

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

CM18245/
AM18247

4-Line
Small Business System
Deskset



vtech[®]
User's manual

Congratulations

on your purchase of this VTech product. Before using this product, please read the **Important safety information**.

This user's manual provides you with the complete installation, setup and operation instructions.

For customer service or product information, visit our website at **www.vtechphones.com** or call **1 (800) 595-9511**. In Canada, please dial **1 (800) 267-7377**.

Model number: CM18245/AM18247

Type: 4-Line Small Business System Deskset

Serial number: _____

Purchase date: _____

Place of purchase: _____

Both the model and serial numbers of your VTech product can be found on the bottom of the deskset.

Save your sales receipt and original packaging in case it is necessary to return your telephone for warranty service.



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.

Important safety information



This symbol is to alert you to important operating or servicing instructions that may appear in this user's manual. Always follow basic safety precautions when using this product to reduce the risk of injury, fire, or electric shock.

Safety information

- Read and understand all instructions in the user's manual. Observe all markings on the product.
- Avoid using a telephone during a thunderstorm. There may be a slight chance of electric shock from lightning.
- Do not use the telephone to report a gas leak in the vicinity of the leak. Under certain circumstances, a spark may be created when the adapter is plugged into the power outlet, or when the handset is replaced in its cradle. This is a common event associated with the closing of any electrical circuit. The user should not plug the phone into a power outlet, and should not put a charged handset into the cradle, if the phone is located in an environment containing concentrations of flammable or flame-supporting gases, unless there is adequate ventilation. A spark in such an environment could create a fire or explosion. Such environments might include: medical use of oxygen without adequate ventilation; industrial gases (cleaning solvents; gasoline vapors; etc.); a leak of natural gas; etc.
- Do not use this product near water, or when you are wet. For example, do not use it in a wet basement or shower, or next to a swimming pool, bathtub, kitchen sink, or laundry tub. Do not use liquids or aerosol sprays for cleaning. If the product comes in contact with any liquid, unplug any line or power cord immediately. Do not plug the product back in until it has dried thoroughly.
- Avoid placing the telephone system in places with extreme temperature, direct sunlight, or other electrical devices. Protect your phone from moisture, dust, corrosive liquids and fumes.
- Install this product in a protected location where no one can trip over any line or power cords. Protect cords from damage or abrasion.
- If this product does not operate normally, see the **Troubleshooting** section on pages 70-73 of this user's manual. If you cannot solve the problem, or if the product is damaged, refer to the **Limited warranty** section on pages 80-81. Do not open this product except as directed in your user's manual. Opening the product or reassembling it incorrectly may expose you to hazardous voltages or other risks.
- This power adapter is intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling, an under-the-table or cabinet outlet.
- For PLUGGABLE EQUIPMENT, the socket-outlet shall be installed near the equipment and shall be easily accessible.



Caution:

- Use only the power adapter provided with this product. To obtain a replacement, visit our website at www.vtechphones.com or call **1 (800) 595-9511**. In Canada, dial **1 (800) 267-7377**.
- Use only the supplied rechargeable battery or replacement battery (model BT266342). To order a replacement battery, visit our website at www.vtechphones.com or call **1 (800) 595-9511**. In Canada, dial **1 (800) 267-7377**.
- To prevent risk of fire or battery explosion, replace with the correct battery type. Dispose of used batteries according to the instructions.

Important safety information

Especially about cordless telephones

- **Electrical power:** The deskset 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 handset if the deskset is unplugged, switched off or if the electrical power is interrupted.
- **Power adapter:** The power adapter is intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling, under-the-table or cabinet outlet.
- **Rechargeable batteries:** This product contains nickel-metal hydride rechargeable batteries. Exercise care in handling batteries in order not to create a short circuit with conductive 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. Like other batteries of this type, if burned or punctured, they could release caustic material which could cause injury.



The RBRC® Seal means that the manufacturer is voluntarily participating in an industry program to collect and recycle nickel-metal hydride rechargeable batteries when taken out of service within the United States. These batteries may be taken to a participating local retailer of replacement batteries or recycling center. You may call 1 (800) 8-BATTERY® for locations accepting spent Ni-MH batteries.

RBRC® and 1-800-8-BATTERY® are registered trademarks of the Rechargeable Battery Recycling Corporation.

Precautions for users of implanted cardiac pacemakers

Cardiac pacemakers (applies only to digital cordless telephones):

Wireless Technology Research, LLC (WTR), an independent research entity, led a multidisciplinary evaluation of the interference between portable wireless telephones and implanted cardiac pacemakers. Supported by the U.S. Food and Drug Administration, WTR recommends to physicians that:

Pacemaker patients

- Should keep wireless telephones at least six inches from the pacemaker.
- Should NOT place wireless telephones directly over the pacemaker, such as in a breast pocket, when it is turned ON.
- Should use the wireless telephone at the ear opposite the pacemaker.

WTR's evaluation did not identify any risk to bystanders with pacemakers from other persons using wireless telephones.

Especially about telephone answering systems

Two-way recording: This unit does not sound warning beeps to inform the other party that the call is being recorded. To ensure that you are in compliance with any federal or state regulations regarding recording a telephone call, you should start the recording process and then inform the other party that you are recording the conversation.

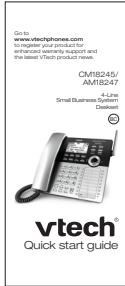
SAVE THESE INSTRUCTIONS

Parts checklist

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



User's manual



Quick start guide



Deskset power adapter



Deskset



Handset with coiled cord installed



Backup battery



Directory card X2



Wall mount bracket

Table of contents

Getting started

Installation	1
Backup battery installation.....	2
Backup battery charging.....	3
Deskset installation.....	4
Wall mount installation (Optional).....	6
Tabletop to wall installation.....	6
Wall to tabletop installation.....	7
Add and register a deskset.....	8
Add a corded headset (Optional).....	9
Deskset overview	10
Deskset icon display.....	16
Alert tones and lights.....	17

Telephone settings

Deskset setup.....	18
Menu settings.....	18
Ringer volume	18
Ringer tone.....	19
Do not disturb (DND).....	19
LCD contrast	20
Key tone	20
LCD language	21
Primary line	21
Call privacy.....	22
Hold reminder.....	22
Deskset name	23
Factory reset	23
Deskset information.....	24
User support.....	24

Telephone operation

Telephone operation.....	25
Line indicators	25
Making and ending a call.....	25
On hook dialing (predialing)	26
Full duplex speakerphone	26
Answering a call	26
Temporary ringer silencing.....	26

Options while on calls.....	27
Call waiting.....	27
Volume control.....	27
Mute	27
Temporary tone dialing.....	27
Hold.....	28
Switching between lines.....	28
Call privacy.....	29
Recording a call.....	30
Chain dialing.....	31
Redial	32
To view the 10 most recently dialed numbers	32
To redial a number.....	32
To copy a redial entry to directory	32
To delete a number.....	33
Auto-redial	33
Conference call.....	34
Options during a conference call.....	35
Intercom.....	36
Make an intercom call to an extension.....	36
Answer an intercom call	36
End an intercom call.....	36
Answer an incoming call during an intercom call	36
Hold an intercom call.....	37
Handle an intercom call by the private mailbox	37
Call transfer	38
Blind transfer	38
Call transfer using intercom.....	39
Transfer a call and speak to the receiving party.....	39
Paging	40
Make a paging call to an extension	40
Set and edit a group for paging call.....	40
Make a paging call to multiple extensions	41

End a paging call.....	41
Delete the group settings	41
Speed dial.....	42
Assign a speed dial entry	42
Dial a speed dial entry.....	44
Delete a speed dial entry	44

Directory

About the directory	45
Capacity	45
Exit the directory	45
Create directory entries	46
Create a new directory entry	46
Review directory entries	47
Search directory	48
Search by name	48
Dial, delete or edit entries.....	49
Display dial	49
Delete an entry.....	49
Edit an entry	49

Call history

About the caller ID	50
Information about caller ID with call waiting.....	50
Caller ID information.....	51
How the caller ID information (call log) works	51
Caller ID operation.....	52
Memory match	52
Missed (new) calls indicator	52
Review the caller ID information.....	52
View dialing options.....	53
Dial a call history entry	53
Save a call history entry to the directory	54
Delete entries	55
Reasons for missing caller ID information	56

Answering system

Private mailbox setup	57
Activate private mailbox.....	57
Number of rings.....	57
Voice language.....	57
Announcement	58
Remote access code.....	59
Message Length.....	60
Call screening.....	60
Call intercept	61
Message alert.....	61
Remaining time	62
Answering system operation	63
New message indication	63
Call screening.....	63
Call intercept	63
Message playback.....	63
Options during playback.....	64
Transfer messages	64
Delete all mailbox messages.....	65
Record memo.....	65
Remote access.....	66

Appendix

Deregister a deskset.....	67
Deskset display screen messages	68
Troubleshooting	70
Maintenance	74
FCC part 68 and ACTA.....	75
FCC part 15.....	76
California Energy Commission battery charging testing instructions.....	77
For C-UL compliance only	78
Limited warranty	80
Technical specifications	82

Index	83
--------------------	-----------

Getting started

Installation

This CM18245/AM18247 deskset is an accessory of CM18445/AM18447 console. You must purchase the CM18445/AM18447 console and register this deskset to the console before use.

Install and set up CM18445/AM18447 console first before expanding your system with this CM18245/AM18247 deskset.



Install the deskset close to a power outlet not controlled by a wall switch. The deskset can be placed on a flat surface or vertically mounted on the wall (pages 6-7). For optimum range and better reception, place the CM18445/AM18447 console in a central and open location.

Your product may be shipped with a protective sticker covering the deskset display, remove it before use.

For customer service or product information, visit our website at www.vtechphones.com or call **1 (800) 595-9511**. In Canada, dial **1 (800) 267-7377**.

Avoid placing the deskset too close to:

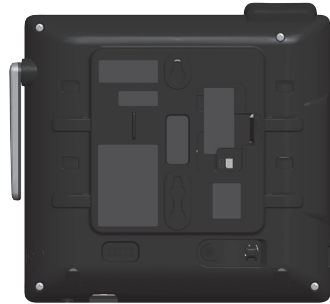
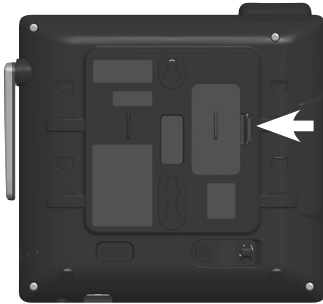
- Communication devices such as television sets, VCRs, or other cordless telephones.
- Excessive heat sources.
- Noise sources such as a window with traffic outside, motors, microwave ovens, refrigerators, or fluorescent lighting.
- Excessive dust sources such as a workshop or garage.
- Excessive moisture.
- Extremely low temperature.
- Mechanical vibration or shock such as on top of a washing machine or work bench.

Getting started

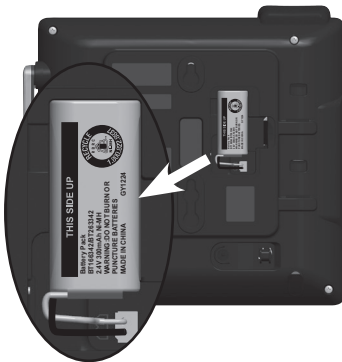
Backup battery installation

Install the backup battery, as shown below. In the event of a power failure, the charged backup battery allows the deskset to operate. The backup battery will be charged when you connect the AC power adapter to a wall outlet not controlled by a wall switch.

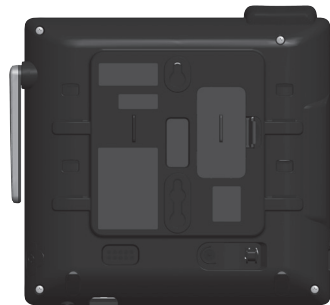
1. Press down on the tab to open the battery compartment cover.



2. Place the battery in the compartment. Make sure the supplied battery with the label **THIS SIDE UP** faces up, as indicated.



3. Align the cover flat against the battery compartment, then press down until it clicks into place.





 **NOTE:** Use only the supplied rechargeable battery or replacement battery (model BT266342). To order a replacement battery, visit our website at www.vtechphones.com or call 1 (800) 595-9511. In Canada, please dial 1 (800) 267-7377.

Getting started

Backup battery charging

When the deskset loses power with the backup battery installed, the screen indicates the battery status (see the following table). The backup battery is fully charged after 16 hours of continuous charging. See the table on page 82 for battery operating times.

The following table summarizes the battery charge indicators and actions to take.

Battery indicators	Battery status	Action
The screen shows  and it flashes.	Battery has enough charge to be used for a short time.	Charge without interruption at least one hour.
The screen shows  .	Battery is fully charged.	Keep the backup battery in the battery compartment to recharge.



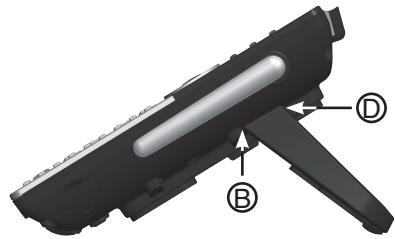
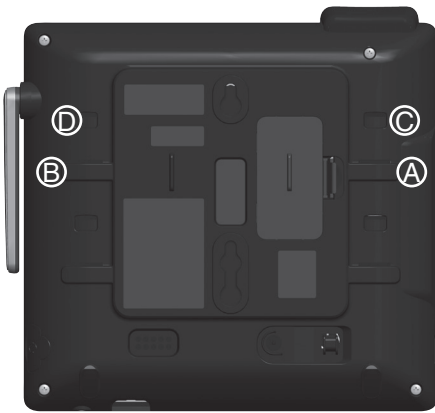
NOTE: When there is a power outage, make sure you have also installed four AA batteries in the console to allow continuous telephone operation.

Getting started

Deskset installation

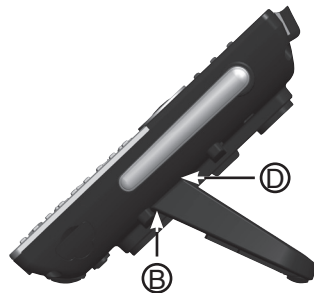
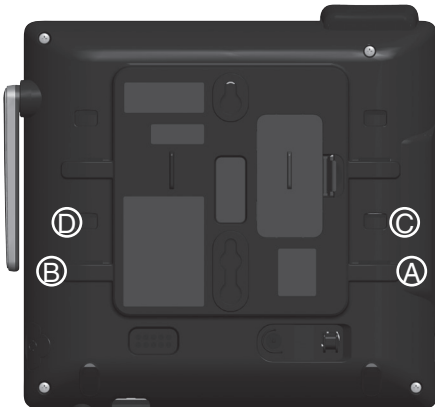
1. Install the mounting bracket for tabletop use.

Low tabletop position: Insert the fixed tabs of the mounting bracket into slots (A) and (B). Press the flexible tabs into slots (C) and (D) until they click into place.



Low tabletop position

High tabletop position: Insert the fixed tabs of the mounting bracket into slots (A) and (B). Press the flexible tabs into slots (C) and (D) until they click into place.

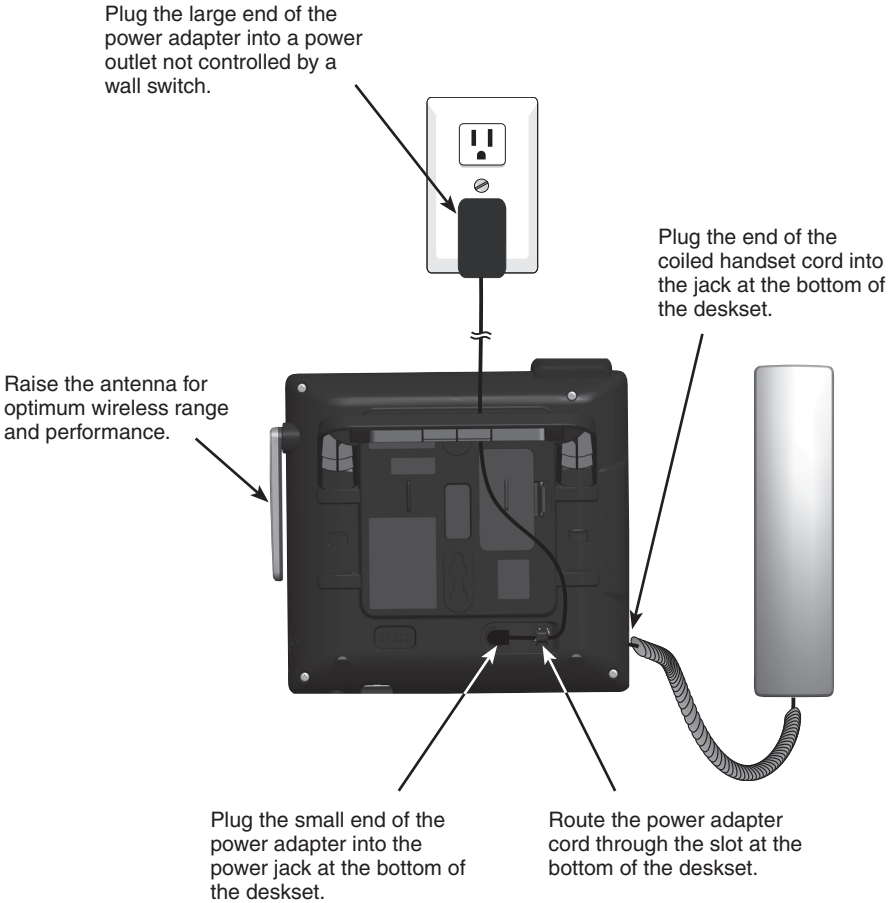


High tabletop position

Getting started

Deskset installation

2. Connect the coiled handset and the power cord to the deskset.



NOTES:

- Use only the power adapter supplied with this product. To order a replacement power adapter, visit our website at www.vtechphones.com or call 1 (800) 595-9511. In Canada, please dial 1 (800) 267-7377.
- The power adapter is intended to be correctly oriented in a vertical or floor mount position. The prongs are not designed to hold the plug in place if it is plugged into a ceiling, under-the-table or cabinet outlet.

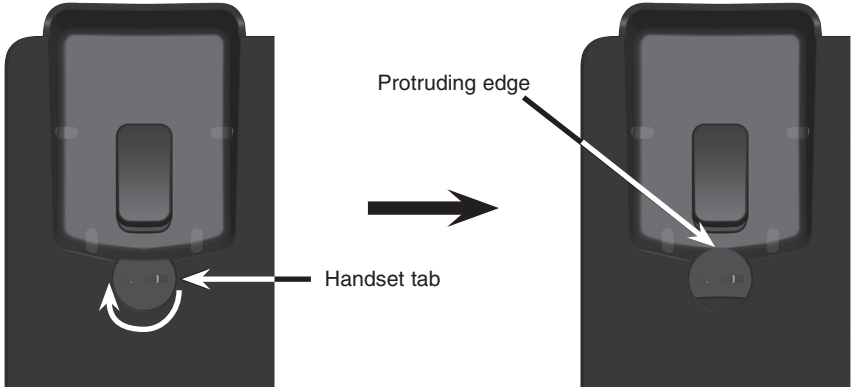
Getting started

Wall mount installation (Optional)

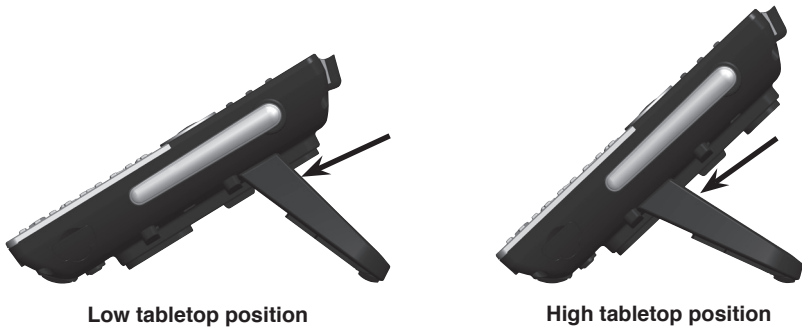
Tabletop to wall installation

To install your deskset in the wall installation position, make sure you first unplug the power adapter from the electrical outlet.

1. Place your corded handset aside. Use a coin to rotate the handset tab 180 degrees. The protruding edge holds the corded handset when the deskset is mounted on the wall.



2. Press in the direction indicated by the arrows to release and remove the mounting bracket from the deskset.

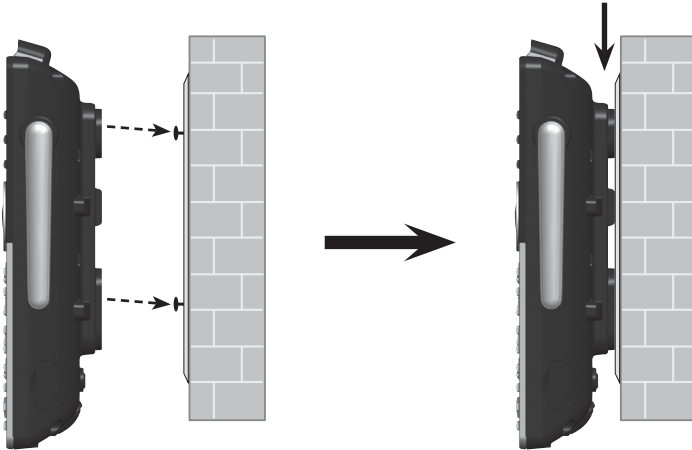


3. Place the corded handset back to the deskset. Plug the small end of the power adapter cord into the power jack on the back of the deskset.

Getting started

Wall mount installation (Optional)

4. Align the wall mounting holes on the back of the deskset with the tabs of the standard wall plate. Push the deskset down until it clicks securely in place.

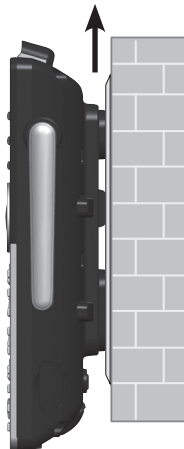


5. Plug the large end of the power adapter into an electrical outlet not controlled by a wall switch.

Wall to tabletop installation

Follow the instructions below to return the deskset from wall installation to tabletop position.

1. Remove the deskset from the wall. Unplug the power adapter cord from the electrical outlet.
2. Use a coin to rotate the handset tab 180 degrees.
3. Follow the steps in **Deskset installation** on pages 4-5 to install your deskset for tabletop use.



Getting started

Add and register a deskset

You can add CM18245/AM18247 desksets to the CM18445/AM18447 console at any time, each new deskset must be registered with the console before use.

The desksets are assigned with available extension numbers starting from 1 in ascending order (1 to 9). You can register a maximum of nine devices to the console.

To register the deskset to the CM18445/AM18447 console:

Start registration when the deskset shows

1) Press MENU on Console ->Registration ->Register Ext. and 2) Press # on this extension to register. alternately.

1. On the console, press **MENU/SELECT**.
2. Press **▲** or **▼** to scroll to **Registration**, then press **MENU/SELECT** or **▶/SKIP**.
3. Press **MENU/SELECT** or **▶/SKIP** to choose **Register ext.** The console shows **Registering....**
4. On the deskset, press **#**. The deskset shows **Registering....**
5. You hear a beep sound when the registration process is successful. The deskset shows **Deskset X registered.** (X represents the extension number, ranged from 1 to 9). It takes up to 60 seconds to complete the registration process.
6. Lift the handset. If you hear a dial tone, the registration was successful.



NOTE: If the registration is not successful, the deskset returns to the previous screen. Try the registration process again.

```
1) Press MENU
on Console
->Registration
->Register Ext.
```

```
Registering...
```

```

  ▲
Directory
Call log
Ringer setting
Console setup
Line mode
Ans sys setup
>Registration
```

```

  ▼
Registration:
>Register ext
Deregistration
```

```
Deskset X
registered.
```

Getting started

Add a corded headset (Optional)

You can use this telephone handsfree when you install any industry-standard 2.5mm corded telephone headset (purchased separately).

To add a corded headset to the deskset

Side view of the deskset



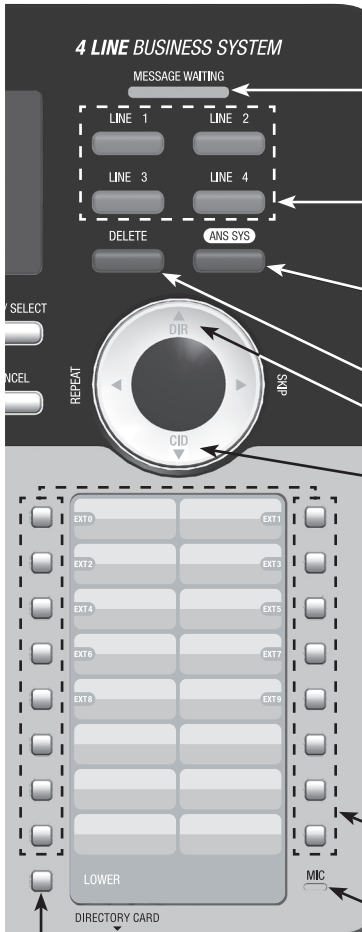
1. Lift open and rotate the plastic cover.
2. Then, plug a 2.5 mm headset into the **HEADSET** (📞) jack on the side of the deskset.



NOTE: The **HEADSET** button on the deskset controls only the corded headset. For more details on the operation of the corded headset, refer to the user's manual of the corded headset.

Getting started

Deskset overview



MESSAGE WAITING indicator

- On when there are new messages in the private mailbox.

LINE 1-LINE 4 keys

- Press to make or answer a call on the desired line.

ANS SYS

- Press to enter the answering system menu.

DELETE

- While playing a message, press to delete the message.
- While reviewing the caller ID information, press to delete an individual entry.
- While predialing, press to delete digits.

▲/DIR

- Press to view directory information.

▼/CID

- Press to view caller ID information.

Speed dial keys

- Press to dial the desired speed dial number.

LOWER

- When assigning or dialing a speed dial number, press to switch to the lower location (the second 16 locations) of a speed dial key.

MIC



Navigation keys

- While in menus, press ▲ or ▼ to scroll through the menus, highlight items or change settings. Press ►/SKIP to enter the selected item, or press ◀/REPEAT to return to the previous menu.
- While entering names or numbers, press ◀/REPEAT or ►/SKIP to move the cursor to the left or right.
- While playing back messages, press ◀/REPEAT to repeat the message, or press ►/SKIP to skip to the next message.

Getting started

Deskset overview

TRANSFER

- Press to transfer a call to an extension.
- During message playback, press to transfer the message to an extension.

HOLD

- Press to place an outside call or intercom call on hold.

FLASH

- During a call, press to answer an incoming call when you receive a call waiting alert.

AUTO REDIAL

- Press to view the last 10 numbers dialed.

MUTE

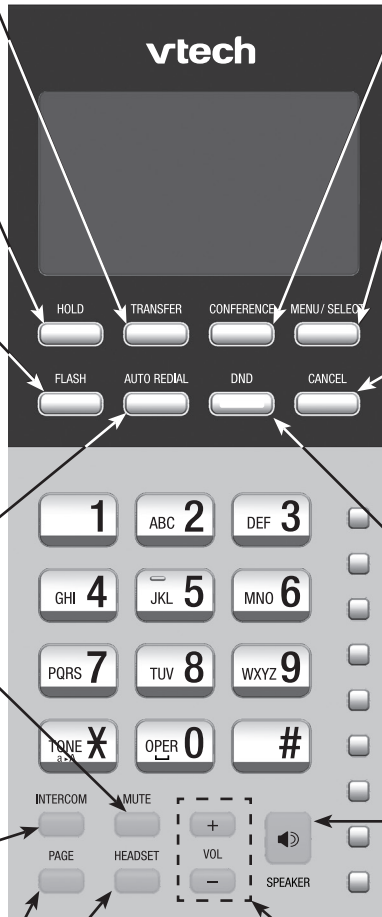
- During a call, press to mute the microphone.

INTERCOM

- When in idle mode, press to initiate an intercom call.

PAGE

- Press to begin a one-to-one or one-to-group broadcast.



CONFERENCE

- Press to add another extension or outside line to an existing call.

MENU/SELECT

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

CANCEL

- While in a menu, press to cancel an operation and exit the menu display.

DND (Do not disturb)

- Press once to turn the feature on. Press again to turn off.

SPEAKER

- Press to turn on the speakerphone. Press again to turn it off.

HEADSET

- When a corded headset is connected to the deskset, press to make, answer or hang up a call.

+VOL/-

- During a call, press to adjust the listening volume.
- During message playback, press to adjust the playback volume.
- Press to adjust the ringer volume when in idle mode.

Getting started

Deskset overview

Directory card

Use the directory card to record the names of the speed dial numbers you stored.

To write names on the directory card:

1. Write the information on the directory card that comes with the package.
2. Insert the edge of the directory card in the slot at the front of the deskset, under the plastic cover.



Getting started

Deskset overview

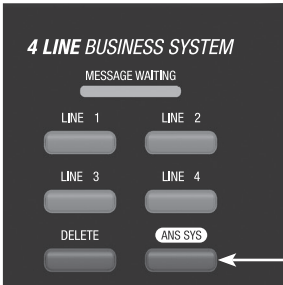
Menus

The > symbol highlights a menu item.



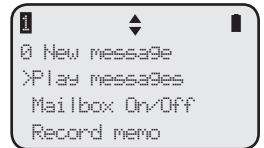
Main menu

- Directory
- Call history
- Ringer setting
- Deskset setup
- Speed dial
- User support
- Deskset info
- Factory reset



Answering system menu

- Play messages
- Mailbox On/Off
- Record memo
- Gen MB
- Settings
- Remaining time
- Delete all old



Using menus

- Press **MENU/SELECT** to show the main menu; or press **ANS SYS** to show the answering system menu.
- Press **▲** or **▼** to scroll through menu items.
- Press **MENU/SELECT** or **▶/SKIP** to select a highlighted menu item.
- Press **MENU/SELECT** to save changes.
- Press **CANCEL** to cancel an operation, exit the menu display or return to the idle screen.

Getting started

Deskset overview

The following tables provides you with more details on the main menu and the answering system menu of the deskset.

Table 1 - Main menu (Press MENU/SELECT in idle screen)

Menu	Description	Reference
Directory	Review, add or delete directory entries.	Pages 45-49
Call history	Review, delete call history entries, or copy an entry to directory.	Pages 50-56
Ringer setting	Set ringer volume and ring tone for an incoming call.	Pages 18-19
Deskset setup	Set LCD contrast, key tone, LCD language, Primary line*, call privacy**, deskset name, and hold remainder. *Primary line defines which line is automatically selected each time you pick up the corded handset or press the speakerphone. **Call privacy defines whether other extensions can barge in to join a call in progress.	Pages 20-23
Speed dial	Program the desired telephone numbers or extension numbers into the speed dial keys.	Pages 42-44
User support	Display a website for you to get extra support.	Page 24
Deskset info	Display ring group status, and the extension number of a paired accessory.	Page 24
Factory reset	Reset all settings of the deskset to the factory default.	Page 23

Getting started





Deskset overview

Table 2 - Answering system menu (Press ANS SYS in idle screen)

Menu	Description	Reference
Play messages	Play messages in the private mailbox.	Pages 63-64
Mailbox On/Off	Turn on or off the private mailbox, or set to play an announcement only to caller when no one is available to pick up the call.	Page 57
Record memo	Record reminders for yourself or others who are using the same telephone system.	Page 65
Gen MB	Play or delete messages in the general mailbox.	Pages 63-64
Settings	<p>Set up the deskset's private mailbox.</p> <p>Mailbox On, Announce only - Set the number of rings before the system answers the incoming calls, and record your own greeting announcements.</p> <p>Remote access - Modify the passcode for users to access private mailbox remotely by making a call to one of the telephone lines.</p> <p>Message length - Set the maximum duration allowed for any voice messages.</p> <p>Call screening - Set whether the deskset user hear the caller whenever a voice recording is taking place.</p> <p>Call intercept - Set whether users of other system extensions can intercept and stop a recording in private mailbox and talk to the caller.</p> <p>Msg alert tone - Set whether a tone is played in idle mode when there are unattended messages in the private mailbox.</p>	Pages 57-61
Remaining time	Check the remaining recording time and number of messages available in the private mailbox.	Page 62
Delete all old	Delete all old messages in the private mailbox.	Page 65

Getting started

Deskset icon display

	On when any corresponding extensions are in use.
	Ringer off - On steadily when the ringer volume is set to OFF or the do not disturb function is on.
	Headset - On steadily when using a corded headset.
	Backup battery indicator - Shows the backup battery status.
-Mute	Microphone is muted.
-Priv	On steadily when the call privacy feature is set to On .
-Rec	On steadily when recording a call.
Conf.	On steadily during a conference call.
LOWER	The lower location of speed dial keys is active.

Getting started

Alert tones and lights

Alert tones

One beep	The deskset is recording an announcement or memo.
Two beeps	You have set the hold reminder on; a call has been on hold for more than three minutes. -OR- You have set the message alert tone on. -OR- There is an incoming call waiting.

Lights

Large lighted display

ANS SYS

- On when the private mailbox is on.

MESSAGE WAITING

- On when there are new private messages.

LINE 1/LINE 2/LINE 3/LINE 4

- On when a telephone line is in use.
- Flashes slowly when the telephone line is on hold.
- Flashes quickly when there is an incoming call or a transfer call.

DND (Do not disturb)

- On when the do not disturb feature is on.

MUTE

- On with the microphone is muted.

SPEAKER

- On when the speakerphone is on.

INTERCOM

- On when the deskset is on an intercom call.
- Flashes slowly when an intercom call is on hold.
- Flashes quickly when there is an incoming intercom call.

PAGE

- On when deskset begins a one-to-one or one-to-group broadcast.

HEADSET

- On when the corded headset is in use.

Telephone settings

Deskset setup

Menu settings


Use this menu to change the deskset settings.

1. Press **MENU/SELECT** when in idle mode (when the deskset is not in use) to enter the main menu.
2. Press **▲** or **▼** to scroll to the feature to be changed. The **>** symbol indicates the selected menu item.
3. Press **MENU/SELECT** or **▶/SKIP** to select the menu item.
4. Press **CANCEL** to exit setup without making changes.



NOTE: Press **CANCEL** to cancel an operation, exit the menu display, or return to idle mode.

Ringer volume

Use this feature to set the ringer volume to one of six levels or turn the ringer off. When the ringer is off, the  icon appears on the deskset screen. The deskset stores the volume setting for all lines.

1. When the deskset is idle, press **MENU/SELECT**.
2. Press **▲** or **▼** to scroll to **Ringer setting**, then press **MENU/SELECT** or **▶/SKIP**.
3. Press **MENU/SELECT** again or press **▶/SKIP** to select **Ringer volume**.
4. Press **▲**, **▼**, or **+VOL/-** on the deskset to adjust the ringer volume.
5. Press **MENU/SELECT** to save the setting and return to the previous menu. To exit without making changes, press **CANCEL** or **◀/REPEAT**.

-OR-

When the deskset is idle, press **+VOL/-** to adjust the ringer volume, then press **MENU/SELECT** to save.



NOTES:

- The ringer volume also determines the ringer volume for intercom calls. If the deskset ringer volume is set to off, it is silenced for all incoming calls, including intercom call.
- While you are using the answering system setup or private mailbox menu of the deskset and there is an incoming call, the deskset does not ring.

Telephone settings


Deskset setup

Ringer tone

Use this feature to choose one of the ten ringer tones for incoming calls. You can choose different ringer tones for different lines so you can easily identify which line is calling.

1. When the deskset is idle, press **MENU/SELECT**.
2. Press ▲ or ▼ to scroll to **Ringer setting**, then press **MENU/SELECT** or ►/SKIP.
3. Press ▲ or ▼ to scroll to **Ringer tone**, then press **MENU/SELECT** or ►/SKIP.
4. Press ▲ or ▼ to select the desired line (**Line 1**, **Line 2**, **Line 3** or **Line 4**), then press **MENU/SELECT** or ►/SKIP.
5. Press ▲ or ▼ to select a desired ringer tone.
6. Press **MENU/SELECT** to save the setting and return to the previous menu. To exit without making changes, press **CANCEL** or ◀/REPEAT.
7. Repeat steps 4-6 above to choose ringer tones for other lines if desired.

Do not disturb (DND)

Use this feature to silence your deskset. When you activate the do not disturb function, the  icon appears on the deskset screen. You will not receive any paging call and you will not hear rings of incoming call or intercom call.

Instead, the **LINE 1-LINE 4** indicator flashes to signal an incoming call. If you receive an intercom call, the extension number of that intercom call appears on the screen display.

1. Press **DND** to prevent interruptions. The **DND** indicator turns on.
2. Press **DND** again to resume normal call alerts. The **DND** indicator turns off.

Telephone settings

Deskset setup

LCD contrast

Use this feature to adjust the screen contrast to one of five levels to optimize readability in different lighting conditions.

1. When the deskset is idle, press **MENU/SELECT**.
2. Press **▲** or **▼** to scroll to **Deskset setup**, then press **MENU/SELECT** or **▶/SKIP**.
3. Press **MENU/SELECT** again or press **▶/SKIP** to select **LCD contrast**.
4. Press **▲**, **▼**, or **+VOL/-** on the deskset to adjust the screen contrast level.
5. Press **MENU/SELECT** or **▶/SKIP** to save the setting and return to the previous menu. To exit without making changes, press **CANCEL** or **◀/REPEAT**.

Key tone

The deskset is set to beep with each key press. If you turn off the key tone, there are no beeps when you press keys.

1. When the deskset is idle, press **MENU/SELECT**.
2. Press **▲** or **▼** to scroll to **Deskset setup**, then press **MENU/SELECT** or **▶/SKIP**.
3. Press **▲** or **▼** to scroll to **Key tone**, then press **MENU/SELECT** or **▶/SKIP**.
4. Press **▲** or **▼** to choose **On** or **Off**.
5. Press **MENU/SELECT** or **▶/SKIP** to save the setting and return to the previous menu. To exit without making changes, press **CANCEL** or **◀/REPEAT**.

Telephone settings

Deskset setup

LCD language

This feature allows you to change the language used for all screen displays. The language settings on the console and desksets are independent. By default, the language is set to **English**.

1. When the deskset is idle, press **MENU/SELECT**.
2. Press **▲** or **▼** to scroll to **Deskset setup**, then press **MENU/SELECT** or **▶/SKIP**.
3. Press **▲** or **▼** to scroll to **LCD Language**, then press **MENU/SELECT** or **▶/SKIP**.
4. Press **▲** or **▼** to select **English**, **Français** or **Español**.
5. Press **MENU/SELECT** or **▶/SKIP** to save the setting and return to the previous menu. To exit without making changes, press **CANCEL** or **◀/REPEAT**.

Primary line

Use this feature, also known as automatic line selection, to choose which line is automatically selected each time you make an outside call. If you select **Auto**, the deskset picks up any available line starting from **Line 1**.

1. When the telephone is idle, press **MENU/SELECT**.
2. Press **▲** or **▼** to scroll to **Deskset setup**, then press **MENU/SELECT** or **▶/SKIP**.
3. Press **▲** or **▼** to scroll to **Primary line**, then press **MENU/SELECT** or **▶/SKIP**.
4. Press **▲** or **▼** to choose the desired line, then press **MENU/SELECT** or **▶/SKIP**. To exit without making changes, press **CANCEL**.



NOTE: If you install less than four telephone line cords to the CM18445/AM18447 console and select **Auto** as your **Primary line** setting, make sure you plug in your telephone line cords starting from L1/2 jack. Avoid having any unoccupied telephone jack between other occupied telephone jacks.

Telephone settings

Deskset setup

Call privacy

The call privacy is set to **Off** by default. The deskset allows other extensions to join a call in progress. You can turn this setting on to ensure that only one device uses a line at a time.

1. When the deskset is idle, press **MENU/SELECT**.
2. Press **▲** or **▼** to scroll to **Deskset setup**, then press **MENU/SELECT** or **▶/SKIP**.
3. Press **▲** or **▼** to scroll to **Call privacy**, then press **MENU/SELECT** or **▶/SKIP**.
4. Press **▲** or **▼** to scroll to **On** or **Off**.
5. Press **MENU/SELECT** or **▶/SKIP** to save the setting and return to the previous menu. To exit without making changes, press **CANCEL** or **◀/REPEAT**.



NOTE: To temporarily change the call privacy setting during a call, see page 29.

Hold reminder

When the deskset holds an outside call or an intercom call for more than three minutes, it gives you a double beep every 30 seconds. You can set its volume to one of six levels or turn the reminder off.

1. When the deskset is idle, press **MENU/SELECT**.
2. Press **▲** or **▼** to scroll to **Deskset setup**, then press **MENU/SELECT** or **▶/SKIP**.
3. Press **▲** or **▼** to scroll to **Hold reminder**, then press **MENU/SELECT** or **▶/SKIP**.
4. Press **▲**, **▼**, or **+VOL/-** on the deskset to adjust the reminder volume.
5. Press **MENU/SELECT** or **▶/SKIP** to save the setting and return to the previous menu. To exit without making changes, press **CANCEL** or **◀/REPEAT**.

Telephone settings

Deskset setup

Deskset name

Use this feature to rename the deskset.

1. When the deskset is idle, press **MENU/SELECT**.
2. Press ▲ or ▼ to scroll to **Deskset setup**, then press **MENU/SELECT** or ►/SKIP.
3. Press ▲ or ▼ to scroll to **Deskset name**, then press **MENU/SELECT** or ►/SKIP.
4. Use the dialing keys to change the name (up to 10 characters).
 - Press ◀/REPEAT or ►/SKIP to move the cursor left or right.
 - Press **DELETE** to delete a character.
 - Press and hold **DELETE** to delete all characters.
5. Press **MENU/SELECT** to save the setting and return to the previous menu. To exit without making changes, press **CANCEL**.

Factory reset

Use this feature to reset all settings of this deskset to their default settings. All phone settings, directory, caller ID history, redial list, speed dial memory, private mailbox messages will be reset.

Make sure the telephone system is idle before you reset the deskset.

1. When the deskset is idle, press **MENU/SELECT**.
2. Press ▲ or ▼ to scroll to **Factory reset**, then press **MENU/SELECT** or ►/SKIP. The screen displays **Are you sure to reset deskset?**
3. Press ▲ or ▼ to scroll to **Yes** or **No**.
4. Press **MENU/SELECT** or ►/SKIP to confirm your choice. The deskset resets all settings and returns to the previous menu.

Telephone settings

Deskset setup

Deskset information

This feature displays the ring group status of the deskset, and the extension number of an accessory paired to the deskset.

Ring group defines if the deskset will ring when there is an incoming call at the corresponding line. To change the setting and for more details, refer to the **Ring group** section in the user's manual of **CM18445/AM18447** console.

1. When the deskset is idle, press **MENU/SELECT**.
2. Press **▲** or **▼** to scroll to **Deskset info**, then press **MENU/SELECT** or **▶/SKIP**.
3. Press **CANCEL** or **◀/REPEAT** to return to the previous menu.

User support

Use this feature to display the VTech website.

1. When the deskset is idle, press **MENU/SELECT**.
2. Press **▲** or **▼** to scroll to **User support**, then press **MENU/SELECT** or **▶/SKIP**.
3. Press **CANCEL** or **◀/REPEAT** to return to the previous menu.

Telephone operation

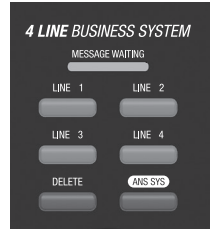
Telephone operation

The deskset comes programmed to select a line automatically for calls when you do not press a line key. To override the automatic line selection setting, see **Primary line** on page 21 for details. When you answer a call, the deskset automatically selects the ringing line.

Line indicators

Each of the four indicators on **LINE 1-LINE 4** indicate the state of the corresponding telephone line.

- On when the corresponding line is in use.
- Flashes slowly when the line is on hold.
- Flashes quickly when there is an incoming call or a transfer call.



Making and ending a call

To make a call from the deskset:

1. Lift the handset or press **SPEAKER** .

-OR-


To override automatic line selection, press **LINE 1-LINE 4** for the desired line, then lift the handset.

2. Wait for a dial tone, then enter the telephone number. The screen displays the elapsed time as you talk (in hours, minutes and seconds).

To end a call from the deskset:

- Place the handset on the deskset to hang up.

-OR-

- If you are using the speakerphone, press **SPEAKER**  to hang up.



NOTE: The elapsed time is not affected by accessing services from your telephone service provider.

To make a call using a corded headset:


Make sure a corded headset is connected to the deskset (page 9).

1. Press **HEADSET** on the deskset.
2. Wait for a dial tone, then dial the number.
3. To hang up, press **HEADSET**.

Telephone operation

Telephone operation



On hook dialing (predialing)

1. Enter the telephone number. Press **DELETE** to make corrections.
2. Lift the handset or press **SPEAKER**  to dial.


-OR-

To override automatic line selection, press **LINE 1-LINE 4** for the desired line, then lift the handset.

Full duplex speakerphone

During a call, press **SPEAKER**  to switch between handsfree speakerphone and normal handset use. Press **SPEAKER**  again if you are using speakerphone or place the handset on the deskset to hang up.

Answering a call

Lift the handset, or press the corresponding line key (**LINE 1-LINE 4**), **SPEAKER**  or **HEADSET** on the deskset to answer an incoming call.

Temporary ringer silencing

When the telephone is ringing, you can temporarily silence the ringer of the deskset without disconnecting the call. Press **MUTE** to silence the ringer. The next call rings normally at the preset volume.

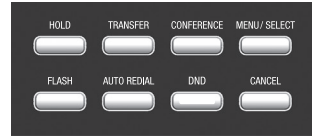
Telephone operation

Options while on calls

Call waiting

If you subscribe to call waiting service with your telephone service provider, you hear two beeps if someone calls while you are in the middle of a call.

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



Volume control

Use this feature to independently set the listening volume to one of six levels for each of the listening options (corded handset, corded headset and speakerphone).

All settings are independent. While on a call, press **+VOL/-** to adjust the listening volume.

Mute

Use this feature during a telephone conversation to silence the microphone. You can hear the caller, but the caller cannot hear you.

To mute a call:

- Press **MUTE**. When mute is on, the **MUTE** lights up; the screen also displays **-Mute**.



To take a call off mute:

- Press **MUTE** again and resume speaking.

Temporary tone dialing

If you have pulse (rotary) service only, use this feature to temporarily switch pulse to touch-tone dialing during a call by pressing **TONE ✕**.

1. Press **TONE ✕** during a call.
2. Use the dialing keys to enter the desired number. The telephone sends touch-tone signals.

The telephone automatically returns to pulse dialing mode after you end the call.

Telephone operation


Options while on calls

Hold

Use this feature to hold one line while accessing another, or as part of the conference.

While on a call, press **HOLD**. The corresponding line key (**LINE 1-LINE 4**) indicator for the line on hold flashes slowly. After the call has been put on hold for more than three minutes, you hear a double beep every 30 seconds. (To adjust the volume or turn off the reminder beep, see **Hold reminder** on page 22).



If you are using the speakerphone, the speakerphone turns off and the **SPEAKER**  key turns off automatically after you press **HOLD**. If you are using the corded headset, the headset turns off and the **HEADSET** key turns off automatically after you press **HOLD**.

To release the hold, press line key (**LINE 1-LINE 4**) of the line being put on hold.

Music on hold (M.O.H) feature is available. When you put a call on hold, the caller will hear the music that comes with the telephone system. To change the setting and for more details, refer to the **Music on hold** section in the user's manual of **CM18445/AM18447** console.



NOTES:

- The call privacy setting in **Deskset setup** menu remains unchanged after the call is put on hold.
- The call ends automatically after it is put on hold for 15 minutes.

Switching between lines

Use this feature to switch between lines during an outside call:

1. Press the desired line key (**LINE 1-LINE 4**) of another telephone line to make or answer another call. The current call is put on hold automatically.
2. To return to the first call, press the line key (**LINE 1-LINE 4**) of the original call. The second line is put on hold automatically.



NOTE: Source of music files: FreeMusicArchive.org. Used under open license.

Telephone operation

Options while on calls

Call privacy

During a call, you can temporarily change the call privacy setting to allow or disallow other extensions to join the call. The original setting is automatically restored after you hang up or resume the call you put on hold.

To turn call privacy off during a call:

1. During the call, press **MENU/SELECT**.
2. Press ▲ or ▼ to scroll to **Private**, then press **MENU/SELECT** or ►/SKIP.

Other extensions can now join the call by pressing the corresponding line key (**LINE 1-LINE 4**).

To turn call privacy back on during a call:

1. During the call, press **MENU/SELECT**.
2. Press ▲ or ▼ to scroll to **Private**, then press **MENU/SELECT** or ►/SKIP. The deskset displays **-Priv**.

No extension can join the call now. If another extension tries to access the line you are using, it displays **Private call**.



NOTE: To set call privacy for every incoming and outgoing call, see page 22.

Telephone operation

Options while on calls

Recording a call

Use this feature to record a phone conversation during a call. The recording is treated the same as memos and is marked as a new message in the private mailbox. Listen to recorded conversation the same way as incoming messages or memos (see **Message playback** on page 63).


To record a call:

1. During a call, press **MENU/SELECT**.
2. Press **MENU/SELECT** or **▶/SKIP** to start recording.
3. The recording starts and the screen shows **-Rec.** Both the deskset user and the far-end party hear a beep sound.



NOTE: To ensure that you are in compliance with any federal or state regulations regarding recording a telephone call, you should start the recording process and then inform the other party that you are recording the call.

To stop recording:

Place the handset back to the deskset, or press **SPEAKER**  to hang up if you are using the speakerphone.

-OR-

1. Press **MENU/SELECT** during the recording.
2. Press **MENU/SELECT** or **▶/SKIP** to stop recording. The system saves the conversation into the private mailbox.

Telephone operation

Options while on calls

Chain dialing

While you are on a call, you can initiate a dialing sequence from the numbers in the directory, caller ID history or redial list.

Chain dialing can be useful if you wish to access other numbers (such as bank account numbers or access codes) from the directory, caller ID history, redial list or speed dial memory.

To access the directory while on a call:

1. Press **▲/DIR**, then press **▲** or **▼** to scroll to the desired entry.
2. Press **MENU/SELECT** to dial the desired entry. To exit without making changes, press **CANCEL** and continue with the conversation.

To access the call history while on a call:

1. Press **▼/CID**, then press **▲** or **▼** to scroll to the desired entry.
2. Press **MENU/SELECT** to dial the desired entry. To exit without making changes, press **CANCEL** and continue with the conversation.

To access the redial list while on a call:

1. Press **AUTO REDIAL**, then press **▲** or **▼** to scroll to the desired entry.
2. Press **MENU/SELECT** to dial the desired number. To exit without making changes, press **CANCEL** and continue with the conversation.

To access the speed dial entry while on a call:

Press the desired speed dial key for the number in the upper location.

-OR-

Press **LOWER**, then the desired speed dial key for the number in the lower location.

Telephone operation

Redial

The last 10 telephone numbers dialed (up to 32 digits) are stored in your deskset.

To view the 10 most recently dialed numbers

1. Press **AUTO REDIAL** to enter the redial list and display the most recently called number.
2. Press **▲** or **▼** to view other recently called numbers.
3. Press **CANCEL** to exit the redial list.

To redial a number

When the desired number displays on the screen:

- Lift the handset.

-OR-

- Press **SPEAKER**  or **HEADSET**.

To override automatic line selection, press **LINE 1-LINE 4** for the desired line, then lift the handset.

To copy a redial entry to directory

1. Press **AUTO REDIAL** to enter the redial list and display the most recently called number.
2. Press **▲** or **▼** to view other recently called numbers.
3. Press **◀/REPEAT** or **▶/SKIP** to choose **Add to DIR**, then press **MENU/SELECT**.
4. Press **MENU/SELECT** to save. The deskset displays **Edit number**. Use the dialing keys to edit the number (up to 32 digits).
 - Press **DELETE** to delete a digit.
 - Press and hold **DELETE** to delete all digits.
 - Press **◀/REPEAT** or **▶/SKIP** to move the cursor to the left or right.
 - Press **▲** or **▼** to move the cursor to the beginning or end.
 - You can store the flash signal required by some special services as part of a dialing sequence. Press **FLASH** and an **F** appears on the screen.
5. Press **MENU/SELECT** to save. The deskset displays **Enter name**. Use the dialing keys to enter the name (up to 24 characters).
 - Press **DELETE** to delete a character.
 - Press and hold **DELETE** to delete all characters.
 - Press **◀/REPEAT** or **▶/SKIP** to move the cursor to the left or right.
 - Press **▲** or **▼** to move the cursor to the beginning or end.
 - Press **0** to add a space.
6. Press **MENU/SELECT** to save. To exit without making changes, press **CANCEL** to return to the previous menu.

Telephone operation

Redial

To delete a number

While the screen displays the desired number, press **DELETE** to delete the number from the redial memory. You hear a confirmation tone.

Auto-redial

Use this feature to automatically redial a number twice, with a 30 seconds countdown in between the two dials.

1. Press **AUTO REDIAL** to enter the redial list and display the most recently called number.
2. Press **▲** or **▼** to view other recently called numbers.
3. While the screen displays the desired number, press **◀/REPEAT** or **▶/SKIP** to choose **Auto redial**, then press **MENU/SELECT**.
4. The telephone calls the desired number using the speakerphone.
5. When the other party answers, you will need to take an action to speak with the other party and stop the auto-redial attempts. Press **MUTE** on the deskset, then lift the handset to speak with the other party.
 - After a call is placed, if the line is busy, you will hear a busy tone for a few seconds before the deskset hangs up. The deskset returns to idle screen and displays **Auto redial -XXs**. The call will be redialed 30 seconds later. If the line is still busy at the second attempt, no more attempts are made.
 - If the line is ringing but no party answers, the deskset hangs up, returns to idle screen and displays **Auto redial -XXs**. The call will be redialed 30 seconds later. If there is no answer at the second attempt, no more attempts are made.
 - If you want to turn off the auto-redial feature during the 30-second waiting time, press **CANCEL**.

Telephone operation

Conference call

The system can support 6-party conference with a maximum of four outside calls and two system extensions (including the initiating party).

Establish a conference call

There are two ways to establish a conference call.

A. Hold an intercom call

After establishing an intercom call with another system extension, the initiating party holds the intercom call and invites an external party to join the conference by making an outside call.

1. Press **INTERCOM**. Press ▲ or ▼ to scroll to the desired extension, then press **MENU/SELECT** or ►/SKIP. The called extension picks up the intercom call.

-OR-

Press the speed dial key assigned with the desired extension number. The called extension picks up the intercom call.

2. Press another available line key to make an outside call. The original intercom call is put on hold. When the external party picks up, you can have a private conversation with that party.
3. Press **CONFERENCE** at any time to begin the conference call.
4. If necessary, repeat step 2 and step 3 above to invite another external party to join the conference until the maximum capacity is reached.

B. Hold an outside call or join a call in progress

After establishing the first outside call, the party can invite another system extension to join the conference by using intercom.

Any system extension can also join a call in progress by pressing the line key which is currently in use to set up a conference.

1. Make or answer an outside call.
2. Press another available line key to make another outside call. The original outside call is put on hold. When the external party picks up, you can have a private conversation with that party.

-OR-

Press **INTERCOM**. Press ▲ or ▼ to scroll to the desired extension, then press **MENU/SELECT** or ►/SKIP. The called extension picks up the intercom call, and the outside call is put on hold.

-OR-

Any system extension can press the line key currently in use to create a conference with the console and the external party.

- If the call privacy of your deskset is set to **On**, follow the instructions of **To turn call privacy off during a call** on page 29 to turn off the setting temporarily.

Telephone operation

Conference call

3. Press **CONFERENCE** at any time to begin the conference call.
4. If necessary, repeat step 2 (make another outside call) and step 3 to invite another external party to join the conference until the maximum capacity is reached.



NOTES:

- After a conference call is established, other extensions are not allowed to join the conference in progress.
- The flash signal in a dialing sequence is not available during a conference call.
- The system does not support an internal conference of more than two system extensions.

Options during a conference call

To talk privately with one external party:

1. Press **LINE 1-LINE 4** to talk privately with the person on that line. The intercom call is automatically placed on hold.
2. Press **CONFERENCE** to resume the conference call.


To talk privately with one internal party:

1. Press **INTERCOM** to talk privately with the person on that extension. The external line(s) is/are automatically placed on hold.
2. Press **CONFERENCE** to resume the conference call.


To drop an outside line:

1. Press **MENU/SELECT**.
2. Press **MENU/SELECT** or **►/SKIP** to select **End line**.
3. Press **▲** or **▼** to choose the line number that you want to drop.
4. Press **MENU/SELECT** or **►/SKIP** to confirm.

To drop an intercom call:

1. Press **INTERCOM** to activate the intercom call that you want to drop. The external line(s) is/are automatically placed on hold. Place the corded handset on the deskset or press **SPEAKER** .
2. If there is only one external line on hold, press **LINE 1-LINE 4** to resume the external call and lift the corded handset on the deskset. If there is multiple external lines on hold, press **CONFERENCE** to resume the conference call.

To end a conference call:

- Place the corded handset on the deskset or press **SPEAKER** . The call will be ended when all parties hang up.

Telephone operation

Intercom

You can use the intercom feature for conversations between this deskset and other system devices.

Make an intercom call to an extension

1. Press **INTERCOM** on the deskset when it is idle.
2. Press ▲ or ▼ to scroll to a desired extension, then press **MENU/SELECT** or ►/SKIP.
3. The screen displays **Calling: XX** (XX represents the name and extension number of destination device).


-OR-

If you have assigned extension numbers as speed dial entries (see **Assign a speed dial entry** on pages 42-43), you can initiate an intercom by pressing the desired speed dial key.


1. When the deskset is idle, press the desired speed dial key, or press **LOWER** followed by the desired speed dial key.
2. The deskset displays **Calling: XX** (XX represents the name and extension number of the destination device).




NOTES:

- Before the intercom call is answered, you can cancel the intercom by pressing **SPEAKER** .
- You cannot intercom an extension that is on an intercom call.

Answer an intercom call

When you receive an intercom call, you hear a ringing tone and your screen displays **---Intercom--- XX** (XX represents the name and extension number of the calling device). Press **INTERCOM**, **SPEAKER**  or lift the corded handset to answer.

End an intercom call

Place the handset back to the deskset or press **SPEAKER**  if you are using the speakerphone.

Answer an incoming call during an intercom call

If you receive an incoming outside call during an intercom call, there is an alert tone.

To answer the call, press the corresponding line key (**LINE 1-LINE 4**). The intercom call is put on hold automatically.

Telephone operation

Intercom

Hold an intercom call

During an intercom call, press **HOLD**.

After the call has been put on hold for more than three minutes, a double beep sounds every 30 seconds. To turn off the reminder beep, see **Hold reminder** on page 22.

The far end of the held intercom call will hear the music that comes with the telephone system. To change the setting and for more details, refer to the **Music on hold** section in the user's manual of **CM18445/AM18447** console.



NOTES:

- You can only hold one pair of intercom call.
- The intercom call on hold is dropped after 15 minutes.

Handle an intercom call by the private mailbox

When the deskset receives an intercom call and there is no answer after the programmed number of rings (see **Number of rings** on page 57), the caller is prompted to leave a message in the private mailbox.



Telephone operation

Call transfer

You can transfer a call to any other system telephone. Only the recipient extension can answer the transferred call.

Blind transfer

While on a call, you can transfer a call directly without notifying the desired extension:

1. Press **TRANSFER** on the deskset while on a call.
2. Press ▲ or ▼ to scroll to the desired extension, then press **MENU/SELECT** or ►/SKIP.
3. The destination device rings. Choose either option below.
 - Answer the call by lifting the corded handset, or pressing **SPEAKER** .
 - You can resume the call by pressing the corresponding flashing line key (**LINE 1-LINE 4**) on the deskset before the destination device answers the call.
4. Put the corded handset on the deskset or press **SPEAKER**  to hang up.



NOTE: If the private mailbox of the destination extension is off, the transferred call will only ring on the destination extension for five times. If the destination extension does not answer within that period, the transferred call rings back the deskset. If the deskset does not answer the call, the call ends after it has been in the transfer process for 10 minutes.

Telephone operation

Call transfer using intercom

Transfer a call and speak to the receiving party

You can transfer a call and speak to the receiving party before completing the transfer while on a call:

1. Press **INTERCOM** on the deskset while on a call.
2. Press ▲ or ▼ to scroll to a desired extension, then press **MENU/SELECT** or ►/SKIP. The outside call is put on hold.
3. The destination extension rings and the call is answered by lifting the handset or pressing **SPEAKER** ◀. You can now talk to the destination party privately.
4. Press **TRANSFER** to transfer the call to the destination extension. The deskset returns to idle.



NOTE: If you decide not to transfer the call and end the intercom call, press the corresponding flashing line key (**LINE 1-LINE 4**) to resume the outside call.

Telephone operation

Paging

You can directly broadcast your voice to the speakerphone of the console, any deskset and handset. The extension(s) you called can respond by pressing the **PAGE** key to begin a two-way communication.

Make a paging call to an extension

1. Press **PAGE** on the deskset when it is idle.
2. Press **▲** or **▼** to scroll to a desired extension, then press **MENU/SELECT** or **▶/SKIP**. The screen displays **Paging...**, then **Press and hold [PAGE] to talk**.
3. Press and hold the **PAGE** key until the deskset displays **Paging...**
4. Speak towards the deskset while continuing to hold down the **PAGE** key. Your voice is broadcast to the desired extension.
5. Release the **PAGE** key after speaking. The destination party can reply.



NOTES:

- Before the paging call is answered, you can cancel the paging by pressing **CANCEL**.
- You cannot page an extension that is on a call.
- If all four telephone lines are in use, the paging feature is not available.

Set and edit a group for paging call

Use the group setting if you want to broadcast your voice to a group of extensions. When you page a group, only the selected extensions hear your voice. You can create up to three paging groups.

1. Press **PAGE** on the deskset when it is idle.
2. Press **▲** or **▼** to scroll to **Group**, press **MENU/SELECT** or **▶/SKIP**.
3. Press **▲** or **▼** to scroll to **Define groups**, press **MENU/SELECT** or **▶/SKIP**.
4. Press **▲** or **▼** to scroll to a desired group (**Group 1-Group 3**), press **MENU/SELECT** or **▶/SKIP**.
5. The registered extensions (apart from cordless headset and speakerphone) display. Use the dial pad to press an extension number if you want to add it to the group.
 - To remove an extension number, press the same number again.
6. Press **MENU/SELECT** or **▶/SKIP** to save the setting and return to the previous menu. To exit without making changes, press **CANCEL** or **◀/REPEAT**.



NOTE: Each group can contain a maximum of four other system extensions.

Telephone operation

Paging

Make a paging call to multiple extensions

1. Press **PAGE** on the deskset when it is idle.
2. Press **▲** or **▼** to scroll to **Group** or **All**, press **MENU/SELECT** or **▶/SKIP**.

- If you choose **Group**, press **▲** or **▼** to scroll to a desired group of extensions. Then, press **MENU/SELECT** or **▶/SKIP**.

The screen displays **Paging...**, then **Press and hold [PAGE] to talk**.

3. Press and hold the **PAGE** key until the deskset displays **Paging...**
4. Speak towards the deskset speakerphone while continuing to hold down the **PAGE** key. Your voice is broadcast to the desired extension.
5. Release the **PAGE** key after speaking. Any destination party can reply.



NOTES:

- Paging all extensions will create a paging call that only involves the console and the first other four system devices.
- If any of the console and the first other four system devices is busy, it will not receive the paging call.

End a paging call

Press **CANCEL** to end the paging call.

Delete the group settings

1. Press **PAGE** on the deskset when it is idle.
2. Press **▲** or **▼** to scroll to **Group**, press **MENU/SELECT** or **▶/SKIP**.
3. Press **▲** or **▼** to scroll to **Clear groups**, press **MENU/SELECT** or **▶/SKIP**.
4. The deskset displays **Clear all group settings?**. Press **▲** or **▼** to scroll to **Yes**.
5. Press **MENU/SELECT** or **▶/SKIP** to confirm your choice. To exit without making changes, press **CANCEL** or **◀/REPEAT**.

Telephone operation

Speed dial

This deskset has 32 speed dial locations where you can store and dial phone numbers or system extension numbers. You can store up to 32 digits in each location.

You can access the first 16 locations using only the speed dial keys. To access the remaining 16 locations, press **LOWER** and then the speed dial key for the desired location. You might wish to write the names, telephone numbers, or extension numbers of the speed dial entries on the directory card, using the light gray spaces for the upper 16 locations and the white spaces for the lower 16 locations.



NOTE: By default, pressing speed dial keys 1 to 10 will make an intercom call to the corresponding registered extension, as shown on the directory card.

Assign a speed dial entry

Use the following steps to program the speed dial keys.

To copy entry from directory or select an extension:

1. When the deskset is idle, press **MENU/SELECT**.
2. Press **▲** or **▼** to scroll to **Speed dial**, then press **MENU/SELECT** or **▶/SKIP**.
3. The screen displays **Speed dial: Press a speed dial key to edit**. Press the desired speed dial key, or press **LOWER** followed by the desired speed dial key.
4. Press **MENU/SELECT** or **▶/SKIP**.
5. Press **▲** or **▼** to choose **Add from DIR** or **Call extension**, then press **MENU/SELECT** or **▶/SKIP**.
6. Press **▲** or **▼** to choose a desired entry.
7. Press **MENU/SELECT** to save the setting. To exit without making changes, press **CANCEL** or **◀/REPEAT**.

Telephone operation

Speed dial

Assign a speed dial entry (continued)

To add a new phone number:

1. When the deskset is idle, press **MENU/SELECT**.
2. Press **▲** or **▼** to scroll to **Speed dial**, then press **MENU/SELECT** or **▶/SKIP**.
3. The screen displays **Speed dial: Press a speed dial key to edit**. Press the desired speed dial key, or press **LOWER** followed by the desired speed dial key. Press **MENU/SELECT** or **▶/SKIP**.
4. Press **MENU/SELECT** or **▶/SKIP** again to choose **New number**.
5. Use the dialing keys to enter the number (up to 32 digits).
 - Press **DELETE** to delete a digit.
 - Press and hold **DELETE** to delete all digits.
 - Press **◀/REPEAT** or **▶/SKIP** to move the cursor to the left or right.
 - Press **▲** or **▼** to move the cursor to the beginning or end.
 - You can store the flash signal required by some special services as part of a dialing sequence. Press **FLASH** and an **F** appears on the screen.
6. Press **MENU/SELECT** to save.
 - The display shows **Number already saved** if the number is already in the directory. Go to the previous step and choose **Add from DIR** to assign the speed dial entry.
7. When the deskset displays **Enter name**, use the dialing keys to enter the name (up to 24 characters).
 - Press **DELETE** to delete a character.
 - Press and hold **DELETE** to delete all characters.
 - Press **◀/REPEAT** or **▶/SKIP** to move the cursor to the left or right.
 - Press **▲** or **▼** to move the cursor to the beginning or end.
 - Press **0** to add a space.
8. Press **MENU/SELECT** to save. To exit without making changes, press **CANCEL** to return to the previous menu.



NOTES:

- The newly added phone number will also be saved to the directory.
- If you want to edit the phone number of the speed dial entry, you need to edit it in directory.

Telephone operation

Speed dial

Dial a speed dial entry

When the deskset is idle, press the desired speed dial key for the destination party in the upper location.

-OR-

When the deskset is idle, press **LOWER**, then press the speed dial key for the destination party in the lower location.

The deskset dials the speed dial number using the speakerphone.



NOTE: After you press **LOWER**, the lower location function of the speed dial key will be dismissed in five seconds.

Delete a speed dial entry

1. When the deskset is idle, press **MENU/SELECT**.
2. Press **▲** or **▼** to scroll to **Speed dial**, then press **MENU/SELECT** or **▶/SKIP**.
3. Press the desired speed dial key, or press **LOWER** followed by the desired speed dial key.
4. Press **DELETE** to remove the speed dial entry. To exit without making changes, press **CANCEL** or **◀/REPEAT**.



NOTES:

- Deleting a speed dial entry will not delete the corresponding entry in the directory.
- If you delete the speed dial entry for keys 1 to 10, it will reset to the default setting and serve as an intercom key to the corresponding registered extension.

Directory

About the directory

Use the directory to store names and phone numbers. Directory entries are not shared with other extensions. The console and each deskset have their own directories.

Capacity

The directory of this deskset can store up to 100 entries, with a maximum of 24 alphanumeric characters (including spaces) for names and 32 digits for telephone numbers. A convenient search feature can help you quickly find and dial numbers (page 48).

If there are already 100 entries, the screen shows **Directory full** when you try to create a new directory entry. You cannot store a new number until you delete one. If you try to view the directory when there are no entries, the screen displays **Directory empty**.

Exit the directory

On the deskset, press **CANCEL** to cancel an operation and return to previous screen.

Directory

Create directory entries

Create a new directory entry

Use the following steps to store a name and number in the directory.

1. When the deskset is idle, enter the telephone number (up to 32 digits).
2. Press **MENU/SELECT**. Use the dialing keys to edit the number, if necessary.
 - Press **DELETE** to delete a digit.
 - Press and hold **DELETE** to delete all digits.
 - Press **◀/REPEAT** or **▶/SKIP** to move the cursor to the left or right.
 - Press **▲** or **▼** to move the cursor to the beginning or end.
 - You can store the flash signal required by some special services as part of a dialing sequence. Press **FLASH** and an **F** appears on the screen.
3. Press **MENU/SELECT**. The deskset displays **Enter name**. Use the dialing keys to enter the name (up to 24 characters). Each time you press a key, the character on that key appears. When entering a name in the directory, the first letter of each word is automatically capitalized. Additional key presses produce other characters on that key. See the chart below.
 - Press **DELETE** to delete a character.
 - Press and hold **DELETE** to delete all characters.
 - Press **◀/REPEAT** or **▶/SKIP** to move the cursor to the left or right.
 - Press **▲** or **▼** to move the cursor to the beginning or end.
 - Press **0** to add a space.

Dialing keys	Characters by number of key presses										
	1	2	3	4	5	6	7	8	9	10	11
1	1	.	-	'	()	*	#	&	/	,
2	a	b	c	A	B	C	2				
3	d	e	f	D	E	F	3				
4	g	h	i	G	H	I	4				
5	j	k	l	J	K	L	5				
6	m	n	o	M	N	O	6				
7	p	q	r	s	P	Q	R	S	7		
8	t	u	v	T	U	V	8				
9	w	x	y	z	W	X	Y	Z	9		
0	Space	0									
*											
#											

4. Press **MENU/SELECT** to save.

Directory

Create directory entries

Create a new directory entry (continued)

-OR-

1. When the deskset is idle, press **▲/DIR**.
2. When a directory entry appears, press **MENU/SELECT**.
 - If the directory is empty, press **MENU/SELECT** and then go to step 4.
3. Press **▲** or **▼** to scroll to **Add contact**, then press **MENU/SELECT** or **▶/SKIP**.
4. The screen displays **Enter number**. Use the dialing keys to enter the number (up to 32 digits).
5. Press **MENU/SELECT** to save. The deskset displays **Enter name**. Use the dialing keys to enter the name (up to 24 characters).
6. Press **MENU/SELECT** to save. To exit without making changes, press **CANCEL** to return to the previous menu.

Review directory entries

1. When the deskset is idle, press **▲/DIR**. The screen displays the first entry in the directory.
2. Press **▲** or **▼** to browse through the directory. Entries appear in alphabetical order.
3. Press **CANCEL** to return to idle mode.

-OR-

1. When the deskset is idle, press **MENU/SELECT**.
2. Press **MENU/SELECT** or **▶/SKIP** to choose **Directory**.
3. Press **MENU/SELECT** or **▶/SKIP** to choose **Review**. The screen displays the first entry in the directory.
4. Press **▲** or **▼** to browse through the directory. Entries appear in alphabetical order.
5. Press and hold **CANCEL** to return to idle mode.

Directory

Search directory

Search by name

The names appear in alphabetical order. Follow the steps below to search for directory entries on the deskset.

1. Press **▲/DIR** on the deskset. The screen displays the first entry in the directory.
2. Press **▲** or **▼** to browse through the directory.
3. Use the dial pad keys (**2-9**) to enter a letter to start a name search.
 - If there is an entry matching the letter you press, the directory shows the first name beginning with that letter.
 - If there is no entry matching the letter you press, the directory shows the next closest entry or the last entry.

For example, if you have the names **Jennifer**, **Jessie**, **Kevin** and **Linda** in your directory:


- If you press **5 (JKL)** once, you see **Jennifer**.
- If you press **5 (JKL)** twice, you see **Kevin**.
- If you press **5 (JKL)** three times, you see **Linda**.
- To view **Jessie**, press **▼** while **Jennifer** is displayed.

Directory

Dial, delete or edit entries

You can dial, delete or edit a directory entry (name and number) when it is shown on the deskset screen. You can use the directory review (page 47) or name search (page 48) to show an entry.

Display dial

When a number is displayed on the screen, you can dial the number by lifting the corded handset, or pressing **SPEAKER**  or the desired line key (**LINE 1-LINE 4**).

Delete an entry

When a directory entry appears, press **DELETE**, then press **MENU/SELECT** to confirm.

Edit an entry

1. When a directory entry appears, press **MENU/SELECT**.
2. Press **MENU/SELECT** again to select **Edit**. The screen displays **Edit number**. Use the dialing keys to edit the number (up to 32 digits).
 - Press **DELETE** to delete a digit.
 - Press and hold **DELETE** to delete all digits.
 - Press **◀/REPEAT** or **▶/SKIP** to move the cursor to the left or right.
 - Press **▲** or **▼** to move the cursor to the beginning or end.
 - You can store the flash signal required by some special services as part of a dialing sequence. Press **FLASH** and an **F** appears on the screen.
3. Press **MENU/SELECT** to save. The deskset displays **Edit name**. Use the dialing keys to edit the name (up to 24 characters).
 - Press **DELETE** to delete a character.
 - Press and hold **DELETE** to delete all characters.
 - Press **◀/REPEAT** or **▶/SKIP** to move the cursor to the left or right.
 - Press **▲** or **▼** to move the cursor to the beginning or end.
 - Press **0** to add a space.
4. Press **MENU/SELECT** to save. To exit without making changes, press **CANCEL**.

Call history

About the caller ID

This telephone supports caller ID services that most telephone service providers offer. Caller ID allows you to see the name, number, date and time of calls. Depending on your service subscription, you might see the caller's number, or the caller's name and number from the telephone service provider after the first or second ring. Caller ID information might not be available for every incoming call. Callers may intentionally block their names and/or telephone numbers.

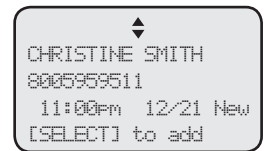
This product can provide information only if both you and the caller are in areas offering caller ID service and if both telephone service providers use compatible equipment.

Information about caller ID with call waiting

Caller ID with call waiting lets you see the name and telephone number of the caller before answering the telephone, and while on another call. The time and date, along with the call information, are from the telephone service provider.

It might be necessary to change telephone service to use this feature. Contact your telephone service provider if:

- You have both caller ID and call waiting, but as separate services (you might need to combine these services).
- You only have caller ID service, or only call waiting service.
- You do not subscribe to caller ID or call waiting services.



There are fees for caller ID services. In addition, services may not be available in all areas.



NOTE: You can use this product with regular caller ID service, or you can use this product's other features without subscribing to caller ID or combined caller ID with call waiting service.

Call history

Caller ID information

How the caller ID information (call log) works

The telephone stores caller ID information for the last 50 incoming calls in the deskset. Entries are stored in reverse chronological order. The telephone deletes the oldest entry when the log is full to make room for new calls.

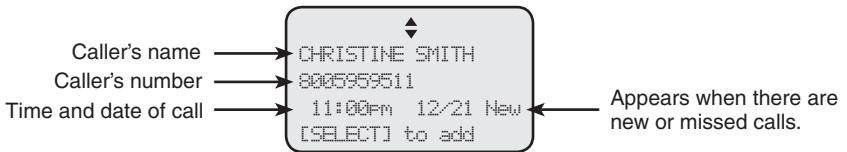
Each extension has independent caller ID information. Deleting the caller ID information on any one extension does not affect the caller ID information on other extensions.

If you answer a call before the information appears on the screen, it does not show in the caller ID information.

Review the caller ID information to determine who called, to easily return the call, or to copy the caller's name and number into your directory.

The time and date of the call and the caller's name and telephone number are included in the display.

Caller ID information appears on the screen as the telephone rings, or until the caller hangs up, or until the call has been answered at another extension, or until the call ends.



If you subscribe to caller ID service, this phone automatically resets the time and date using the caller ID information from the first incoming call after initial setup, or each time the power resumes after a power outage.

NOTES:

- The caller ID information might not be available for every incoming call. Callers might intentionally block their names and/or telephone numbers.
- Each entry can store up to 24 digits for the telephone number and 16 characters for the name.

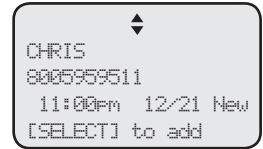
Call history

Caller ID operation

Memory match

If the incoming telephone number is an exact match with a telephone number in your directory, the name that appears on the screen matches the corresponding name in your directory.

For example, if Christine Smith calls, her name appears as Chris if this is how you entered it into your directory.



NOTE: The number you see on your caller ID is in the format from the telephone service provider. It usually delivers 10-digit telephone numbers (area code plus telephone number). The telephone system ignores the area code when searching for a match and displays the name of the first corresponding number from the directory.

Missed (new) calls indicator

When there are new or missed calls and you try to review the caller ID log by pressing **▼/CID**, the screen shows **XX Missed call(s)**.

All new or missed entries are counted as missed calls. Each time you review a call history entry with the icon **new**, the missed calls message goes away.

Review the caller ID information

1. When the deskset is idle, press **▼/CID**. The deskset displays **XX Missed calls**.
2. Press **▲** or **▼** to review the caller ID information. The caller ID entries are stored in reverse chronological order starting with the most recent entry.
3. To exit without making changes, press **CANCEL**.



-OR-

1. When the deskset is idle, press **MENU/SELECT**.
2. Press **▲** or **▼** to scroll to **Call history**, then press **MENU/SELECT** or **►/SKIP**. The deskset displays **XX Missed calls**.
3. Press **▲** or **▼** to review the caller ID information. The caller ID entries are stored in reverse chronological order starting with the most recent entry.
4. To exit without making changes, press **CANCEL** twice.

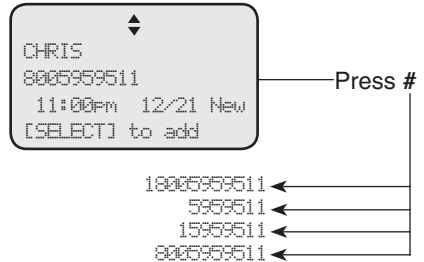


Call history

Caller ID operation


View dialing options

Although the incoming call history entries have 10 digits (the area code plus the seven-digit number), in some areas, you may need to dial the seven digits only, 1 plus the seven digits, or 1 plus the area code plus the seven digits. You can change and store the number of digits that you dial in the call history.



While reviewing the call history, press # (pound key) repeatedly on the deskset to show different dialing options for local and long distance numbers before dialing or saving the telephone number in the directory.

Dial a call history entry

1. When in the caller ID history, press ▲ or ▼ to browse the number you wish to call.
2. Lift the handset or press **SPEAKER** .

-OR-

To override automatic line selection, press the desired line key (**LINE 1-LINE 4**), then lift the handset to call.

Call history

Caller ID operation

Save a call history entry to the directory

1. When in the caller ID history, press ▲ or ▼ to browse to the number you wish to save.
2. Press **MENU/SELECT**. The screen displays **Edit number**. Use the dialing keys to edit the number (up to 32 digits).
 - Press **DELETE** to delete a digit.
 - Press and hold **DELETE** to delete all digits.
 - Press **◀/REPEAT** or **▶/SKIP** to move the cursor to the left or right.
 - Press ▲ or ▼ to move the cursor to the beginning or end.
 - You can store the flash signal required by some special services as part of a dialing sequence. Press **FLASH** and an **F** appears on the screen.
3. Press **MENU/SELECT** to save. The deskset displays **Edit name**. Use the dialing keys to edit the name (up to 24 characters).
 - Press **DELETE** to delete a character.
 - Press and hold **DELETE** to delete all characters.
 - Press **◀/REPEAT** or **▶/SKIP** to move the cursor to the left or right.
 - Press ▲ or ▼ to move the cursor to the beginning or end.
 - Press **0** to add a space.
4. Press **MENU/SELECT** to save. To exit without making changes, press **CANCEL**.



NOTE: You will need to change how a caller ID number is dialed if the entry does not appear in the correct format. Caller ID numbers may appear with an area code that might not be necessary for local calls, or without a 1 that might be necessary for long distance calls (see **View dialing options** on page 53 for more information).

Call history

Caller ID operation

Delete entries

To delete a call history entry:

1. When in the caller ID history, press ▲ or ▼ to browse to the number you wish to delete.
2. Press **DELETE** to delete the shown entry from the caller ID history. The screen displays **Deleted**.

To delete all call history entries:

1. When the deskset is idle, press ▼/CID.
2. Press **DELETE**, then press ▲ or ▼ to scroll to **Yes**.
3. Press **MENU/SELECT** or ►/SKIP to confirm your choice. To exit without making changes, press **CANCEL** or ◀/REPEAT.

Call history

Reasons for missing caller ID information

There are also occasions when other information or no information shows for various reasons:

On-screen message	Reason
PRIVATE NUMBER	The number has been set as private.
PRIVATE NAME	The name has been set as private.
PRIVATE CALLER	Both the name and number have been set as private.
UNKNOWN NUMBER	The number has been set as out of area.
UNKNOWN NAME	The name has been set as out of area.
UNKNOWN CALLER	Both the name and number have been set as out of area.

Answering system

Private mailbox setup

This deskset has a private mailbox that can answer calls and record messages when the auto attendant of the console and the private mailbox of the deskset are turned on.

When the auto attendant in the console picks up a call, the caller has to enter the extension number of this deskset to access the private mailbox. The private mailbox answers the call after the ring delay time you set in the **Number of rings** section below.

Activate private mailbox

There are three different mode of your private mailbox. You can turn it **On** or **Off**, or choose **Announce only**. If you choose **Announce only**, your deskset plays an announcement only, and the call is then dropped automatically.

1. When the deskset is idle, press **ANS SYS**.
2. Press ▲ or ▼ to scroll to **Mailbox On/Off**, then press **MENU/SELECT** or **▶/SKIP**.
3. Press ▲ or ▼ to choose **On**, **Off** or **Announce only**.
4. Press **MENU/SELECT** or **▶/SKIP** to save the setting.

Number of rings

You can set the number of times your deskset rings before the private mailbox picks up a call.

1. When the deskset is idle, press **ANS SYS**.
2. Press ▲ or ▼ to scroll to **Settings**, then press **MENU/SELECT** or **▶/SKIP**.
3. Press ▲ or ▼ to scroll to **Mailbox On** or **Announce only**, then press **MENU/SELECT** or **▶/SKIP**.
4. Press **MENU/SELECT** or **▶/SKIP** to choose **No. of rings**.
5. Press ▲ or ▼ to choose the desired number of times (**2-7**) or **Toll saver**.
 - **Toll saver** - the private mailbox answers a call after two rings when there are new messages, and after four rings when there are no new messages. This enables you to check for new messages without paying for a toll call.
6. Press **MENU/SELECT** or **▶/SKIP** to save the setting.

Voice language

The default language for mailbox's voice prompts is English. You can change to use French if desired. To change the setting and for more details, refer to the **Voice language** section in the user's manual of **CM18445/AM18447** console.

Answering system

Private mailbox setup

Announcement

An announcement plays when calls are answered by the private mailbox. The system has a default announcement, *“Extension X is not available to answer your call right now. Please leave a message after the tone.”* (X is the extension number of your deskset.) You can use this announcement or record your own. You can record an announcement up to 90 seconds.

To record the announcement:

1. When the deskset is idle, press **ANS SYS**.
2. Press ▲ or ▼ to scroll to **Settings**, then press **MENU/SELECT** or ►/SKIP.
3. Press ▲ or ▼ to scroll to **Mailbox On** or **Announce only**, then press **MENU/SELECT** or ►/SKIP.
4. Press ▲ or ▼ to scroll to **Announcement setup**, then press **MENU/SELECT** or ►/SKIP.
5. Press ▲ or ▼ to scroll to **User announcement**, then press **MENU/SELECT** or ►/SKIP.
 - If you have recorded your own announcement before, press ▲ or ▼ to scroll to **Change**.
6. Press **MENU/SELECT** to start recording. Lift the corded handset or face the deskset to record your announcement.
7. Press **MENU/SELECT** again to stop recording. You hear the playback of the recording.
8. Press ▲ or ▼ to choose **OK** to save the recording, or choose **Change** to record again if desired. Press **MENU/SELECT** or ►/SKIP.

To play the recorded announcement:

1. When the deskset is idle, press **ANS SYS**.
2. Press ▲ or ▼ to scroll to **Settings**, then press **MENU/SELECT** or ►/SKIP.
3. Press ▲ or ▼ to scroll to **Mailbox On** or **Announce only**, then press **MENU/SELECT** or ►/SKIP.
4. Press ▲ or ▼ to scroll to **Announcement setup**, then press **MENU/SELECT** or ►/SKIP.
5. Press ▲ or ▼ to scroll to **User announcement**, then press **MENU/SELECT** or ►/SKIP. The current announcement plays.

Answering system

Private mailbox setup

To play and select the default announcement:

1. When the deskset is idle, press **ANS SYS**.
2. Press ▲ or ▼ to scroll to **Settings**, then press **MENU/SELECT** or **▶/SKIP**.
3. Press ▲ or ▼ to scroll to **Mailbox On** or **Announce only**, then press **MENU/SELECT** or **▶/SKIP**.
4. Press ▲ or ▼ to scroll to **Announcement setup**, then press **MENU/SELECT** or **▶/SKIP**.
5. Press **MENU/SELECT** or **▶/SKIP** to choose **Default**. The default announcement plays.
6. Press **MENU/SELECT** or **▶/SKIP** to save the setting.

Remote access code

Use this code to select a three-digit number to allow remote access of the answering system from another telephone. You can change the code to any number from **000-999**. This code is **000** by default.

1. When the deskset is idle, press **ANS SYS**.
2. Press ▲ or ▼ to scroll to **Settings**, then press **MENU/SELECT** or **▶/SKIP**.
3. Press ▲ or ▼ to scroll to **Remote access**, then press **MENU/SELECT** or **▶/SKIP**.
4. Use the dialing keys to enter a three-digit remote code.
 - Press **DELETE** to delete a digit.
 - Press **◀/REPEAT** or **▶/SKIP** to move the cursor to the left or right.
5. Press **MENU/SELECT** to save the setting and return to the previous menu. To exit without making changes, press **CANCEL**.

Answering system

Private mailbox setup

Message Length

Use this feature to set the maximum length of each recorded message. The caller can record a message up to that specific time period.

1. When the deskset is idle, press **ANS SYS**.
2. Press ▲ or ▼ to scroll to **Settings**, then press **MENU/SELECT** or ►/SKIP.
3. Press ▲ or ▼ to scroll to **Message length**, then press **MENU/SELECT** or ►/SKIP.
4. Press ▲ or ▼ to choose **1 minute**, **2 minutes** or **3 minutes**.
5. Press **MENU/SELECT** or ►/SKIP to save the setting and return to the previous menu. To exit without making changes, press **CANCEL** or ◀/REPEAT.

Call screening

Use this feature to choose whether incoming messages can be heard over the speaker when they are being recorded. This feature is set to **On** by default. You hear the incoming message on your deskset when a call comes in.

1. When the deskset is idle, press **ANS SYS**.
2. Press ▲ or ▼ to scroll to **Settings**, then press **MENU/SELECT** or ►/SKIP.
3. Press ▲ or ▼ to scroll to **Call screening**, then press **MENU/SELECT** or ►/SKIP.
4. Press ▲ or ▼ to choose **On** or **Off**.
5. Press **MENU/SELECT** or ►/SKIP to save the setting and return to the previous menu. To exit without making changes, press **CANCEL** or ◀/REPEAT.

Answering system

Private mailbox setup

Call intercept

When a caller is leaving a message on your private mailbox, you can stop the recording and talk to the caller by pressing the corresponding line key (**LINE 1-LINE 4**). Choose whether private incoming messages can be intercepted by the deskset during recording.

1. When the deskset is idle, press **ANS SYS**.
2. Press ▲ or ▼ to scroll to **Settings**, then press **MENU/SELECT** or ►/SKIP.
3. Press ▲ or ▼ to scroll to **Call intercept**, then press **MENU/SELECT** or ►/SKIP.
4. Press ▲ or ▼ to choose **On** or **Off**.
5. Press **MENU/SELECT** or ►/SKIP to save the setting and return to the previous menu. To exit without making changes, press **CANCEL**.

Message alert

Use this feature to turn the audible message alert on or off.

If the message alert tone is on, the deskset beeps every 10 seconds when there are new messages in the private mailbox.

1. When the deskset is idle, press **ANS SYS**.
2. Press ▲ or ▼ to scroll to **Settings**, then press **MENU/SELECT** or ►/SKIP.
3. Press ▲ or ▼ to scroll to **Msg alert tone**, then press **MENU/SELECT** or ►/SKIP.
4. Press ▲ or ▼ to choose **On** or **Off**.
5. Press **MENU/SELECT** or ►/SKIP to save the setting and return to the previous menu. To exit without making changes, press **CANCEL** or ◀/REPEAT.



NOTE: You can press any keys to temporarily silence the message alert tone when it is playing. The message alert tone resumes when a new message is recorded.

Answering system

Private mailbox setup

Remaining time

The maximum recording time of the deskset is 15 minutes. You can record up to 99 messages in the deskset. Use this feature to check the remaining recording time and message capacity in the system.

1. When the deskset is idle, press **ANS SYS**.
2. Press ▲ or ▼ to scroll to **Remaining time**, then press **MENU/SELECT** or **▶/SKIP**. The remaining time and message capacity display.
3. Press **CANCEL** or **◀/REPEAT** to return to the previous menu.

Answering system

Answering system operation

New message indication

The deskset displays **XX New messages** when there are new messages and/or memos in the private mailbox.

The **MESSAGE WAITING** indicator on the deskset turns on when there are new messages in private mailbox.

Call screening

When the answering system and call screening are turned on (see **Call screening** on page 60), and a message is being recorded, press **MENU/SELECT** to hear the incoming message.

During message recording, press **+VOL/-** to adjust the volume, or press **CANCEL** to stop call screening. To resume screening the call, press **MENU/SELECT**.

Call intercept

When a caller is leaving a message on your private mailbox, you can stop the recording and talk to the caller by pressing the corresponding line key (**LINE 1-LINE 4**). You can turn this feature on or off. See **Call intercept** on page 61.

Message playback

From the deskset, you can play the messages in the private mailbox and the general mailbox. You can choose to play the new messages only or play old messages.

When playback begins, the total number of messages is announced. Before each message, you hear the date and time of the recording. After the last message, you hear “*End of the messages.*”



NOTE: Messages in general mailbox are stored in console.

To listen to messages in the private mailbox:

1. While the deskset is idle, press **ANS SYS**.
2. Press **MENU/SELECT** or **▶/SKIP** to choose **Play messages**.
3. If you have only new messages or only old messages, the deskset plays the messages directly.

-OR-

If you have both new and old messages, press **▲** or **▼** to choose **New messages** to play the new messages only, or **Old messages** to play old messages in the private mailbox. Press **MENU/SELECT** or **▶/SKIP** to play the messages.

Answering system

Answering system operation

To listen to messages in the general mailbox:

1. While the deskset is idle, press **ANS SYS**.
2. Press **▲** or **▼** to scroll to **Gen MB**, then press **MENU/SELECT** or **▶/SKIP**.
3. Press **MENU/SELECT** or **▶/SKIP** to choose **Play messages**.
4. If you have only new messages or only old messages, the deskset plays the messages directly.

-OR-

If you have both new and old messages, press **▲** or **▼** to choose **New messages** to play the new messages only, or **Old messages** to play old messages in the general mailbox. Press **MENU/SELECT** or **▶/SKIP** to play the messages.

Options during playback

When a message is playing, you can adjust the playback volume, skip, repeat, delete the message, or switch between speakerphone and handset earpiece.

When a message is playing on the deskset:

- Press **+VOL/-** to adjust the message playback volume.
- Press **▶/SKIP** after the date and time announcement to skip to the next message.
- Press **◀/REPEAT** to repeat the current message. Immediately press **◀/REPEAT** after the date and time announcement to hear the previous message.
- Press **DELETE** after the date and time announcement to delete the message. The system announces *"Message deleted."*
- Lift the handset to listen to the message playback through the handset earpiece. Press **SPEAKER** **◀** to switch back to speakerphone.

Transfer messages

When a message in the deskset mailbox is playing, you can transfer the message to a desired extension.

1. Press **TRANSFER** on the deskset while the deskset is playing a message.
2. Press **▲** or **▼** to scroll to a desired extension, then press **MENU/SELECT** or **▶/SKIP**.

If you transfer the message to the console, the deskset displays **Message transferred to extension 0** and announces, *"Message transferred to general mailbox."*

If you transfer the message to other extension, the deskset displays **Message transferred to extension X** and announces, *"Message transferred to extension mailbox X."*

Answering system

Answering system operation

Delete all mailbox messages

You can use delete all messages stored in the private mailbox or stored in the general mailbox.

To delete all messages in the private mailbox:

1. When the deskset is idle, press **ANS SYS**.
2. Press ▲ or ▼ to scroll to **Delete all old**, then press **MENU/SELECT** or **▶/SKIP**.
3. The screen displays **Delete all old messages?** Press ▲ or ▼ to scroll to **Yes**.
4. Press **MENU/SELECT** or **▶/SKIP** to confirm. The screen displays **All old msgs deleted**.

To delete all messages in the general mailbox:

1. When the deskset is idle, press **ANS SYS**.
2. Press ▲ or ▼ to scroll to **Gen MB**, then press **MENU/SELECT** or **▶/SKIP**.
3. Press ▲ or ▼ to scroll to **Delete all old**, then press **MENU/SELECT** or **▶/SKIP**.
4. The screen displays **Delete all old messages?** Press ▲ or ▼ to scroll to **Yes**.
5. Press **MENU/SELECT** or **▶/SKIP** to confirm. The screen displays **All old msgs deleted**.

Record memo

Memos are messages you record into the deskset mailbox. You can save, play back, and delete them like incoming messages. You can record a memo as a reminder to yourself, or send a message to other extensions using the answering system.

1. When the deskset is idle, press **ANS SYS**.
2. Press ▲ or ▼ to scroll to **Record Memo**, then press **MENU/SELECT** or **▶/SKIP**.
3. Press ▲ or ▼ to scroll to a desired extension, then press **MENU/SELECT** or **▶/SKIP**.
4. Press **MENU/SELECT** to start recording. Lift the corded handset or face the deskset to record your memo.
5. Press **MENU/SELECT** again to stop recording. You hear the playback of the recording.
6. Press ▲ or ▼ to choose **OK** to save the recording, or choose **Change** to record again if desired. Press **MENU/SELECT** or **▶/SKIP**.

Answering system

Remote access

Use this feature to reach your answering system remotely by calling any telephone line connected this deskset from any touch-tone telephone. Make sure the auto attendant feature of your CM18445/AM18447 console, and the private mailbox of the extension are turned on for this feature to work. Remote access can only play messages stored in the private mailbox.

To remotely reach the answering system:

1. Dial any telephone line connected to the console from any touch-tone telephone.
2. When the system answers, enter the extension number.
3. Once the private mailbox of the extension answers, enter the three-digit remote access code (**000** is the default code; see **Remote access code** on page 59 to change it).
4. Enter the following remote commands.

Remote commands:

1	Press to play all messages.
2	Press to delete all old messages.
3	Press to delete the current message (during playback).
4	Press to repeat the current message (during playback). Within 5 seconds of message playback, press 4 again to listen to the previous message (during playback).
5	Press to stop and return to the remote commands (during playback).
6	Press to skip to the next message (during playback).
8	Press to transfer the current message (during playback).
#	Press to end the call.

5. Hang up to end the call.



NOTES:

- If you do not enter the valid remote access code after you enter the answering system successfully, the answering system starts to record the message after the tone.
- When there is no new message or all the new messages are played during remote access, you hear a help menu listing all features and commands. If there is no command after the help menu is played three times, the call ends automatically.

Appendix

Deregister a deskset

You may need to deregister the deskset from the console if you already have nine registered devices and need to replace a deskset, or if you wish to change the assigned number of your registered devices.

You must first deregister the desired device(s), and then register the device(s) individually.

Please make sure the telephone system is not in use before deregistration.



NOTES:

- After deregistration, you cannot use the deskset unless you register it to the console again.
- All messages in the private mailbox of your deskset will be removed after deregistration.

To deregister a deskset from the CM18445/AM18447 console:

1. On the console, press **MENU/SELECT**.
2. Press **▲** or **▼** to scroll to **Registration**, then press **MENU/SELECT** or **▶/SKIP**.
3. Press **▲** or **▼** to scroll to **Deregistration**, then press **MENU/SELECT** or **▶/SKIP**.
4. Press **▲** or **▼** to scroll to a desired extension, then press **MENU/SELECT** or **▶/SKIP**.
5. Deregistration will remove all existing voicemail messages saved in the selected extension. Press **▲** or **▼** to scroll to **Yes**, then press **MENU/SELECT** or **▶/SKIP**.
 - If there is no voicemail message in the extension, press **▲** or **▼** to choose **Yes** to continue the deregistration.
6. Deregistration starts after the existing voicemail messages are deleted. When the deregistration is successful, there is a confirmation tone and the console shows the completion message.



NOTE: To register the deskset again, refer to the registration information on page 8.

Appendix

Deskset display screen messages

All calls deleted.	All Caller ID histories are deleted.
All group settings clear.	All group settings for paging call are cleared.
All old msgs deleted.	All old messages in the private mailbox are deleted.
Call history empty	There are no entries in the caller ID history.
Calling!	The deskset is making an intercom call.
Conf.	The deskset is in a conference call.
Contact saved	A number is saved to the directory.
Deleted	A Caller ID history is deleted.
Directory empty	There are no directory entries.
Directory full	The directory is full. You cannot save new entries unless you delete some current entries.
Ended	You have just ended a call.
Extension busy	The destination extension is on an intercom call.
Intercom	The deskset is on an intercom call.
—Intercom—	There is an intercom call coming in.
Intercom in use	The deskset is holding an intercom call and cannot barge-in a line.
Line in conf.	You cannot barge-in a conference call.

Appendix

Deskset display screen messages

Line user's intercom in use	The extension on the desired line is holding an intercom. You cannot barge-in it at the moment.
Line X	The telephone line X is in use.
—Line X— Incoming call	There is an incoming call from line X.
Line X transferred to	The deskset is transferring a call to a system extension.
Memory full	The private mailbox of the designated extension is full.
Message transferred to extension X	A message is transferred from private mailbox of deskset to mailbox of extension X.
Number already saved	The telephone number you have entered is already stored in the directory.
Paging...	A paging call is established to other system extensions.
Private call	Call privacy is turned on on the line your are trying to reach.
Redial empty	The redial list is empty.
Reset deskset...	The deskset telephone settings are reset to default settings.
System busy. Try again later	The private mailbox is in use or an extension is holding a call. You cannot reset the deskset settings to default.
XX Missed calls	There are new calls in the caller ID history.
XX New messages	There are new messages in the private mailbox.

Appendix




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, dial **1 (800) 267-7377**.

My deskset doesn't work at all.

- Make sure the power cord is securely plugged in.
- Refer to **Deskset installation** on pages 4-5 to reset the system. Allow at least one minute for the deskset to reset.
- This system is not compatible with any other VTech 4 line business telephones, except for the CM18445/AM18447 console.

There is no dial tone.

- First try all the suggestions above.
- Make sure you plug the handset cord securely and firmly into the  jack on the deskset and the corded handset.
- Make sure a line is selected. Press a line key or **SPEAKER** .
- If there is no dial tone when you press **HEADSET**, make sure the corded headset is firmly connected to the  jack.

I cannot dial out.

- First try all the suggestions above.
- Make sure you have a dial tone before dialing. The corded handset might take a second or two to connect the deskset and produce a dial tone. This is normal. Wait an extra second before dialing.
- If the other telephones in your building are having the same problem, contact your telephone service provider.

I cannot make intercom calls.

- Make sure you choose the correct extension.
- The destination telephone might be on a conference call or an intercom call. Wait and try again.

I cannot transfer outside calls.

- If you are on a conference call with another telephone in the same system, the call cannot be transferred.
- If the destination telephone is on an outside call or intercom call with another system telephone, the call cannot be transferred.

Appendix

Troubleshooting

I hear a double-beep sound every 30 seconds.

- There is a call on hold at this extension. Press the **LINE** key of the call on hold to return to the call and turn off the reminder beep.

The deskset display screen is blank.

- Make sure the power cord is connected to both the deskset and an electrical outlet not controlled by a wall switch.
- Make sure the backup battery is installed and is charged.

My calls fade in and out while I'm using my corded handset.

- If you have a corded headset plugged into the telephone, try unplugging it and firmly plugging it in again.
- If you are using the speakerphone when this problem occurs, eliminate any background noise. Noise from the television, radio, or other appliances might cause the speakerphone to cut in and out. Try engaging the **MUTE** button when you are not speaking or eliminating the background noise.

My deskset does not ring when I receive a call.

- Make sure that the ringer is not off. Refer to **Ringer volume** on page 18 in this user's manual.
- Make sure the power cord or the backup battery is plugged in securely.
- Make sure the system is properly set up. Refer to **Deskset installation** on pages 4-5 for details.
- If the other telephones in your building are having the same problem, contact your telephone service provider.
- Test a working telephone at the telephone jack. If another telephone has the same problem, contact your telephone service provider.
- The telephone line cords connecting to the console might be defective. Try installing new line cords.
- Make sure that the Ring group assignment is correct. Refer to **Deskset information** for the ring group status of the deskset. To change the setting or for more details, refer to **Ring group** section in user's manual of CM18445/AM18447 console.

My caller ID isn't working.

- Caller ID is a subscription service. You must subscribe to this service from your telephone service provider for this feature to work on your deskset.
- The caller must be calling from an area that supports caller ID.
- Both your and your caller's telephone service providers must use caller ID compatible equipment.

Appendix

Troubleshooting

System does not receive caller ID when on a call.

- Make sure you subscribe to caller ID with call waiting features from your telephone service provider. Caller ID feature works only if both you and the caller are in areas offering caller ID service, and if both telephone service providers use compatible equipment.

The outgoing announcement is not clear.

- When recording the announcement, make sure you speak in a normal tone of voice about nine inches from the deskset.
- Make sure there is no background noise (television, music, traffic, etc.) when recording.

The private mailbox does not record messages.

- Make sure the auto attendant is turned on at the console.
- Make sure the private mailbox is turned on at the deskset (page 57).
- Make sure the memory of the answering system is not full. Please refer to the **Remaining time** on page 62 in the user's manual. If the memory is full, the system announces "*Memory full*" and then hangs up. You need to delete some old messages in order to make room for new messages.
- If **Announce only** is selected in the **Mailbox On/Off** menu (page 57), the answering system only plays the outgoing announcement. It does not record incoming message.

The private mailbox does not answer after the correct delay ring.

- Make sure the auto attendant is turned on at the console.
- Make sure the private mailbox is turned on at the deskset (page 57).
- If all four outgoing telephone lines are in use, the system cannot answer incoming calls.

The private mailbox is recording incomplete messages.

- If a caller leaves a very long message, part of it may be lost when the system disconnects the call after the set message length. See **Message Length** on page 60 for details.
- If the caller pauses for longer than seven seconds, the system stops recording and disconnects the call.
- If the system's memory becomes full during message recording, the system stops recording and disconnects the call.
- If the caller's voice is very soft, the system may stop recording and disconnect the call.

Appendix

Troubleshooting

I have difficulty hearing messages.

- Press **+VOL** to increase the speaker volume on the deskset.

The answering system does not respond to remote access commands.

- Make sure you are using the correct remote access code (page 59).
- Make sure you are calling from a touch-tone telephone (away from home). When dialing a number, you should hear tones. If you hear clicks, then it is not a touch-tone telephone and cannot activate the answering system.
- The answering system might not detect the remote access code when your announcement is playing. Wait until the announcement is over before entering the code.
- There might be interference on the telephone line you are using. Press the dial pad keys firmly when dialing.

Common cure for electronic equipment.

If the deskset does not seem to be responding normally, do the following (in the order listed):

1. Disconnect the power from the deskset.
2. Wait a few minutes.
3. Connect the power to the deskset.
4. Wait for the deskset to synchronize its connection. This will take at least one minute to finish.

Appendix

Maintenance

Taking care of your telephone

- Your deskset contains sophisticated electronic parts, so you must treat it with care.
- Avoid rough treatment.
- Place the corded handset down gently.
- Save the original packing materials to protect your deskset if you ever need to ship it.

Avoid water

- You can damage your deskset if it gets wet. Do not use the corded handset in the rain, or handle it with wet hands. Do not install the deskset 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 electric appliances during storms.

Cleaning your telephone

- Your deskset 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 water. If the deskset should fall into water, **DO NOT RETRIEVE IT UNTIL YOU UNPLUG THE POWER CORD FROM THE WALL**, then pull the unit out by the unplugged cords.

Appendix

FCC part 68 and ACTA

This equipment complies with Part 68 of the FCC rules and with technical requirements adopted by the Administrative Council for Terminal Attachments (ACTA). The label on the back or bottom of this equipment contains, among other things, a product identifier in the format US:AAAEQ##TXXXX. This identifier must be provided to your telephone service provider upon request.

The plug and jack used to connect this equipment to premises wiring and the telephone network must comply with the 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.

The Ringer Equivalence Number (REN) is used to determine how many devices you may connect to your telephone line and still have them ring when you are called. The REN for this product is encoded as the 6th and 7th characters following the US: in the product identifier (e.g., if ## is 03, the REN is 0.3). In most, but not all areas, the sum of all RENs should be five (5.0) or less. For more information, please contact your telephone service provider.

This equipment may not be used with Party Lines. If you have specially wired alarm dialing equipment connected to telephone line, ensure the connection of this equipment does not disable your alarm equipment. If you have questions about what will disable the alarm equipment, consult your telephone service provider or a qualified installer.

If this equipment is malfunctioning, it must be unplugged from the modular jack until the problem has been corrected. 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 service provider may temporarily discontinue your telephone service. The telephone service provider is required to notify you before interrupting service. If advance notice is not practical, you will be notified as soon as possible. You will be given the opportunity to correct the problem and the telephone service provider is required to inform you of your right to file a complaint with the FCC. Your telephone service provider may make changes in its facilities, equipment, operation, or procedures that could affect the proper functioning of this product. The telephone service provider is required to notify you if such changes are planned.

If this product is equipped with a corded or cordless handset, it is hearing aid compatible.

If this product has memory dialing locations, you may choose to store emergency telephone numbers (e.g., police, fire, medical) in these locations. If you do store or test emergency numbers, please:

Remain on the line and briefly explain the reason for the call before hanging up.

Perform such activities in off-peak hours, such as early morning or late evening.

Industry Canada

This device complies with Industry Canada licence-exempt RSS standard(s).

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 phone.

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.

Appendix

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 phone.

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 deskset shall be installed and used such that parts of the user's body other than the hands are maintained at a distance of approximately 20 cm (8 inches) or more.

This Class B digital apparatus complies with Canadian requirement:
CAN ICES-3 (B)/NMB-3(B)

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

Appendix

California Energy Commission battery charging testing instructions

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

To activate the CEC battery charging testing mode:

1. On the CM18445/AM18447 console, press **MENU/SELECT**.
2. Press ▲ or ▼ to scroll to **Registration**, then press **MENU/SELECT** or ►/SKIP.
3. Press ▲ or ▼ to scroll to **Deregistration**, then press **MENU/SELECT** or ►/SKIP.
4. Press ▲ or ▼ to choose this deskset, then press **MENU/SELECT** or ►/SKIP.
5. Press ▲ or ▼ to scroll to **Yes**, then press **MENU/SELECT** or ►/SKIP. The console shows **Deregistering Deskset X** (X represents the extension number).

The process takes up to 10 seconds to complete. When the deskset successfully enters the CEC battery charging testing mode, its screen displays **1) Press MENU on Console ->Registration ->Register Ext.** and **2) Press # on this extension to register.** alternately. You hear a confirmation tone.

If the deskset fails to enter this mode, repeat all the steps above.

To activate the CEC battery charging testing mode:

Register your deskset back to the CM18445/AM18447 console. See **Add and register a deskset** on page 8 for the instructions.

Appendix

For C-UL compliance only

Mesures de sécurité importantes



Ce symbole vous alertera d'informations importantes ou d'instructions d'entretien pouvant apparaître dans ce guide d'utilisation. Respectez toujours les mesures de sécurité et de sécurité de base lorsque vous utilisez ce produit, afin de réduire les risques de blessures, d'incendie, ou d'électrocution.

Information relative à la sécurité

- Veuillez lire et comprendre toutes les instructions de ce guide d'utilisation. Relectez toutes les inscriptions apparaissant sur le produit.
- Évitez d'utiliser le téléphone pendant un orage. Il pourrait y avoir un faible risque d'électrocution.
- N'utilisez pas un téléphone près d'une fuite de gaz. Dans certaines circonstances, une flammèche pourrait se produire lorsque l'adaptateur est branché à une prise de courant, ou lorsque le combiné est déposé sur son chargeur. Ceci est un événement fréquent associé avec la fermeture d'un circuit électrique. L'utilisateur ne devrait pas brancher un téléphone dans une prise de courant, et ne devrait pas déposer un combiné chargé dans le chargeur, si le téléphone se trouve dans un environnement comportant une concentration de gaz inflammables ou ignifuges, à moins de se trouver dans un endroit où la ventilation est adéquate. Une flammèche dans de tels environnements pourrait provoquer une explosion. De tels environnements peuvent comprendre : les endroits où de l'oxygène à des fins médicales est utilisé sans ventilation adéquate; des endroits où se trouvent des gaz industriels (dissolvants de nettoyage, des vapeurs de gazoline, etc.), une fuite de gaz naturel, etc.
- N'utilisez pas ce produit près de l'eau ou lorsque vous êtes mouillés. Par exemple, ne l'utilisez pas dans des sous-sols humides ou sous la douche, ou près d'une piscine, d'un bain, d'un évier de cuisine, ou d'une cuve de lavage. N'utilisez pas de liquides, ou de vaporisateurs aérosol de nettoyage. Si le produit entre en contact avec du liquide, débranchez immédiatement le fil téléphonique ou le cordon d'alimentation. Ne rebranchez pas le produit avant qu'il soit complètement sec.
- Évitez d'installer le système téléphonique dans les endroits soumis à une température extrême, à la lumière directe du soleil ou à proximité immédiate d'autres appareils électriques ou électroniques. Protégez votre téléphone contre les sources d'humidité, la poussière, les vapeurs et les liquides corrosifs.
- Installez cet appareil dans un endroit protégé où personne ne peut trébucher sur les cordons d'alimentation ou la ligne téléphonique. Protégez les câbles contre les dommages ou l'abrasion.
- Si le produit ne fonctionne pas correctement, consultez la section Dépannage (Troubleshooting) des pages 70-73 de ce guide d'utilisation. Si vous ne pouvez pas régler le problème, ou si le produit est endommagé, consultez la section Garantie limitée (Limited warranty) des pages 80-81. N'ouvrez pas ce produit, sauf tel qu'indiqué dans le guide d'utilisation. L'ouverture du produit ou le remontage inadéquat pourrait vous exposer à des tensions dangereuses ou autres dangers.
- Les adaptateurs secteurs sont conçus pour être orientés verticalement ou installés sur le plancher. Les broches ne sont pas conçues pour se maintenir en place si la fiche est branchée dans une prise de courant au plafond, sous la table ou sous une armoire.
- Pour les PRODUITS À BRANCHER À UNE PRISE DE COURANT, la prise de courant doit être installée près du produit, afin d'assurer une accessibilité sécuritaire à la prise de courant.



Mise en garde :

- N'utilisez que les adaptateurs inclus avec ce produit. Pour obtenir une pièce de rechange, visitez notre site Web au www.vtechphones.com ou composez le **1-800-595-9511**. Au Canada, composez le **1-800-267-7377**.
- N'utilisez que la pile de rechargeable incluse ou une pile de rechange. Pour commander, visitez notre site Web www.vtechphones.com ou composez le **1-800-595-9511**. Au Canada, composez le **1-800-267-7377**.
- Afin de prévenir les risques d'incendie ou d'explosion de la pile, remplacez la pile avec une pile du même type. Jetez les piles épuisées en respectant les instructions.

Appendix

For C-UL compliance only

Spécifiquement en rapport avec les téléphones sans fil

- Alimentation électrique : La base de ce téléphone sans fil doit être branchée à une prise de courant électrique fonctionnelle. La prise électrique ne doit pas être contrôlée par un interrupteur mural. Les appels ne peuvent pas être effectués à partir du combiné si la base n'est pas branchée, si elle est hors fonction ou si le courant électrique est coupé.
- Adaptateur de courant : L'adaptateur de courant est conçu pour être orienté verticalement ou installé sur le plancher. Les broches ne sont pas conçues pour se maintenir en place si la fiche est branchée dans une prise de courant au plafond, sous la table ou sous une armoire.
- Piles rechargeables : Vous devez recycler ou jeter les piles de manière écologique. Ne pas jeter dans les rebus domestiques. Ne pas brûler ni percer les piles. Comme pour les autres piles du même type, si elles sont brûlées ou percées, des matières corrosives peuvent s'en échapper, ce qui risque de causer des brûlures ou autres blessures corporelles.
- Piles rechargeables à l'hydrure métallique de nickel : Jetez ces piles de manière sécuritaire. N'incinerez pas et ne percez pas les piles. Comme pour les autres piles du même type, si elles sont brûlées ou percées, des matières corrosives peuvent s'en échapper, ce qui risque de causer des brûlures ou autres blessures corporelles.



Le sceau de l'organisme de recyclage RBRC^{MD} sur les piles à l'hydrure métallique de nickel signifie que le fabricant de cet appareil participe volontairement au programme industriel visant à reprendre et recycler ce type de piles lorsqu'elles ne servent plus, au sein du territoire des États-Unis et du Canada. Vous devez apporter ces piles chez un détaillant participant ou le centre de recyclage le plus près de chez vous. Ou vous pouvez composer le 1-800-8BATTERY^{MD} afin de connaître les endroits qui acceptent les piles à l'hydrure métallique de nickel mortes.

RBRC^{MD} et 1-800-8-BATTERY^{MD} sont des marques déposées de Rechargeable Battery Recycling Corporation.

Mesures préventives pour les utilisateurs de stimulateurs cardiaques implantés dans l'organisme

Stimulateurs cardiaques (ne s'applique qu'aux téléphones sans fil numériques) :

L'organisme 'Wireless Technology Research, LLC (WTR)', une firme de recherche indépendante, a mené une évaluation pluridisciplinaire des interférences entre les téléphones sans fil portatifs et les stimulateurs cardiaques implantés dans l'organisme. Appuyée par l'Administration des aliments et drogues (FDA) des États-unis, la firme WTR recommande aux médecins :

Avis aux détenteurs de stimulateurs cardiaques

- Ils doivent tenir le téléphone sans fil à une distance d'au moins six pouces du stimulateur cardiaque.
- Ils ne doivent PAS placer le téléphone sans fil directement sur le stimulateur cardiaque, tel que dans une poche de chemise, lorsque celui-ci est en fonction.
- Ils doivent utiliser le téléphone sans fil en l'appuyant sur l'oreille qui se trouve dans la direction opposée au stimulateur cardiaque.

L'étude effectuée par l'organisme WRS n'a pas identifié de risque pour les détenteurs de simulateurs cardiaques causé par les gens qui utilisent un téléphone sans fil à proximité de ceux-ci.

Spécifiquement en rapport avec les répondeurs téléphoniques

Enregistrement deux voies : Cet appareil n'émet pas de bips d'avertissement qui permettent de prévenir l'autre partie que vous enregistrez la conversation. Pour assurer votre conformité aux règlements fédéraux ou provinciaux en rapport avec les enregistrements des conversations téléphoniques, vous devriez informer l'autre partie lorsque vous activez l'enregistrement.

CONSERVEZ CES INSTRUCTIONS

Appendix

Limited warranty

1. 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.

2. What will be done 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 repaired or replacement products to you in working condition. You should expect the repair or replacement to take approximately 30 days.

3. How long is the limited warranty period?

The limited warranty period for the PRODUCT extends for TWO (2) YEARS 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 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 two-year limited warranty; whichever is longer.

4. What is not covered by this limited warranty?

This limited warranty does not cover:

- 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
- PRODUCT that has been damaged due to repair, alteration, or modification by anyone other than an authorized service representative of VTech; or
- PRODUCT to the extent that the problem experienced is caused by signal conditions, network reliability or cable or antenna systems; or
- PRODUCT to the extent that the problem is caused by use with non-VTech accessories; or
- PRODUCT whose warranty/quality stickers, PRODUCT serial number plates or electronic serial numbers have been removed, altered or rendered illegible; or
- 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
- PRODUCT returned without a valid proof of purchase (see item 6 below); or
- Charges for installation or setup, adjustment of customer controls, and installation or repair of systems outside the unit.

Appendix

Limited warranty

5. How do you get warranty service?

To obtain warranty service, visit www.vtechphones.com or call **1 (800) 595-9511**. In Canada, please dial **1 (800) 267-7377**.

NOTE: Before calling for service, please review the user's manual; a check of the PRODUCT's controls and features may save you a service call.

Except as provided by applicable law, you assume the risk of loss or damage during transit and transportation and are responsible for delivery or handling charges incurred in the transport of 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 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.

6. What must you return with the PRODUCT to get warranty service?

You must:

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

7. 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 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.

Appendix

Technical specifications

RF frequency band	1921.536MHz - 1928.448MHz
Channels	5
Deskset voltage (AC voltage, 50/60Hz)	100Vrms - 120Vrms
Deskset voltage (AC adapter output)	6VDC @ 600mA
Optional backup batteries	2.4V 750mAh Ni-MH battery pack
Headset jack	2.5mm, 32ohm - 150ohm

Operation with backup battery	Operating time*
Talk time (corded handset)	Up to 7.9 hours
Talk time (speakerphone)	Up to 3.8 hours
Standby	Up to 4.5 days

* Operating times vary depending on your actual use and the age of the battery.

Index

A

- Add a headset 9
- Add a speed dial entry 42–43
- Alert tones 17
- Announcement 58–59
- Answer a call 26
- Answer an intercom call 36
- Auto-redial 33

B

- Blind transfer 38

C

- Call history 50–56
- Call intercept 61, 63
- Call privacy 22, 29
- Call screening 60, 63
- Call transfer 38, 39
- Call waiting 27
- Caller ID 50–56
- Cardiac pacemakers ii, 79
- Chain dialing 31
- Conference call 34–35
- Contrast 20

D

- Default setting 23
- Delay 57
- Deregister a deskset 67
- Deskset installation 4–8
- Dialing options 53
- Directory 45–49
- Directory capacity 45
- Display dial 49
- Do not disturb 19

E

- End a call 25
- End an intercom call 36

F

- FCC, ACTA and IC regulations 75–76
- Flash 27

H

- Handsfree use 26
- Hold 28, 37
- Hold reminder 22

I

- Icons 16
- Important safety information i–ii
- Indication 17, 25, 63

K

- Key tone 20

L

- Language 21, 57
- Lights 17
- Limited warranty 80–81
- Line indicators 25
- Listening volume 27

M

- Mailbox setup 57–62
- Maintenance 74
- Make a call 25
- Make an intercom call 36
- Memo 65
- Memory match 52
- Menu settings 18
- Message indication 63
- Message playback 63–64
- Missed (new) calls indicator 52
- Mute 27

N

- Navigation keys 10
- New message indication 63

Index

O

- On hook dialing (predialing) 26
- Operation 25–44
- Overview 10–15

P

- Pacemaker patients ii, 79
- Paging 40–41
- Phonebook (directory) 45
- Predialing 26
- Primary line 21
- Privacy 22, 29
- Private mailbox 57–62

R

- Record a call 30
- Redial 32–33
- Register a deskset 8
- Remaining message capacity 62
- Remaining time 62
- Remote access 59, 66
- Rename deskset 23
- Review call history 52
- Review directory 47
- Ringer melody 19
- Ringer volume 18

S

- Screen contrast 20
- Search by name 48
- Search for a contact 48
- Set default 23
- Settings 18–24
- Speakerphone 26
- Speed dial 42–44
- Switch between lines 28
- System setup 18–24

T

- Technical specifications 82
- Telephone operation 25–44
- Temporary tone dialing 27
- Transfer a call 38, 39
- Troubleshooting 70–73
- Two-way recording ii, 79

V

- Volume 18, 27
- Volume control 27

W

- Wall mount 6–7
- Warranty 80–81
- Website 24

Source of music files for the Music on hold feature:
FreeMusicArchive.org. Used under open license.



Designed to fit your home.
And your life.

VTech Communications, Inc.
A member of THE VTECH GROUP OF COMPANIES.
VTech is a registered trademark of VTech Holdings Limited.
Specifications are subject to change without notice.
© 2017 VTech Communications, Inc.
All rights reserved. 06/17. CM18245_AM18247_CIB_V3.0
Document order number: 91-008470-030-100