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Vtech CS6648-3 Digital Answering System User Manual

Go to **www.vtechphones.com** to register your product for enhanced warranty support and latest VTech product news.

CS6648-2
CS6648-3
CS6649
CS6649-2
CS6649-3

DECT 6.0 cordless telephone

(BC)

vtech®

Abridged user's manual

Congratulations

on purchasing your new VTech product. Before using this telephone, please read **Important safety instructions**.

This abridged user's manual provides you with basic installation and use instructions. A limited set of features are described in abbreviated form.

Please refer to the online Complete user's manual for a full set of installation and operation instructions at **www.vtechphones.com**.
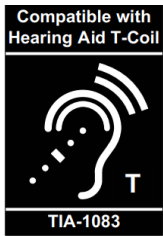
Telephones identified with this logo have reduced noise and interference when used with most T-coil equipped hearing aids and cochlear implants. The TIA-1083 Compliant Logo is a trademark of the Telecommunications Industry Association. Used under license.

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.
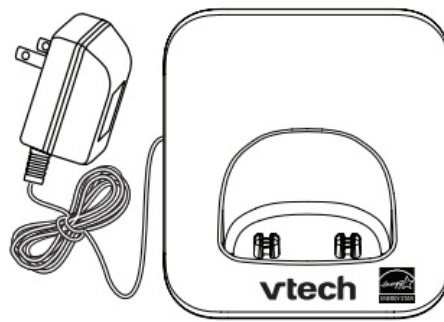
What's in the box

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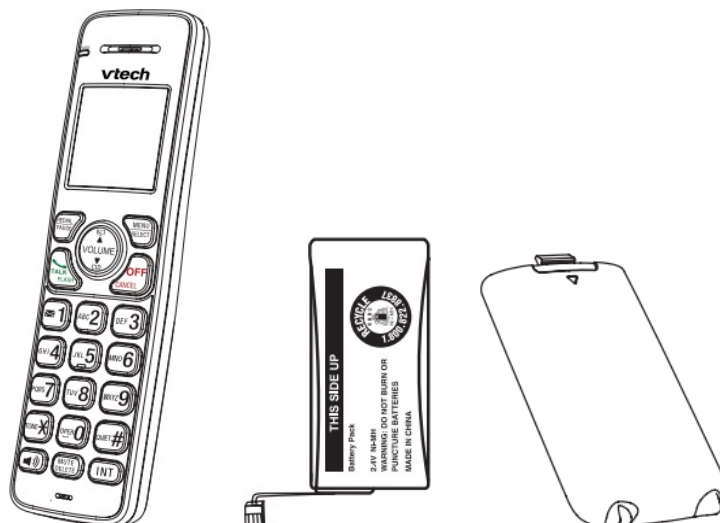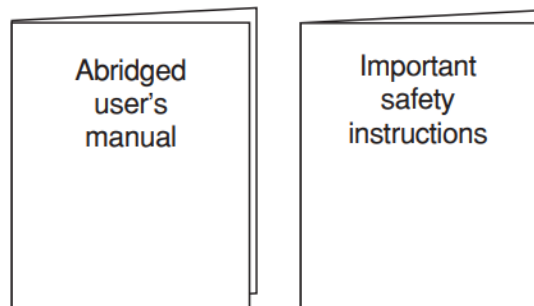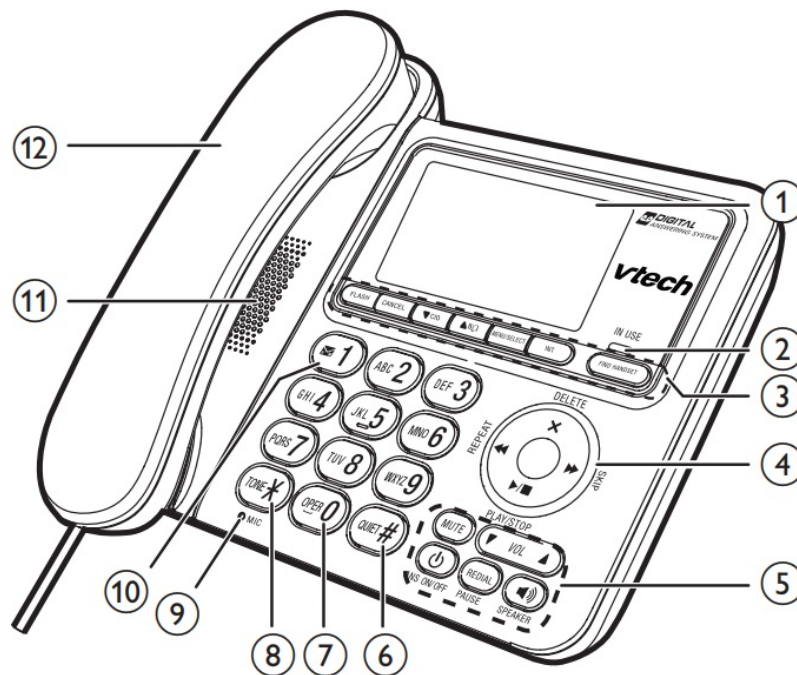

1 set for CS6649;
2 sets for CS6648-2/CS6649-2;

1 set for CS6648-2/CS6649-2;
2 sets for CS6648-3/CS66493-3

Telephone base overview

1 – LCD display

2 – IN USE light

- On when the phone is in use, or when the answering system is answering a call.
- On when a handset is being registered.
- Flashes when there is an incoming call.
- Flashes when handsets are being deregistered.
- Flashes when another telephone on the same line is in use.

3 – FLASH

Answer an incoming call when you receive a call waiting alert.

CANCEL

- Return to the previous menu or idle mode without making changes.
- <u>Press and hold</u> to erase the missed call indicator when the phone is not in use.
- While the phone is ringing, press to silence the base ringer temporarily.

▼ CID

- Review the caller ID log when the telephone is not in use.
- Scroll down while in a menu, or in the directory, caller ID log or redial list.
- Move the cursor to the left when entering numbers or names.
- Decrease the listening volume during a call or message playback.

▲ 📖

- Review the directory when the phone is not in use.
- Scroll up while in a menu, or in the directory, caller ID log or redial list.
- Move the cursor to the right when entering numbers or names.
- Increase the listening volume during a call or message playback.

MENU/SELECT

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

INT

- Press to initiate or answer an intercom call, or to transfer a call.

FIND HANDSET

- Press to page all handsets when the phone is not in use.

4 – ▶/■/PLAY/STOP

- Press to start or stop message playback.
- Flashes when there are new messages or memos in the answering system.

X/DELETE

- Press to delete the playing message or playing announcement.
- While reviewing the redial list, directory or caller ID log, press to delete an individual entry.
- While entering names or numbers, press to delete a character or digit.

◀◀/REPEAT

- Press once to repeat the playing message.
- Press twice to play the previous message.

▶▶/SKIP

- Press to skip to the next message.

5 – MUTE

- Mute the microphone during a call.
- Silence the base ringer temporarily while the phone is ringing.

▼ VOL ▲

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

⏻/ANS ON/OFF

- Press to turn the built-in answering system on or off.

REDIAL/PAUSE

- Review the redial list.
- Press repeatedly to view the last 10 numbers dialed.
- <u>Press and hold</u> to insert a dialing pause while dialing or entering numbers.

◀))/SPEAKER

- Press to make, answer or end a call.
- During a call, press to switch between the corded handset and the base speakerphone.

6 – ^{QUIET}#

- Press and hold to set and turn on the quiet mode, or turn it off.
- Press repeatedly to display other dialing options when reviewing a caller ID log entry.

7 – ^{OPER}**0**

- Press to enter space during text editing.

8 – ^{TONE}**✳**

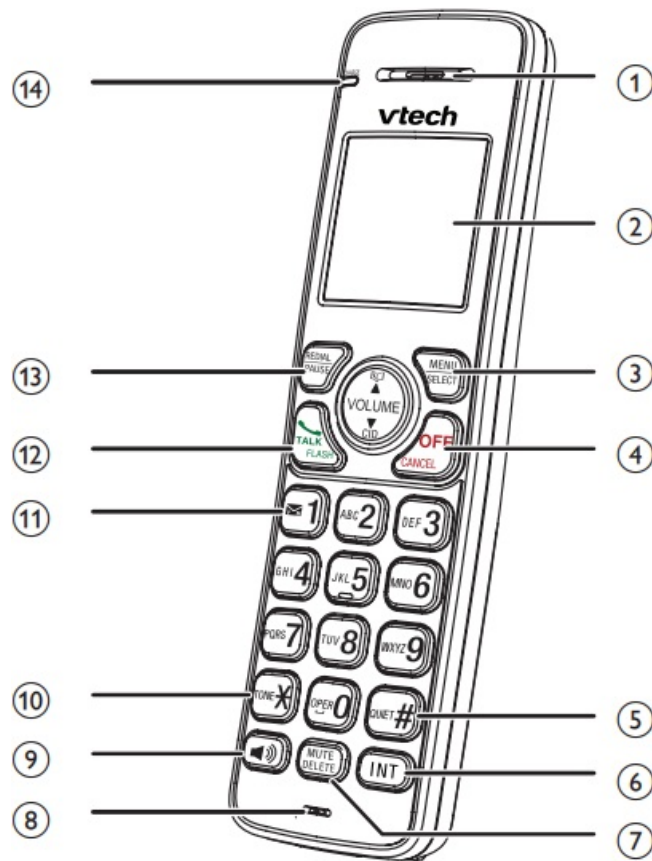- Switch to tone dialing temporarily during a call.

9 – MIC

- Microphone.

10 – ✉**1**

- While reviewing a caller ID log entry, press repeatedly to add or remove 1 in front of the telephone number before dialing or saving it in the directory.
- Press and hold to set or dial your voicemail number.

11 – Speakerphone

12 – Corded handset

Handset overview

1 – Handset earpiece

2 – LCD display

$$3 - \frac{\text{MENU}}{\text{SELECT}}$$

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

$$4 - \frac{\text{\color{red}{OFF}}}{\text{CANCEL}}$$

- Hang up a call.
- Return to the previous menu or idle mode 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 when the phone is not in use.

5 – QUIET**#**

- Press and hold to set and turn on the quiet mode, or turn it off.
- Press repeatedly to display other dialing options when reviewing a caller ID log entry.

6 – INT

- Press to initiate or answer an intercom call, or to transfer a call.

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 directory, caller ID log or redial list.
- Delete digits or characters when entering numbers or names.
- Delete the playing message or playing announcement.

8 – Microphone

9 – ◀))

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

10 – ᵀᴼᴺᴱ✳

- Press to switch to tone dialing during a call if you have pulse service.

11 – ✉1

- While reviewing a caller ID log entry, press repeatedly to add or remove 1 in front of the telephone number before dialing or saving it in the directory.
- <u>Press and hold</u> to set or dial your voicemail number.

12 – TALK FLASH

- Press to make or answer a call.
- During a call, press to answer an incoming call when you receive a call waiting alert.
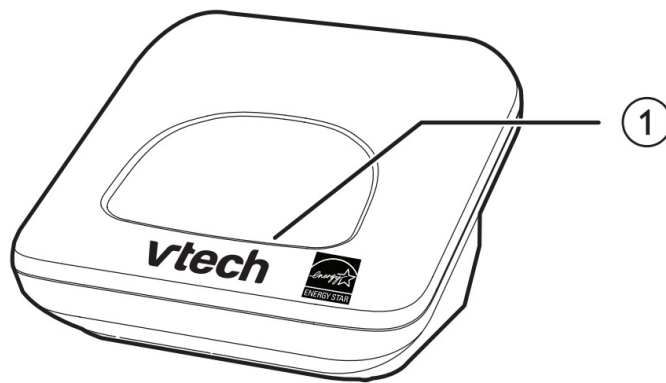
13 – REDIAL/PAUSE

- Review the redial list.
- <u>Press and hold</u> to insert a dialing pause while dialing or entering numbers.

14 – CHARGE light

- On when the handset is charging in the handset charger.

Charger overview

1 – Charging pole

Display icons overview

Handset 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 off.
✉ V M	There are new voicemail received from your telephone service provider.
ANS ON	The answering system is turned on.
ECO	The ECO mode activates automatically to reduce power consumption when the handset is within range from the telephone base.
NEW	The entry you are reviewing is new in the caller ID log.
MSG # 1/13	The number of current playing message and the total number of messages recorded.

Telephone base display icons

🔕	The telephone base ringer is off.
✉ V M	There are new voicemail received from your telephone service provider.
NEW	The entry you are reviewing is new in the caller ID log.
MSG# 13	• The total number of messages recorded when the telephone base is not in use. • The number of the playing message.

Connect

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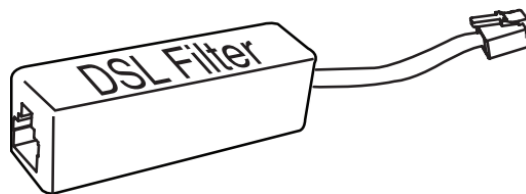
🌀 NOTES

- Use only the adapters provided.
- Make sure the electrical outlets are not controlled by wall switches.
- The adapters are 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.
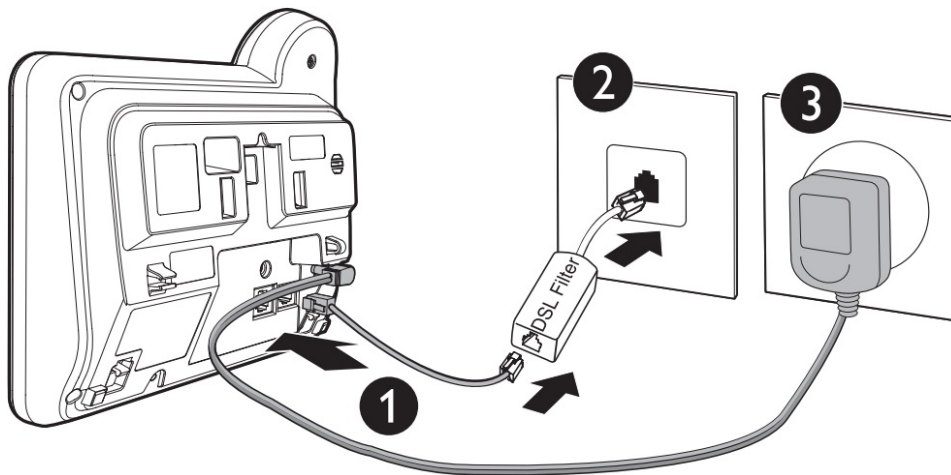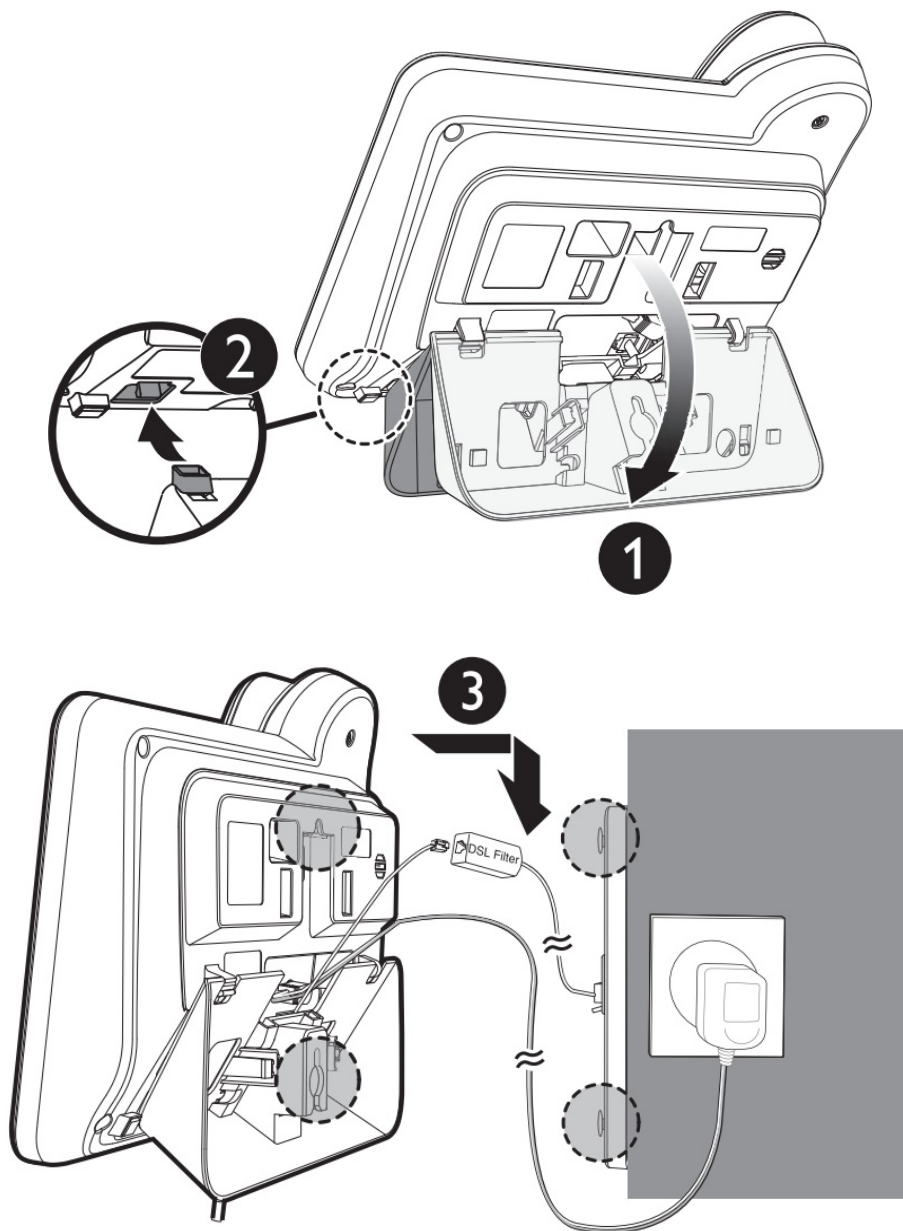
🏷 TIP

- If you subscribe to digital subscriber line (DSL) high-speed Internet service through your telephone line, make sure you install a **DSL filter** (not included) between the telephone line cord and telephone wall jack. Contact your DSL service provider for more information.

Connect the telephone base

Mount the telephone base
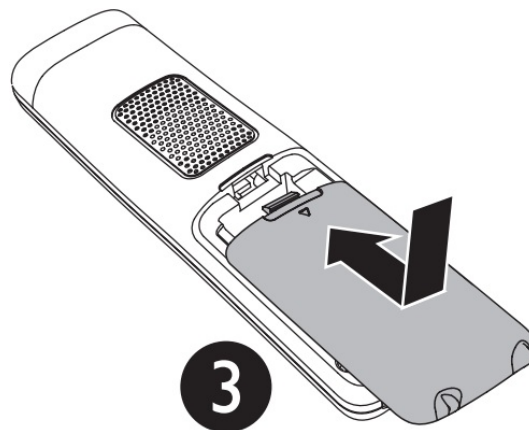
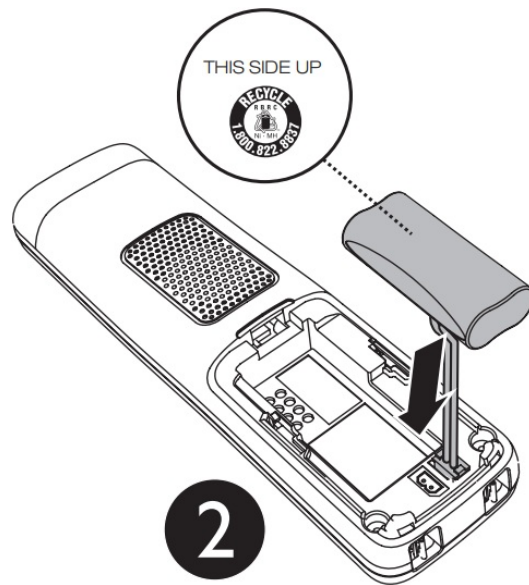Install and charge the battery

Install the battery

Install the battery as shown below.

NOTES

- Use only supplied battery.
- Charge the battery provided with this product only in accordance with the instructions and limitations specified in this manual.
- If the handset will not be used for a long time, disconnect and remove the battery to prevent possible leakage.

THIS SIDE UP

RECYCLE

1-800-822-8837
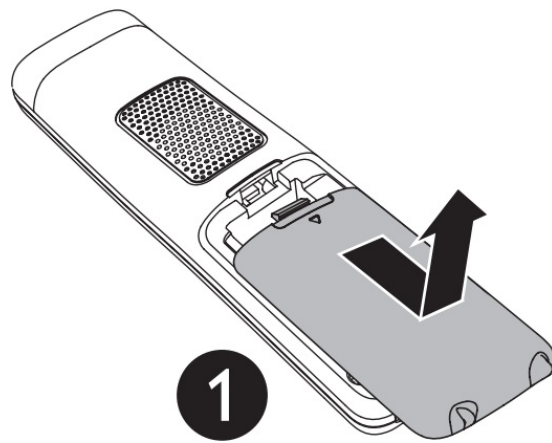
Connect the charger and charge the battery

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

Once you have installed the battery, the handset LCD display indicates the battery status (see the table on next page).
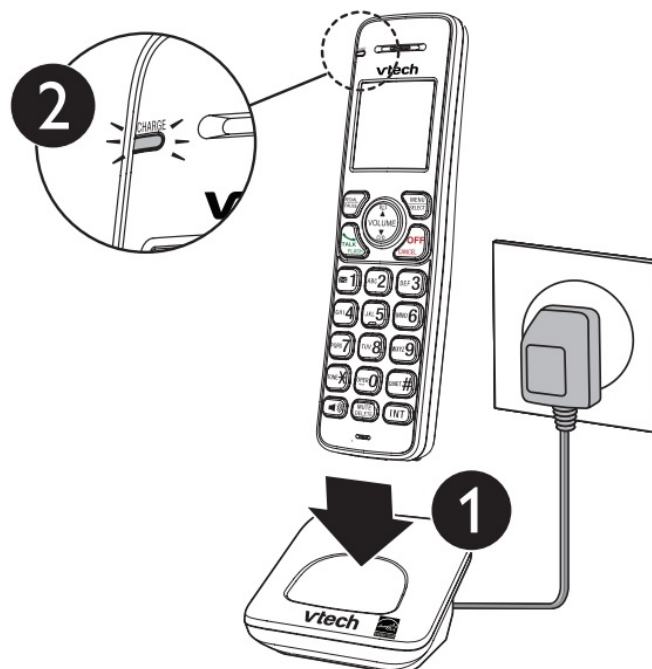
 NOTES

- For best performance, keep the handset in the telephone base or charger when not in use.
- The battery is fully charged after 11 hours of continuous charging.
- If you place the handset in the telephone base or the charger without plugging in the battery, the screen displays **NO BATTERY**.

Battery indicators	Battery status	Action
The screen is blank, or displays **Put in charger** and ⬜ flashes.	The battery has no or very little charge. The handset cannot be used.	Charge without interruption (about 30 minutes).
The screen displays **Low battery** and ⬜ flashes.	The battery has enough charge to be used for a short time.	Charge without interruption (about 30 minutes).
The screen displays **HANDSET X**.	The battery is charged.	To keep the battery charged, place it in the handset 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.

Set 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 ▼ or ▲ to choose **AM** or **PM**.

3. Press **SELECT** to save.

Check for dial tone

Press TALK. 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**.

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 TALK. Move closer to the telephone base, then press TALK 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.

Using the telephone base/handset menu

You can use the telephone base or a cordless handset to change your telephone settings.

1. Press **MENU** when the phone is not in use.
2. Press ▼ or ▲ until the screen displays the desired feature menu.
3. 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.

1. Press **MENU** when the handset/telephone base is not in use.

2. Press ▼ or ▲ to scroll to ⬍Settings, then press SELECT.
3. Press SELECT to select ⬍LCD language.
4. Press ▼ or ▲ to select ⬍English, ⬍Français or ⬍Español, then press SELECT.

Set date and time

1. Press MENU when the handset/telephone base is not in use.
2. Press ▼ or ▲ to scroll to ⬍Set date/time, then press SELECT.
3. Use the dialing keys (0-9) to enter the month (MM), date (DD) and year (YY). Then press SELECT.
4. Use the dialing keys (0-9) to enter the hour (HH) and minute (MM). Then press ▼ or ▲ to choose AM or PM.
5. Press SELECT.

Temporary tone dialing

If you have pulse (rotary) service only, you can switch from pulse to touch-tone dialing temporarily during a call.

1. During a call, press TONE✗.
2. Use the dialing keys to enter the number you wish to dial. The telephone sends touch-tone signals. It automatically returns to pulse dialing mode after you end the call.

Telephone operations

Make a call

- Press ↘TALK or 🔊 on the handset and then dial the number.

-OR-

- Lift the corded handset, or press 🔊/SPEAKER on the telephone base, then dial the number.

Answer a call

- Press ↘TALK, 🔊 or any of the dialing keys on the handset.

-OR-

- Lift the corded handset, or press 🔊/SPEAKER or any of the dialing keys on the telephone base.

End a call

- Press OFF on the handset or place the handset in the handset charger.

-OR-

1. When you are using the corded handset, place it on the telephone base.
2. When you are using the base speakerphone, press ◀))/**SPEAKER**.

Speakerphone

- When the cordless handset is on a call, press ◀)) to switch between the handset speakerphone and the handset earpiece.

-OR-

- When the corded handset is on a call, press ◀))/**SPEAKER** on the telephone base to switch between the telephone base speakerphone and the corded handset.

Volume

- During a call, press ▲/**VOLUME** or ▼/**VOLUME** on the handset, or press ▼ **VOL** or **VOL** ▲ on the telephone base 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** on the handset. The handset displays **Muted** until the mute function is turned off.
2. Press **MUTE** on the handset again to resume the conversation. The handset displays **Microphone** on briefly.

-OR-

1. During a call, press **MUTE** on the telephone base. The telephone base displays **Muted** and the **MUTE** light turns on until the mute function is turned off.
2. Press **MUTE** on the telephone base again to resume the conversation. The telephone base displays **Microphone** on briefly.

Transfer a call

While on an outside call, you can transfer the call from a cordless handset to another handset or the telephone base.

1. During a call, press **MENU**.
2. Press ▼ or ▲ to scroll to ⬍**Transfer**, then press **SELECT**.
3. Your handset shows **Transfer to**: Press **7** for the telephone base or **1-5** for **HANDSET 1** to **HANDSET 5**.
4. To answer the call on the destination handset, press TALK, ◀)) or any dialing key on the handset, or lift the corded handset, or press ◀))/**SPEAKER** or any dialing key on the telephone base.

Join a call in progress

You can use the telephone base and a cordless handset, or two cordless handsets at a time on an outside call.

- When a handset or the telephone base is already on a call, press TALK or 🔊 on another handset to join the call.
- Press **OFF** or place the handset in the handset charger to exit the call. The call continues until both devices hang up.

-OR-

- Lift the corded handset or press 🔊/**SPEAKER** on the telephone base.
- Place the corded handset back to the telephone base or press 🔊/**SPEAKER** on the telephone base to exit the call. The call continues until both devices hang up.

Call waiting

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

- Press **FLASH** to put your current call on hold and take the new call.
- Press **FLASH** to switch back and forth between calls.

Find handset

Use this feature helps you find misplaced handsets.

To start paging:

Press **FIND HANDSET** on the telephone base and its screen displays **** Paging ****. All idle handsets ring and display **** Paging ****.

To stop paging:

- Press TALK, 🔊, **OFF** or any of the dialing keys on the cordless handset.

-OR-

- Place the cordless handset to the handset charger.

-OR-

Press **FIND HANDSET** on the telephone base.

🌀 NOTE

Do not press and hold **FIND HANDSET** for more than four seconds. It may lead to handset deregistration.

Intercom

Use the intercom feature for conversations between the telephone base and a cordless handset, or two cordless handsets.

- Press **7** for the telephone base or **1-5** for **HANDSET 1** to **HANDSET 5**.

To initiate an intercom call with a cordless handset:

1. Press **INT** on the cordless handset when the phone is not in use.
2. To answer the intercom call on the destination handset, press TALK , **INT**, or any dialing key.
   -OR-
   To answer the intercom call at the telephone base, press /**SPEAKER**, **INT**, any dialing key, or lift the corded handset.
3. To end the intercom call on either handset, one party presses **OFF**, or places the handset back in the handset charger.
   -OR-
   To end the intercom call at the telephone base, press **INT** or /**SPEAKER** when using the base speakerphone, or place the corded handset back to the telephone base.

To initiate an intercom call at the telephone base:

1. Press **INT** on the telephone base when the phone is not in use.
2. To answer the intercom call on the destination handset, press TALK, **INT**, or any dialing key.
3. To end the intercom call at the telephone base, press **INT**, or /**SPEAKER** when using the base speakerphone, or place the corded handset back to the telephone base.
   -OR-
   To end the intercom call on the destination handset, press **OFF**, or place the handset back in the handset charger.

Answer an incoming call during an intercom call

If you receive an incoming outside call during an intercom call, you will hear an alert tone.

To answer on a cordless handset:

- To answer the call, press TALK. The intercom call ends automatically.
- To end the intercom call without answering or canceling the incoming call, press **OFF**. The telephone continues to ring.

To answer at the telephone base:

- Press /**SPEAKER**, or place the corded handset back to the base. The intercom call ends automatically. Then press /**SPEAKER**, or lift up the corded handset to answer the call.

- To end the intercom call without answering or canceling the incoming call, press ◀))/**SPEAKER**, or place the corded handset back to the base. The telephone continues to ring.

Call transfer using intercom

Use the intercom feature to transfer an outside call to another cordless handset or the telephone base.

To transfer a call with a cordless handset:

1. During a call, press **INT**.
2. To answer the call on the destination handset, press ⤸ TALK, **INT**, ◀)), or any dialing key. The outside call is still on hold. You can now have a private intercom conversation.
   -OR-
   To answer the call at the telephone base, press **INT**, ◀))/**SPEAKER**, any dialing key or lift the corded handset. The outside call is still on hold. You can now have a private intercom conversation.

To transfer a call at the telephone base:

1. During a call, press **INT**.
2. To answer the call on the destination handset, press ⤸ TALK, **INT**, ◀)), or any dialing key. The outside call is still on hold. You can now have a private intercom conversation.

Redial list

Each handset and the telephone base store the last 10 telephone numbers dialed. When there are already 10 entries, the oldest entry is deleted to make room for the new entry.

Review and dial a redial list entry

1. Press **REDIAL** on the handset or the telephone base when the phone is not in use.
2. Press ▼, ▲ or **REDIAL** repeatedly until the desired entry displays.
3. When the desired entry displays, press ⤸ TALK or ◀)) on the handset to dial.
   -OR-
   Lift the corded handset or press ◀))/**SPEAKER** on the telephone base to dial.

Delete a redial list entry

- While the screen displays the desired number, press **DELETE** on the handset or press **X**/**DELETE** on the telephone base.

Directory

The directory can store up to 50 entries, which are shared by all handsets and the telephone base. Each entry may consist of a telephone number with up to 30 digits and a name with up to 15 characters.

Add a directory entry

1. Enter the number when the phone is not in use.
   Press **MENU**, then go to Step 3.
   -OR-
   • Press **MENU** on the handset or on the telephone base when the phone is not in use, then press ▼ or ▲to scroll to ⬍**Directory**, then press **SELECT**.
   • Press ▼ or ▲ to scroll to ⬍**Add contact**, then press **SELECT**.
2. Use the dialing keys to enter the number.
   -OR-
   Copy a number from the redial list by pressing **REDIAL** and then press ▼, ▲ or **REDIAL** repeatedly to find the desired 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 ▼ or ▲ 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 directory entry

Entries are sorted alphabetically.

1. Press 📖 on the cordless handset when the phone is not in use, or ▲📖 on the telephone base when the telephone base is not in use.
2. Press ▼ or ▲ to browse through the directory, or use the dialing keys to start a name search.

Dial a directory entry

- When the desired entry appears:
  Press TALK or ◀⟩ on the handset.
  -OR-
  Lift the corded handset or press ◀⟩/**SPEAKER** on the telephone base.

Edit a directory 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**.

Delete a directory entry

1. When the desired entry appears, press **DELETE**. When the screen displays **Delete contact?**, press **SELECT**.

Speed dial

You can copy up to nine directory entries into the speed dial locations (**0** and **2-9**) so that you can dial these numbers more quickly.

Assign a speed dial number

1. Press **MENU** when the phone is not in use.
2. Press ▼ or ▲ to scroll to ♦**Directory**, then press **SELECT**.
3. Press ▼ or ▲ to scroll to ♦**Speed dial**, then press **SELECT**.
4. Press ▼, ▲ or a dialing key (**0** or **2-9**) to choose the desired speed dial location.
5. Press **SELECT**. The screen displays **Copy from DIR…**
6. Press ▼ or ▲ to scroll to desired entry, then press **SELECT**.

Dial a speed dial number

- When the phone is not in use, press and hold a dialing key (**0** or **2-9**) to dial the number stored in the corresponding speed dial location.

Delete a speed dial number

1. Press **MENU** when the phone is not in use.
2. Press ▼ or ▲ to scroll to ♦**Directory**, then press **SELECT**.
3. Press ▼ or ▲ to scroll to ♦**Speed dial**, then press **SELECT**.
4. Press ▼, ▲ or a dialing key (**0** or **2-9**) to choose the desired speed dial location, then press **SELECT** to show the speed dial entry.
5. Press **SELECT** again. Then press ▼ or ▲ to scroll to ♦**Clear SD** and then press **SELECT**.
   The screen shows **Clear SD #X?**
   -OR-
   Press **DELETE**. The screen shows **Clear SD #X?**
6. Press **SELECT** to confirm.

Caller ID

If you subscribe to caller ID service, information about each caller will appear after the first or second ring. If you answer a call before the caller's information appear 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 phone 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

1. Press **CID** on the cordless handset or the telephone base when the phone is not in use.
2. Press ▼ or ▲ to browse through the caller ID log.

Missed call indicator

When there are calls that have not been reviewed in the caller ID log, the screens display **XX missed calls**.

Each time you review a caller ID log entry marked **NEW** on the handset or **NEW** on the telephone base, the number of missed calls decreases by one.

When you have reviewed all the missed calls, the missed call indicator no longer displays.

If you do not want to review the missed calls one by one, <u>press and hold</u> **CANCEL** when not in use to clear the missed call indicator. All the entries are then considered old.

Dial a caller ID log entry

When the desired entry displays, press ↖ TALK or ◀)) on the handset to dial.

-OR-

When the desired entry displays, press ◀))/**SPEAKER** or lift the corded handset to dial.

Save a caller ID log entry to the directory

1. When the desired caller ID log entry displays, press **SELECT**.
2. Use the dialing keys to modify the number, if necessary. Then press **SELECT**.
3. Use the dialing keys to modify the name, if necessary. Then press **SELECT**.

Delete caller ID log entries

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

To delete all caller ID log entries:

1. Press **MENU** on the handset or on the telephone base when the phone is not in use.
2. Scroll to ⬍**Caller ID log** and then press **SELECT**.
3. Scroll to ⬍**Del all calls** then press **SELECT** twice.

Sound settings

Key tone

You can turn the key tone on or off for each handset and the telephone base.

1. Press **MENU** when the handset/telephone base is not in use.
2. Scroll to ⬍**Settings** and then press **SELECT**.
3. Scroll to choose ⬍**Key tone**, then press **SELECT**.
4. Press ▼ or ▲ to choose ⬍**Key tone:On** or ⬍**Key tone:Off**, then press **SELECT** to save.

Ringer tone

You can choose from different ringer tones for each handset and the telephone base.

1. Press **MENU** when the handset/telephone base is not in use.
2. Scroll to ⬍**Ringers** and then press **SELECT**.
3. Scroll to choose ⬍**Ringer tone**, then press **SELECT**.
4. Press ▼ or ▲ to sample each ringer tone, then press **SELECT** to save.

NOTE

If you turn off the ringer volume on a cordless handset, you will not hear ringer tone samples.

Telephone base ringer volume

Press ▼ **VOL** or ▲ **VOL** on the telephone base to adjust the ringer volume when the telephone base is not in use.

When you set the ringer volume to zero, the base ringer is off. The telephone base announces, "Base ringer is off," and displays **Ringer off** and 🔕.

Handset ringer volume

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

1. Press **MENU** when the handset/telephone base is not in use.
2. Scroll to ⬍**Ringers** and then press **SELECT** twice.
3. Press ▼ or ▲ to sample each volume level, then press **SELECT** to save.

NOTE

When the ringer volume is set to off, the handset still rings when you press **FIND HANDSET** 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 **MUTE** or **CANCEL** on the handset and it displays **Ringer muted** and ⚠.

To silence the telephone base ringer:

Press **MUTE** or **CANCEL** on the telephone base and it displays ⚠.

Quiet mode

You can turn on quiet mode for a period of time (1-12 hours). During this period, all tones (except paging tone) and call screening are muted.

To set and turn the quiet mode on:

1. Press and hold **QUIET#** when the handset/telephone base is not in use.
2. Use the dialing keys to enter the desired duration (1-12), then press **SELECT**.

To turn the quiet mode off:

- While the quiet mode is on, press and hold **QUIET#**.

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).

The main differences between them are:

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.
	You messages will not be deleted automatically. You have to delete your message 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, the handset and the telephone base both display **XX new messages**, and the ▶/■/**PLAY/STOP** light on the telephone base flashes.	When you receive new messages, the handset and the telephone base display 📧 and **New voicemail**.
	To retrieve messages, usually there are two ways: • Press ▶/■/ **PLAY/STOP** on the telephone base; or • Access remotely with an access code.	To retrieve messages, you need an access number and/or a password provided by your telephone service provider.

Set your built-in answering system

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 14 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 remotely, and to control the recording time.

Turn the answering system on or off

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

• Press ⏻/**ANS ON/OFF** to turn the built-in answering system on or off.

-OR-

1. Press **MENU** when the handset/telephone base is not in use.
2. Press ▼ or ▲ to scroll to ⬍**Answering sys**, then press **SELECT**.
3. Press ▼ or ▲ to scroll to ⬍**Answer on/off**, then press **SELECT**.
4. Press ▼ or ▲ to scroll to ⬍**Answer: On** or ⬍**Answer: Off**, then press **SELECT**.

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.

1. Press **MENU** when the phone is not in use.
2. Press ▼ or ▲ to scroll to ⬍**Answering sys**, then press **SELECT** twice.
3. The system announces, "To play, press 2. To record, press 7." Press **7** to record.
4. The system announces, "Record after the tone. Press 5 when you are done." After the tone, speak towards the microphone.
5. Press **5** when done.

Play your announcement

1. Press **MENU** when the phone is not in use.
2. Press ▼ or ▲ to scroll to ⬍**Answering sys**, then press **SELECT** twice.
3. The system announces, "To play, press 2. To record, press 7." Press **2** to play the current announcement.

Options during playback:

- Press ▼/**VOLUME** or ▲/**VOLUME** on the cordless handset, or ▼ **VOL** or **VOL** ▲ on the telephone base to adjust the listening volume.
- Press **5** to stop playback.

Delete your announcement

1. Press **MENU** when the phone is not in use.
2. Press ▼ or ▲ to scroll to ⬍**Answering sys**, then press **SELECT** twice.
3. The system announces, "To play, press 2. To record, press 7." Press **3** or **DELETE** to delete your recorded announcement.

 NOTE

When your announcement is deleted, calls are answered 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 if you have new messages, or after four rings when there are no new messages. This enables you to check for new messages and avoid paying unnecessary long distance charges when you are calling from outside your local area.

1. Press **MENU** when the phone is not in use.
2. Press ▼ or ▲ to scroll to ⬍**Answering sys**, then press **SELECT**.
3. Press ▼ or ▲ to scroll to ⬍**Ans sys setup**, then press **SELECT**.
4. Scroll to ⬍**# of rings**, then press **SELECT**.
5. Press ▼ or ▲ to select ⬍**2**, ⬍**3**, ⬍**4**, ⬍**5**, ⬍**6** or ⬍**Toll saver**, and then press **SELECT**.

Set recording time

You can set the recording time allowed for each incoming message.

1. Press **MENU** when the phone is not in use.
2. Press ▼ or ▲ to scroll to ⬍**Answering sys**, then press **SELECT**.
3. Press ▼ or ▲ to scroll to ⬍**Ans sys setup**, then press **SELECT**.
4. Scroll to ⬍**Recording time**, then press **SELECT**.
5. Press ▼ or ▲ to select ⬍**3 minutes**, ⬍**2 minutes** or ⬍**1 minute**, and then press **SELECT**.

Using your built-in answering system

New message indication

When there are new answering system messages, the handset and the telephone base display **XX new messages**, and the ▶/■/**PLAY**/**STOP** light on the telephone base flashes.

If the message alert tone is turned on, the telephone base beeps every 10 seconds when there are messages that have not been reviewed.

Message playback

To play messages at the telephone base:

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

-OR-

1. Press **MENU** when the phone is not in use.
2. Press **SELECT** to select ⬍**Play messages**.

Options during playback:

- Press ▼ **VOL** or **VOL** ▲ to adjust the message playback volume.
- Press ▶▶/**SKIP** to skip to the next message.
- Press ◀◀/**REPEAT** to repeat the message.
  Press ◀◀/**REPEAT** twice to hear the previous message.
- Press **X**/**DELETE** to delete the playing message. The system advances to the next message.
- Press **STOP** or **5** to stop the playback.

To play messages with a cordless handset:

1. Press **MENU** when the phone is not in use.
2. Press **SELECT** to select ⬍**Play messages**.

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** twice to hear the previous message.
- Press **3** or **DELETE** to delete the playing message. The system advances to the next message.
- Press **OFF** to stop the playback.

Delete all old messages

You can only delete old (reviewed) messages.
You cannot delete new messages until you review them. You cannot retrieve deleted messages.

To delete all messages with the telephone base:

1. Press **X/DELETE** twice when the phone is not in use.

To delete all old messages with a handset:

1. Press **MENU** when the phone is not in use.
2. Press ▼ or ▲ to scroll to ⬍**Answering sys**, then press **SELECT**.
3. Press ▼ or ▲ to scroll to ⬍**Delete all old**, and then press **SELECT** twice.

Remote access

A two-digit security code is required to access the answering system remotely from any touch-tone telephone. The preset code is **19**. You can use this preset code, or set your own.

1. Dial your telephone number from any touchtone telephone.
2. When the system plays your announcement, enter the two-digit security code.
3. Enter one of 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.

4. Hang up or press **8** to end the call.

Using the built-in answering system and voicemail service

You can use your answering system and voicemail service together by setting your answering system to answer before voicemail service answers as described below. To learn how to program your voicemail settings, contact your telephone service provider.

If you are on a call, or if the answering system is busy recording a message and you receive another call, the second caller can leave a voicemail message.

Set your answering system to answer calls at least two rings earlier than your voicemail is set to answer. For

example, if your voicemail answers after six rings, set your answering system to answer after four rings. Some voicemail providers may program the delay before answering calls in seconds instead of rings. In this case, allow six seconds per ring when determining the appropriate setting.

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 and the telephone base display 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 and the telephone base turn off automatically.

Turn off the new voicemail indicator

If you have retrieved your voicemail while away from home, and the telephone 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 handset/telephone base is not in use.
2. Scroll to ⬥**Settings**, then press **SELECT**.
3. Scroll to ⬥**Clr voicemail #**, then press **SELECT**.
4. Press **SELECT** again to confirm.

Register a handset

When your handset is deregistered from the telephone base, follow the steps below to register it back to the telephone base.

To register a handset:

1. Remove the handset from the telephone base.
2. Press and hold **FIND HANDSET** on the telephone base for about four seconds until the **IN USE** light turns on and the screen shows **Registering…**
3. Press **QUIET#** on the handset. The handset shows **Registering…**

Both the telephone base and cordless handset show **Registered**, and you hear a beep from the handset when the registration process completes. The registration process takes about 60 seconds.

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.

Frequently asked questions

Below are the questions most frequently asked about the cordless telephone. If you cannot find the answer to your question, visit our website at **www.vtechphones.com** or call **1 (800) 595-9511** for customer service.

My telephone does not work at all.	Make sure the telephone base is installed properly, and battery is installed and charged correctly. For optimum daily performance, return the handset to the telephone base after use.
The display shows **No line**. I can not 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 the telephone line cord does not help, the wall jack (or the wiring to this wall jack) may be defective. Contact your telephone service provider.
The display shows **No line**. I can not hear the dial tone.	You may be using a new cable or VoIP service, the existing telephone jacks in your home may no longer work. Contact your service provider for solutions.
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.
	If the memory on the answering system becomes full during a message, the answering system stops recording and disconnects the call.
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 X364# to change the handset LCD language back to English.

Limited warranty

What does this limited warranty cover?

The manufacturer of this VTech Product warrants to the holder of a valid proof of purchase ("Consumer" or "you") that the Product and all accessories provided in the sales package ("Product") are free from defects in material and workmanship, pursuant to the following terms and conditions, when installed and used normally and in accordance with the Product 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 do if the Product is not free from defects in materials and workmanship during the limited warranty period ("Materially Defective Product")?

During the limited warranty period, VTech's authorized service representative will repair or replace at VTech's option, without charge, a Materially Defective Product. If we repair the Product, we may use new or refurbished replacement parts. If we choose to replace the Product, we may replace it with a new or refurbished Product of the

same or similar design. We will retain defective parts, modules, or equipment. Repair or replacement of the Product, at VTech's option, is your exclusive remedy. VTech will return the repaired or replacement Products to you in working condition. You should expect the repair or replacement to take approximately 30 days.

How long is the limited warranty period?

The limited warranty period for the Product extends for ONE (1) YEAR from the date of purchase. If VTech repairs or replaces a Materially Defective Product under the terms of this limited warranty, this limited warranty also applies to the repaired or replacement Product for a period of either (a) 90 days from the date the repaired or replacement Product is shipped to you or (b) the time remaining on the original one-year warranty; whichever is longer.

What is not covered by this limited warranty?

This limited warranty does not cover:

1. Product that has been subjected to misuse, accident, shipping or other physical damage, improper installation, abnormal operation or handling, neglect, inundation, fire, water or other liquid intrusion; or
2. Product that has been damaged due to repair, alteration or modification by anyone other than an authorized service representative of VTech;
3. Product to the extent that the problem experienced is caused by signal conditions, network reliability, or cable or antenna systems;
4. Product to the extent that the problem is caused by use with non-VTech accessories;
5. Product whose warranty/quality stickers, product serial number plates or electronic serial numbers have been removed, altered or rendered illegible;
6. Product purchased, used, serviced, or shipped for repair from outside the United States of America or Canada, or used for commercial or institutional purposes (including but not limited to Products used for rental purposes);
7. Product returned without a valid proof of purchase (see item 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 USA, please visit our website at **www.vtechphones.com** or call 1 (800) 595-9511. In Canada, go to **www.vtechcanada.com** or call 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 the Product(s) to the service location. VTech will return repaired or replaced Product under this limited warranty. Transportation, delivery or handling charges are prepaid. VTech assumes no risk for damage or loss of the Product in transit. If the Product failure is not covered by this limited warranty, or proof of purchase does not meet the terms of this limited warranty, VTech will notify you and will request that you authorize the cost of repair prior to any further repair activity. You must pay for the cost of repair and return shipping costs for the repair of Products that are not covered by this limited warranty.

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

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

Other limitations

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

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

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 the date of purchase. Some states/provinces 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/ provinces 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.

Technical specifications

Frequency control	Crystal controlled PLL synthesizer
Transmit frequency	Handset: 1921.536-1928.448 MHzTelephone base: 1921.536-1928.448 MHz
Channels	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 batteryTelephone base: 6V DC @ 400mACharger: 6V AC @ 300mA
Memory	Directory: 50 memory locations; up to 30 digits and 15 charactersCaller ID log: 50 memory locations; up to 24 digits and 15 characters

Designed to fit your home.
And your life.

Contents

Documents / Resources

	Vtech CS6648-3 Digital Answering System [pdf] User Manual CS6648-3 Digital Answering System, CS6648-3, Digital Answering System, Answering System, System

References

- **User Manual**