

# RCA



# IP170

## **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. Privacy of communications may not be ensured when using this phone.

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.

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 Receiver.
- 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 not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

The RCA IP170 phone is designed for business environment use. It is a full-featured SIP solution, interoperable with most IP PBX and VoIP providers.

Please read through the instruction booklet before you get started to better understand the features of the IP170.

## **FCC RF Radiation Exposure Statement**

This equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment. This equipment 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."

This is a class B device, in a domestic environment; this product may cause radio interference, in which case the user may be required to take adequate measures. To avoid the potential effects on the environment and human health as a result of the presence of hazardous substances in electrical and electronic equipment, end users of electrical and electronic equipment should understand the meaning of the crossed-out wheeled bin symbol. Do not dispose of WEEE as unsorted municipal waste and have to collect such WEEE separately.

## **Table of Contents**

Getting Started	4	Call Forward	16
Packing List	4	Call log	16
Setup the base	4	Accessing call logs	16
Setup the desk phone	4	Call list item management	17
Registration	5	During an active call	17
SIP account Configuration	5	Mute	17
Base Web interface	5	Hold	17
Retrieving the base IP address	5	Call Waiting	17
Input SIP account information		Call Transfer	17
via web interface	5	Call Conference	17
Desk Phone menu	6	Contacts	18
Overview	7	Advanced Functions	18
Desk Phone	8	H/S Registration	18
Desk Phone keys layout	9	1H/S Deregistration	18
Master Desk Phone	12	Account Settings	18
Desk Phone Menu tree	12	Network Settings	18
General Settings	15	Maintenance Tasks	19
Basic Call functions	15	Desk Phone Keys configuration	20
Making calls	15	Web Interface	20
Making an external call	15	Service	21
Anonymous call	15	Warranty	22
Incoming calls	16		
Answer an incoming call	16		
Reject an incoming call	16		
DND	16		

## **Getting Started**

### Packing List

The following components are included in your package:

- IP DECT Gateway
- IP170 DECT Desk Phone
- AC Adaptor (6V, 0.5A) for Desk Phone
- AC Adaptor (5V, 0.5A) for Gateway
- 1.5M Ethernet Cable (CAT 5)
- Quick Setup Guide



## **Setup the base**

1. Plug the adaptor (5V, 0.5A) into a power output and connect its power plug to the base.

2. Connect the base to a router or switch with the Ethernet cable to access the internet.

The IP address of the base is assigned dynamically by default. Make sure the router's DHCP server is on.

When the base is powered up, the amber led will be amber colored. Once the network connection is established, the led will turn off. When the base obtains the IP address, the amber led will light up again.

## **Setup the desk phone**

Connecting the charging cradle

1. Plug the adaptor (6V, 0.5A) into a power outlet and connect its power plug to the charging cradle.

## **Registration**

On the base:

1. Hold down the page key on the back of the base.
2. After the button is held down for five seconds, the amber led begins blinking amber and blue. The page key can now be released. The base is now in registration mode.

On the desk phone:

1. If the desk phone has not registered to any base, it will show "Unregistered" on idle screen.
2. Press "OK" button on the desk phone to enter the main menu.
3. Use the navigation keys to highlight the item "Settings" and then press "Select" soft key.
4. Use up/down navigation keys to highlight the item "Registration" and then press "Select" soft key.
5. Highlight the item "Base Registration" and press "Select" soft key
6. Select "BS 1" and press "Select" soft key. The desk phone will attempt to register to the base.
7. Once the registration succeeds, "Deskphone #" will display on idle screen of hand- set.

8. If registration fails, ensure that the base is still in registration mode (with the led blinking blue and amber) and that the base and desk phone are in close proximity, then try again.

## **SIP account Configuration**

The SIP account can be configured through IP DECT base web interface or desk phone menu.

Base Web interface

Retrieving the base IP address

In order to access the web interface of the base, the IP address is required. This information can be obtained from a properly registered desk phone.

Press "OK" button to enter the main menu.

Using the up and down navigation buttons, highlight the icon "System" and then press the "Select" soft key. Select the item "Network settings".

Enter the Admin Password (Default password is "7227") and then press the "OK" soft key.

Using the left and right navigation buttons, find the item "IP Address." This shows the current IP address of the base.

### **Inputting SIP account information via web interface**

Open a web browser on a PC.

Enter the base IP address into the address bar and press "Enter"

A login window pops up. Enter the username and. The default username and passwords are "admin" and "7227".

The main page will load.



Enter display name, user ID, password, SIP Server, and Outbound Proxy server of the SIP account. Check the Active field to Enable/Disable. Press the "Save" button to confirm.

If the SIP settings are configured correctly, the desk phone will now be able to make and receive VOIP calls.

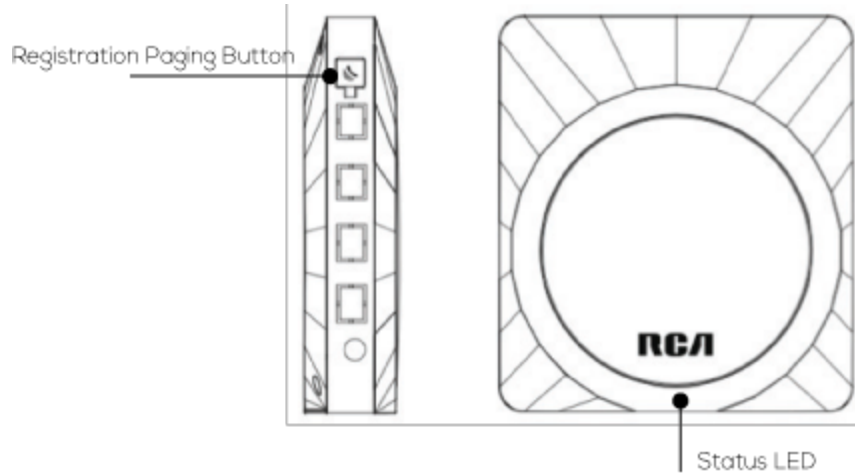
### **Desk phone menu**

On the desk phone, go to menu "Settings | VOIP Account Setup", Select an account to edit and input the information (Account Name, Label, Display Name, Register Name, User Name, Password, SIP Server, Outbound status, Outbound Proxy, STUN Status and STUN server).

## Overview

### Base

Functions of registration/paging button on the base.



The registration/paging button is located on the right hand side of the gateway. When the gateway is powered up, the status LED will be on and amber colored for 5 seconds. After the initialization, the LED status indicators are as follows:

LED status	Description
Steady amber	Network link is up
Off	Network link is down
Blinking amber (0.3s on, 0.3s off)	Data activity on the LAN port
Blinking blue (0.5s on, 0.5s off)	In registration mode

## Desk Phone

### Desk Phone key layout





## Functions of Key on the desk phone

Key	Key Press	Idle	Menu	Edit	Off Hook
Line 1 Key	Tap	Line 1	Line 1	Line 1	<b>** Refer to MMI</b>
Line 2 Key	Tap	Line 2	Line 2	Line 2	<b>** Refer to MMI</b>
Soft Key 1 (Left to Right)	Tap	Logs	Back	Clear	
Soft Key 2 (Left to Right)	Tap	Directory	--	Abc	
Soft Key 3 (Left to Right)	Tap	DND	--	--	
Soft Key 4 (Left to Right)	Tap	Menu	Select	Save	Cancel
12x Direct Access Keys (Optional: Backlight)	Tap	Direct Memory List on Display	Direct Memory List on Display	Direct Memory List on Display	Direct Memory List on Display
	Hold	Direct Memory Dialing	Direct Memory Dialing	Direct Memory Dialing	Direct Memory Dialing
Up	Tap		Select Up	Select Up	Up for on-screen menu
Down	Tap		Select Down	Select Down	Down for on-screen menu
Left	Tap			Cursor Left	
Right	Tap			Cursor Right	
Navigation Select (Backlight)	Tap	Status	Select		Select on-screen option
	Hold	Line Select before Call On			
1	Tap	1		Text & Number	
	Hold	Direct Memory			Dial
2	Tap	2		Text & Number	
	Hold	Direct Memory			Dial
3	Tap	3		Text & Number	

	Hold	Direct Memory			Dial
4	Tap	4		Text & Number	
	Hold	Direct Memory			Dial
5	Tap	5		Text & Number	
	Hold	Direct Memory			Dial
6	Tap	6		Text & Number	
	Hold	Direct Memory			Dial
7	Tap	7		Text & Number	
	Hold	Direct Memory			Dial
8	Tap	8		Text & Number	
	Hold	Direct Memory			Dial
9	Tap	9		Text & Number	
	Hold	Direct Memory			Dial
0	Tap	0		Text & Number	
	Hold	Direct Memory			Dial
#	Tap	#		* Insert space during text edit  * Insert "#" during number edit	Dial
	Hold	Silent On/Off			
*	Tap	*		* Switch upper case / lower case / first capital during phonebook name or handset name edit (ABC abc Abc)	Dial
	Hold	Key Lock			
<b>Voice Mail (Backlight)</b>	Tap	Voice Mail	Voice Mail	Voice Mail	Voice Mail
<b>Redial</b>	Tap	Outgoing Call Log			Outgoing Call Log

<b>RJ9 Headset</b>	Tap	Headset ON	Headset ON	Headset ON	Headset ON
<b>Missed Call Log</b>	Tap	Missed Call Log			Missed Call Log
<b>Volume Up</b>	Tap	Volume Up			Volume Up
<b>Volume Down</b>	Tap	Volume Down			Volume Down
<b>Speakerphone</b>	Tap	Speakerphone	Speakerphone	Speakerphone	Speakerphone
<b>Mute</b>	Tap				Mute / Unmute

## **Master Desk Phone**

When a SIP account is created on the gateway through desk phone menu, the handset will be set as the master headset of the SIP account. Users of this desk phone can configure the settings in base related to the SIP account through the menu on the master desk phone.

The administrator can change the master desk phone of SIP accounts via the web interface of the gateway.

## **Desk Phone Menu Tree**

Those functions marked with (\*) are available in the master desk phone only.

<b>Main Menu</b>	<b>Sub Menu</b>	<b>Function description</b>
Services	Voicemail	Configures the external voice mail access numbers of SIP accounts (*)
	Call Forward	Configures the call forward functions provided by the SIP accounts (*)
	DND	Configures the DND functions provided by the SIP accounts (*)
	Call Waiting	Enables/disables call waiting function provided by the SIP accounts
	Blocked Number	Accesses the backlist of SIP accounts in the gateway (*)
	Intercom	Calls another desk phone on the same gateway
	Anonymous Call	Enables/disables anonymous call and anonymous call rejection of SIP accounts (*)
	Speed Dial	Assigns frequently dialed numbers to a digit key (0-9). Hold down the digit key in idle mode to make an outgoing call.
	Direct Access Key	Assigns function to 12 available direct access keys

Contacts	Private Directory  Public Directory  Network Directory	Accesses local phonebook, Maximum 150 entries  Accesses shared phonebook which is stored in the gateway, Maximum 300 entries  Accesses network phonebook by LDAP
Call Lists	Outgoing Calls  Accepted Calls  Missed Calls	Accesses outgoing calls list from the gateway  Accesses answered calls list from the gateway  Accesses missed calls list from the gateway
Voicemail	SIP Account X VM	Accesses external voicemail box
Settings	Date & Time  Language  Display  Audio  Registration  Telephony	Sets date & time manually or gets the information from the gateway  Configures the language of the phone user interface  Configures the backlight, contrast, brightness, screensaver and wallpaper of the desk phone  Configures the tone settings, volumes and ringers of the desk phone  Registration/deregistration to gateway. Selects the gateway to attach each desk phone  Configures the auto answer and default outgoing line settings of desk phone. Sets up SIP accounts on the gateway.

System	<p>Network</p> <p>H/S User Password</p> <p>System Admin Password</p> <p>Firmgrade Upgrade</p> <p>Handset Factory Default</p> <p>Base Factory Default</p>	<p>Views the network settings of the gateway</p> <p>Changes desk phone user password.</p> <p>Changes the system Admin Password</p> <p>Upgrades deskphone software</p> <p>Resets desk phone settings to factory default</p> <p>Resets base settings to factory default</p>
Status	<p>SIP Account Status</p> <p>Network Status</p>	<p>Views SIP Account information on the gateway. Only those SIP accounts attached to this desk phone are visible.</p> <p>Views the network settings of the gateway</p>

## **General Settings**

### **Phone status**

Enter "Status" menu. Select item "SIP Account Status" to view the associated SIP accounts status (registered/disabled). Select item "Network Status" to view the base network information. This includes base network type, IP Address, subnet mask, default gateway and DNS.

### **Time and date**

Enter "Settings" menu, Select item "Date & Time". To enter manually, select "Manual Setting". Enter the date and time and then press "Save" soft key. The date format is DD/MM/YYYY. To have the phone automatically sync with a server, select "NTP" and select "On".

## **Basic Call functions**

### **Making calls**

#### **Making an external call**

An external call is the call made between desk phone and remote party by SIP protocol. Users will need a line to send out the invite request. To set up a line and assign it to desk phone, please refer to the section "SIP account Configuration".

To make an external call through default line:

Enter the number/IP address in pre-dialing page or select a record in phonebook/call log list. Then press the Talk On key or OK key. The default outgoing line will be selected automatically for the call making.

To select line before making an external call:

Enter the number/IP address in pre-dialing page or select a record in phonebook/call log list. Select "Acc" soft key, select the desired line and press "Dial".

#### **Anonymous call**

To configure the anonymous call function, users must use the master desk phone. Enter the "Services" menu. Input the desk phone user password. Select the SIP account to enable/disable the anonymous feature. There are 2 items to configure. When "Anonymous call" setting is enabled, the phone's phone number is prevented from being displayed when calling other numbers. When "Anonymous call rejection" setting is enabled, any caller who has explicitly restricted his/her number is prevented from calling this desk phone.

## **Incoming calls**

### **Answering an incoming call**

When there is an incoming call, pick up the handset, press the speakerphone key or press the headset key to answer the call.

### **Rejecting an incoming call**

When there is an incoming call, press the "Reject" soft key to reject the call.

## **DND**

On the master desk phone, Enter "Services" [ "DND" menu or "DND" soft key during idle. Highlight and select the SIP account you want to enable/disable DND, select enable or disable to confirm. A DND icon should appear on H/S screen. Any incoming call will be rejected until the DND is deactivated.

## **Call Forward**

On the master desk phone, Enter "Services" [ "Call Forward" menu. Highlight the SIP account to enable/disable call forward, highlight & select the call forward options. There are 3 types of call forwarding options:

- 1) Call forwarding unconditional (Always) -When this is enabled, the incoming call of this account will be forwarded to an external phone number.*
- 2) Call forwarding on all assigned desk phones when this line isn't answered (No Answer) - When this is enabled and all desk phones attached to this SIP account do not answer the call, the call will be forwarded to an external number.*
- 3) Call forwarding on all assigned desk phones when this line is busy (Busy) -When this is enabled and all desk phones attached to this SIP account are busy, the call will be forwarded to an external number.*

## **Call log**

### **Accessing call logs**

Press the "call lists" soft key on idle screen to show the call log types. There are 3 types of call log, plus a log that displays all calls.

- Outgoing Calls
- Accepted Calls
- Missed Calls

Highlight a type and press the "Select" soft key to view the list of a specified call log type.



## **Call list item management**

To make call from the call log list, highlight a call log record and pick up the handset or press speakerphone.

To save the record to phonebook, highlight a record, press the "Options" soft key and select "Save Number" option. You can select "Private Phonebook" to save in the desk phone or select "Shared Phonebook" to save the phone number to base.

## **During an active call**

### **Mute**

Press the Mute button. Press the button again to unmute.

### **Hold**

Press "Hold" soft key during call. To unhold the call, press "Unhold".

### **Call Waiting**

When there is a call waiting, you can

- Press "Accept" soft key to answer the call waiting and put the current call on hold.
- Press "Reject" soft key to reject the call.

### **Call Transfer**

During a conversation with an external call, users can press the "Tran" soft key, then enter calling phone number and press the "Tran" soft key to transfer the call to the dialed number immediately. Or, to attend the transfer, users initiate "2nd Call", choose external call, select one of the available lines, and dial a number and press "Dial". When the 2nd Call is answered and the user may transfer the held call to the dialed number at any time by pressing "Tran".

### **Call Conference**

During a conversation with an external call, users can press the "Tran" soft key, then enter calling phone number and press the "Tran" soft key to transfer the call to the dialed number immediately. Or, to attend the transfer, users initiate "2nd Call", choose external call, select one of the available lines, and dial a number and press "Dial". When the 2nd Call is answered, start 3-way conference by pressing "Conf".

## **Contacts**

There are two types of contact list. They are private phonebook and shared phone- book.

Each desk phone has its own private phonebook. This phonebook holds a maximum of 100 records. These numbers are only viewable to this desk phone. The shared phonebook is stored in the IPDECT gateway and is viewable to all of the desk phones. This phonebook holds a maximum 250 records.

To access the contact lists, press the left navigation key when the display is idle screen. Alternatively, select the "Contacts" in main menu.

## **Advanced Functions**

### **Desk Phone Registration**

Please refer to the section Registration.

### **Desk Phone Deregistration**

On the desk phone, go to the menu "Settings" [ "Registration". Select the item "Base De-registration" to deregister the desk phone from the current base. Note: Desk phones cannot make any calls, internal or external, without first registering to a base.

## **Account Settings**

### **SIP Account Setup:**

Users can only setup SIP Accounts via the Web GUI of the gateway

### **View SIP Account Status:**

Users can view the status of the accounts which are associated with the desk phone.

On the desk phone, go to menu "Status" [ "SIP Account Status".

## **Network Settings**

### **Network setup:**

You can configure the network type of the base to have a static IP address or obtain IP address from DHCP server.

On the desk phone, go to the menu "System" [ "Network Settings"

## **Maintenance Tasks**

### **User Levels**

#### **Desk Phone:**

There are different types of security levels to access the desk phone settings

User level password: User with this password is allowed to change call settings

(i.e. call waiting) of the desk phone. If the desk phone is the master desk phone of SIP accounts, user can also modify settings (anonymous call/anonymous call reject/ blacklist records/DND and Call forward) of the SIP accounts.

Admin level password: User can change the account settings (VOIP account setup/ base network type/Change admin password) on the base

#### **Base:**

There are different types of security levels to access the Web server on the base.

user1 – user8: These are normal users. User # can access the settings related to desk phone #.

admin: This is a special account which allows the user to access all settings of the base.

### **Reset to Factory**

#### **Desk Phone:**

Go to the Menu "System". Select the "Handset Factory Default". The settings and memory in this desk phone are all reset to factory default.

#### **Base:**

Hold down the page key for 60 seconds then release the key. The settings in base will go back to factory default.

### **Firmware Upgrade**

#### **Desk Phone:**

Go to the menu "System" | "Firmware Upgrade". The phone will check the availability of new software version. If new firmware is available, a popup window will ask "New Firmware is available. Upgrade now?" Select "Yes" soft key will automatically proceed with the software upgrade.

## **Desk Phone Keys Programmable keys**

### **Speed Dial Keys:**

On the desk phone, user can program 0-9 keys as speed dial key. Go to the menu.

"Services" | "Speed Dial". Select a key to program the number and decide which account will make the call.

### **Direct Access Keys:**

On the desk phone, user can program 12 available direct access keys as speed dial key with directory lookup on the LCD display. Go to the menu

"Services" | "Direct Access Key". Select a key to program the number and decide which account will make the call.

## **Web Interface**

Administrators can configure the phone system settings through the web interface. This section will describe how to use the web interface to access the phone settings.

Administrators need to know IP address of the base prior to accessing the interface. Please refer to the section Get the base IP address.

On the PC, open a web browser and enter the IP address (e.g. <http://192.168.1.155>) of the base. Username and password is required to access the web pages. The default values are "admin" and "7227" respectively.

## **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.

### **Telefield NA Inc.**

#### **Manager, Consumer Relations**

**4915 SW Griffith Dr. #302**

**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, installer or dealer \_\_\_\_\_

## **Warranty**

### **Limited Warranty**

#### **What will your warranty cover?**

- 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 to 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. You may be asked to disconnect your RCA telephone from the power source, so 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 prepaid. 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, if applicable
- Damage from misuse or neglect
- Products that have been modified or 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
- 3rd party products, such as headsets
- Installation and setup service adjustments
- Batteries, if applicable
- Damage from misuse or neglect
- Products that have been modified or 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
- 3rd party products, such as headsets

### **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 necessary. 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 WARRANTY OR IN ANY WAY INCREASE THE SCOPE OF THIS WARRANTY.

•REPAIR OR 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 GOVERNED 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](http://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. #302**

**Beaverton, Or 97005**

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