

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 cleaners or aerosol cleaners. Use a damp cloth for cleaning.
4. Do not use this product near water (for example, near a bath tub, kitchen sink, or swimming pool).
5. Do not place this product on an unstable cart, stand, or table. The product may fall, causing serious damage to the product.
6. Slots and openings in the cabinet and the back or bottom are provided for ventilation. To protect it from overheating, these openings must not be blocked by placing the product on the bed, sofa, rug, or other similar surface. This product should never be placed near or over a radiator or heat register. This product should not be placed in a built-in installation 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 to your home, consult your dealer or local power company.
8. Do not allow anything to rest on the power cord. Do not locate this product where the cord will be abused by persons walking on it.
9. Never push objects of any kind into this product through cabinet slots as they may touch dangerous voltage points or short out parts 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. If service or repair work is required, contact **VTech** Customer Service at **1-800-595-9511**. Opening or removing cabinet parts other than specified access doors may expose you to dangerous voltages or other risks. Incorrect reassembling can cause electric shock when the appliance 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:
 - a) When the power supply cord or plug is damaged or frayed.
 - b) If liquid has been spilled into 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 operating instructions because improper adjustment of other controls may result in damage and will often require extensive work to restore the product to normal operation.
 - e) If the product has been dropped and the cabinet has been damaged.
 - f) If the product exhibits a distinct change in performance.
13. Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lighting.
14. Do not use the telephone to report a gas leak in the vicinity of the leak.



If you have questions about this product, or if you're having difficulty with setup or operation, do not return your phone to the store. Call our Customer Support Center at:

1-800-595-9511

In Canada, call

1-800-267-7377

BEFORE YOU BEGIN

Enhanced 2.4GHz Technology - *Dual Band* transmission combines the best of 2.4GHz and 900MHz technologies, providing enhanced performance over standard cordless telephones.

About Caller Identification (Caller ID)

This product has a Caller ID with Call Waiting feature that works with service from your local phone service provider.

Caller ID with Call Waiting lets you see who's calling before you answer the phone, even when you're on another call.

You may need to change your phone service to use this feature. Contact your phone service provider 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.
- You don't subscribe to any Caller ID or Call Waiting services.

You can use this product with regular Caller ID service, and you can use this product's other features without subscribing to either Caller ID or combined Caller ID with Call Waiting service.

There are fees for Caller ID services, and they may not be available in all areas.

This product can provide information only if both you and the caller are in areas offering Caller ID service, and if both telephone companies use compatible equipment.

BEFORE YOU BEGIN

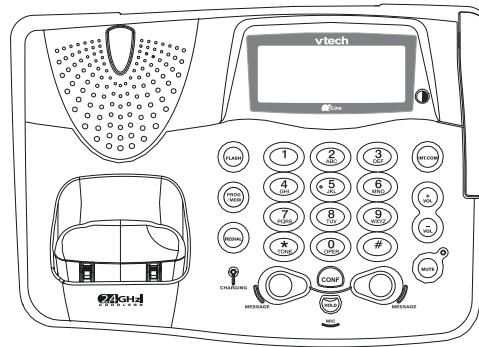
Parts Check List:

- | | |
|------------------------|-------------------|
| 1. Base Unit | 5. Battery Pack |
| 2. Handset | 6. Belt Clip |
| 3. AC Power Adaptor | 7. Owner's Manual |
| 4. Telephone Line Cord | |

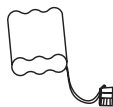
To purchase replacement battery packs, call VTech Communications Inc at 1-800-595-9511. In Canada, call VTech Telecommunications Ltd at 1-800-267-7377.



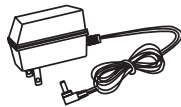
Handset



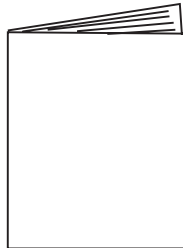
Base Unit



Battery Pack



AC Power Adaptor



Owner's Manual

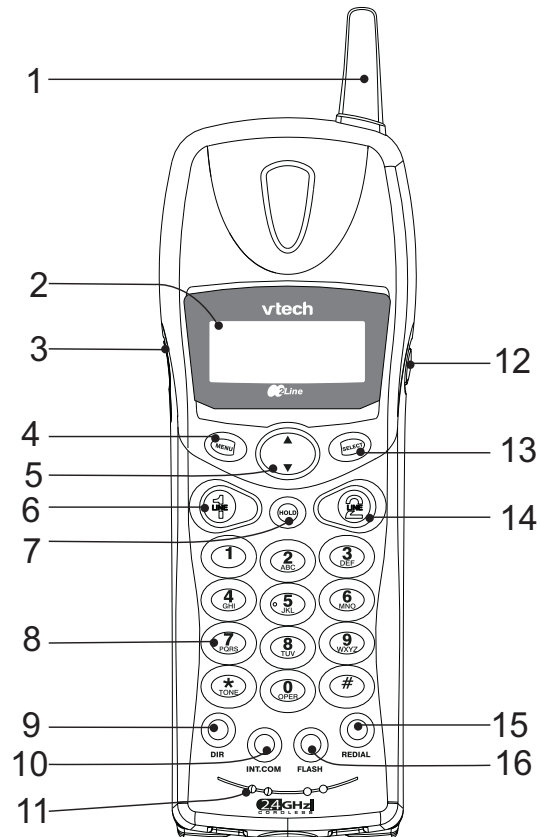


Belt Clip



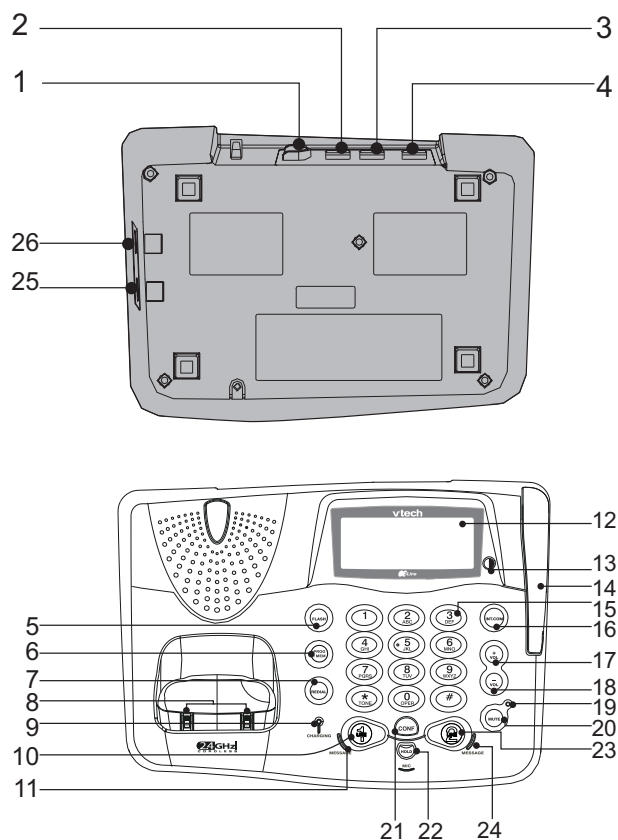
Telephone Line

Handset Layout



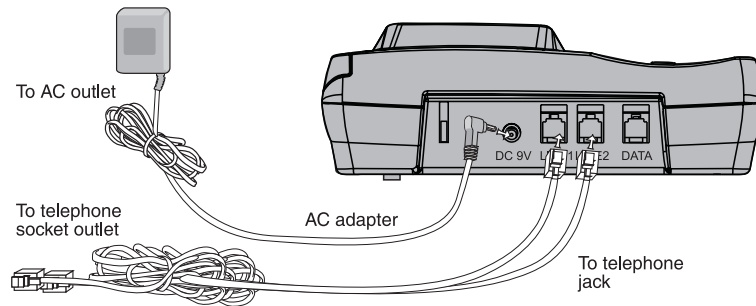
- | | |
|-----------------------------|-------------|
| 1. Antenna | 9. DIR |
| 2. LCD | 10. INT.COM |
| 3. Headset Jack | 11. MIC |
| 4. Menu | 12. Volume |
| 5. Scroll Up/Down | 13. Select |
| 6. LINE 1 | 14. LINE 2 |
| 7. Hold | 15. Redial |
| 8. Dialing Keys (0-9, *, #) | 16. Flash |

Base Unit Layout



- | | |
|-------------------------|--------------------------------|
| 1. DC IN | 14. Antenna |
| 2. LINE 1/L1+L2 Jack | 15. Dialing Keys (0-9; *, #) |
| 3. LINE 2 Jack | 16. INT.COM |
| 4. DATA Jack | 17. +VOL |
| 5. Flash | 18. -VOL |
| 6. PROG/MEM | 19. Mute LED |
| 7. Redial | 20. Mute |
| 8. Charge Cradle | 21. CONF |
| 9. Handset Charging LED | 22. HOLD |
| 10. LINE 1 | 23. LINE 2 |
| 11. L1 Message LED | 24. L2 Message LED |
| 12. LCD | 25. L1 Ringer (OFF/LO/HI) |
| 13. Contrast | 26. L2 Ringer (OFF/LO/HI) |

Setup



Connecting Power to Base Unit

Plug the AC power adapter into an electrical outlet, and the DC connector into the back of the Base Unit

Connect to Telephone Lines

Your **VT 20-2438** will work fine even if you only have one telephone line. We recommend connecting the modular telephone cord to the jack labeled **LINE 1 / L1 + L2**, located on the back of the Base Unit. Here are steps for connecting 2 lines:

If you have **2 Lines** coming out of a **Single Wall Jack**:

Connect a modular phone cord from the wall jack you want to designate as your **LINE 1**, to the **LINE 1 / L1 + L2** jack on the back of the Base Unit. Next, connect a phone cord from the remaining wall jack to the **LINE 2** jack on the Base Unit.

Data Port

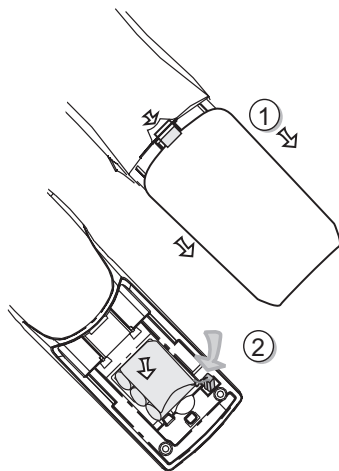
Your **VT 20-2438** has a Data Port on the back of the Base Unit. This port provides an easy way to connect your fax machine, laptop computer, modem or other telephone device for direct access to **LINE 2**.

The Data Port only provides access to Line 2, so you must have an active line connected to the **LINE 2** jack on the bottom of the Base Unit. Connect a modular phone cord from the Data Port (look for the small door marked **DATA** on the back of the Base Unit) to your fax, laptop, etc.

NOTE: While the Data Port is in use, accidental use of Line 2 by a parallel phone, your **VT 20-2438**, or a Call Waiting ID alert may interrupt the data transmission.

Setup

Installation of Battery Pack in Handset



Follow the steps below:

1. Remove the battery cover by pressing on the indent and sliding downward.
2. With the red and black wires at the bottom right corner of the pack, angle the top of the battery into the compartment, under the two 'claws'. Next, press the lower end of the battery pack down, so it snaps in place, under the lower claw. Now, plug the connector into the socket, located below the battery. Slip the wires under the wire guide, located below and to the left of the socket.
3. Replace the battery cover by sliding it upwards.
4. If the new battery pack is not already charged, place the Handset in the Base Unit, and allow it to charge for 12 hours. After the initial charge, a maintenance charge of 8 hours should be sufficient. Maximum talk time is 5 hours on a full charge. Maximum standby time is 5 days.

Checking for Dial Tone

After the battery pack is charged, pick up the Handset and press the **PHONE** key. The **IN USE** indicator should light up, and you should hear a dial tone; if not, see **IN CASE OF DIFFICULTY**.

Tone/Pulse Selection

Your **VT 20-2438** is preset for **TONE** dialing. To change the dialing mode:

1. At the idle (on hook) Handset, press **MENU**.
2. Press the **SCROLL** key until **DIAL MODE** appears, then press **SELECT**.
3. Press the **SCROLL** key to change dial mode between **TONE** and **PULSE**.
4. Press **SELECT** to confirm your choice. Press **MENU** to return to the idle screen.



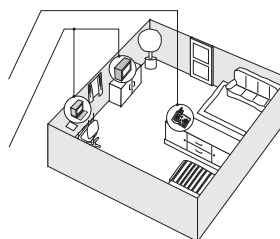
CAUTION: Use only the VTech power supply provided with your telephone

IMPORTANT:

For best performance the **VT20-2438** should be installed as follows:

In an elevated location, in the center of the room, with no obstructions nearby.

In a location that is away from other electrical appliances such as microwave ovens, personal computers, or televisions.

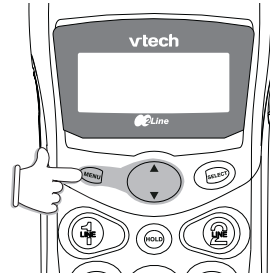


Handset programming

Headset programming

In the idle (on hook) mode, press **MENU**, then press the **SCROLL** key to access the following programming options:

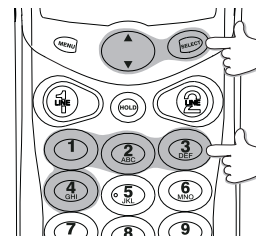
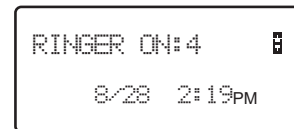
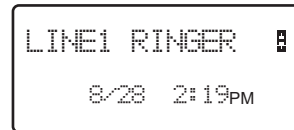
LINE 1 RINGER
 LINE 2 RINGER
 VOICE MESSAGES
 SET TIME
 SET DATE
 DIAL MODE



Programming the Handset Ringer

There are 4 different ring styles for each line. In addition, you can turn the Handset ringer *off* for one or both lines.

- In the idle (on hook) mode, press **MENU**. **LINE 1 RINGER** is displayed. **SCROLL** down if you want to program the **LINE 2 RINGER**.
- Press **SELECT**. The current ringer setting will be displayed, along with an audible sample of the current setting (unless the current setting is **RINGER OFF**):
- To choose other ring styles, press **1**, **2**, **3**, or **4** on the dial pad. Or, to switch between a ring style and RINGER OFF, press the **SCROLL** key.
- With the desired choice displayed, press **SELECT** to confirm. Press **MENU** to return to the idle mode, or press the **SCROLL** key to select another programming option.



Handset programming

Voice Messages

Your **VT 20-2438** is designed to work with most local and regional telephone service providers' Voice Messaging systems, providing alerts on both the Handset and Base Unit when new messages come in.

Voice Messaging is subscription service, available through most local and regional service providers, for a monthly fee. Contact your local telephone company for more information.

When a caller leaves a message in your voice mailbox, the **MESSAGE** light on the Base Unit (there is a light for each line) will illuminate. In addition, the Handset will display, for example:

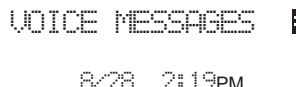


L1(&L2)MESSAGES
12/28 2:34AM

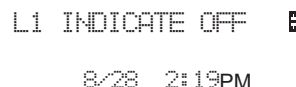
After calling your voicemail service and listening to all new messages, the indicators will be turned off within a few seconds after you complete your call. You can retrieve your voicemail messages from any telephone.

If the indicators remain on after all new messages have been reviewed, you can turn them off manually (each line is programmed separately):

- At the Handset, in the idle (on hook) mode, press **MENU**.
- **SCROLL** down to **VOICE MES SAGES**, then press **SELECT**.
- **SCROLL** to **L1 (or L2) INDICATE OFF**, then press **SELECT** to confirm.
- Press **MENU** to return to the idle screen, or **SCROLL** to another programming option.



VOICE MESSAGES
8/28 2:19PM



L1 INDICATE OFF
8/28 2:19PM

Handset programming

To turn this feature off for **all calls** (each line is programmed separately):

- At the Handset, in the idle (on hook) mode, press **MENU**.
- **SCROLL** down to **VOICE MESSAGES**, then press **SELECT**.
- **SCROLL** to **L1 (or L2) VOICEMSG OFF**, then press **SELECT** to confirm.
- Press **MENU** to return to the idle screen, or **SCROLL** to another programming option.

VOICE MESSAGES

8/28 2:19PM

L1 VOICEMSG OFF

8/28 2:19PM

You can reactivate this feature for each line:

- At the Handset, in the idle (on hook) mode, press **MENU**.
- **SCROLL** down to **VOICE MESSAGES**, then press **SELECT**.
- **SCROLL** to **L1 (or L2) VOICEMSG ON**, then press **SELECT** to confirm.
- Press **MENU** to return to the idle screen, or **SCROLL** to another programming option.

VOICE MESSAGES

8/28 2:19PM

L1 VOICEMSG ON

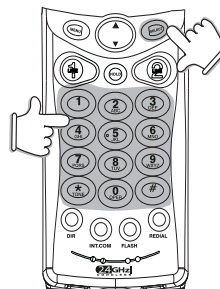
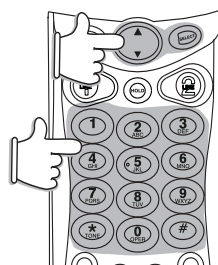
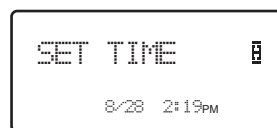
8/28 2:19PM

Set Time/Set Date

The idle Handset displays current date and time, on the bottom row of the screen. Incoming Caller ID will set the time and date automatically. You can also set it manually:

Handset programming

- At the Handset, in the idle (on hook) mode, press **MENU**.
- **SCROLL** to **SET TIME**, then press **SELECT**.
- Using the dial pad, enter the correct hour and minute. The hour must be entered as two digits (03, for example). Use the **SCROLL** key to select **AM** or **PM**. Then press **SELECT**.
- Now, **SCROLL** to **SET DATE**, then press **SELECT**.
- Using the dial pad, enter the correct month and day. Both the month and year must be entered as two digits (08/04, for example). Then press **SELECT**.
- Press **MENU** to return to the idle screen, or **SCROLL** to another programming option.



Dial Mode

Your **VT 20-2438** is preset for **Tone** dialing. To change dial mode, see **SET UP** for instructions.

Base Ringer

Your **VT 20-2438** has an independent ringer for each line, controlled by switches located on the right edge (antenna side) of the Base Unit. You can select **OFF**, **LO** or **HI** for each line.

Contrast

Press the **CONTRAST** key, located at the lower right corner of the Base display, to adjust the screen contrast. Repeated pressings will cycle from lightest to darkest contrast.

Handset and Base Unit Indicators

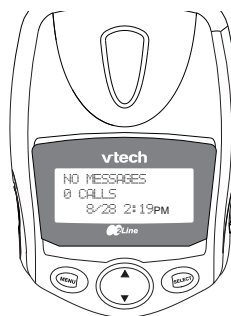
Handset LEDs

Icons	Description
LINE 1 and LINE 2 keys	<ul style="list-style-type: none"> Glows red when Handset or Base is on an active call. Blinks slowly while call is on hold. Flashes in cadence with the incoming ring.

Base Unit LEDs

Icons	Description
LINE 1 and LINE 2 keys	<ul style="list-style-type: none"> Glows red when Handset or Base is on an active call. Blinks slowly while call is on hold. Flashes in cadence with the incoming ring.
CHARGING	<ul style="list-style-type: none"> Illuminates when the Handset is charging in the cradle.
MUTE	<ul style="list-style-type: none"> Illuminates when the Base microphone is muted.
LINE 1 MESSAGES/NEW CALLS LINE 2 MESSAGES/NEW CALLS	<ul style="list-style-type: none"> Flashes slowly to indicate new, unplayed voicemail. Glows steadily to indicate new, Caller ID records.

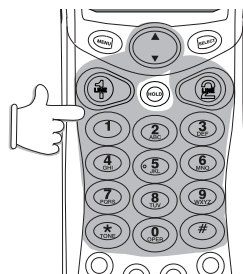
Handset and Base Unit Idle Screen



Basic Operation

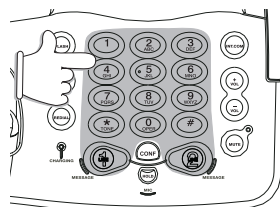
Making Calls from the Handset

- Enter the telephone number, up to 32 digits. If you make a mistake, press the **▲ SCROLL** key to backspace.
- Press the desired **LINE** key. The number will be dialed.
- To end your call, press the appropriate **LINE** key, or place the Handset in the charging cradle.

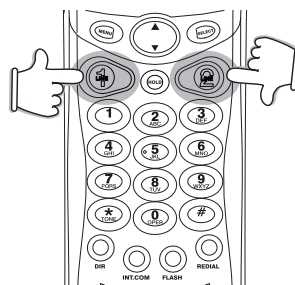
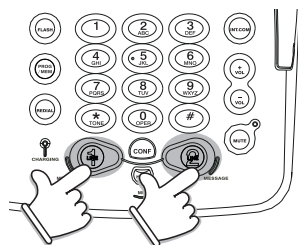


Making Calls from the Base Unit

- Enter the telephone number, up to 32 digits.
- Press the desired **LINE** key. The number will be dialed.
- To end your call, press the appropriate **LINE** key.



Receiving Calls from Handset and the Base Unit

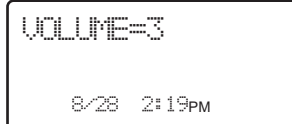


- When a call comes in, press the appropriate **LINE** key to answer.
- To end your call, press the appropriate **LINE** key, or, if using the Handset, place it in the charging cradle.

Basic Operation

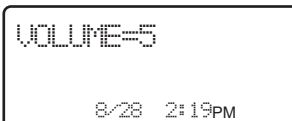
How to Adjust Volume on the Handset

- During an active call, press the **VOLUME** button, located on the right (antenna) side of Handset. There are **four** levels. Repeated pressings of the button will cycle through the four settings. As you adjust, the Handset will display the current level:

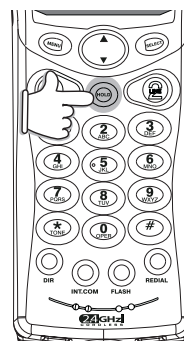
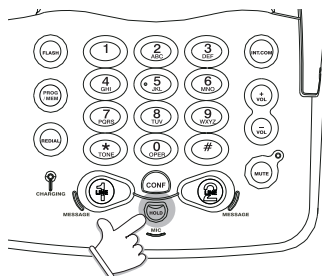


How to Adjust Volume on the Base Unit

- During an active call, press the **+ VOL** or **- VOL** key to adjust the Base Speakerphone volume. There are **eight** levels. As you adjust, the Base will display the current level:



Hold Function



- During an active call, press **HOLD**.
- The corresponding **LINE** key will slowly flash to indicate a hold condition.
- To return to the call, press the **LINE** key again.

Mute Function From the Handset

During an active call, you can mute your microphone. The other party cannot hear you, however, you can hear the other party.

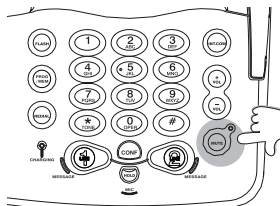
Basic Operation

- With the Handset ON (off hook), press **SELECT**. The microphone is now muted.
- Press **SELECT** again to return to the two-way conversation.



From the Base Unit

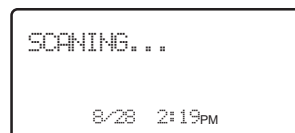
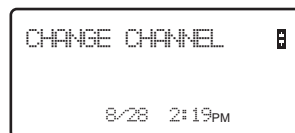
- With the Speakerphone ON (in use), press **MUTE**. The Base microphone is now muted. The **MUTE** indicator is illuminated.
- Press **MUTE** again to return to the two-way conversation.



Channel Changing on the Handset

If you experience noise or interference, try moving to a different location or walking in the direction of the Base Unit. You can also try to switch to clearer channel.

- While on a call, press **▲SCROLL**. The screen will display **CHANGE CHANNEL**.
- Press **SELECT**. The screen will display **SCANNING...** as it searches for a new channel.



You may change channels more than once, if necessary.

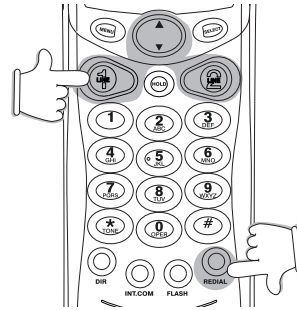
NOTE: To get the optimistic performance, the Base Unit antenna should be placed vertically.

Redial from the Handset

The Handset saves the last **5** numbers you dialed from it. You can easily search through the list, and then redial. With the Handset in the idle (on Hook) mode:

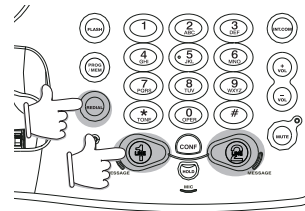
Basic Operation

- Press **REDIAL**. The last phone number dialed from the Handset is displayed.
- **SCROLL UP** or **DOWN** to view the other phone numbers stored in Redial memory.
- With the desired number displayed, press a **LINE** key to dial.

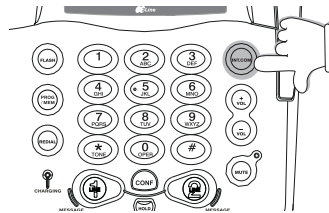


Redial from the Base Unit

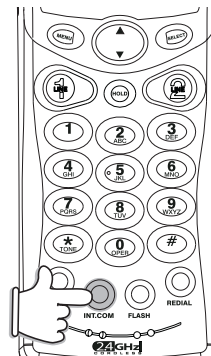
- Press **REDIAL**. The last phone number dialed from the Base Unit is displayed.
- Press the desired **LINE** key to dial.
- OR -
- Press the desired **LINE** key first; listen for a dial tone.
- Press **REDIAL**. The displayed number will be dialed.



Intercom/Page



The Handset and Base Unit can page each other and communicate internally using the **INTERCOM** feature. The Handset and Base must be the **idle** (on hook) mode to use this feature. For example, if the Handset is in use (off hook), and you press **INTERCOM** on the Base, the Base will display **BUSY** and emit a double beep.



Basic Operation

Intercom from Handset to Base Unit

- Press **INT.COM**. The Handset displays **CALLING BASE**. Both Handset and Base emit a 'page' tone, lasting **three minutes**.
- Press **INT.COM** at the Base Unit to respond to the Handset. Both units will display **INTERCOM**. The Handset and Base can now talk to each other.
- Press **INTERCOM** at either unit to end the Intercom call.

CALLING BASE

8/28 2:19PM

INTERCOM

8/28 2:19PM

Intercom from Base Unit to Handset

- Press **INTERCOM**. The Base displays **CALLING HANDSET**. Both Handset and Base emit a 'page' tone, lasting **three minutes**.
- Press **INTERCOM** at the Handset to respond to the Base. Both units will display **INTERCOM**. The Handset and Base can now talk to each other.
- Press **INTERCOM** at either unit to end the Intercom call.

CALLING HANDSET

8/28 2:19PM

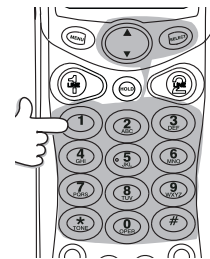
INTERCOM

8/28 2:19PM

Saving Names and Numbers in the Directory

-
- A diagram of a mobile phone keypad. A hand is pointing to the 'END' button, which is located at the bottom left of the keypad. The keypad includes buttons for '1' through '9', '0', and '#'. Above the '1' button is a 'CALL' button with a telephone handset icon. Above the '9' button is a 'SEND' button with a paper plane icon. Below the keypad are four buttons labeled 'END', 'INTERNET', 'FLASH', and 'REDIAL'. A curved line with arrows at both ends is positioned below these buttons.

8/28 2:19PM



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You can program your **VT20-2438** to add a unique ring when certain parties in your Directory

Directory

call you. If the incoming Caller ID number matches the phone number programmed in your directory entry, the Handset will add additional tones to the ring. This allows you to 'prioritize' your incoming calls.

Note: Caller ID must be received before the distinctive ring is engaged.

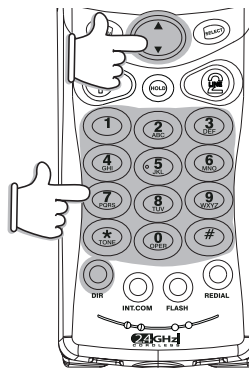
Guide to the Letters, Numbers and Characters

When prompted to **ENTER NAME**, use the keypad to spell the name. Each press of a key causes letters/numbers/characters to be displayed in the following sequence:

Dial Key	Presses					
	1	2	3	4	5	6
1	1					
2	A	B	C	2		
3	D	E	F	3		
4	G	H	I	4		
5	J	K	L	5		
6	M	N	O	6		
7	P	Q	R	S	7	
8	T	U	V	8		
9	W	X	Y	Z		
0	0					
*	*					
#	&	'	,	-	.	#

Dialing from the Directory

- With the Handset in the idle (on hook) mode, press **DIR**.
- **SCROLL** until you see the desired entry.
— OR —
- **SCROLL** to any entry, then press the first letter or letters of the name. If the desired name is not displayed, **SCROLL** to the correct name.
- Press a **LINE** key to dial the displayed number.



Directory

Editing and Deleting a Directory entry

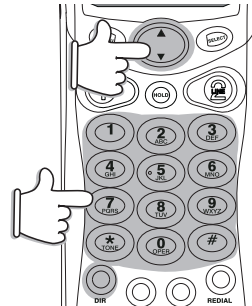
You can **Delete** a directory entry, **Edit** the **Number**, **Edit** the **Name**, **Change** the **Ring**.

Delete a Directory Entry

- With the Handset in the idle (on hook) mode, press **DIR**.
- **SCROLL** until you see the desired entry.

— OR —

- **SCROLL** to any entry, then press the first letter or letters of the name. If the desired name is not displayed, **SCROLL** to the correct name.
- Press **MENU**. **DELETE ENTRY** is displayed.
- Press **SELECT** to confirm deletion. **ENTRY DELETED** is displayed, and you hear a confirmation tone.
- You can now **SCROLL** to another entry, or press **DIR** to exit.



DELETE ENTRY
973-555-0123
8/28 2:19PM

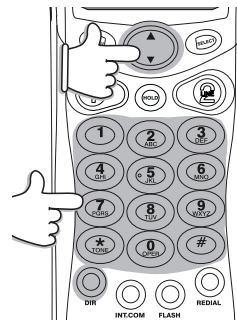
ENTRY DELETED
8/28 2:19PM

Edit the Number in a Directory Entry

- With the Handset in the idle (on hook) mode, press **DIR**.
- **SCROLL** until you see the desired entry.

— OR —

- **SCROLL** to any entry, then press the first letter or letters of the name. If the desired name is not displayed, **SCROLL** to the correct name.
- Press **MENU**. **DELETE ENTRY** is displayed. Press **▼SCROLL** until **EDIT NUMBER** is displayed. Then press **SELECT**.



EDIT NUMBER
973-555-0123
8/28 2:19PM

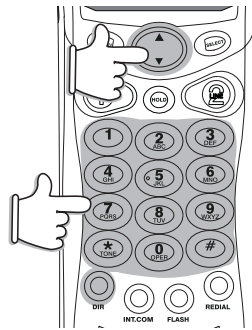
Directory

- Edit the phone number as needed, using the **▲SCROLL** key to backspace. When finished, press **SELECT**. You'll hear a confirmation tone. **SCROLL** to another entry, or press **DIR** to exit.

JOHNSON CHARLIE
973-555-9735
8/28 2:19PM

Edit the Name in a Directory Entry

- With the Handset in the idle (on hook) mode, press **DIR**.
- SCROLL** until you see the desired entry.
- OR —
- SCROLL** to any entry, then press the first letter or letters of the name. If the desired name is not displayed, **SCROLL** to the correct name.



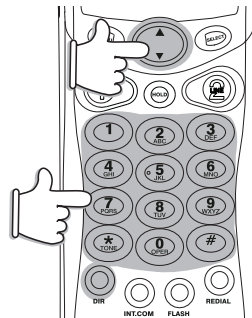
- Press **MENU**. **DELETE ENTRY** is displayed. Press **▼SCROLL** until **EDIT NAME** is displayed. Then press **SELECT**.
- Edit the name as needed, using the **▲SCROLL** key to backspace and **▼SCROLL** to add a space. When finished, press **SELECT**. You'll hear a confirmation tone. **SCROLL** to another entry, or press **DIR** to exit.

EDIT NAME
973-555-0123
8/28 2:19PM

ANDREW SMITH
973-555-9735
8/28 2:19PM

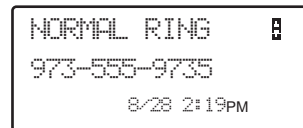
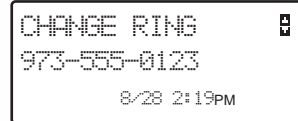
Change your Ring Preference for a Directory Entry

- With the Handset in the idle (on hook) mode, press **DIR**.
- SCROLL** until you see the desired entry.
- OR —



Directory

- **SCROLL** to any entry, then press the first letter or letters of the name. If the desired name is not displayed, **SCROLL** to the correct name.
- Press **MENU**. **DELETE ENTRY** is displayed. Press **▲SCROLL** until **CHANGE RING** is displayed. Then press **SELECT**.
- Press **SCROLL** to toggle between **NORMAL RING** and **DISTINCTIVE RING**. Press **SELECT** to confirm your choice. You'll hear a confirmation tone. **SCROLL** to another entry, or press **DIR** to exit.

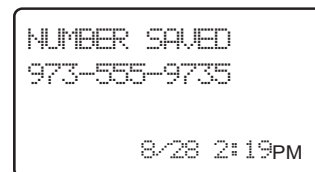
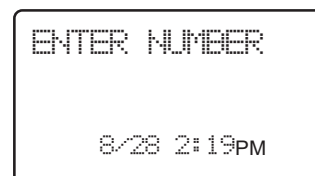
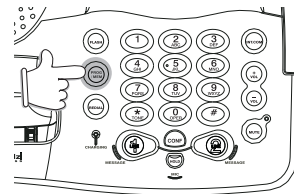


Memory Dialing from the Base

Your **VT20-2438** Base Unit can store **10** phone numbers of frequently dialed friends and businesses.

Storing a phone number in a memory location

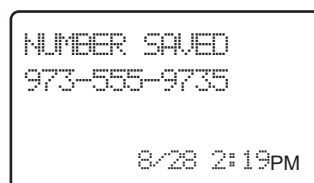
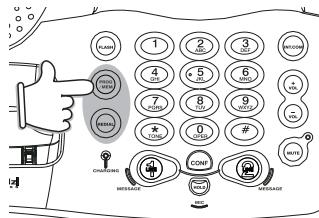
- With the Base in the idle (off) mode, press and hold **PROG/MEM**.
- The Base will display **ENTER NUMBER**. Use the keypad to enter the phone number. To place a **four second pause** in a dialing sequence, press and hold any number key. When finished entering the phone number, press **PROG/MEM**.
- The Base displays **ENTER MEM 0-9**. Enter the desired location, then press **PROG/MEM**. The Base now displays **NUMBER SAVED** and you'll hear a confirmation tone.



Directory

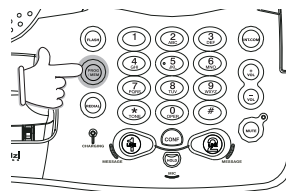
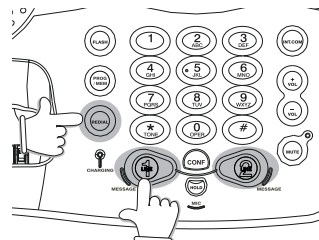
Storing the contents of REDIAL in a memory location

- With the Base in the idle (off) mode, press and hold **PROG/MEM**.
- The Base will display **ENTER NUMBER**. Press **REDIAL**. The last phone number dialed at the Base will be displayed. Press **PROG/MEM**.
- The Base displays **ENTER MEM 0-9**. Enter the desired location, then press **PROG/MEM**. The Base now displays **NUMBER SAVED** and you'll hear a confirmation tone.



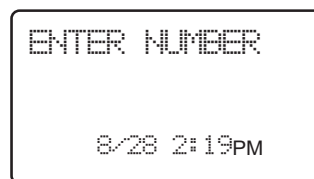
Dialing from Memory

- With the Base in the idle (off) mode, press **PROG/MEM**. The Base Unit will display **ENTER MEM 0-9**. Use the keypad to choose the desired location.
- Press a **LINE** key. You will hear a dial tone, and the number is dialed.
— OR —
- First, press a **LINE** key, and listen for a dial tone. Press **PROG/MEM** and then the desired location.



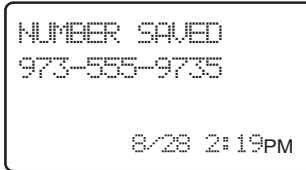
Delete a Memory Entry

- With the Base in the idle (off) mode, press and hold **PROG/MEM**.
- The Base will display **ENTER NUMBER**. Then press **PROG/MEM** again.



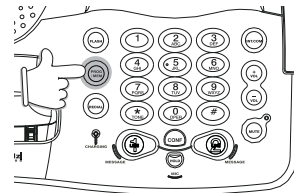
Directory

- The Base displays **ENTER MEM 0-9**. Enter the desired location that to be deleted. The Base now displays **NUMBER SAVED** and you'll hear a confirmation tone.

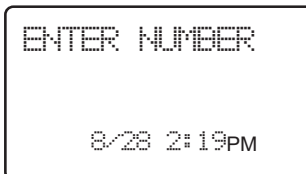


Edit a Memory Entry

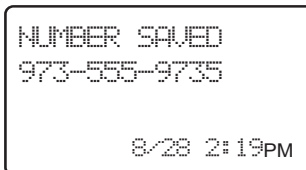
- With the Base in the idle (off) mode, press and hold **PROG/MEM**



- The Base will display **ENTER NUMBER**. Use the keypad to enter the correct phone number. To place a **four seconds** pause in a dialing sequence, press and hold any number key. When finished entering the phone number, press **PROG/MEM** again.



- The Base displays **ENTER MEM 0-9**. Enter the desired location that to be edited. The Base now displays **NUMBER SAVED** and you'll hear a confirmation tone.



Caller ID (CID) and Call Waiting ID

Caller ID (CID) and Call Waiting ID

Your **VT20-2438** is capable of displaying the name and number of the calling party, before you answer the phone (**Caller ID**). It is also capable of displaying Caller ID information in conjunction with a Call Waiting alert signal (**Call Waiting ID**). It will also store up to **90** CID records. You can review call history at the Handset.

NOTE: Caller ID and Call Waiting ID are subscription services, provided for a fee by your local or regional telephone service provider. You must subscribe to these services in order to reap the benefits of these features. Contact your service provider for more information.

In addition, due to regional incompatibilities, Caller ID information may not be available for every call. Also, the calling party may intentionally block their Caller ID data from being sent.

When Caller ID/Call Waiting ID data comes in, the Handset and Base Unit will display:

JOHN DOE	(Name)
555 555 5555 L2	(Phone number & Line)
8/30 3:20pm OLD01	(Day, Time, position)

'**NEW**' indicates the record is being reviewed for the first time.

'**OLD**' indicates the record was previously reviewed.

Reviewing, Dialing, Saving and Deleting CID records are done using the **VT20-2438** Handset.

Reviewing CID

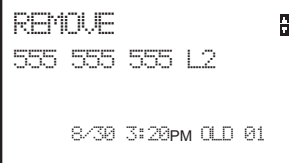
With the Handset in the idle (on hook) mode, press the **SCROLL** key. You are now in Caller ID review mode. Continued pressing of the **SCROLL** key will cycle you through the CID records.

Dialing from CID

With a Caller ID record displayed, press a **LINE** key. If the displayed number is not in the correct dialing format, you can use the 'Smart Dialing' feature:

Smart Dialing from CID

- With a Caller ID record displayed, press **MENU**. **REMOVE** is displayed.



REMOVE

555 555 555 L2

8/30 3:20PM OLD 01

Caller ID (CID) and Call Waiting ID

- Press ▼ **SCROLL** until **DIAL ALTERNATE** is displayed.

DIAL ALTERNATE 
555 555 555 L2

- Press **SELECT**, then **SCROLL** to see the format options:

11 digits	1555 555 5555
10 digits	555 555 5555
8 digits	1 555 5555
7 digits	555 5555

- With the correct format displayed, press a **LINE** key.

Deleting CID records

NOTE: You do **not** have to delete CID records. Your VT20-2438 stores the most current CID information, automatically deleting the oldest records to make room for new records. In this way, you also have an updated list of parties who have called you.

Deleting a CID record

- With a Caller ID record displayed, press **MENU**. **REMOVE** is displayed.

REMOVE 
555 555 555 L2

8/30 3:20PM OLD 01

- Press **SELECT**. The record has been deleted.

Delete all CID records

- SCROLL** through your CID records until **END OF LIST** is displayed.

END OF LIST

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- Press **MENU**. **REMOVE ALL CALLS** is displayed. Press **SELECT** to confirm. **CALLS REMOVED** is displayed, and you will hear a confirmation tone.

REMOVE ALL CALLS 

8/28 2:19PM

Caller ID (CID) and Call Waiting ID

Save a CID record in the Directory

- With the desired CID record displayed, press **MENU**. **REMOVE** is displayed.

REMOVE
555 555 5555 L2
8/30 3:20PM OLD 01

Press **▲SCROLL** until **MOVE TO DIR** is displayed.

MOVE TO DIR
555 555 5555 L2
8/30 3:20PM OLD01

- Press **SELECT**. The record is now stored in your Phonebook Directory. The screen will display **SAVED** and you will hear a confirmation tone.

SAVED
555 555 5555 L2
8/30 3:20PM OLD01

Conference Calling

The **VT20-2438** Handset and Base Speakerphone can be active on the same call (on the same Line). You can also conference calls on **both lines** together.

To establish a 2-Line Conference Call at the Handset

- Make or receive a call on either line.
- Press **HOLD**. Establish a call on the other line.
- Press **▼SCROLL**. **CONFERENCE** is displayed.
- Press **SELECT** to enter CONFERENCE mode.
- To end your conference call, press either **LINE** key **twice**. For example, if you press **LINE1**, the call established on Line 2 will be terminated first. Press **LINE1** again to terminate the call on Line 1.

To establish a 2-Line Conference at the Base Unit

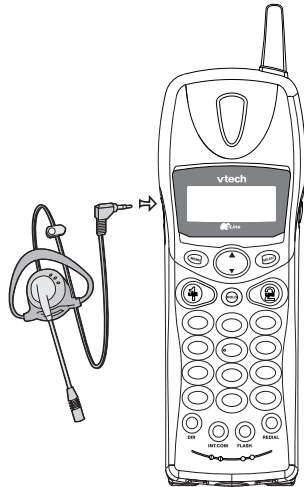
- Make or receive a call on either line.
- Press **HOLD**. Establish a call on the other line.
- Press **CONF**. The two lines are conferenced together.
- To end your conference call, press either **LINE** key **twice**. For example, if you press **LINE1**, the call established on Line 2 will be terminated first. Press **LINE1** again to terminate the call on Line 1.

Headset Operation

Your **VT20-2438** Handset is equipped with a 2.5mm Headset Jack for use with an optional accessory Headset for hands-free operation. If you choose to use the Headset option, you must obtain an optional accessory Headset, which is compatible with the **VT20-2438**.

To purchase a Headset, call VTECH Customer Service at 1-800-595-9511.

Once you have a compatible 2.5mm Headset, locate the Headset Jack on the **VT20-2438** Handset. Connect the plug on the Headset cord to the jack on the cordless Handset. The plug should fit securely. Do not force the connection.



NOTE :

Whenever a compatible Headset is connected to the cordless Handset, the microphone on the Handset will be muted. This is done to limit the effect of background noise.

Many compatible Headsets have a reversible, monaural design. You can wear your Headset on either ear, leaving one ear free for room conversation.



Belt Clip

The **VT20-2438** is also equipped with a detachable belt clip. Align the pins on the inside edge of the clip with the notches on the sides of the Handset. The belt clip should snap securely into place. Do not force the connection.

Maintenance

Taking Care Of Your Telephone

Your **VT20-2438** cordless telephone contains sophisticated electronic parts, so it must be treated with care.

Avoid rough treatment

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

Avoid water

Your telephone can be damaged if it gets wet. Do not use the Handset outdoors in the rain, or handle it with wet hands. Do not install your Base Unit near a sink, bathtub or shower.

Electrical storms

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

Cleaning your telephone

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

Remember that electrical appliances can cause serious injury if used when you are wet or standing in water. If your Base Unit should fall into water, **DO NOT RETRIEVE IT UNTIL YOU UNPLUG THE POWER CORD AND TELEPHONE LINE CORDS FROM THE WALL.** Then pull the unit out by the unplugged cords.

Periodic cleaning of the charge contacts

For optimum performance, regularly clean the metal charge contacts located in the Base Unit charge cradle and on the bottom of the Handset. Gently rub the contacts with a clean pencil eraser. In most environments, monthly contact maintenance is sufficient.

In Case Of Difficulty

If you have difficulty operating your phone, the suggestions below should solve the problem. If you still have difficulty after trying these suggestions, call VTech Communications at 1-800-595-9511. In Canada, call VTech Telecommunications at 1-800-267-7377.

The Phone Doesn't Work At All

- Make sure the Power Cord is plugged in.
- Make sure the telephone line cord is plugged firmly into the Base Unit and the telephone wall jack.
- Make sure the batteries are properly charged. If the '**LOW BATTERY**' LED is slowly flashing, the battery pack needs charging.

No Dial Tone

- First check all the suggestions above.
- If you still don't hear a dial tone, disconnect the Base Unit from the telephone jack and connect a different phone. If there is no dial tone on that phone either, the problem is in your wiring or local service. Contact your local telephone company.

You Get Noise, Static, Or A Weak Signal Even When You're Near The Base Unit

- Household appliances plugged into the same circuit as the Base Unit can sometimes cause interference. Try moving the appliance or the Base Unit to another outlet.

You Get Noise, Static, Or A Weak Signal When You're Away From The Base Unit

- You may be out of range. Either move closer to the Base, or relocate the Base Unit.
- The layout of your home may be limiting the range. Try moving the Base Unit to another position.

The Handset Does Not Ring When You Receive A Call

- Make sure you have the Handset ringer activated. To set the ringer, see **Programming the Ringer Type**.
- Make sure the telephone line cord is plugged firmly into the Base Unit and the telephone jack. Make sure the power cord is plugged in.
- You may be too far from the Base Unit.
- You may have too many extension phones on your telephone line to allow all of them to ring. Try unplugging some of the other phones.

You Hear Other Calls While Using Your Phone

- Disconnect your Base Unit from the telephone jack, and plug in a regular telephone.

In Case Of Difficulty

If you still hear other calls, the problem is probably in your wiring or local service. Call your local telephone company.

You Hear Noise In The Handset, And None Of The Keys Or Buttons Work

- Make sure the power cord is plugged in.

The ANSWER ON/OFF Button is Blinking

- If the button slowly flickers on and off, you need to reset the day and time. See **Answering System Setup - Checking and Setting Day and Time** for details.
- If the button slowly flashes, it indicates the answering system is in **Announce Only** mode. See **Answering System Setup-Set Announce Only** for details.

Common Cure For Electronic Equipment

If the unit does not seem to be responding normally, then try putting the Handset in the cradle. If it does not seem to respond, do the following(in the order listed) :

1. Disconnect the power to the Base.
2. Disconnect the Handset battery.
3. Wait a few minutes.
4. Connect power to the Base.
5. Re-install the battery pack, and return the Handset to the charge cradle.
6. After a few seconds, try using your Handset again.

Warranty Statement

What does this limited warranty cover?

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

What will VTECH Communications do if the Product is not free from material 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 this product, we may use new or refurbished replacement parts. If we choose to replace this product, we may replace it with a new or refurbished product of the same or similar design. VTECH will return repaired or replacement products to you in working condition. VTECH will retain defective parts, modules, or equipment. Repair or replacement of Product, at VTECH'S option, is your exclusive remedy. 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 we repair or replace a Materially Defective Product under the terms of this limited warranty. This limited warranty also applies to repaired or replacement Products for a period of either (a) 90 days from the date the repaired or replacement Product is shipped to you or (b) the time remaining on the original one-year warranty; whichever is longer.

What is not covered by this limited warranty ?

This limited warranty does not cover

1. Product that has been subjected to misuse, accident, shipping or other physical damage, improper installation, abnormal operation or handling, neglect, inundation, fire, water or other liquid intrusion; or
2. Product that has been damaged due to repair, alteration or modification by anyone other than an authorized service representative of VTECH; or
3. Product to the extent that the problem experienced is caused by signal conditions, network reliability or cable or antenna systems; or
4. Product to the extent that the problem is caused by use with non-VTECH electrical accessories; or
5. Product whose warranty/quality stickers, Product serial numbers plates or electronic serial numbers have been removed, altered or rendered illegible; or
6. Product purchased, used, serviced, or shipped for repair from outside the United States, or used for commercial or institutional purposes (including but not limited to

Warranty Statement

- Products used for rental purposes); or
- 7. Product returned without valid proof of purchase (see 2 below); or
- 8. 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, call 1 800-595-9511 for instructions regarding where to return the Product. Before calling for service, please check the user's manual. A check of the Product 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 Product(s) to the service location. VTECH will return repaired or replaced product under this limited warranty to you, transportation, delivery or handling charges prepaid. VTECH assumes no risk for damage or loss of the Product in transit.
- If the Product failure is not covered by this limited warranty, or proof of purchase does not meet the terms of this limited warranty, VTECH will notify you and will request that you authorize the cost of repair prior to any further repair activity. You must pay for the cost of repair and return shipping costs for the repair of Products that are not covered by this limited warranty.

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

1. Return the entire original package and contents including the Product to the VTECH service location along with a description of the malfunction or difficulty;
2. Include "valid proof of purchase" (sales receipt) identifying the Product purchased (Product model) and the date of purchase or receipt; and
3. Provide your name, complete and correct mailing address, and telephone number.

Other Limitations

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

Warranty Statement

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

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 date of purchase. Some states 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 do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

FCC, ACTA and IC Regulations

This equipment complies with Parts 15 of the Federal Communications Commission (FCC) rules for the United States. It also complies with regulations RSS210 and CS-03 of Industry and Science Canada. Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

A label is located on the underside of the Base Unit containing either the FCC registration number and Ringer Equivalence Number (REN) or the IC registration number and Load Number. You must, upon request, provide this information to your local telephone company.

This equipment is compatible with inductively coupled hearing aids.

Should you experience trouble with this telephone equipment, please contact:

VTech Communications Inc.

CUSTOMER SERVICE at 1-800-595-9511. In Canada, call VTech Telecommunications at 1-800-267-7377.

For repair/warranty information. The telephone company may ask you to disconnect this equipment from the line network until the problem has been corrected.

FCC Part 15

Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment. The equipment has been tested and found to comply with part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try and correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet or on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

FCC, ACTA and IC Regulations

FCC and ACTA Information

If this equipment was approved for connection to the telephone network prior to July 23, 2001, it complies with Part 68 of the Federal Communications Commission (FCC) rules. If the equipment was approved after that date, it complies with the Part 68 rules and with Technical Requirements for Connection of Equipment to the Telephone Network adopted by the Administrative Council for Terminal Attachments (ACTA). We are required to provide you with the following information.

1. Product identifier and REN information

The label on the back or bottom of this equipment contains, among other things, an identifier indicating product approval and the Ringer Equivalence Number (REN). This information must be provided to your local telephone company upon request. For equipment approved prior to July 23, 2001, the product identifier is preceded by the phrase "FCC Reg No." and the REN is listed separately. For equipment approved after that date, the product identifier is preceded by "US" and a colon (:), and the REN is encoded in the product identifier without a decimal point as the sixth and seventh characters following the colon. For example, the product identifier US:AAAEQ03T123XYZ would indicate an REN of 0.3.

The REN is used to determine how many devices you may connect to your telephone line and still have them ring when you are called. In most, but not all areas, the sum of all RENs should be five (5.0) or less. You may want to contact your local telephone company for more information.

2. Connection and use with the nationwide telephone network

The plug and jack used to connect this equipment to the premises wiring and the telephone network must comply with the applicable Part 68 rules and technical requirements adopted by ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. An RJ11 jack should normally be used for connecting to a single line and an RJ14 jack for two lines. See Installation Instructions in the user's manual. This equipment may not be used with Coin Telephone Lines or 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 company or a qualified installer.

3. Repair instructions

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.

4. Rights of the telephone company

If this equipment is causing harm to the telephone network, the telephone company may temporarily discontinue your telephone service. The telephone company 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 company is required to inform you of your right to file a complaint

FCC, ACTA and IC Regulations

with the FCC. Your telephone company may make changes in its facilities, equipment, operation, or procedures that could affect the proper functioning of this product. The telephone company is required to notify you if such changes are planned.

5. Hearing aid compatibility

If this product is equipped with a corded or cordless handset, it is hearing aid compatible.

6. Programming/testing of emergency numbers

If this product has memory dialing locations, you may choose to store police, fire department and emergency medical service telephone numbers in these locations. If you do, please keep three things in mind:

- a. We recommend that you also write the telephone number on the directory card, so that you can still dial the emergency number manually if the memory dialing feature doesn't work.
- b. This feature is provided only as a convenience, and the manufacturer assumes no responsibility for customer reliance upon the memory feature.
- c. Testing the emergency telephone numbers you have stored is not recommended.

However, if you do make a call to an emergency number:

- You must remain on the line and briefly explain the reason for the call before hanging up.
- Programming/testing of emergency numbers should be performed during off-peak hours, such as in the early morning or late evening, when the emergency services tend to be less busy.

IC (Industry Canada)

This telephone is registered for use in Canada.

The term "IC:" before the radio certification number only signifies that Industry Canada technical specifications were met.

Notice:

This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation, IC, before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

Notice:

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

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations

FCC, ACTA and IC Regulations

made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

Caution :

Users should not attempt to make such connections themselves, but should contact the appropriate electrical inspection authority, or electrician, as appropriate.

Your **Cordless Phone** is designed to operate at the maximum power allowed by the FCC and IC. This means your Handset and Base Unit can communicate only over a certain distance - which will depend on the location of the Base Unit and Handset, weather, and the construction and layout of your home or office.

The RBRC® Seal

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



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

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

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

Technical Specifications

FREQUENCY CONTROL

Crystal controlled
PLL synthesizer

TRANSMIT FREQUENCY

Base: xxxx - xxxx MHz
Handset: xxxx - xxxx MHz

RECEIVE FREQUENCY

Base: xxx - xxx MHz
Handset: xxx - xxx MHz

CHANNELS

xx Channels

NOMINAL EFFECTIVE RANGE

Maximum power allowed by FCC and IC.
Actual operating range may vary
according to environmental conditions at
the time of use.

SIZE

Handset: xxxmmxxxmmxmm
(including antenna)

Base : xxmmxxxmmxxxmm
(including antenna)

WEIGHT

Handset : xxxx grams
Base : xxxx grams
(excluding battery pack)

POWER REQUIREMENTS

Handset: 3.6V 400mAh Ni-Cd Battery Pack

Base : 9V DC @ 500mA

MEMORY

Speed Dial: xx Memory locations
xx digits per location

**SPECIFICATIONS ARE TYPICAL AND
MAY CHANGE WITHOUT NOTICE.**



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