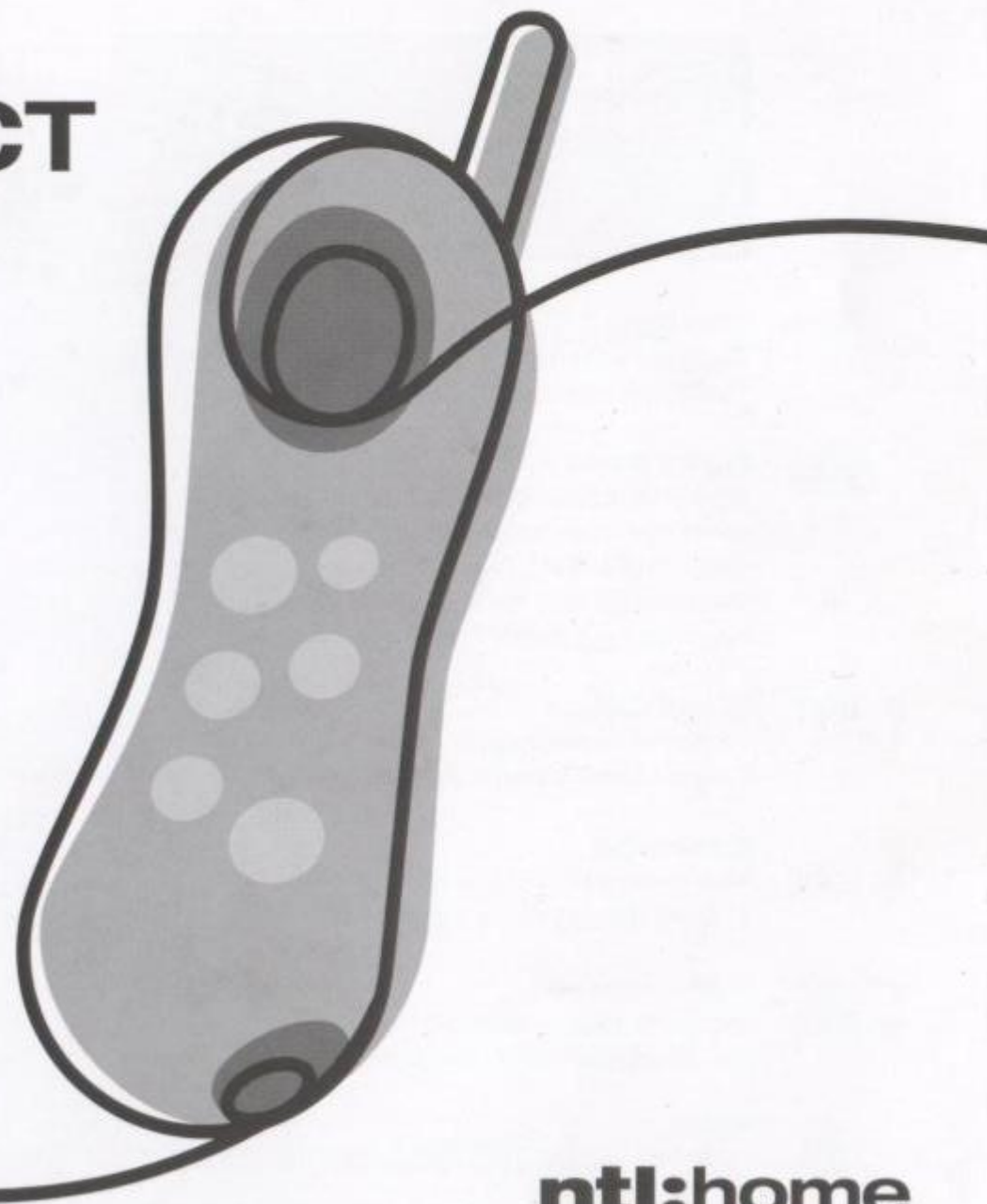


Using your

# **VS2000 DECT**

**Digital Cordless Telephone with  
Answering Machine and Caller ID\***

\* Requires subscription to your network's Caller ID service.



**ntl:home**



# Introducing your ntl VS2000

Your VS2000 telephone makes use of the latest technologies in cordless telephone design. It offers full GAP compatible DECT functionality with superb digital sound quality, long range, high security and multi-handset capabilities. It includes a wide range of easy to use features and functions.

Caller ID is a facility available from some telephone network service providers, allowing the user to identify who is calling without even having to pick up the phone. Your VS2000 has the necessary software to utilise the Caller ID facility. If you wish to use Caller ID you will need to subscribe to the service from your network provider.

Please read this user guide carefully before using your VS2000 for the first time.

### **Important**

**This equipment is not designed for making emergency calls when the power fails. Make alternative arrangements for access to emergency services.**

## Unpacking your VS2000

### You should have:

- VS2000 Base unit
- VS2000 Handset
- Handset belt clip
- Battery compartment cover
- Rechargeable handset batteries  
2 x AAA NiMH, 1.2V 650 mAh batteries (HR 10/44)
- Mains power adaptor  
Output: 7V DC 300mA and 7V AC 150mA
- Telephone line cord

Should any parts be missing, please contact the Customer Helpline on 0870 241 3201 (9.00am–5.00pm, Monday to Friday).

### **Note for people with hearing aids**

**The VS2000 works by sending radio signals between the base and handset. This may interfere with some hearing aids, causing a humming noise.**

### **Warning**

**We recommend that this product is not used near emergency intensive care medical equipment or by people with a pacemaker fitted.**

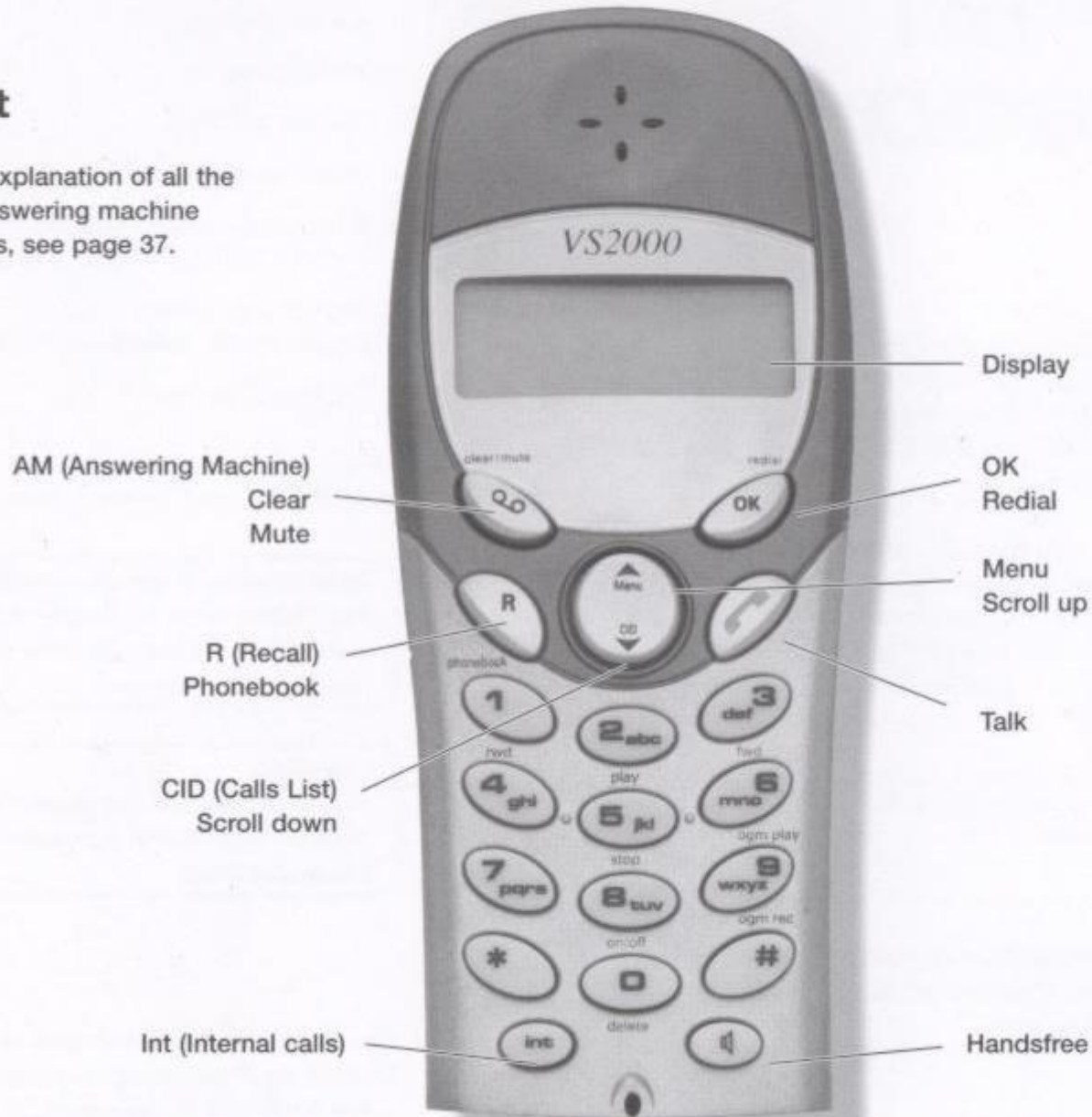
### **Please turn over for diagrams of your VS2000.**

Keep the diagrams open so you can refer to them as you go through the user guide.

# Your VS2000

## Handset

For a detailed explanation of all the handset and answering machine button functions, see page 37.





## The handset display



### ◀ Extra Digits

Displayed if the name or number is too large to fit the display. The display only shows 12 digits/characters at any time.



### Battery Status

Always displayed when your handset is switched on, this symbol shows the battery status. When all bars are shown, the battery is fully charged. When the symbol is empty and you hear a warning tone (during a call) you will need to place the handset back on the base to recharge before further use.



### Internal Call

Flashes when receiving an internal call. Remains steady when an internal call is in progress.



### External Call

Flashes when receiving an external (outside) call. Remains steady when an external call is in progress.



### Conference Call

Displayed when a conference call, between two internal handsets and one external caller is in progress.



### Mute

Displayed when the mute button is pressed and the external caller is unable to hear you.



### New Calls\* (Caller ID)

This symbol flashes in the display when you have new calls stored in the Calls List, is displayed while you are viewing the Calls List and will disappear once you have viewed all calls.



### Repeat Call\*

If a caller has rung on more than one occasion the repeat symbol will be displayed whilst you are viewing the Calls List.



### Keypad Lock

When this symbol is displayed you will not be able to make calls from your phone, only receive them. The keypad lock prevents accidental dialling. **You can still make emergency calls while the keypad is locked.**



### Message

Displayed when you have **new** messages stored on your answering machine.



### Menu

Whenever you are using the handset menu you will see this symbol.



### Phonebook

When you are using the phonebook you will see this symbol.



### Ringer Off

Displayed only when you set the ringer volume to off.



### Signal Strength

This symbol is always displayed when your handset is on and shows the signal strength. If the symbol begins to flash and you hear a warning tone during a call you are out of range and will need to move closer to your base for clearer reception.

\* These symbols will only be displayed if you have subscribed to a Caller ID service from your network provider.

## Base



### New Calls/In Use Light

- Flashes when you have received new calls
- Illuminates when the line is in-use

### Incoming Calls/Messages Light

- Flashes when receiving a call
- Illuminates when the answering machine is switched on
- Flashes when you have new messages stored

### Charge Light

Illuminates when the handset is charging in the base.

### Page

Press to locate a misplaced handset

# Menu structure



## PHONE BK

- STORE (See page 11)
- EDIT (See page 13)
- DELETE (See page 12)
- DEL ALL (See page 12)
- MELODY (VIP Ringing) (See page 13)

## HANDSET

- VOLUME (See page 9)
- DEL CID (See page 32)
- EXT RING (See page 23)
- INT RING (See page 23)
- LABEL (See page 33)
- TONES (See page 23)
- TIMER (See page 24)
- AUTO ANS (See page 24)

- KEY
- CONFIRM
- LOW BATT
- RANGE

## BASE

- UNPROTEC
  - VOLUME (See page 26)
  - MELODIES (See page 26)
- PIN PROT
  - CALL BAR (See page 27)
  - PIN CODE (See page 28)
  - DEL HS (See page 36)
  - DIALMODE (See page 28)
  - DEFAULT (See page 29)
- B SELECT
  - AUTO (See page 35)
  - PREFER (See page 35)
  - FIXED (See page 35)

## MONITOR

- OFF (See page 36)
- ON (See page 35)

## KEY LOCK

- OFF (See page 25)
- ON (See page 25)

## REGISTER

- BS 1234 (See page 33)

## LANGUAGE

- ENGLISH (See page 36)
- DEUTSCH (See page 36)

## TAD MENU

- PIN CODE (See page 22)
- RG DELAY (See page 17)
- SOS CODE (See page 20)
- FILTERIN (See page 19)

- SPK FILT
- FUL FILT
- CID FIL1
- CID FIL2
- OFF





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Thank you for choosing the VS2000 which is a high quality product designed for many years of trouble-free service.

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# Getting your VS2000 ready for use

## Warning

Use only the mains power adaptor supplied. Any other adaptor could seriously damage your VS2000 and invalidate your warranty.

## Installing the batteries

### Positioning the base unit

Situate your VS2000 base unit close enough to the telephone and mains power sockets so that the cables will reach. The higher the base unit is located the better.

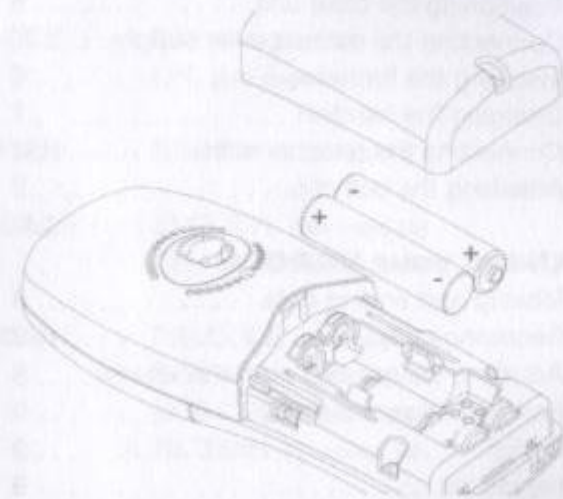
Make sure you position your VS2000 at least 1 metre away from other electrical appliances, e.g. televisions, radios and computers, to avoid interference. Avoid bathrooms and other humid areas.

### Connecting the mains power supply to your VS2000 base



Plug the mains power adaptor lead into the socket marked with the symbol shown, on the back of your VS2000 base.

Now plug the mains power adaptor into the power socket and switch the power on. You will hear a confirmation tone.



Insert the two rechargeable batteries supplied into the battery compartment ensuring the batteries are installed the correct way round. The polarities are marked inside the battery compartment. If the batteries have no polarity markings, the positive end has a groove around it.

Slide the battery cover firmly back into place.

## Warning

Use only the batteries supplied or the recommended batteries. Never use non-rechargeable batteries. If you use an incorrect battery type there is a risk of explosion or damage to your VS2000.



## Charging the handset

We recommend that you charge your handset for 14 hours before plugging your VS2000 into the telephone wall socket and using it for the first time.

When you place the handset onto the base the orange charging light on the base comes on and the battery symbol flashes in the display.

Full



Half full



Very low



### Battery status

If the battery symbol in the display is empty and you hear the battery low warning tone during a call, you will need to place your handset back on the base to recharge before you can use it.

We recommend that between uses, you place your handset back on the base to ensure it is always fully charged.

Once charged, your handset display will be as below displaying the phone model number, the handset number and the battery status and signal strength icons. **This is referred to as 'standby mode'.**



## Connecting the telephone line

Plug the telephone line cord into the telephone socket marked with the symbol shown, on the back of your VS2000 base. Plug the other end into the telephone wall socket.

**Only use the telephone line cord supplied or your VS2000 may not work correctly.**

As soon as the handset is charged you will be able to make and receive telephone calls, receive Caller ID calls list entries, and store numbers in the phonebook.

## Attaching the belt clip

The handset belt clip allows you to conveniently carry the handset around with you. It can be clipped easily onto your belt, waistband or shirt pocket.

You will find the belt clip packed with the handset batteries.


Align the clips on the belt clip with the holes on the back of the handset and twist anti-clockwise until secure and facing downward.

If you don't want to use the belt clip you can affix it to the back of the base to avoid losing it.



# Using your VS2000


## Making and ending calls



Press the **Talk** button. The display shows the **EXT** symbol. The green In-use light on the base comes on.

When you hear the dial tone, dial the number you require. The number appears in the display and is dialled.

After a short delay the call timer will start timing the call.



Press the **Talk** button or place the handset back on the base to end the call. The duration of your call will remain in the display for a further 5 seconds after you have ended the call.


### Preparatory dialling (pre-dial)

Enter the number you require. It will appear in the display but will not be dialled. You can enter up to 25 digits but only 12 digits are displayed.


clear/mute



If you have entered a digit incorrectly you can delete it by pressing the **Clear** button. Press **and hold** the **Clear** button to delete the whole number.



Press the **Talk** button to dial the number entered.



To end the call, press the **Talk** button, or place the handset back on the base.

## Receiving calls


When you receive an external call the handset and base will ring and the **EXT** symbol will flash in the display.

If you have subscribed to a **Caller ID** service, the **▲?** symbol will flash in the display. The caller's number (if available) and the date and time of the call will also be shown. The orange New Call light on the base will flash.

### Internal calls

If you receive a call from another handset, the **INT** symbol will flash in the display to denote an **internal** call. The callers handset number will also be shown.

### When the handset is not on the base unit:




Press the **Talk** button to answer the call.

### When the handset is on the base unit (Auto-talk):

Lift the handset and the line will be connected. You do not need to press **Talk** to answer the call. See page 24 for Auto-talk settings.

## Adjusting the handset earpiece volume

### During a call:




Press the **Scroll** button to select from 5 different earpiece volumes.



## Handset ringer volume

### To adjust the handset ringer volume in standby mode

Press the **Menu** button to access the main menu.  
The  symbol is displayed whenever you access the menu.



Press the **Scroll** button up or down until the display shows *HANDSET*.




Press **OK**.  
The display shows *VOLUME*.



Press **OK**.



Press the **Scroll** button up to increase or down to decrease the volume.  
You can select from 5 different volume levels and volume OFF.  
If you set the ringer to OFF, the  symbol will be displayed.



Press **OK** when you hear the volume you want or when *VOL OFF* is displayed. You will hear a confirmation tone. *VOLUME* is displayed.



To exit the menu, press **and hold** the **Clear** button.



**To adjust the handset ringer volume while the phone is ringing**  
Press the **Scroll** button up to increase or down to decrease the volume.



## Redial

### To redial the last number called

Press the **Redial** button.  
The last dialled number will be displayed.



Press the **Talk** button to dial the number.



To end the call, press the **Talk** button or place the handset back on the base.



### To redial any of the last 10 numbers called

Press the **Redial** button.



Press the **Scroll** button up or down to display any of the last 10 numbers dialled.



Press the **Talk** button to dial the displayed number.



To end the call, press the **Talk** button or place the handset back on the base.



## Handsfree

### During a call:

Press the **Handsfree** button.

You can now hold your conversation 'handsfree' without having to hold the handset to your ear.



Press the **Handsfree** button again to end handsfree.



Press the **Talk** button to end the call.



### Or, without lifting the handset off the base:

Press the **Handsfree** button.



When you hear the dial tone, dial the number you require.  
The number appears in the display and you hear it being dialled.

To end the call, press the **Talk** button or place the handset back on the base.





## Privacy (Mute)

During a call you can mute your voice so your caller cannot hear you.

clear/mute



Press the **Mute** button. The display shows the **X** symbol.

clear/mute



Press the **Mute** button to talk to your caller again.

## Switching the handset on/off

You may wish to switch your handset off to preserve the battery life if you will not be using it for any length of time, e.g. if you are going on holiday.

**In standby mode:**

**To switch the handset off:**



Press **and hold** the **OK** button for 3 seconds until the handset beeps and the display goes blank.

**To switch the handset on again:**



Press the **OK** button, the display comes back on.

## Paging a handset

If you lose or misplace a handset, you can press the **Page** button on the base to relocate it.

PAGE

When the **Page** button is pressed, your VS2000 handset will ring for 10 rings or until any button on the handset is pressed, which will stop the paging ring.

### Important

**Do not press and hold the Page button for more than 4 seconds or you will put the base into 'registration' mode.**

## Recall

This is used for a number of services available via your telephone network and for use when connected to certain switchboards.




phonebook

Details on when to use the **R** button will be explained by your network or switchboard provider.



# Using the phonebook

You can store up to 40 of your most frequently used names and numbers in the phonebook to save dialling the whole number each time you want to call it. Each name can be up to 8 characters long and each number up to 18 digits long.

The  symbol is displayed whenever you access the menu. To exit the menu at any time, press **and hold** the **Clear** button to return to the standby display.

## Storing a phonebook entry



Press the **Menu** button to access the main menu. The display shows *PHONEBK*.



Press **OK** to access the phonebook menu. The display shows *STORE*.



Press **OK**. The display shows *NAME ?*.

Enter a name using the keypad (maximum of 8 characters).

If no name is entered, the name for the phonebook entry will be displayed as ( ).

### Entering names

For example, if you wish to enter the name 'DAVE':

To enter the letter D, press **3** once. To enter the letter A, press **2** once, the cursor will automatically move to the right and display the letter. To enter the letter V, press **8** three times. To enter the letter E, press **3** twice.

When you enter a letter and the next letter of the name is on the same button, wait until the cursor moves to the right before trying to enter the next letter.

If you enter a digit incorrectly you can delete it by pressing the **Clear** button.

### Character map

Button Characters in order displayed

1	Space ., /
2	A B C 2
3	D E F 3
4	G H I 4
5	J K L 5
6	M N O 6
7	P Q R S 7
8	T U V 8
9	W X Y Z 9
0	0





Press **OK**. The display shows *NUMBER ?*.

Use the keypad buttons to enter a telephone number for the name you have stored.

If you make a mistake, press the **Clear** button to delete the last digit.



Press **OK**.

You will hear a confirmation tone and the display will show *STORE*.



If you wish to add more entries to the phonebook, press **OK** and repeat the storing procedure.

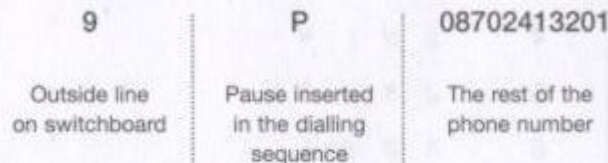
**Or**



To exit the menu, press **and hold** the **Clear** button.

## Storing a 'pause' in a number

Some internal switchboards may require you to dial a number to get an outside line. It may take a few seconds to connect you, requiring a pause in the dialling sequence. The stored number may look like this:



### To insert a pause in a phonebook number

When storing a number in the phonebook, press **and hold** the **#** button where you require a pause to be inserted. A *P* will be shown in the display.

## Dialling a phonebook entry



Press the **Phonebook** button. The display shows the first phonebook entry (or *EMPTY*) and the symbol.



Use the **Scroll** button to move up or down through the phonebook to find the entry you want to dial.

**Or**

Use the keypad to enter the first letter of the name you want to dial. For example to skip through the Phonebook to the entry 'Steve', press the **7** button **4 times**. Your VS2000 will display the first phonebook entry beginning with the letter 'S'. Now use the **Scroll** button to display the exact entry you want.



Press the **Talk** button to dial the number.



To end the call, press the **Talk** button or place the handset back on the base.

## Editing a phonebook entry



Press the **Menu** button to access the main menu. The display shows *PHONEBK*.



Press **OK** to access the phonebook menu.



Press the **Scroll** button up or down to display *EDIT*.



Press **OK**.

The display shows the first alphabetical entry of the phonebook.



Use the **Scroll** button to display the phonebook entry you want to edit.





Press **OK**.  
A cursor flashes after the name.

clear/mute



Press the **Clear** button **repeatedly** to delete any incorrect characters, then re-enter the correct characters using the keypad.



Press **OK**.  
A cursor flashes after the number.

clear/mute



Press the **Clear** button **repeatedly** to delete any incorrect digits and then re-enter the correct number using the keypad.



Press **OK**.  
The display shows *EDIT*.

clear/mute



To exit the menu, press **and hold** the **Clear** button.

## Deleting a phonebook entry



Press the **Menu** button to access the main menu.  
The display shows *PHONEBK*.



Press **OK** to access the phonebook menu.



Press the **Scroll** button up or down to display *DELETE*.



Press **OK**.  
The display shows the first alphabetical entry of the phonebook.



Use the **Scroll** button to display the phonebook entry you want to delete.



Press **OK**.  
The number for this entry will be displayed.



Press **OK**.  
The display shows *CONFIRM*.



Press **OK** to confirm you want to delete.  
The display shows *DELETE*.

clear/mute



To exit the menu, press **and hold** the **Clear** button.

## Deleting all phonebook entries



Press the **Menu** button to access the main menu.  
The display shows *PHONEBK*.



Press **OK** to access the phonebook menu.



Press the **Scroll** button up or down to display *DEL ALL*.



Press **OK**.  
The display shows *CONFIRM*.



Press **OK** to confirm you want to delete.  
You hear a confirmation tone and the display shows *DEL ALL*.

clear/mute



To exit the menu, press **and hold** the **Clear** button.

## VIP Ringing

You will need to subscribe to a Caller ID service from your network provider before you can use the VIP Ringing function.

VIP ringing allows you to select a different ring tone to differentiate between VIP and normal callers.



Press the **Menu** button to access the main menu.  
The display shows *PHONEBK*.



Press **OK** to access the phonebook menu.



Press the **Scroll** button up or down to display *MELODY*.



Press **OK**.



Use the **Scroll** button to display the name to which you want to attach the VIP ring.



Press **OK**.  
The display shows *MELODY* and the current melody setting number.



Press the **Scroll** button up or down to display and play the 10 different melody options.

It is recommended that Ringer Melody 10 is not used as it could be confused with the Paging ring.



When the melody you want is displayed, press the **OK** button.  
You will hear a confirmation tone and *MELODY* is displayed.

When you receive a call from a VIP caller the first ring tone will be the 'normal' ring melody you have set, all the ring tones that follow will have the VIP ring.

The VIP ring will only be played on your handset. The base ring is not affected by the VIP ring setting.



To exit the menu, press **and hold** the **Clear** button.






# Using the answering machine

## Setting up the answering machine

The VS2000 answering machine comes pre-set to 'Answer On'.

When set to 'Answer On' your VS2000 will answer calls according to the current ring delay setting (see page 17) and play your OGM to callers. The orange Message light on the base will also illuminate to let you know the answering machine is switched on.

The answering machine (AM) mode can be accessed by pressing the  button during standby.

## Switching the answering machine on/off

clear/mute



Press the **AM** button. The display shows *TAD ON*. You are now in the answering machine mode.



on/off

Press the **8** button to select either Answer Off (*TAD OFF*) or Answer On (*TAD ON*). If Answer Off is selected you will hear a double beep

and the orange Message light will turn off. If Answer On is selected you will hear a double beep and the orange Message light will come on.

If your answering machine takes an incoming call and you decide you want to speak to the caller, you can press the **Talk** button to transfer the call from the answering machine to the handset.

## Selecting the OGM your callers will hear

The answering machine operates in two different modes, 'Answer and Record' or 'Answer Only'. Each mode comes with a pre-set outgoing message (OGM) that is played to your callers. If you prefer, you can record your own OGM for each mode, see page 16.

### Answer and Record mode (OGM1)

Your answering machine answers calls, plays your OGM to callers, and records their message (of up to 2 minutes duration).

The pre-recorded OGM for Answer and Record is:

*"Hello your call cannot be taken at the moment, so please leave your message and date and time of your call after the tone".*

### Answer Only mode (OGM 2)

Your OGM will be played but callers will not be invited to leave a message. This message is also played when your answering machine becomes full.

The pre-recorded OGM for Answer Only is:

*"Hello your call cannot be taken at the moment and you cannot leave your message, please call later".*



clear/mute



### To set Answer and Record mode

Press the **AM** button to enter the answering machine mode.  
The display shows *TAD ON*.



then...

Press the **7** button then the **1** button.  
The display shows *AR MODE1* and you hear a confirmation tone.  
The display will revert to show *TAD ON*.

clear/mute



To exit the menu, press **and hold** the **Clear** button.

clear/mute



### To set Answer Only mode

Press the **AM** button to enter the answering machine mode.  
The display shows *TAD ON*.



then...

Press the **7** button then the **2** button.  
The display shows *AO MODE2* and you hear a confirmation tone.  
The display will revert to show *TAD ON*.

## Recording your own OGMs

If you wish you can record your own outgoing messages for Answer and Record and Answer Only.

### To record an OGM for Answer and Record (OGM1)

This OGM has a maximum duration of 30 seconds.

clear/mute



Press the **AM** button to enter the answering machine mode.  
The display shows *TAD ON*.



then...

Press the **9** button then the **1** button.

When you hear a beep, speak your message clearly into the handset microphone. Whilst recording the display shows *REC OGM1*.



stop

Press **5** to stop recording. Your message is played back to you and the display shows *PLAY OGM1*. When playback ends you hear a double beep and the display shows *TAD ON*.

If you do not stop recording manually, it will stop automatically after 30 seconds. Your message will not be played back to you.  
The display will show *STOP* and then revert to *TAD ON* or *TAD OFF*.

clear/mute



### To play/check OGM1

Press the **AM** button to enter the answering machine mode.  
The display shows *TAD ON*.



then...

Press the **6** button then the **1** button.  
The display shows *PLAY OGM1* and your OGM plays back to you.



stop

To stop playback at any time press the **5** button.

clear/mute



### To restore the pre-recorded OGM1

Press the **AM** button to enter the answering machine mode.  
The display shows *TAD ON*.



then...

Press the **6** button then the **1** button.



delete

During playback, press the **0** button and the pre-recorded OGM1 will be restored. The display will revert to show *TAD ON*.

### To record an OGM for Answer Only (OGM2)

This OGM has a maximum duration of 65 seconds.



Press the **AM** button to enter the answering machine mode.  
The display shows *TAD ON*.



then...

Press the **9** button then the **2** button.

When you hear a beep, speak your message clearly into the handset microphone. Whilst recording the display will show *REC OGM2*.



Press **5** to stop recording. Your message is played back to you and the display shows *PLAY OGM2*. When playback ends you hear a double beep and the display shows *TAD ON*.

If you do not stop recording manually, it will stop automatically after 65 seconds. Your message will not be played back to you. The display will show *STOP* and then revert to *TAD ON* or *TAD OFF*.



### To play/check OGM2

Press the **AM** button to enter the answering machine mode.  
The display shows *TAD ON*.



then...

Press the **6** button then the **2** button.  
The display shows *PLAY OGM2* and your OGM plays back to you.



To stop playback at any time press the **5** button.



### To restore the pre-recorded OGM2

Press the **AM** button to enter the answering machine mode.  
The display shows *TAD ON*.



then...

Press the **6** button then the **2** button.



During playback, press the **0** button and the pre-recorded OGM2 will be restored. The display reverts to show *TAD ON*.

## Setting the Ring Delay

Ring delay is used to set the number of rings after which your VS2000 answering machine will answer an incoming call. You can select from 2 rings to 7 rings or Time Saver (Economy) mode.

If you select Time Saver mode, your VS2000 will answer after 2 rings if you have new messages recorded and after 4 rings if no new messages are recorded. This means that you can hang-up after 2 rings knowing you have no new messages, saving the cost of the call.

### To set the Ring Delay

Press the **Menu** button to access the main menu.



Press the **Scroll** button up or down until the display shows *TAD MENU*.



Press **OK** to enter the answering machine (TAD) menu.



Press the **Scroll** button up or down to display *RG DELAY*.



Press **OK**.



Press the **Scroll** button up or down to select *ECONOMY*, *RINGS 2*, *3*, *4*, *5*, *6* or *7*.



Press **OK** to confirm.





You hear a confirmation beep and the display shows *RG DELAY*.



To exit the menu, press **and hold** the **Clear** button.



# Listening to your messages

When you have NEW messages stored on your VS2000 answering machine the  symbol and *XX MSG* will appear in the display (where 'XX' is the number of messages stored) and the orange Messages light on the base will flash. Once you have listened to your messages (but not deleted them) the orange Message light will remain steady and the  symbol in the display will disappear.

Your VS2000 can record up to 23 incoming messages and has a maximum recording time of 8½ minutes.

## Playing your messages

During message playback, the display will show the date and time of the message or *MESSAGE XX* if the date and time are not available (where 'XX' is the number of the message currently playing.) If a memo is being played back *PLAYMEMO* will be displayed.

Use the **Scroll** button at any time to adjust the playback volume.



Press the **AM** button to enter the answering machine mode. The display shows *TAD ON*.



Press **2** to play your messages.

## During playback:



Press **1** to skip backwards and play the previous message.



Press **2** to repeat the current message.



Press **3** to skip forwards and play the next message.



Press **5** to stop message playback.



Press **0** to delete the message currently playing.

When you have played back all your messages you will hear 2 short beeps.



To exit the menu, press and hold the **Clear** button.



## To delete all messages

Press the **AM** button to enter the answering machine mode.



Press the **9** button then the **0** button.

then...

The display shows *CONFIRM*.



Press **OK** to confirm and all messages are deleted.

The display shows *TAD ON*.

## Answering machine controls

For a quick reference guide to the the answering machine controls, see 'Key functions', on page 37.

# Memos

You can record a memo for another user of your VS2000, the memo can be up to 2 minutes long.

You can only store one memo at a time. You will need to delete the old memo before you can record a new one.



## To record a memo

Press the **AM** button to enter the answering machine mode.



Press the **4** button and then the **2** button.

then...

When you hear a beep, speak your message clearly into the handset. Whilst recording the display will show *REC MEMO*.





Press **5** to stop recording.  
If you do not stop recording, it will stop automatically after 2 minutes.

The Memo is then stored in the answering machine memory and can be played back directly or in the same way as answering machine messages, see page 18.

clear/mute



#### To play back a memo directly

Press the **AM** button to enter the answering machine mode.



then...

Press the **4** button and then the **1** button.  
The display shows *PLAYMEMO*.



Press the **5** button to stop the memo playing.

## Using Call filtering (blocking) with your answering machine

### Please note

Call filtering will not work if the room monitor function is ON.  
See 'Room monitor' on page 35.

Call filtering can be used when your VS2000 answering machine is switched on and offers various additional answering options:

#### OFF

No call filtering set.

#### SPK FILT

All calls are filtered directly to handset 1 and can be listened to over the handset speaker. When you receive an incoming call, the handset speaker is automatically turned on and you hear your OGM play through the speaker, you will then be able to hear the caller leaving their message.

When this option is selected, if you have other handsets registered to your VS2000 base, they will not be able to take the call.

#### FUL FILT

When your VS2000 receives a call, your handset will not ring and all calls will be filtered directly through to the answering machine where your callers can leave their message.

#### If the caller wants to override this option and break through this filtering, they can use the SOS code:

When the caller hears your OGM through their phone, they should press the **\*** button and then enter the SOS code (pre-set code: 111). The base will then ring for 8 seconds to notify you that someone has broken through the full filtering.

#### CID FILT 1

For this option to work you will need to subscribe to a Caller ID service.

With this option set all your calls are filtered directly to your answering machine, with the exception of one number of your choice from the phonebook.

This option is useful if you are waiting for an important call from a certain number, but do not want to be disturbed by other callers. Your programmed number will trigger the handset to ring but all other calls will be automatically directed to the answering machine, without your handset ringing.

#### CID FILT 2

For this option to work you will need to subscribe to a Caller ID service.

This option is the opposite of CID FILT 1. All calls will trigger your handset to ring with the exception of one number of your choice. If you do not want to receive calls from a certain number this option will filter calls from this number directly to your answering

machine without your phone ringing. Calls from all other numbers will ring through to your handset in the normal way.

**If the caller wants to override this option, they can use the SOS code:**

When the caller hears your OGM through their phone, they should press the \* button and then enter the SOS code (pre-set code: 111). The base will then ring for 8 seconds to notify you that someone has broken through the filtering.

## Setting a call filtering option



Press the **Menu** button to access the main menu.



Press the **Scroll** button up or down until the display shows *TAD MENU*.



Press **OK** to enter the answering machine (TAD) menu.



Press the **Scroll** button up or down to display *FILTERIN*.



Press **OK**.

The display shows the current filtering setting.



Press the **Scroll** up or down button display the filtering options *OFF*, *SPK FILT*, *FUL FILT*, *CID FIL 1* or *CID FIL 2*.

If you select *CID FIL 1* or *CID FIL 2*, the display will show the first phonebook entry. Use the **Scroll** button to find the number you want to filter.



When the option you want is displayed, press **OK**.

You will hear a confirmation tone and the display shows *FILTERIN*.



To exit the menu, press and hold the **Clear** button.

## Changing the SOS code

### Please note

The SOS code and remote access PIN codes cannot be the same as both codes are entered while the OGM is playing.

The SOS code is used by the caller to break through call filtering. For added security you may wish to change this code. The pre-set SOS code is 111.



Press the **Menu** button to access the main menu.



Press the **Scroll** button up or down until the display shows *TAD MENU*.



Press **OK** to enter the answering machine (TAD) menu.



Press the **Scroll** button up or down to display *SOS CODE*.



Press **OK**. The display shows *PIN*.



Enter the SOS code using the keypad (the pre-set SOS code is 111).



Press **OK**. The display shows *NEW PIN*.

Enter a new 3 digit SOS code.



Press **OK**. The display shows *REPERT*.

Re-enter the new SOS code.



Press **OK** to confirm.

You will hear a confirmation tone and the display shows *SOS CODE*.



To exit the menu, press and hold the **Clear** button.





# Remote operation

Calling and operating your answering machine from another phone

## Switching your answering machine on from another phone

If you left your answering machine set to 'Answer Off' and you want to switch it on from another phone, call your VS2000 from any touch tone telephone.

After 10 rings, your VS2000 answering machine will take the call and you will hear 2 beeps.

Enter your 3 digit PIN code (pre-set: 000).  
Your answering machine will be switched on and your OGM will begin to play.

If you enter the wrong PIN code you will hear 2 beeps, you will then be given two more attempts at entering the correct PIN code, if you fail to enter the correct PIN code after 3 attempts your VS2000 will hang-up.

During playback of the OGM, press the 2 button to begin playback of your messages, then use the button presses shown in the remote operation shortcuts table on the following page.

You must press a shortcut button during the OGM otherwise your VS2000 will hang-up when the OGM stops playing.

If you do not press any buttons for 8 seconds, your VS2000 will hang-up.

## Accessing your messages from another phone

If you left your answering machine set to 'Answer On' and you want to access your messages from another phone, call your VS2000 from any touch tone telephone.

### When your OGM starts to play:

Press \*.

Enter your 3 digit PIN code (pre-set: 000).

If you enter the correct PIN code, your VS2000 gives 2 short beeps and then begins playback of your messages. During playback you can use the button commands shown in the remote operation table (on the following page) to operate your answering machine remotely.

If you enter the wrong PIN code you will hear 2 beeps, you will then be given two more attempts at entering the correct PIN code, if you fail to enter the correct PIN code after 3 attempts your VS2000 will hang-up.

If you do not press any buttons for 8 seconds, the VS2000 will hang-up.

## Remote operation shortcuts

Command	Key in digit
Play messages .....	2
<b>Then, during playback:</b>	
Replay current message .....	2
Skip backwards to previous message .....	1
Skip forwards to next message .....	3
Stop playback/Stop recording .....	5
Delete current message during playback .....	0
Switch answering machine On/Off .....	8
Delete all messages .....	9 then 0
Record OGM1 (Answer and Record) .....	9 then 1
Record OGM2 (Answer Only) .....	9 then 2
Play OGM1 .....	6 then 1
Play OGM2 .....	6 then 2
Record a memo .....	4 then 2
Play a memo .....	4 then 1
Set Answer and Record mode .....	7 then 1*
Set Answer Only mode .....	7 then 2

\* You will hear a long beep if the answering machine is full.

## Remote operation PIN code

You must enter this code when you want to operate your VS2000 remotely from another phone. You can change this code for added security.

### Warning

If you change your PIN you must keep a record of the new number. If you forget or lose this number you will need to contact the Helpline.

### To change the remote PIN code

Press the **Menu** button to access the main menu.



Press the **Scroll** button up or down until the display shows *TAD MENU*.



Press **OK** to enter the answering machine (TAD) menu.



Press the **Scroll** button up or down to display *PIN CODE*.



Press **OK**. The display shows *PIN*.



Enter the PIN code (pre-set: 000).

Press **OK**. The display shows *NEW PIN*.



Enter a new 3 digit PIN code.

Press **OK**. The display shows *REPEAT*.



Re-enter the new PIN code.

Press **OK** to confirm.



You will hear a confirmation tone and the display shows *PIN CODE*.

To exit the menu, press **and hold** the **Clear** button.







# Additional handset features

## Ringer melody

Your VS2000 has 10 different ringer melodies that you can choose from. You may wish to change the ringer melody to differentiate between internal and external calls.

### To select a ringer melody:



Press the **Menu** button to access the main menu.



Press the **Scroll** button up or down until the display shows *HANDSET*.



Press **OK** to access the handset menu.



Press the **Scroll** button up or down to display *EXT RING* (to set the external ringer melody) or *INT RING* (to set the internal ringer melody).



Press **OK**.



Press the **Scroll** button up or down to display and hear the 10 different ringer melody options.



When the melody you want is displayed, press the **OK** button.

It is recommended that Ringer Melody 10 is not used as it could be confused with the Paging ring.

You will hear a confirmation tone and *EXT RING* or *INT RING* will be displayed.



To exit the menu, press and hold the **Clear** button.


## Alert tones

Your VS2000 comes with the following alert tones, which can be set to ON or OFF.

### Key Beeps *KEY*

Each time you press a button on your handset keypad you will hear a beep to confirm the button press. Key Beeps is pre-set to ON.

### Low Battery Alert *LOW BATT*

When the battery is low, the battery symbol on the display will be empty  and, during a call, you will hear the battery low warning tone to alert you that you need to put the handset back on the base to recharge. Low Battery Alert is pre-set to ON.

### Confirmation Tone *CONFIRM*

When you are using the menus on your VS2000 and you confirm a setting you will hear the confirmation tone. Confirmation Tone is pre-set to ON.

### Out-of-Range Warning (Link to base) *RANGE*

The range symbol (Y) on the display will flash when your handset loses its link with the base. During initial set-up, when experiencing strong interference or when your handset re-establishes its link with the base, it will give two beeps. Out-of-Range Warning is pre-set to OFF.

### Please note

The out-of-range warning tone that you hear during a call cannot be switched off.

#### To switch any of the alert tones On or Off:



Press the **Menu** button to access the main menu.



Press the **Scroll** button up or down until the display shows *HANDSET*.



Press **OK** to access the handset menu.



Press the **Scroll** button up or down to display *TONES*.



Press **OK**.



Press the **Scroll** button up or down to display the alert tone you want to switch on or off.



Press **OK**.



Press the **Scroll** button up or down to choose either *ON* or *OFF*.



Press **OK** to confirm the setting.



To exit the menu, press **and hold** the **Clear** button.

## Call timer

When you make or receive a call on your VS2000, after a 10 second delay, the duration of the call is shown in the display.

#### To turn the Call Timer On or Off:



Press the **Menu** button to access the main menu.



Press the **Scroll** button up or down until the display shows *HANDSET*.



Press **OK** to access the handset menu.



Press the **Scroll** button up or down to display *TIMER*.



Press **OK**.



Press the **Scroll** button up or down to choose either *ON* or *OFF*.



Press **OK** to confirm the setting.

The display shows *TIMER*.



To exit the menu, press **and hold** the **Clear** button.

## Auto-talk

Auto-talk is pre-set to On. With auto-talk switched on, when you have an incoming call and the handset is **on the base**, you can answer the call by simply lifting the handset (you do not have to press the **Talk** button).

Alternatively you can turn auto-talk off, so that when you lift the handset off the base, you need to press the **Talk** button to answer a call.



If your answering machine takes an incoming call and you decide you want to speak to the caller, you will need to press the **Talk** button to transfer the call from the answering machine to the handset, as auto-talk will not work.

#### To turn Auto Talk on or off:



Press the **Menu** button to access the main menu.



Press the **Scroll** button up or down until the display shows *HANDSET*.



Press **OK** to access the handset menu.



Press the **Scroll** button up or down to display *AUTO AMS*.



Press **OK**.



Press the **Scroll** button up or down to choose either *ON* or *OFF*.



Press **OK** to confirm the setting. The display shows *AUTO AMS*.



To exit the menu, press **and hold** the **Clear** button.

## Handset keypad lock

You can use the handset keypad lock to prevent accidental dialling when you are carrying the handset around with you. Whilst the key lock is on, you can receive calls but cannot make calls.

#### In standby mode:



Press the **Menu** button to access the main menu.



Press the **Scroll** button up or down until the display shows *KEY LOCK*.




Press the **OK** button.



Press the **Scroll** button up or down to select *ON*.



Press the **OK** button.

The handset will return to standby mode and the Handset lock  symbol will be displayed.

#### Important

Whilst the handset lock is **ON**, you can still make calls to the emergency services.

Dial the emergency number (**999** or **112**) and then press the **Talk** button, the line will be automatically connected.

#### To switch the keypad lock OFF again:



Press the **Menu** button to access the main menu.



Press the **Scroll** button up or down until the display shows *KEY LOCK*.




Press the **OK** button.



Press the **Scroll** button up or down to select *OFF*.



Press the **OK** button.

The handset will return to standby mode and the  symbol will disappear from the display.

# Additional base features

Additional base features are split into two menus: Unprotected and PIN Protected. Features accessed through the PIN Protected menu require a PIN code to be entered before any settings can be changed.

**Unprotected menu:** Base ringer volume  
Base ringer melody

**PIN-protected menu:** Call Barring  
Dialling mode  
Changing the PIN code  
Resetting your VS2000 settings  
De-register/delete handset (see pg. 36)

## Base ringer volume

### To adjust the base ringer volume

Press the **Menu** button to access the main menu.

Press the **Scroll** button up or down until the display shows *BASE*.

Press **OK** to access the base menu. The display shows *UNPROTEC*.

Press **OK** again. The display shows *VOLUME*.

Press **OK**, the base rings at the current volume setting.

Press the **Scroll** button up or down to increase or decrease the volume. You can select from 5 different volume levels and *VOL OFF*.

Press **OK** when you hear the volume you want or when *VOL OFF* is displayed. You will hear a confirmation tone. *VOLUME* is displayed.

To exit the menu, press **and hold** the **Clear** button.

## Base ringer melody

### To adjust the base ringer melody

Press the **Menu** button to access the main menu.

Press the **Scroll** button up or down until the display shows *BASE*.

Press **OK** to access the base menu. The display shows *UNPROTEC*.

Press **OK** again.

Press the **Scroll** button up or down until the display shows *MELODIES*.

Press **OK**. The current ringer melody is played.

Press the **Scroll** button up or down to display and hear the 10 different ringer melody options.

When the melody you want is displayed, press the **OK** button. You will hear a confirmation tone and *MELODIES* is displayed.

To exit the menu, press **and hold** the **Clear** button.



## Call barring

Your VS2000 offers various options for Call barring:

### OFF

Where no Call barring restrictions are set and all calls are allowed. This is the pre-set setting.

### INTERNAL

Handsets can make internal calls but cannot make or receive external calls.

You will still be able to dial the emergency services on 999 or 112.

### LOCAL

Calls can only be made to local numbers. All national and international calls are barred. You will need to enter the local number prefix to allow all numbers starting with this prefix to be dialled.

### NATIONAL

You can only make local and national calls. International calls are barred (i.e. calls to numbers beginning with 00).

### CUSTOM

Where you can set call barring for an individual number of your choice.

Be careful not to bar an emergency number.

### To set Call barring

Press the **Menu** button to access the main menu.

Press the **Scroll** button up or down until the display shows *BASE*.

Press **OK** to access the base menu.



Press the **Scroll** button up or down to display *PIN PROT.*



Press **OK** again. The display shows *PIN*.  
Enter the base PIN code (pre-set code is 0000).



Press **OK**.  
The display shows *CALL BAR.*



Press **OK**.



Press the **Scroll** button up or down to select the handset to be barred from 1 to 5, e.g. *HANDSET 3*.



When the handset you want to bar is displayed, press **OK**.



Press the **Scroll** button up or down to display the Call Barring option you want.



Press **OK** to confirm.

### If you select LOCAL:

The display shows *PREFIX*.  
Enter the prefix used for local numbers.



Press **OK** to confirm.

### If you select CUSTOM:

The display shows *BAR*.  
Enter the phone number to be barred (the first 5 digits).



Press **OK** to confirm.

You hear a confirmation tone and the display shows *CALL BAR.*

To exit the menu, press **and hold** the **Clear** button.



## Dialling mode

You can set your VS2000 to either Tone or Pulse dialling. Your VS2000 is pre-set to Tone dialling, where you hear a tone beep each time you dial a number. Tone dialling is suitable for all modern digital exchanges and switchboards, so it is unlikely that you will need to change this setting.

**Only change this setting if your switchboard uses Pulse dialling or if you cannot make a call using Tone dialling.**



Press the **Menu** button to access the main menu.



Press the **Scroll** button up or down until the display shows *BASE*.



Press **OK** to access the base menu.



Press the **Scroll** button up or down to display *PIN PROT.*



Press **OK** again.  
The display shows *PIN*.

Enter the base PIN code (pre-set code is 0000).



Press **OK**.  
The display shows *CALL BAR*.



Press the **Scroll** button up or down to display *DIALMODE*.



Press **OK**.  
The display shows *TONE*.



Press the **Scroll** button up or down to select either *TONE* or *PULSE*.



Press **OK**.

You hear a confirmation tone and *DIALMODE* is displayed.

clear/mute



To exit the menu, press **and hold** the **Clear** button.

If you want to switch to **TONE** dialling temporarily, press **and hold** the **\*** button. The telephone number entered after you press the **\*** button will dialled out in **TONE**.

## Changing the base PIN code

The pre-set base PIN code for your VS2000 is 0000.  
To prevent unauthorised changing of your VS2000 base settings, you may wish to change this number.

**If you change your base PIN you must keep a record of the new number. If you forget or lose this number you will need to contact the Helpline.**



Press the **Menu** button to access the main menu.



Press the **Scroll** button up or down until the display shows *BASE*.



Press **OK** to access the base menu.



Press the **Scroll** button up or down to display *PIN PROT.*



Press **OK** again.  
The display shows *PIN*.

Enter the base PIN code (pre-set code is 0000).



Press **OK**.





Press the **Scroll** button up or down to display *PIN CODE*.



Press **OK**.  
The display shows *NEW PIN*.

Enter the new PIN code.



Press **OK**.  
Display shows *REPEAT*.

Re-enter the New PIN code.

You hear a confirmation tone and the display shows *PIN CODE*.

Remember, once you have changed the base PIN code you will need to use the new PIN for all handsets registered to your VS2000 base.



To exit the menu, press **and hold** the **Clear** button.

## Resetting your VS2000 to its original (pre-set) settings

If you reset your VS2000, **both the base and handset** will be reset to their original settings.



Press the **Menu** button to access the main menu.



Press the **Scroll** button up or down until the display shows *BASE*.



Press **OK** to access the base menu.



Press the **Scroll** button up or down to display *PIN PROT*.



Press **OK** again. The display shows *PIN*.

Enter the base PIN code (pre-set code is 0000).



Press **OK**.



Press the **Scroll** button up or down to display *DEFAULT*.



Press **OK**, the display shows *CONFIRM*.



Press **OK**, you hear a double confirmation tone and the handset display flashes while it restores to its default/original settings. When it has reset the display will return to standby mode.

If you reset your VS2000, the original settings will be:

### Handset settings

Ringer Volume	5
External Ringer Melody	1
Internal Ringer Melody	5
Room Monitor	OFF
Call Timer	ON
Key Beeps	ON
Low Battery Alert	ON
Confirmation Tone	ON
Out-of-Range Warning	OFF
Auto Talk	ON
Base Selection	AUTO
Keypad Lock	OFF
Phonebook	EMPTY*
Calls List	EMPTY
Redial	EMPTY
Language	ENGLISH*
Handset Name	VS2000*
Earpiece volume	3

\* These settings **will not** be reset.

## Base settings

Ringer Volume .....	5
Ringer Melody .....	1
Call Barring .....	OFF
PIN Code for base menu .....	0000
Answering Machine .....	ON
OGM .....	Pre-recorded OGM*
Incoming Messages .....	EMPTY
SOS Code .....	111
PIN Code for answering machine .....	000
Message Volume .....	3
Dialling Mode .....	TONE*
Filtering .....	SPK FILT ON

\* These settings **will not** be reset.





# Caller ID and the Calls List

## Caller ID

Before you can use this facility, you must subscribe to the relevant service from your network provider.

If you have subscribed to your network's Caller ID service, your VS2000 will display information about each caller.

When your phone rings, the handset displays your caller's number if it is available from your network. If your caller's number is stored in the Phonebook and an exact number match is found, the caller's name will be displayed instead of the number. (The display will only show the first 8 characters of the caller's name and the last 12 digits of a caller's number.)

Your VS2000 will only display the caller's name if all the digits of the number calling match exactly with the number stored in the phonebook, i.e. if you have not stored the STD code of a number in the phonebook, a match may not be found as Caller ID always includes the full STD code and number.

## Call Waiting

If you are already on a call and you have subscribed to a Call Waiting service and another caller is trying to get through, you will hear the Call Waiting signal. The Caller ID information of the waiting caller is displayed for about 5 seconds so that you can choose whether or not to take the call.




Press the **R** button to answer the waiting call.




Press the **R** button again to return to original caller.

Please contact your network operator for more information on this service.

## The Calls List

The Calls List stores details of the last 20 incoming calls. When the Calls List is full, a new call will replace the oldest entry. When you have received 'new calls' the ? symbol flashes in the display and the green In-use light on the base flashes.

If a caller has rung you on more than one occasion, the ? symbol will be displayed when viewing the Calls List, to indicate a repeat call. If a caller has rung more than once, only the most recent call information will be displayed.

If the caller withheld their number the handset will display *PRIVATE*. If the call is unavailable to the network the display will show *NOT AVAIL*. You will not be able to dial back any entries displaying these messages.

## Viewing the Calls List

### In standby mode:



Press the **CID** button. The last Calls List entry is displayed.



Use the **Scroll** button to scroll up and down through the Calls List. When you get to the end of the entries you will hear a beep.



Press **OK repeatedly** to see the information for each call. You can display the caller's name (if available), their number, and the date and time of the call.

Once you have viewed an entry, *DELETE?* will be displayed.



If you want to delete the entry you have just viewed press **OK**.

### Or



If you want to keep the entry press **Clear** to return to standby mode.

## Dialling from the Calls List



Press the **CID** button. The last Calls List entry is displayed.



Use the **Scroll** button to scroll through all the Calls List entries.



Press the **Talk** button when the entry you want to dial is displayed.

## Deleting all Calls List entries



Press the **Menu** button to access the main menu.



Press the **Scroll** button up or down until the display shows *HANDSET*.



Press **OK** to access the handset menu.



Press the **Scroll** button up or down to display *DEL CID*.



Press **OK** again. The display shows *CONFIRM*.



Press **OK**. The display shows *DEL CID*.



To exit the menu, press **and hold** the **Clear** button.

## Copying a Calls List entry to the Phonebook

### In standby mode:



Press the **CID** button.  
The last Calls List entry is displayed.



Press the **Scroll** button up or down to display the entry you want to copy.



Press the **Phonebook** button to copy the entry to your phonebook.  
The display shows *CONFIRM*.



Press **OK**. The display shows the entry.



To exit the menu, press **and hold** the **Clear** button.

When a number is copied from the Calls List to the phonebook, the name for this number is stored and displayed as ( ). To enter a proper name follow the 'Editing a phonebook entry' section on page 12.





# Using additional handsets with your VS2000 base

## Registering additional handsets

You can register up to 4 additional handsets (total of 5) to your VS2000 base. Your VS2000 handset can be registered with up to 4 different base units.

Before beginning the registration procedure, make sure additional handsets are fully charged and position the base station and additional handsets in front of you.

### Using the handset you wish to register

Press the **Menu** button to access the main menu.

Press the **Scroll** button up or down until the display shows *REGISTER*.

Press the **OK** button, the display shows *BS 1 2 3 4*.

Enter the number of the base unit you wish to register the handset to.

The display shows *PIN*.

Enter the handset PIN code (original code 0000).



Press the **OK** button.

The display shows *SEARCH X* (where 'X' is the number of the base you are registering to).



Press and hold the **Page** button on the base unit until you hear two beeps.

After a few seconds, once the handset has registered, the handset name and number will appear on the display. Your VS2000 will automatically number the handset with the next available handset number.

## Naming your handset

Your handset comes with the pre-set name 'VS2000' which is shown in the display. You can modify this handset name to a personalised name of your choice, e.g. WORK or HOME. The handset name can be up to 8 characters long.



Press the **Menu** button to access the main menu.



Press the **Scroll** button up or down until the display shows *HANDSET*.



Press **OK** to access the handset menu.



Press the **Scroll** button up or down to display *LABEL*.



Press **OK**.



To delete the existing handset name press the **Clear** button repeatedly.

Enter the new name for your handset using the keypad.



Press **OK** to confirm.  
You hear a confirmation tone and the display shows *LABEL*.



To exit the menu, press **and hold** the **Clear** button.

When the handset display returns to standby mode, your new handset name will be displayed.

## Making a call to another handset (internal call)

If you have more than one handset registered to your VS2000 base, then internal calls can be made between handsets. (To register more than one handset see page 33).



Press the **Int** button. The **INT** symbol will appear in the display.



Enter the number of the handset you wish to call. The called handset will ring.



When you have finished your conversation, press the **Talk** button to end the call.

## Transferring an external call to another handset

You can transfer an external call to any another handset registered to your VS2000 base.

### During an external call:



Press the **Int** button.  
The external caller will be put 'on-hold'.



Enter the number of the handset (1–5) to which you want to transfer the call.



Once the other handset user answers the call, press the **Talk** button to complete the transfer.



If the other handset user does not answer, press the **Int** button to stop the call transfer and return to the external caller.

## Conference call

Instead of transferring the call to another handset, you may wish to invite the other caller to join in a 3-way conversation.



Press the **Int** button.  
The external caller will be put 'on-hold'.



Enter the number of the handset (1–5) with which you wish to have a conference call.



When the other handset user answers, press the **#** button to start your conference call.



Either handset can press the **Talk** button at any time to leave the conference call.



## Selecting a base station to use

If your handset is registered to more than one base station, you can select which one you wish to use.

- AUTO** Where your VS2000 will choose the base with the best reception.
- FIXED** Where you select a fixed base to use.
- PREFER** Where you select a preferred base for your VS2000 to use, but if it gets no signal from this base it will automatically select another base for you.



Press the **Menu** button to access the main menu.



Press the **Scroll** button up or down until the display shows *B SELECT*.



Press **OK**.

The display shows the current base selection.

Press the **Scroll** button up or down to display the option you want.

**If you select AUTO:**



Press the **OK** button.

**If you select PREFER or FIXED:**



Press the **OK** button.

The display shows *B5 1 2 3 4*, and the currently selected base will flash.

eg. 

Enter the number of the base you want to use (you will need to enter the number, even if the correct number is flashing).

The display will then flash your base selection, e.g. *PREFER 1*, and it will then revert to standby mode.

The number shown on the display refers to your handset number, not to which base the handset is registered.

You cannot change base stations during a call.

## Room monitor

When you have more than one handset registered to your VS2000 base, you can use one of the handsets as a room monitor to keep a check on the noise level in the room where the handset is situated.

Whilst the room monitor is set to ON, other handsets can make internal calls to this handset and the internal caller's voice can be heard over the handset microphone. The handset will not be able to receive any external calls.

**To switch the room monitor on:**



Press the **Menu** button to access the main menu.



Press the **Scroll** button up or down until the display shows *MONITOR*.



Press the **OK** button.



Press the **Scroll** button to select ON.



Press **OK** to confirm.

*MONITOR* will flash in the display to indicate that the handset room monitor is ON.



**To switch the room monitor off again:**

Press the **Menu** button to access the main menu.



Press the **Scroll** button up or down until the display shows *MONITOR*.



Press the **OK** button, the display shows *ON*.



Press the **Scroll** button to select *OFF*.



Press the **OK** button and the handset will return to standby mode.

## Language Selection

Your VS2000 can be used in 2 different languages.



Press the **Menu** button to access the main menu.



Press the **Scroll** button up or down until the display shows *LANGUAGE*.



Press **OK** to access the language menu.



Press the **Scroll** button up or down to select either *ENGLISH* or *DEUTSCH*.



Press the **OK** button to confirm.



To exit the menu, press **and hold** the **Clear** button.

If you change the language by mistake you can press the **Menu** button **3 times** to change the language back to English.

## De-registering a handset from the base

You cannot de-register the handset you are using.



Press the **Menu** button to access the main menu.



Press the **Scroll** button up or down until the display shows *BASE*.



Press **OK** to access the base menu.



Press the **Scroll** button up or down to display *PIN PROT*.



Press **OK** again.  
The display shows *PIN*.

Enter the base PIN code (pre-set code is 0000).



Press **OK**.



Press the **Scroll** button up or down to display *DEL HS*.



Press **OK**, the display shows *HANDSET 1*.



Press the **Scroll** button up or down to display the handset number you want to de-register.



Press **OK**, the display shows *CONFIRM*.



Press **OK**, you hear a confirmation tone and the display shows *DEL HS*.



To exit the menu, press **and hold** the **Clear** button.





# Helpful information

Customer Helpline (9am–5pm, Mon to Fri) **0870 241 3201**

## Handset button functions



### Talk

To make, end and receive calls



### Clear/Mute/AM (Answering Machine)

- To access the answering machine menu options
- To use the mute (privacy) during a call
- To switch the answering machine on/off
- To delete a character/digit.
- To exit the menu options and return to standby



### Menu/Up

- To access the main menu options
- To increase the handset earpiece/ringer volume
- To scroll up through the menu options/phonebook/Calls List



### CID/DOWN

- To access the Calls List menu options
- To decrease the handset earpiece/ringer volume
- To scroll down through the menu options/phonebook/Calls List



### Redial/OK

- To confirm a displayed option
- To redial any of the last 10 numbers called
- Press **and hold** to switch the handset power off
- Press to switch the handset power on



### R/Phonebook

- Use when dialling from the phonebook
- To use Recall



### Handsfree

To use the handsfree facility



### Int

Use when making calls between handsets



### #

- Use when making a conference call
- Press **and hold** to store a pause in a phonebook number

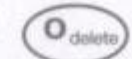
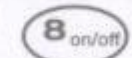
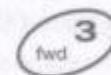


### \*

Press **and hold** to switch to TONE dialling temporarily

## Answering machine controls

ACCESS ANSWERING MACHINE



# Troubleshooting

## Handset/Base

### No display

- The batteries may need recharging. Place the handset back on the base to recharge.
- The handset may be switched off. To switch back on, see page 10.

### No dial tone

- The batteries may be low. Place the handset back on the base to recharge.
- Check the telephone line cord and mains power cord are properly connected. See pages 6 & 7.
- Check that your handset is correctly registered to the VS2000 base. See page 33.
- You may be out of range. Is the  $\Upsilon$  symbol flashing in the display and can you hear a beep? If so, move closer to the base until the  $\Upsilon$  symbol stops flashing.

### You cannot dial out

- The dialled number may be restricted. Check the call barring settings on page 27.
- The keypad lock may be on. See page 25.

### Handset does not ring

- Is the handset registered to the base you are using? See page 33.
- Check the ringer volume setting is not set to 'Off', see page 9.
- Check the telephone line cord and mains power cord are properly connected. See pages 6 & 7.
- You may be out of range. Is the  $\Upsilon$  symbol flashing in the display? If so, move closer to the base until the  $\Upsilon$  symbol stops flashing.

### Handset is not charging properly

- Check your handset is sitting correctly in the base. You may need to clean the charging contacts with a dry cloth.
- Check the batteries are correctly installed. See page 6.
- Check the mains power is properly connected to the base. See page 6.

### Your handset doesn't link up with the base station

- Is the  $\Upsilon$  symbol flashing in the display? If so, move closer to your base unit as you may be out of range.
- Check that you have correctly registered your handset(s) to your VS2000 base. See page 33.
- Check the mains power is properly connected. See page 6.
- Check the battery symbol, if it is empty, place your handset back on the base to re-charge.
- If your handset is registered to more than one base, check you have selected the correct base. See page 35.

### You are experiencing interference on your radio, TV, computer or hearing aid

- To avoid risk of interference we recommend you use your VS2000 handset at least one metre away from other electrical equipment.

## Answering Machine

### The answering machine is not recording messages

- Check that it is switched on. See page 15.
- Check that you have set your VS2000 to Answer and Record mode.
- The memory may be full. To delete messages, see page 18.



## Caller ID

### The caller's details are not displayed

- Have you subscribed to a Caller ID service? If not, contact your network provider.
- The details may have been withheld by the caller.

### The callers name is not displayed even though it is stored in the phonebook

- Have you stored the full telephone number, with the STD code in the phonebook? The name will only be displayed if an exact match is found.

## Technical details

### Connection

This product is intended for use on Public Switched Telephone Networks (PSTNs) and Private Branch Exchanges (PABXs) in the United Kingdom as indicated below:

- Direct Exchange Lines providing Multi-frequency (MF) signalling and Timed Break Recall facilities.
- Compatible switchboards which utilise Loop Disconnect or MF signalling and Timed Linebreak Recall.

This product has been designed for use in the UK only. Use in countries other than the UK may violate local laws.

### Ringer Equivalence Number (REN)

The Ringer Equivalence Number of this apparatus is 1. If the RENs of all the units connected to your line are added up, the total must not exceed 4 since that is the normal limit of most exchange lines.

### Power failure

In the event of mains power failure you will not be able to make or receive calls from your VS2000. Alternative arrangements should be made for access to emergency services.

### Transmission frequencies/Interference

Your VS2000 works by sending radio signals between the base station and handset. These signals can interfere with hearing aids causing a humming noise.

Some electrical appliances e.g. computer, TV, radio, fluorescent lights can interfere with reception if it is placed too close.

We recommend that you place your VS2000 at least one metre away from such appliances to minimise the risk of interference.

### Cleaning

Occasionally wipe over the base and handset with a clean, dry cloth.

Do not use sprays or abrasive cleaners as these may damage the casing and interior components.

### Positioning

Be sure to install VS2000 base within reach of a power socket and telephone point.

Avoid direct sunlight, extreme temperatures, high humidity and places where your VS2000 could get wet.