vtech®

IN USE

vtech

CALL WAIT

OPTION SELECT   CLEAR

REDIAL   DISPLAY DIAL   MEMORY
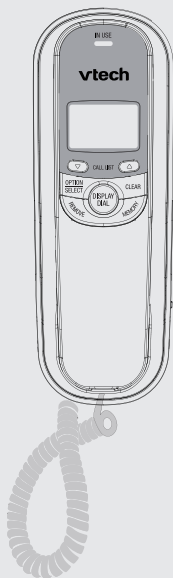
**Model:
VTech T1100**

**For product support
please call: 1 300 369 193**

INTRODUCTION

To your VTech T1100 Corded Phone

- Calling Number Display* lets you see who's calling. Your phone stores details of the last 80 callers in the Call List.

* IMPORTANT

You need to subscribe to a Network Calling Number Display service to be able to see the caller's number or name when called, or in the Call List. See page 36 for more details.

This User Guide provides you with all the information you need to get the most from your phone. Before you make your first call, you will need to set up your phone. Follow the simple instructions on the next few pages.

NEED HELP?

PLEASE LOOK IN THE HELP SECTION AT THE END OF THE USER GUIDE IF YOU EXPERIENCE ANY OPERATIONAL DIFFICULTIES WITH YOUR VTECH PRODUCT, OR PLEASE CONTACT THE TECHELP INFORMATION LINE 1300 369 193 OR CONTACT US BY EMAIL AT: tcpsupport_au@vtech.com

GOT EVERYTHING?

The package contains the following items:

- VTech T1100 handset
- VTech T1100 telephone base with telephone line cord and mounting bracket
- Coiled handset cord
- 4 AA 1.5V alkaline batteries (required for Calling Number Display)
- User guide

IN THIS GUIDE

IMPORTANT SAFETY INSTRUCTIONS

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

1. Read and understand all the instructions in the user guide.
2. Follow all warnings and instructions marked on the product.
3. Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
4. Do not use this product near water (for example, near a bath tub, kitchen sink, swimming pool) or in humid areas.
5. Do not place this product in areas where proper ventilation is not possible. Slots and openings at the back or bottom of the telephone base and handset are provided for ventilation and to protect them from overheating. These openings must not be blocked at all times. Avoid placing the product on a soft surface such as a bed, sofa or rug.
6. Do not place this product near or over a radiator or heat register.
7. Do not insert objects of any kind into this product through the slots in the telephone base or handset because they may touch dangerous voltage points or create a short circuit.
8. Do not spill liquid of any kind on the product.

9. Do not open the casing of thids product otherwise there is a risk of electric shock. There are no user serviceable parts and you should contact TecHelp on 1300 369 193 should you experience any product difficulties.

10. Unplug this product from the telephone wall socket and contact TecHelp on 1300 369 193 under the following conditions:

   - If the product does not operate normally by following the operating instructions.
   - If the product has been dropped and the outer casing has been damaged.
   - If the product exhibits a distinct change in performance.
   - If the product has been exposed to rain or water.

11. Avoid using a telephone during an electrical storm. There may be a remote risk of electric shock from lightning.

12. Do not use the telephone to report a gas leak in the vicinity of the leak.

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

14. Use only good AA alkaline batteries. Do not mix old and new batteris and do not mix alkaline, standard (carbon-zinc) batteries.

15. Dispose of these batteries in a safe manner. Do not burn or puncture batteries as they could release caustic material which could cause injury.

16. Exercise care when handling batteries. Do not allow contact of conductive materials such as rings, bracelets, or keys with the batteries. The batteries may overheat and cause injuries.

17. Observe proper polarity orientation between the batteries and the metallic contacts.

18. Ensure you disconnect the telephone line cord from telephone wall socket before removing / replacing batteries.

GETTING STARTED

LOCATION

Place your VTech T1100 within 2 metres of telephone socket so that the telephone line cord will reach.

Make sure it is at least 1 metre away from other electrical appliances to avoid interference.

SETTING UP

Battery installation

Before using the telephone, install four **AA** alkaline batteries to provide memory backup, and to enable features such as Calling Number Display and the **IN USE** light. If good batteries are not installed, the display only works when you lift the handset. When operating in this mode, the display may be dimmer than usual.

If you unplug the telephone from the telephone wall jack, or you lose telephone service for over a few minutes, and good batteries are not installed, the following information is lost: call list, numbers stored in one-touch and speed dial memory, last number redial, and all settings in the feature menu. It is recommended that you install new batteries soon after the low battery icon appears.

Follow the steps below to install batteries:

1. Press on the tab and lift to open the cover of the battery compartment.

Press this tab   Lift this tab
to release.   to open.
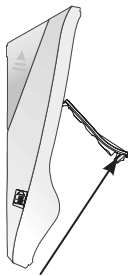
2. Install four new **AA** alkaline batteries (included) in the battery compartment according to the engraved labels, + and -, in the compartment. Place the batteries above the battery strap.
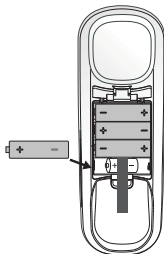
3. Close the battery compartment cover. Make sure it clicks into place.

Note:

- Do not mix old and new batteries. Do not mix alkaline, standard (Carbon-Zinc) or rechargeable (Ni-Cad, Ni-Mh, etc) batteries.
- Always disconnect the telephone line from the telephone wall jack before replacing batteries.
- Install new batteries every six months to maintain the call list and telephone memory.

Telephone base installation

1. Plug one end of the coiled handset cord into the handset jack on the left side of the telephone base. Plug the other end into the handset.
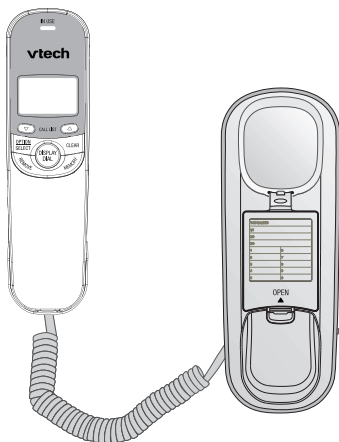
2. Plug one end of the telephone line cord into the telephone jack at the bottom of the telephone base. Route the telephone line cord through the slot as shown.

3. Plug other end of the telephone line cord into a telephone wall jack. If you have ADSL high speed internet service, a ADSL filter (not included) is required.

ADSL filter
(not included)
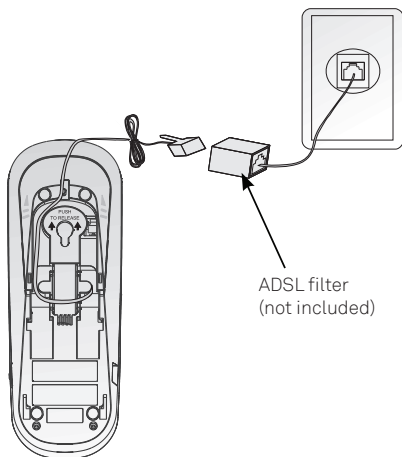
4. Put the handset on the telephone base.

INSTALLATION OPTIONS

Your telephone base is ready for desktop use. If you want to mount your telephone on a wall, use the provided mounting bracket to connect with a standard dual-stud telephone wall mounting plate. If you do not have this mounting plate, you can purchase one from many hardware or consumer electronic retailers. You may need professional assistance to install the mounting plate.

To install the telephone base in the wall mount position, make sure that you first unplug the telephone line cord from the telephone wall jack and remove it from the slot under the telephone base.

Tabletop to wall mount installation

To install the telephone base in the wall mount position, make sure you first unplug the telephone line cord from the telephone wall jack.

1. Lift the handset and place it aside. On the telephone base, pull out the handset tab and rotate it 180 degrees. Replace the handset tab into the grooves until it clicks into position.
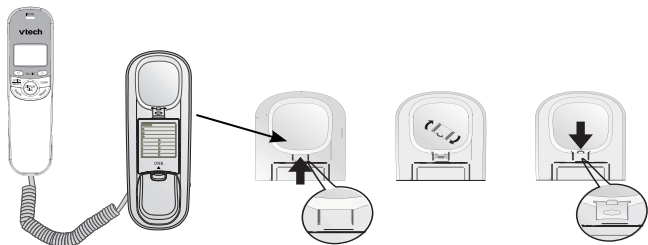
2. Remove the mounting bracket from the base. Hold the telephone base with both hands and then slide the bracket upwards as the arrows indicate.
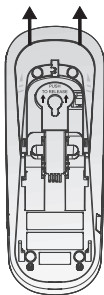
3. Rotate the bracket 180 degrees to the wall mounting position. Push the bracket upwards as shown until it clicks into place.
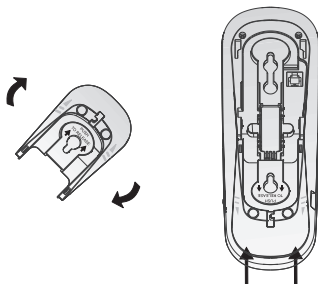
4. Route the telephone line cord through the slot as shown and plug the other end of the cord into a telephone wall jack. To mount the telephone on the wall, position the mounting holes A and B over the telephone outlet mounting studs. Slide the bracket down firmly so the telephone is held securely on the studs.

ADSL filter
(not included)

5. Place the handset back on the telephone base.
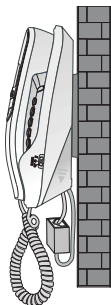
Wall mount to tabletop installation

To change the telephone base from the wall mount position to tabletop position, follow the steps below.

1. Remove the telephone base from the mounting plate. Unplug the telephone line cord from the telephone wall jack and remove the cord from the slots under the telephone base.

2. Lift the handset and place it aside. On the telephone base, pull out the handset tab and rotate it 180 degrees. Replace the handset tab back to the grooves until it clicks into position.
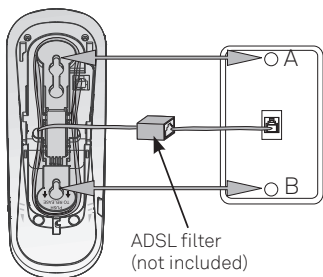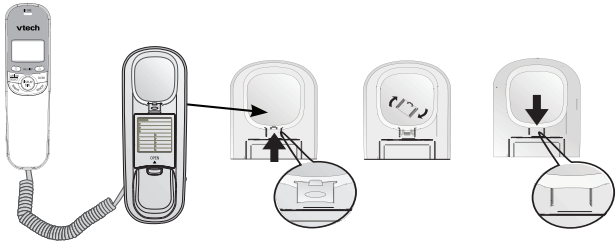

3. Remove the bracket from the base. Hold the telephone base firmly and then slide the bracket downwards as the arrows indicate.
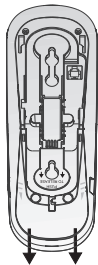
4. Rotate the bracket to the desktop installation position. Push the bracket down as shown below until it clicks into place.
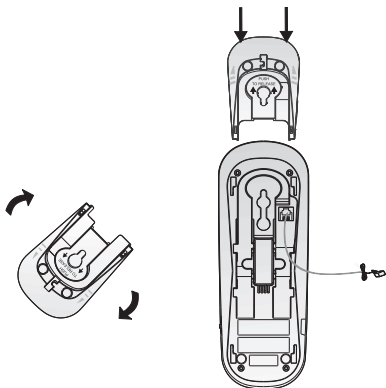
5. Follow steps 2-4 in **Telephone base installation** in page 12-13 to install your telephone for desktop use.

IMPORTANT

Check for a dial tone by lifting the handset. If you hear a dial tone, the installation is successful.

WARNING

Do not place your VTech T1100 in the bathroom or other humid areas.

IMPORTANT

Only use the telephone cords supplied with the product, and good AA batteries included.

USING YOUR VTECH T1100 PHONE ON A BROADBAND ADSL LINE?

If this product is to be used on a broadband ADSL line, then you must ensure that it is connected via an ADSL filter. Using this product on a Broadband line without an ADSL filter may cause problems with this product and your Broadband service.

DATE AND TIME

If you have subscribed to a Network Calling Number Display service, the date and time are set automatically with each incoming call.

If you have not subscribed to a Network Calling Number Display Service you can set the date and time manually.

Set the date and time manually

1. Press **OPTION/SELECT** repeatedly until the screen displays **SET TIME/DATE**.

2. When the hour is flashing, use the ▼ and ▲ keys to scroll through the list of numbers from **1** to **12** to select the right number for the hour and **AM** or **PM**. Press **DISPLAY DIAL** to move on to set the minute.

3. When the minutes are flashing, use the ▼ and ▲ keys to scroll through the list of numbers from **00** to **59** to select the right number for the minutes. Press **DISPLAY DIAL** to move on to set the month.

4. When the month is flashing, use the ▼ and ▲ keys to scroll through the list of numbers from **1** to **12** to select the right number for the month. Press **DISPLAY DIAL** to move on to set the day.

5. When the day is flashing, use the ▼ and ▲ keys to scroll through the list of numbers from **1** to **31** to select the right number for the date. Press **OPTION/SELECT** to save the setting and advance to the next feature.
   - OR -
   Press **DISPLAY DIAL** to return to step 2 above to make any corrections.
   - OR -
   Press **CLEAR** to exit without saving your selection and return to idle mode.

GETTING TO KNOW YOUR PHONE

HANDSET OVERVIEW (FRONT)
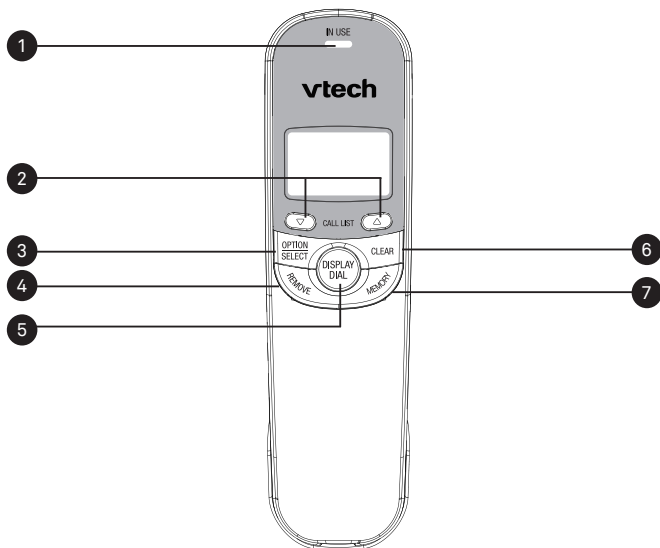
1. IN USE LIGHT

- Flashes quickly when there is an incoming call.
- Flashes slowly when the telephone line cord is not plugged into a wall jack or another telephone on the same line is in use.
- On when the telephone is in use.

2. CALL LIST ▼/▲

- When the telephone is idle, press to display Calling Number Display information.

3. OPTION/SELECT

- Press to display the setting options.
- While in the option menu, press to save the selection and move to the next feature.
- While reviewing the call list, press repeatedly to show different dialing formats.

4. REMOVE

- While reviewing the call list, press to delete the entry currently displayed, or press and hold to remove all entries.

5. DISPLAY DIAL

- Press to dial the number currently displayed.
- Press to move on to the next value slot during date and time setting.

6. CLEAR

- Press to exit storing a number in memory, to exit the call list, or to return to the idle screen anytime without saving the changes.

7. MEMORY

- Press to access telephone numbers stored in the speed dial memory.
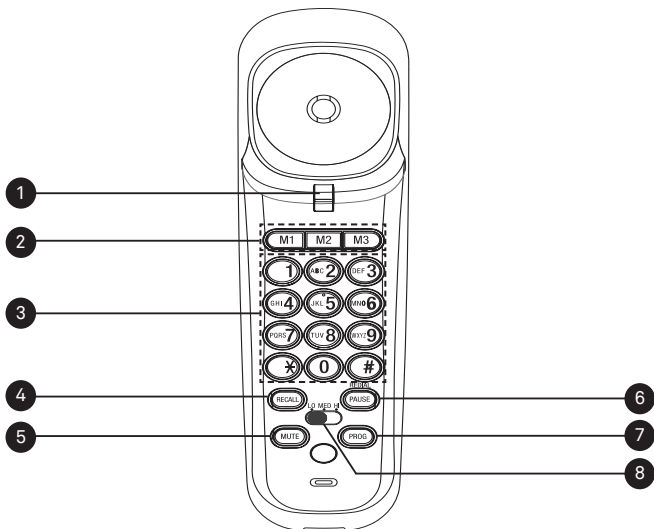
1. SWITCH HOOK

- When held down, the telephone is in idle mode.
- When released, the telephone is ready to make a call.

2. M1/M2/M3

- When the handset is lifted, press to dial a number from the one-touch memory.

3. DIALING KEYS

- Press to dial a number.

4. RECALL

- Press to activate Recall for use with Telephone Network Services such as Call Waiting during a call.

5. MUTE

- During a call, <u>press and hold</u> to mute the handset. Release again to resume your conversation.

6. PAUSE/REDIAL

- When the handset is lifted, press to redial the last number dialed.
- When storing a number in the memory, press to insert a three-second pause in the dialing sequence.

7. PROG

- Press to store a telephone number in the memory.

8. LISTENING VOLUME

- Slide to adjust the handset listening volume to **LO**, **MED** or **HI**.
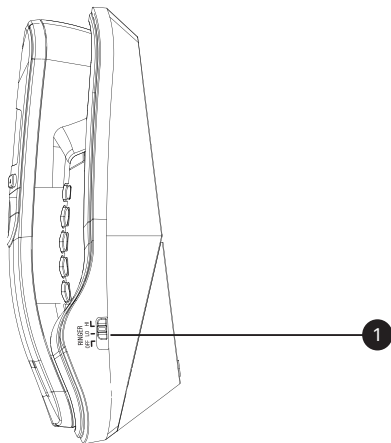
1. RINGER VOLUME
  • Slide to adjust the base ringer volume to **OFF**, **LO** or **HI** .

NAVIGATING THE MENUS

Your VTech T1100 has an easy to use menu system. The Table below provides a summary of the feature menu.

Use the instructions below to change the settings:

1. Press **OPTION/SELECT** repeatedly until the screen displays the desired feature when the phone is not in use.
2. Press ▲ or ▼ until the handset displays the desired feature menu.
3. Press **OPTION/SELECT** within 10 seconds to save your selection and move to the next feature.
• To return to idle mode, press **CLEAR**.
  -OR-
  Wait 10 seconds to exit without saving your selection and return to idle mode automatically.

HANDSET MENU LAYOUT

SET CONTRAST
HAC - _____   HOME AREA CODE?
LAC 1 - ___   LOCAL AREA CODE?
LAC 2 - ___   LOCAL AREA CODE?
LAC 3 - ___   LOCAL AREA CODE?
LAC 4 - ___   LOCAL AREA CODE?
SET TIME/DATE
SET LANGUAGE

USING THE PHONE

MAKE, ANSWER OR END A CALL

To make a call:
1. Lift the handset and wait for a dial tone.
2. Use the dialing keys to enter the number you want to dial.
• Place the handset on the telephone base to hang up after the call.

To answer a call:
Lift the handset. Place the handset on the telephone base to hang up.

To end a call:
Place the handset in the telephone base.

LISTENING VOLUME CONTROL
During a call, lift the handset and slide the volume switch on the handset. You can set the listening volume to low, medium or high (**LO**, **MED** or **HI**).

RINGER VOLUME CONTROL
When idle, slide the **RINGER** switch on the right side of the telephone base. You can set the ringer to off, low or high (**OFF**, **LO** or **HI**).

MUTE

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

- During a call, press and hold **MUTE** to mute the microphone.
- Release **MUTE** again to resume the conversation.

CALL WAITING

If you subscribe to call waiting service from your telephone service provider, you hear a beep if someone calls you while you are already on a call.

- Refer to your telephone service provider regarding operation of Call Waiting.

REDIAL

The telephone stores the last number dialed (up to 32 digits).

To dial the last dialed number:

1. Lift the handset and wait for a dial tone.
2. Press **REDIAL/PAUSE** on the handset.
- Place the handset on the telephone base to hang up after the call.

MEMORY OPERATION

This telephone has 13 memory locations with
3 one-touch memory location keys (**M1**, **M2**, **M3**) and
10 speed dial memory locations (**0** through **9**). Each
location can hold a number up to 32 digits.

MEMORY KEYS

To store a number in a one-touch memory location:

1. Lift the handset and press **PROG**.
2. Use the dialing keys to enter the number you want to
   store.
   Press **PAUSE** once to store a three-second pause in
   the dialing sequence, twice for a six-second pause
   and so on.
3. Press the one-touch memory location key (**M1**, **M2**
   or **M3**) where you want the number to be stored. The
   screen briefly displays **EX Pro**, where **X** is the memory
   location.

To review a number in a one-touch memory location:

To review a number in a one-touch memory location,
lift the handset and hold down the switch hook on the
handset, then press a one-touch key (**M1**, **M2** or **M3**).
The number stored in the one-touch memory location is
displayed on the screen.

To dial a number in a one-touch memory location

To dial a number in a one-touch memory location, lift the handset and then press a one-touch key (**M1**, **M2** or **M3**).

SPEED DIAL MEMORY LOCATION

You can store up to 10 numbers in the speed dial memory locations (**0** through **9**). Each location can hold a number up to 32 digits.

To store a number in a speed dial memory location:

1. Lift the handset and press **PROG**.
2. Use the dialing keys to enter the number you want to store. Press **PAUSE** once to add a three-second pause in the dialing sequence, twice for a six-second pause and so on.
3. Press **MEMORY**, then press the dialing key (**0** through **9**) where you want the number to be stored. The screen briefly displays **AX Pro**, where **X** is the memory location.

Notes:

- When you store a new number in a one-touch memory location, the old entry is replaced and cannot be retrieved.
- If no action is taken within 10 seconds, the telephone returns to idle mode automatically without saving your selection.

To dial a number in a speed dial memory location:

1. Lift the handset and press **MEMORY**.
2. Use the dialing keys (**0** through **9**) to choose the desired speed dial memory location. The telephone automatically dials the telephone number stored in the selected speed dial memory location.

Notes:

- When you store a new number in a speed dial memory location, the old entry is replaced and cannot be retrieved.
- If no action is taken within 10 seconds, the telephone returns to idle mode without saving your selection.

TELEPHONE SETTINGS

SET DATE AND TIME

When the telephone is idle, the screen shows the date and time. If you subscribe to a Network Calling Number Display service, the date and time are set automatically with each incoming call. You may also set the date and time manually by following the steps below.

To set the date format:

1. Press **OPTION/SELECT** repeatedly until the screen displays **SET TIME/DATE**.

2. When the hour is flashing, use the ▼ and ▲ keys to scroll through the list of numbers from **1** to **12** to select the right number for the hour and **AM** or **PM**. Press **DISPLAY DIAL** to move on to set the minute.

3. When the minutes are flashing, use the ▼ and ▲ keys to scroll through the list of numbers from **00** to **59** to select the right number for the minutes. Press **DISPLAY DIAL** to move on to set the month.

4. When the month is flashing, use the ▼ and ▲ keys to scroll through the list of numbers from **1** to **12** to select the right number for the month. Press **DISPLAY DIAL** to move on to set the day.

5. When the day is flashing, use the ▼ and ▲ keys to scroll through the list of numbers from **1** to **31** to select the right number for the date. Press **OPTION/SELECT** to save the setting and advance to the next feature.

- OR -
Press **DISPLAY DIAL** to return to step 2 above to make any corrections.
- OR -
Press **CLEAR** to exit without saving your selection and return to idle mode.

SET CONTRAST

You can adjust the screen contrast level for different lighting conditions.

1. Press **OPTION/SELECT**. The screen displays **SET CONTRAST**
2. Press ▼ or ▲ to select the desired screen contrast level from 1 (lightest) to 5 (darkest).
3. Press **OPTION/SELECT** to save your selection and move to the next feature.
   - OR -
   Press **CLEAR** to exit without saving your selection and return to idle mode.

HOME AREA CODE

Note: The home area code feature is for users in the United States of America and Canada only.

Home area code is the area code associated with your telephone number. It is necessary to program a home area code so the telephone can properly display incoming calls and dial the telephone numbers from the call list.

1. Press **OPTION/SELECT** repeatedly until you see **HOME AREA CODE?**.
2. Press ▼ or ▲ to set the first digit of the home area code.
3. Press **DISPLAY DIAL** to move on to set the next digit.
4. Repeat steps 2 and 3 for the second and third digits of your home area code.
5. Press **OPTION/SELECT** to save the home area code and continue to set the local area code.
   - OR -
   Press **CLEAR** to exit without saving your selection and return to idle mode.

LOCAL AREA CODE

Note: The local area code feature is for users in the United States of America and Canada only.

Local area codes are area codes associated with other telephone numbers for which you must dial the area code, but do not need to dial 1. This includes your own area code if you must dial the area code but not 1 to make calls in your own area code.

You can program up to four local area codes. Do not program area codes for which you must dial 1.

1. Press **OPTION/SELECT** repeatedly until you see **LOCAL AREA CODE?**.
2. Press ▼ or ▲ to set the first digit of the local area code in **LAC 1**.
3. Press **DISPLAY DIAL** to move on to set the next digit.
4. Repeat steps 2 and 3 for the second and third digits of your local area code.
5. Press **OPTION/SELECT** to save the local area code and move to the next local area code (**LAC 2**, **LAC 3**, or **LAC 4**).
   - OR -
   Press **CLEAR** to exit without saving your selection and return to idle mode.

LANGUAGE

This telephone comes factory set for English displays. If you wish to change the displayed language to Spanish or French, follow the steps below:

1. Press **OPTION/SELECT** repeatedly until the screen displays **SET LANGUAGE**.
2. Press ▼ or ▲ to select the desired language (**ENGLISH**, **FRANCAIS** or **ESPANOL**).
3. Press **OPTION/SELECT**. The screen displays **CONFIRM?**
4. Press **OPTION/SELECT** to confirm your setting and move to the idle screen.
   - OR -
   Press **CLEAR** to exit without saving your selection and return to idle mode.

TELEPHONE NETWORK SERVICES*

*Subscription and/or usage charges may apply to use these services. Some features may not operate as described. Call your Network Service Provider for more information.

CALLING NUMBER DISPLAY

If you have subscribed to a Network Calling Number Display service, you will be able to see your caller's number on your handset display (provided it is not blocked) prior to answering the call.

Calling Number Display from the home line allows you to see the name, number, date and time of the incoming calls.

When a Network Calling Number Display is active on your service, incoming numbers will be saved in the telephone's Call list. Your phone can store up to 80 answered and unanswered calls with date/time information in the call list. The number will be shown on the display when the phone is ringing. The phone deletes the oldest entry when the log is full to make room for new calls. If you answer a call before the information appears on the screen, it does not show in the call list history.

CALL LIST DISPLAY SCREEN MESSAGE

With some incoming calls, if the telephone number is not available, the handset may display one of the following explanations:

With some incoming calls, if the telephone number is not available, the handset may display one of the following explanations:

UNAVAILABLE   This caller's number is unavailable.

WITHHELD   The caller is blocking the telephone number.

When the list is full, and a new call is received, the oldest entry will be deleted automatically.

IMPORTANT

To use a Network Calling Number Display you must first subscribe to the service from your service provider. For more information on Network Services call your service provider.

Note: The number you see on your Calling Number Display is in the format sent by the telephone service provider.

REVIEW THE CALL LIST

Review the call list to find out who called, or to return the call.

1. Press ▼ or ▲ to access the call list and display the latest call list entry.
2. Press ▼ repeatedly to scroll through the call list, which is in reverse chronological order (from the newest entry to the oldest entry), or press ▲ repeatedly to scroll through the call list in chronological order. At the end of the call list, the screen displays **-END OF LIST-**.

DIAL FROM THE CALL LIST

1. When desired call list entry is displayed, press **DISPLAY DIAL**. The screen displays **LIFT RECEIVER**.
2. Lift the handset to dial the number. If you do not do so within 10 seconds after the screen displays **LIFT RECEIVER**, the telephone returns to idle mode.
   - OR -
   Press **CLEAR** twice to return to idle mode.

DELETE AN ENTRY IN THE CALL LIST

1. Press ▼ or ▲ to display the call list.
2. Press **REMOVE** to delete the entry currently displayed.
   - OR -
   Press **CLEAR** to exit without deleting any entries and return to idle mode.

DELETE THE ENTIRE CALL LIST

1. Press and hold **REMOVE** when reviewing the call list entries. The screen displays **REMOVE ALL?**.

2. Press **REMOVE** again to delete all the entries. The screen displays **-END OF LIST-** and automatically returns to idle mode.
   - OR -
   Press **CLEAR** to exit without deleting any entries and return to idle mode.

Note: When an entry is removed from the call list, it cannot be retrieved.

COPYING A CALL LIST ENTRY INTO MEMORY

1. Lift the handset.

2. Press ▼ or ▲ to scroll to your desired entry.

3. Press **PROG** on the handset.

4. Press any one-touch memory location (**M1**, **M2** or **M3**) where you want the number to be stored.
   - OR -
   Press **MEMORY**, then press the dialing key (**0** through **9**) to select the desired speed dial memory location.

5. Press **CLEAR** on the back of the handset when you have finished storing a number in the memory to exit programming.

Note: If you wait longer than 10 seconds to delete or copy the entry, the procedure will time out and you have to begin again.

HELP

There is no dial tone.

- Inspect the telephone line cord connection at the telephone wall jack. Make sure the cord is connected properly and securely.
- Inspect the handset cord connections at both ends.
- If the previous suggestions do not work, disconnect the telephone base from the telephone jack and connect to a different telephone. If there is no dial tone on that telephone either, the problem is in your wiring or local service. Contact your telephone service provider.

Telephone does not ring.

- Make sure the **RINGER** switch on the side of the telephone base is not set to **OFF**.
- If there are other telephones on the same line, try disconnecting some of them. Having too many telephones connected can create problems such as low ringer volume or impaired sound quality during calls.

Difficulty storing numbers in memory.

- Make sure you are pressing the correct sequence of keys for storing numbers.
- If you pause for over 10 seconds when programming an entry, the procedure will time out and you will have to begin again.

- Try calling the number to be stored in memory. When the call ends, press **PROG**, **PAUSE/REDIAL**, then a one-touch key (**M1**, **M2** or **M3**), or **MEMORY** and a memory location (**0**-**9**).

IN USE light does not go on.

- Make sure four new AA batteries have been installed properly.

The IN USE light is flashing slowly.

- Make sure that all telephones on the same line are hung up.
- Inspect the telephone line cord connection at the wall jack.

Screen is blank.

- Make sure the coiled handset cord is properly and securely connected to the handset and the telephone base.
- Make sure four new AA batteries are installed properly.
- You must subscribe to Calling Number Display service from your telephone service provider to see call information on the screen.

My Calling Number Display features are not working properly.

- Calling Number Display is a subscription service. You must subscribe to this service from your telephone service provider for this feature to work on your telephone.

- The caller may not be calling from an area that supports Calling Number Display. Both your and the caller's telephone service providers must use equipment which are compatible with Calling Number Display service.
- Make sure your service provides Calling Number Display information when on a call. This is sometimes known as Calling Number Display with call waiting, or type 2 Calling Number Display.
- Make sure you have installed four new AA batteries properly.
- If you subscribe to high-speed Internet service (ADSL - digital subscriber line) through your telephone line, you must install a ADSL filter between the telephone line cord and the telephone wall jack. The filter prevents noise and Calling Number Display problems caused by ADSL interference. Please contact your ADSL service provider for more information about ADSL filters.

I subscribe to a nontraditional telephone service that uses my computer to establish connections, and my telephone doesn't work.

- Make sure your computer is powered on.
- Make sure your Internet connection is working properly.
- Make sure that the software is installed and running for your nontraditional telephone service.

- Make sure to plug your USB telephone adapter into a dedicated USB port on your computer. Do not plug it into a multiple port USB hub (USB splitter) that is not powered.
- In a few rare cases, the USB port on your computer may not have enough power. In these cases, try using a USB hub with its own external power supply.
- If you are using a firewall, it may prevent access to your nontraditional telephone service. Contact your service provider for more information.

Common cure for electronic equipment:

If the telephone is not responding normally, try resetting the telephone. Do the following in the order listed:

1. Disconnect the base battery.
2. Wait a few minutes.
3. Re-install the battery.
4. Wait for the handset to reestablish its connection with the telephone base. Allow up to one minute for this to take place.

TecHelp line 1300 369 193

Call TecHelp:

- if you are having difficulties using your VTech T1100.
- if you need replacement batteries.

GENERAL INFORMATION

SAFETY

- Use only AA batteries. Spare batteries can be purchased from your local electrical retailer.
- Do not open the handset or the base. This could expose you to high voltages or other risks.
- It is recommended that advice from a qualified expert be sought before using this product in the vicinity of emergency / intensive care medical equipment.
- Your product may interfere with other electrical equipment, e.g. TV and radio sets clock / alarms and computers if placed too close. It is recommended that you place your product at least one metre away from such appliances to minimise any risk of interference.

Please note

VTech accepts no responsibility for damage caused to your VTech T1100 handset by using any other type of batteries.

- Never dispose of batteries in a fire. There is a serious risk of explosion and/or the release of highly toxic chemicals.
- Dispose of batteries as per local / state requirements.

CLEANING

Simply clean the handset and base with a damp (not wet) cloth, or an anti-static wipe.

Never use household polish as this will damage the product. Never use a dry cloth as this may cause a static shock.

ENVIRONMENTAL

- Do not expose to direct sunlight.
- The product may heat up when the batteries are being recharged or during prolonged periods of use. This is normal. However, we recommend that to avoid damage you do not place the product on antique / veneered wood.
- Do not stand your product on carpets or other surfaces which generate fibres, or place it in locations preventing the free flow of air over its surface.
- Do not submerge any part of your product in water and do not use it in damp or humid conditions, such as bathrooms.
- Do not expose your product to fire, explosive or other hazardous conditions.
- There is a slight chance that your phone could be damaged by an electrical storm. We recommend that you unplug the power and telephone line cord from the base for the duration of the storm.

CUSTOMER SERVICE & PRODUCT WARRANTY

IMPORTANT

Please retain this booklet with your sales receipt as proof of the date of purchase.

Customer Service

If you require assistance in operating this product please call the TecHelp Information Line on 1300 369 193 or contact VTech by e-mail at: tcpsupport_au@vtech.com.

If you are trying to access a Telephone Network Service and require assistance specifically related to the network service or would like to subscribe to the service, contact your service provider.

Voluntary Product Warranty

In addition to your Statutory Rights and subject to the conditions below, VTech warrants that this product will be free from any defect in materials or workmanship under conditions of normal use for a period of 12 months from date of purchase.

VTech do not warrant that the product will be free from defects if defects are caused by an accident, misuse, abuse, improper installation or operation, vermin infestations, lack of reasonable care, unauthorised modification, loss of parts, tampering or attempted repair by a person not authorised by VTech; or where the product has been damaged by lightning or a mains power surge.

Where a valid claim is made under this Voluntary Product Warranty, VTech will, at no cost to you, repair or replace the product within a reasonable time. Subject to your Statutory Rights, if your claim under this Voluntary Product Warranty is not valid, you may be charged a fee under this Voluntary Product Warranty for the service and for any direct costs associated with having the product delivered for service.

To make a claim under this Voluntary Product Warranty you must call the TecHelp Information Line on 1300 369 193 or contact VTech by e-mail at: tcpsupport_au@vtech.com where a Customer Service Representative will inform you of the product return process. You will need to ensure that:

You provide proof of purchase;

Your product is suitably packaged (original packaging is not required); and

You have included all components from the original purchase.

For your records

Date of purchase:

_____

Place of purchase:

_____

Serial number:

_____

For Voluntary Product Warranty purposes proof of purchase is required so please keep your receipt.

The benefits conferred by this Voluntary Product Warranty are in addition to other rights and remedies that are available to you under law, which cannot be excluded. The processes for this Voluntary Product Warranty in no way limit your rights which arise as a result of your Statutory Rights.

This Voluntary Product Warranty is given by:

VTech Telecommunications (Australia) Pty Ltd ABN 70 136 672 627

Address: 24 Gilby Road, Mount Waverley 3149

IMPORTANT NOTE: THIS IS NOT A PRODUCT RETURN OR SERVICE ADDRESS – PLEASE CONTACT TECHELP BY PHONE OR EMAIL FOR PRODUCT AND WARRANTY SUPPORT. NO LIABILITY WILL BE ACCEPTED BY VTECH FOR PRODUCTS RETURNED TO THIS ADDRESS UNDER THIS VOLUNTARY PRODUCT WARRANTY.

Phone number: 1300 369 193

Email address: tcpsupport_au@vtech.com

Statutory Rights

Our goods come with guarantees that cannot be excluded under the Australian Consumer Law. You are entitled to a replacement or refund for a major failure and compensation for any other reasonably foreseeable loss or damage. You are also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not amount to a major failure.

FOR MORE INFORMATION CALL:
TECHELP ON 1300 369 193 OR
EMAIL: TCPSUPPORT_AU@VTECH.COM

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