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DS6621-2  
DS6621-3  
DS6621-4  
DS662V-1F  
DS662V-1G  
DS662V-1H  
DS662V-1J

DECT 6.0 cordless telephone with BLUETOOTH® wireless technology



Scan the QR code for support information



vtech®

Abridged user's manual



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## IMPORTANT SAFETY INSTRUCTIONS

- When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury, including the following:
  - Read and understand all instructions.
  - Follow all warnings and instructions marked on the product.
  - Unplug this product from the wall outlet before cleaning.
  - Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
  - CAUTION:** Do not install the telephone base at a height above 2 meters.
  - Do not use this product near water such as near a bath tub, wash bowl, kitchen sink, laundry tub or a swimming pool, nor in a wet basement or shower.
  - Do not place this product on an unstable table, shelf, stand or other unstable surfaces.
  - Avoid placing the telephone system in places with extreme temperature, direct sunlight, or other electrical devices. Protect your phone from moisture, dust, corrosive liquids and fumes. Slots and openings in the back or bottom of the telephone base and handset are provided for ventilation. To prevent overheating, these openings must not be blocked by placing the product on a soft surface such as a bed, sofa or rug. This product should never be placed near or over a radiator or heat register. The product should not be placed in any area where proper ventilation is not provided.
  - This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply in your home or office, consult your dealer or local power company.
  - Do not allow anything to rest on the power cord. Do not install this product where the cord may be walked on.
  - Never push objects of any kind into this product through the slots in the telephone base or handset because they may touch dangerous voltage points or create a short circuit. Never spill liquid of any kind on the product.
  - To reduce the risk of electric shock, do not disassemble this product, but take it to an authorized service facility. Opening or removing parts of the telephone base or handset other than specified access doors may expose you to dangerous voltages or other risks. Incorrect use of electric shock.
  - Do not overload wall outlets and extension cords.
  - Unplug this product from the wall outlet and refer servicing to an authorized service facility under the following conditions:
    - When the power supply cord or plug is damaged or frayed.
    - If liquid has been spilled onto the product.
    - If the product has been exposed to rain or water.
    - If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions. Improper adjustment of other controls may result in damage and often requires extensive technical work by a qualified technician to restore the product to normal operation.
    - If the product has been dropped and the telephone base and/or handset has been damaged.
    - If the product exhibits a distinct change in performance.
    - Avoid using a telephone (other than cordless) during an electrical storm. There is a remote risk of electric shock from lightning.
  - Do not use the telephone to report a gas leak in the vicinity of the leak. Under certain circumstances, a spark may be created when the adapter is plugged into the power outlet, or when the handset is recharged because they may touch dangerous voltage points or create a short circuit. Never spill liquid of any kind on the product.
  - Do not use the telephone in the vicinity of flammable or flame-supporting gases, unless there is adequate ventilation. A spark may be created when the handset is plugged into the power outlet, or when the handset is recharged because they may touch dangerous voltage points or create a short circuit. Never spill liquid of any kind on the product.
  - Only put the handset of your telephone next to your ear when it is in normal talk mode.
  - The power adapter is intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to be used in the ceiling, under-the-table or cabinet outlet.
  - For plug-in equipment, the socket-outlet shall be installed near the equipment and shall be easily accessible.
  - CAUTION:** Use only the batteries indicated in this manual. There may be a risk of explosion if a wrong type of battery is used. Use only the supplied rechargeable batteries

or replacement batteries (BT183342/BT283342). Do not dispose of batteries in a fire. They may explode. Dispose of used battery according to the instruction. Disconnect the telephone line from the extension provided after the battery disposal.

- Do not use the battery in following conditions:
  - High or low extreme temperature during use, storage or transportation.
  - Leaving a battery with an incorrect type that can defeat a safeguard.
  - Mechanically crushing or cutting of a battery, that can result in an explosion or the leakage of flammable liquid or gas.
  - Leaving a battery in an extremely high temperature surrounding environment that can result in an explosion or the leakage of flammable liquid or gas.
  - A battery subjected to extremely low air pressure that can result in an explosion or the leakage of flammable liquid or gas.

Use only the adapter included with this product. Incorrect adapter polarity or voltage can seriously damage the product. The applied nameplate is located at the bottom or rear of the product.

**SAVE THESE INSTRUCTIONS**

**Battery**

Use only the batteries provided or equivalent. To order a replacement, visit our website at [www.vtechphones.com](http://www.vtechphones.com) or call (800) 595-9511. In Canada, go to [products.vtechcanada.com](http://products.vtechcanada.com) or call (800) 267-7377.

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

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

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

Charge the battery provided with this product only in accordance with the instructions and limitations specified in this manual.

**Precautions for users of implanted cardiac pacemakers:**

Cardiac pacemakers (applies only to digital cordless telephones):

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

**Pacemaker patients**

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

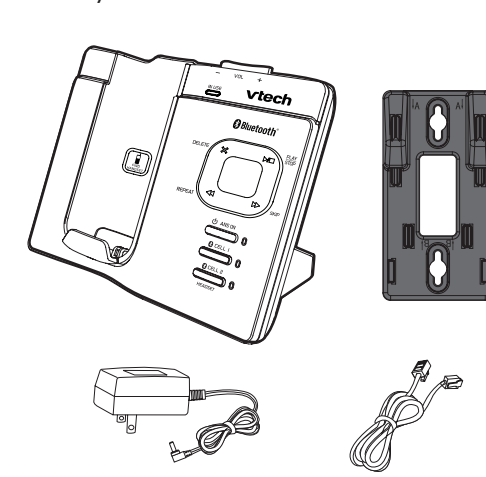
WTR's evaluation did not identify any risk to bystanders with pacemakers from other persons using wireless telephones.

## ABOUT CORDLESS TELEPHONES

- Privacy:** The same features that make a cordless telephone convenient create a risk of interception of conversations transmitted between the telephone base and the cordless handset by a radio eavesdropper. This risk is increased by cordless telephone conversations could be intercepted by eavesdropping on the radio signal between the cordless handset and the telephone base. For this reason, you should not think of cordless telephone conversations as being as private as those on corded telephones.
- Electrical power:** The electrical power of this cordless telephone base is connected to a working electrical outlet. The electrical outlet should not be controlled by a wall switch. Calls cannot be made from the cordless handset if the telephone base is unplugged, switched off or if the electrical power is interrupted.
- Potential TV interference:** Some cordless telephones operate on frequencies that may cause interference to television and VCRs. To minimize or prevent such interference, do not place the telephone base of the cordless telephone near or on top of a TV or VCR. If interference is experienced, moving the cordless telephone farther away from the TV or VCR often reduces or eliminates the interference.
- Rechargeable batteries:** Exercise care in handling batteries in order not to create a short circuit with conductive material such as rings, bracelets and keys. The battery or conductor may overheat and cause harm. Observe the proper connection between the battery and the battery charger.
- Nickel-hydrate rechargeable batteries:** Dispose of these batteries in a safe manner. Do not burn or puncture the battery. Like other batteries of this type, if burned or punctured, they could release caustic material which could cause injury.

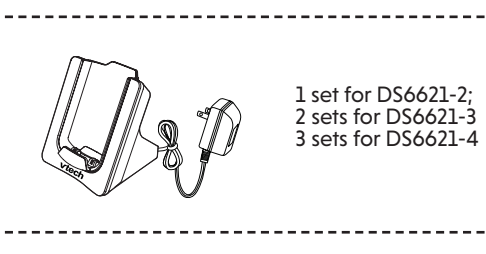
## WHAT'S IN THE BOX

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



- 1 set for DS6621/DS662V-1F/DS662V-1G/DS662V-1H/DS662V-1J/;
- 2 sets for DS6621-2;
- 3 sets for DS6621-3;
- 4 sets for DS6621-4

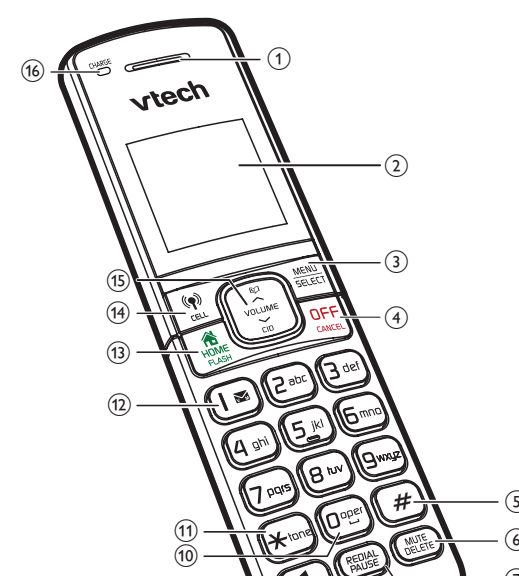
- 1 set for DS6621-2;
- 2 sets for DS6621-3;
- 3 sets for DS6621-4



- 1 set for DS6621-2;
- 2 sets for DS6621-3;
- 3 sets for DS6621-4

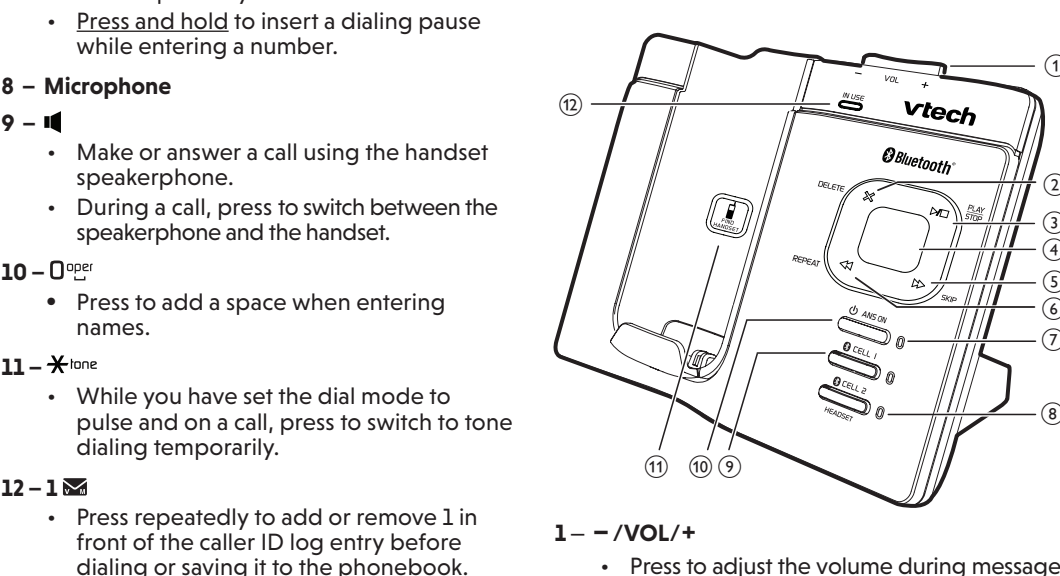
Abridged user's manual

## HANDSET OVERVIEW



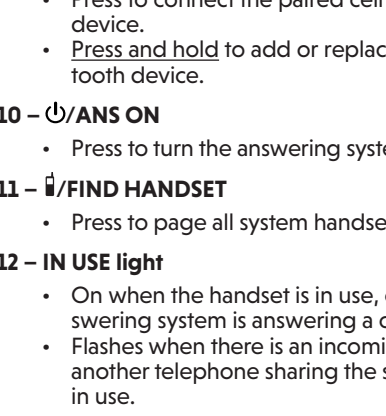
- 1 - REDIAL/PAUSE**
  - Press repeatedly to review the redial list.
  - Press and hold to insert a dialing pause while entering a number.
- 2 - Microphone**
  - Make or answer a call using the handset speakerphone.
  - During a call, press to switch between the speakerphone and the handset.
- 3 - MUTE**
  - Press to add a space when entering names.
- 4 - \* (Star)**
  - While you have set the dial mode to pulse and on a call, press to switch to tone dialing temporarily.
- 5 - Press repeatedly to add or remove 1 in front of the caller ID log entry before dialing or saving it to the phonebook.**
- 6 - Press and hold to set or dial your voicemail number.**
- 7 - HOME/FLASH**
  - Make or answer a home call.
  - Answer an incoming home call when you hear a call waiting alert.
- 8 - (Phone) / CELL**
  - Make or answer a cell call.
  - Answer an incoming cell call when you hear a call waiting alert.
- 9 - VOLUME/ (Up Arrow) / CID**
  - Review the phonebook when the phone is not in use.
  - Increase the listening volume during a call.
  - Scroll up while in a menu, or in the phonebook, caller ID log, or redial list.
  - Move the cursor to the right when entering numbers or names.
- 10 - # (Hash)**
  - Review the caller ID log when the phone is not in use.
  - Decrease the listening volume during a call.
  - Scroll down while in a menu, or in the phonebook, caller ID log, or redial list.
  - Move the cursor to the left when entering numbers or names.
- 11 - CHARGE light**
  - On when the handset is charging.

## TELEPHONE BASE OVERVIEW



- 1 - /VOL/+**
  - Press to adjust the volume during message playback.
  - Press to adjust the telephone base ring volume when the phone is not in use.
- 2 - X/DELETE**
  - Press to delete the playing message.
  - When the phone is not in use, press twice to delete all previously reviewed messages.
- 3 - (Play) /PLAY/STOP**
  - Press to play messages.
  - Press to stop message playback.
- 4 - Message window**
  - Shows the number of messages, and other information of the answering system or telephone base.
- 5 - (Next) /SKIP**
  - Press to skip to the next message.
- 6 - (Repeat) /REPEAT**
  - Press to repeat a message.
  - Press twice to play the previous message.
- 7 - (ANS ON) light**
  - On when the answering system is on.
- 8 - CELL 1 and CELL 2/HEADSET lights**
  - On when the telephone base is paired and connected with a Bluetooth device
  - Flashes when there is an incoming home waiting call.
- 9 - CHARGE light**
  - On when the handset is charging.

## CHARGER OVERVIEW



- 1 - Charging pole**
- 2 - X/DELETE**

## DISPLAY ICONS OVERVIEW

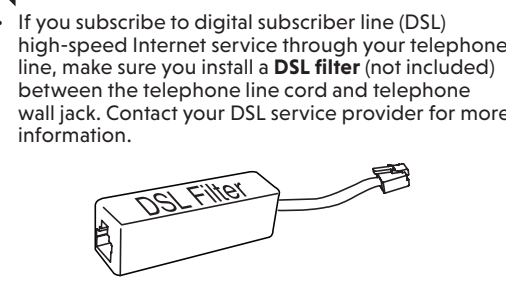
	The battery icon flashes when the battery is low and needs charging.
	The battery icon animates when the battery is charging.
	The battery icon becomes solid when the battery is fully charged.
	The ECO mode activates automatically to reduce power consumption when the handset is within range from the telephone base.
	There are new voicemail received from your telephone service provider.
	On when the home line is in use or there is an incoming home call.

	There are Bluetooth devices connected on the cell devices list.
	On when the cell line is in use or there is an incoming cell call. Flashes when there is an incoming cell call waiting call.
<b>NEW</b>	There are new caller ID log entries.
<b>ANS ON</b>	The answering system is turned on.
	The handset ringer is off.
	The message number currently playing and total number of new/old messages recorded.

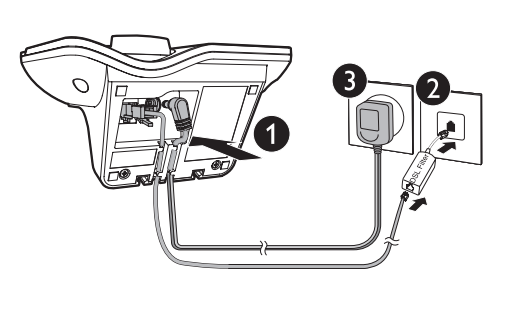
## CONNECT

You can choose to connect the telephone base for desktop usage or wall mounting.

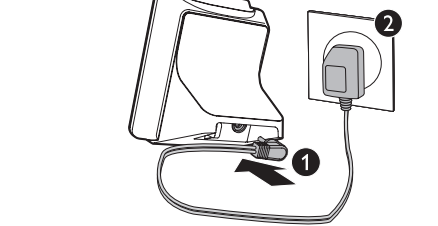
- NOTES**
  - Use only the adapters provided.
  - Even if you do not subscribe to any conventional telephone service, you can pair a Bluetooth enabled cell phone to your telephone base (see **Bluetooth**), and use the cell line area without plugging in a telephone line cord.



## Connect the telephone base



## Connect the charger

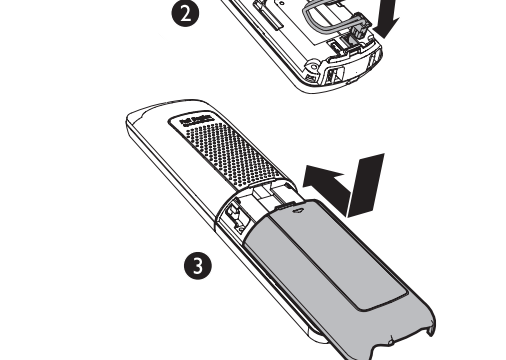
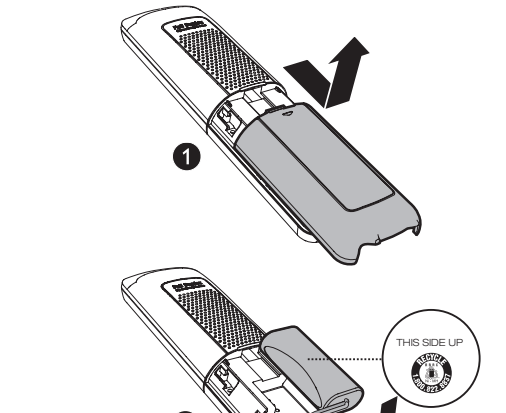


## Mount the telephone base

- Route the telephone line cord through the rectangular hole on the wall mount bracket. Then plug the two ends of the telephone line cord into the telephone base and the wall outlet as shown.

## INSTALL AND CHARGE THE BATTERY

- Install the battery as shown below.
- NOTES**
    - Use only supplied battery.
    - If the handset will not be used for a long time, disconnect and remove the battery to prevent possible leakage.



## Charge the battery

Place the handset in the telephone base or the charger to charge.



**CHARGE light** remains on when charging.

- NOTES**
  - For best performance, keep the handset in the telephone base or charger when not in use.
  - The battery is fully charged after 12 hours of continuous charging.

Battery indicators	Battery status	Action
	The battery has no charge or very little charge. The handset cannot be used.	Charge without interruption (at least 30 minutes).
	The battery has enough charge to be used for a short time.	Charge without interruption (at least 30 minutes).
	The battery is charged.	To keep the battery charged, place it in the telephone base or charger when not in use.

## BEFORE USE

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

- Set date and time**
- NOTE**
    - Make sure you set the date and time including the year correctly; otherwise the answering system does not announce the correct day of the week for your recorded messages time stamp.

- Use the dialing keys **(0-9)** to enter the month **(MM)**, date **(DD)** and year **(YY)**. Then press **SELECT**.
- Use the dialing keys **(0-9)** to enter the hour

## (HH) and minute (MM). Then press (V) or (A) to choose AM or PM.

- Press **SELECT** to save.

After the setting for the date and time, the handset will display **Voice Guide to...** and set up **Ans sys** alternatively.

## Set answering system through voice guide

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

- Press **SELECT** to start the voice guide for the answering system setup. You hear the voice prompt "Hello!" This voice guide will assist you with the basic setup of your answering system."
- Setup your answering system by inputting the designated numbers as instructed in the voice guide.

## Check for dial tone:

Press **(HOME)**. If you hear a dial tone, the installation is successful.

## If you do not hear a dial tone:

- Make sure the installation procedures described above are properly done.
- It may be a wiring problem. If you have changed your telephone service to digital service from a cable company or a VoIP service provider, the telephone line may need to be rewired to allow all existing telephone jacks to work. Contact your cable/VoIP service provider for more information.

## Operating range

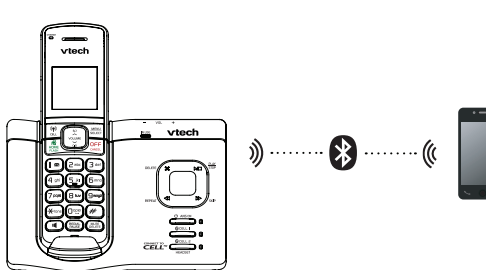
This cordless telephone operates with the maximum power allowed by the Federal Communications Commission (FCC). Even so, this handset and telephone base can communicate over only a certain distance - which can vary with the locations of the telephone base and handset, the weather, and the layout of your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

When the handset is out of range, the handset displays **Out of range** or **no pwr at base** alternately.

If there is a call while the handset is out of range, it may not ring, or if it does ring, the call may not connect well when you press **(HOME)** or **(CELL)**. Move closer to the telephone base, and then press **(HOME)** or **(CELL)** to answer the call. If the handset moves out of range during a telephone conversation, there may be interference. To improve reception, move closer to the telephone base.

## BLUETOOTH

To use a Bluetooth enabled cell phone or headset with your **DS6621/DS662V**, you must first pair and connect your Bluetooth cell phone or headset with the telephone base.



Bluetooth wireless technology operates within a short range (a maximum of approximately 30 feet). When you pair a Bluetooth cell phone to the telephone base, place your Bluetooth cell phone closer to the telephone base to maintain sufficient signal strength.

## Pair and connect your Bluetooth enabled cell phone

- Choose a slot to pair the cell phone. Press and hold **CELL 1** or **CELL 2/HEADSET** on the telephone base until you hear a confirmation tone, and the **CELL 1** or **CELL 2/HEADSET** light flashes.
- Turn on the Bluetooth feature of your cell phone. Once your cell phone finds your Vtech phone (**VTech DS6621/DS662V**), press appropriate key on your cell phone to continue the pairing process.
  - Your cell phone may prompt you to enter the PIN of the telephone base. The default PIN of the telephone base is **0000**.

When the cell phone is connected to the telephone base, the corresponding status icon **(PHONE)** or **(CELL 2/HEADSET)** turns on.

If the pairing fails, turn off the Bluetooth feature on your cell phone and on the **DS6621** by pressing **(CELL 1)** or **(CELL 2/HEADSET)**. Then repeat the steps above to pair and connect again. In some cases, it may take you a few attempts to complete the pairing process.

## Pair and connect your Bluetooth enabled headset

- Press **MENU** on the phone when it is not in use.
- Press **(V)** or **(A)** to scroll to **Bluetooth**, and then press **SELECT**.
- Press **(V)** or **(A)** to scroll to **Add BT headset**, and then press **SELECT**. The screen displays **Search headset**.
- Set your headset to discoverable mode. Once your headset finds your headset, press **SELECT**.
  - Enter the PIN of your headset if required. The PIN for most Bluetooth devices is **0000** (refer to user's manual of your headset), and then press **SELECT**.

When the headset is successfully paired and connected to the telephone base, the **PHONE** icon displays. The **CELL 2/HEADSET** light turns on.

## VTech Connect to Cell™ application

This application helps you integrate your Android phones with your **DS6621**. For more information and application download, scan the QR code on the right, or go to [https://www.vtechphones.com/app\\_connect\\_to\\_cell](https://www.vtechphones.com/app_connect_to_cell).

## Download contacts from your Bluetooth cell phone

- Press **MENU** when the phone is not in use.
- Press **Bluetooth**, and then press **SELECT**.
- Scroll to **Download PB**, and then press **SELECT**.
- Scroll to select the desired cell phone, and then press **SELECT**.

**NOTES**

- For certain cell phones, you may need to press a key on your cell phone to confirm the phonebook download.
- The performance of phonebook download feature depends on the compatibility of your Bluetooth cell phone. Refer to the user's manual of your cell phone for more information about how that device uses Bluetooth connectivity.
- Certain cell phones do not support SIM card download. If this is the case, transfer the contacts from your SIM card to your cell phone memory first. Then download from your cell phone memory. For more information on how to transfer contacts from your SIM card to your cell phone memory, see the user's manual of your cell phone.
- For Android cell phones, you may also download your cell phone contacts to your **DS6621/DS662V** via the VTech Contact Share application. Scan the QR code on the right, or go to [https://www.vtechphones.com/apps/contact\\_share](https://www.vtechphones.com/apps/contact_share) for application download.

## USING THE HANDSET MENU

- Press **MENU** when the phone is not in use.
- Press **(V)** or **(A)** until the screen displays the desired feature menu.
- Press **SELECT** to enter that menu.
- To return to the previous menu, press **CANCEL**.
- To return to idle mode, press and hold **CANCEL**.

## CONFIGURE YOUR TELEPHONE

**Set language**

The LCD language is preset to English. You can select English, French or Spanish to be used in all screen displays.

- Press **MENU** when the handset is not in use.
- Scroll to **Settings**, and then press **SELECT** twice.
- Scroll to choose **English, Français or Español**.
- Press **SELECT** to save.

## Set date and time

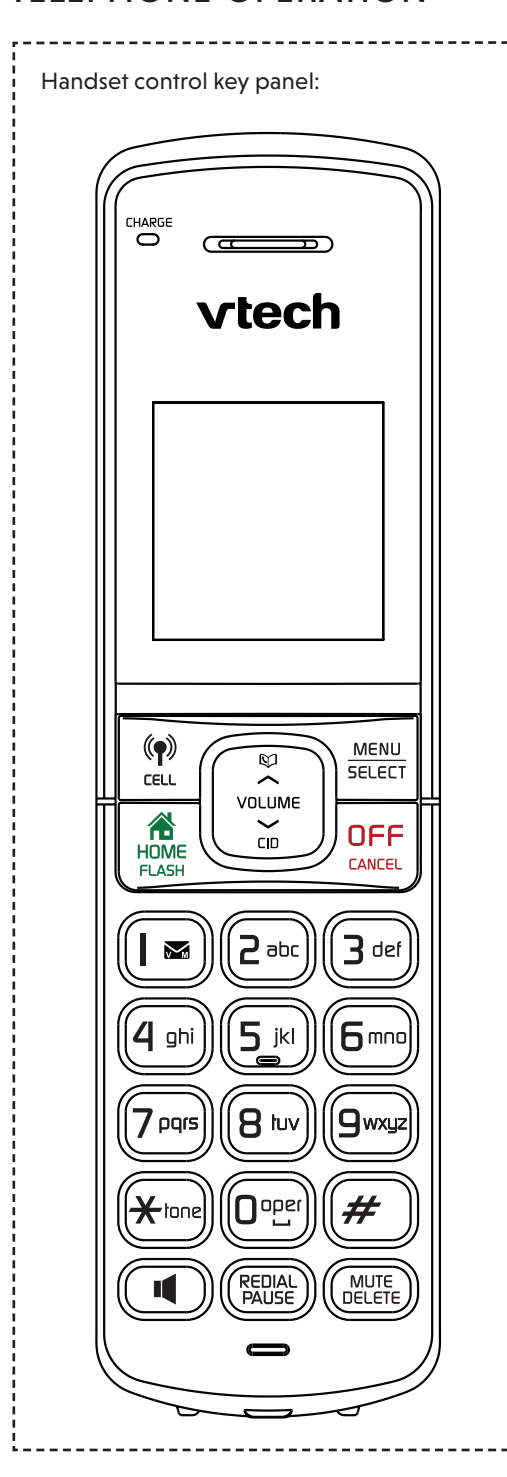
- NOTE**
  - Make sure you set the date and time including the year correctly; otherwise the answering system does not announce the correct day of the week for your recorded messages time stamp.

- Press **MENU** when the handset is not in use.
- Scroll to **Set date/time**, and then press **SELECT**.
- Use the dialing keys **(0-9)** to enter the month **(MM)**, date **(DD)** and year **(YY)**. Then press **SELECT**.
- Use the dialing keys **(0-9)** to enter the hour **(HH)** and minute **(MM)**. Then press **(V)** or **(A)** to choose **AM** or **PM**.
- Press **SELECT** to save.

## Temporary tone dialing

- If you have pulse (rotary) service only, you can switch from pulse to tone dialing temporarily during a call.
- During a call, press **\* (Star)**.
- Use the dialing keys to enter the relevant number. The telephone sends touch-tone signals. It automatically returns to pulse dialing mode after you end the call.

## TELEPHONE OPERATION



## Make a home call

- Press **(HOME)** or **(PHONE)**, and then dial the telephone number.

## Call waiting on the cell line:

- Enter the telephone number on the **CELL 2** or base, and then press **(HOME)** or **(PHONE)** to dial.

## Make a cell call

- Press **(PHONE) / CELL** on the handset or base. Enter the telephone number, and then press **(PHONE) / CELL** to dial.

## Find handset

Use this feature to find all system handsets.

- To start paging:**
  - Press **(FIND HANDSET)** on the telephone base. All idle handsets ring and display **\*\* Paging \*\***.

## To end paging:

- Press **(FIND HANDSET)** again on the telephone base.

## Transfer a call

While on an outside call, you can use the intercom feature to transfer the call from one handset to another.

- Press **MENU** on your handset during a call.
- Press **(V)** or **(A)** to scroll to **Intercom**, and then press **SELECT**. The current call is put on hold. Use the dialing keys to enter a destination device number.
- To answer the intercom call, press **(HOME) / (PHONE) / CELL**, or any dialing key with the destination handset. You can now have a private conversation before transferring the call.
- To transfer the call, press **OFF** on the initiating handset or place the initiating handset back in the telephone base or charger.
- To end the call, press **OFF** on the destination handset or place the destination handset back in the telephone base or charger.

## Answer an incoming call during an intercom call

- If you receive an incoming call during an intercom call, there is an alert tone.
  - To answer a home call, press **(HOME)**. The intercom call ends automatically.
  - To end the intercom call without answering the outside call, press **OFF**. The intercom call ends and the telephone continues to ring.
  - To answer a cell call, press **OFF** to end the intercom call. The telephone continues to ring. Then press **(PHONE) / CELL**.

## Join a call in progress

You can use up to two system handsets at a time on a home line call. You can buy additional expansion handsets (**DS6**



#### Delete all phonebook entries:

- Press **MENU** when the phone is not in use.
- Scroll to **Phonebook**, and then press **SELECT**.
- Scroll to **Delete all**, and then press **SELECT**.
- When the screen displays **Delete all?**, press **SELECT**.

#### Edit a phonebook entry

- When the desired entry displays, press **SELECT**.
- Use the dialing keys to edit the number, and then press **SELECT**.
- Use the dialing keys to edit the name, and then press **SELECT** to save.

#### Dial a phonebook entry

- When the desired entry appears, press **↵** or **⏏** to dial.

## CALLER ID

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

The caller ID log stores up to 50 entries. Each entry has up to 24 digits for the phone number and 15 characters for the name.

If the telephone number has more than 15 digits, only the last 15 digits appear. If the name has more than 15 characters, only the first 15 characters are shown and saved in the caller ID log.

#### Review a caller ID log entry

- Press **CID** when the phone is not in use.
- Scroll to browse through the caller ID log. When the desired entry appears:
  - Press **#** repeatedly to show different dialing options.
  - Press **1** repeatedly if you need to add or remove 1 in front of the phone number.
- Press **↵** or **⏏** to dial the displayed number.

#### Dial a caller ID log entry

- When the desired entry appears, press **↵** or **⏏** to dial.

#### Save a caller ID log entry to the phonebook

- When the desired caller ID log entry displays, press **SELECT**.
- Scroll to **To Phonebook** then press **SELECT**.
- Use the dialing keys to modify the number, and then press **SELECT**.
- Use the dialing keys to modify the name, and then press **SELECT** to save.

#### Delete a caller ID log entry

- When the desired caller ID log entry displays, press **DELETE**.

#### Delete all caller ID log entries

- Press **MENU** when the phone is not in use. Scroll to **Caller ID log** and then press **SELECT**. Scroll to **Delete all** and then press **SELECT** twice.

## CALL BLOCK

If you subscribe to caller ID service, you can set the telephone to block unknown calls and certain undesired calls.

The call block list stores up to 20 entries.

#### Block unknown calls

- Press **MENU** when the phone is not in use.
- Scroll to **Call block**, and then press **SELECT**.
- Scroll to **Calls w/o num**, and then press **SELECT**.
- Scroll to choose **Not block** or **Block**, and then press **SELECT**.

#### Add a call block list entry

- Press **MENU** when the phone is not in use.
- Scroll to **Call block**, and then press **SELECT**.
- Scroll to **Block list**, and then press **SELECT**.
- Scroll to **Add new entry**, and then press **SELECT**.
- Enter the number.
  - Use the dialing keys to enter the number (up to 30 digits).
- Press **SELECT** to move to the name.
- Use the dialing keys to enter the name (up to 15 characters). Additional key presses show other characters of that particular key.
- Press **SELECT** to save.

#### Review call block list

- Press **MENU** when the phone is not in use.
- Scroll to **Call block**, and then press **SELECT**.
- Scroll to **Block list**, and then press **SELECT**.

- Press **SELECT** to choose **Review**.

#### Edit a call block list entry

- When the desired entry displays, press **SELECT**.
- Use the dialing keys to edit the number, and then press **SELECT**.
- Use the dialing keys to edit the name, and then press **SELECT** to save.

#### Save a caller ID log entry to call block list

- When the desired caller ID log entry displays, press **SELECT**.
- Scroll to **To Call block** then press **SELECT**.
- Use the dialing keys to modify the number, and then press **SELECT**.
- Use the dialing keys to modify the name, and then press **SELECT** to save.

#### Temporary ringer silencing

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

- Press **OFF** or **MUTE** on the handset. The handset displays **⊘**.
- When the desired call block list entry displays, press **DELETE**.

## SOUND SETTINGS

#### Key tone

You can choose from different ringer tones.

- Press **MENU** when the handset is not in use.
- Scroll to **Settings**, and then press **SELECT**.
- Scroll to choose **Key tone**, and then press **SELECT**.
- Scroll to choose **On** or **Off**, and then press **SELECT** to save.

#### Ringer tone

You can choose from different ringer tones.

- Press **MENU** when the handset is not in use.
- Scroll to **Ringers**, and then press **SELECT**.
- Scroll to choose **Home ringtone** or **Cell ringtone**, and then press **SELECT**.
- Scroll to sample each ringer tone, and then press **SELECT** to save.

#### NOTE

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

#### Ringer volume (handset)

You can adjust the ringer volume level, or turn the ringer off.

- Press **MENU** when the handset is not in use.
- Scroll to **Ringers**, and then press **SELECT**.

- Scroll to choose **Home volume** or **Cell volume**, and then press **SELECT**.

- Scroll to adjust the volume, and then press **SELECT** to save.

#### NOTE

If the handset ringer volume is set to off, that handset is silenced for all incoming calls except paging tone.

#### Ringer volume (telephone base)

You can adjust the telephone base volume level by pressing **+/VOL/+** on the top of the telephone base when idle.

#### Temporary ringer silencing

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

- Press **OFF** or **MUTE** on the handset. The handset displays **⊘**.
- When the desired call block list entry displays, press **DELETE**.

## ABOUT ANSWERING SYSTEM AND VOICEMAIL SERVICE

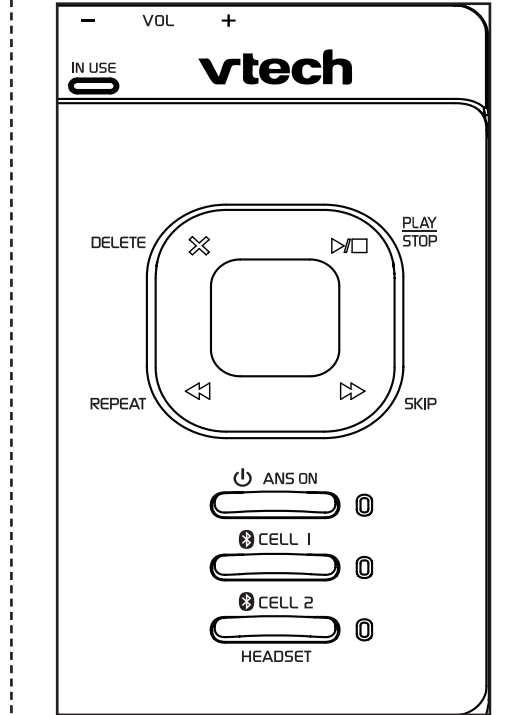
For message recording, your telephone has a built-in answering system, and it also support voicemail service offered by your telephone service provider (subscription is required, and fees may apply).

The main differences between them are as follows:

Category	Built-in answering system	Voicemail from telephone service
Storage	Messages are stored in the telephone base.	Messages are stored in a server or system provided by your telephone service.
	Your messages will not be deleted automatically. You have to delete your messages manually.	Your messages may be automatically deleted after a period of time. Contact your telephone service provider for more details.

Method to retrieve messages	When you received new messages, handset displays <b>XX new messages</b> and the message window on the telephone base flashes.	When you received new messages, the handset displays <b>XX new voicemail</b> .
	To retrieve messages, usually there are two ways: <ul style="list-style-type: none"><li>Press a button on the telephone base; or</li><li>Access remotely with an access code.</li></ul>	To retrieve messages, you need an access number and/or a passcode provided by your telephone service provider.

Telephone base control key panel: the handset displays **⊘**.



#### Conservation des messages

Les messages en attente sont conservés pendant 20 secondes (20 minutes en mode économie d'énergie).

Si vous ne répondez pas à un appel, le message est conservé pendant 20 secondes (20 minutes en mode économie d'énergie).

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## SET YOUR BUILT-IN ANSWERING SYSTEM

Your answering system has various features, read below for the basic settings.

The answering system can record and store up to 99 messages. Each message can be up to three minutes in length. The total storage capacity for the announcement, messages and memos is approximately 23 minutes. The actual recording time depends on individual message characteristics.

Your answering system allows you to set your announcement, to save and delete messages, activate call screening, to set number of rings before pick up, to access recorded, and to control the recording time.

#### Turn the answering system on or off

The answering system must be turned on for answer and record messages.

#### To turn on or off with the telephone base:

- Press **⏏/ANS ON** on the telephone base to turn the built-in answering system on or off.

#### To turn on or off with the handset:

- Press **MENU** when the phone is not in use.
- Scroll to highlight **Answering sys**, and then press **SELECT**.
- Scroll to highlight **Answer on/off**, and then press **SELECT**.
- Scroll to highlight **On** or **Off**, and then press **SELECT** to save. You hear a confirmation tone.

#### Default announcement

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.

#### Record your own announcement

The announcement can be up to 90 seconds in length.

- Press **MENU** when the phone is not in use.
- Scroll to **Answering sys** and then press **SELECT** twice.

- The handset announces, "Announcement, press play or press record."

- Press **2** to record. The handset announces, "Record after the tone. Press **STOP** when you are done." After the tone, speak towards the handset microphone. Then, press **5** when done.

#### Play the announcement

- Press **MENU** when the phone is not in use.
- Scroll to **Answering sys** and then press **SELECT** twice.
- The handset announces, "Announcement, press play or press record."
- Press **2** to play the announcement.

#### Delete the announcement

- Press **MENU** when the phone is not in use.
- Scroll to **Answering sys** and then press **SELECT** twice.
- The handset announces, "Announcement, press play or press record."
- Press **3** to delete your own recorded announcement.

#### Set number of rings

You can set the answering system to answer an incoming call after 2, 3, 4, 5 or 6 rings; or toll saver. If you choose toll saver, the answering system answers a call after 2 rings when you have new messages, or after 4 rings when you have no new messages.

- Press **MENU** when the phone is not in use.
- Scroll to **Answering sys** then press **SELECT**.
- Scroll to **Ans sys setup** then press **SELECT**.
- Scroll to **# of rings** then press **SELECT**.
- Scroll to choose **2, 3, 4, 5, 6** or **Toll saver**.
- Press **SELECT** to save and you hear a confirmation tone.

#### Message alert tone

When the message alert tone is set to on, and there is at least one new message, the telephone base beeps every 10 seconds. The message alert tone is preset to off.

- Press **MENU** when the phone is not in use.
- Scroll to **Answering sys** then press **SELECT**.
- Scroll to **Msg alert tone** then press **SELECT**.
- Scroll to choose **On** or **Off**.
- Press **SELECT** to save and you hear a confirmation tone.

- The handset announces, "Announcement, press play or press record."

- Press **2** to record. The handset announces, "Record after the tone. Press **STOP** when you are done." After the tone, speak towards the handset microphone. Then, press **5** when done.

- Press **3** to delete your own recorded announcement.

#### Voice guide

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

- Press **MENU** when the phone is not in use.
- Scroll to scroll to **Answering sys**, and then press **SELECT**.
- Scroll to highlight **Voice guide**, and then press **SELECT**. You hear the voice prompt "Hello! This voice guide will assist you with the basic setup of your answering system."
- Setup your answering system by inputting designated numbers as instructed in the voice guide.

## USER YOUR BUILT-IN ANSWERING SYSTEM

#### New message indication

When there are new answering system messages, the handset displays **XX new messages** and the message window on the telephone base flashes.

#### Message playback

To playback messages at the telephone base:

- Press **▶/PLAY** when the phone is not in use.

#### Options during playback:

- Press **+/VOL/+** to adjust the speaker volume.
- Press **◀/REPEAT** to repeat the message currently playing. Press **◀/REPEAT** twice to listen to the previous message.
- Press **X/DELETE** to delete the playing message. The system advances to the next message.
- Press **▶/STOP** to stop.

#### To playback messages at the handset:

- Press **MENU** to choose **Play messages**. Press **SELECT**.

#### Options during playback:

- Press **VOLUME/~/** or **VOLUME/^/** to adjust the message playback volume.
- Press **6** to skip to the next message.
- Press **4** to repeat the message. Press **4** during the time and day announcement to hear the previous message.
- Press **3** to delete the playing message.

- Press **OFF** to stop the playback.

## FREQUENTLY ASKED QUESTIONS

The following are the questions most frequently asked by the cordless telephone user. If you cannot find the answer to your question, visit our website at [www.vtechphones.com](http://www.vtechphones.com) or call 1 (800) 595-9511 for customer service. In Canada, go to [www.vtechcanada.com](http://www.vtechcanada.com) or call 1 (800) 267-7377.

My telephone does not work at all.  
Make sure the telephone base is installed properly, and battery installed and charged correctly. For optimum dial performance, return the handset to the telephone base after use.

The display shows **No line**. I cannot hear the dial tone.  
Disconnect the telephone line cord from your telephone and connect it to another telephone. If there is no dial tone on that other telephone either, then the telephone line cord may be defective. Try installing a new telephone line cord.

The display shows **No line**. I cannot hear the dial tone.  
Disconnect the telephone line cord from your telephone and connect it to another telephone. If there is no dial tone on that other telephone either, then the telephone line cord may be defective. Try installing a new telephone line cord.  
If changing telephone line cord does not help, the wall jack (or the wiring to this wall jack) may be defective. Contact your telephone service provider.

You may be using a new cable or VoIP service, the existing telephone jacks in your home may no longer be able to contact your service provider for solutions.

The handset is deregistered from the telephone base.  
Place the handset in the telephone base to register it back. The handset shows **Registered** and you hear a beep when the registration process completes. This process takes about 90 seconds to complete.

The display shows **To register HS...** and **...see manual** alternately. The handset does not work at all.  
The handset is deregistered from the telephone base.  
Place the handset in the telephone base to register it back. The handset shows **Registered** and you hear a beep when the registration process completes. This process takes about 90 seconds to complete.

I cannot add my contact and connect it to the telephone base.  
Make sure you have cellular coverage and the Bluetooth function of your cell phone or headset is turned on. See the user's manual of your cell phone or headset for more information. Make sure that the telephone base is in discoverable mode. Carefully follow the pairing instructions in this manual. Make sure that your Bluetooth cell phone or headset is not connected to any other Bluetooth device, and is connected to the telephone base and active on the device list. Turn off your cell phone or headset, and then turn it on again.

The cell phone reception in my house is poor and I cannot connect it to my **DS5621/DS562V**.  
If there is a location in your house with better reception, you can leave your cell phone at that location while you use the **DS5621/DS562V** cell line. In order for this to work, the telephone base must be within 30 feet of the cell phone.

The answering system does not record messages.  
Make sure the answering system is on. When the answering system is on **ANS ON** should display on the handset and the telephone base.

When the answering machine memory is full, it does not record new messages until some old messages are deleted.  
If you subscribe to voicemail service, change the number of rings so that your answering system answers before your voicemail service answers. To determine how many rings activate your voicemail service, contact your telephone service provider.

The answering system does not announce the correct day of the week for recorded messages time stamp.  
Make sure you have set the date and time. See **Configure your telephone** section.

The messages on the answering system are incomplete.  
If a caller leaves a very long message, part of it may be lost when the answering system disconnects the call after the preset recording time.

I accidentally set my LCD language to Spanish or French, and I don't know how to change it back to English.  
While the handset is not in use, press **MENU** and then enter **⊘3640** to change the handset LCD language back to English.

The messages on the answering system are incomplete.  
If a caller leaves a very long message, part of it may be lost when the answering system disconnects the call after the preset recording time.

## FOR C-U-L COMPLIANCE ONLY

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## NEED HELP?

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

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

#### Go to

[https://help.vtechphones.com/ds6621\\_QR](https://help.vtechphones.com/ds6621_QR)

or

Scan the QR code on the right. Launch the camera app or QR code scanner app on your smartphone or tablet. Hold the device's camera up to the QR code and frame it. Tap the notification to trigger the redirection of the online help.

- If the QR code is not clearly displayed, adjust your camera's focus by moving your device closer or