VTech AM18447

VTech AM18447 4-Line Corded Base Phone System User Manual

1. INTRODUCTION

This manual provides detailed instructions for the VTech AM18447 4-Line Corded Base Phone System, including the AM18447 main console and up to three AM18247 corded desksets. This system is designed to manage calls across 1 to 4 telephone lines simultaneously, offering advanced features for efficient communication. Please read this manual thoroughly to ensure proper installation, operation, and maintenance of your phone system.

Image 1: The VTech AM18447 4-Line Corded Base Phone System, showing the main console and three additional corded desksets.

2. SETUP

2.1 Unpacking the System

Carefully unpack all items from the box. Ensure the following components are present:

- VTech AM18447 Main Console (Base Unit)
- Up to three VTech AM18247 Corded Desksets
- Power Adapters for each unit
- Telephone Line Cords
- Corded Handsets and Coiled Cords

2.2 Connecting the Main Console (AM18447)

1. Connect one end of the coiled handset cord to the handset jack on the main console and the other end to the handset.
2. Plug one end of the telephone line cord into the LINE 1 jack on the back of the main console and the other end into a telephone wall jack. Repeat for LINE 2, LINE 3, and LINE 4 if you have multiple lines.
3. Connect the power adapter to the POWER jack on the main console and plug the other end into an electrical outlet.
4. If using DSL service, ensure you use a DSL filter (not included) for each telephone line to prevent interference.

2.3 Connecting Additional Corded Desksets (AM18247)

Each AM18247 deskset connects to the main console wirelessly. Follow these steps for each deskset:

1. Connect one end of the coiled handset cord to the handset jack on the deskset and the other end to the handset.
2. Connect the power adapter to the POWER jack on the deskset and plug the other end into an electrical outlet.
3. The deskset will automatically register with the main console upon power-up. If registration fails, refer to the troubleshooting section.

Image 2: A detailed view of the VTech AM18447 main console, highlighting the display, keypad, and line indicators.

2.4 Battery Installation for Power Failure Operation

The main console requires 4 AAA batteries (not included) for power failure operation, allowing basic functionality during a power outage. Locate the battery compartment on the underside of the main console, insert the batteries according to the polarity markings, and replace the cover.

3. OPERATING INSTRUCTIONS

3.1 Basic Call Functions

- **Making a Call:** Lift the handset or press the **SPEAKER** button. Select an available line (LINE 1-4) if not automatically selected. Dial the number.
- **Answering a Call:** Lift the handset or press the **SPEAKER** button when the phone rings.
- **Ending a Call:** Place the handset back in the cradle or press the **SPEAKER** button again.
- **Hold:** During a call, press the **HOLD** button to place the call on hold. Press the flashing line button to retrieve the call.
- **Redial:** Press the **REDIAL** button to redial the last 10 numbers called.

3.2 Speakerphone

The system features a full-duplex speakerphone, allowing both parties to speak and be heard simultaneously. To use, press the **SPEAKER** button during a call or to initiate a call without lifting the handset.

3.3 Digital Answering System

The integrated digital answering system records up to 180 minutes of messages, announcements, and memos.

- **Recording an Outgoing Announcement:** Access the answering system menu and follow voice prompts to record your personalized message.
- **Message Playback:** Press the **PLAY/STOP** button. Use **SKIP** to advance, **REPEAT** to replay, and **DELETE** to remove messages. Variable speed playback is available through menu options.
- **Memo Recording:** Record personal memos for later playback.
- **Remote Access:** Access your messages from an outside line by dialing your phone number and entering your remote access code.
- **Private Mailbox:** Configure private mailboxes for individual users.

3.4 Caller ID / Call Waiting

The system stores up to 50 names and numbers in the Caller ID history.

- **Viewing Caller ID:** Use the navigation buttons to scroll through the Caller ID log.
- **Call Waiting:** When on a call, a tone indicates an incoming call. Press the **FLASH** button to switch between calls.

3.5 Phonebook Directory

Store up to 100 names and numbers in the phonebook directory.

- **Adding an Entry:** Access the phonebook menu, select 'Add New Entry', and enter the name and number.
- **Speed Dial:** Assign frequently called numbers to speed dial locations (up to 32).

3.6 Intercom, Call Transfer, and Conferencing

- **Intercom:** Press the **INTERCOM** button and select the desired station to initiate an internal call.
- **Call Transfer:** During an external call, press **TRANSFER**, select the internal station, and then hang up to

complete the transfer.

- **4-Way Conferencing:** Connect up to four parties (internal and external) on a single call. Refer to the menu for specific steps.

3.7 System Settings

Access the setup menu to customize various settings.

- **Language:** Select English, Spanish, or French for the display menu.
- **Ringers:** Choose from 10 polyphonic ringers, assignable per line.
- **Auto Attendant:** Enable or disable the auto attendant feature for each line.

Image 3: An angled view of the VTech AM18447 main console, providing a clear perspective of its ergonomic design and button layout.

4. MAINTENANCE

To ensure the longevity and optimal performance of your VTech phone system, follow these maintenance guidelines:

- **Cleaning:** Wipe the phone surfaces with a soft, slightly damp cloth. Do not use harsh chemicals or abrasive cleaners.
- **Location:** Place the phone system in a dry area, away from direct sunlight, heat sources, and excessive moisture.
- **Power:** Ensure all power adapters are securely plugged into working electrical outlets.

5. TROUBLESHOOTING

If you encounter issues with your VTech phone system, try the following solutions:

- **No Dial Tone:**

  - Check all telephone line cord connections.
  - Ensure the power adapter is securely plugged in.

- Test the telephone line with another phone.

- **No Power to Unit:**

  - Verify the power adapter is correctly connected to the unit and a working electrical outlet.
  - Check the electrical outlet with another device.

- **Answering System Not Recording:**

  - Ensure the answering system is turned ON.
  - Check if the memory is full; delete old messages.

- **Caller ID Not Displaying:**

  - Ensure you have subscribed to Caller ID service from your telephone provider.
  - Verify the phone line connection.

- **Deskset Not Registering:**

  - Ensure the deskset is powered on.
  - Refer to the main console's menu for manual registration options if automatic registration fails.

6. SPECIFICATIONS

Feature	Detail
Product Dimensions	9 x 5.7 x 8.8 inches
Item Weight	2 pounds
Batteries Required	4 AAA batteries (for power failure operation)
Manufacturer	Vtech
Brand	VTech
Color	Black
Telephone Type	Corded
Material	Plastic
Power Source	Corded Electric
Dialer Type	Single Keypad
Answering System Type	Digital

7. WARRANTY AND SUPPORT

VTech products are manufactured with high-quality components and are designed for reliable performance. For specific warranty information, please refer to the warranty card included with your product packaging or visit the official VTech website.

For technical support, troubleshooting assistance, or to inquire about replacement parts, please contact VTech

Customer Service. Contact details can typically be found on the VTech website or in your product's packaging.