




Vtech CS6324 DECT 6.0 Cordless Telephone User Manual

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Vtech CS6324 DECT 6.0 Cordless Telephone



Important safety instructions

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury, including the following:

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on the product.
3. Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
4. CAUTION: Do not install the telephone base at a height above 2 meters.
5. Do not use this product near water such as near a bath tub, wash bowl, kitchen sink, laundry tub or a swimming pool, or in a wet basement or shower.
6. Do not place this product on an unstable table, shelf, stand or other unstable surfaces.
7. 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.
8. Slots and openings in the back or bottom of the telephone base and handset are provided for ventilation. To protect them from overheating, these openings must not be blocked by placing the product on a soft surface such as a bed, sofa or rug. This product should never be placed near or over a radiator or heat register. This product should not be placed in any area where proper ventilation is not provided.
9. 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.
10. Do not allow anything to rest on the power cord. Do not install this product where the cord may be walked on.
11. 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.
12. 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 reassembling can cause electric shock when the product is

subsequently used.

13. Do not overload wall outlets and extension cords.

14. 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 operation instructions. Improper adjustment of other controls may result in damage and often requires extensive work by an authorized technician to restore the product to normal operation.
- 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.

15. Avoid using a telephone (other than cordless) during an electrical storm. There is a remote risk of electric shock from lightning.

16. 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 replaced in its cradle. This is a common event associated with the closing of any electrical circuit. The user should not plug the phone into a power outlet, and should not put a charged handset into the cradle, if the phone is located in an environment containing concentrations of flammable or flame-supporting gases, unless there is adequate ventilation. A spark in such an environment could create a fire or explosion. Such environments might include: medical use of oxygen without adequate ventilation; industrial gases (cleaning solvents; gasoline vapors; etc.); a leak of natural gas; etc.

17. Only put the handset of your telephone next to your ear when it is in normal talk mode.

18. The power adapter is intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling, under-the-table or cabinet outlet.

19. For pluggable equipment, the socket-outlet shall be installed near the equipment and shall be easily accessible.

20. **CAUTION:** Use only the batteries indicated in this manual. There may be a risk of explosion if a wrong type of battery is used for the handset. Use only the supplied rechargeable batteries or replacement batteries (BT262342) for the handset. Do not dispose of batteries in a fire. They may explode. Dispose of used batteries according to the instruction.

- Do not use the battery in following conditions:
- High or low extreme temperature during use, storage or transportation.
- Replacement of a battery with an incorrect type that can defeat a safeguard.
- Disposal of a battery into fire or a hot oven, or mechanically crushing or cutting of a battery, that can result in an explosion.
- 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.

21. Use only the adapter included with this product. Incorrect adapter polarity or voltage can seriously damage the product.

22. The applied nameplate is located at the bottom or near of the product.

Battery

- Use only the battery provided or equivalent. To order a replacement, visit our website at www.vtechphones.com or call 1 (800) 595-9511. In Canada, go to phones.vtechcanada.com or call 1 (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 multidisciplinary 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.

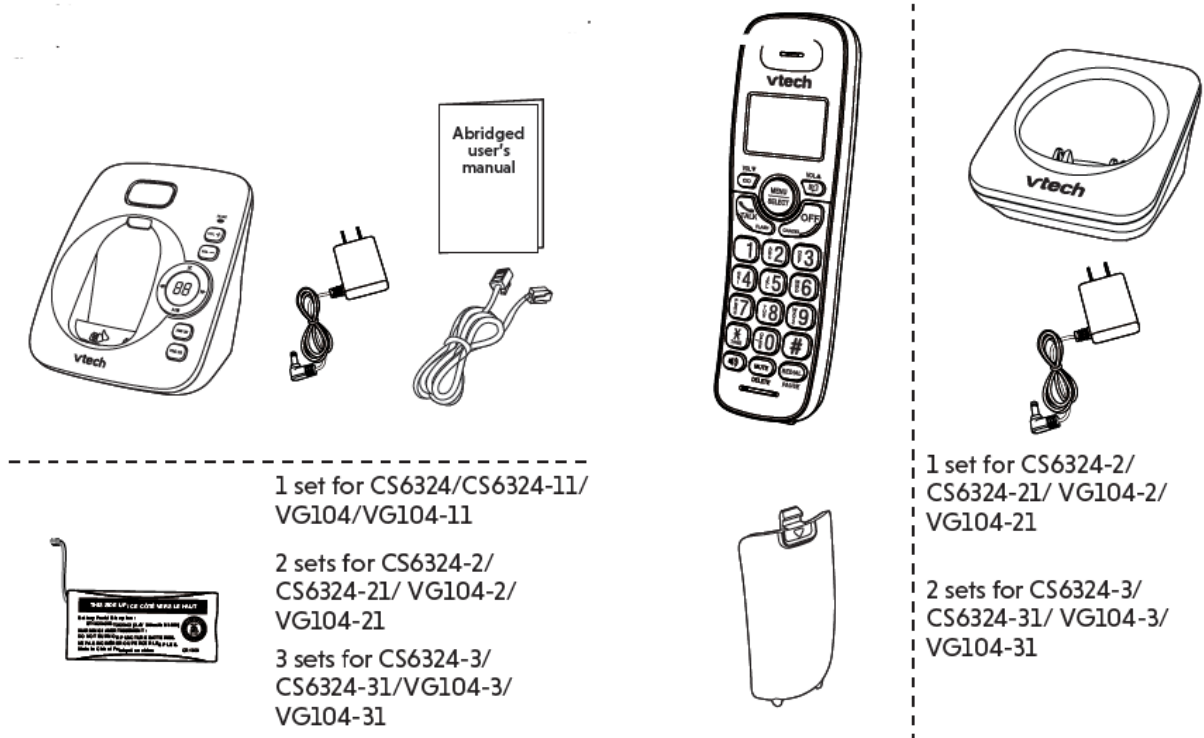
About cordless telephones

- **Privacy:** The same features that make a cordless telephone convenient create some limitations. Telephone calls are transmitted between the telephone base and the cordless handset by radio waves, so there is a possibility that the cordless telephone conversations could be intercepted by radio receiving equipment within range of the cordless handset. For this reason, you should not think of cordless telephone conversations as being as private as those on corded telephones.
- **Electrical power:** The telephone base of this cordless telephone must be 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 at frequencies that may cause interference to televisions 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 conducting material such as rings, bracelets and keys. The battery or conductor may overheat and cause

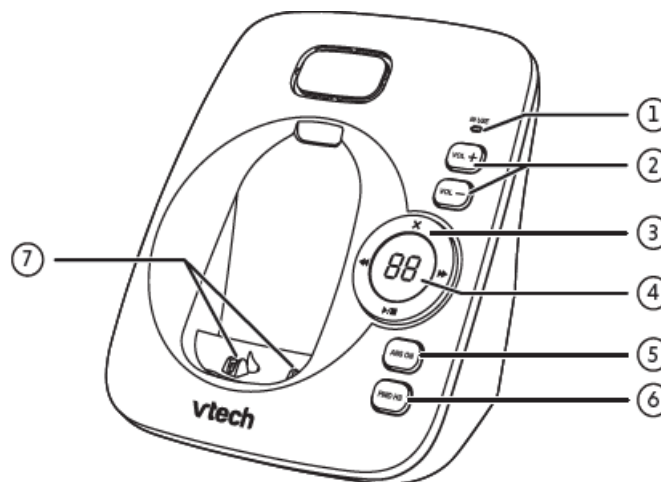
harm. Observe proper polarity between the battery and the battery charger.

- **Nickel-metal hydride 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



Overview



1. IN USE light

- Flashes when there is an incoming call, or another telephone sharing the same line is in use.
- On when the telephone is in use, or the answering system is answering a call.

2. VOL+/VOL-

- Adjust the listening volume.
- Adjust the telephone base ringer volume.

3. X (DELETE)

- Delete the playing message.
- Press twice to delete all old messages.
- (SKIP)
- Skip to the next message.
- (PLAY/STOP)
- Play messages.
- Stop playing messages.
- (REPEAT)
- Repeat a message.
- Press twice to play the previous message.

4. Message window

5. ANS ON

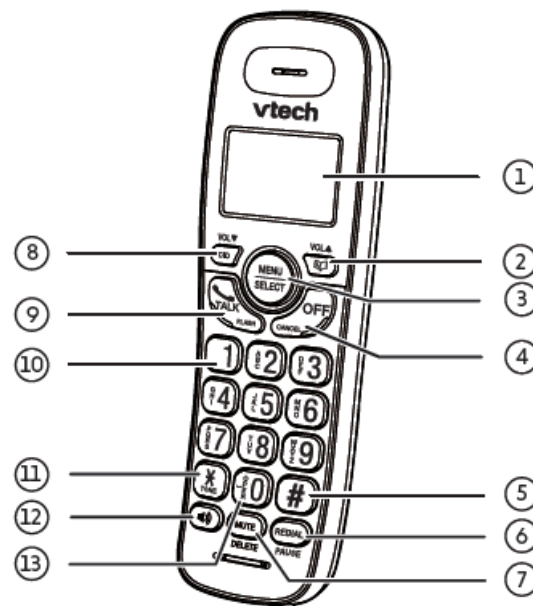
- Turn on or off the answering system.

6. FIND HS

Page all system handsets.

7. Charging pole

Handset



1. LCD display

2. VOL

- Review the phonebook when the phone is not in use.
- 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.
- Increase the listening volume during a call.

3. Menu/ Select

- Show the menu.
- While in a menu, press to select an item, or save an entry or setting.

4. OFF/CANCEL

- Hang up a call.

- Return to the previous menu or exit completely without making changes.
- Delete digits while predialing.
- Silence the handset ringer temporarily while the phone is ringing.
- Press and hold to erase the missed call indicator while the handset is not in use.

5.

- Show other dialing options when reviewing a caller ID log entry.

6. REDIAL/PAUSE

- Review the redial list.
- Insert a dialing pause while dialing or entering numbers into the phonebook.

7. MUTE/DELETE

- Mute the microphone during a call.
- Silence the handset ringer temporarily while the phone is ringing.
- Delete the displayed entry while reviewing the phonebook, caller ID log, or redial list.
- Delete digits or characters when entering numbers or names

8. CID / VOL

- Review the caller ID log when the telephone is not in use.
- 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.
- Decrease the listening volume during a call.

9. TALK/FLASH

- Make or answer a call.
- Answer an incoming call when you receive a call waiting alert.

10. 1

- Press repeatedly to add or remove 1 in front of the caller ID log entry before dialing or saving it to the phonebook.

11. TONE*

- Switch to tone dialing temporarily during a call.

12. SPEAKER

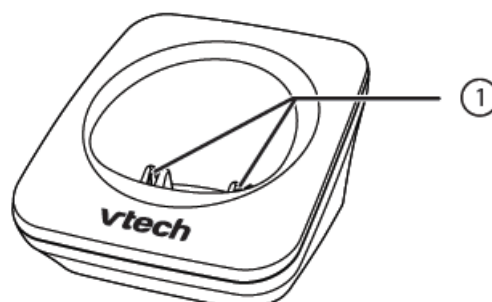
- Make or answer a call using the handset speakerphone.
- During a call, press to switch between the speakerphone and the handset earpiece.

13. OPER 0







- Press to add a space when entering names.

Charger

Charging pole

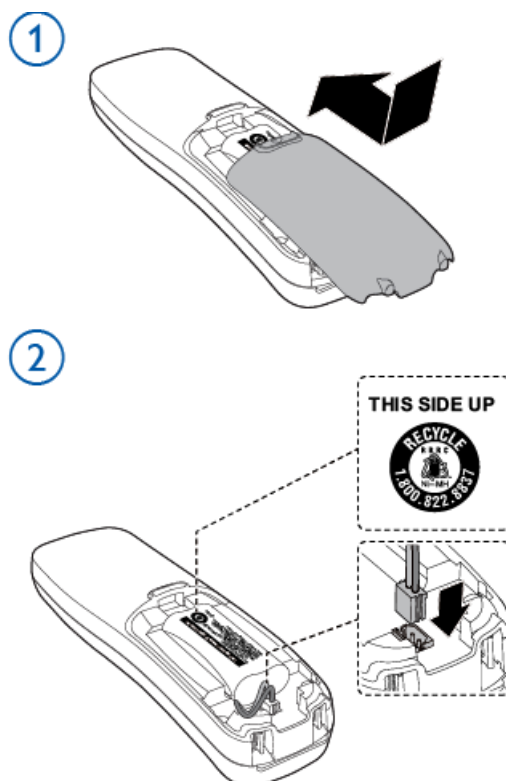


Display icons

	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 handset ringer is turned off.
	There are new voicemail received from your telephone service provider.
NEW	The entry you are reviewing is new in the caller ID log.
ANS ON	The answering system is turned on.
	The message number currently playing and the total number of messages.

Install and Connect

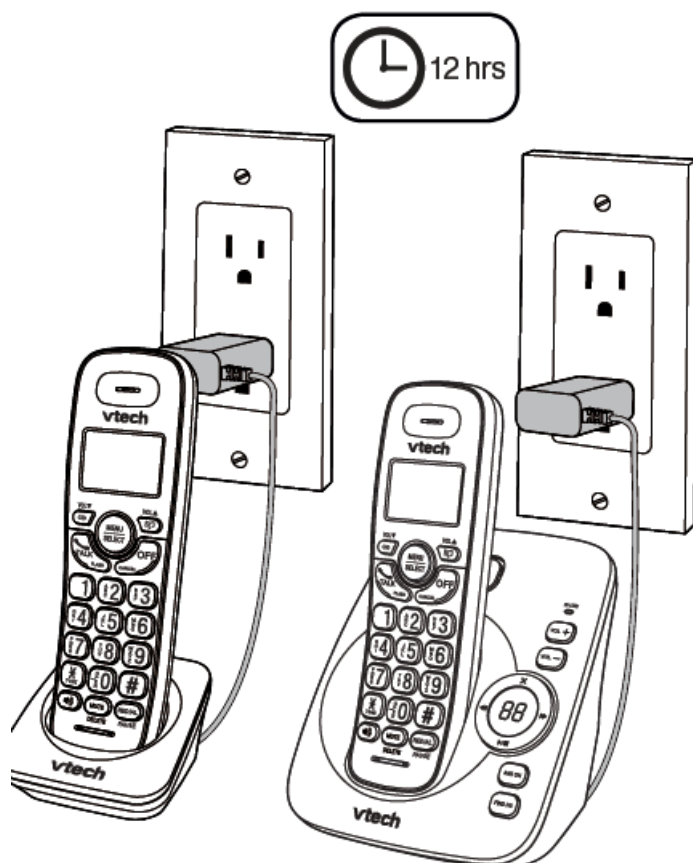
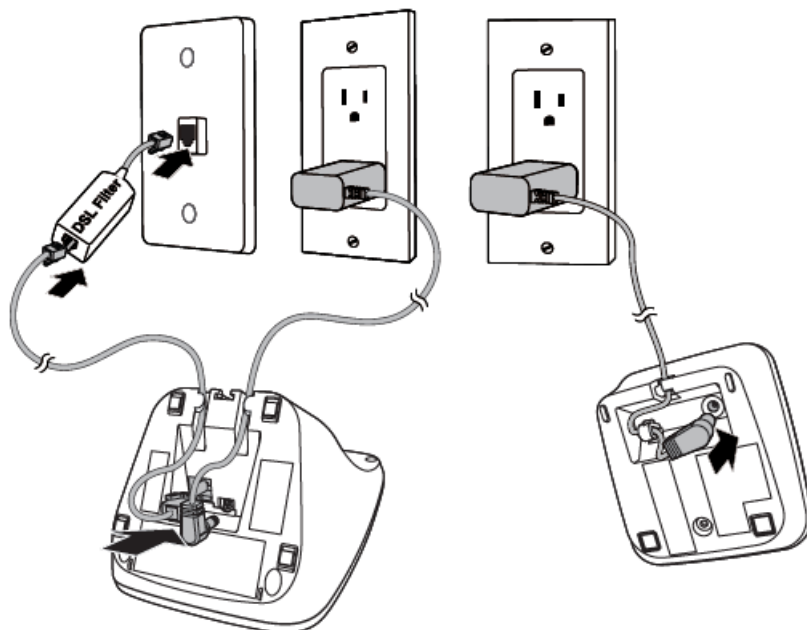
Install the battery



Connect and charge

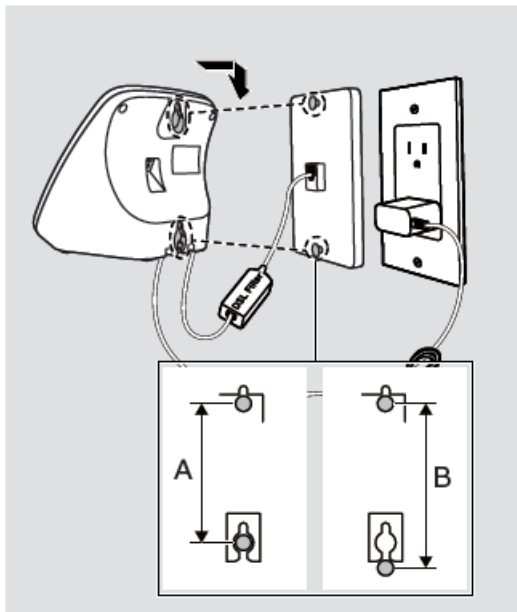
Connect the telephone base and charger

If you subscribe to digital subscriber line (DSL) high-speed Internet service through your telephone line, make sure you connect a DSL filter (not included) to the telephone wall jack.

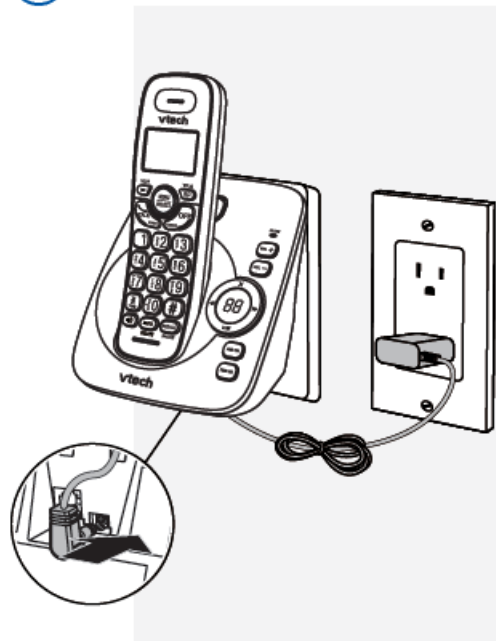


Mount (optional)

①



②



Setup

After the telephone is installed or power returns following a power outage and battery depletion, the handset will prompt you to set the date and time.

Date and time

When the handset prompts, follow the steps below to set the date and time.

1. Use the dialing keys (0-9) to enter the month (MM), date (DD) and year (YY). Then press SELECT.
2. Use the dialing keys (0-9) to enter the hour (HH) and minute (MM). Then press q or p to choose AM or PM.
3. Press SELECT to save.

NOTE: If you have skipped the prompt, you can set up again by pressing MENU to enter Set date/time, and then follow the steps above.

Change LCD language settings

You can select English, French, or Spanish to be used in all screen displays:

1. Press MENU when the handset is not in use.
2. Press q or p to scroll to Settings and then press SELECT.
3. Press q or p to scroll to LCD language and then press SELECT.
4. Press q or p to choose English, Français or Español, and then press SELECT to save.

NOTE: If you accidentally set the LCD language to Spanish or French, press MENU and then enter *364# to change the handset LCD language back to English while the handset is not in use.

Telephone operations



Use the handset menu

1. Press MENU when the phone is not in use.
2. Press q or p until the screen displays the desired feature menu.
3. Press SELECT.
 - Press CANCEL to return to the previous menu.
 - Press and hold CANCEL to exit completely.

Make a call

- Press or , and then dial the telephone number.

Answer a call

- Press , or any of the dialing keys.

End a call

- Press OFF or put the handset back in the telephone base or charger.

Speakerphone

During a call, press on the handset to switch between speakerphone and handset earpiece.

Volume

During a call, press VOLpand VOLq to adjust the listening volume.

Mute

The mute function allows you to hear the other party but the other party cannot hear you.

1. During a call, press MUTE. The handset displays Muted.

2. Press MUTE again to resume the conversation. The handset displays Microphone on briefly. Join a call in progress (for two-handset models only) You can use up to two handsets at a time on an outside call.
 - When a handset is already on a call, press or on another handset to join the call.
 - To exit the call, press OFF on the handset or place it in the telephone base or charger. The call continues until all handsets hang up.

Call waiting

When you subscribe to call waiting service from your telephone service provider, you hear an alert tone if there is an incoming call while you are already on a call.

- Press FLASH to put the current call on hold and take the new call.
- Press FLASH at any time to switch back and forth between calls.

Find handset

- Use this feature to find the system handset.

To start paging:

- Press FIND HS on the telephone base when not in use. All idle handsets ring and display
** Paging **.

To end paging:

- Press FIND HS at the telephone base. -OR-
- Press , , OFF or any of the dialing keys on the handset. -OR-
- Place the handset in the telephone base or charger.

NOTE: Do not press and hold FIND HS for more than 4 seconds. It may lead to handset deregistration.

Redial list

Each handset stores the last 5 telephone numbers dialed. When there are already 5 entries, the oldest entry is deleted to make room for the new entry.

Review and dial a redial list entry

1. Press REDIAL when the handset is not in use.
2. Press q, p or REDIAL repeatedly until the desired entry displays.
3. Press to dial.

Delete a redial list entry: When the desired redial entry displays, press DELETE.

Phonebook

The phonebook can store up to 30 entries, which are shared by all handsets. Each entry may consist of a telephone number up to 30 digits, and a name up to 15 characters.

Add a phonebook entry

1. Enter the number when the phone is not in use. Press MENU, then go to Step 3. -OR- Press MENU when the phone is not in use. Scroll to Phonebook and then press SELECT. Press SELECT again to choose Add new entry.
2. Use the dialing keys to enter the number. -OR- Copy a number from the redial list by pressing REDIAL and then press q, p or REDIAL repeatedly to select a number. Press SELECT to copy the number.
3. Press SELECT to move on to enter the name.
4. Use the dialing keys to enter the name. Additional key presses show other characters of that particular key.
5. Press SELECT to save.

While entering names and numbers, you can:

- Press DELETE to backspace and erase a digit or character.
- Press and hold DELETE to erase the entire entry.
- Press q or p to move the cursor to the left or right.
- Press and hold PAUSE to insert a dialing pause (for entering numbers only).
- Press 0 to add a space (for entering names only).

Review a phonebook entry

Entries are sorted alphabetically.

1. Press when the phone is not in use.
2. Scroll to browse through the phonebook, or use the dialing keys to start a name search.

Delete a phonebook entry

1. When the desired entry displays, press DELETE.
2. When the handset displays Delete entry?, press SELECT.

Edit a phonebook entry

1. When the desired entry displays, press SELECT.
2. Use the dialing keys to edit the number, then press SELECT.
3. Use the dialing keys to edit the name, then press SELECT.

Sound settings**Key tone**

You can turn the key tone on or off.

1. Press MENU when the handset is not in use.
2. Scroll to Settings and then press SELECT.
3. Scroll to choose Key tone, then press SELECT.
4. Press q or p to choose On or Off, then press SELECT to save.

Ringer tone

You can choose from different ringer tones for each handset.

1. Press MENU when the handset is not in use.
2. Scroll to Ringers and then press SELECT.
3. Scroll to choose Ringer tone, then press SELECT.
4. Press q or p to sample each ringer tone, then press SELECT to save.

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

Ringer volume

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

1. Press MENU when the handset is not in use.
2. Scroll to Ringers and then press SELECT twice.
3. Press q or p to choose a volume level or choose Volume:Off. A sample of each ringer volume plays as you scroll through the choices.
4. Press SELECT to save.

NOTES:

- If you turn off the volume, the handset will be silenced and display icon.
- When the ringer volume is set to Off, the handset still rings when you press FIND HS at the telephone base.

Temporary ringer silencing

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

To silence the handset ringer:

Press CANCEL or MUTE. The handset displays Ringer muted and.

About the built-in answering system and voicemail service

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

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 provider.
	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.

Display new message	<p>When you received new messages, the handset</p> <p>displays XX new messages, and the message window on the telephone base flashes.</p>	<p>When you received new messages, the handset</p> <p>displays and</p> <p>New voicemail.</p>
Method to retrieve messages	<p>To retrieve messages:</p> <ul style="list-style-type: none"> • Press on the telephone base; or • Press MENU on the handset, and then select Play messages; or • Access remotely with an access code. 	<p>To retrieve messages, you need an access number and/ or a passcode provided by your telephone service provider .</p>

New message indication

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

Message window display	Description
0	No messages.
0 (flashing)	After a power failure, the number in the message window flashes to indicate that the date and time need to be set.
1-99	<p>Total number of old messages and memos recorded.</p> <p>The current message number during old message playback.</p>

Message window display	Description
0-99 (flashing)	<ul style="list-style-type: none"> • Total number of new messages and memos. The number flashes when there are new messages that have not been reviewed. • Current message number during new message playback. • After a power failure, the number in the message window flashes. • Indicate that the date and time need to be set.
1 -9 9 & F (alternating)	Memory is full. Messages must be deleted before new messages can be recorded.
1- 8	The telephone base speaker volume level while adjusting.
0- 6	The telephone base ringer level while adjusting.

Message window display	Description
—	<ul style="list-style-type: none"> • The answering system is being programmed by a system handset. • The answering system is answering a call or recording a memo or announcement. • The answering system is being accessed remotely. • The phonebook or caller ID log is being accessed by a system handset.

Turn on/ off the answering system

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

When the answering system is turned on, the ANS ON light on the telephone base turns on and ANS ON displays on the handset. Press ANS ON on the base to turn the answering system on or off. – OR –

1. Press MENU when the handset is not in use.
2. Press q or p to choose Answering sys and then press SELECT.
3. Press q or p to choose Answer on/off and then press SELECT.
4. Press q or p to choose On or Off, then press SELECT to save.

Answering system settings

Set your built-in answering system

The answering system can record and store up to 99 messages. Each message can be up to 3 minutes in length. The total storage capacity for the announcement, messages and memos is approximately 14 minutes. The actual recording time depends on individual message characteristics. Messages remain available for replay until you delete them. If the answering system has less than 3 minutes of recording time left, "Less than 3 minutes to record" is announced before the message playback and Rec mem low appears on the handset screen. If the memory is full, the answering system announces, "Memory is full." The number of messages and F flash, alternatively, in the message window, and Rec mem full appears on the handset screen. You must delete some messages before recording new ones. 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, and to access remotely.

Voice language

NOTE: This feature is available for Canada version only.

The voice prompt language is preset to English. You can select English or French to be used for the voice prompts in your answering system.

1. Press MENU when the handset is not in use.
2. Press q or p to choose Answering sys and then press SELECT.
3. Press q or p to choose Ans sys setup and then press SELECT.
4. Press q or p to choose Voice language and then press SELECT.
5. Press q or p to choose English or Français and then press SELECT.

Announcement

Your outgoing announcement plays when calls are answered by the answering system. The telephone has a default outgoing announcement, "Hello, please leave a message after the tone." You can use this announcement, or record your own.

Record a new outgoing announcement:

The announcement can be up to 90 seconds in length.

1. Press MENU when the handset is not in use.
2. Press q or p to choose Answering sys and then press SELECT.
3. Press q or p to choose Announcement and then press SELECT.
4. The screen displays Play [2] Del [3] Rec [7] and it announces, "To play, press 2. To record, press 7." Press 7 to record.
5. The handset announces, "Record after the tone. Press 5 when you are done." and it displays Recording... Stop [5].
6. After the tone, speak towards the handset microphone.
7. Press 5 when finished. The handset plays back the recorded announcement. Press 5 or OFF to stop the playback at any time. To listen to the recorded announcement again, wait after playback has completed, then press 2.

NOTE: Announcements shorter than two seconds will not be recorded.

Play your announcement:

1. Press MENU when the handset is not in use.

2. Press q or p to choose Answering sys and then press SELECT.
3. Press q or p to choose Announcement and then press SELECT.
4. The screen displays Play [2] Del [3] Rec [7] and it announces, "To play, press 2. To record, press 7." Press 2 to play the current announcement.

Options during playback:

1. Press VOL q or VOL p to adjust the listening volume.
2. Press 5 or OFF to stop at any time.

Delete your announcement:

1. Press MENU when the handset is not in use.
2. Press q or p to choose Answering sys and then press SELECT.
3. Press q or p to choose Announcement and then press SELECT.
4. The screen displays Play [2] Del [3] Rec [7] and it announces, "To play, press 2. To record, press 7." Press 3 to delete your recorded announcement. The handset displays Annc deleted and announces "Announcement deleted."

NOTE: After you deleted your own recorded announcement, the answering system answers calls with the default announcement.

Set number of rings

You can set the answering system to answer an incoming call after two, three, four, five or six rings; or toll saver. If you choose toll saver, the answering system answers a call after two rings when you have new messages, or after four rings when you have no new messages. This enables you to check for new messages and avoid paying unnecessary long distance charges if you are calling from outside your local area.

1. Press MENU when the handset is not in use.
2. Press q or p to choose Answering sys and then press SELECT.
3. Press q or p to choose Ans sys setup and then press SELECT.
4. Press q or p to choose # of rings and then press SELECT.
5. Press q or p to choose from 6, 5, 4, 3, 2, or Toll saver, then press SELECT to save.

Turn on or off the 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 tone stops when all new messages have been reviewed.

1. Press MENU when the handset is not in use.
2. Press q or p to choose Answering sys and then press SELECT.
3. Press q or p to choose Ans sys setup and then press SELECT.
4. Press q or p to choose Msg alert tone and then press SELECT.
5. Press q or p to choose On or Off, then press SELECT to save.

NOTE: The message alert tone beeps only if all the following conditions are met.

- Answering system is on.
- Message alert tone setting is on.
- There are new messages

Playback messages

You can listen to messages at the telephone base or on a cordless handset. When playback begins, the total number of messages is announced. Before each message, you hear the day and time of the recording. After the last message, you hear, "End of messages." Make sure you set the date and time correctly. Refer to Set date and time for more details.

To listen to messages at the base:

Press when the phone is not in use. When you have no message in the answering system, the telephone base announces, "You have no message."

Options during playback

- Press VOL – or VOL + to adjust the listening volume.
- Press to skip to the next message.
- Press to repeat the playing message. Press twice to listen to the previous message.
- Press X to delete the playing message. The telephone base advances to the next message.
- Press to stop the playback.

To listen to messages with the handset:

1. Press MENU when the handset is not in use. The handset displays Play messages.
2. Press SELECT. If you have either new or old messages, the messages play automatically.
 - The system announces the number of messages, and then begins playback. The message sequence is shown on the handset's screen.
3. Press OFF to stop the playback.

Options during playback

- Press VOL q or VOL p to adjust the listening volume.
- Press 6 to skip to the next message.
- Press 4 to repeat the playing message. Press 4 twice to listen to the previous message.
- Press 3 or MUTE/DELETE to delete the playing message. The telephone base advances to the next message.
- Press OFF to stop the playback.

Delete all messages

Using the base

1. Press X when the telephone is not in use. The telephone announces – To delete all old messages, press DELETE again.
2. Press X again. All previously reviewed messages are erased and the telephone announces – All old messages deleted.

Using the handset

1. Press MENU when the handset is not in use.
2. Press q or p to choose Answering sys and then press SELECT.
3. Press q or p to choose Delete all old and then press SELECT.
4. Press SELECT to confirm. The handset displays Deleting... and then No old messages. It returns to the previous menu, and you hear a confirmation tone.

Answering system remote access

You can reach your answering system remotely by dialing your home telephone number from any touch-tone telephone.

1. Dial your telephone number from any touch-tone telephone.
2. Once the system plays your announcement, enter the two-digit remote access code (19 is the default code).
The system automatically announces the number of new or old messages (if any), and then begins to play them. You can also enter the following remote commands.

Command	Description
1	Play all messages.
2	Play only new messages.
3	Delete the current message (during playback).
33	Delete all old messages.
4	Repeat the current message (during playback).
5	Stop.
*5	Hear a list of remote commands.
6	Skip to the next message (during playback).
*7	Record a new announcement.
8	End the call.
0	Turn the answering system on or off.

NOTES:

- If you do not press any key after you enter the remote access code, all new messages play. If there are no new messages, all old messages play.
- Once the new messages have played, the telephone announces the help menu options. If you do not press any key within 20 seconds, the remote access call automatically disconnects.
- When the answering system is turned off, the telephone answers after 10 rings, and announces, "Please enter your remote access code."
- When the memory is full, the answering system answers incoming calls after 10 rings and announces, "Memory is full. Enter your remote access code."

Change remote access code

1. Press MENU when the handset is not in use.
2. Press q or p to choose Answering sys and then press SELECT.
3. Press q or p to choose Ans sys setup and then press SELECT.
4. Press q or p to choose Remote code and then press SELECT.
5. Use the dialing keys to enter a two-digit number. -OR- Press q or p to scroll to a desired two-digit number.
6. Press SELECT to confirm.

Call intercept while using answering system

When a caller is leaving a message on your answering system, you can stop recording and talk to the caller by pressing on the handset.

Recording memo

Memos are your own recorded messages used as reminders for yourself or others using the same answering system. You can record your own memos using a system handset. Playback and delete them in the same way as incoming messages.

1. Press MENU when the handset is not in use.
2. Press q or p to choose Answering sys and then press SELECT.
3. Press q or p to choose Record memo and then press SELECT. The handset displays Recording... Stop [5] and announces, "Record after the tone. Press 5 when you are done."
4. Speak towards the handset microphone. Press 5 or OFF when you finish recording. The handset announces "Recorded."

NOTES:

- If you record a memo when the answering system memory is full, the system announces, "Memory is full."
- Each memo can be up to three minutes in length. Memos shorter than two second are not recorded.
- When the answering system has less than three minutes of recording time left, the handset announces, "Less than three minutes to record," and displays Rec mem low.

Turn on or off the call screening

Use this feature to choose whether incoming messages can be heard over the telephone base when they are being recorded. If you turn call screening on, you hear the incoming message.

1. Press MENU when the handset is not in use.
2. Press q or p to choose Answering sys and then press SELECT.
3. Press q or p to choose Ans sys setup and then press SELECT twice to choose Call screening.
4. Press q or p to choose On or Off, then press SELECT to save.

Screen a call with answering system

Screen calls at the cordless handset:

If the answering system is on and a call is being answered by the answering system, the handset shows To screen call and press [SELECT] alternately. Press SELECT to screen the call on your handset. The handset shows Screening....

Option while a message is being recorded

- Press VOL q or VOL p on the handset to adjust the call screening volume.

Screen calls at the base:

If the answering system and call screening are on, the announcement and the incoming message broadcast at the telephone base when a call is answered by the answering system.

Option while a message is being recorded

- Press VOL – or VOL + on the telephone base to adjust the call screening volume.
- Press to temporarily turn on the screening if the call screening is set to off.

Retrieve voicemail from telephone service

Voicemail is a feature available from most telephone service providers. It may be included with your telephone service, or may be optional. Fees may apply.

Retrieve voicemail

When you received a voicemail, the handset displays and New voicemail. To retrieve, you typically dial an access number provided by your telephone service provider, and then enter a security code. Contact your telephone service provider for instructions on how to configure the voicemail settings and listen to messages.

NOTE: After you have listened to all new voicemail messages, the indicators on the handset turn off automatically.

Clear the new voicemail indicators

If you have retrieved your voicemail while away from home, and the handset still displays the new voicemail indicators, use this feature to turn off the indicators.

NOTE: This feature turns off the indicators only, it does not delete your voicemail messages.

1. Press MENU when the phone is not in use.
2. Scroll to Settings and then press SELECT.
3. Scroll to Clr voicemail and then press SELECT twice.

ECO mode

This power conserving technology reduces power consumption for optimal battery performance. The ECO mode activates automatically whenever the handset is synchronized with the telephone base.

General product care

Taking care of your telephone

Your 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 the telephone base near a sink, bathtub or shower.

Electrical storms

Electrical storms can sometimes cause power surges harmful to electronic equipment. For your own safety, take caution when using electrical 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 dry non-abrasive cloth. Do not use dampened cloth or cleaning solvents of any kind.

Need help?

For operations and guides to help you using your telephone, and for the 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/cs6324_vcb (US); OR
https://phones.vtechcanada.com/en/support/general/manuals?model=cs6324_vcb (Canada)
- Go to https://help.vtechphones.com/vg104_vcb (US); OR
https://phones.vtechcanada.com/en/support/general/manuals?model=vg104_vcb (Canada)
- 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 further away until it is clear.
- You can also call our Customer Support at 1 (800) 595-9511 [in US] or 1 (800) 267-7377 [in Canada] for help.

FCC, ACTA and IC regulations

FCC Part 15

NOTE: This equipment has been tested and found to comply with the requirements for a Class B digital device under Part 15 of the Federal Communications Commission (FCC) rules. These requirements are intended 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 to 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 on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

WARNING: Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Privacy of communications may not be ensured when using this telephone.

To ensure safety of users, the FCC has established criteria for the amount of radio frequency energy that can be safely absorbed by a user or bystander according to the intended usage of the product. This product has been tested and found to comply with the FCC criteria. The handset may be safely held against the ear of the user. The telephone base shall be installed and used such that parts of the user's body other than the hands are maintained at a distance of approximately 20 cm (8 inches) or more.

This Class B digital apparatus complies with Canadian requirement:

CAN ICES-3 (B)/NMB-3(B).

FCC Part 68 and ACTA

This equipment complies with Part 68 of the FCC rules and with technical requirements adopted by the Administrative Council for Terminal Attachments (ACTA). The label on the back or bottom of this equipment contains, among other things, a product identifier in the format US:AAAEQ##TXXXX. This identifier must be provided to your telephone service provider upon request. The plug and jack used to connect this equipment to premises wiring and the telephone network must comply with 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 the installation instructions in the user's manual. The Ringer Equivalence Number (REN) is used to determine how many devices you may connect to your telephone line and still have them ring when you are called. The REN for this product is encoded as the 6th and 7th characters following the US: in the product identifier (e.g., if ## is 03, the REN is 0.3). In most, but not all areas, the sum of all RENs should be five (5.0) or less. For more information, please contact your telephone service provider.

This equipment must not be used 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 service provider or a qualified installer. If this equipment is malfunctioning, it must be unplugged from the modular jack until the problem has been corrected. Replacement to this telephone equipment can only be made by the manufacturer or its authorized agents. For replacement procedures, follow the instructions outlined under the Limited warranty.

If this equipment is causing harm to the telephone network, the telephone service provider may temporarily discontinue your telephone service. The telephone service provider 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 service provider is required to inform you of your right to file a complaint with the FCC. Your telephone service provider may make changes in its facilities, equipment, operation, or procedures that could affect the proper functioning of this product. The telephone service provider is required to notify you if such changes are planned.

If this product is equipped with a corded or cordless handset, it is hearing aid compatible. If this product has memory dialing locations, you may choose to store emergency telephone numbers (e.g., police, fire, medical) in these locations. If you do store or test emergency numbers, please: Remain on the line and briefly explain the reason for the call before hanging up. Perform such activities in off-peak hours, such as early morning or late evening.

Industry Canada

This device contains licence-exempt transmitter(s)/receiver(s) that comply with Innovation, Science and Economic Development Canada's licence-exempt RSS(s). Operation is subject to the following two conditions:

1. This device may not cause interference.
2. This device must accept any interference, including interference that may cause undesired operation of the device. Privacy of communications may not be ensured when using this telephone.

The term "IC:" before the certification/registration number only signifies that the Industry Canada technical specifications were met. The Ringer Equivalence Number (REN) for this terminal equipment is 1.0. The REN indicates the maximum number of devices allowed to be connected to a telephone interface. The termination of an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all the devices not exceed five. This product meets the applicable Innovation, Science and Economic Development Canada technical specifications.

California energy commission battery charging testing instructions

This telephone is set up to comply with the energy-conserving standards right out of the box. These instructions are intended for California Energy Commission (CEC) compliance testing only. When the CEC battery charging testing mode is activated, all telephone functions, except battery charging, will be disabled.

To activate the CEC battery charging testing mode:

1. Unplug the telephone base power adapter from the power outlet. Make sure all handsets are plugged with charged batteries before proceeding.
2. While you press and hold FIND HS, plug the telephone base power adapter back to the power outlet.
3. After about 20 seconds, release FIND HS and then press it again within 2 seconds. You hear a confirmation tone. When the phone successfully enters the CEC battery charging testing mode, all handsets display To register HS and See manual alternatively.

When the phone fails to enter this mode, repeat Step 1 through Step 3 above.

To deactivate the CEC battery charging testing mode:

1. Unplug the telephone base power adapter from the power outlet, and then plug it back in. Then the telephone base is powered up as normal.
2. Place the handset in the telephone base to register it back. It displays Registering... The handset show Registered and you hear a beep when the registration process completes. The registration process takes about 60 seconds to complete

Limited Warranty

What does this limited warranty cover?

The manufacturer of this VTech product, VTech Communications, Inc. ("VTech"), warrants to the holder of a valid proof of purchase ("Consumer" or "you") that the Product and all accessories provided by VTech in 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 operating instructions. This limited warranty extends only to the Consumer for Products purchased and used in the United States of America and Canada.

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 replace at VTech's option, without charge, a Materially Defective Product. If we choose to replace the Product, we may replace it with a new or refurbished Product of the same or similar design. VTech will return replacement products to you in working condition. VTech will retain defective parts, modules, or equipment. Replacement of the Product, at VTech's option, is your exclusive remedy. You should expect the 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 date of purchase (90 days on products purchased as Refurbished*). This limited warranty also applies to replacement Products for a period of either (a) 90 days from the date the replacement Product is shipped to you or (b) the time remaining on the original one-year limited warranty (90-day limited warranty on products that are purchased as Refurbished*), whichever is longer. Refurbished products purchased from our online store carry a 90-day replacement warranty.

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 number 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 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, please visit our website at www.vtechphones.com or call 1 (800) 595-9511 for instructions regarding where to return the Product. In Canada, go to phones.vtechcanada.com or dial 1 (800) 267-7377.

NOTE: Before calling for service, please review the user's manual – a check of the Product's 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 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.

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; an
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 expressed warranties. No one is authorized to make modifications to this warranty and you should not rely on any such modification.

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. Please retain your original sales receipt as proof of purchase.

Disclaimer and Limitation of Liability

VTech Communications, Inc. and its suppliers assume no responsibility for any damage or loss resulting from the

use of this user's manual. VTech Communications, Inc. and its suppliers assume no responsibility for any loss or claims by third parties that may arise through the use of this product.

Company: VTech Communications, Inc.

Address: 9020 SW Washington Square Road – Ste 555 Tigard, OR 97223, United States

Phone: 1 (800) 595-9511 in the U.S. or 1 (800) 267-7377 in Canada

Technical specifications


Frequency control	Crystal controlled PLL synthesizer
Transmit frequency	Handset: 1921.536-1928.448 MHz Telephone Base: 1921.536-1928.448 MHz
Channels	DECT channel: 5
Nominal effective range	Maximum power allowed by FCC and IC. Actual operating range may vary according to environmental conditions at the time of use.
Power requirement	Handset: 2.4V Ni-MH battery Telephone base: 6V DC @ 0.4A Charger: 6V DC @ 0.4A
Memory	Phonebook: 30 memory locations; up to 30 digits and 15 characters Caller ID log: 30 memory locations; up to 24 digits and 15 characters

Telephones identified with this logo have reduced noise and interference when used with most T-coil equipped hearing aids and cochlear implants. The TIA-1083 Compliant Logo is a trademark of the Telecommunications Industry Association. Used under license.

Compatible withHearing Aid T-CoilTIA-1083

The ENERGY STAR® program (www.energystar.gov) recognizes and encourages the use of products that save energy and help protect our environment. We are proud to mark this product with the ENERGY STAR® label indicating it meets the latest energy efficiency guidelines.

Documents / Resources

	Vtech CS6324 DECT 6.0 Cordless Telephone [pdf] User Manual CS6324 DECT 6.0 Cordless Telephone, CS6324, DECT 6.0 Cordless Telephone, 6.0 Cordless Telephone, Cordless Telephone, Telephone
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References

- [▼ Product Support | VTech® Cordless Phones](#)
- [▼ Product Support | VTech® Cordless Phones](#)
- [▼ support/technical-support/?model=cs6314_vcb - VTech® Cordless Phones](#)
- [▼ support/technical-support/?model=cs6324_vcb - VTech® Cordless Phones](#)
- [▼ support/technical-support/?model=vg101_vcb - VTech® Cordless Phones](#)
- [▼ support/technical-support/?model=vg104_vcb - VTech® Cordless Phones](#)