequently used.
- Do not overload wall outlets and extension cords.
- 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 telephone base and/or handset has been damaged.
 - If the product exhibits a distinct change in performance.
- Avoid using a telephone (other than cordless) during an electrical storm. There is a remote risk of electric shock from lightning.
- 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 handset 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 plug a charged handset 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.
- Only put the handset of your telephone next to your ear when it is in normal talk mode. 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.

Block unknown calls



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:

- Read and understand all instructions.
- Follow all warnings and instructions marked on the product.
- Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
- Do not use this product near water such as near a bath tub, wash bowl, kitchen sink, laundry tub or a swimming pool, nor in a wet basement or shower.
- Do not place this product on an unstable table, shelf, stand or other unstable surfaces.
- Avoid placing the telephone system in places with extreme temperature, direct sunlight, or other electrical devices. Protect your phone from moisture, dust, corrosive liquids and fumes.
- 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.
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- Do not allow anything to rest on the power cord. Do not install this product where the cord may be walked on.
- Never push objects of any kind into this product through the slots in the telephone base or handset because they may touch dangerous voltage points or create a short circuit. Never spill liquid of any kind on the product.
- 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 telephone base or handset other than specified access doors may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when the product is subsequently used.
- Do not overload wall outlets and extension cords.
- 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 telephone base and/or handset has been damaged.
 - If the product exhibits a distinct change in performance.
- Avoid using a telephone (other than cordless) during an electrical storm. There is a remote risk of electric shock from lightning.
- 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 handset 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 plug a charged handset 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.
- Only put the handset of your telephone next to your ear when it is in normal talk mode. 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.

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.

About cordless telephones

- Privacy:** The same features that make a cordless telephone convenient create some limitations. Telephone calls are transmitted between the telephone base and the cordless handset 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 handset. 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 telephone 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 handset if the telephone base is unplugged, switched off or if the electrical power is interrupted.
- Potential TV interference:** Some cordless telephones operate at frequencies that may cause interference to televisions and VCRs. To minimize or prevent such interference, do not place the telephone base of the cordless telephone near or on top of a TV or VCR. If interference is experienced, moving the cordless telephone 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. Observe proper polarity between the battery and the battery charger.
- Nickel-metal hydride 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.

For C-UL compliance only

- Mesures de sécurité importantes**
- Afin de réduire les risques d'incendie, de blessures corporelles ou d'électrocution, suivez toujours ces mesures préventives de base lorsque vous utilisez votre téléphone :
- Utiliser et comprendre bien toutes les instructions.
 - Observer toutes les instructions et mises en garde inscrites sur l'appareil.
 - Débrancher ce téléphone de la prise murale avant de le nettoyer. N'utiliser pas de

nettoyants liquides ni en aérosol. N'utiliser qu'un chiffon doux et légèrement humecté. N'utiliser pas ce produit près de l'eau, tel que près d'un bain, d'un lavabo, d'un évier de cuisine, d'un bac de lavage ou d'une piscine, ou dans un sous-sol humide ou sous la douche.

Ne déposer pas ce téléphone sur un chariot, support ou table chancelants. L'appareil pourrait tomber et être sérieusement endommagé.

Évitez d'installer le système téléphonique dans les endroits soumis à une température extrême, à la lumière directe du soleil ou à proximité immédiate d'autres appareils électriques ou électroniques. Protéger votre téléphone contre les sources d'humidité, la poussière, les vapeurs et les liquides corrosifs.

Le boîtier de l'appareil est doté de fentes et d'ouvertures d'aération situées à l'arrière ou en dessous. Afin d'empêcher la surchauffe, ces ouvertures ne doivent pas être obstruées en plaçant l'appareil sur un lit, divan, tapis ou autre surface similaires. Ne placez pas cet appareil à proximité d'un élément de chauffage ni d'une plinthe électrique. De plus, ne l'installez pas dans une unité murale ou un cabinet fermé qui ne possède pas d'aération adéquate.

Ne faites fonctionner cet appareil qu'avec le type d'alimentation indiqué sur les étiquettes de l'appareil. Si vous ne connaissez pas le voltage de votre maison, consultez votre marchand ou votre fournisseur d'électricité.

Ne déposer rien sur le cordon d'alimentation. Installez cet appareil dans un endroit sécuritaire, à où personne ne pourra trébucher sur la ligne d'alimentation ni le cordon téléphonique modulaire.

N'insérez jamais d'objets à travers les fentes et ouvertures de cet appareil, car ils pourraient toucher à des points de tension dangereux ou court-circuiter des pièces, ce qui constituerait un risque d'incendie ou d'électrocution. N'échapper pas de liquides dans l'appareil.

Afin de réduire les risques d'électrocution, ne démontez pas l'appareil, mais reportez-le plutôt à un centre de service qualifié s'il doit être réparé. En enlevant le couvercle, vous vous exposez à des tensions dangereuses ou autres dangers similaires. Un remontage inadéquat peut être à l'origine d'une électrocution lors d'une utilisation ultérieure de l'appareil. Débranchez l'appareil avant de procéder au nettoyage. Utilisez un chiffon humecté et doux.

Ne surchargez pas les prises de courant et les rallonges.

Débranchez cet appareil de la prise de courant et communiquez avec le département de service à la clientèle de Vtech dans les cas suivants :

- Lorsque le cordon d'alimentation est endommagé ou écorché.
- Si du liquide a été échappé dans l'appareil.
- Si l'appareil a été exposé à une source d'humidité telle que la pluie ou l'eau.
- Si le produit ne fonctionne pas normalement en respectant les instructions de fonctionnement. Régler uniquement les commandes indiquées dans les instructions de fonctionnement. Les réglages incorrects des autres commandes pourraient provoquer un dommage qui pourrait exiger un travail exhaustif de la part d'un technicien autorisé afin de rétablir le fonctionnement normal de l'appareil.
- Si le produit a été échappé et que le socle s'est ou le combiné a été endommagé.
- Si le produit affiche une nette diminution de sa performance.

Évitez d'utiliser un téléphone (autre qu'un sans fil) pendant un orage. Les éclairs peuvent être à l'origine d'une électrocution.

N'utilisez pas le téléphone pour rapporter une fuite de gaz à proximité de la fuite. En certaines circonstances, une flamme pourrait être provoquée lorsque l'adaptateur est branché à une prise de courant, ou lorsque le combiné est déposé sur le socle. Ceci est un événement commun associé à la fermeture d'un circuit électrique. L'utilisateur ne devrait pas brancher le téléphone à une prise de courant, et ne devrait pas déposer le combiné chargé sur le socle, si le téléphone se trouve à proximité d'un endroit comportant des concentrations de gaz inflammables, à moins que la ventilation soit adéquate. Une flamme dans un tel endroit pourrait provoquer un incendie ou une explosion. De tels environnements peuvent comprendre des endroits où l'on utilise de l'oxygène médical sans ventilation adéquate; des gaz industriels; dissolvants de nettoyage, des vapeurs d'essence, etc.; une fuite de gaz naturel, etc.

Ne placez que le combiné de votre téléphone près de votre oreille lorsqu'en mode de conversation.

Ces adaptateurs ont été conçus pour être orientés en position verticale ou montés au sol. A. 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 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 at the 6th and 7th characters following the US in the product identifier (e.g., if #6 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 must 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.

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 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 contains license-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's license-exempt RSS(s). Operation is subject to the following two conditions:

(1) This device may not cause interference.

(2) This device must accept any interference, including interference that may cause undesired operation of the device.

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

The term "ICC" 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 1.0. The REN indicates the maximum number of devices allowed to be connected to a telephone interface. The termination of an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all the devices not exceed five.

This product meets the applicable Innovation, Science and Economic Development Canada technical specifications.

California Energy Commission battery charging testing instructions

This telephone is set up to comply with the energy-conserving standards right out of the box. These instructions are intended for California Energy Commission (CES) compliance testing only. When the CEC battery charging testing mode is activated, all telephone functions, except battery

charging, will be disabled.

To activate the CEC battery charging testing mode:

- Unplug the telephone base power adapter from the power outlet. Make sure all handsets are plugged with charged batteries before proceeding.

- While you press and hold **▶/■** FIND HANDESET, plug the telephone base power adapter back to the power outlet.

- After about 10 seconds, when the **IN USE** light starts flashing and the telephone base shows **Registering...**, and then **De-register...**, release **▶/■** FIND HANDESET and immediately press and release **SELECT**.

When the phone has successfully entered the CEC battery charging testing mode, all handsets display **To Register HS...** and **see manual** alternately.

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

To deactivate the CEC battery charging testing mode:

- Unplug the telephone base power adapter from the power outlet, and then plug it back in. Then the telephone base is powered up as normal.

- Press and hold **▶/■** FIND HANDESET on the telephone base for about four seconds until the **IN USE** light turns on and the handset shows **Registering...**

- Press **QUIET#** on the handset. The handset shows **Registered**, and you hear a beep when the registration process completes. This process takes about 60 seconds.

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 Product 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:

- 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.

- Product that has been subjected to contact with liquid, water, rain, extreme humidity or heavy perspiration, sand, dirt or the like; but then only to the extent the damage was not caused by incorrectly securing the waterproof handset's protective elements, for example, failing to properly close a seal, or such protective elements are damaged or missing (e.g., a cracked battery door), or subjecting a Product to conditions beyond its stated specifications or limits (e.g., 30 minutes of meter of fresh water).

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

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

- Product to the extent that the problem is caused by use with non-Vtech accessories;

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

- 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);

- Product returned without a valid proof of purchase (see item 2 below); or

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

How do you get warranty service?

To obtain warranty service in the United States of America, please visit our website at www.vtechphones.com or call 1 (800) 595-9511. In Canada, go to www.vtechcanada.com or 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?

- 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

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

- 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 above limitation expressly 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