

If Phone is dead -

1. Please ensure that the cords (power and telephone line) are plugged into the channels on the bottom of the base. If the cords are not properly installed, the base will not sit level and the phone may not charge properly.
2. Please make sure the battery cover is on properly and flush with the handset. If there are any spaces or gaps around the battery cover, the unit may not charge properly.
3. To determine if the handset or the battery is defective, swap the batteries with a known working handset. Ensure that the customer fully charges the battery and monitors it. If the issue follows the handset, replace the handset if the system is expandable. Replace the whole system if the system is non-expandable.
4. Confirm proper installation of the telephone base power supply and handset battery. You should only use the power supply provided with your telephone. Make sure the power supply is not connected to an electrical outlet that is controlled by a wall switch. Confirm that the electrical outlet that the telephone is plugged into is working.
5. When charging your cordless phone for the first time, or when the battery is completely dead, after 30 minutes of uninterrupted charging, the handset will be fully functional; which includes the handset display and indicator lights. There is enough charge at this point to use the telephone for a short time.

If no dial tone

1. When placing the handset in the charging base, confirm that the charge contacts on the handset and base are making a good connection. The CHARGE light on the handset will be on when the handset is charging. You should allow 16 hours to fully charge the handset battery. For optimum daily performance, return the handset to its telephone base when not in use.
2. Make sure that the power cord is securely plugged into the base and electrical outlet. Make sure the electrical outlet is not controlled by a wall switch.
3. Check the installation of the unit. Make sure the telephone line cord is connected from the base unit to a telephone jack. If the cord is already plugged in, unplug the cord at both ends and reconnect.
4. Move the handset closer to the base. The operating range may vary with

environmental conditions and time of use. There may be places within your environment that a cordless phone will not work well. If the problem only occurs in certain areas of your environment, you can conclude that there is nothing wrong with the phone.

5. If the handset is not responding normally, you may need to reset your telephone system. Complete the following steps to reset the telephone system:

Step 1: Disconnect the power to the telephone base.

Step 2: Disconnect the handset battery(s).

Step 3: Wait a few minutes and then reconnect the power to the telephone base.

Step 4: Reconnect the handset battery(s).

Step 5: Wait about one minute for the handset to re-establish a link with the telephone base and then test the phone again.

6. If the other phones in your home are having the issue, the problem could be related to the telephone wiring in your home, or with your local telephone service. Please call your service provider for further assistance.

7. If your handset displays "Press [HOLD] on base for 4 sec, then press # on handset", you need to register your handset. To register your handset:

Step 1. Place the unregistered handset in the telephone base. If "Press HOLD on base for 4 sec, then press # on handset" does not appear on the handset screen after a few seconds, remove the handset and place it in the telephone base again.

Step 2. Press and hold the HOLD button on the telephone base for about four seconds until the telephone base displays Registering handset.

Step 3. While the handset is still in the telephone base, press # on the handset. The handset shows Registering...Please wait. It takes up to 60 seconds to complete the registration. The handset and the base display will show HANDSET X Registered (X represents the handset number assigned) and you will hear a beep when the registration completes.

8. You may have a defective telephone cord. Try replacing cord between the jack and the telephone base