RCA

4-Line DECT 6.0
Cordless Office Phone
User's Guide

Please read this manual
before operating this product
for the first time.

Model 25420

Equipment Approval 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.

1 **Notification to the Local Telephone Company**

On the bottom of this equipment is a label indicating, among other information, the US number and Ringer Equivalence Number (REN) for the equipment. You must, upon request, provide this information to your telephone company.

The REN is useful in determining the number of devices you may connect to your telephone line and still have all of these 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 5. 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.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

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.

    US Number is located on the cabinet bottom
    REN number is located on the cabinet bottom

2 **Rights of the Telephone Company**

Should your equipment cause trouble on your line which may harm the telephone network, the telephone company shall, where practicable, notify you that temporary discontinuance of service may be required. Where prior notice is not practicable and the circumstances warrant such action, the telephone company may temporarily discontinue service immediately. In case of such temporary discontinuance, the telephone company must: (1) promptly notify you of such temporary discontinuance; (2) afford you the opportunity to correct the situation; and (3) inform you of your right to bring a complaint to the Commission pursuant to procedures set

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forth in Subpart E of Part 68, FCC Rules and Regulations.

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 inconsistent 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.

Interference 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.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed 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.

Privacy of Communications may not be ensured when using this product.

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 (that is, the antenna for radio or television that is "receiving" the interference).

• Reorient or relocate and increase the separation between the telecommunications equipment and receiving antenna.

• Connect the telecommunications equipment into an outlet on a circuit different from that to which the receiving antenna is connected.

If these measures do not eliminate the interference, please consult your dealer or an experienced radio/television technician for additional suggestions. Also, the Federal Communications Commission has prepared a helpful booklet, "How To Identify and Resolve Radio/TV Interference Problems." This booklet is available from the U.S. Government Printing Office, Washington, D.C. 20402. Please specify stock number 004-000-00345-4 when ordering copies.

Warning: The changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

Hearing Aid Compatibility (HAC)

This telephone system meets FCC standards for Hearing Aid Compatibility.

Licensing

Licensed under US Patent 6,427,009.

FCC RF Radiation Exposure Statement

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This base unit should be installed and operated with a minimum distance of 20 centimeters between the radiator and your body. This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.

For body worn operation, this handset unit has been tested and meets the FCC RF exposure guidelines when used with the belt clip supplied with this product. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.

DECT **6.0**™
INTERFERENCE FREE
COMMUNICATION

This telephone is compliant with the DECT 6.0 standard which operates in the 1.92GHz to 1.93GHz frequency range.

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

	CAUTION: RISK OF ELECTRIC SHOCK DO NOT OPEN	
THE LIGHTNING FLASH AND ARROW HEAD WITHIN THE TRIANGLE IS A WARNING SIGN ALERTING YOU OF "DANGEROUS VOLTAGE" INSIDE THE PRODUCT.	CAUTION: 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 EXCLAMATION POINT WITHIN THE TRIANGLE IS A WARNING SIGN ALERTING YOU OF IMPORTANT INSTRUCTIONS ACCOMPANYING THE PRODUCT.
SEE MARKING ON BOTTOM / BACK OF PRODUCT		

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Introduction

⚠️ *CAUTION: When using telephone equipment, there are basic safety instructions that should always be followed. Refer to the IMPORTANT SAFETY INSTRUCTIONS provided with this product and save them for future reference.*

Congratulations on purchasing this RCA telephone. This system operates in the DECT 6.0 frequency range. Your 4-line phone is full featured ideally suited for home or office use. It is designed to receive calls on up to four incoming telephone lines and to serve up to 16 station users.

Features:
- Call Waiting and Caller ID Compatible
- Tone Dialing
- Intercom
- Call Transfer
- This telephone can receive four incoming calls at the same time.
- Conference call

This telephone has been designed to be simple to use, however, you can reach its full potential more quickly by taking a few minutes to read this instruction book. This telephone is a multifunction product for use with Call Waiting and Caller ID services available from your local telephone company.

Your Caller ID Call Waiting phone allows you to:
- View the name and telephone number of a caller while you are on the phone (Call Waiting Caller ID).
- Identify callers before you answer the phone.
- View the time and date of each incoming call.
- Record up to 40 Caller ID messages sequentially in each handset.
- Know who called while you are on the line or when you were away.
- Screen unwanted calls, eliminate harassment from annoying calls, or to get prepared before answering a call.

  IMPORTANT: In order to use all of the features of this telephone, you must subscribe to two separate services available from your local telephone company: the standard Name/Number Caller ID Service to know who is calling when the phone rings and Caller ID with Call Waiting Service to know who is calling while you are on the phone.

Before Your Begin

Parts Checklist

Make sure your package includes the items shown here.

Base

Handset

AC power adaptor

Battery Compartment Cover

Belt Clip

Telephone 2- Line cords

Handset battery pack
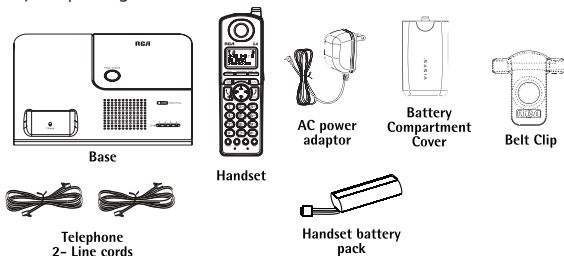
Telephone Jack Requirements To use this phone, you will need an RJ11C (for a single line) or a RJ14C (for two lines) type modular phone jack, which might look like the one pictured here, installed in your home or office. If you don't have either modular jack, call your local phone company to find out how to get one installed.

VERY IMPORTANT: In order to achieve full system operation (i.e. intercom, page, etc.), Line 1 must be connected and must be common to all phones connected to the system. Only other 25420, 25423, 25424, 25425, 25413, 25414, 25415, 25403 and 25404 models are compatible for full system operation. Connecting phones other than the 25420, 25423, 25424, 25425, 25413, 25414, 25415, 25403 and 25404 to Line 1 may inhibit the intercom and paging operations.

For proper operation of intercom, page function, etc., DO NOT connect a DSL modem to Line 1. To transfer a call from one station to another, the two stations should be connected to the same line.

Important Installation Information

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

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Base Station

The phone must be connected to two line (RJ14C) wall jacks or four single line (RJ11C) wall jacks to accomodate all four lines.

STOP *IMPORTANT: Connect the AC power supply to the base unit as out lined in steps 1 through 3 below prior to connecting the telephone line cords to insure for proper base station ID assignment.*

1. Choose an area near an electrical outlet and a telephone wall jack, and place your cordless telephone on a level surface, such as a desktop or tabletop.
2. Plug the power supply cord into the power jack on the back of the base and the other end into an electrical outlet.

! *CAUTION:To reduce risk of personal injury,fire,or damage use only the T-T009 power adaptor listed in the user's guide.This power adaptor is intended to the correctly orientated in a vertical or floor mount pasition.*

3. Connect the telephone line cords:
If you have two dual line wall jacks installed in your home or office, plug one end of the straight telephone line cord tagged as "LINE 1+2" into the jack marked LINE 1 + 2 and one end of the other straight line cord into the jack marked LINE 3 + 4 on the back of the base. Plug the other end of each line cord into the dual-line wall jacks.
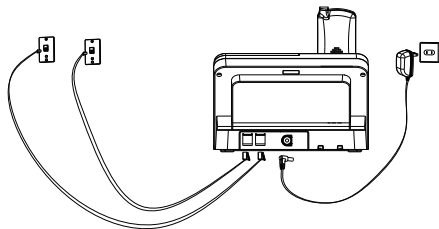
If you have four single-line wall jacks installed in your home or office, you must use adaptors or couplers (not included) to combine the four single telephone lines into two dual lines. The adaptor/coupler may look similar to the one pic-tured here and can be purchased from your local telephone products retailer.
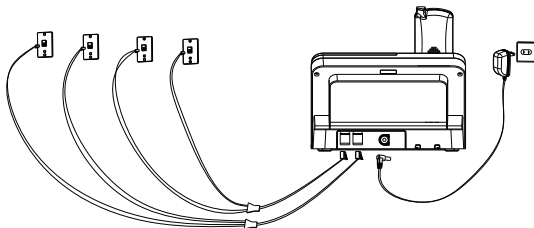
NOTE: To use four lines, you must have four telephone lines with unique telephone numbers. If you only have one telephone line, this phone will still operate, but only as a single line telephone.
Unit Initialization:

After you connect the power supply and Line 1 to the unit, the system automatically searches for and sets up a phone ID.

NOTE: If the phone cannot find an ID, determine if there are too many phones connected to the system. A maximum of 16 phones can be connected in the system.

The Phone ID for each phone must be a unique number from 01 to 16. If two phones on the same system share the same ID, one phone will have it's ID erased and will need a new unique ID assigned before it can be used. Please see Connections and Setup on page 14.

NOTE: In order to achieve full system operation (i.e. intercom, page, etc.), Line 1 must be connected and must be common to all phones connected to the system. Only other RCA 4-line models are compatible for full system operation.

You may connect up to 16 RCA 25420,25423, 25424 and/or 25425 phones to the system at one time. You may choose to share or privatize lines 2, 3 and 4.

Important Installation Guidelines

- Your handset charge cradle should be placed on a level surface such as a desk or table top.
- Avoid sources of noise, such as a window by a busy street, and electrical noise, such as motors, microwave ovens, and fluorescent lighting.
- Avoid heat sources, such as heating air ducts, heating appliances, radiators, and direct sunlight.
- Avoid areas of excessive moisture or extremely low temperature.
- Avoid dusty locations.
- Avoid other cordless telephones or personal computers.

INSTALLATION NOTE: Certain other communications devices may also use the DECT 6.0 frequency for communication, and, if not properly set, these devices may interfere with each other and/or your new telephone. If you are concerned with interference, please refer to the owner's manual for these devices on how to properly set channels to avoid interference.

Installing the Handset Battery

NOTE: You must connect the handset battery before use.

⚠️ *CAUTION: To reduce the risk of fire or personal injury, use only the Telefield Inc. approved Nickel-metal Hydride (Ni-MH) battery GP, 2.4V, 550mAh (T-T104), 700mAh (T-2734) that is compatible with this unit.*
CAUTION: Risk of explosion if battery is replaced by an incorrect type.
Dispose of used batteries according to the instructions.

1. Locate battery and battery door which are packaged together inside a plastic bag and are separate from the handset.
2. Locate the battery compartment on the back of the handset.

BATTERY

BLACK WIRE

RED WIRE

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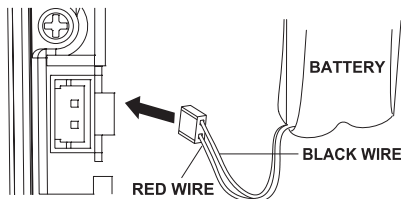
3. Plug the battery pack cord into the jack inside the compartment.

NOTE: To ensure proper battery installation, the connector is keyed and can be inserted only one way.

4. Place the battery pack in recessed area of the handset battery compartment.

5. Close the battery compartment by pushing the door up until it snaps into place.

6. Place the handset in the base cradle. The charge/in use indicator turns RED, verifying the battery is charging.

7. Allow the phone to charge for 14 hours prior to first use. If you don't properly charge the phone, battery performance may be compromised.

Connecting the AC (Electrical) Power

Plug the power adaptor cord into the power jack on the back of the base and the other end into an electrical outlet. The charge indicator will turn RED to indicate the battery is charging when the handset is in the cradle.

Allow the phone to charge for 14 hours prior to first use. If you do not properly charge the phone, battery performance is compromised.

CAUTION: To reduce risk of personal injury, fire, or damage use only the 4, T-T009 power adaptor listed in the user's guide. This power adaptor is intended to be correctly orientated in a vertical or floor mount position.

Class (Classe) 2 Power source.

CAUTION: For servicing or replacement, you can purchase a suitable headset through servide centre or retailer shop.

Handset & Base Layout

- Display
- Menu (button)
- Delete/Mute (button)
- VOL ▲ (volume up button)
- Do Not Disturb/Privacy (button)
- Talk/Speakerphone (button)
- Directory (button)
- Intercom/Call Transfer (button)
- Call Conference/Store Number (button)

- Visual Ring Indicator
- Select/Save (button)
- Headset Jack
- Format/Redial (button)
- Line Select (button)
- End (button)
- Caller ID Log (button)
- VOL ▼ (volume down button)
- # Pause (button)
- Flash/Exit (button)
- Hold (button)

RCA 6.0

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RCA SUPPORT
1-800-511-3180

Menu   Format/Redial   Select/Save

- Page/Volume (button)
- Charge Indicator
- Line In Use Indicators

RCA

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Handset Charge Cradle
System Verification
Use the following procedures to test system configuration and identify possible line connection errors. The phone must be connected to the power outlet, Line 1 must be connected to the Line 1 + 2 jack, and the phone must have a unique phone ID.

NOTE: For instructions on how to change your phone's unique ID, see Phone ID, page 17.

VERY IMPORTANT: In order to achieve full system operation (i.e. intercom, page, etc.), Line 1 must be connected and common to all phones on the system. Only other 25420,25423, 25424, 25425, 25413, 25414, 25415, 25403 and 25404 models are fully compatible.

Other System Phones
1. Press Line 1.
2. Look at all the other stations. If they all indicate line 1 is being used, the connection is correct.

OR

1. Press the Intercom button. The display shows *SELECT PHONE ID.*
2. Use the keypad to enter the phone ID. The display shows the phone ID you entered. If the phone ID you entered is connected to the system, you will hear a ring back tone (call through tone) at your phone. If the phone ID is not connected to the system, you will hear an error tone. NO ANSWER shows in the display and intercom is cancelled.

Programming the Telephone
When programming the phone, if at any time you wish to discontinue or stop programming, press the "Exit" button. Also , whenever you have made a program selection by pressing the Sel/Save button the display will shown "Saved" for several seconds then will return to the MAIN MENU prompt display.

Language
1. Press the Menu button once, *LANGUAGE* will show in the display.
2. Press the Select/Save button to select.
3. Press the VOL (▼ or ▲) button on the handset to select *ENGLISH*, *FRANCAIS*, or *ESPANOL*. The default is *"ENGLISH"*.
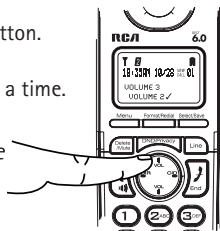4. Press the Select/Save button again to store the setting.

Volume
The ringer, speaker, and handset/headset volumes are set independently with the Vol (+ or -) buttons. There are 5 possible volume settings per mode. The volume level is displayed during volume adjustment.

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Handset Ringer Volume

1. While the phone is in standby mode, press the Vol (+ or -) button.
The phone rings according to the current setting.

2. Tap the Vol (+ or -) buttons to adjust the volume one level at a time.
The phone stores the setting after the last button press.

NOTE: To turn the ringer off, on, or change the ringing pattern, see

Setting the Ringer Tone.

Base Ring Volume

1. Press the Menu button while in standby mode.

2. Use the Vol (+ or -) buttons to scroll up or down to SOUND SETTING. Press the Select/Save button.

3. Use the Vol (+ or -) buttons to scroll up or down to BASE SETTING. Press the Select/Save button.

4. Use the Vol (+ or -) buttons to scroll up or down to RING VOLUME. Press the Select/Save button.

5. The Base will begin to ring at the current volume level. Use the Vol (+ or -) buttons to adjust the volume higher or lower. Press the Select/Save button to confirm your choice.

NOTE: During a Page All announcement, you can still adjust the volume by pressing the PAGE button on the base.

Page All Volume

1. Press the Menu button while in standby mode.

2. Use the Vol (+ or -) buttons to scroll up or down to SOUND SETTING. Press the Select/Save button.

3. Use the Vol (+ or -) buttons to scroll up or down to BS SETTING. Press the Select/Save button.

4. Use the Vol (+ or -) buttons to scroll up or down to PAGE ALL VOLUME. Press the Select/Save button.

5. Use the Vol (+ or -) buttons to adjust the volume.Press the Select/Save button to confirm your choice.

NOTE:There is another way to adjust the Page All volume,during the other extensions is paging all,press the Page button on Base can adjust the volume of the announcement.

Connections and Setup

Base and Handset Ring On/Off

1. Press the Menu button while in standby mode.
2. Use the Vol (+ or -) buttons to scroll up or down to SOUND SETTING. Press the Select/Save button.
3. Use the Vol (+ or -) buttons to scroll up or down to RING ON/OFF. Press the Select/Save button.
4. Use the DIR/CID buttons to scroll left and right between L1 and L4, and press the VOL (+ or -) to toggle the ringer for each line on or off. Press the Select/Save button when you are finished to confirm your choices.

Speakerphone, Handset, and Headset Volume

While the phone is in use, during the desired mode, press the Vol (+ or -) buttons until you reach a comfortable listening level. The phone stores the setting after the last button press.

Handset Ringer Melody

1. Press the Menu button while in standby mode.
2. Use the Vol (+ or -) buttons to scroll up or down to SOUND SETTING.
3. Press the Sel/Save button.
4. Use the Vol (+ or -) buttons to scroll up or down to HS SETTING.
5. Use the Vol (+ or -) buttons to scroll up or down to RING MELODY.
6. Press the Sel/Save button. The ringer tone settings for all of the four telephone lines show in the display.
7. Use the Vol (+ or -) buttons to scroll up or down to select each ringertone for all of 4 lines. A sample ringer tone is generated when you scroll to individual ringer tones.

Choose from eight different tones.

NOTE: The line indicators flash for incoming calls even if the ringer is disabled.

AUTO TALK

1. Press Menu button once, then press the VOL (+ or -) buttons until PHONE SETTINGS is displayed.
2. Press Select/Save button to select.
3. Use the VOL (+ or -) buttons of the sub-menu until AUTO TALK is displayed.
4. Press Select/Save button to select.
5. Use the VOL (+ or -) buttons to select ON or OFF. Select ON to let the handset

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pick up the call by lifting it up from the cradle.
6. Press the Select/Save button to save.

CID ON/OFF

ON allows the unit to detect and display CID records for the corresponding telephone line. OFF disables the function for the corresponding telephone.
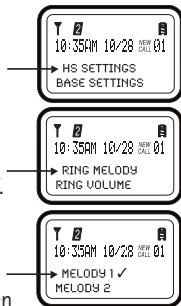Press the Menu button while in standby mode.

1. Use the Vol (+ or -) buttons to scroll up or down to PHONE SETTINGS.
2. Press the Sel/Save button.
3. Use the Vol (+ or -) buttons to scroll up or down to CID ON/OFF.
4. Press the Sel/Save button.
5. Use the Vol (+ or -) buttons to scroll up or down for Line1.Press CID button to move the cursor to Line 2 if necessary.
6. Repeat steps 6 and 7 for each telephone line .
7. Press the Sel/Save button to save.

NOTE: Use the Vol (+ or -) buttons to scroll up or down to select CID ON or OFF. (ON allows the unit to detect and display CID records for the corresponding telephone line. OFF disables the function for the corresponding telephone.) Press the Sel/Save button.

Priority Line

The priority line (one of the four lines) has precedence over the other three lines. When you press the Talk button, the unit automatically selects the priority line first. If the priority line is in use by another party, the unit will select the next available line.

1.Press the Menu button while in standby mode.
2.Use the Vol (+ or -) buttons to scroll up or down to PHONE SETTINGS.
3.Press the Sel/Save button.
4.Use the Vol (+ or -) buttons to scroll up or down to PRIORITY LINE.
5.Press the Sel/Save button.
6.Use the Vol (+ or -) buttons to scroll up or down to 1, 2, 3, or 4. The default is Line 1.
7.Press the Sel/Save button to save.

Delay Ring

Use this setting to delay the audible ring tone.
1.Press the Menu button while in standby mode.
2.Use the Vol (+ or -) buttons to scroll up or down to PHONE SETTINGS.
3.Press the Sel/Save button.

4.Use the Vol (+ or -) buttons to scroll up or down to DELAY RING.

5.Press the Sel/Save button.

6.Use the Vol (+ or -) buttons to scroll up or down to 0 ring up to 10 rings.

7.Press the Sel/Save button to save.

Phone ID

Press the Menu button while in standby mode.

1.Use the Vol (+ or -) buttons to scroll up or down to PHONE SETTINGS.

2.Press the Sel/Save button.

3.Use the Vol (+ or -) buttons to scroll up or down to PHONE ID.

4.Press the Sel/Save button.

5.Press the Sel/Save button again to automatically set the phone ID, or use the keypad to enter your desired phone ID.

NOTE: The Phone ID (01-16) must be unique. If you manually select a phone ID that belongs to another unit on the system, NOT AVAILABLE shows in the display. Press Sel/Save or choose another memory button.

NOTE: If the phone cannot find an ID, determine if there are too many phones connected to the system. A maximum of 16 phones can be connected in the system at one time.

NOTE: You may press the Exit button at any time to exit , except during the ID search.

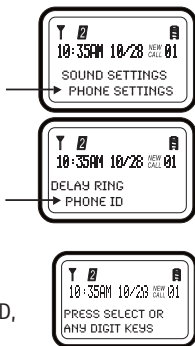### Phone Name

1.Press the Menu button while in standby mode.

2.Use the Vol (+ or -) buttons to scroll up or down to PHONE SETTINGS.

3.Press the Sel/Save button.

4.Use the Vol (+ or -) buttons to scroll up or down to PHONE NAME.

5.Press the Sel/Save button.

6.Use the touch-tone pad to enter the phonebook name (up to 8 characters). More than one letter is stored in each of the number keys. For example, to enter "Lorraine," press the 5 key three times for the letter L. Press the 6 key three times for the letter O. Press the 7 key three times for the letter R. Press the 7 key three times for the letter R. Press the 2 key once for the letter A. Press the 4 key three times for the letter I. Press the 6 key two times for the letter N. Press the 3 key twice for the letter E.

7.Press the Sel/Save button to save.

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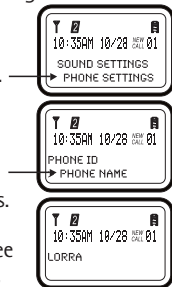
NOTE: The Phone Name and ID shows in the display when the Handset is idle.

Flash Time

Press the Menu button while in standby mode.

1.Use the Vol (+ or -) buttons to scroll up or down to PHONE SETTINGS.

2.Press the Sel/Save button.

3.Use the Vol (+ or -) buttons to scroll up or down to FLASH TIME.

4.Press the Sel/Save button.

5.Use the Vol (+ or -) buttons to scroll up or down through the flash time options.
The default setting is 600ms.

6.Press the Sel/Save button to save.

NOTE: You may press the Exit button at any time to exit.

Call Alert Tone

Turn on the Call Alert to hear a tone for incoming calls while you are on the telephone. This function notifies you that there is a incoming call while you are using the phone. If you do not want this tone to disturb your conversation, you can set it to OFF.

1. Press the Menu button while in standby mode.

2. Use the Vol (+ or -) buttons to scroll up or down to PHONE SETTINGS.

3. Press the Sel/Save button.

4. Use the Vol (+ or -) buttons to scroll up or down to CALL ALERT TONE.

5. Press the Sel/Save button.

6. Use the Vol (+ or -) buttons to scroll up or down to ON or OFF.

7. Press the CID button,the cursor moves to Line 2 if necessary.

8. Repeat steps 6 and 7 for each telephone line .

9. Press the Sel/Save button to save.

No Unknown/Blocked

This option allows you to decide whether the unknown or blocked caller ID calls are saved in the caller ID log or not. If you select YES, the unknown or blocked calls will be saved.

1. Press the Menu button while in standby mode.

2. Use the Vol (+ or -) buttons to scroll up or down to PHONE SETTINGS.

3. Press the Sel/Save button.

4. Use the Vol (+ or -) buttons to scroll up or down to UNKNOWN/BLOCKED.

5. Press the Sel/Save button.
6. Use the Vol (+ or -) buttons to scroll up or down to YES or NO. The default is YES.
7. Press the Sel/Save button to save.

Contrast

1. Press Menu button once, then press the VOL (▼ or ▲) buttons until *CONTRAST* is displayed.
2. Press Select/Save button to select
3. Use the VOL (▼ or ▲) buttons to select the LCD contrast level.
4. Press the Select/Save button to save.

Time and Date

The time and date is automatically set when you receive the first CID call. To manually reset the time and date, follow the steps below.
1. Press the Menu button while in standby mode.
2. Use the Vol (+ or -) buttons to scroll up or down to TIME & DATE.
3. Press the Sel/Save button.
4. Use the Vol (+ or -) buttons to scroll up or down to CLOCK.
5. Press the Sel/Save button, and the cursor moves to the hour field.
6. Use the Vol (+ or -) buttons to scroll up or down to select the hour.
NOTE: AM or PM will be set accordingly with selected hour.
7. Press the CID button, and the cursor moves to the minute field.
8. Use the Vol (+ or -) buttons to scroll up or down to select the minutes.
9. Press the CID button, and the cursor moves to the month field.
10. Use the Vol (+ or -) buttons to scroll up or down to select the month.
11. Press the CID button, and the cursor moves to the day field.
12. Use the Vol (+ or -) buttons to scroll up or down to select the day.
13. Press the CID button, and the cursor moves back to the hour field.
14. Press the Sel/Save button.

Hour Format

You may set this phone to a 12 or 24-hour format. The default is 12-hour format.
1. Press the Menu button while in standby mode.
2. Use the Vol (+ or -) buttons to scroll up or down to TIME & DATE.
3. Press the Sel/Save button.
4. Use the Vol (+ or -) buttons to scroll up or down to HOUR FORMAT.
5. Press the Sel/Save button.

6. Use the Vol (+ or -) buttons to scroll up or down to select 12-HOUR or 24-HOUR.

7. Press the Sel/Save button to save.

Local Code

1. Press Menu button once, then press the VOL (▼ or ▲) buttons until *AREA CODE* is displayed.

2. Press Select/Save button to select.

3. Use the VOL (▼ or ▲) buttons of the sub-menu until *LOCAL CODE* is displayed.

4. Press Select/Save button to select

5. Use the number pad to enter your three digit area code. The default is "---".

6. Press the Select/Save button to store the setting. If you make a mistake, press Delete to erase input.

Regional Code

Depending on your location, you may need to set up to six regional area codes. Setting Regional Area Codes helps the phone determine the number format to display when a valid CID record is received. Call records matching any of the set regional area codes are displayed as 10 digits.

NOTE: If the CID telephone number does not display correctly, you may not be able to dial back the number from the Caller ID menu.

You may need to set regional area codes if you reside in an area which:

• uses multiple area codes

• uses overlapping area codes

• requires 10-digit dialing.

1. Press Menu button once, then press the VOL (▼ or ▲) buttons until *AREA CODE* is displayed.

2. Press Select/Save button to select.

3. Use the VOL (▼ or ▲) buttons of the sub-menu until *REGIONAL CODE* is displayed.

4. Press Select/Save button to select

5. Use the number pad to enter your three digit area code. The default is "---".

6. Press the Select/Save button to store the setting. If you make a mistake, press Delete to erase input.

Clear All Memory

1. Press Menu button once, then press the VOL (▼ or ▲) buttons until *CLEAR ALL MEM* is displayed.
2. Press Select/Save button to select.
3. Use the VOL (▼ or ▲) buttons to select YES.
4. Press the Select/Save button to clear all the records in the phonebook, redial and CID memories.

Load Default

1. Press Menu button once, then press the VOL (▼ or ▲) buttons until *LOAD DEFAULT* is displayed.
2. Press Select/Save button to select.
3. Use the VOL (▼ or ▲) buttons to select YES.
4. Press Select/Save button to reset to the default settings.

Basic Operation

Visual Indicators

CHARGE Indicator on the Base

The CHARGE indicator is lit in Red when the handset is charging.

Lights up red when charging

No handset on the cradle Indicator on the Base

The indicator is lit in Blue when the handset isn't charging.

Lights up blue when handset is not charging

Paging the cordless handset Indicator on the Base

The indicator will fast flash Red and Blue LED alternatively while the Base is paging the handset

Flashes red and blue when being paged by the base unit

Ring Indicator on Handset

The Visual Ring Indicator will flash blue when there is an incoming call or the base is paging the cordless handset.

Flashes blue when there is an incoming call

Answering a Call

1. Press the Talk button on the handset.
2. When finished, press the End button or replace the handset in the charge cradle to hang up.

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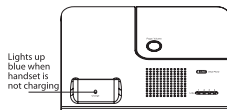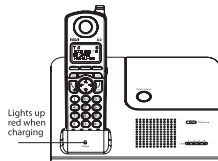
Making a Call

1. Press the Talk button to access an available line automatically,

-OR-

If you want to select a desired line, press Line button plus a
number button (1-4) to select the desired line. Line number is
displayed at top of display.

2. Wait for a dial tone then dial the desired number.

3. When finished, press the End button or replace the handset
in the charge cradle, to hang up.

NOTE: If the line you selected is occupied by other users, the message LINE IN USE will be shown. You can press the Select/Save button to confirm selection of this line. If you want to select another line, press the Line button plus the number button again.

Redial

To quickly redial from any of the last 10 numbers you have dialed:

1. Press the Talk button to access an available line or select your preferred line.

2. Press the Format/Redial button.

3. Use the VOL (▼ or ▲) to scroll to the desired number.

4. Press Select/Save to dial the number automatically.

-OR-

1. Press the Format/Redial button.

2. Use the VOL (▼ or ▲) to scroll to the desired number.

3. Press the Talk button to access an available line or select your preferred line; number
is dialed automatically.

Conference Call

This feature allows you to have a 3-way conversation using any combination
of 2 lines (or a line and an intercom call).

To connect and conference:

1. To make a call, select the line you want and dial the number
(or make an intercom call).

2. Press the Hold button to place the call on hold.

3. Select another line and dial another number (or you can make an
intercom call if the call on hold before is not an intercom call).

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4. Press the Conf button.

5. You will now be connected to both parties.

NOTE: If you have more than one line (including intercom call) on hold, and you want to have a conference call, you must first select the line on which you want to conference. Then, you can select another party when you have pressed the Conf button.

To disconnect one party:

Select the line (by pressing the Line button and then together with the line number) for the person you want to continue speaking with, and the other party will automatically disconnected.

To disconnect both parties:

Hang up the handset by pressing the End button.

NOTE: If you press the Hold button to put them on hold first, you may then disconnect from each party individually.

Volume Adjust

Adjust the receiver volume by pressing the VOL (▾ or ▴) buttons when you are in talk mode. There are five volume levels, and each press of the VOL (▾ or ▴) buttons adjusts the receiver volume by one level.

Speakerphone Mode

1. During a call, press the Talk button to change to speakerphone mode.

2. Press Talk again to change it back to handset mode.
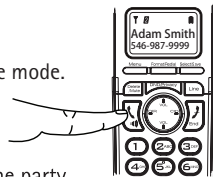
Mute

To have a private, off-line conversation, use the Mute feature. The party on the other end of the line cannot hear you, but you can still hear them.

1. Press Mute to activate the mute feature. The mute icon turns on.

2. Press Mute again to turn it off.

NOTE: Switching from speakerphone to handset doesn't cancel mute.

Do Not Disturb

This feature is set at individual telephones to disable (silence) an incoming ring signal,intercom ring, or page. When there is an incoming call or an intercom call, the status indicators function as normal but the phone will not ring.

1. When the unit is idle, press the DND/Privacy button. The last setting is displayed.
2. Use the Vol (+ or -) buttons to scroll up or down to select the duration. You may choose from 15 minutes, 30 minutes, 45 minutes, 1 hour, or 2 hours and increase the duration by 1 hour intervals up to 24 hours.
3. Press the Sel/Save button to confirm. The display shows how long the ringer will be disabled.
4. To cancel, press Privacy button again.

NOTE: To silence the ring of an incoming call without answering, press the PAGE button on the base. The call will continue normally without ringing, and can still be answered.
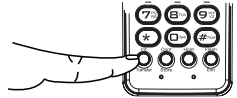
Hold
1. Press the Hold button to put a call on hold.
2. To take a call off hold, press the Hold button again.

Transfer
You can transfer the call to another extension.

1. Press the Int/Transfer button when it is in TALK mode.
2. Key in the extension ID number you want to transfer to.
3. The desired extension will ring, and your handset will go back to standby mode.

Privacy
When you are using the phone, if you want to secure the line, press the Privacy button. Then, the line you are using cannot be picked up by another extension in the system.

Flash
Use the Flash/Exit button on the handset to activate custom calling services such as call waiting or call transfer, which are available through your local phone company.

Call Timer
After you press Talk or Line plus number button to select the line on the cordless handset, the built-in call timer shows in the display and begins counting the length of time of the call.

Out of Range
If the handset is too far from the base (out of range) you may experience static or noise. Move closer to the base or handset will automatically hang up if it is kept out of range for 30 seconds.

Battery Low

If the handset battery is low, the unit will emit the alert tone and show
BATTERY LOW in the display to remind you that the battery needs

charging. If the battery voltage is very low, the handset will automatically shut down.
Place handset in the charge cradle to recharge battery.
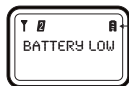
Paging All Extensions from the Cordless Handset

In the standby mode, press the Int/Transfer button and then press zero (0) button twice
to activate page all extensions function.

*NOTE: When another base station in your system uses the Page All function all phones not
in use will beep twice and all four Line Use Indicators will light up. The initiator of the
Page All will then have 30 seconds to make an annoucement.*

Paging the Cordless Handset

This feature helps you locate a misplaced handset.

Press the Page button once on the base. The cordless handset will beep continuously (if
it is not out of range) for 2 minutes or until you press any button on the handset.
NOTE: You may still page the cordless handset even if the ringer is turned off.

Intercom Operation
Answering an Intercom Call

1. Press the Int/Transfer button or Talk button.

2. When finished, press the Int/Transfer button or End button again.

### Receiving an Incoming Telephone Call During an Intercom Call

During an intercom call, if you receive a telephone call, you will hear an alert tone. To answer the incoming call, press the Hold button to place your intercom call on hold or press End or Int/Transfer button to drop the intercom call, then press Talk to answer the telephone call.

Using Intercom with a Telephone Call

During a telephone call, you can use the intercom function to page another extension unit and set up a private (2-way) intercom conversation with another user while the telephone call is placed on hold. Or, you can create a 3-way conversation between the telephone caller, the cordless handset and other extensions.

Two-Way Intercom Calls

1. To make an intercom call, first press the Hold button to place the external call on hold. Then, press the Int/Transfer button followed by the extension ID number.

2. To answer the intercom call, press Hold to place the current call on hold. Then press Int/Transfer or Talk button to answer the intercom call. When finished, press Int/Transfer or End button to end the intercom call. Press Hold button to retrieve the external caller.
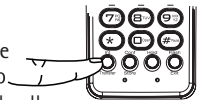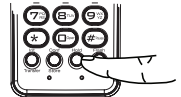
Three-Way Intercom Calls

1. Press Hold button to hold the current line.

2. Press Int/Transfer button, followed by the extension ID number.

3. Wait for the reply of extension you selected.

4. Once the extension replies, press the Conf/Store button to set up three-way conference.

5. When finished, press the Talk button once.

Making an Intercom Call with Other Extensions

1. Make sure the phone is **OFF** (not in TALK mode).
2. Press the Int/Transfer button, and *SELECT PHONE ID* is displayed.
3. Press the number button to input the phone ID you want to intercom with.
For example, to intercom with extension 2, you need to input "0", "2".

4. When finished, press the Int/Transfer or End button to end the intercom call.
NOTE: To cancel the intercom call, press INTERCOM.

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Memory

The handset can store fifty phonebook records consisting of 15-character names and 32-digit telephone numbers.

Storing a Name and Number in Memory

1. Press the Conf/Store button on the handset, *ENTER NUMBER* is displayed.
2. Use the keypad to enter the phone number (up to 32 digits).
3. Press the Select/Save button. The display shows *ENTER NAME*.
4. Use the touch-tone pad to enter a name (up to 15 characters).
More than one letter is stored in each of the number keys. For
example, to enter Bill Smith, press the 2 key twice for the letter B.
Press the 4 key 3 times for the letter I. Press the 5 key 3 times for
the letter L. Press the 5 key 3 times for the second letter L, and press
the 1 key to insert a space between the first and last name. Press the
7 key 4 times for the letter S; press the 6 key once for the letter M;
press the 4 key 3 times for the letter I; press the 8 key for the letter T;
press the 4 key twice for the letter H.
5. Press the Select/Save button again to save your selection.

Storing a Redial Number

1. Make sure the phone is **OFF** (not in TALK mode).
2. Press the Format/Redial button on the handset to review
the redial number.
3. Use the VOL (▾ or ▴) to scroll to the desired number.
4. Press the Conf/Store button and *ENTER NAME* is displayed.
5. Use keypad to enter the name.
6. Press Select/Save button to save the record.

Inserting a Pause in the Dialing Sequence

Press the #Pause button on the touch-tone pad twice to insert a delay in the dialing
sequence of a stored telephone number when a pause is needed to wait for a dial tone
(for example, after you dial 9 for an outside line, or wait for a computer access tone.)
Each pause counts as 1 digit in the dialing sequence. The letter "P" in the displayed
number indicates a pause.

Reviewing, Changing or Deleting Stored Names/Numbers

To Review: Press DIR/ ◀ on the handset, then press the VOL (▾ or ▴) button to scroll
through the stored numbers.

To Change: While viewing the record, press the Select/Save button. Follow Step 2 to 5
under Storing a Name and Number in Memory.

28
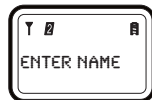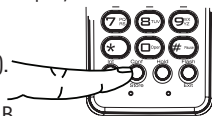
To Delete: Press DIR/ ◀ on the handset, then press the VOL (▼ or ▲) button to scroll to a desired memory.

1. Press the Delete/Mute button. *DELETE?* is displayed.
2. Press Delete/Mute again to confirm.

Dialing a Stored Number

Make sure the phone is **ON** (in TALK mode).

1. Press the DIR/ ◀ button.
2. Use the VOL (▼ or ▲) button to scroll to the desired telephone number.
3. Press Select/Save to dial the displayed number.   -OR-
1. Make sure the phone is **OFF** (not in TALK mode).
2. Press the DIR/ ◀ button.
3. Use the VOL (▼ or ▲) button to scroll to the desired telephone number.
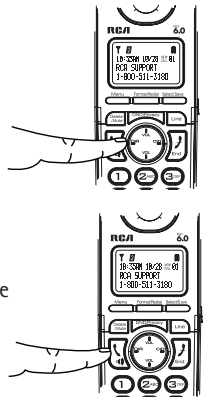4. Press the Talk button to access an available line or select your preferred line. The telephone number dials automatically.

Caller ID (CID)

Caller ID (CID) is a service available from your local telephone company. For Caller ID to work on this system, you must subscribe to Caller ID service. To receive Caller ID information for a Call Waiting call, you must subscribe to the combined Call Waiting Caller ID service.

This telephone system receives and displays CID information transmitted by your local telephone company. This information can include the phone number, date and time; or the name, phone number, and date and time.

Receiving and Storing CID Records

When you receive a call, Caller ID information is transmitted by the phone company to your telephone between the first and second ring. The Caller ID information appears on your phone's display while the phone rings, giving you a chance to monitor the information and decide whether or not to answer.

Line number   Date
Time — 12:58PM 08/29   NEW CALL 38 — CID sequence number
CID name — JOHN SMITH
CID phone number — 1-315-555-1234
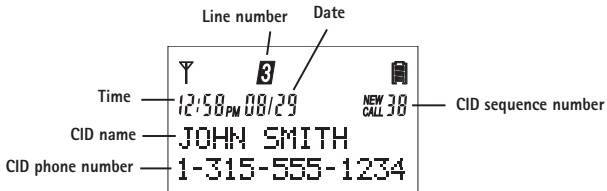
Caller ID

If you are not at home or cannot answer, the telephone stores the information so that you can see who called while you were unavailable. Caller ID memory automatically stores the call number, date, time, phone number and name for the last 40 calls. If Caller ID memory is full, a new call record automatically replaces the oldest call record in memory.

At any time, you can review the stored information for the last 40 calls. Any calls received since your last review are marked as *NEW* in the display, to remind you to review them.

Reviewing Call Records

As calls are received and stored, the display is updated to let you know how many calls have been received.

1. Press the CID/ ▸ button first. The newest call record will be shown.
2. Press VOL (▾) button to scroll to older call records. When you reach the oldest call, *START/END* is displayed.
3. Press VOL (▴) button to scroll from the old records to recent ones.

As you review call records, the display shows you the following information for each call:

- The telephone number of the caller.
- The name of the caller, if available in your service area.
- The Line Number on which the call was received.
- Time and date the call was received.
- *NEW* appears for all calls that have not been reviewed.

NOTE: Check with your local phone company regarding name service availability.

Transferring CID Records to Memory

You may transfer a Caller ID record to your phone's memory.

NOTE: It is important that you format CID records correctly before storing in memory. It is not possible to reformat CID records stored in memory.

1. Use the CID/ ▸ button to scroll to the desired record.
2. Press the Conf/Store button.
3. If the CID shows *NO NAME*, then please enter the name for this record.

30
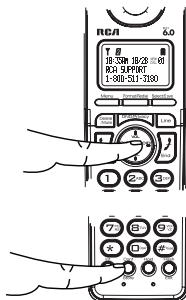
Dialing a Caller ID Number

When reviewing any call record in the Caller ID memory, you can dial back the caller's number.

1. Make sure the phone is **OFF** (not in talk mode).
2. Press CID/ ▶ button once, then VOL (▼ or ▲) button until the desired call record is displayed.

   Depending on (a) how the incoming caller's phone number is formatted when received, and (b) whether or not you pre-programmed your local area code into memory, you may need to adjust the format of the caller's phone number before dialing it back.

   The Format/Redial button lets you change the format of the displayed number. Available formats include:

Number of digits	*Explanation*	*Example*
Eleven digits	long distance code "1" + 3-digit area code + 7-digit telephone number.	1-317-888-8888
Ten digits	3-digit area code + 7-digit telephone number.	317-888-8888
Seven digits	7-digit telephone number.	888-8888

NOTE: If the phone company does not supply all ten digits of an incoming caller's number, you will not be allowed to adjust the format of that number.

Scroll to the number you want to call back:

3. If the number does not dial as shown, press the Format/Redial button. Repeat if necessary, until the correct number of digits show in the display.
4. Press the Talk button. The number dials automatically.

Deleting the Current Caller ID Record

To delete only the record in the display:

1. Use the CID/ ▶ button and then VOL (▼ or ▲) button to display the desired Caller ID record.
2. Press Delete/Mute.

Deleting All Caller ID Records

To delete all the Caller ID records in memory:

1. Use the CID/ ▶ button and then VOL (▾ or ▴) button to display any Caller ID record.
2. Press and hold Delete/Mute. The display asks *DELETE ALL?* for several seconds.
3. Press Delete/Mute again, within five seconds, to erase all records. The display will return to standby mode.

Caller ID Errors

If there is an error in the transmission of information to your Caller ID phone, *INCOMPLETE DATA* is displayed.

If you have not subscribed to Caller ID service or it is not working, *NO DATA* is displayed.

Call Waiting Caller ID

Provided you subscribe to Caller ID with Call Waiting service from your phone company, you may see who is calling when you hear the call waiting tone in the receiver. The CID information appears in the display after you hear the tone.

Press the Flash/Exit button to put the current call on hold and answer the incoming call. Press Flash/Exit again when you want to return to the first call.

IMPORTANT: In order to use all of the features of this unit, you must subscribe to either the standard Name/Number Caller ID Service or Call Waiting Caller ID Service. To know who is calling while you are on the phone, you must subscribe to Call Waiting Caller ID Service.

Changing the Battery

⚠️ *CAUTION: To reduce the risk of fire or personal injury, use only the Telefield Inc. approved Nickel-metal Hydride (Ni-MH) battery GP, 2.4V, 550mAh (T-T104), 700mAh (T-2734) that is compatible with this unit.*

1. Make sure handset is **OFF** (not in TALK mode) before you replace battery.
2. Remove the battery compartment door.
3. Disconnect the battery plug from the jack inside the battery compartment and remove the battery pack from the handset.
4. Insert the new battery pack and connect the cord to the jack inside the battery compartment.
5. Put the battery compartment door back on.
6. Place handset in the base or handset charge cradle to charge. **Allow the handset**

battery to properly charge (for 14 hours) prior to first use or when you install a new battery pack. If you do not properly charge the phone, battery performance will be compromised.

Battery Safety Precautions

- Do not burn, disassemble, mutilate, or puncture. Like other batteries of this type, toxic materials could be released which can cause injury.
- To reduce the risk of fire or personal injury, use only the Nickel-metal Hydride battery listed in the User's Guide.
- Keep batteries out of the reach of children.
- Remove battery pack if storing over 30 days.

> *NOTE: The RBRC seal on the battery used in your Telefield Inc. product indicates that we are participating in a program to collect and recycle the rechargeable battery (or batteries).*
>
> *For more information go to the RBRC website at www.rbrc.org or call 1-800-BATTERY or contact a local recycling center.*

Belt Clip Operation

Connecting the Belt Clip

There are two slots, one on each side of the handset.

- Attach the belt clip by inserting the sides of the belt clip into the slots. Snap the ends of the belt clip into place.

Display Messages

The following indicators show the status of a message or of the unit.

LINE ON HOLD:	The line you selected is currently on hold.
LINE IN USE:	The line you selected is currently use by another extension.
SEARCHING:	Handset is out of range of the base.
INCOMPLETE DATA:	Caller information has been interrupted during transmission or the phone line is excessively noisy.
SELECT PHONE ID:	Key in the ID of another extension.
DELETE ALL:	Confirm deletion of all Caller ID records.

NEW CALL:	Call has not been reviewed.
NO NUMBER:	No Caller Number was received.
NO NAME:	No Caller Name was received.
NO DATA:	No Caller ID information was received.
BLOCKED CALL:	The person is calling from a number that has been blocked from transmission.
BLOCKED NAME:	The person's name is blocked from transmission.
BLOCKED NUMBER:	The person is calling from a number that has been blocked from transmission.
UNKNOWN CALLER/	The incoming call is from an area not serviced by
NAME/NUMBER:	Caller ID or the information was not sent.

Troubleshooting Guide

Telephone Solutions

No dial tone

- Check and repeat installation steps:

    Ensure the base power cord is connected to a working outlet.

    Ensure the telephone line cord is connected to the base and the wall jack .

- Connect another phone to the same jack; if there is still no dial tone, the problem might be your wiring or local service.
- The cordless handset may be out of range of the base. Move closer to the base.
- Ensure the battery is properly charged (14 hours).
- Ensure the battery pack installed correctly.
- Did the handset beep when you pressed the TALK button? The battery may need to be charged.

Dial tone is OK, but can't dial out

- Make sure the type of phone service you are subscribed to is TONE. This handset is TONE only.

Handset does not ring

- Make sure the handset ringer is set to on.
- The cordless handset may be out of range. Move closer to the base.
- Check for dial tone. If no dial tone is heard, see No dial tone above.

You experience static, noise, or fading in and out

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- The cordless handset may be out of range of the base. Move closer to the base.
- Charge the battery.

Unit beeps
- Clean charging contacts on cordless handset and charge cradle with a soft cloth or an eraser.
- See solutions for "No dial tone" on previous page.
- Replace the battery.

Memory Dialing doesn't work
- Did you program the memory location keys correctly?
- Did you follow proper dialing sequence?

Unit locks up and no communication between the base and cordless handset
- Unplug the AC power adaptor from the wall outlet and the back of the base, and remove the backup batteries from the bottom of base (if previously installed). Remove the handset battery. Wait for 30 seconds and plug the power adaptor back into the base and wall out, and re-install batteries in the base unit. Reconnect the handset battery and charge for 14 hours.

Caller ID Solutions
No Display
- Is battery fully charged? Try replacing the battery.
- Make sure that the unit is connected to a non-switched electrical outlet. Disconnect the AC power supply from the base and reconnect it.

Caller ID Error Message
- The unit displays this message if it detects anything other than valid Caller ID information during the silent period after the first ring. This message indicates the presence of noise on the line.

No Caller ID
- In order to receive Caller ID information, you must subscribe to the standard name/ number Caller ID service from your local telephone company.

Battery Solutions
If you experience any of the following problems, even after fully recharging the battery, you may need to replace the battery pack:
- Short talk time
- Poor sound quality
- Limited range

General Product Care

To keep your unit working and looking good, follow these guidelines:

- Avoid putting the phone near heating appliances and devices that generate electrical noise (for example, motors or fluorescent lamps).
- DO NOT expose to direct sunlight or moisture.
- Avoid dropping the handset, as well as other rough treatment to the phone.
- Clean the phone with a soft cloth.
- Never use a strong cleaning agent or abrasive powder because this will damage the finish.
- Retain the original packaging in case you need to ship the phone at a later date.
- Periodically clean the charge contacts on the handset and charge cradle with a clean pencil eraser.

Causes of Poor Reception

- Aluminum siding.
- Foil backing on insulation.
- Heating ducts and other metal construction that can shield radio signals.
- You're too close to appliances such as microwaves, stoves, computers, etc.
- Atmospheric conditions, such as strong storms.
- Base is installed in the basement or lower floor of the house.
- Base is plugged into AC outlet with other electronic devices.
- Baby monitor is using the same frequency.
- Handset battery is low.
- You're out of range of the base.

Service

If trouble is experienced with this equipment, for repair or warranty information, please contact customer service at 1-800-511-3180. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.
This product may be serviced only by the manufacturer or its authorized service agents. Changes or modifications not expressly approved by Telefield NA Inc. could void the user's authority to operate this product. For instructions on how to obtain service, refer to the warranty included in this guide or call customer service at 1-800-511-3180.

Or refer inquires to:

Telefield NA Inc.
Manager, Customer Relations
4915 SW Griffith Dr. #205
Beaverton, Or 97005

Attach your sales receipt to the booklet for future reference or jot down the date this product was purchased or received as a gift. This information will be valuable if service should be required during the warranty period.

Purchase date _____

Name of store _____

Warranty

Limited Warranty
What your warranty covers:
• Defects in materials or workmanship

For how long after your purchase:
• Two years, from date of purchase

What we will do:
• Provide you with a replacement unit. The exchange unit is under warranty for the remainder of the original product's warranty period.

How you get service:
• Locate your proof of purchase in the form of a bill of sale or receipted invoice which is evidence that the product is within the warranty period. Proof of warranty eligibility is required and must be presented to obtain warranty service.
• Contact RCA Customer Care at (800) 511-3180. Our representatives will help you troubleshoot and diagnose the problem. As you may be asked to disconnect your RCA telephone from it's power source, you must call from another telephone. If the issue cannot be resolved by our Customer Care Team, you will be issued an RMA (Return Merchandise Authorization) number and be given instructions on how to submit your

proof-of-purchase paperwork and where to send your defective merchandise.
• You will be responsible for shipping the defective unit back to our warranty fulfillment center at your own expense. You are responsible for damage or loss during shipment so insuring the product during return shipping is highly recommended.
• We will ship a replacement to you freight pre-paid.

What your warranty does not cover:
• Customer instruction. (Your Instruction Book provides information regarding operating instructions and user controls. Additionally, our Customer Care Center is staffed 24x7 with product experts that can assist you with any questions that may arise during setup and use of your RCA telephone.

• Installation and setup service adjustments
• Batteries
• Damage from misuse or neglect
• Products that have been modified of serviced outside the USA
• Products purchased from non-authorized retailers, dealers or resellers
• Products purchased or serviced outside the USA
• Acts of nature, such as, but not limited to lightning damage

Product Registration:

• Please complete and mail the Product Registration Card packed with your unit. It will make it easier to contact you should it ever be neccessary. The return of the card is not required for warranty coverage.

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. NO VERBAL OR WRITTEN INFORMATION GIVEN BY TELEFIELD NA INC., ITS AGENTS, OR EMPLOYEES SHALL CREATE A GUARANTY OR IN ANY WAY INCREASE THE SCOPE OF THIS WARRANTY.
•REPAIR OF REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER. TELEFIELD NA 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 GOVERENED BY THE LAWS OF THE STATE OF OREGON. 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.

How state law relates to this warranty:

• 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.
If you purchased your product outside the USA, Mexico or Canada:

This warranty does not apply. Contact your dealer for warranty information.

Visit the RCA web site at www.rca4business.com

Please do not send any products to the Oregon address listed in this manual or on the carton. This will only add delays in service for your product.

Telefield NA Inc.
4915 SW Griffith Dr. #205
Beaverton, Or 97005

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