Congratulations

on purchasing your new VTech product.
Before using this telephone, please read the
Important safety instructions
on page 11 of this manual.

This manual has all the feature operations and troubleshooting necessary to install and operate your new VTech telephone. Please review this manual thoroughly to ensure proper installation and operation of this innovative and feature rich VTech product. For support, shopping, and everything new at VTech, visit our website at www.vtechphones.com.

In Canada, please visit www.vtechcanada.com.

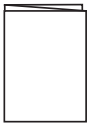
Table of contents

Getting started 1
Parts checklist 1
Battery installation 2
Battery charging 3
Adding your new handset 4
Replacing a handset 6
Handset layout 8
Belt clip & headset 9
Appendix 10
Battery 10
Important safety instructions 11
Troubleshooting 13
Operating range 24
About cordless telephones 24
Maintenance 25
The RBRC® seal 26
Warranty 27
FCC, ACTA and IC regulations 30
Technical specifications 32

Getting started

Parts checklist

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



Quick start guide

User's manual

Handset

Charger

Battery

Battery compartment cover

Belt clip

Charger adapter

note

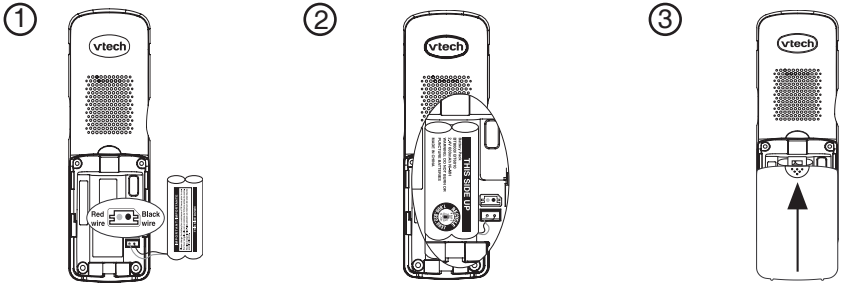
- To purchase replacement batteries or power adapters, visit our website at www.vtechphones.com or call 1 (800) 595-9511. In Canada, go to www.vtechcanada.com or call 1 (800) 267-7377.

Getting started

Battery installation

Install the handset battery by following these steps:

1. Align the two holes of the battery plug with the socket pins in the handset battery compartment, matching the red and black wires of the color-coded label.
2. Place the battery with the label **THIS SIDE UP** facing up and the wires in the lower right corner inside the battery compartment.
3. Align the cover flat against the battery compartment cover, then slide it towards the unit until it clicks into place.



note

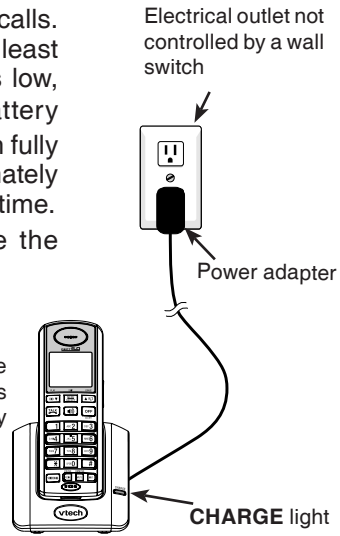
- If the handset will not be used for a long period of time, remove the battery to prevent possible leakage.
- To purchase replacement battery, visit our website at www.vtechphones.com or call 1 (800) 595-9511 in the United States. In Canada, go to www.vtechcanada.com or call 1 (800) 267-7377.

Getting started

Battery charging

The battery may have enough charge for short calls. For best performance, charge the battery for at least 16 hours before use. When the battery power is low, **LOW BATTERY** will be displayed and the battery indicator will flash on the handset screen. When fully charged, the handset battery provides approximately eight hours of talk time and four days of standby time.

For further information on battery, please see the **Battery** section on page 10.



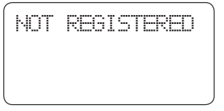
note

- Use only the power adapter and battery (or equivalent) supplied with your VTech telephone.

Getting started

Adding your new handset

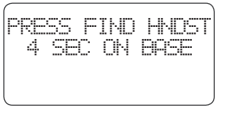
The **DS3101** handset needs to be registered to the telephone base before use. It will show **NOT REGISTERED** on the screen when newly purchased. You can register up to 5 handsets to the same telephone base.



To register a handset to your telephone base:

Before registering an additional handset, make sure that the handset battery is installed and charged.

1. Place the unregistered handset in the telephone base or charger. If **PRESS FIND HNDST 4 SEC ON BASE** does not appear on the handset screen after a few seconds, remove the handset and place it in the telephone base or charger again.



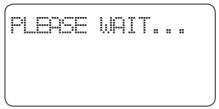
note

- If the registration is not successful, the display will show **NOT REGISTERED**. To reset the handset, remove the handset from the telephone base or charger and place it back in. Try the registration process again.
- You cannot register a handset if any telephone connected to the same telephone line is in use.

Getting started

2. On the telephone base, press and hold **FIND HANDSET** for about four seconds (until the **IN USE** light on the telephone base turns on) and then release the button. The handset will show **PLEASE WAIT...** and it will take about 10 seconds to complete the registration. The handset will show **HANDSET X REGISTERED** and will beep if registration is successful.

When the registration is complete, the newly registered handset will be assigned the next available handset registration number. For instance, if you already have **HANDSET 1** and **HANDSET 2**, the next registered handset will be **HANDSET 3**.



note

- If you experience difficult registering a handset, see the Troubleshooting section on page 11.

Getting started

Replacing a handset

When you are replacing rather than adding a handset, for your handsets to be numbered sequentially, you need to delete all the handset registrations on the telephone base, then register all handsets again.

note

- You cannot de-register the handset(s) if any telephone connected to the same telephone line is in use.

To de-register all handsets:

1. Press and hold **FIND HANDSET** on the telephone base for about 10 seconds (until the **IN USE** light on the telephone base turns on and starts to flash), then release the **FIND HANDSET** button.
2. Press and release **FIND HANDSET** again. You must press **FIND HANDSET** while the **IN USE** light is still flashing. The **IN USE** light will flash for approximately seven seconds.
3. Soon all handsets registered to the same telephone base will show **CONNECTING...** and it will take about 10 seconds to complete the de-registration process. All handsets will show **NOT REGISTERED** if de-registration is successful.

Getting started

If the de-registration process is not successful, you may need to reset the system and try again.

To reset:

1. Pick up the registered handset and then press TALK**/FLASH**.
2. Press **OFF/CLEAR** and place the handset back in the telephone base.

-OR-

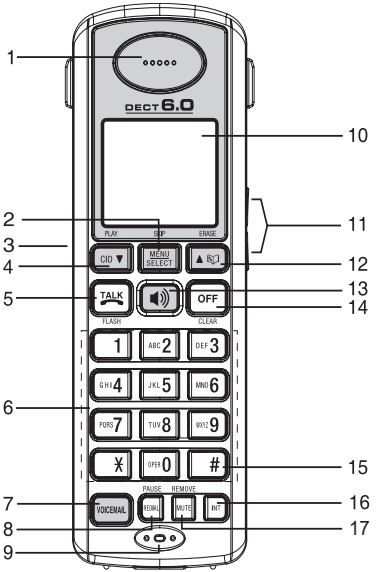
1. Unplug the power from the telephone base, then plug it back in.

After deleting the registrations of all handsets, you will need to individually register each handset with the telephone base (see page 4 for registration instructions).

Getting started

Handset layout

1. Earpiece
2. **MENU/SELECT/SKIP**
3. Headset jack (2.5mm)
4. **CID▼ (caller ID)/PLAY**
5. TALK**/FLASH**
6. Dialing keys (**0**-**9**, *****, **#**)
7. **VOICEMAIL**
8. **REDIAL/PAUSE**
9. Microphone
10. Handset display
11. **VOL ▲/▼** (volume)
12. ▲ (directory)**/ERASE**
13. (speakerphone)
14. **OFF/CLEAR**
15. **#**
16. **INT** (intercom)
17. **MUTE/REMOVE**



Getting started

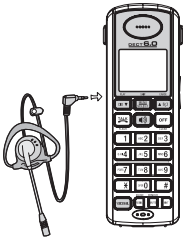
Belt clip & headset (optional)

For hands-free telephone conversations, use any industry standard 2.5mm headset (purchased separately). For best results, use a VTech 2.5mm headset.

Whenever a compatible headset is connected to the cordless handset, the microphone on the handset will be muted.

Headset

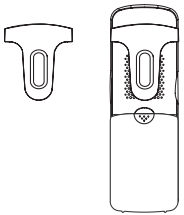
Plug the 2.5 mm headset into the jack on the side of the handset (beneath the small rubber flap).



Belt clip

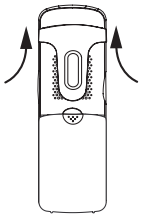
To install the belt clip:

Snap the belt clip into the notches on both sides of the handset.



To remove the belt clip:

Pull and unlock one flap from the notch first and then detach the belt clip from the handset.



note

- To purchase a headset, 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.
- If the sound quality of the headset is unsatisfactory, try unplugging it, and firmly plugging it in again.

Battery

It takes up to 16 hours for the battery to be fully charged. When it is fully charged, you can expect the following performance:

Operation	Operating time
While in use (talking)	Eight hours
While not in use (standby*)	Four days

*Handset is off the telephone base but not in use.

The battery needs charging when:

- A new battery is installed in the handset.
- The handset beeps .
- **LOW BATTERY** is displayed and the battery indicator on the handset screen is flashing.

CAUTION:

To reduce the risk of fire or injury to persons, read and follow these instructions:

- Use only the battery(ies) provided or equivalent. To order a replacement, 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.
- Do not dispose of the battery(ies) in a fire. They may explode. Check with local waste management codes for special disposal instructions.
- Do not open or mutilate the battery(ies). 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 such as rings, bracelets, and keys. The battery and/or conductor may overheat and cause burns.
- Charge the battery(ies) provided with or identified for use with this product only in accordance with the instructions and limitations specified in this manual.

WARNING:

TO PREVENT FIRE OR SHOCK HAZARD, DO NOT EXPOSE THIS PRODUCT TO WATER OR ANY TYPE OF MOISTURE.

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. Do not use this product near water (for example, near a bathtub, kitchen sink, or swimming pool).
5. Do not place this product on an unstable table, shelf, stand or other unstable surfaces.
6. 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.
7. 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, consult your dealer or local power company.
8. Do not allow anything to rest on the power cord. Do not install this product where the cord may be walked on.
9. 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.
10. 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.
11. Do not overload wall outlets and extension cords.

Important safety instructions

12. Unplug this product from the wall outlet and refer servicing to an authorized service facility under the following conditions:
    A. When the power supply cord or plug is damaged or frayed.
    B. If liquid has been spilled onto the product.
    C. If the product has been exposed to rain or water.
    D. 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.
    E. If the product has been dropped and the telephone base and/or handset has been damaged.
    F. If the product exhibits a distinct change in performance.
13. Avoid using a telephone (other than cordless) during an electrical storm. There is a remote risk of electric shock from lightning.
14. Do not use the telephone to report a gas leak in the vicinity of the leak.
15. Only put the handset of your telephone next to your ear when it is in normal talk mode.
16. The plug 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 or an under-the-table/cabinet outlet.

SAVE THESE INSTRUCTIONS

Troubleshooting

If you have difficulty with your telephone, please try the suggestions below. For Customer Service, visit our website at www.vtechphones.com, or call 1 (800) 595-9511; in Canada, call 1 (800) 267-7377.

For complete instructions, please refer to the user's manual provided with your **DS3111-2**, which can also be downloaded from our website stated above.

Problem	Suggestion
My telephone does not work at all.	• Make sure the battery is installed and charged correctly. For optimum daily performance, return the handset to the telephone base or charger after use. • Make sure the power adapter is securely plugged into an outlet not controlled by a wall switch. • Make sure the telephone line cord is plugged firmly into the telephone base and the telephone wall jack. • Unplug the electrical power to the telephone base. Wait for approximately 15 seconds, then plug it back in. Allow up to one minute for the cordless handset and telephone base to synchronize. • Charge the battery in the handset for up to 16 hours. • Remove and re-insert the battery. If that still does not work, it may be necessary to purchase a new battery. • Disconnect the telephone base from the telephone wall jack and plug in a working telephone. If the other telephone does not work, the problem is probably in the wiring or the local service. Call the local telephone company.

Troubleshooting

Problem	Suggestion
LOW BATTERY is displayed on screen.	• Place the handset in the telephone base or charger for recharging. • Remove and re-install the battery and use it normally until fully discharged, then recharge the handset on the telephone base or charger for up to 16 hours. • If the above measures do not correct the problem, the battery may need to be replaced.
The battery does not charge in the handset or the handset battery does not accept charge.	• Make sure the handset is placed in the telephone base or charger correctly. The **CHARGE** light on the handset should be on. • Remove and reinstall the battery, then charge for up to 16 hours. • If the handset is in the charger or in the telephone base but the **CHARGE** light on the handset is not on, refer to **The CHARGE light is off** in this section. • It may be necessary to purchase a new battery. Please refer to the **Battery** section (page 10) of this user's manual. • The telephone might be malfunctioning. Please refer to the **Warranty** section (page 27) of this user's manual for further instruction.

Troubleshooting

Problem	Suggestion
The **CHARGE** light is off.	• Clean the charging contacts on the cordless handset(s), telephone base and charger each month using a pencil eraser or a dry non-abrasive fabric. • Make sure the power adapter is plugged in correctly and securely. • Unplug the power adapter. Wait for 15 seconds before plugging it back in. Allow up to one minute for the cordless handset and telephone base to reset. • The telephone might be malfunctioning. Please refer to the **Warranty** section (see page 27) of this user's manual for further instruction.
Registration failure.	• Only one handset can be registered at a time. If you have multiple handsets to register, please follow the steps on page 4 for the first handset. Once a handset has been successfully registered, repeat the steps for each handset that needs to be registered. • Make sure that the telephone base and handset(s) are in idle mode when registering a handset. • Follow the steps on page 23 for the common cure for electronic equipment.

Troubleshooting

Problem	Suggestion
The telephone does not ring when there is an incoming call.	• Make sure the ringer is on. • Make sure the handset has been registered to the telephone base. • Make sure the telephone line cord and power adapter are plugged in properly. • The handset may be too far from the telephone base. Move it closer to the telephone base. • There may be too many extension phones on the telephone line to allow all of them to ring simultaneously. Try unplugging some of them. • If the other telephones in your home are having the same problem, the problem is in the wiring or local service. Contact the local telephone company (charges may apply). • Other electronic products can cause interference to your cordless telephone. Try installing your telephone as far away as possible from the following electronic devices: wireless routers, radios, radio towers, pager towers, cellular telephones, digital telephones, intercoms, room monitors, televisions, VCRs, personal computers, kitchen appliances, and other cordless telephones. • Test a working telephone at the telephone wall jack. If another telephone has the same problem, the problem is in the telephone wall jack. Contact your local telephone company (charges may apply). • The telephone line cord might be malfunctioning. Try installing a new telephone line cord. • Re-install the battery and place the handset in the telephone base. • Wait for the handset to synchronize with the telephone base. Allow up to one minute for this to take place.

Troubleshooting

Problem	Suggestion
I cannot dial out.	• First, try all the above suggestions. • Make sure there is a dial tone before dialing. It is normal if the handset takes a second or two to synchronize with the telephone before producing a dial tone. Wait an extra second before dialing. • If the other telephones in your home are having the same problem, the problem is in the wiring or local service. Contact your local telephone company (charges may apply). • Eliminate any background noise. Noise from a television, radio, or other appliances may cause the telephone not to dial out properly. If you cannot eliminate the background noise, first try muting the cordless handset before dialing, or dialing from another room in your home with less background noise.

Troubleshooting

Problem	Suggestion
There is no dial tone.	• Ensure the handset has been registered to the telephone base (page 4). • Move the cordless handset closer to the telephone base. It might be out of range. • The telephone line cord might be malfunctioning. Try installing a new telephone line cord. • Disconnect the telephone base from the telephone jack and connect a working telephone. If there is no dial tone on the telephone either, the problem is in your wiring or local service. Contact your local telephone company.
My handset beeps and is not performing normally.	• Make sure the power cord is securely plugged into the telephone base. Plug the telephone base into a different working electrical outlet not controlled by a wall switch. • Move the handset closer to the telephone base. It may be out of range. • Reset the telephone base by unplugging the electrical power to the base. Wait for 15 seconds and plug it back in again. Allow up to one minute for the cordless handset and the telephone base to synchronize. • Other electronic products can cause interference to your cordless telephone. Try installing your telephone as far away from these electronic devices as possible: wireless routers, radios, radio towers, pager towers, cellular telephones, intercoms, room monitors, televisions, personal computers, kitchen appliances and other cordless telephones.

Troubleshooting

Problem	Suggestion
There is interference during a telephone conversation. My calls fade out when I am using the cordless handset.	• The handset may be out of range. Move it closer to the telephone base. • Do you have DSL service? If yes, you need to have a DSL filter installed at every telephone wall jack that has a telephone connected to it (page 2). Contact your DSL service provider for filter information. • Appliances or other cordless telephones plugged into the same circuit as the telephone base can cause interference. Try moving the appliance or telephone base to another outlet. • Other electronic products can cause interference to your cordless telephone. Try installing your telephone as far away as possible from the following electronic devices: wireless routers, radios, radio towers, pager towers, cellular telephones, digital telephones, intercoms, room monitors, televisions, VCRs, personal computers, kitchen appliances, and other cordless telephones. • Microwave ovens operate on the same frequency as your telephone. It is normal to experience static on your telephone while the microwave oven is operating. Do not install this telephone in the same outlet or near a microwave oven. • If your telephone is plugged in with a modem or a surge protector, plug the telephone (or modem/surge protector) into a different location. If this solves the problem, re-locate your telephone or modem farther apart from each other, or use a different surge protector.

Troubleshooting

Problem	Suggestion
There is interference during a telephone conversation. My calls fade out when I am using the cordless handset.	• The layout of your home or office might be limiting the operating range. Try moving the telephone base to another location, preferably a higher location for better reception. • Disconnect the telephone base from the telephone wall jack and plug in a corded telephone. If calls are still not clear, the problem is probably in the wiring or local service. Contact your local service company (charges may apply). • If the other telephones in your home are having the same problem, the problem is in the wiring or local service. Contact the local telephone company (charges may apply).

Troubleshooting

Problem	Suggestion
I hear other calls when using the telephone.	• Disconnect the telephone base from the telephone wall jack. Plug in a different telephone. If you still hear other calls, the problem is probably in the wiring or local service. Call your local telephone company.
I hear noise on the cordless handset, and none of the keys or buttons works.	• Make sure the telephone line cord is plugged in securely. • Remove the battery from the handset and then re-install it.
My caller ID features are not working properly.	• Caller ID is a subscription service. You must subscribe to this service from your local telephone company for this feature to work on your telephone. • The caller may not be calling from an area which supports caller ID. • Both you and the caller's telephone companies must use equipment which are compatible with the caller ID service. • If you subscribe to DSL service, install a DSL filter to the telephone line between the telephone base and the telephone line jack. Contact your DSL service provider for filter information.

Troubleshooting

Problem	Suggestion
The system does not receive caller ID or the system does not display caller ID during call waiting.	• Make sure you subscribe to caller ID with call waiting features provided by the local telephone company. • The caller may not be calling from an area which supports caller ID. • Both you and the caller's telephone companies must use equipment which are compatible with caller ID service. • If you subscribe to DSL service, install a DSL filter to the telephone line between the telephone base and the telephone line jack. Contact your DSL service provider for filter information.
Caller ID entries do not match the numbers I need to dial.	• Although the call log entries you receive have 10 digits, (the area code plus the seven-digit number,) in some areas, you may need to dial only the seven digits, or a 1 plus the seven digits, or a 1 plus the area code plus the seven digits. You can change the number of digits that you dial from or store in the call log. • While reviewing the call log, press **#** repeatedly to display these dialing options for local and long distance numbers before dialing or saving the telephone number.

Troubleshooting

Problem	Suggestion
Common cure for electronic equipment.	• If the telephone is not responding normally, try putting the cordless handset in the telephone base or the charger. If it does not respond, try the following (in the order listed): • Disconnect the power to the telephone base. • Disconnect the battery on the cordless handset. • Wait a few minutes before connecting power to the telephone base. • Re-install the battery and place the cordless handset in the telephone base or charger. • Wait for the cordless handset to synchronize its connection with the telephone base. Allow up to one minute for this to take place.

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 will display **CONNECTING**...

If there is a call while the handset is out of range, it might not ring; or if it does ring, the call might not connect well when you press TALK/**FLASH**. Move closer to the telephone base, then press TALK/**FLASH** to answer the call.

If the handset moves out of range during a telephone conversation, there might be interference.

To improve reception, move closer to the telephone base.

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 or 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 will often reduce or eliminate the interference.
- **Rechargeable batteries:** This product contains either Nickel-cadmium or Nickel-metal hydride 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.

Maintenance

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 soft cloth slightly dampened with water or a mild soap. Do not use excess water or cleaning solvents of any kind.

Remember that electrical appliances can cause serious injury if used when you are wet or standing in the water. If the telephone base should fall into the water, DO NOT RETRIEVE IT UNTIL YOU UNPLUG THE POWER CORD AND TELEPHONE LINE CORD FROM THE WALL. Then pull the unit out by the unplugged cords.

The RBRC® seal

The RBRC® seal on the nickel-metal-hydride battery indicates that VTech Communications, Inc. is voluntarily participating in an industry program to collect and recycle these batteries at the end of their useful lives, when taken out of service within the United States and Canada.

The RBRC® program provides a convenient alternative to placing used nickel-metal-hydride batteries into the trash or municipal waste, which may be illegal in your area.

VTech's participation in RBRC® makes it easy for you to drop off the spent battery at local retailers participating in the RBRC® program or at authorized VTech product service centers. Please call **1-800-8-BATTERY™** for information on Ni-MH battery recycling and disposal bans/restrictions in your area. VTech's involvement in this program is part of its commitment to protecting our environment and conserving natural resources.

RBRC® is a registered trademark of Rechargeable Battery Recycling Corporation.

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; or

Warranty

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 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 of America or Canada, or used for commercial or institutional purposes (including but not limited to Products used for rental purposes); or
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 United States of America, please call 1 (800) 595-9511. In Canada, please 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 to you, transportation, delivery or handling charges 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 "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.

Warranty

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.

FCC, ACTA and IC regulations

FCC Part 15

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.

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. If you choose to use a clipping device, please make sure to only use the supplied VTech belt clip.

This Class B digital apparatus complies with Canadian ICES-003.

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 local telephone company 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 Installation Instructions in the user's manual.

FCC, ACTA and IC regulations

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 local telephone company.

This equipment may 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 company or a qualified installer.

If this equipment is malfunctioning, it must be unplugged from the modular jack until the problem has been corrected. Repairs to this telephone equipment can only be made by the manufacturer or its authorized agents. For repair procedures, follow the instructions outlined under the Limited Warranty.

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

Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference, including interference that may cause undesired operation.

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 0.1. The REN is an indication of the maximum number of devices allowed to be connected to a telephone

interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the RENs of all the devices does not exceed five.

This product meets the applicable Industry Canada technical specifications.

Technical specifications

Frequency control	Crystal controlled PLL synthesizer
Operating frequency	Cordless system: 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.
Size	Handset: 149.7mm X 53.1mm X 36.8mm Charger: 88.8mm X 105.6mm X 84.5mm
Weight	Handset: 148.9 grams (including battery) Charger: 90.0 grams
Power requirements	Handset: 2.4V 600mAH NiMH battery Charger: 6V DC @200mA
Memory	Directory: 50 memory locations; up to 32 digits and 16 characters per location Call log: 50 memory locations; up to 24 digits and 16 characters per location

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User's manual

www.vtechphones.com

Model:
DS3101

DECT 6.0