

## VTech VG131-21

# VTech VG131-21 DECT 6.0 2-Handset Cordless Phone User Manual

Model: VG131-21

## 1. INTRODUCTION

This manual provides comprehensive instructions for the setup, operation, and maintenance of your VTech VG131-21 DECT 6.0 2-Handset Cordless Phone. This system is designed to offer reliable communication with advanced features for your home or office.

Key features include DECT 6.0 technology for superior range and clarity, Bluetooth connectivity for hands-free calling with compatible headsets, a full-duplex speakerphone for natural conversations, a backlit display and large buttons for enhanced visibility, and essential call management features like Caller ID and a phonebook directory.

# DECT 6.0 2 Handsets Cordless Phone With Bluetooth Connection, Full Duplex Speakerphone - VG131-21



DECT 6.0 digital  
technology



Wireless  
bluetooth®



Full-duplex  
speakerphone



Caller ID/  
call waiting



30 Number  
Phonebook



Blue-white  
backlit keypad

\*Source: Circana/Retail Tracking Service, U.S. sales, Jan. 2020 - Dec. 2023 combined.

Image: Overview of the VTech VG131-21 cordless phone highlighting its key features including DECT 6.0 digital technology, wireless Bluetooth, full-duplex speakerphone, Caller ID/call waiting, 30 number phonebook, and blue-white backlit keypad.

## 2. PACKAGE CONTENTS

Ensure all items are present in your package:

- Base Unit
- 2 Handsets
- 2 Battery Packs
- 2 AC Adapters
- Telephone Line Cord
- Quick Start Guide



Image: The VTech VG131-21 cordless phone system, showing one handset docked in its base unit and another handset standing upright, illustrating the two-handset configuration.

### 3. SETUP

#### 3.1 Battery Installation

Before using your handsets, you must install the included battery packs. Open the battery compartment cover on the back of each handset, connect the battery pack connector firmly into the jack, and then place the battery pack inside the compartment. Close the cover securely. Place the handsets on their respective charging cradles to charge for at least 16 hours before initial use.

#### 3.2 Base Unit Connection

Connect the small end of the AC adapter to the power jack on the back of the base unit. Plug the large end of the AC

adapter into a standard electrical outlet. Connect one end of the telephone line cord to the TEL LINE jack on the back of the base unit and the other end to a telephone wall jack.

### 3.3 Handset Registration

Your handsets are pre-registered to the base unit. If a handset displays 'To register HS' or 'Place HS on base', you may need to manually register it. Place the handset on the base unit. The handset should automatically begin the registration process. If not, refer to the Quick Start Guide for specific manual registration steps.

### 3.4 Bluetooth Pairing

The VTech VG131-21 supports Bluetooth connectivity, allowing you to pair a Bluetooth headset, earbuds, or speaker with a microphone to the base unit for hands-free calling.

1. Ensure your Bluetooth device is in pairing mode.
2. On the VTech handset, navigate to the Bluetooth menu (refer to your Quick Start Guide for exact menu path).
3. Select 'Pair Device' or similar option.
4. The phone will search for available Bluetooth devices. Select your device from the list.
5. Confirm pairing on both devices if prompted.



Image: A woman using the VTech cordless phone while wearing wireless earbuds, demonstrating the hands-free Bluetooth



connection feature. The phone base and a second handset are visible on the counter.

### 3.5 Wall Mounting

The base unit is designed for easy wall mounting. No additional bracket is needed. Simply slide the base unit onto a standard wall mount plate using the built-in mounting holes.



Image: The VTech cordless phone base unit shown mounted on a wall, indicating its table- and wall-mountable design for flexible placement.

## 4. OPERATION

### 4.1 Making and Receiving Calls

- **To Make a Call:** Press **TALK**, then dial the number.
- **To Receive a Call:** When the phone rings, press **TALK** or any dialing key (0-9, #, \*).
- **To End a Call:** Press **OFF** or place the handset back on the charging cradle.

## 4.2 Speakerphone

To activate the full-duplex speakerphone during a call, press the **SPEAKER** button (if available, or refer to the manual for speakerphone activation). This allows for hands-free communication where both parties can speak and be heard simultaneously.

## 4.3 Caller ID / Call Waiting

The phone displays the caller's name and number, along with the time and date of incoming calls, provided you subscribe to Caller ID service. During a call, if you hear a call waiting tone, press **FLASH** to switch to the incoming call.

## 4.4 Phonebook

Store up to 30 names and numbers in the phonebook directory for quick dialing. To access, add, or edit entries, press the **MENU/SELECT** button and navigate to the Phonebook option.



Image: A close-up view of the VTech handset, highlighting the phonebook icon and a sample directory list on the screen, indicating

the 30 name and number phonebook directory feature.

#### 4.5 Redial

To redial the last number called, press the **REDIAL** button. The phone stores the last 5 called numbers.

#### 4.6 Volume Control

Adjust the earpiece or speakerphone volume during a call using the **VOL** buttons (up/down arrows) on the side or front of the handset.



Image: A detailed view of the VTech handset, with circles highlighting the volume up and down buttons, illustrating the easy access to volume control.

#### 4.7 Handset Paging

If you misplace a handset, press the **FIND HANDSET** button on the base unit. All registered handsets will ring, allowing you to locate them.

#### 4.8 Language Settings

The phone supports multiple language settings including English, Spanish, and French. You can adjust your preferred language through the handset's menu settings.



Image: A close-up of the VTech cordless phone handset, emphasizing its backlit LCD display and large, easy-to-read buttons, which enhance visibility and ease of use in various lighting conditions.

## 5. MAINTENANCE

### 5.1 Cleaning the Phone

Wipe the phone and base unit with a soft, slightly damp cloth. Do not use cleaning sprays or harsh chemicals, as they may damage the finish or electrical components.

### 5.2 Battery Care

To ensure optimal battery life, always return the handset to the charging cradle when not in use. If the phone will not be used for an extended period, remove the battery from the handset.



## 6. TROUBLESHOOTING

If you experience issues with your VTech VG131-21, try the following solutions:

- **No dial tone:** Ensure the telephone line cord is securely connected to both the base unit and the wall jack. Check that the AC adapter is plugged in and the base unit has power.
- **Poor sound quality/static:** Move the handset closer to the base unit. Ensure no other electronic devices are interfering with the signal. DECT 6.0 technology minimizes interference, but extreme distances or strong interference sources can affect quality.
- **Handset not charging:** Ensure the handset is properly seated in the charging cradle. Check that the charging contacts on both the handset and cradle are clean. Verify the AC adapter for the base unit is connected.
- **Handset out of range:** If the handset displays 'Out of range' or similar, move closer to the base unit. The optimal range is up to 1000ft outdoors, but indoor range can vary due to obstacles.
- **Display difficult to read:** The display has a blue-white backlight. Ensure you are viewing it at an appropriate angle.







## 7. SPECIFICATIONS

Feature	Specification
Product Dimensions	3.8 x 4.09 x 7.17 inches
Item Weight	1.79 pounds (0.81 Kilograms)
Model Number	VG131-21
Batteries	2 Product Specific batteries required (included)
Manufacturer	VTech
Country of Origin	Malaysia
Color	Black
Telephone Type	Cordless
Material	Plastic
Power Source	Corded Electric
Dialer Type	Single Keypad
Answering System Type	No

## 8. WARRANTY AND SUPPORT

For warranty information and technical support, please refer to the Quick Start Guide included with your product or visit the official VTech website. You can also find frequently asked questions and contact information for customer service there.

## Related Documents - VG131-21

<p>VG 208 208-2</p>  <p><b>vttech</b> User's manual</p>	<p><a href="#">VTech VG208 / VG208-2 User Manual: Features, Safety, and Operation Guide</a></p> <p>Comprehensive user manual for the VTech VG208 and VG208-2 DECT 6.0 cordless phones. Learn about installation, operation, features like answering machine, caller ID, call blocking, intercom, safety instructions, and technical specifications.</p>
	<p><a href="#">VTech CS5209 DECT 6.0 Accessory Handset User Manual</a></p> <p>User manual for the VTech CS5209 DECT 6.0 accessory handset, providing instructions on setup, registration, operation, and safety precautions. Learn how to install the battery, connect the charger, register new handsets, and understand display icons and features.</p>
<p><b>vttech</b> SN5147</p>  <p>User guide</p>	<p><a href="#">VTech SN5147 Amplified Corded/Cordless Answering System User Guide</a></p> <p>This user guide provides setup, operation, and safety instructions for the VTech SN5147 Amplified Corded/Cordless Answering System with Big Buttons and Display. Learn how to connect, install, and use features like caller ID, answering system, and Bluetooth.</p>
<p>VS122-16</p> 	<p><a href="#">VTech VS122-16 Cordless Phone Quick Start Guide</a></p> <p>A quick start guide for the VTech VS122-16 cordless phone, covering setup, features like Smart Call Blocker, Caller ID, Phonebook, Answering System, and Bluetooth connectivity.</p>
	<p><a href="#">VTech CD1113 Cordless Phone User Manual</a></p> <p>Comprehensive user manual for the VTech CD1113 cordless phone, detailing installation, operation, features such as Caller ID and speed dial, troubleshooting tips, safety instructions, and warranty information.</p>
	<p><a href="#">VTech CS5229 Cordless Phone Quick Start Guide</a></p> <p>This guide provides instructions for setting up and using the VTech CS5229 DECT 6.0 cordless telephone, including installation, basic operation, phonebook, caller ID, call blocking, and answering system features.</p>

ENERGY STAR CERTIFIED Telephones	
VTECH - DECT 6.0 cordless telephone : VG131-21 VG131, VG131-11, VG131-#*, VG131-##	
Specifications	
ENERGY STAR Unique ID:	3360690
Brand Name:	VTECH
Model Name:	DECT 6.0 cordless telephone
Model Number:	VG131-21 VG131, VG131-11, VG131-#*, VG131-##
ENERGY STAR Partner:	VTech Telecommunications, Ltd.
Product Type:	Analog
Configuration:	Cordless
Frequency:	None
Standby Power (W):	0.74
Markets:	United States, Canada
ENERGY STAR Certified:	Yes
Additional Model Information	
VG131, VG131-11, VG131-#*, VG131-##	
Captured On: 11/16/2024	

[pdf] Specifications

VTECH DECT 6 0 cordless telephone VG131 21 11 \* ENERGY STAR Certified Telephones v3 certification information for Product ID 3360690 Specification Version 3

VTECHDECT60cordlesstelephoneVG13121VG131VG13111VG131VG131 2024 16 energystar gov productfinder product certified telephones details export |||

ENERGY STAR CERTIFIED Telephones VTECH - DECT 6.0 cordless telephone : **VG131-21** VG131, VG131-11, VG131-#\*, VG131-## Specifications ENERGY STAR Unique ID: Brand Name: Model Name: Model Number: ENERGY STAR Partner: Product Type: Configuration: Frequency: Standby Power W : Markets: ENERGY STAR Certi...

lang:it score:33 filesize: 35.85 K page\_count: 1 document date: 2024-11-16

ENERGY STAR CERTIFIED Telephones	
VTECH - DECT 6.0 cordless telephone : VG131-21 VG131, VG131-11, VG131-#*, VG131-##	
Specifications	
ENERGY STAR Unique ID:	3360690
Brand Name:	VTECH
Model Name:	DECT 6.0 cordless telephone
Model Number:	VG131-21 VG131, VG131-11, VG131-#*, VG131-##
ENERGY STAR Partner:	VTech Telecommunications, Ltd.
Product Type:	Analog
Configuration:	Cordless
Frequency:	None
Standby Power (W):	0.74
Markets:	United States, Canada
ENERGY STAR Certified:	Yes
Additional Model Information	
VG131, VG131-11, VG131-#*, VG131-##	
Captured On: 10/17/2024	

[VTECH DECT 6.0 Cordless Telephone VG131 Series - ENERGY STAR Certified](#)

ENERGY STAR certification details for the VTECH DECT 6.0 cordless telephone, including model numbers VG131-21, VG131, VG131-11, VG131-#\*, and VG131-##. Features specifications like unique ID, brand partner, product type, and standby power.

lang:it score:33 filesize: 35.85 K page\_count: 1 document date: 2024-10-17

ENERGY STAR CERTIFIED Telephones	
VTECH - DECT 6.0 cordless telephone : VG131-21 VG131, VG131-11, VG131-#*, VG131-##	
Specifications	
ENERGY STAR Unique ID:	3360690
Brand Name:	VTECH
Model Name:	DECT 6.0 cordless telephone
Model Number:	VG131-21 VG131, VG131-11, VG131-#*, VG131-##
ENERGY STAR Partner:	VTech Telecommunications, Ltd.
Product Type:	Analog
Configuration:	Cordless
Frequency:	None
Standby Power (W):	0.74
Markets:	United States, Canada
ENERGY STAR Certified:	Yes
Additional Model Information	
VG131, VG131-11, VG131-#*, VG131-##	
Captured On: 10/17/2024	

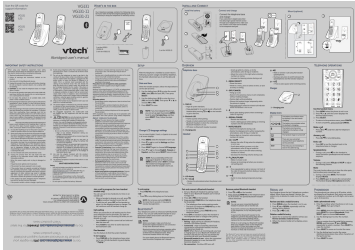
[pdf] Specifications

VTECH DECT 6 0 cordless telephone VG131 21 11 \* ENERGY STAR Certified Telephones v3 certification information for Product ID 3360690 Specification Version 3

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ENERGY STAR CERTIFIED Telephones VTECH - DECT 6.0 cordless telephone : **VG131-21** VG131, VG131-11, VG131-#\*, VG131-## Specifications ENERGY STAR Unique ID: Brand Name: Model Name: Model Number: ENERGY STAR Partner: Product Type: Configuration: Frequency: Standby Power W : Markets: ENERGY STAR Certi...

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[pdf] User Manual Installation Guide Specifications Warranty

User Manual VTech Telecommunications Ltd 80 2503 00A DECT 6 0 cordless phone EW780

EW780250300A 00a

Scan the QR code for support information VG131 US VG131 CA VG131 VG131-11

**VG131-21** What s in the box Your telephone package contains the following items.

Save your sales receipt and original packaging in case it is necessary to ship your telephone for warranty service. Abridged user s manual ...

lang:en score:29 filesize: 3.63 M page\_count: 2 document date: 2024-01-08

**vtech** VTech Telecommunications Ltd  
Nov. 23, 2023

To whom it may concern,

**FCC-Multiple Models Confirmation Letter.**

I, the undersigned, hereby confirm that the family models are listed in the following table.

These models are **identical** as follows:

☒ Electrical designs, including software & firmware  
☒ PCB layout  
☒ Construction design/Physical design/Enclosure  
Others, please specify \_\_\_\_\_

The only **differences** between these models are the follows for marketing purpose:

☒ Color  
☒ Trade name  
Others, please specify \_\_\_\_\_

☒ Suffix ("X,Y" in VG131-XY) represents:  
☒ Color code  
Others, please specify \_\_\_\_\_

☐ Packing configuration  
X: any alphanumeric character or blank is presenting  
number of handset and extra charger.  
Y: any alphanumeric character or blank is presenting  
different color of enclosures.

But models with suffix ("X,Y" in VG131-XY) are identical in:  
☒ Electrical designs, including software & firmware  
☒ PCB layout  
☒ Construction design/Physical design/Enclosure  
Others, please specify \_\_\_\_\_

**For the product subject to authorization under FCC Declaration of Conformity:**  
In addition, it is to confirm that all the below information  
1) The U.S. representative party:  
2) FCC label website and address.  
3) FCC label information in the user manual.  
4) FCC label for reference in the following model numbers only:

Item #	Model	Model Number	Trade Name	Remarks
1	YES	VG131	VTech	1 base W/O ITAD + 1 handset with speaker
2	YES	VG131-11	VTech	1 base W/O ITAD + 1 handset with speaker
3	YES	VG131-21	VTech	1 base W/O ITAD + 2 handset with speaker + 1 charger
4	YES	VG131-XY	VTech	1 base W/O ITAD + X handset with speaker + 1X to charger

The sample(s) being submitted to China Certification ICT Co., Ltd. (Designated for conformity assessment in VG131-21 of the above list).

All above models FCC ID is EW780-2503-00A.

[pdf] Declaration of Conformity Label

2 August 2007 Ricky Ng Multiple Model Confirmation Letter VTech Telecommunications Ltd 80 2503 00A

DECT 6 0 cordless phone EW780 EW780250300A 00a

Nov. 23, 2023 VTech Telecommunications Ltd To whom it may concern, FCC-Multiple

Models Confirmati ... llowing model numbers only: Item # 1 2 3 4 New Model YES

YES YES YES Model Number VG131 VG131-11 **VG131-21** VG131-XY Trade Name

VTech VTech VTech VTech Remarks 1 base W/O ITAD 1 handset with spea...

lang:en score:25 filesize: 103.37 K page\_count: 2 document date: 2024-01-04


VTech Telecommunications Ltd  
Add: 23/F Tai Ping Ind Center Block 1 57 Ting Kok Rd Tai Po NT, Hong Kong  
Telephone: (852)2640 3788 Fax: (852)2640 3252  
E-mail: Michael\_Tsui@vtech.com

Date: 2023-12-21

FEDERAL COMMUNICATIONS COMMISSIONS  
Authentication and Evaluation Division  
7433 Oakleaf Mills Road  
Columbia, MD 21046

To whom it may concern:

The RF chip, model BK3296QN202, installed in our product DECT 6.0 cordless phone  
(Base, Model: VG131-21, VG131, VG131-11, VG131-XY, FCC ID: EW780-2503-00A),  
supports BDR GFSK, EDR /4-DQPSK, 8DP/8K and BLE functions. For use in  
America and the chip will not support BLE. The BLE has been disabled by the  
manufacturer using the software, and our use has no capability to activate it.

Sincerely Yours,  
Signature:   
Michael Tsui  
Approval Supervisor

[pdf] Declaration of Conformity

Note Please print this letter with your company s paper BT Declaration Letter VTech

Telecommunications Ltd 80 2503 00A DECT 6 0 cordless phone EW780 EW780250300A 00a

VTech Telecommunications Ltd Add: 23/F Tai Ping Ind Center Block 1 57 Ting Kok

Rd Tai Po NT, Hong Ko ... rn: The RF chip, model BK3296QN202, installed in our

product DECT 6.0 cordless phone Base , Model: **VG131-21**, VG131, VG131-11,

VG131-XY, FCC ID: EW780-2503-00A, supports BDR GFSK , EDR /4-DQPSK,

8DP...

lang:en score:21 filesize: 84.47 K page\_count: 1 document date: 2024-01-04

[pdf] Label

VG131 BT engraving file final 20230825R Label Location VTech Telecommunications Ltd 80 2503 00A

DECT 6 0 cordless phone EW780 EW780250300A 00a

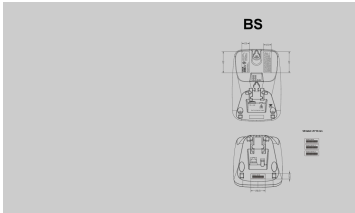
BS 4H20 I.T.E. RINGER EQUIVALENCE: 0.1A USOC JACK: RJ11C/RJ11W

COMPLIES WITH 47 CFR PART 68 CORDLE ... l: 28\*10 mm Model: VG131 S/N:


XXXXXXXXXXXXXXXXXXXXX Model: VG131-11 S/N: XXXXXXXXXXXXXXXXXXXXX

Model: **VG131-21** S/N: XXXXXXXXXXXXXXXXXXXXX ...

lang:i-klngon score:16 filesize: 397.78 K page\_count: 1 document date: 2023-08-25








中认信通

China Certification ICT Co., Ltd.



ACCREDITED

Authorized Laboratory

TEST REPORT

Applicant: VTech Telecommunications Ltd

Address: 23/F Tai Ping Ind Center Block 1 57 Tung Kok Rd Tai Po NT, Hong Kong

FCC ID: EW780-2503-00A

Product Name: DECT 6.0 cordless phone

Standard(s): 47 CFR Part 15, Subpart C(0.5.247)  
ANSI C63.10-2013  
KDB 558074 D01 15.247 Mean Guidance v05r02

The above device has been tested and found compliant with the requirement of the relative standard by China Certification ICT Co., Ltd (Dongguan)

Report Number: CR231061541-00B

Date Of Issue: 2023/12/15

Reviewed By: Calvin Chen

Title: RF Engineer

Approved By: Sun Zhang


Title: Manager

Test Laboratory: China Certification ICT Co., Ltd (Dongguan)  
No. 113, Pingliang Road, Chang'an Town, Dongguan,  
Guangdong, China  
Tel: +86-769-82301888

[pdf] Test Report


Microsoft Word CR231061541 00B BT Report Part15 247 winnie xiao Test VTech Telecommunications Ltd 80 2503 00A DECT 6 0 cordless phone EW780 EW780250300A 00a

TEST REPORT Applicant: VTech Telecommunications Ltd Address: 23/F Tai Ping Ind Center Block 1 57 T ... on for Equipment under Test EUT EUT Name: DECT 6.0 cordless phone Trade Name: VTech EUT Model: **VG131-21** Multiple Model s : VG131, VG131-11, VG131-XY Operation Frequency: 2402-2480MHz Maximum P... lang:en score:15 filesize: 2.12 M page\_count: 104 document date: 2024-01-30



中认信通

China Certification ICT Co., Ltd.



ACCREDITED

Authorized Laboratory

TEST REPORT

Applicant: VTech Telecommunications Ltd

Address: 23/F Tai Ping Ind Center Block 1 57 Tung Kok Rd Tai Po NT, Hong Kong

FCC ID: EW780-2503-00A

Product Name: DECT 6.0 cordless phone

Standard(s): FCC PART 15D  
ANSI C63.17-2013

The above device has been tested and found compliant with the requirement of the relative standard by China Certification ICT Co., Ltd (Dongguan)

Report Number: CR231061541-00A

Date Of Issue: 2023/12/15

Reviewed By: Calvin Chen

Title: RF Engineer

Reviewed By: Sun Zhang

Title: Manager

Test Laboratory: China Certification ICT Co., Ltd (Dongguan)  
No. 113, Pingliang Road, Chang'an Town, Dongguan,  
Guangdong, China  
Tel: +86-769-82301888

[pdf] Test Report

Microsoft Word CR231061541 00A DECT FCC Report winnie xiao Test VTech Telecommunications Ltd 80 2503 EW780 EW780250300A 00a

TEST REPORT Applicant: VTech Telecommunications Ltd Address: 23/F Tai Ping Ind Center Block 1 57 Ti ... on for Equipment under Test EUT EUT Name: DECT 6.0 cordless phone Trade Name: VTech EUT Model: **VG131-21** Multiple Model s : VG131, VG131-11, VG131-XY Operation Frequency: 1921.536-1928.448 MHz ... lang:en score:13 filesize: 1.68 M page\_count: 60 document date: 2024-01-30