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You can read the recommendations in the user guide, the technical guide or the installation guide for VTECH DS4121-4. You'll find the answers to all your questions on the VTECH DS4121-4 in the user manual (information, specifications, safety advice, size, accessories, etc.). Detailed instructions for use are in the User's Guide.

User manual VTECH DS4121-4
User guide VTECH DS4121-4
Operating instructions VTECH DS4121-4
Instructions for use VTECH DS4121-4
Instruction manual VTECH DS4121-4

Congratulations

on purchasing your new VTech product.
Before using this telephone, please read the
Important safety instructions
on page 39 of this manual.

This manual has all the feature operations and troubleshooting necessary to install and operate your new VTech telephone. 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 www.vtechphones.com. In Canada, please visit www.vtechcanada.com.



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Manual abstract:

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... Desk/table bracket installation ... Wall mounting bracket installation . Exchangeable colorful handset ring Telephone settings ..

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... 34 35 37 37 37 37 38 39 40 49 49 50 50 52 53 54 55 Installation Installation Parts checklist Remember to save your sales receipt and original packaging in case it is necessary to ship your telephone for warranty service.

Check to make sure the telephone package includes the following: 1. Quick start guide 2. Handsets (3 for DS4121-3 and DS4122-3) (4 for DS4121-4 and DS4122-4) 3. Telephone base with wall/desk bracket 4. Batteries (3 for DS4121-3 and DS4122-3) (4 for DS4121-4 and DS4122-4) 5. Battery compartment covers (3 for DS4121-3 and DS4122-3) (4 for DS4121-4 and DS4122-4) 1. Quick start guide 2. Handsets 3. Telephone base with wall/desk bracket · To purchase replacement batteries, visit our website at www.vtechphones.com.

com or call 1 (800) 595-9511 in the United States. In Canada, go to www.vtechcanada.com or call 1 (800) 267-7377. Basic operation 6. Telephone line cord 7. Telephone base power adapter 8. Charger adapters (2 for DS4121-3 and DS4122-3) (3 for DS4121-4 and DS4122-4) 9. Chargers (2 for DS4121-3 and DS4122-3) (3 for DS4121-4 and DS4122-4) 4. Batteries 6.

Telephone line 5. Battery cord compartment covers 7. Telephone base power adapter 10. User's manual 11. Colorful handset rings (9 for DS4121-3 and DS4122-3) (12 for DS4121-4 and DS4122-4) 8.

Charger adapters CH A R G E 9. Chargers 10. User's manual 11. Colorful handset rings www.vtechphones.com.

com 1 · Use only the AC power adapter supplied with this telephone. · The power adapters are intended to be correctly oriented in a vertical or floor mount position. · Your telephone base comes with the desktop bracket installed. You may remove the bracket before plugging in the telephone line and power adapter if it obstructs the installation process. Install the telephone base as shown below. Make sure that the electrical outlet is not controlled by a wall switch. If you subscribe to high-speed internet service (Digital Subscriber Line - DSL) through your telephone lines, you must have a DSL filter between the telephone base and the telephone wall jack. The filter will prevent noise and caller ID problems caused by DSL interference. Please contact your DSL service provider for more information about DSL filters. 1.

Plug the bigger power adapter into the power jack at the bottom of the telephone base and the smaller power adapters into the chargers. Route cords through slots and plug the power adapter into an electrical outlet not controlled by a wall switch. 2. Plug one end of the telephone line cord into the telephone line jack at the bottom of the telephone base. Route the telephone line cord through the slot, then plug the other end of the cord into a telephone wall jack. Telephone wall jack DSL filter (not included) required if you have DSL high-speed internet service Telephone line cord Electrical outlet not controlled by a wall switch Telephone base installation Installation 2 www.vtechphones.com Installation Installation Install handset battery 1. If the battery compartment cover is on the handset, press the indentation and slide the cover to remove. 2.

Align the two holes of the battery plug with the socket pins in the handset battery compartment, matching the red and black wires to the color-coded label, then snap the plug securely into place.



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3. Place the battery in the compartment with the wires in the upper left corner. 4. Position the battery compartment cover and slide it up until it clicks into place.

For optimal performance, we recommend that you charge the handset for 16 hours. You can keep the battery charged by returning the handset to the telephone base after each use. When the battery power is fully depleted, a full recharge takes about 16 hours. When the battery is fully charged, it provides approximately eight hours of talk time or four days of standby time. 1 2 3 4 · If the handset will not be used for a long period of time, disconnect and remove the battery to prevent possible leakage.

· To purchase replacement batteries, 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. Basic operation www.vtechphones.com 3 Installation · Your telephone base comes with the desktop bracket installed. You may remove the bracket before plugging in the telephone line and power adapter if it obstructs the telephone base installation process (see page 2).

Desk/table bracket installation Your telephone base comes with a desktop bracket already installed. To remove the desktop bracket: · Press both upper tabs firmly inward and then pull the bracket upward until it is released from the grooves. To install the desktop bracket: 1. Position the desktop bracket on the bottom of the telephone base. 2. Insert the lower tabs of the bracket into the grooves marked DESK MOUNT, then snap the upper tabs into place. 4 www.vtechphones.com Installation Wall mounting bracket installation Your telephone base comes with a desktop bracket installed. If you prefer to mount your telephone on the wall, it is designed to mount on a standard telephone wall plate.

To install the wall mounting bracket: 1. First, remove the bracket from the telephone base by carefully pressing on the tabs until the bracket is released. 2. Next, rotate the bracket so that the hole for the wall mounting studs is in the same orientation as the mounting hole on the back of the telephone base. 3. Insert the lower tabs of the bracket into the grooves marked WALL MOUNT in the telephone base, then snap the upper tabs into place. upper tab Basic operation lower tab upper grooves lower groove www.vtechphones.com 5 Exchangeable colorful handset ring Your telephone comes with additional colorful handset rings. Change the ring to suit your mood or match your room decor.

To remove the handset ring: 1. Insert your thumbnail into the slot underneath the MENU/SELECT button. 2. Lift up the colorful handset ring. Installation Handset ring To install a new handset ring: 1. Align the desired handset ring against the MENU/SELECT button. 2. Press the colorful handset ring downward until it clicks into place. 6 www.vtechphones.com

com Basic operation Telephone settings Telephone settings Handset layout 1. Earpiece 2. CID (caller ID) Press to display caller ID information. 3. /FLASH Press to make or answer a call. During a call, press to receive an incoming call if call waiting is activated. 4. Dial pad keys (0-9, *, #) 5. /SPEAKER (speakerphone) Press to activate handset speakerphone. Press again to resume normal handset use.

6. REDIAL/PAUSE Press to view the redial memory. Press and hold to insert a dialing pause when entering numbers. 7. Microphone 8.

Handset display 9. (Directory) Press to display the directory en. Press the up or down NavKey or to reach LANGUAGE, then press the center NavKey . 3. Press the up or down NavKey or to scroll through the choices, then press the center NavKey .

You'll hear a confirmation tone. >LANGUAGE CLR VOICE MAIL LANGUAGE ENGLISH 10 www.vtechphones.com Basic operation Telephone settings Clear voicemail Telephone settings · Your telephone service provider may alert you to new messages with a stutter (broken) dial tone. Contact your service provider for details. If you subscribe to voicemail services offered by your local telephone service provider, NEW VOICE MAIL and will appear on the handset, and the VOICEMAIL light on the telephone base will flash when you have new voicemail messages. After you have listened to all new voicemail messages, the indicators on both the handset and telephone base will be turned off automatically. Use the clear voicemail feature when the telephone indicates that there is new voicemail but there is none (for example, when you have accessed your voicemail from a different telephone line while away from home). Clearing the voicemail waiting indicator only turns off the indicators; it does not delete your voicemail message(s). If there actually are new voicemail messages, your local telephone company will continue to send the signal which will turn the indicators back on.

>CLR VOICE MAIL To turn off these indicators manually: DIAL TYPE 1. Press the center NavKey to display the menu when the handset is not in use. 2. Press the up or down NavKey or to select CLR VOICE MAIL, and TURN INDICATOR then press the center NavKey . OFF? 3. Press the center NavKey to confirm when TURN INDICATOR OFF? displays, or press OFF/CLEAR to return to the previous menu. Dial type The dial type is preset for tone dialing.

>DIAL TYPE To change the setting: DIRECTORY 1. Press the center NavKey to display the menu when the handset is not in use. 2.

Press the up or down NavKey or to select DIAL TYPE and then press the center NavKey . DIAL TYPE 3. Press the up or down NavKey or to choose between TONE or PULSE, TONE and then press the center NavKey to confirm. 4. You'll hear a confirmation tone.

Changes made to the dial type on any one handset will be applied to all. www.vtechphones.com 11 Basic operation · The screen displays the elapsed time as you talk (in hours, minutes and seconds). · While entering a number, press MUTE/REMOVE or OFF/CLEAR to backspace and delete; press and hold REDIAL/PAUSE to insert a dialing pause.

Make, answer, and end calls 1. To make a call, press /FLASH or /SPEAKER, and then dial the number. -ORDial the number and then press /FLASH or /SPEAKER. /FLASH, /SPEAKER or any of the dial 2. To answer a call, press pad keys (0-9, #, *). 3. To end a call, press OFF/CLEAR or put the handset in the telephone base or charger. Speakerphone During a call, press normal handset use. /SPEAKER to switch between speakerphone and Mute The mute function allows you to hear the other party while the other party cannot hear you. 1.

During a call, press MUTE/REMOVE on the handset. 2. The screen will display MUTE. 3. Press MUTE/REMOVE again to resume the conversation. Call waiting If you subscribe to call waiting service from your telephone company, you will hear an alert tone if there is an incoming call while you are on another call. Press /FLASH to answer the new incoming call. Press /FLASH again to return to the original call. PHONE MUTED 00:00 MUTE 12 www.vtechphones.com



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com Basic operation Telephone settings Volume Basic operation · If the ringer on a handset is turned off, it will not ring when you press the FIND HANDSET key. RINGER MUTE During a call, use the volume button on the right side of the handset to adjust the listening volume. · Press VOL or VOL to adjust the volume to a comfortable level. Ringer mute You can mute the ringer temporarily when the telephone is ringing. · Press OFF/CLEAR or MUTE/REMOVE on the handset to temporarily silence the ringer.

The next call will ring normally. Temporary tone dialing If you have pulse (rotary) service, you can change from pulse dialing to touch tone during a call by pressing TONE. This is useful if you need to send touch tone signals for access to telephone banking or long distance services. After ending your call, your phone will return to pulse dialing mode. * Find handset This feature allows the telephone base to page all the handsets.

1. Press FIND HANDSET on the telephone base. All the handsets will ring and the screens display PAGING. 2. Press FIND HANDSET again on the telephone base to stop paging; or press /FLASH, /SPEAKER or any dial pad keys (0-9, #, *) on the handset. ** ** * PAGING ** www.vtechphones.com 13 Basic operation Intercom · X represents the number of the handset being called and Y represents the number of the handset that is calling. · If the destination handset does not answer the intercom call within 100 seconds, is in the directory, is in the call log, is on a call or out of range, the screen of the originating handset will show UNABLE TO CALL TRY AGAIN and return to idle mode. The intercom feature allows conversation between two registered handsets of the same system.

Only two handsets can be used at a time. 1. Press INT to display the menu when the handset is not in use. 2. The originating handset screen will display INTERCOM TO: 3. Use the dial pad to select the destination handset number. 4. The originating handset screen will display CALLING HANDSET X. 5. The destination handset will ring and its screen will display HANDSET Y IS CALLING.

6. To answer the intercom call, press /FLASH, /SPEAKER, INT or any dial pad keys (0-9,#,*) on the destination handset. 7. To end an intercom call, press INT, OFF/CLEAR or place the handset back in the telephone base or charger. INTERCOM TO: CALLING HANDSET X Conference call You can have a conference call with an external line and two registered handsets.

When one handset is on the line, · Press /FLASH or /SPEAKER on another handset to join the call. · ORI. Press INT to initiate an intercom call. 2. Follow steps 3 to 5 in the Intercom section above.

3. After the destination handset has answered, press and hold INT on the originating handset to let the destination handset join the call. HANDSET Y IS CALLING 14 www.vtechphones.com Transfer an external call You can transfer an external call from one handset to any other handset. 1. During a call, press INT to put the call on hold at the originating handset. The screen will display TRANSFER TO: 2. Use the dial pad to enter the number of the destination handset and the originating handset screen will display CALLING HANDSET X. 3.

The destination handset will ring and its screen will display HANDSET Y IS CALLING. 4. To answer the call at the destination handset, press /FLASH, /SPEAKER, INT or any dial pad keys (0-9, #, *) on the destination handset. 5. Now the party at the originating handset can have a conversation with the party at the destination handset. Both screens display INTERCOM. 6. Press OFF/CLEAR on the originating handset to transfer the call. TRANSFER TO: Basic operation INTERCOM Switch between external and intercom call If you are on an external call and you wish to intercom another handset without disconnecting the external call: 1. During a call, press INT to put the call on hold at the originating handset.

The screen will display TRANSFER TO: 2. Use the dial pad to enter the number of the destination handset and the originating handset screen will display CALLING HANDSET X. 3. The destination handset will ring and its screen will display HANDSET Y IS CALLING. 4.

To answer the call at the destination handset, press /FLASH, /SPEAKER, INT or any dial pad keys (0-9, #, *) on the destination handset. 5. Now the party at the originating handset can have a conversation with the party at the destination handset. Both screens display INTERCOM. 6.

Press INT repeatedly on the originating handset to alternate between the external call (outside) and intercom call. OUTSIDE · If the destination handset does not pick up the intercom call, the originating handset can return to the external call by pressing /FLASH, OFF/CLEAR or INT. · If a call remains on hold for about 100 seconds, or if the destination handset is in the directory, in the call log, or out of range, the screen of the originating handset shows UNABLE TO CALL TRY AGAIN and reconnects to the external call automatically. Basic operation www.vtechphones.com 15 Basic operation · Chain dialing can be useful if you wish to access numbers other than phone numbers (such as bank account information or access codes) from the directory, call log or redial list. Answer an incoming call during an intercom call During an intercom call, there will be an alert tone signaling an incoming call. /FLASH and the intercom call will end automatically. 1. To answer the incoming call, press 2.

To terminate the intercom call without answering the incoming call, press OFF/CLEAR on the handset. Chain dialing This feature allows you to initiate a dialing sequence from numbers stored in the directory, call log or redial list while you are on a call. To access a number in the directory: 1. Press to enter the directory menu. 2. Scroll by pressing or to find the desired entry. 3. Press MENU/SELECT to dial the desired number when it is displayed. To access a number in the call log: 1. Press CID to enter the call log menu.

2. Scroll by pressing or to find the desired entry. 3. Press MENU/SELECT to dial the desired number when it is displayed. To access the last number in the redial list: · Press REDIAL/PAUSE to dial.

· Press REDIAL/PAUSE again within two seconds to cancel the chain dialing. 16 www.vtechphones.com Advanced operation Directory The directory can store up to 50 entries. Each entry may have up to 32 digits and 16 characters.

1. The directory can be accessed when the handset is not in use by pressing once or the center NavKey three times. 2. Press OFF/CLEAR to exit the menu without saving any changes. The screen will display DIRECTORY EMPTY if there are no records in the directory. DIRECTORY EMPTY > DIRECTORY CALL LOG Store a directory entry 1. Press the center NavKey to display the menu when the handset is not in use, and then press the center NavKey to enter the directory. 2. Press the up or down NavKey or to select STORE.



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Press the center NavKey to select.

3. The screen displays ENTER NUMBER. Use the dial pad to enter the number. Press MUTE/REMOVE to backspace; press and hold REDIAL/PAUSE for at least three seconds to insert a dialing pause. Press the center NavKey to save. 4. The screen displays ENTER NAME. Use the dial pad (see the Character chart on page 18) to enter the name. Press MUTE/REMOVE to backspace; press # to insert a space. 5.

Press the center NavKey to confirm. You'll hear a confirmation tone. · When the directory is full and you attempt to save an entry, LIST FULL will be displayed. An existing entry must be deleted to make room for the new entry. · If you attempt to save a number and name already stored in the directory, ALREADY SAVED will be displayed.

>STORE REVIEW · Only one handset can review the directory at a time. If a handset attempts to enter the directory while another handset is already in the directory, NOT AVAILABLE AT THIS TIME will be displayed. Advanced operation ENTER NUMBER _ ENTER NAME _ LIST FULL www.vtechphones.com

17 Advanced operation Character chart · When entering a name in the directory, the first letter of each word will be capitalized automatically. · Press the left or right NavKey or to move the cursor one space to the left or right. · Press # to enter a space. Use the dial pad and the chart below to enter a name (up to 16 characters). Each press of a particular key causes the characters to be displayed in the following order: Number key 1 2 3 4 5 6 7 8 9 0 * # Characters by number of key presses 1 1 A D G J M P T W 0 * space ? ! / () @ 2 # B E H K N Q U X 3 , C F I L O R V Y 4 , 2 3 4 5 6 S 8 Z 5 a d g j m 7 t 9 6 . b e h k n p u w 7 & c f i l o q v x y z r s 8 9 · Press MUTE/REMOVE to backspace and erase when entering characters. · Press and hold MUTE/REMOVE to delete the entire entry. 18 www.vtechphones.com Search the directory Advanced operation >REVIEW STORE Entries are sorted alphabetically and names beginning with numbers are presented first. An alphabetical search can be done after entering the directory.

1. Press to enter the directory or press the center NavKey to select REVIEW when in the directory. 2. Press the up or down NavKey to scroll through the directory. -OR You can also use the dial pad to display the first name beginning with a letter associated with that key. For example, press 5 (JKL) once to find Jenny, twice to find Kristen, or three times to find Linda. If there is no name entry matching your search, the next closest matching name entry in alphabetical order will be displayed. VTECH 800-595-9511 Advanced operation Dial a directory entry 1. Press to enter the directory, or press the center NavKey to select REVIEW when in the directory menu. 2.

Press the up or down NavKey or to scroll to the desired entry, or use the alphabetical search to find it. /FLASH or /SPEAKER to dial the entry. 3. Press

www.vtechphones.com 19 Advanced operation Edit a directory entry 1. Press to enter the directory, or press the center NavKey three times. 2. Press the up or down NavKey or to scroll to the desired entry, or use the alphabetical search to find the number. Press the center NavKey to select.

3. The screen displays EDIT NUMBER. Use the dial pad to edit the number. Press MUTE/REMOVE to backspace; press and hold REDIAL/PAUSE to insert a dialing pause. Press the center NavKey to save. 4. The screen displays EDIT NAME. Use the dial pad (see the Character chart on page 18) to edit the name. Press MUTE/REMOVE to backspace; press # to insert a space. 5.

Press the center NavKey to confirm. You'll hear a confirmation tone. EDIT NUMBER 595-9511_ Delete a directory entry EDIT NAME VTECH_ 1. Press to enter the directory, or press the center NavKey to select REVIEW when in the directory menu. 2. Use the up or down NavKey or to scroll to the desired entry or use the alphabetical search to find the number. 3. Press MUTE/REMOVE to remove the entry. You'll hear a confirmation tone. 20 www.

vtechphones.com Advanced operation About caller ID The caller ID with call waiting feature in this telephone lets you see the name and telephone number of the caller before answering the call, even when you're already on a call. These features require services provided by your local telephone company. Contact your telephone company if: · you have both caller ID and call waiting, but as separate services (you may need combined service), · you have only caller ID service, or only call waiting service, or · you do not subscribe to any caller ID or call waiting services but wish to try these services. You can use this telephone with regular caller ID service, and you can use its other features without subscribing to either caller ID or combined caller ID with call waiting service.

There may be fees for these services, and these services may not be available in all areas. The caller ID features will work only if both you and the caller are in areas offering caller ID service, and if both telephone companies use compatible equipment. · Due to regional service differences, the caller ID information may not be available for every incoming call. In addition, the callers may intentionally block their names and/or telephone numbers. · The time on all handsets is automatically set and updated with incoming caller ID information if you subscribe to this service.

Advanced operation Call log If you subscribe to caller ID service, information about each caller will be displayed after the first ring or second ring. · The call log can store up to 50 entries. · You can review, redial, and copy the entry into the directory. · Entries are displayed in reverse chronological order, i.e. from the most recent entry to the earliest entry. · When the call log is full, the oldest entry is deleted to make room for new incoming call information. · XX MISSED CALL(S) and NEW will be displayed if there are new call log entries (including missed and un-reviewed calls). When all the missed calls in the call log have been reviewed, the missed calls indicator will no longer display. · CALL LOG EMPTY will be displayed if there is no record in the call log.

The call log can be accessed by pressing CID, or by pressing the center NavKey, then CALL LOG then the center NavKey again. The name (if available) and telephone number of the caller will be shown. www.vtechphones.com 21 Advanced operation Missed calls indicator When there are unreviewed calls in the call log, the handset screen will display XX MISSED CALL(S) and NEW. When all the missed calls have been reviewed, the missed calls indicator will no longer display. If you do not want to review the missed calls one by one, press and hold OFF/CLEAR to erase the missed calls indicator. All the entries will be considered old and kept in the call log. HANDSET X XX MISSED CALLS VTECH 595-9511 3:45 AM NEW 1/02 Review the call log · When in the call log, use the up or down NavKey or to scroll through the call log on the handset.



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· The name (if available), telephone number, date and time of all incoming calls are displayed on the screen.

· There will be an error tone when the list reaches the beginning or the end of the call log. >CALL LOG RINGER VOLUME VTECH 595-9511 3:45 AM 1/02 22 www.vtechphones.com Advanced operation Make CID entries ready to dial Although the call log entries received are 10 digits (the area code plus the 7-digit number), in some areas, you may need to dial only the seven digits, or a 1 plus the seven digits, or a 1 plus the area code plus the seven digits. You can change the number of digits that you dial from the call log.

While reviewing the call log, press # repeatedly to display these dialing options for local and long distance numbers before dialing or saving the telephone number. See an example at right. · Saving or deleting a number on one handset will automatically update all other handsets. · Only one handset can review the directory or call log at a time. If one handset is viewing the call log and another handset attempts to review it, the screen will display NOT AVAILABLE AT THIS TIME.

800-595-9511 1-800-595-9511 1-595-9511 595-9511 Dial a call log entry Advanced operation 1. When in the call log, use the up or down NavKey or the desired entry. 2. Press /FLASH or /SPEAKER to dial the entry. to scroll to Save an entry to the directory 1. When in the call log, press the up or down NavKey or to scroll to the desired entry. 2. Press the center NavKey to save the entry. 3. If the entry has a name and a number, the screen displays SAVED.

4. If the entry was previously saved, the screen will display ALREADY SAVED. 5. If the entry only has a name or a number, EDIT NAME or EDIT NUMBER will be displayed. Use the dial pad to enter the name or number and then press the center NavKey to save the entry. You'll hear a confirmation tone. 6. If there is no caller ID information, the screen will display UNABLE TO SAVE. SAVED UNABLE TO SAVE www.vtechphones.com 23 Delete one or all entries Advanced operation DELETE ALL CALLS? 1. While in the call log, press the up or down NavKey or to scroll to the desired entry. 2. Press MUTE/REMOVE to delete an entry. 3.

Press and hold MUTE/REMOVE to delete all entries, the screen will display DELETE ALL CALLS? Press the center NavKey and you'll hear a confirmation tone. 4. If you do not want to confirm the deletion, press OFF/CLEAR to return to the previous menu. Call log display screen messages Display: PRIVATE NAME PRIVATE NUMBER PRIVATE CALLER UNKNOWN NAME UNKNOWN NUMBER UNKNOWN CALLER LONG DISTANCE Means: The other party is blocking the name information. The other party is blocking the telephone number information.

The other party is blocking the name and number information. This caller's name is unavailable. This caller's number is unavailable. No information is available about this caller. This is a long distance call. 24 www.vtechphones.com Advanced operation Redial list The telephone stores the five most recently dialed numbers on the redial list. · Once there are already five entries on the redial list, the earliest entry will be deleted to make room for the latest entry. · Entries are displayed in reverse chronological order, i.

e. from the latest entry to the earliest entry. The redial list can be accessed by pressing REDIAL/PAUSE when the handset is not in use. Dial from redial Advanced operation 1. Press REDIAL then press the up or down NavKey or to scroll to the desired number. 2. Press /FLASH or /SPEAKER to dial the number. 3. To change the number before dialing, press the center NavKey to select the number, and use the dial pad to change the number. 4. Press MUTE/REMOVE to backspace; press and hold REDIAL/PAUSE to insert a dialing pause. Press /FLASH or /SPEAKER to dial the number. Delete a redial entry 1. Press REDIAL/PAUSE. 2.

Press the up or down NavKey or to scroll to the desired number, or press REDIAL/PAUSE repeatedly to scroll to the desired number. 3. Press MUTE/REMOVE to delete the selected entry and you'll hear a confirmation tone. www.vtechphones.com 25 Answering system operation Answering system and voicemail Your telephone has both a digital answering system and voicemail indication. Voicemail is offered by your telephone service provider (fees may apply). Your telephone's answering system and voicemail indication are independent features, and each alerts you to new messages differently. For more information on the voicemail indicators, see page 9. To listen to your voicemail, you typically dial an access number provided by your telephone company, followed by a security code or PIN. To listen to messages recorded on your digital answering system, press /PLAY/STOP button on the telephone base. If you subscribe to caller ID/call waiting service through your telephone service provider, you can use your telephone answering system and voicemail together. Set your answering system to answer calls at least two rings earlier than your voicemail is set to answer. For example, set your voicemail to answer calls after six rings and set your answering system to answer after four rings. Some voicemail providers may program the delay before answering calls in seconds instead of rings; in this case allow six seconds per ring when determining the appropriate setting.

By doing this, 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. ring). Message capacity The answering system can record up to 99 messages. Each message can be up to four minutes in length. The total storage capacity for the announcement, messages and memos is approximately 15 minutes. Messages will remain available for replay until they are deleted. 26 www.vtechphones.com Answering system operation Answering system setup Activate the answering system The answering system must be turned on to answer and record messages. Press ANS ON/OFF to turn the answering system on or off.

When you press ANS ON/OFF to turn the answering system on, it will announce "Calls will be answered," and the ANS ON/OFF light will be on. When you press ANS ON/OFF to turn the answering system off, it will announce "Calls will not be answered," and the ANS ON/OFF light will be off. · Press and hold /SKIP to increase or /REPEAT to decrease the minute or year by increments of 10. · Incoming caller ID data will set the time and date (not the year). You'll need to set the year so the day of the week can be determined from caller ID data.

The time will only be set automatically if you subscribe to caller ID service from your local telephone company. Set the clock Before playing each message, the answering system announces the day and time of the message received. Before using the answering system, set the day, time and year, so that messages are dated correctly.



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If the clock is not set before new messages are recorded, the system will announce "Time and day not set." before each message is played to remind you to set the clock.

1. Press **CLOCK** and the system will announce the current clock setting. The system will then announce "To set the **CLOCK**, press **CLOCK**." 2. Press **CLOCK** again and the system will announce the year. 3. Press **/SKIP** or **/REPEAT** until the system announces the correct year, then press **CLOCK**. The system will announce the hour. 4. Press **/SKIP** or **/REPEAT** until the system announces the correct hour, then press **CLOCK**.

The system will announce the minute. 5. Press **/SKIP** or **/REPEAT** until the system announces the correct minute, then press **CLOCK**. The system will announce the day. 6. Press **/SKIP** or **/REPEAT** until the system announces the correct day, then press **CLOCK**. After a confirmation tone, the system will announce the new clock setting and exit the programming mode. Advanced operation www.vtechphones.com 27 Answering system operation Answering system setup · Setting the number of rings to toll saver can save on long distance charges if you call to check your messages from a remote location because the answering system will answer the incoming call after two rings only when there are new messages.

The answering system uses voice prompts to guide you through the steps to setup the answering system. Press **/PLAY/STOP** anytime to save and exit the **SET UP** menu. Set number of rings This feature allows you to select the number of rings before the answering system answers. You can choose from two, four or six rings or toll saver. With toll saver selected, the answering system answers after two rings when there is a new message and after four rings when there are no new messages.

To set the number of rings: 1. Press **SET UP** when the telephone is not in use and the system announces the current number of rings setting. 2. Press **/SKIP** or **/REPEAT** until the system announces the desired setting, then press **SET UP** to save the setting and go to the next setting, or press **/PLAY/STOP** to save and exit set up mode. If you subscribe to caller ID/call waiting and voicemail service through your telephone service provider, you can use your telephone answering system and voicemail together.

Set your answering system to answer calls at least two rings earlier than your voicemail is set to answer. For example, set your voicemail to answer calls after six rings and set your answering system to answer after four rings. By doing this, 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. 28 www.vtechphones.com Set telephone base ringer Answering system operation · The answering system must be turned on for the message alert tone to function. This feature allows you to select the telephone base ringer volume levels. You can choose from **HI** (high), **OF** (off) or **LO** (low). To change the setting: 1. Press **SET UP** in idle mode until the system announces the telephone base ringer setting.

2. Press **/SKIP** or **/REPEAT** until the system announces the desired telephone base ringer volume level, then press **SET UP** to save the setting and go to the next setting or press **/PLAY/STOP** to save and exit set up mode. Set remote access code A two-digit security code is required to access the answering system remotely from any touch tone telephone. The code preset at the factory is 19. You can set the code from 10 to 99. To set the remote access code: 1. Press **SET UP** when in idle mode until the system announces the remote access code setting. 2. Press **/SKIP** or **/REPEAT** to change the remote access code by one, or press and hold **/SKIP** or **/REPEAT** to change it by increments of ten. Press **SET UP** to save the setting and go to the next setting, or press **/PLAY/STOP** to save and exit set up mode.

Advanced operation Set message alert tone This feature programs the system to beep every 10 seconds to alert you of new messages. The beeping will stop when all new messages have been reviewed. To set the message alert tone: 1. Press **SET UP** when in idle mode until the system announces the message alert tone setting. 2.

Press **/SKIP** or **/REPEAT** to alternate between on or off, then press **SET UP** to save the setting, and go to the next setting or press **/PLAY/STOP** to save and exit set up mode. www.vtechphones.com 29 Answering system operation Outgoing announcement · Your announcement can be up to 90 seconds in length. · If you receive calls when the memory is full, the telephone will ring 10 times, then answer and announce "Memory is full, enter the remote access code." · Announcements shorter than two seconds will not be recorded. The outgoing announcement is the greeting callers hear when calls are answered by the answering system. The telephone is preset with a greeting that answers calls with "Hello, please leave a message after the tone." You can use this preset announcement, or replace it with your own. While in the **ANNC** menu, press **ANNC** again to exit at anytime. Play your announcement 1. Press **ANNC** while in idle mode and the system will announce "Announcement, press **PLAY** or press **RECORD**." 2. Press **/PLAY/STOP** to play, and press **/PLAY/STOP** again to stop the playback. Record your own announcement 1.

Press **ANNC** when the phone is not in use and the system will announce "Announcement, press **PLAY** or press **RECORD**." 2. Press **RECORD** and the system announces "Record after the tone. Press **STOP** when you are done." 3. After the tone, speak towards the microphone at the bottom front of the telephone base from about nine inches away. 4. Press **/PLAY/STOP** when finished. 5. The answering system will automatically playback the newly recorded announcement and there will be a confirmation tone.

Press **/PLAY/STOP** to stop the playback at anytime. 6. Press **/PLAY/STOP** again to replay the recorded announcement. Press **RECORD** to record again (follow steps 2 to 4) if you do not like the announcement just recorded. Press **ANNC** to exit and return to idle mode. 30 www.vtechphones.com Answering system operation Delete your announcement 1. Press **ANNC** when the phone is not in use and the system will announce "Announcement, press **PLAY** or press **RECORD**." 2.

Press **DELETE** and the system will announce "Announcement deleted." · When your announcement is deleted, calls will be answered with the preset announcement. · If the system has less than five minutes of recording time left, the remaining time will be announced. · If **F** is flashing in the message window, the memory is full. You will have to delete some messages before new ones can be recorded. Message playback 1. Press **/PLAY/STOP** to listen to messages. 2. Press **/PLAY/STOP** again to stop playback. If you have new messages waiting, you will hear only the new message (oldest first).

If there are no new messages, the system will play back all messages (oldest first).



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When playback begins, the total number of messages is announced, followed by the day and time of the first message to be played. Advanced operation New message indication The message display counter will flash when there are new answering system messages. If the new message alert tone is turned on, the telephone base will beep every ten seconds when there are unreviewed messages. Options during playback · Press VOL+ /VOL- to adjust the speaker volume. · Press /SKIP to skip to the next message. · Press /REPEAT to repeat the message currently playing. Press twice to listen to the previous message. · Press

DELETE to delete the current message. The system will advance to the next message.

www.vtechphones.com 31 Answering system operation Delete all messages · Only old messages can be deleted. Messages can only be deleted after they are played. · Memos shorter than one second will not be recorded.

· "Memory is full." will be announced if you press RECORD when the memory is full. · Each memo can be up to four minutes in length. Press and hold DELETE when the phone is not in use to delete all old messages. The system will announce "All old messages deleted."

Record and play memos Memos are your own recorded messages used as reminders for yourself or other household members using the same answering system. They are saved, played back and deleted the same way as incoming messages. Record a memo 1. Press RECORD when the phone is not in use. The system announces "Record after the tone. Press STOP when you are done." 2. After the tone, speak towards the microphone at the bottom front of the telephone base from about nine inches away. 3. Press /PLAY/STOP when you finish recording.

Memo playback Press /PLAY/STOP while in idle mode. See Options during playback on page 31 for other options. 32 www.vtechphones.com Answering system operation Remote access A two-digit security code is required to access the system remotely from any touch tone telephone. The factory preset code is 19; see page 29 to change it. 1. Dial your telephone number from any touch tone telephone. 2. When the system answers and announces the greeting, enter the two-digit security code.

3. After hearing a double beep, enter one of the remote commands in the following table. 4. Hang up or press 8 to end the call. · If no key is pressed after entering remote access, any new messages will be played automatically.

· Once the new messages have been played, the system will announce the help menu options. If no key is pressed within 20 seconds, the remote access call is automatically disconnected. · When the answering system is turned off, the telephone will answer after 10 rings, and announce " Please enter your remote access code ." Remote access commands: Hang up 1 2 33 *5 5 *7 8 0 Saves all messages. To play all messages.

To play new messages only. To delete all old messages while no message is currently playing. To play the help menu. Stop. To record the outgoing announcement. To hang up the call. To turn the answering system on or off. Advanced operation Commands during playback mode: 3 4 44 6 To delete the message currently playing and announces "Message deleted." To repeat the message that is playing. To play the previous message.

To skip to the next message. www.vtechphones.com 33 Answering system operation Message window displays The message counter usually displays the total number of memos and incoming messages. See the list below for explanations of other displays in this counter. 0 1-98 0-98 (flashing) 99 & F (alternating) 1-99 (counting) 99 (flashing) 1-99 (flashing) 1-99 1-8 10-99 ON (or) OF 02, 04, 06, tS --- (flashing) No messages. Total number of old message(s) recorded. Total number of new and old message(s) recorded. The telephone base may have lost and regained power. Memory is full with total number of messages recorded.

Elapsed time while recording memo or announcement (up to 90 seconds). Recording time exceeds 99 seconds. Current message number during new message playback. Current message number during old message playback. Current volume level while adjusting.

Current remote access code while setting. Current answering system status (on or off). Current number of rings while setting. @@@@There are no call log entries. Calling another handset.

The cordless handset is searching for the telephone base. @@There are no directory entries. You have just ended a call. Another system handset is calling. The handset is on an intercom call. There is an incoming call. The handset is terminating an intercom call. A handset or another telephone on the same line is in use. The directory is full. The battery needs to be recharged.

@@@@@Connected to the external call during call transfer. The cordless handset locator has been activated. The handset is in use. The battery is very low. The handset should be placed in the telephone base or charger. The ringer is muted temporarily during incoming call. Your operation has been saved.

The handset speakerphone is in use. @@You are attempting to save caller ID entry with no name or number. @@-OR The battery needs to be replaced. -OR An incorrect battery has been installed by mistake. Use only the supplied VTech battery or equivalent. @@· On when the handset is in use. · Flashes when you have new voicemail. Voicemail is offered by your telephone service provider.

@@@@· Ringer off. @@· New voicemail received from the local telephone company. · In speakerphone mode. @@· Flashes when the battery is low and needs charging. @@Your results may vary.

@@· The telephone beeps when taken off the telephone base. · Battery indicator on the handset screen is flashing. @@@@In Canada, go to www.vtechcanada.com or call 1 (800) 267-7377. · Do not dispose of the battery(ies) in a fire. They may explode. @@· Do not open or mutilate the battery(ies). @@The electrolyte may be toxic if swallowed. @@The battery and/or conductor may overheat and cause burns.

@@WARNING: TO PREVENT FIRE OR SHOCK HAZARD, DO NOT EXPOSE THIS PRODUCT TO WATER OR ANY TYPE OF MOISTURE. 38 www.vtechphones.com 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 (for example, near a bathtub, kitchen sink, or swimming pool). 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.



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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, 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 or handset as they may touch dangerous voltage points or create a short circuit that could result in a risk of fire or electric shock. 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 or handset 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 as this can result in the risk of fire or electric shock. 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, as 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 base and/or handset 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. 15. Only put the handset of your telephone next to your ear when it is in normal talk mode. 16. The power adapters are intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling or an under-the-table/cabinet outlet. Appendix SAVE THESE INSTRUCTIONS www.

vtechphones.com 39 Troubleshooting Problem My telephone does not work at all. If you have difficulty operating your telephone, please try the suggestions below. For Customer Service, 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. Suggestion · Make sure the battery is installed and charged correctly (pages 3 and 38).

For optimum daily performance, return the cordless handset to the telephone base or charger after use. · Make sure the power adapter is securely plugged into an outlet not controlled by a wall switch. · Make sure the telephone line cord is plugged firmly into the telephone base and the telephone wall jack. · 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 handset and telephone base to synchronize. · Charge the battery in the cordless handset for at least 16 hours. · Remove and re-insert the battery. If that still does not work, it may be necessary to purchase a new battery. · Disconnect the telephone base from the telephone wall jack and plug in a working telephone.

If the other telephone does not work, the problem is probably in the wiring or the local service. Call the local telephone company. · Place the handset in the telephone base or charger for recharging. · Remove and re-install the battery and use it normally until fully discharged, then recharge the handset on the telephone base or charger for 16 hours. · If the above measures do not correct the problem, the battery may need to be replaced. LOW BATTERY is displayed on screen. 40 www.vtechphones.com Troubleshooting Problem The battery does not charge in the handset or the handset battery does not accept charge.

Suggestion · Make sure the handset is placed in the telephone base or charger correctly.

The CHARGE light on the telephone base or charger should be on. · Remove and reinstall the battery, then charge for 16 hours. · If the cordless handset is in the charger or in the telephone base but the CHARGE light is not on, refer to The CHARGE light is off in this section. · It may be necessary to purchase a new battery. Please refer to the Battery section (page 38) of this user's manual. · The telephone might be malfunctioning. Please refer to the Warranty section (page 50) of this user's manual for further instruction. · Clean the charging contacts on the cordless handset(s) and telephone base each month using a pencil eraser or a dry non-abrasive fabric. · Make sure the power adapter and telephone line cords are plugged in correctly and securely. · Unplug the power adapter.

Wait for 15 seconds before plugging it back in. Allow up to one minute for the cordless handset and telephone base to reset. · The telephone might be malfunctioning. Please refer to the Warranty section (page 50) of this user's manual for further instruction. · · · First, try all the above suggestions. Move the cordless handset closer to the telephone base. It might be out of range. The telephone line cord might be malfunctioning. Try installing a new telephone line cord. Disconnect the telephone base from the telephone wall jack and connect a different telephone.

If there is no dial tone on this telephone either, the problem is in your wiring or local service. Contact your local telephone company. The CHARGE light is off. There is no dial tone. Appendix www.vtechphones.com 41 Troubleshooting Problem The telephone does not ring when there is an incoming call. Suggestion · Make sure the ringer is on (page 9 for handset and page 29 for telephone base). · Make sure the telephone line cord and power adapter are plugged in properly (page 2). · The cordless handset may be too far from the telephone base.

Move it closer to the telephone base. · There may be too many extension phones on the telephone line to allow all of them to ring simultaneously. Try unplugging some of them. · If the other telephones in your home are having the same problem, the problem is in the wiring or local service. Contact the local telephone company (charges may apply). · Other electronic products can cause interference to your cordless telephone. Try installing your telephone as far away as possible from the following electronic devices: wireless routers, radios, radio towers, pager towers, cellular telephones, digital telephones, intercoms, room monitors, televisions, VCRs, personal computers, kitchen appliances, and other cordless telephones.



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· Test a working telephone at the telephone wall jack. If another telephone has the same problem, the problem is in the telephone wall jack. Contact your local telephone company (charges may apply).

· The telephone line cord might be malfunctioning. Try installing a new telephone line cord. · Re-install the battery and place the cordless handset in the telephone base. · Wait for the cordless handset to synchronize with the telephone base. Allow up to one minute for this to take place.

The telephone does not ring when there is an incoming call. 42 www.vtechphones.com Troubleshooting Problem I cannot dial out. Suggestion · First, try all the above suggestions.

· Make sure there is a dial tone before dialing. It is normal if the cordless handset takes a second or two to synchronize with the telephone before producing a dial tone. Wait an extra second before dialing. · Make sure the telephone is set to the correct dial mode (pulse dial or tone dial) for the service in your area. Refer to the Dial type section of this user's manual (page 11) to set the dial mode. · If the other telephones in your home are having the same problem, the problem is in the wiring or local service. Contact your local telephone company (charges may apply). · Eliminate any background noise. Noise from a television, radio, or other appliances may cause the telephone not to dial out properly. If you cannot eliminate the background noise, first try muting the cordless handset before dialing, or dialing from another room in your home with less background noise.

· Make sure the power cord is securely plugged into the telephone base. Plug the telephone base into a different working electrical outlet not controlled by a wall switch. · Move the cordless handset closer to the telephone base. It may be out of range. · Reset the telephone base by unplugging the electrical power to the base. Wait for 15 seconds and plug it back in again. Allow up to one minute for the cordless handset and the telephone base to synchronize. · Other electronic products can cause interference to your cordless telephone. Try installing your telephone as far away from these electronic devices as possible: wireless routers, radios, radio towers, pager towers, cellular telephones, intercoms, room monitors, televisions, personal computers, kitchen appliances and other cordless telephones. My cordless handset beeps and is not performing normally.

Appendix www.vtechphones.com 43 Troubleshooting Problem There is interference during a telephone conversation. My calls fade out when I am using the cordless handset. Suggestion · The handset may be out of range.

Move it closer to the telephone base. · Do you have DSL service? If yes, you need to have a DSL filter installed at every telephone wall jack that has a telephone connected to it (page 4). Contact your DSL service provider for filter information. · Appliances or other cordless telephones plugged into the same circuit as the telephone base can cause interference. Try moving the appliance or telephone base to another outlet.

· Other electronic products can cause interference to your cordless telephone. Try installing your telephone as far away as possible from the following electronic devices: wireless routers, radios, radio towers, pager towers, cellular telephones, digital telephones, intercoms, room monitors, televisions, VCRs, personal computers, kitchen appliances, and other cordless telephones. · Microwave ovens operate on the same frequency as your telephone. It is normal to experience static on your telephone while the microwave oven is operating. Do not install this telephone in the same outlet or near a microwave oven. · 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, re-locate 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 phone. 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, elevating the telephone base will improve overall performance.

· Disconnect the telephone base from the telephone wall jack and plug in a corded telephone. If calls are still not clear, the problem is probably in the wiring or local service. Contact your local service company (charges may apply). · If the other telephones in your home are having the same problem, the problem is in the wiring or local service. Contact the local telephone company (charges may apply). 44 www.vtechphones.com Troubleshooting Problem I hear other calls when using the telephone. I hear noise on the cordless handset, and none of the keys or buttons works. My caller ID features are not working properly. Suggestion · Disconnect the telephone base from the telephone wall jack. Plug in a different telephone. If you still hear other calls, the problem is probably in the wiring or local service. Call your local telephone company. · Make sure the telephone line cord is plugged in securely.

· Caller ID is a subscription service. You must subscribe to this service from your local telephone company for this feature to work on your telephone. · The caller may not be calling from an area which supports caller ID. · Both you and the caller's telephone companies must use equipment which are compatible with the caller ID service. · If you subscribe to DSL service, install a DSL filter to the telephone line between the telephone base and the telephone line jack. Contact your DSL service provider for filter information. · Make sure you subscribe to caller ID with call waiting features provided by the local telephone company. · The caller may not be calling from an area which supports caller ID. · Both you and the caller's telephone companies must use equipment which are compatible with caller ID service. · If you subscribe to DSL service, install a DSL filter to the telephone line between the telephone base and the telephone line jack. Contact your DSL service provider for filter information. The system does not receive caller ID or the system does not display caller ID during call waiting. Appendix www.vtechphones.com 45 Troubleshooting Problem Caller ID entries do not match the numbers I need to dial.

Suggestion · Although the call log entries you receive are 10 digits, (the area code plus the 7-digit number,) in some areas, you may need to dial only the seven digits, or a 1 plus the seven digits, or a 1 plus the area code plus the seven digits. You can change the number of digits that you dial from the call log. · While reviewing the call log, press # repeatedly to display these dialing options for local and long distance numbers before dialing or saving the telephone number.



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