VH6212

Convertible Office Wireless Headset with Dongle

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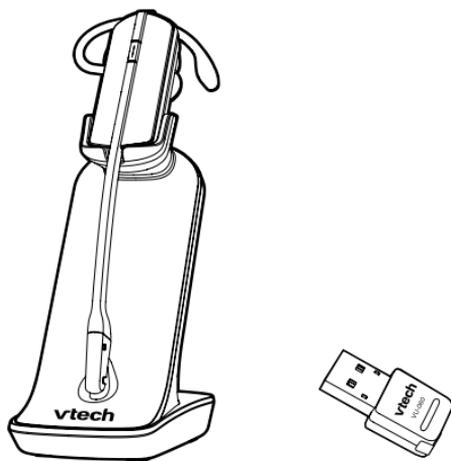
vtech®

User's manual

Congratulations

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

This Abridged user's manual provides you with the basic installation and use instructions. A limited set of features are described in abbreviated form.

Visit **businessphones.vtech.com/support/downloads** to download a full set of installation and operation instructions for:

• **VTech Control**

> "Software application - Installation and Operation Guide"

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

Compatible with Hearing Aid T-Coil
TIA-1083

Telephones identified with this logo have reduced noise and interference when used with most T-coil equipped hearing aids and cochlear implants. The TIA-1083 Compliant Logo is a trademark of the Telecommunications Industry Association. Used under license.

For Dongle VU-060:
FCC ID: EW780-1391-00
IC: 1135B-80139100

Introduction

The VH6212 includes a cordless headset, charger, and a Dongle. The Dongle functions as a headset base so that this product allows you to have handsfree phone conversations.

The Dongle allows you to connect your headset using either one of the following methods:

- **PHONE mode - Connect to an IP phone**

  Use the Dongle to connect the headset and your VTech/SNOM IP phone. The headset acts as a supplementary device that can make and receive calls with the IP phone.

- **PC mode - Connect to a computer**

  Use the Dongle to connect the headset and your PC. You can make and receive VoIP calls through Skype®* or Skype for Business®, using the **VTech Control** software application.

  Visit **businessphones.vtech.com/support/downloads** to download **VTech Control**. Unzip and install the file after download. You can also download the **Installation and Operation Guide** there for installation and operation instructions of the software application.

Skype® and Skype for Business® are registered trademarks of Microsoft Corporation.

* The **VTech Control** supports Skype version 7.1-7.40. Later versions of Skype are not supported by VTech Control for remote headset call control.

What's in the box

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

User's manual

Dongle

Cordless headset with earbud attached

Battery with battery compartment cover

Headset charger

Headset charger power adapter

Four earbuds

Four over-the-ear hooks

Sponge cover for ear hooks

Two spare rubber rings for headset earpiece

Over the head band

Behind-the-neck band

Table of contents

Getting started

Headset overview

1 – VOL+/VOL-
- Slide the volume switch to the right or left to adjust the headset ringer volume while in idle mode, or the listening volume while on a call.

2 – ▯ ON/OFF button and LED light
- Press to make, answer or end a call.
- See **Headset lights** for lights behavior.

3 – MUTE
- Mute the microphone during a call.

4 – Battery with cover attached
- The battery is permanently attached to the battery compartment cover and they are inseparable from each other. Remove the entire assembled unit to replace the battery.

5 – Microphone

Getting started

Headset lights
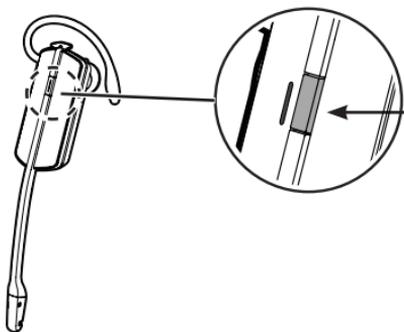
⬚ ON/OFF button and LED light

Press to make, answer or end a call.

Color	LED light status	Meaning
Red	Steady light on	The battery is low and the headset is charging.
	Flash every 10 seconds	The battery is low and the headset is not charging.
	Flash 3 times	Powering off.
Blue	Steady light on	The battery is fully charged.
	Flash every 10 seconds	The headset is not charging.
	Flash 2 times every 3 seconds	The headset is in use.
	Flash 3 times	Powering on.
	Flash 4 times every 4 seconds	There is an incoming call.
Purple	Steady light on	The battery is well charged.
Red and blue	Alternate slowly	The headset is not registered.
	Alternate quickly	The headset is trying to register to a headset base.
Off	Light off	The battery is depleted.
		No battery is installed.
		The headset is powered off.

Getting started
Headset alert

Headset alert tones

Alert tone behavior	Meaning
One short beep every 30 seconds	• The microphone is muted.
Two beeps	• Error alert tone. • The speaking volume has reached its highest or lowest setting. • Any key is pressed while the headset is out of range.
Two low beeps	• Call waiting alert tone.
Two rapid beeps every 20 seconds	• Low battery warning.
Three rapid beeps every 20 seconds	• The headset is out of range.
Three rapid beeps	• The headset is powering on or off.

Headset alert prompts

Alert prompt	Meaning
"Mute on"	• The microphone is muted.
"Mute off"	• The microphone is re-activated.
"Not registered"	• ▌ON/OFF button is pressed while the headset is not registered.
"Out of range"	• The headset is on a call and out of range. • Any key is pressed while the headset is out of range.
"Low battery"	• ▌ON/OFF button is pressed while the headset battery is low.

GETTING STARTED
Headset charger overview
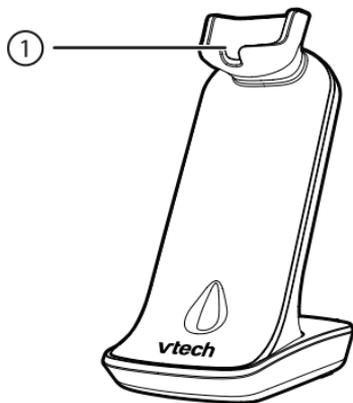
1 – Magnetic charging mount
- Place the headset here for charging.

GETTING STARTED
Dongle overview
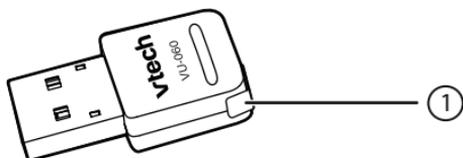
1 – LED light button
- <u>Press and hold</u> for about 4 seconds to enter the registration mode.
- For LED light patterns, see **Dongle LED lights** below.

Dongle LED lights

COLOR	LED LIGHT STATUS
Green	• Steady green when the Dongle is not in use.
	• Steady green for three seconds when the Dongle is deregistered from the headset.
	• Flashes very quickly when there is an incoming call.
	• Flashes quickly every three seconds when the headset is in use.
Red	• Steady red when the Dongle is not registered.
	• Flashes very quickly when the Dongle is registering to a headset.
	• Flashes quickly when the Dongle is entering deregistration mode.
	• Flashes slowly when the headset is muted.

Getting started
Install headset battery

💬CAUTION
- Do not disassemble the battery from its battery compartment cover.

1. Align the metallic contacts between the battery and the battery compartment, and then place the battery down.
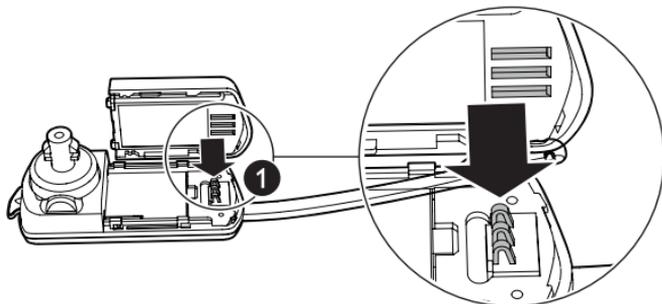
2. Slide the battery until it clicks into place.
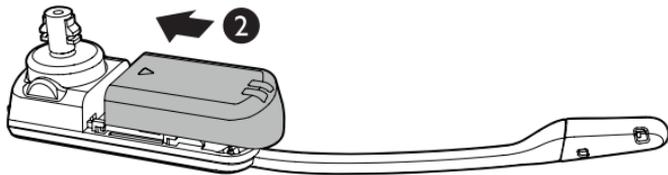
3. Charge it for at least 30 minutes.

🎧 **NOTES:**

- You will hear the voice prompt *"Low battery"* when you press the ▯ **ON/OFF** button while the headset battery is low.

- When fully charged, the headset battery supports up to 5 hours of talk time or 48 hours of standby time.

- To order a replacement battery pack (model BT291865), visit our website at **businessphones.vtech.com** or call **1 (800) 595-9511**. In Canada, dial **1 (800) 267-7377**.

Getting started
Power up the headset charger

1. Plug the small end of the headset charger power adapter at the back of the headset charger.

2. Plug the large end into an electrical outlet not controlled by a wall switch.
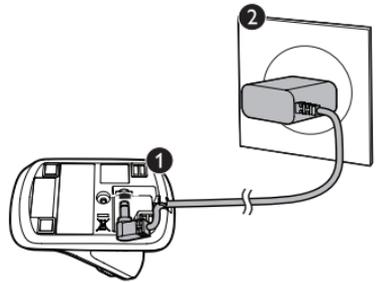
Charge the headset battery

Hang the headset onto the magnetic charging mount. The magnet holds the headset in place.

- The ▯ light will turn:

  - steady red when the headset battery is low while charging;
  - steady purple when the battery is well charged; and
  - steady blue when the battery is fully charged.
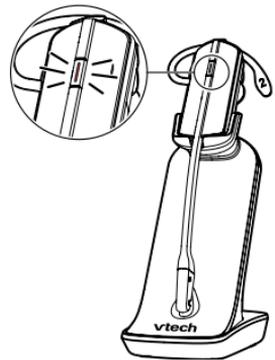
NOTE:

- For optimal performance, charge the headset battery for at least 30 minutes before use. The battery is fully charged after 2 hours of continuous charging. When the headset is not in use, recharge by hanging it onto the headset charger.

Getting started
Connection methods

Choose one of the following methods to connect your headset for operation in either **PHONE** mode or **PC** mode.

PHONE mode

Connect to an IP phone

• You can connect the headset to an IP phone by plugging the Dongle to the USB port on your VTech/SNOM IP phone. The headset acts as a supplementary device that can make and receive calls with the IP phone.

PC mode

Connect to a computer

• You can connect the headset to your PC by plugging the Dongle to the USB port on your computer the to your PC. You can make and receive VoIP calls through Skype or Skype for Business, using the software application.

Getting started
PHONE mode - Connect to an IP phone

Plug the Dongle to a VTech/SNOM IP phone

Connect the headset to an IP phone using the Dongle.

You can use the headset to make or answer calls with the IP phone connected.

Visit **businessphones.vtech.com** for the compatibility list of IP phone models that are compatible for USB connection.

1. Plug the Dongle to the USB port on your VTech/SNOM IP phone. The Dongle LED light will turn steady green.
2. At the telephone base of your VTech/SNOM IP Phone, press 🎧 to turn on the headset mode.

   Depending on the IP phone model the 🎧 status icon will appear on the LCD of your IP phone, or the LED light on the 🎧 key will turn on.

Test the headset after connection:

Press the ‖ **ON/OFF** button on the headset to make, answer, or end a call, using the telephone line to which the IP phone is connected.

Getting started

PC mode - Connect to a computer

Plug the Dongle to a computer

Connect the headset to a computer using the Dongle.

You can then use the headset for VoIP (Voice over IP) calls through your computer.

1. Plug the Dongle to the USB port on your computer. The Dongle LED light will turn steady green.

2. Install the **VTech Control**.

   • Visit **businessphones.vtech.com/support/downloads** to download and install the software. You can also download the **Installation and Operation Guide** there for installation and operation instructions of the software.
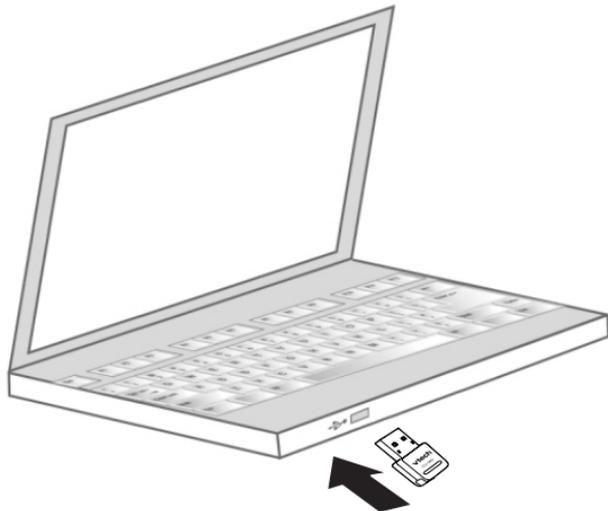
Getting started

PC mode - Connect to a computer

3. After you have installed the **VTech Control**, check to make sure the audio setting is properly configured in your Windows system. If you have installed Skype and/or Skype for Business and want to use them with your headset, make sure the audio settings are configured correctly in the programs as well.

   a) Audio settings in Microsoft® Windows®
   (Windows 7 / Windows 8 / Windows 10) system:

   i. Click **Start** menu and choose **Control Panel**.

   ii. Click **Hardware and Sound** and then click **Manage audio devices** under the **Sound** menu.

   iii. Click the **Playback** tab and make sure **VTech Headset** is set as the default speaker.

   iv. Click the **Recording** tab and make sure **VTech Headset** is set as the default microphone.

   b) Audio settings in Skype (Skype 7.1-7.40):

   i. Launch the Skype program.

   ii. Click on **Tools**, then **Options**.

   iii. Click on **Audio settings**.

   iv. Make sure **VTech Headset** is selected under the speakers and microphone settings.

📄 Notes

- The **VTech Control** does not support the App versions of Skype, including both mobile APP and desktop APP.

- The **VTech Control** supports Skype version 7.1-7.40. Later versions of Skype are not supported by VTech Control for remote headset call control.

- After the installation of **VTech Control**, Skype will prompt a message "**VTechControl.exe is requesting access to Skype**". Choose **Allow Access** to connect your Skype to **VTech Control**.

Windows® is a registered trademark of Microsoft Corporation.

PC mode - Connect to a computer

5. c) Audio settings in Skype for Business 2016:

    i. Launch the Skype for Business program.

    ii. Click on **Options**, then **Audio Device**.

    iii. Make sure **VTech Headset** is selected under the Audio device setting.

IMPORTANT INFORMATION

• Periodically check for software updates. For more details, download the **VTech Control - Installation and Operation Guide** under the product page of **VH6212** on **businessphones.vtech.com/support/downloads** for installation and operation instructions of the software.

Getting started
Position the headset

Over-the-ear hook

Attach the headset accessories and wear the headset:

1. Mount the earhooks over your ear and insert the earbuds to check the best fitting. Remove them from your ear after checking.
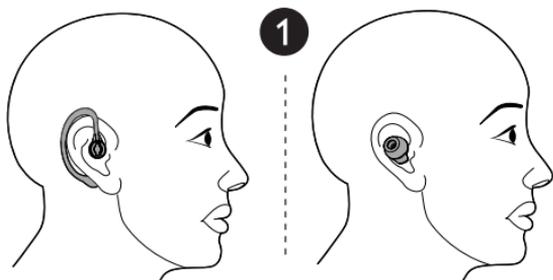
2. Insert your desired earhook to the headset.

   • Rotate it until it securely holds in place.
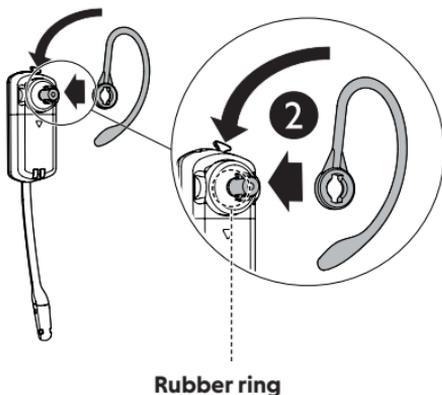
Rubber ring

📄 Note

• If you accidentally ripped off the rubber ring, use a spare rubber ring to replace it.

Getting started
Position the headset

3. Insert your desired earbud to the headset.

   • Make sure the protruding bump is pointing towards your mouth when placed on your ear. The protruding bump on the earbud holds the headset securely in your ear.
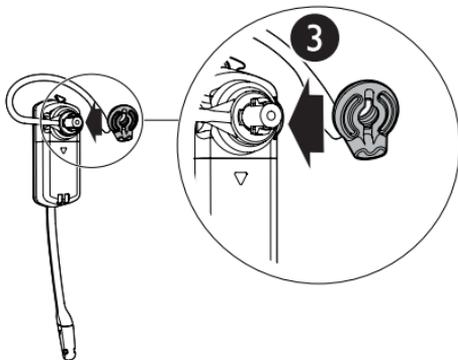
4. Hook the headset on your ear. Adjust the angle of the headset until the microphone is pointing towards your mouth.

Getting started
Position the headset

Remove the earbud and earhook:

Remove the earbud and earhook, when you need to replace them in the **Over-the-ear** hook, when you need to change to the **over-the-head** and **behind-the-neck** style.

1. Hold both sides of the earbud. Twist and pull the earbud until it separates from the earpiece.
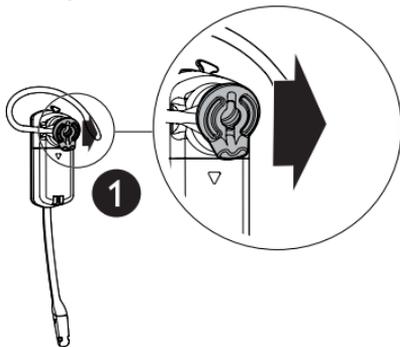
2. Rotate the earhook to vertical direction.
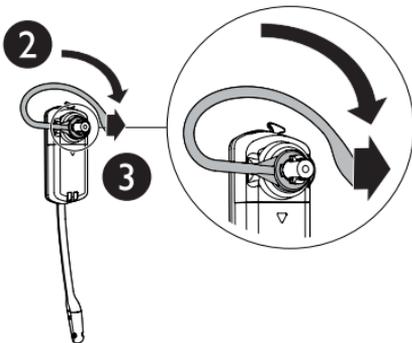
3. Pull the earhook until it separates from the headset.

To re-insert another set of earbud and earhook, refer to the previous section.

Getting started
Position the headset

Over-the-head band

Attach the headband and wear the headset:
1. With the headset at a vertical angle (microphone pointing down), insert the headset earpiece into the headband.
2. Rotate the headset to a horizontal direction until it holds into place.
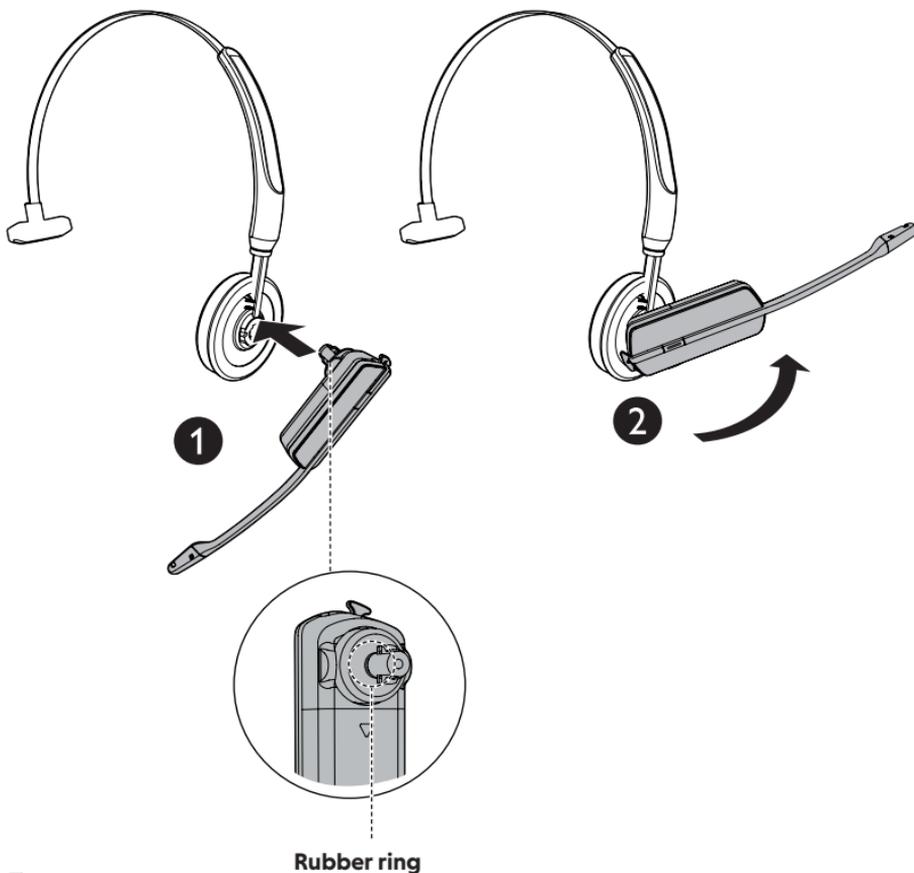
Rubber ring

📖 Note

• If you accidentally ripped off the rubber ring, use a spare rubber ring to replace it.

GETTING STARTED
Position the headset

3. Adjust the headband to fit your head.

4. Rotate the angle of the headset until the microphone is pointing towards your mouth.

   • Make sure the protruding bump is pointing towards your mouth when placed on your ear.
   The protruding bump on the earbud holds the headset securely in your ear.

Position the headset

Over-the-neck-band

Attach the neckband and wear the headset:

1. With the headset at a vertical angle (microphone pointing down), insert the headset earpiece into the neckband.
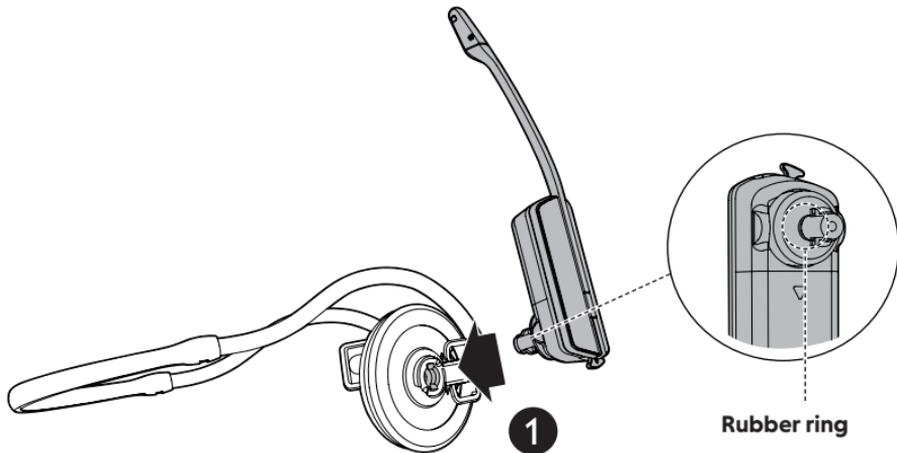
Rubber ring

📄 NOTE

• If you accidentally ripped off the rubber ring, use a spare rubber ring to replace it.

2. Rotate the headset to a horizontal direction until it clicks into place.
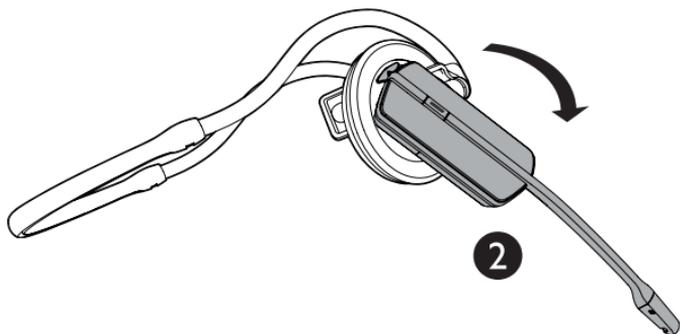
Getting started
Position the headset

3. Place the neckband around your neck and over your ears.

4. Adjust and rotate the angle of the headset until the microphone is pointing towards your mouth.

   • Make sure the protruding bump is pointing towards your mouth when placed on your ear. The protruding bump on the earbud holds the headset securely in your ear.

Operate

Headset power on/off

To power on the headset:

• <u>Press and hold</u> ▌**ON/OFF** button for two seconds.
  The ▌LED light flashes blue three times, and you hear three beeps
  when it is being powered on.

To power off the headset:

• <u>Press and hold</u> ▌**ON/OFF** button for four seconds.
  The ▌LED light flashes red three times, and you hear three beeps
  when it is being powered off.

OPERATE
PHONE mode - Operate with an IP Phone

Before use

Make sure you have plugged your Dongle to the USB port on your VTech/SNOM IP Phone.

Make and receive calls

To make a call:

1. Press the ▌**ON/OFF** button on the headset. You hear a dial tone in the headset earpiece.
2. Dial the telephone number using the dialing keys on the IP phone.

To answer a call:

• Press the ▌**ON/OFF** button on the headset to answer an incoming call.

You hear the caller through the headset earpiece.

To end a call:

• Press the ▌**ON/OFF** button on the headset to end a call. The EHS connection automatically releases the line on your IP phone.

Operate
PC mode - Operate with a computer

Before use

Make sure you have plugged your Dongle to the USB port on your computer, and have already installed the **VTech Control** on your computer before you can use your headset.

Download the **VTech Control** and the **Installation and Operation Guide** at **businessphones.vtech.com/support/downloads**, under the product page of **VH6212**.

Unzip and install the **VTech Control** after download.

Make and receive calls

You can make and receive VoIP calls with your **VTech Control** through Skype and Skype for Business.

Caller ID announce

The Caller ID announce feature with your **VTech Control** lets you know who is calling without having to look at the display.

Operate
Sound settings

Headset ringer

The headset do not have external ringers. When you receive calls, the headset earpiece rings.

To change the volume of the earpiece ringer:

• Slide the volume switch at the top of the headset towards **VOL+** or **VOL-** when the headset is not in use.

To turn off the earpiece ringer:

• Slide the volume switch at the top of the headset towards **VOL-** until you hear two beeps when the headset is not in use.

Anti-Startle (G616)

G616 Acoustic Limiting provides additional hearing protection against acoustic shock. By default, this feature is disabled.

When this feature is enabled, the headset limits sound levels at 102 dBA as recommended in the G616: 2006 guideline issued by the Australian Communications Industry Forum (ACIF).

When this feature is disabled, the headset limits sound levels at 118 dBA to protect your hearing.

To enable the G616 Audio Limiting:

• Press the following headset keys in sequence:

> ▉, **VOL-**, **VOL+**, ▉, **VOL-**, **VOL+**, ▉

The ▉ LED light on the headset will flash purple once and flash blue twice. You will also hear a confirmation tone.

To disable the G616 Audio Limiting:

• Press the following headset keys in sequence:

> ▉, **VOL-**, **VOL+**, ▉, **VOL+**, **VOL-**, ▉

The ▉ LED light on the headset will flash purple once and flash red twice. You will also hear a confirmation tone.

Operate
Sound settings

Change audio bandwidth

The default audio bandwiddith is narrowband. The wideband audio mode works only if the telephone/device to which your headset is connected supports wideband audio.

When you switch the audio bandwidth from narrowband to wideband, the frequency response of a call will be widened and the HD audio quality will be enhanced, whilst the battery power consumption will also be increased, thereby resulting in reduced talk time.

To change the audio bandwidth to wideband:

• Press the following headset keys in sequence:

> ▮, **VOL+**, **VOL-**, ▮, **VOL+**, **VOL+**, ▮

The ▮ LED light on the headset will flash purple once and flash blue twice. You will also hear a confirmation tone.

To change the audio bandwidth to narrowband:

• Press the following headset keys in sequence:

> ▮, **VOL+**, **VOL-**, ▮, **VOL-**, **VOL-**, ▮

The ▮ LED light on the headset will flash purple once and flash red twice. You will also hear a confirmation tone.

NOTE

• If you are not certain whether the telephone/device to which your headset is connected supports wideband audio, keep the audio bandwidth as narrowband.

Operate
Sound settings

Temporary ringer silencing

Press **MUTE** on the ringing headset to temporarily silence the ringer in the headset earpiece without disconnecting the call. The next incoming call rings normally at the preset volume.

Volume control

To adjust the listening volume during a call:

• Slide the volume switch at the top of the headset towards **VOL+** or **VOL-** to adjust the listening volume of that headset.

Prolonged exposure to high volume levels using the headset may damage your hearing.

Mute

The mute function turns off the microphone. You can hear the caller, but the caller cannot hear you.

To mute a call:

• Press **MUTE** on the headset to turn off the microphone.

You hear the voice prompt *"Mute on"*.

To take a call off mute:

• Press **MUTE** on the headset to resume the conversation.

You hear the voice prompt *"Mute off"*.
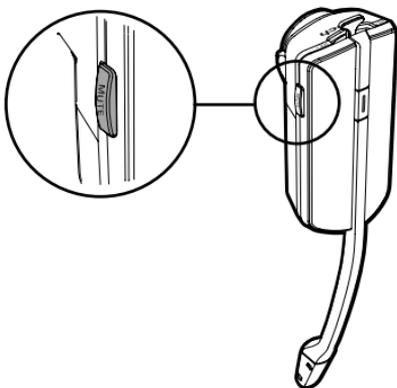
Appendix
Registering Headset to Dongle

Register your Headset to the Dongle

The VH6212 headset comes pre-registered to the Dongle. If, for some reason, the headset is not registered to the Dongle, follow the instructions below to register your headset to the Dongle.

1. Make sure the battery is properly installed in the headset. The headset ‖ LED light flashes slowly in red and blue to indicate the headset is not registered.

2. Place the headset in the charger cradle and allow it to charge for at least one hour before beginning registration.

3. Remove the headset from the charger cradle.

4. <u>Press and hold</u> the pair button on the Dongle for about four seconds until the Dongle LED light on flashes red very quickly, and then release the button.

5. Return the headset to the charger cradle for registration. The headset ‖ LED light alternates quickly in red and blue.

It takes about 60 seconds to complete the registration process. Once the headset is registered, the headset ‖ LED light turns red when the battery is low and being charged, or turns purple when the battery is well charged, or turns blue when the battery is fully charged.

If the registration fails, you hear the voice prompt *"Not registered"* when you press the headset ‖ **ON/OFF** button on the headset, and the headset ‖ **ON/OFF** button light on the headset alternates slowly in red and blue.

To reset the headset, remove it from the charger cradle and try the registration process again.

🗩 NOTE

• You cannot register a headset if another system headset is in use.

Appendix
Deregistering Headset

You may need to deregister your Headset from the Dongle if:

- You wish to register your Headset other products.
- You wish to register your Dongle other products.

Please read carefully through all the instructions on this page before beginning the deregistration process.

NOTE:

- You cannot deregister the headset(s) if any system headset is in use.

Deregister all Headsets from your Dongle

1. Press and hold the pair button on the Dongle for about 10 seconds until the Dongle LED light flashes red quickly, and then release the button.
2. Immediately press the pair button again. The Dongle LED light will turn steady green for 3 seconds, and then turn off.

It takes about 60 seconds to complete the deregistration process. The headset 〗 light will turn steady red when the deregistration process is successful.

Appendix

Registering Headset to other products

Download the user's manual of **VH621** under the product page of **VH621** at **businessphones.vtech.com/support/downloads**, for instructions on registration of the Headset to other products.

Registering Dongle to other products

Download the user's manual of **VU-060** under the product page of **VU-060** at **businessphones.vtech.com/support/downloads**, for instructions on registration of the Dongle to other products.

Appendix
Troubleshooting

If you have difficulty with your product, please try the following suggestions. For customer service, visit our website at **businessphones.vtech.com** or call **1 (800) 222–3111**.
In Canada, dial **1 (800) 267-7377.**

I cannot find complete instructions on the usages of headset with computer.	Download the complete instructions on the selected topics under the product page of **VH6212** at **businessphones.vtech.com/support/downloads**. **For the VTech Control:** **"Software application - Installation and Operation Guide"**
My headset does not work at all.	Make sure the headset and dongle are connected properly, and batteries are installed and charged correctly. For optimum daily performance, return the headset to the headset base after use.
I cannot dial out.	Make sure there is a dial tone before dialing. It is normal if the headset takes a second or two to synchronize with the telephone base before producing a dial tone. Wait an extra second before dialing.
The battery does not charge in the headset or the headset battery does not accept charge.	Make sure the headset is placed in the charger correctly.
	If the battery is completely depleted, charge the battery for at least 30 minutes before use.
	You may need to purchase a new battery.

Appendix
Troubleshooting

I cannot hear any audio or the caller at the other end cannot hear me, when using my headset in PC mode.	Make sure you have pressed ▯ on your headset to receive the audio from your computer.
	Make sure you are using a software program that supports VoIP calling (such as Skype or Skype for Business).
	Make sure the headset listening volume is turned on and set to an audible level in your computer audio settings and your VoIP calling software.
	Make sure the audio settings in your VoIP calling software are set to use your "VTech Headset".
My headset isn't working. I want to replace my headset with a new headset.	You need to deregister the headset from the Dongle, and then register the new headset base to the Dongle.
	To deregister the headset from the Dongle:
	1. Press and hold the pair button on the Dongle for about 10 seconds until the Dongle LED light flashes red quickly, and then release the button.
	2. Immediately press the pair button again. The Dongle LED light will turn steady green for 3 seconds, and then turn off.
	It takes about 60 seconds to complete the deregistration process. The headset ▯ light will turn steady red when the deregistration process is successful.

APPENDIX
Troubleshooting

I have manually or accidentally deregistered my headset from the Dongle.	The VH6212 headset comes pre-registered to the Dongle. If, for some reason, the headset is not registered to the Dongle, follow the instructions below to register your headset to the Dongle.
	1. Make sure the battery is properly installed in the headset. The headset ▌ LED light flashes slowly in red and blue to indicate the headset is not registered.
	2. Place the headset in the charger cradle and allow it to charge for at least one hour before beginning registration.
	3. Remove the headset from the charger cradle.
	4. <u>Press and hold</u> the pair button on the Dongle for about four seconds until the Dongle LED light on flashes red very quickly, and then release the button.
	5. Return the headset to the charger cradle for registration. The headset ▌ LED light alternates quickly in red and blue.
	It takes about 60 seconds to complete the registration process. Once the headset is registered, the headset ▌ LED light turns red when the battery is low and being charged, or turns purple when the battery is well charged, or turns blue when the battery is fully charged.
	If the registration fails, you hear the voice prompt *"Not registered"* when you press the headset ▌ **ON/OFF** button on the headset, and the headset ▌ **ON/OFF** button light on the headset alternates slowly in red and blue.

Appendix
Troubleshooting

I cannot answer or end, and mute or end mute a call directly from my headset when connected to PC.	Make sure you have properly installed the **VTech Control** software application.
	Make sure the audio setting is properly configured in your Windows system.
	If you have installed Skype or Skype for Business for use with your headset, make sure the audio settings are configured correctly in the programs.
The ▯ light on the headset is off while charging.	Make sure the cables are plugged in correctly and securely, and that the battery is securely installed in the wireless headset.
	Make sure the headset is sitting properly on the charger to charge.

Appendix
Maintenance

Taking care of your headset

- Your cordless headset contains sophisticated electronic parts, so it must be treated with care.

- Avoid rough treatment.

- Place the headset down gently. Save the original packing materials to protect your headset if you ever need to ship it.

Avoid water

- Your headset can be damaged if it gets wet. Do not use the headset outdoors in the rain, or handle it with wet hands. Do not install the headset charger near a sink, bathtub or shower.

Electrical storms

- Electrical storms can sometimes cause power surges harmful to electronic equipment. For your own safety, take caution when using electrical appliances during storms.

Cleaning your headset

- Your headset has a durable plastic casing that should retain its luster for many years. Clean it only with a soft cloth slightly dampened with water or a mild soap.

- Do not use excess water or cleaning solvents of any kind.

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

Appendix
Important safety information

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

Safety information

- **Read and understand all instructions in the user's manual. Observe all markings on the product.**

- **Avoid using the product during a thunderstorm.** There may be a slight chance of electric shock from lightning.

- **Do not use the product to report a gas leak in the vicinity of the leak.** Under certain circumstances, a spark may be created when the adapter is plugged into the power outlet, or when the headset is replaced in its cradle. This is a common event associated with the closing of any electrical circuit. The user should not plug the headset charger into a power outlet, and should not put a charged headset into the cradle, if the headset charger is located in an environment containing concentrations of flammable or flame-supporting gases, unless there is adequate ventilation. A spark in such an environment could create a fire or explosion. Such environments might include: medical use of oxygen without adequate ventilation; industrial gases (cleaning solvents; gasoline vapors; etc.); a leak of natural gas; etc.

- **Do not use this product near water, or when you are wet.** For example, do not use it in a wet basement or shower, or next to a swimming pool, bathtub, kitchen sink, or laundry tub. Do not use liquids or aerosol sprays for cleaning. If the product comes in contact with any liquids, unplug any line or power cord immediately. Do not plug the product back in until it has dried thoroughly.

- **Install this product in a protected location** where no one can trip over any line or power cords. Protect cords from damage or abrasion.

- **If this product does not operate normally, see the Troubleshooting section of this user's manual.** If you cannot solve the problem, or if the product is damaged, refer to the **Limited warranty** section. Do not open this product except as may be directed in your user's manual. Opening the product or reassembling it incorrectly may expose you to hazardous voltage or other risks.

- **Replace batteries only as described in your user's manual.** Do not burn or puncture batteries — they contain caustic chemicals.

- **This power adapter is intended to be correctly oriented in a vertical or floor mount position.** The prongs are not designed to hold the plug in place if it is plugged into a ceiling, an under-the-table or a cabinet outlet.

Appendix
Important safety information

⚲ CAUTIONS

- Use only the power adapter provided with this product. To obtain a replacement, visit our website at **businessphones.vtech.com** or call **1 (800) 595-9511**. In Canada, dial **1 (800) 267-7377**.

- Use only the supplied rechargeable battery or replacement battery (model BT191665). To order, visit our website at **businessphones.vtech.com** or call **1 (800) 595-9511**. In Canada, dial **1 (800) 267-7377**.

- To prevent risk of fire or battery explosion, replace with the correct battery type. Dispose of used batteries according to the instructions.

Especially about cordless headsets

- **Privacy:** The same features that make a cordless headset convenient create some limitations. Telephone calls are transmitted between the headset charger and the headset by radio waves, so there is a possibility that your cordless headset conversations could be intercepted by radio receiving equipment within range of the cordless headset. **For this reason, you should not think of cordless headset conversations as being as private as those on corded telephones.**

- **Electrical power:** The headset charger of this cordless headset must be connected to a working electrical outlet which is not controlled by a wall switch. **Calls cannot be made from the headset if the headset charger is unplugged or switched off, or if the electrical power is interrupted.**

- **Potential TV interference:** Some cordless headsets operate at frequencies that may cause interference to TVs and VCRs. To minimize or prevent such interference, do not place the headset charger of the cordless headset near or on top of a TV or VCR. If interference is experienced, moving the cordless headset farther away from the TV or VCR will often reduce or eliminate the interference.

- **Rechargeable batteries:** This product contains lithium-ion rechargeable batteries. Exercise care in handling batteries in order not to create a short circuit with conductive material such as rings, bracelets and keys. The battery or conductor may overheat and cause harm. Observe proper polarity between the battery and the battery charger.

- **Lithium-ion rechargeable batteries:** Dispose of these batteries in a safe manner. Do not burn or puncture. Like other batteries of this type, if burned or punctured, they could release caustic material which could cause injury.

APPENDIX
Important safety information

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

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

⚠ CAUTIONS

- There may be a risk of explosion if you use a wrong type of battery. Use only the supplied rechargeable battery or replacement battery (model BT191665).
- Change this product's batteries only in accordance with the instructions and limitations specified in this manual.
- As with any batteries, do not allow conductive materials such as rings, bracelets or keys to come in contact with the metallic parts of the battery. The battery or conductor may overheat and cause harm.
- Do not open or damage the batteries. Released electrolyte is corrosive and may cause injury to the eyes or skin. The electrolyte may be toxic if swallowed.
- Do not dispose of the batteries in a fire. Check with local waste management codes for special disposal instructions. To prevent fire or shock hazard, do not expose this product to water or any type of moisture.
- Observe proper polarity orientation between the battery and metallic contacts.
- Do not disassemble your headset. There are no user-serviceable parts inside. Refer to qualified service personnel for servicing.
- For pluggable equipment, the socket-outlet shall be installed near the equipment and shall be easily accessible.

Precautions for users of implanted cardiac pacemakers

Cardiac pacemakers (applies only to digital cordless devices):

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

Pacemaker patients

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

WTR's evaluation did not identify any risk to bystanders with pacemakers from other persons using digital cordless devices.

<u>SAVE THESE INSTRUCTIONS</u>

Appendix
For C-UL compliance

In compliance with the bilingual requirements for safety, caution, and warning markings of Canadian Federal and Provincial/Territorial statutes and regulations, the French version of Important safety information is included.

Mesures de sécurité importantes

Lorsque vous utilisez votre appareil, vous devriez toujours suivre certaines mesures de précaution de base afin de réduire les risques d'incendie, d'électrocution et de blessures corporelles, dont ceux qui suivent :

Information relative à la sécurité

- **Veuillez lire et comprendre toutes les instructions de ce guide d'utilisation. Relectez toutes les inscriptions apparaissant sur le produit.**
- **Évitez d'utiliser le casque d'écoute pendant un orage.** Il pourrait y avoir un faible risque d'électrocution.
- **N'utilisez pas un casque d'écoute près d'une fuite de gaz.** Dans certaines circonstances, une flammèche pourrait se produire lorsque l'adaptateur est branché à une prise de courant, ou lorsque le casque d'écoute est déposé sur son chargeur. Ceci est un événement fréquent associé avec la fermeture d'un circuit électrique. L'utilisateur ne devrait pas brancher un téléphone dans une prise de courant, et ne devrait pas déposer un casque d'écoute chargé dans son chargeur, si le chargeur du casque d'écoute se trouve dans un environnement comportant une concentration de gaz inflammables ou ignifuges, à moins de se trouver dans un endroit où la ventilation est adéquate.
- **N'utilisez pas ce produit près de l'eau ou lorsque vous êtes mouillés.** Par exemple, ne l'utilisez pas dans des sous-sols humides ou sous la douche, ou près d'une piscine, d'un bain, d'un évier de cuisine, ou d'une cuve de lavage. N'utilisez pas de liquides, ou de vaporisateurs aérosol de nettoyage. Si le produit entre en contact avec du liquide, débranchez immédiatement le fil téléphonique ou le cordon d'alimentation. Ne rebranchez pas le produit avant qu'il soit complètement sec.
- **Installez cet appareil dans un endroit protégé** où personne ne peut trébucher sur les cordons d'alimentation ou la ligne téléphonique. Protégez les câbles contre les dommages ou l'abrasion.
- **Si le produit ne fonctionne pas correctement, consultez la section Dépannage (Troubleshooting) de ce guide d'utilisation.** Si vous ne pouvez pas régler le problème, ou si le produit est endommagé, consultez la section **Garantie limitée (Limited warranty)**. N'ouvrez pas ce produit, sauf tel qu'indiqué dans le guide d'utilisation. L'ouverture du produit ou le remontage inadéquat pourrait vous exposer à des tensions dangereuses ou autres dangers.
- **Remplacez les piles uniquement tel que décrit dans votre guide d'utilisation**. N'incinérez pas et ne percez pas les piles — elles contiennent des produits chimiques caustiques.

Appendix
For C-UL compliance

- **L'adaptateur de courant est conçu pour être orienté verticalement ou installé sur le plancher.** Les broches ne sont pas conçues pour se maintenir en place si la fiche est branchée dans une prise de courant au plafond, sous la table ou sous une armoire.

⌕ MISES EN GARDE

- N'utilisez seulement l'adaptateur inclus avec ce produit. Pour obtenir une pièce de rechange, visitez notre site Web au **businessphones.vtech.com** ou composez le **1 (800) 595-9511**. Au Canada, composez le **1 (800) 267-7377**.

- N'utilisez que la pile de rechargeable incluse ou une pile de rechange (modèle BT191665). Pour commander, visitez notre site Web **businessphones.vtech.com** ou composez le **1 (800) 595-9511**. Au Canada, composez le **1 (800) 267-7377**.

- Afin de prévenir les risques d'incendie ou d'explosion de la pile, replacez la pile avec une pile du même type. Jetez les piles épuisées en respectant les instructions.

Spécifiquement en rapport avec casque d'écoute sans fil

- **Confidentialité :** Les mêmes caractéristiques qui rendent le casque d'écoute sans fil si pratique créent également des restrictions. Les appels téléphoniques sont transmis entre le socle du casque d'écoute et le casque d'écoute par le biais d'ondes radio, et il se peut que vos conversations téléphoniques sur le casque d'écoute sans fil soient interceptées par d'autres équipements de réception d'ondes radio au sein de la portée du casque d'écoute sans fil. **Pour cette raison, vous ne devez pas considérer les conversations sur un téléphone sans fil comme étant aussi confidentielles que celles d'un téléphone à cordon.**

- **Alimentation électrique :** La base de ce téléphone sans fil (de ce casque d'écoute sans fil) doit être branchée à une prise de courant électrique fonctionnelle. La prise électrique ne doit pas être contrôlée par un interrupteur mural. **Les appels ne peuvent pas être effectués à partir du socle du casque d'écoute n'est pas branchée, si elle est hors fonction ou si le courant électrique est coupé.**

- **Interférences potentielles aux téléviseurs:** Certains casques d'écoute sans fil fonctionnent sur des fréquences pouvant causer des interférences aux téléviseurs et magnétoscopes. Pour réduire ou prévenir de tels parasites, ne pas déposer le socle du casque d'écoute à proximité d'un téléviseur ou magnétoscope, ni directement sur celui-ci. Si votre téléviseur affiche des interférences, éloignez le casque d'écoute sans fil de celui-ci afin de réduire les parasites.

- **Piles rechargeables:** Ce produit comporte des piles rechargeables au lithium-ion. Usez de prudence lorsque vous manipulez de telles piles et veillez à ne pas les court-circuiter avec des matériaux conducteurs, tels que des bagues, bracelets et clés. La pile ou le conducteur peut surchauffer et vous brûler. Respectez la polarité adéquate entre les piles et le chargeur de piles.

Appendix
For C-UL compliance

- **Piles rechargeables au lithium-ion:** Jetez ces piles de manière sécuritaire. N'incinérez pas et ne peercez pas les piles. Comme pour les autres piles du même type, si elles sont brûlées ou percées, des matières corrosives peuvent s'en échapper, ce qui risque de causer des brûlures ou autres blessures corporelles.

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

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

MISES EN GARDE

- Il y a une faible risque d'explosion si vous utilisez le mauvais type de pile. N'utilisez que la pile rechargeable incluse ou conçue pour fonctionner avec votre appareil (modèle BT191665).

- Remplacez cette pile en respectant les instructions et les limitations spécifiées dans ce guide d'utilisation.

- Comme avec tout matériaux conducteur, veillez à ne pas court-circuiter les bornes de la pile avec des matériaux conducteurs, tels que des bagues, bracelets et clés. La pile ou le conducteur peut surchauffer et vous brûler. La pile ou les conducteurs peuvent surchauffer et causer des blessures.

- N'ouvrez pas et n'endommagez les piles. L'électrolyte qui s'en dégagerait est corrosif et peut causer des blessures aux yeux ou à la peau. L'électrolyte est toxique si avalé.

- N'incinérez pas les piles. Vérifiez auprès des autorités locales pour les instructions de mise aux rebus locales. Afin de prévenir les risques d'incendies, n'exposez pas ce produit à l'eau ou à l'humidité.

- Veuillez respecter la polarité des piles et des bornes métalliques.

- Ne démontez pas votre casque d'écoute. Aucune pièce pouvant être réparée par l'utilisateur ne se trouve à l'intérieur de l'appareil. Confiez la réparation à un technicien qualifié.

- Pour les PRODUITS À BRANCHER À UNE PRISE DE COURANT, la prise de courant doit être installée près du produit, afin d'assurer une accessibilité sécuritaire à la prise de courant

Appendix
For C-UL compliance

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

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

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

Avis aux détenteurs de stimulateurs cardiaques

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

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

CONSERVEZ CES INSTRUCTIONS

Appendix
FCC Part 15

This equipment has been tested and found to comply with the requirements for a Class B digital device under Part 15 of the Federal Communications Commission (FCC) rules.

These requirements are intended to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

• Reorient or relocate the receiving antenna.
• Increase the separation between the equipment and receiver.
• Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
• Consult the dealer or an experienced radio/TV technician for help.

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

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Privacy of communications may not be ensured when using this phone.

To ensure safety of users, the FCC has established criteria for the amount of radio frequency energy that can be safely absorbed by a user or bystander according to the intended usage of the product. This product has been tested and found to comply with the FCC criteria. Use of other accessories may not ensure compliance with FCC RF exposure guidelines. The headset may be safely held against the ear of the user. The headset charger shall be installed and used such that parts of the user's body other than the hands are maintained at a distance of approximately 20 cm (8 inches) or more.

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

Appendix
FCC Part 15

Industry Canada

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

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

Privacy of communications may not be ensured when using this telephone.

The term ''IC:'' before the certification/registration number only signifies that the Industry Canada technical specifications were met.

This product meets the applicable Innovation, Sciense, and Economic Development Canada technical specifications

Appendix
California Energy Commission battery charging testing instructions

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

If you have registered the cordless headset to the **VH6212** Dongle, below are the testing instructions.

To activate the CEC battery charging testing mode:

1. Unplug the headset charger power adapter from the power outlet. Make sure the headset is plugged with charged battery before proceeding.
2. Press and hold the pair button on the Dongle for about 10 seconds until the Dongle LED light flashes quickly in red, and then release the button.
3. Immediately press the pair button again. The Dongle LED light will turn steady green for 3 seconds, and then turn off.
4. Immediately press the pair button once again.

It takes up to one minute to complete the deregistration process. The ‖ LED light turns steady red when the deregistration process is successful.

🔗 **NOTE:** When the headset fails to enter this mode, repeat all the steps mentioned above.

To deactivate the CEC battery charging testing mode:

• Register the headset back to the Dongle.

If you have registered the cordless headset to a compatible VTech DECT cordless telephone, please refer to the respective user's manual for the activation and deactivation of CEC battery charging testing mode.

If you have registered the cordless headset to a telephone base that does not have CEC battery charging testing mode, all telephone functions on the cordless headset, except battery charging, will be disabled.

Appendix
Limited warranty

1. **What does this limited warranty cover?**

   VTech of this VTech product warrants to the holder of a valid proof of purchase ("CONSUMER" or "you") that the product and all accessories provided in the sales package ("PRODUCT") are free from defects in material and workmanship, pursuant to the following terms and conditions, when installed and used normally and in accordance with the PRODUCT operating instructions. This limited warranty extends only to the CONSUMER for products purchased and used in the United States of America and Canada.

2. **What will be done if the PRODUCT is not free from defects in materials and workmanship during the limited warranty period ("materially defective PRODUCT")?**

   During the limited warranty period, VTech's authorized service representative will repair or replace at VTech's option, without charge, a materially defective PRODUCT. If VTech repairs the PRODUCT, they may use new or refurbished replacement parts. If VTech chooses to replace the PRODUCT, they may replace it with a new or refurbished PRODUCT of the same or similar design. VTech will retain defective parts, modules, or equipment. Repair or replacement of the PRODUCT, at VTech's option, is your exclusive remedy. VTech will return repaired or replacement products to you in working condition. You should expect the repair or replacement to take approximately 30 days.

3. **How long is the limited warranty period?**

   The limited warranty period for the PRODUCT extends for ONE (1) YEAR from the date of purchase. If VTech repairs or replaces a materially defective PRODUCT under the terms of this limited warranty, this limited warranty also applies to repaired or replacement PRODUCT for a period of either (a) 90 days from the date the repaired or replacement PRODUCT is shipped to you or, (b) the time remaining on the original one-year limited warranty; whichever is longer.

Appendix
Limited warranty

4. What is not covered by this limited warranty?

This limited warranty does not cover:

- PRODUCT that has been subjected to misuse, accident, shipping or other physical damage, improper installation, abnormal operation or handling, neglect, inundation, fire, water, or other liquid intrusion; or

- PRODUCT that has been damaged due to repair, alteration, or modification by anyone other than an authorized service representative of VTech; or

- PRODUCT to the extent that the problem experienced is caused by signal conditions, network reliability or cable or antenna systems; or

- PRODUCT to the extent that the problem is caused by use with non-VTech accessories; or

- PRODUCT whose warranty/quality stickers, PRODUCT serial number plates or electronic serial numbers have been removed, altered or rendered illegible; or

- PRODUCT purchased, used, serviced, or shipped for repair from outside the United States of America or Canada, or used for commercial or institutional purposes (including but not limited to products used for rental purposes); or

- PRODUCT returned without a valid proof of purchase (see item 6 on the next page); -or-

- Charges for installation or setup, adjustment of customer controls, and installation or repair of systems outside the unit.

5. How do you get warranty service?

To obtain warranty service in the United States of America, visit **businessphones.vtech.com** or call **1 (800) 595-9511**. In Canada, call **1 (800) 267-7377**.

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

Except as provided by applicable law, you assume the risk of loss or damage during transit and transportation and are responsible for delivery or handling charges incurred in the transport of the PRODUCT(s) to the service location. VTech will return repaired or replaced PRODUCT under this limited warranty to you. Transportation, delivery or handling charges are prepaid. VTech assumes no risk for damage or loss of the PRODUCT in transit. If the PRODUCT failure is not covered by this limited warranty, or proof of purchase does not meet the terms of this limited warranty, VTech will notify you and will request that you authorize the cost of repair prior to any further repair activity. You must pay for the cost of repair and return shipping costs for the repair of products that are not covered by this limited warranty.

Appendix
Limited warranty

6. What must you return with the PRODUCT to get warranty service?
You must:
a. Return the entire original package and contents including the PRODUCT to the service location along with a description of the malfunction or difficulty; and
b. Include a "valid proof of purchase" (sales receipt) identifying the PRODUCT purchased (PRODUCT model) and the date of purchase or receipt; and
c. Provide your name, complete and correct mailing address, and telephone number.

7. Other limitations

This warranty is the complete and exclusive agreement between you and VTech of this PRODUCT. It supersedes all other written or oral communications related to this PRODUCT. VTech provides no other warranties for this PRODUCT. The warranty exclusively describes all of VTech's responsibilities regarding the PRODUCT. There are no other express warranties. No one is authorized to make modifications to this limited warranty and you should not rely on any such modification.

State/Provincial Law rights: This warranty gives you specific legal rights, and you may also have other rights which vary from state to state or province to province.

Limitations: Implied warranties, including those of fitness for a particular purpose and merchantability (an unwritten warranty that the PRODUCT is fit for ordinary use) are limited to one year from date of purchase. Some states/provinces do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you. In no event shall VTech be liable for any indirect, special, incidental, consequential, or similar damages (including, but not limited to lost profits or revenue, inability to use the PRODUCT or other associated equipment, the cost of substitute equipment, and claims by third parties) resulting from the use of this PRODUCT. Some states/provinces do not allow the exclusion or limitation of incidental or consequential damages, so the above limitation or exclusion may not apply to you.

Please retain your original sales receipt as proof of purchase.

Appendix
Technical specifications

RF frequency band	1921.536MHz - 1928.448MHz
Channels	5
Operating temperature	32°F - 122°F 0°C - 50°C
Headset charger voltage (AC adapter output)	6VDC @400mA
Headset operating voltage	3.2VDC - 4.2VDC
Battery	3.7V 140mAH

Appendix
Disclaimer and Limitation of Liability

VTech Communications, Inc. and its suppliers assume no responsibility for any damage or loss resulting from the use of this user's manual. VTech Communications, Inc. and its suppliers assume no responsibility for any loss or claims by third parties that may arise through the use of this product. VTech Communications, Inc. and its suppliers assume no responsibility for any damage or loss caused by deletion of data as a result of malfunction, dead battery, or repairs. Be sure to make backup copies of important data on other media to protect against data loss.

Company: VTech Communications, Inc.

Address: 9590 SW Gemini Drive, Suite 120, Beaverton, OR 97008, United States

Phone: 1 (800) 595-9511 in the U.S. or 1 (800) 267-7377 in Canada

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