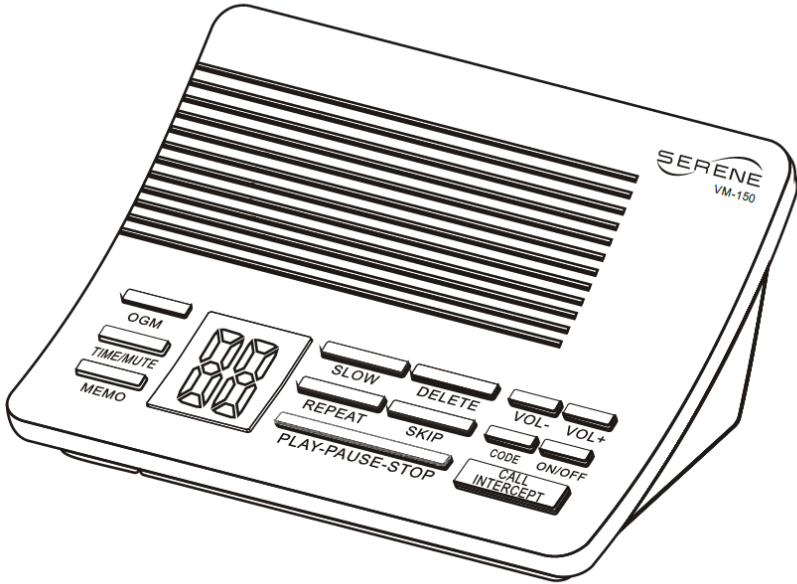




Model VM-150

## **Operating Guide**

Amplified Answering Machine with Slow Playback  
& Call Intercept key



Thank you for purchasing this product, please read before use  
(Keep this manual for future reference)

Serene Innovations, Inc  
14615 Carmenita Road.  
Norwalk, CA 90650

Toll Free: 866-376-9271  
Fax: 560-483-2087

Website: [www.SereneInnovations.com](http://www.SereneInnovations.com)  
Email: [Customercare@Sereneinnovations.com](mailto:Customercare@Sereneinnovations.com)



# CONTENT

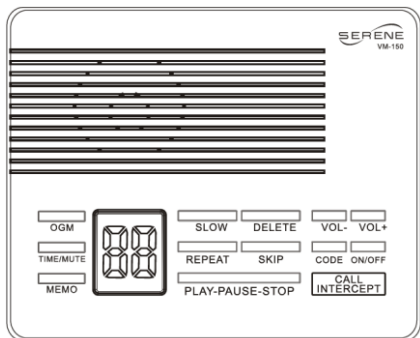
Important safety instructions.....	4
Package content.....	5
Installation .....	5
Feature identifications.....	7-8
<b><u>Basic Operations</u></b>	
VM-150 Pre-Settings.....	9
Turning the Answering machine On/Off.....	9
Playing Messages.....	9-10
Deleting All Messages.....	10
Recording an OGM (Out Going Message) .....	10
Reset to Factory Default OGM .....	11
Call Intercept.....	11
<b><u>Advanced Operations</u></b>	
Set the number of Rings.....	12
Set Day & Time .....	12-13
Recording a Memo.....	13
Set Language.....	14
Set security code.....	14-15
<b><u>Remote Operation:</u></b>	
Remote Message Retrieval.....	14-15
<b><u>Miscellaneous:</u></b>	
Technical Information .....	15
Trouble shooting.....	16
Warranty.....	16-17
FCC Registration Information.....	17-20

## **Important Safety Instructions**

**WARNING** – When using electric appliances, basic precautions should always be followed, including the following:

1. Read all the instructions before using the appliance.
2. This product uses rechargeable batteries. Do not use any non-rechargeable battery as charging of this type can cause battery leakage.
3. Always disconnect phone cord to wall jack before changing or installing batteries.
4. To reduce the risk of injury, close supervision is necessary when an appliance is used near children.
5. Do not contact moving parts or any exposed metal surface.
6. Only use attachments recommended or sold by the manufacturer.
7. Do not use outdoors. Do not use near water.
8. To disconnect, turn all controls to the off position, then remove plug from outlet.
9. Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.
10. Unplug from outlet when not in use and before servicing or cleaning.
11. Do not operate any appliance with a damaged cord or plug, or after the appliance malfunctions or is dropped or damaged in any manner. Return appliance to the nearest authorized service facility for examination, repair, or electrical or mechanical adjustment.
12. To Reduce the Risk of Electric Shock, this appliance has a polarized plug (one blade is wider than the other). This plug will fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician to install the proper outlet. Do not change the plug in any way.
13. Avoid using any telephone product during an electrical storm. There may be a remote risk of electric shock from lightning.
14. Do not use the telephone to report a gas leak in the vicinity of the leak.
15. Specifications of this product are subjected to change without notice.

## Package Content



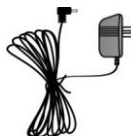
VM-150 Unit



User's Manual



Phone Cord



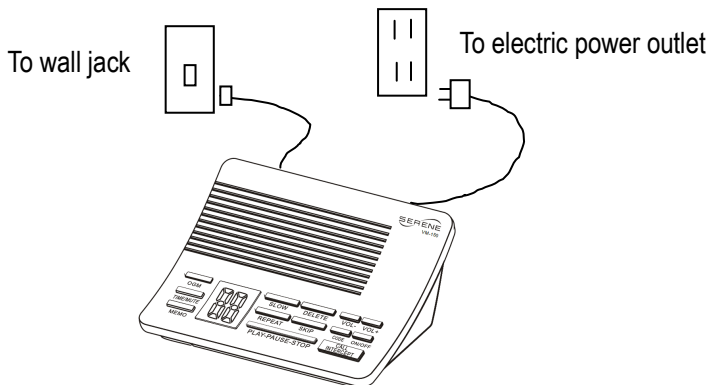
AC Power Adapter

## ***AC Power Adapter***

For your safety, please plug the provided AC power adapter into the nearest AC outlet. Use only Class 2 power adapter, 7.5VDC, 300 MA.

## **INSTALLATION DIAGRAM**

Please install VM-150 as shown below. Always connect power adapter to VM-150 first, then plug into the wall outlet.



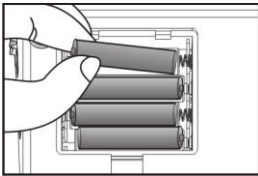
If you need to connect another phone to the same wall phone jack, use a “T” splitter (readily available from any hardware store or Radio Shack) for the phone cords.

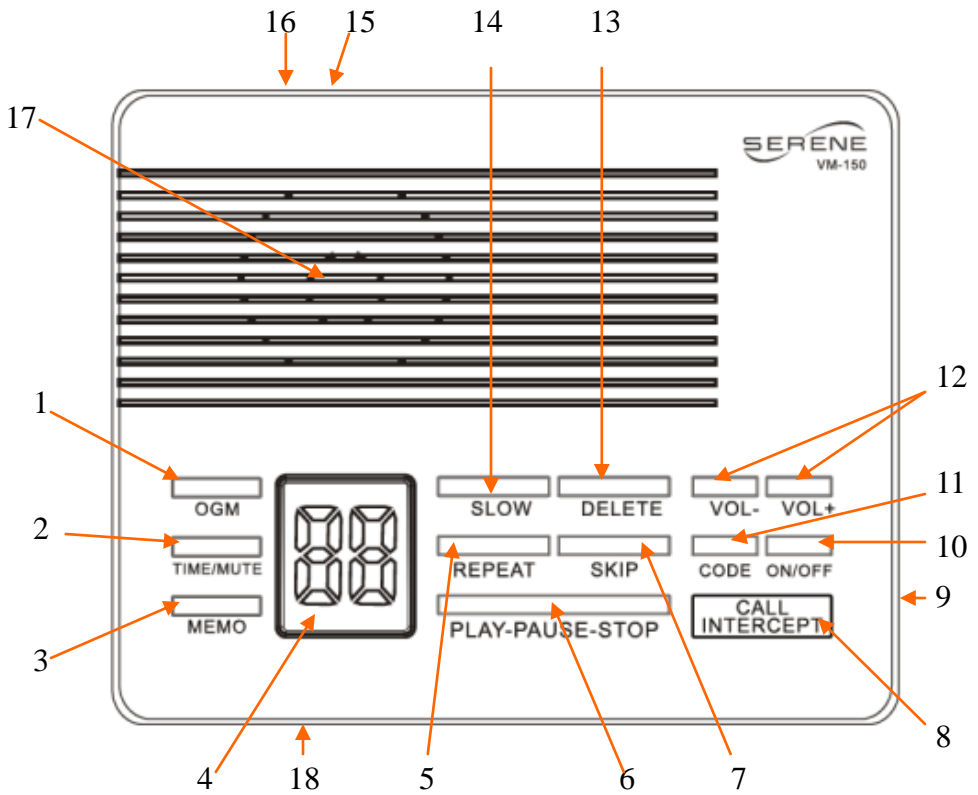
### **Battery Information (Optional)**

To ensure that your answering machine is functioning normally during power outage, install four AAA size NiMH rechargeable batteries (readily available from any hardware store or Radio Shack) in VM-150 battery compartment. The batteries are needed as an option only, they do not affect the normal operation of your answering machine.

Note: All voice messages are stored in non-volatile memory. They will not get deleted if a power outage occurs.

**WARNING: Do not** use any regular battery which will cause damages to your answering machine and will void its warranty..





## Feature Identification

1. **OGM Key:** To listen or record OGM
2. **Time/Mute Key:** To set Time and Day / Mute microphone
3. **Memo Key:** To record a voice message
4. **Digital Display:** Large 0.5" Tall LED Display
5. **Repeat Key:** To repeat a message play back/ to go to the previous message
6. **Pause/Play/Stop:** To Pause / Play / Stop any message
7. **Skip Key:** To skip to the next message
8. **Call Intercept Key:** Answer a call and talk with the caller
9. **Audio output jack:** For plug-in earphone, neck loop or telecoil (2.5mm)

10. **ON/OFF Key:** To turn ON or OFF the answering machine / To select OGM 1 or OGM 2
11. **Code Key:** Set Security Code
12. **Volume Keys:** To adjust the speaker volume/ To select voice prompt language (English, French, Spanish)
13. **Delete Key:** To delete a message or all messages / Enable new message audio alert
14. **Slow Key:** To select message play-back speed (Slow 1, Slow 2, Normal)
15. **AC Adapter Jack:** Connect to AC Adapter (Included)
16. **Phone Jack:** Phone Cord (Included)
17. **Speaker**
18. **Microphone**



## **Basic Operations:**

### **Default Pre-Settings:**

This answering machine is ready for you with these settings:

- Pre-recorded greeting message: Your call cannot be answered at the moment, please leave a message after the tone.
- Answers after 4 Rings (of 6)
- Answer ON/OFF: On
- Flashing indicator for new messages
- Volume setting at 3 (of 9)
- New Message Audio Alert: Off
- Play back Loudness: 3

### **Turning On/Off the answer machine:**

1. To turn on the answering machine, press the "ON/OFF" Key and it will announce "Answer On".
2. To turn it off, press the "ON/OFF" Key and it will announce "Answer Off".

Note: If the machine is set to off, it will still answer after 13 rings in order for the user to retrieve messages remotely.

### **To Play-back messages (Slow Play-back):**

The flashing indicator shows the number of new message. A non-flashing indicator means there is no new message and there are only old messages.

1. Press "PLAY" Key and it will start playing new messages
2. Press "VOL+" or "VOL-" to adjust the volume.
3. If the person spoke too fast, press "SLOW" to slow down the message; if it is still too fast, press "SLOW" again. To return to the normal play back speed, press "SLOW" one more time.
4. To delete the message being played, press "DELETE" and it will continue to play the next message.

5. To repeat the current message, press “REPEAT” once. If you want to go to the previous message, press “REPEAT” twice.
6. To skip the current message, press “SKIP” and it will play the next message.
7. To stop the current message temporarily, press “PAUSE” key; the display will show “PA”. To resume playing, press “PAUSE” again
8. To stop message playback and go back to standby more, press and hold STOP for 2 seconds.

### **To Delete All Messages:**

**Note:** This will allow you to delete all old messages only.

1. While in standby, press and hold “DELETE” for 3 seconds.
2. It will then announce “all messages deleted”
3. The digital indicator will display “00” confirming that all messages have been deleted.

### **Recording an OGM (Out going message):**

The VM-150 comes with 2 factory Out Going Messages (OGM1 & 2). OGM1 is the default greeting message. *OGM 1 is: “Your call cannot be answered at the moment, please leave a message after the tone”.*

OGM 2 is: “Your call cannot be answered at the moment, please call again later”. If this is acceptable to you, you don’t need to record a new one.

### **How to choose OGM1 or OGM 2:**

If you want to change from OGM 1 to OGM 2 do the following steps:

1. While in standby, press and hold the “ON/OFF” key for 3 seconds.
2. It will announce “Out going message two” (or OGM1 depending which you have set) and start playing your OGM 2 (1).
3. After it has been played, it will go back to standby.
4. Press “OGM” once to confirm that you have changed your OGM to the one you want.

### ***How to Customize OGM 1 & OGM 2:***

You can customize any of the two OGM's. For example you can have the first OGM on default and the second OGM customize when you go on vacation. To do this, follow the steps below:

1. While in the stand by mode, press and hold "OGM" key for about 3 seconds until it announces "To record new OGM, please speak after the tone".
2. Speak clearly and you can record up to 30 seconds. Press "STOP" when finished.
3. It will then announce "Your new OGM message is:....." If you are not satisfied, repeat the steps 1-2.

### **Reset to factory default OGM:**

1. Press the "OGM" key once to play the OGM, press the "DELETE" key once.
2. It will delete the recorded OGM and return to the default OGM.

### **Call Intercept Function:**

This allows you to pick up an incoming call while someone is leaving you a message.

1. Press "CALL INTERCEPT". It will pick up the call and activate the speaker and you can start talking hands free. If needed, press "SET-TIME" key to mute the microphone. The display will show UU. To un-mute, press "SET-TIME" again..
2. To end call, press "CALL INTERCEPT".

## **Advanced Operations**

### **Setting the Number of Rings:**

1. While in standby, press the “SLOW” key once to see the number of rings selected. (Default 4 rings)
2. Press and hold the “SLOW” key for 3 seconds and it will announce the number of rings you have it set to.
3. Press “VOL+” or “VOL-“ to change the number of rings or Toll Saver.
4. Press “SLOW” again to save and it will announce “Call will be answered after “#” of rings”.

**Note:** Toll Saver allows you to call in and check for any new messages without incurring any long distance toll charge. If there are new messages, the VM-150 will answer at 3 rings; otherwise, it will answer at 6 rings. This gives the user time to hang up quickly without incurring any toll charges.

### **New Message Audio Alert On/Off Setting:**

If this is enabled, every time you have a new message, it will beep (in addition to the flashing display) every 30 seconds to alert you.

1. While in standby, press the “DELETE” Key once until it announces “New Message Alert On”
2. Press the “DELETE” Key once and it will announce “New Message Alert Off”

### **Setting Date & Time (optional):**

This allows you set the current day and time so as to day/time stamps each message. If the date and time are not set, all your messages will not be day/time stamped. If you have subscribed to Caller ID service, the date and time information will get updated automatically.

1. While in standby mode, pressing 'SET TIME" once and the machine will announce the current day/time setting. If day/time was not set, it will announce "Please set day and time".
2. To set day and time, press and hold "SET TIME" key for 3 seconds until it announces "Set year". The display shows the last two digits of the year, for example "10". Press "Vol. +" or "Vol. -" key to change the year.
3. Press "SKIP" once to save, then the machine announces "Set month". The display shows the month, for example "1". Press "Vol. +" or "Vol. -"key to change the month.
4. Press "SKIP" once to save and then the machine announces "Set date". The display shows the date, for example "01". Press "Vol. +" or "Vol. -"key to change the date.
5. Press "SKIP" once to save and then the machine announces "Set hour". The display shows the hour, for example "00" Press "Vol. +" or "Vol. -"key to change to the correct hour. (The clock is in the 24-hour format, if it is 5 in the afternoon, you need to set it to 17. But the VM-150 will announce in the 12 hour format; for example, it will say "5PM".
6. Press "SKIP" to save and then the machine announces "Set minute". The display shows the minute, for example "00". Press "Vol. +" or "Vol. -"key to change to the correct minute.
7. Press "SET TIME" to save and it will announce the current day/time setting, for example: "November 9, 2011, 5:15 PM"

**Note:** Unless you have installed the power back up batteries, the day/time setting will be lost when the power cord is unplugged or when there is a power outage.

### **Recording a Memo:**

This allows you to record a voice message as a reminder or as a message to someone and it will be shown as a new message. To record such a message, follow these steps:

1. While in standby mode, press and hold "MEMO" until it announces "Please speak after the tone, to end recording press stop".
2. Speak clearly and you can record up to 3 minutes, press "STOP" to end. The display will now show you have an added new message.

### **Selecting a Language:**

The VM-150 announces all voice prompts in 3 languages-- English (Default), French & Spanish. If you like to select these voice prompts in French or Spanish, follow these steps:

1. While in the standby mode, press and hold "VOL +" for 3 seconds until it announces "French is selected" (in French).
2. To select Spanish , repeat step 1 until it announces "Spanish is selected" (in Spanish).
3. To select English, repeat step 1 again until it announces "English has been selected"

### **Set Security Code:**

**The factory default security code is 0000, to overwrite and set your own security code, follow these steps:**

1. While in standby mode, press "CODE" key once, the machine will then announce your current code "Your security code is 0000. press and hold "CODE" key for 3 seconds until it announces "Security Code

setting, the first digit, 0". Press "Vol+ or Vol- " keys to select the number (shown on the display) you want. Press the "CODE" key to confirm.

2. The machine announces; "the second digit, 0". Press again the "VOL+" or "VOL-" key to choose a number as the second digit, then press "CODE" key to confirm.
3. Repeat the above steps for the 3<sup>rd</sup> and 4<sup>th</sup> digits.
4. After confirming the 4<sup>th</sup> digit of the new security code, the machine will instantly announce the new security code; i.e. "Your security code is XXXX" and returns to standby mode.

**Note:** During security code setting, if no key is input within 8 seconds, the set up procedure will be abandoned.

### **Remote message retrieval:**

1. Call the number where you have your VM-150. Wait for the OGM (Out Going Message) to finish and you hear the tone, enter your security code on the key pad.
2. After security code has been entered, the answering machine starts playing all new messages.
3. After it has played all new messages, it will announce, "Press "1" to go to main menu".

#### **See below for all menu options:**

**Press 2:** To play all new messages

**Press 3:** To play all messages

**Press 4:** To Delete all old messages

**Press 5:** To set answering machine ON or OFF

**Press 6:** To record new OGM

**Press 9 \* :** *Change new security code* (for security reason, this option will be

announced only as “ \* ”. The user must remember to enter 9 \* in order to change code)

**Audio Output Jack:**

For headset or neck-loop use only. When a device is plugged in on this hack; the speaker will be deactivated.

**Technical Information**

Total recording time: 40 minutes  
Max recording per message: 3 minutes  
Number of OGM: 2  
Play-back speeds: Slow 1, Slow 2, Normal  
Battery Back Up: Approx 4 hours  
Talking Voice: English, French, Spanish

**Dimensions**

Size: 6.7” x 3.1” x 5.0”

**Weight**

Weight: 11 oz.

**Temperature range:**

Operating: 0 to 30°C  
Storage: -10 to 40°C

**Power requirements:**

AC Adapter: UL listed 7.5vdc, 300 ma  
Battery: 4 x AAA size Rechargeable NIMH (optional and are provided by user)

**Note:** Specifications are subject to change without any notice.



## **Trouble Shooting**

Problems	Solution
My answering machine keeps beeping	This beep is to indicate you have a new message. Press "Play" to listen to the new message. This will also stop the beeping. Or, turn the audio new message alert off.
My unit is speaking in another language	Change the voice prompt selection
Static noise while talking on speaker.	Your phone may be located near a touch lamp, microwave, or other appliance, If you have a DSL modem service, make sure you have installed a DSL filter to block the DSL noise.

### **Warranty Service Information**

Your VM-150 comes with one-year limited warranty. We warrant during this warranty period, from the date of purchase, to the original consumer, the VM-150 to be free from defects in materials and workmanship under intended home use. In the event that VM-150 fails to function properly within one year of original purchase due to defects in materials or workmanship, return the unit (freight prepaid) with proof of purchase (sales receipt or packing slip, no exceptions) to Serene Innovations. Serene Innovations will either repair or replace the unit (with a refurbished unit or unit of equal condition) and return it to you (using UPS/USPS ground shipping) at no cost to you if the unit is returned within 30 days of purchase. If the unit is returned after 30 days of purchase but within the warranty period, there will be a warranty handling charge of \$9.95 for each return.

*Incidental or Consequential Damages:* Neither Serene Innovations, Inc. nor retailer, dealer or selling distributor has any responsibility for any incidental or consequential damages including without limitation, commercial loss of profit, or for any incidental expense, loss of time, or inconvenience. Some states do not allow exclusion or limitation of incidental or consequential damage, so the above limitation or exclusion may not apply to you.

This warranty does not apply to any product that has been accidentally damaged, abused, misused or negligent, used on electrical frequency or voltage other than marked on product and/or described in manual. Defects or errors caused by unauthorized alterations, repairs, and/or tampering are also not covered by this warranty.

This Warranty gives you specific legal rights, and you may also have other legal rights that vary from states to states.

If a defect covered by this warranty should occur, promptly contact a Customer Care Representative by phone or log onto [www.sereneinnovations.com](http://www.sereneinnovations.com) to obtain a Return Authorization Number (RAN) and shipping instructions before shipping the product to us. Any shipment without a RAN will not be accepted and will be returned to you at your expense. Any authorized returned product must be accompanied with proof of purchase and a brief explanation of the problem.

For out of warranty repaired and service, please contact our Customer Care Department for directions.

**FCC Registration Information:**

**This equipment complies with Part 68 of the FCC Rules.** On the equipment is a label that contains, among other information, the FCC registration number and ringer equivalence number (REN) for this equipment. If requested; this information must be provided to your telephone company.

This equipment uses the following Universal Service Order Codes ("USOC") jacks: RJ-11. Connection to the telephone network should be made by using standard modular telephone jack type RJ11.

The REN is useful to determine the quantity of devices you may connect to your telephone line and still have all of those devices ring when your telephone number is called. In most, but not all areas, the sum of the RENs of all devices connected to one line should not exceed five (5.0). To be certain of the number of devices you may connect to your line, as determined by the REN, you should contact your local telephone company to determine the maximum REN for your calling area.

If your telephone equipment causes harm to the telephone network, the telephone company may discontinue your service temporarily. If possible, they will notify you in advance. But if advance notice is not practical, you will be notified as soon as possible. You will be informed of your right to file a complaint with the FCC.

Your telephone company may make changes in its facilities, equipment, operations or procedures that could affect the proper functioning of your equipment. If they do, you will be notified in advance to give you an opportunity to maintain uninterrupted telephone service.

In the event this equipment should fail to operate properly, disconnect the unit from the telephone line. Try using another FCC approved telephone in the same telephone jack. If the trouble persists, call the telephone company repair service bureau.

If the trouble does not persist and appears to be with this unit, disconnect the unit from the telephone line and discontinue use of the unit until it is repaired. For repair or warranty information, please contact Serene Innovations, Inc. at 562-407-5400. Please note that the telephone company may ask that you disconnect this equipment from the telephone network until the problem has been corrected or until you're sure that the equipment is not malfunctioning.

There are no user serviceable parts in this equipment.

This equipment may not be used on coin service provided by the telephone company. Connection to party lines is subject to state tariffs. Contact the state public utility commission, public service commission for information.

If your home has specialty wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

**Part 15 of FCC Rules 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 caused undesired operation.

This equipment has been tested and found to comply with the limits of a Class B digital device, pursuant to Part 15 of FCC rules. These limits are designed to provide reasonable protection against harmful interference in 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, you may try one the following suggestions to correct the interference:

1. Where it can be done safely, re-orient the receiving television or radio antenna.
2. To the extend possible, relocate the television, radio, or other receiver with respect to the cordless phone.
3. Connect the cordless phone AC adapter into a different electrical outlet.
4. Consult the dealer or an experienced radio/TV technician for help.

**Modification:** Any modification not expressly approved by the manufacturer of this device could void the user’s authority to operate the device.

**NOTICE: The Industry Canada label identifies certified equipment.** This certification means that the equipment meets telecommunications network protective, operational and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirements document(s). The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment. Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

Caution: Users should not attempt to make such connections themselves, but should contact the appropriate electric inspections authority, or electrician, as appropriate. The REN for this amplified telephone as stated on the IC regulatory label located on the bottom of the product.

NOTICE: The Ringer Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5.

This Class B digital device complies with Canadian ICES-003.