

# Emerson Digital Cordless Phone dual handset answering system

## In the box

- Handset 1
- Handset 2
- Handset 2 Cradle
- Base
- Line Cord
- AC Adaptors
- User Guide
- Rechargeable Batteries

## Rechargeable battery warning

- This equipment contains a rechargeable battery.
- This equipment is for use only with the following battery: Huizhou Shenzhen Super Power Technology Co. Ltd. Model Number AAA400mAh 2.4V
- Rechargeable batteries are known to the State of California to cause cancer.
- Do not short-circuit the battery.
- The rechargeable batteries contained in this equipment may explode if disposed of in a fire.
- Do not charge the battery used in this equipment in a charger other than the one designed to charge this battery as specified in the owner's manual. Using another charger may damage the battery or cause it to explode.

## Important installation information

- Never install telephone wiring during a lightning storm.
- Never touch uninsulated telephone wires or terminals, unless the telephone line has been disconnected at the network interface.
- Use caution when installing or modifying telephone lines.
- Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
- Temporarily disconnect any equipment connected to the phone, such as faxes, other phones, or modems.

## Important safety instructions

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

- Do not use this product near water, for example, near a bath tub, wash bowl, kitchen sink or laundry tub, in a wet basement or near a swimming pool.
- Avoid using a telephone (other than cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
- Do not use the telephone to report a gas leak in the vicinity of the leak.
- Use only the power cord and batteries indicated in this manual. Do not dispose of batteries in a fire. They may explode. Check with local codes for possible special disposal instructions.

## Telephone jack requirements

To use this phone, you must have an RJ11C modular telephone jack. If you do not have a modular jack, please call your local telephone company to find out how to get one installed.

## Wall Mounting

To mount your telephone on a wall plate (not included), follow the instructions below:

- Plug the line cord into a modular phone jack.
- Align the holes on the base (and cradle) with the mounting studs on the wall plate(s).
- Pull the base down onto the studs until the telephone is secure.

Handsets 2 & 3 do not require telephone jacks.

## CAUTION: Disconnect the phone cord from the wall outlet before installing or replacing the batteries. (Only for telephones which require batteries)

## Getting started

### Installing the battery

- Open the battery cover.
- Plug the battery connector securely into the socket inside the handset battery compartment. Be sure to match the colors as shown in figure 1.
- Insert the battery as shown in figure 2.
- Close the battery cover.
- Place the handset on the base to charge.

Before using for the first time, charge the handset for 12-16 hours.

### Connecting Handset 1

- Plug one end of the line cord into the jack on the bottom of the phone's base, and the other end into a modular phone jack.
- Plug the pin of the AC adaptor into the DC6V jack on the bottom of the base as shown above, and plug into a standard AC outlet.
- The handset will display "Searching"; wait until "Handset 1" is displayed.
- Press **[OK]** on the handset and confirm you hear the dial tone.

### Connecting Handset 2

- Plug the pin of the AC adaptor into the DC6V jack on the bottom of the cradle and plug into a standard AC outlet.
- The handset will display "Searching"; wait until "Handset 2" is displayed.
- Press **[OK]** on the handset and confirm you hear the dial tone.

## Deleting messages

The answering system can record up to 11 minutes of incoming messages in its voice mailbox. It is important to manage and delete messages that have already been heard. In the event that the voice mailbox of the answering system is full, the following message will be played back to incoming callers attempting to leave a message "Hello, the voice mailbox is full, please call back later - thank you."

### To delete a single message:

- While a message is playing, press and **HOLD** the **[DELETE]** button for 2 full seconds until the answering system responds with the following voice prompt: "message deleted."

### To delete all messages (this option will only erase all the messages that have been heard, new unheard messages will not be deleted):

- During standby mode (while no messages are playing), press and **HOLD** the **[DELETE]** button until "dl" appears on the display and press the **[OK]** button once again, the answering system will respond with the following voice prompt: "all messages deleted."
- If you do not wish to delete all messages press the **[POWER]** button to return to the standby mode.

## Deleting messages

It is possible to register up to 5 handsets to the base (2 handsets are included) additional handsets may be purchased separately. If you would like to purchase additional handsets, please contact our customer service department at: 1-877-768-8483 (Toll Free) or cs@southern telecom.com

### Adding a new handset

- Press the **[MENU]** button to enter the menu.
- Use the **[UP]** and **[DOWN]** buttons and select "Handset" and press the **[OK]** softkey.
- Use the **[UP]** and **[DOWN]** buttons and select "Registration" and press the **[OK]** softkey.
- Select "Base 1" and press the **[OK]** softkey.
- When "System PIN:" appears on the display enter 0000 and press the **[OK]** softkey.
- When "Restart Base" appears on the display, plug the new base into an AC outlet. If the base registered correctly, a long beep will be heard, and the new handset's display will show the handset name and number.
- Press **[OK]** on the handset and confirm you hear the dial tone.

## Removing a handset

Use to remove handsets that are damaged.

- Follow steps 1-3 (above).
- Select "De-register" and press the **[OK]** softkey.
- Enter system pin 0000 and press the **[OK]** softkey.
- When "Select HS" appears enter the handset number of the handset you would like to remove it must be a handset other than the one you are using and press the **[OK]** softkey. "Searching" will appear on the removed handset.

## Using multiple handsets

### Intercom

- To use the intercom, press and **HOLD** the **[#]** button.
- Dial the number of the handset you would like to call.
- Press **[OK]** to end the intercom (internal) call.

### Receiving an intercom (internal) call

- Press **[OK]** to accept the internal call.
- During the call, the handset number of the caller is displayed.
- Press **[OK]** to hang up.

### Receiving an external call during an intercom (internal) call

If you receive an external call during an internal call, a call waiting tone (double beep) will be heard on both handsets.

- Press **[OK]** to end the internal call.
- Press **[OK]** to accept the external call.

### Transferring a call to another handset

- Press and **HOLD** the **[#]** button.
- Dial the number of the handset you would like to transfer the call to.
- If the handset dialed answers, you can have an internal conversation.
- Press **[OK]** to end the internal conversation and transfer the call.
- If the handset dialed does not answer, press **[OK]** to speak to the external caller again.

### Conference call (2 internal handsets and an external caller)

- While on the line with an external caller, press and **HOLD** the **[#]** button (the external line is put on hold).
- Dial the number of the handset you would like to include in the call.
- If the handset dialed answers, press the **[CONF]** soft key to merge the calls.

## Call Waiting / Flash

The flash feature (the numeric) activates calling services available through your local phone company, such as Call Waiting, and Three Way Calling. To use the features below you must subscribe to these services from your local telephone company.

### To answer an incoming call while having a conversation:

After you hear the Call Waiting tone, press and release the **[KEY]** on the handset. The first call is placed on hold and the second call is answered.

### To return to the first call and put the second call on hold:

Press and release the **[KEY]** on the handset again to return to the first call, the second call will be put on hold.

## Caller ID / Call Waiting Caller ID

IMPORTANT: In order to use this unit's Caller ID features, you must subscribe to either the standard Name/Number Caller ID Service or Call Waiting Caller ID Service from your local telephone company. This telephone automatically displays an incoming caller's name and telephone number, as well as the date and time of the call. It can record and store the information of up to 30 calls into the phone's Caller ID memory.

### Reviewing Caller ID information:

- In the standby mode, use the **[UP]** and **[DOWN]** buttons to review the Caller ID history.
- You can select a number and press **[OK]** to dial it.
- To save a number to the phonebook, press the **[OPTION]** softkey and then select "Save Number" and press the **[OK]** softkey to confirm and save.

## Phonebook

The phonebook can store up to 50 names and numbers in its phonebook. Caller information may be saved from the received calls in the Caller ID memory (see "Reviewing Caller ID information"), or entered manually.

### Dialing a number from the phonebook:

- Press the **[OK]** button to open the phonebook.
- Use the **[UP]** and **[DOWN]** buttons to navigate up or down.
- Press the **[OK]** button to dial the selected number.

### Adding numbers to the phonebook:

- Press the **[OPTION]** button to open the phonebook.
- Press the **[OPTION]** softkey, and select "New Entry" from the phonebook options screen and press the **[OK]** softkey.
- Use the handset keypad to enter a name for the entry by multi-pressing a key until the desired letter is displayed.
- Press **[0]** to add a space and the **[OK]** softkey to make a correction.
- When finished entering the name, press the **[SAVE]** softkey.
- Enter the number using the handset keypad.
- When finished entering the number, press the **[SAVE]** softkey.
- Select a ring tone and press the **[SAVE]** softkey to save the number in the phonebook.
- It is possible to edit and delete numbers in the phonebook from the phonebook options screen.

## Speaker

- to use the speakerphone, press the **[SPEAKER]** button, this can be done before or during a call.

## Volume

- during a call or while using the speakerphone, use the **[UP]** and **[DOWN]** buttons to increase or decrease the volume.

## Redial

- to redial a number, press and **HOLD** the **[\*]** button, then use the **[UP]** and **[DOWN]** buttons to select from a list of recently dialed numbers, and press **[OK]** to make the call.

## Answer calls

- answer a call
- start a call
- dial a number from the phonebook or Caller ID history
- activate / deactivate speakerphone

## End calls

- end a call
- in the menu, escape to the standby screen

Press the **[MUTE]** soft key to mute or disable mute.

## Call Waiting / Flash

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## Menu

Use the menu to customize various settings such as ringer volume, ring tones, language, display settings and more.

- Press the **[MENU]** button to enter the menu.
- Use the **[UP]** and **[DOWN]** buttons to navigate from the following menu selections:
  - Phonebook** - Access the phonebook
  - Handset** - "Ring Tone" (incoming calls/intercom), "Ringer Volume", "Handset Name", "Keypad Beep" (on/off), "Contrast", "Auto Talk", "Confirm Beep", "Select Base", "Language", "Registration" and "Area Code."
  - Base Settings** - "Ring Tone", "Ringer Volume", "Dial Mode", "Recall" and "System PIN."
  - Time** - "Set Alarm", "Date & Time" (the date and time will be set automatically after your first incoming Caller ID call, "Set Time Format"
  - Tools** - "Appointment", "Stop Watch"
- Press the **[OK]** softkey to select an option.
- Press the **[OK]** softkey to go back.

## Volume

- Adjust the volume of the base
- Adjust the "rings to answer" option (how many rings until the answering system picks up the call)
- Adjust the "security code" option (the security code is factory set to 000)

From the handset's menu you can adjust the base's ringer volume or select ringtones - select menu > "Base Settings" > "Ring Tone" or "Ringer Volume".

## Paging

- Press **[PAGE]** and the handset will emit an alarm making it easy to find.
- Press any key on the handset to stop the paging alarm.

## Power on/off

To turn the answering machine on or off:

- Press the **[POWER]** button to turn the answering system on or off.

## Outgoing message

The answering system includes the following factory pre-recorded message: "Hello, your call cannot be taken at the moment, so please leave a message after the tone." To record your own personal outgoing message follow the steps below:

- Press and **HOLD** the **[MESSAGE]** button until you hear the voice prompt.
- Record a brief outgoing message and press the **[MESSAGE]** button. Your outgoing message will be saved and played back for your confirmation.
- To listen to your outgoing message press the **[MESSAGE]** button.
- To delete your outgoing message, press the **[MESSAGE]** button while your outgoing message is playing. You can then record another outgoing message, or the factory pre-recorded outgoing message will be used by the answering system.

## Recording an outgoing message:

- Press and **HOLD** the **[MESSAGE]** button until you hear the voice prompt.
- Record a brief outgoing message and press the **[MESSAGE]** button. Your outgoing message will be saved and played back for your confirmation.
- To listen to your outgoing message press the **[MESSAGE]** button.
- To delete your outgoing message, press the **[MESSAGE]** button while your outgoing message is playing. You can then record another outgoing message, or the factory pre-recorded outgoing message will be used by the answering system.

## Playback messages

When new messages are recorded on the answering system, the display will flash with the number of new, unheard messages recorded. After all the new messages have been played back, the number of messages played back but not deleted (old messages) will appear on the display but will not flash.

### Playback messages:

- Press the **[MESSAGE]** button, the answering system will announce the total number of messages (old and new) and the message number, followed by the message.

### To skip messages:

- Press the **[SKIP]** or **[SKIP]** buttons to skip to the previous or next message.

### To change the security code:

- Press and **HOLD** the **[SECURITY]** button until the system emits a tone and the following voice prompt, "please set security code."
- Use the **[UP]** and **[DOWN]** buttons to change the number up or down, and press the **[OK]** button to confirm.
- Repeat step number 2 until all three digits of the security code are set and the answering system confirms the code with a voice prompt of the new security code.

### To check the security code:

- Press the **[SECURITY]** button to check the security code.

## Remote access

It is possible to access your messages and control the answering system from anywhere using a standard telephone and the factory preset security code (000), or you can select your own security code.

### To remotely access your answering system:

- Call the answering system.
- After the outgoing message is played followed by a beep tone, slowly dial the security code (\*000).
- The answering system will confirm with two short beeps and will play-back the correct voice guide.
- Enter the remote code for the desired function (follow the chart below for details regarding the remote voice commands).

Remote Code	Function
1	Rewind
2	Play / Pause
3	Fast Forward
4	OGM Playback
5	OGM Recording (Press 6 to stop)
6	Skip
7	Delete Current Message
8	Answering Off
9	Answering On
0	Delete All Old Messages
*	Skip Announcement

### To turn on the answering system from a remote location:

- Call the answering system, the system will pick up after ten rings.
- Dial the security code (\*000) after the message and beep tone.
- Press "9" a long beep confirmation will follow and the answering system will be turned on.
- Press "6" to end the remote operation.

## Important safety instructions

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

- Do not use this product near water, for example, near a bath tub, wash bowl, kitchen sink or laundry tub, in a wet basement or near a swimming pool.
- Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
- Do not use the telephone to report a gas leak in the vicinity of the leak.
- Use only the power cord and batteries indicated in this manual. Do not dispose of batteries in a fire. They may explode. Check with local codes for possible special disposal instructions.

## Compliance information

Your telephone equipment is approved for connection to the Public Switched Telephone Network and is in compliance with parts 15 and 68, FCC Rules and Regulations and the Technical Requirements for Telephone Terminal Equipment published by ACTA.

### FCC Part 68 information

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.

### FCC Part 15 information

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.

### Notes

- This equipment may not be used on coin service provided by the telephone company.
- Party lines are subject to state tariffs, and therefore, you may not be able to use your own telephone equipment if you are on a party line. Check with your local telephone company.
- Notice must be given to the telephone company upon permanent disconnection of your telephone from your line.
- If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this product does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

## SAVE THESE INSTRUCTIONS

TO PREVENT FIRE OR ELECTRICAL SHOCK, DO NOT EXPOSE THIS PRODUCT TO RAIN OR MOISTURE.

### CAUTION

RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS. USE ONLY WITH EMERSON MODEL NO.EM6120-2

### WARNING

USE ONLY WITH EMERSON MODEL NO.EM6120-2

### CAUTION

RISK OF ELECTRIC SHOCK DO NOT OPEN

WARNING: TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK). NO USER SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.

The extension part within the equalized triangle is intended to alert the user to the presence of uninsulated "dangerous voltage" within the product's enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons.

The telephone company may make changes in its communications facilities, equipment, operations or procedures where such action is required in the operation of its business and not in compliance with FCC Rules and Regulations. If these changes are expected to affect the use or performance of your telephone equipment, the telephone company must give you adequate notice, in writing, to allow you to maintain uninterrupted service.

## Deleting messages

It is possible to register up to 5 handsets to the base (2 handsets are included) additional handsets may be purchased separately. If you would like to purchase additional handsets, please contact our customer service department at: 1-877-768-8483 (Toll Free) or cs@southern telecom.com

### Adding a new handset

- Press the **[MENU]** button to enter the menu.
- Use the **[UP]** and **[DOWN]** buttons and select "Handset" and press the **[OK]** softkey.
- Use the **[UP]** and **[DOWN]** buttons and select "Registration" and press the **[OK]** softkey.
- Select "Base 1" and press the **[OK]** softkey.
- When "System PIN:" appears on the display enter 0000 and press the **[OK]** softkey.
- When "Restart Base" appears on the display, plug the new base into an AC outlet. If the base registered correctly, a long beep will be heard, and the new handset's display will show the handset name and number.
- Press **[OK]** on the handset and confirm you hear the dial tone.

## Removing a handset

Use to remove handsets that are damaged.

- Follow steps 1-3 (above).
- Select "De-register" and press the **[OK]** softkey.
- Enter system pin 0000 and press the **[OK]** softkey.
- When "Select HS" appears enter the handset number of the handset you would like to remove it must be a handset other than the one you are using and press the **[OK]** softkey. "Searching" will appear on the removed handset.

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### FCC Part 68 information

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.

### FCC Part 15 information

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### Notes

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- Party lines are subject to state tariffs, and therefore, you may not be able to use your own telephone equipment if you are on a party line. Check with your local telephone company.
- Notice must be given to the telephone company upon permanent disconnection of your telephone from your line.
- If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this product does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

## SAVE THESE INSTRUCTIONS

TO PREVENT FIRE OR ELECTRICAL SHOCK, DO NOT EXPOSE THIS PRODUCT TO RAIN OR MOISTURE.

### CAUTION

RISK OF EXPLOSION IF BATTERY IS REPLACED BY AN INCORRECT TYPE. DISPOSE OF USED BATTERIES ACCORDING TO THE INSTRUCTIONS. USE ONLY WITH EMERSON MODEL NO.EM6120-2

### WARNING

USE ONLY WITH EMERSON MODEL NO.EM6120-2

### CAUTION

RISK OF ELECTRIC SHOCK DO NOT OPEN

WARNING: TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK). NO USER SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.

The extension part within the equalized triangle is intended to alert the user to the presence of uninsulated "dangerous voltage" within the product's enclosure that may be of sufficient magnitude to constitute a risk of electric shock to persons.

The telephone company may make changes in its communications facilities, equipment, operations or procedures where such action is required in the operation of its business and not in compliance with FCC Rules and Regulations. If these changes are expected to affect the use or performance of your telephone equipment, the telephone company must give you adequate notice, in writing, to allow you to maintain uninterrupted service.

## Limited Warranty

90 Days Limited Warranty

In the unlikely event that this product is defective, or does not perform properly, you may within ninety (90) days from your original date of purchase return it to the authorized service center for repair or exchange.

### TO OBTAIN WARRANTY SERVICE:

- Provide proof of the date of purchase within the package (Dated bill of sale).
- Prepay all shipping costs to the authorized service center, and remember to insure your return.
- Include a return shipping address (no P.O. Boxes), a telephone contact number, and the defective unit within the package.
- Describe the defect or reason you are returning the product.

Your product will be repaired or replaced, at our option, for the same or similar model of equal value as if examination by the service center determines this product is defective. Products determined damaged as a result of shipping will require you to file a claim with the carrier.

### Shipping address of the authorized service center is:

**Southern Telecom Inc.**  
 Attention: Customer Service (2nd Floor)  
 14-C 53rd Street  
 Brooklyn, NY 11232

Should you have any questions or problems concerning this product, please contact our customer service department at:

**1-877-768-8483 (Toll Free)**  
 Monday - Thursday: 9AM - 5PM (EST)  
 Friday: 9AM - 3PM (EST)  
 or via e-mail at:  
 cs@southern telecom.com

## Warranty service not provided

This warranty does not cover damage resulting from accident, misuse, abuse, improper installation or operation, lack of reasonable care, and unauthorized modification. This warranty is voided in the event any unauthorized person opens, alters or repairs this product. All products being returned to the authorized service center for repair must be suitably packaged.

### Limitation of Warranty:

- THE WARRANTY STATED ABOVE IS THE ONLY WARRANTY APPLICABLE TO THIS PRODUCT. ALL OTHER WARRANTIES, EXPRESS OR IMPLIED (INCLUDING ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE) ARE HEREBY DISCLAIMED.
- REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER. SOUTHERN TELECOM INC. SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT OR ARISING OUT OF ANY BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT. THIS DISCLAIMER OF WARRANTIES AND LIMITED WARRANTY ARE GOVERNED BY THE LAWS OF THE STATE OF NEW YORK.
- EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS PRODUCT IS LIMITED TO THE APPLICABLE WARRANTY PERIOD SET FORTH ABOVE.

Some states do not allow the exclusion nor limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts so the above limitations or exclusions may not apply to you. This warranty gives you specific legal rights, and you also may have other rights that vary from state to state.

## Emerson

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## Information for DECT products

This telephone is compliant with the DECT 6.0 standard which operates in the 1920MHz to 1935MHz frequency range.

Installation of this equipment is subject to notification and coordination with ULTA.

Any relocation of this equipment must be coordinated through and approved by ULTA.

ULTA may be contacted at 1-800-429-8626.

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