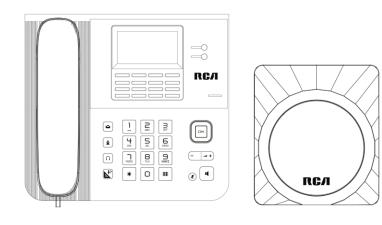


IP170 IP-DECT Deskphone



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 device 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.

FCC Part 68 and ACTA

Customer Information

- 1. This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the bottom of this equipment is a label that contains, among other information, a product identifier in the format US:3F8IPNANIP170. If requested, this number must be provided to the telephone company.
- 2. 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.
- 3. If this equipment [US: 3F8IPNANIP170] causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.
- 4. The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.
- 5. If trouble is experienced with this equipment [US: 3F8IPNANIP170], for repair or warranty information, Service can be facilitated through our office at: U.S. Agent Company name: Telefield NA Inc Address: 4915 SW Griffith Dr. #302 Beaverton, Or 97005, USA Tel: 1-800-511-3180 Fax: +503-626-6349 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.
- 6. Please follow instructions for repairing if any (e.g. battery replacement section); otherwise do not alternate or repair any parts of device except specified.
- 7. Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.
- 8. If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this [3F8IPNANIP170] does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.
 - a) If the telephone company requests information on what equipment is connected to their lines, inform them of:
 - b) The ringer equivalence number [NAN]

- c) The USOC jack required [RJ45]
- d) Facility Interface Codes ("FIC") [N/A]
- e) Service Order Codes ("SOC") [N/A]
- f) The FCC Registration Number [US: 3F81PNANIP170]
- 9. The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. The REN for this product is part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point. For this product the FCC Registration number is [US: 3F8IPNANIP170] indicates the REN would be NAN.
- 11 this equipment is hearing aid compatible

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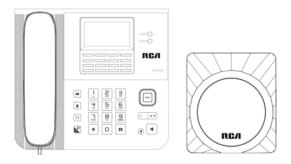
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Getting Started

Packing List The following components are included in your package:

IP DECT Gateway IP170 DECT Deskphone AC Adaptor (6V, 0.5A) for Deskphone 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

Note: If inline power (i.e. Power over Ethernet) is provided, do not install the AC adaptor. Make sure the Ethernet cable and switch/hub are PoE compliant.

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 deskphone

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 deskphone:

1. If the deskphone has not registered to any base, it will show "Unregistered" on idle screen.

2. Press "OK" button on the deskphone 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 deskphone will attempt to register to the base.

7. Once the registration succeeds, "Deskphone X" 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 deskphone are in close proximity, then try again.

SIP account Configuration

The SIP account can be configured through IP DECT base web interface or deskphone 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 deskphone.

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 "0000") 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 "0000".

The main page will load.

| RСЛ | BUSIN | ١ES | S TE | LE | рно | NES |
|---------------|----------|--------|----------------------------|----------------------------|-----------|-----------|
| | | | | | admir | Logout |
| STATUS | STATUS | SYSTEM | NETWOR | K | PHONEBOOK | SERVICING |
| STATUS | | | System Statu | IS | | |
| System Status | | | | | | |
| Line Status | Version: | | Firmware Version | 100.1.1737 | | |
| | Network: | | | | | |
| | | | WAN Port Type | DHCP | | |
| | | | WAN IP Address | 192.168.1.8 | - | |
| | | | Subnet Mask MAC Address | 255.255.255 30:6c:be:20 | | |
| | | | Link Status | Connected | 00.03 | |
| | | | Gateway | 192.168.1.1 | | |
| | | | Primary DNS | 192.168.1.1 | | |
| | | | Secondary DNS | 10.98.200.1 | | |
| | | | | | | |

Click the link "System" in the top panel. The left panel shows the settings of SIP $\ensuremath{\mathsf{Account}}$ Management.

| | | | S TEL | | | admin | | Logout |
|-----------------------|-----------------------------|------------------|----------|---|--------|-------|-------|--------|
| | STATUS | SYSTEM | NETWORK | | PHONEE | OOK | SERVI | ICING |
| SYSTEM | Create New Account / Edit A | ccount 5 | | | | | | |
| Handset Management | Manual settir | ngs | | | | | | |
| IP Account Management | | | | | | | | |
| Call Routes | Active: | | Disabled | • | | | | |
| Dial Plan | Account Name: | | | | | | | |
| Seneral Preferences | Hostname/IP A | ddress: | | 1 | Port: | 5060 | | |
| all Park | User Name: | | | | | | | |
| | Registered Nam | 10: | | _ | | | | |
| | Password: | | | | | | | |
| | Enable Outbour | nd Proxy Server: | Disabled | • | | | | |
| | Outbound Prox | v Server: | | | Port: | 5060 | | |
| | Network Voice | | | _ | | | | |
| | Codecs: | | | | | | | |
| | Codecs: | | | | | | | |
| | Codec 1: | | 6.722 | : | | | | |

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 deskphone will now be able to make and receive VOIP calls.

Deskphone menu

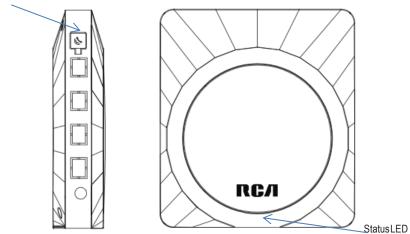
On the deskphone, go to menu "Settings [VOIP Account Setup", Select a account to edit. input the information (Account Name, Label, Display Name, Register Name, User Name, Password, SIP Server, Outbound status, Outbound Proxy, STUN Status and STUN server),

Overview

Base

Functions of registration/paging button on the base.

Registration/Paging Button



The registration/paging button is located at the right hand side of the gateway. When the gateway is powered up, the status LED will be on and in amber color 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, 03s off) | Data activity on the LAN port |
| Blinking blue (0.5s on, 0.5s off) | In registration mode |

Deskphone

Deskphone key layout



Functions of Key on the deskphone

| Key | Time | Idle | Menu | Edit | Off Hook |
|---|-------|----------------------------------|----------------------------------|----------------------------------|----------------------------------|
| Line 1 Key | Short | Line 1 | Line 1 | Line 1 | ** Refer to MMI |
| Line 2 Key | Short | Line 2 | Line 2 | Line 2 | ** Refer to MMI |
| Soft Key 1 (Left to Right) | Short | Logs | Back | Clear | |
| Soft Key 2 (Left to Right) | Short | Directory | | Abc | |
| Soft Key 3 (Left to Right) | Short | DND | | | |
| Soft Key 4 (Left to Right) | Short | Menu | Select | Save | Cancel |
| 12x | Short | Direct Memory List on Display |
| Direct Access Keys (Optional: Backlight) Long | | Direct Memory Dialing | Direct Memory Dialing | Direct Memory Dialing | Direct Memory Dialing |
| Up | Short | | Select Up | Select Up | Up for on-screen menu |
| Down | Short | | Select Down | Select Down | Down for on- screen menu |
| Left | Short | | | Cursor Left | |
| Right | Short | | | Cursor Right | |

| Navigation Select | Short | Status | Select | | Select on-screen option |
|-------------------|-------|---------------|--------|---|----------------------------|
| (Backlight) | Long | | | | |
| 1 | Short | 1 | | Text & Number | |
| 1 | Long | Direct Memory | | | Dial |
| 2 | Short | 2 | | Text & Number | |
| L | Long | Direct Memory | | | Dial |
| 3 | Short | 3 | | Text & Number | |
| 5 | Long | Direct Memory | | | Dial |
| 4 | Short | 4 | | Text & Number | |
| 4 | Long | Direct Memory | | | Dial |
| 5 | Short | 5 | | Text & Number | |
| 3 | Long | Direct Memory | | | Dial |
| 6 | Short | 6 | | Text & Number | |
| 0 | Long | Direct Memory | | | Dial |
| 7 | Short | 7 | | Text & Number | |
| 7 | Long | Direct Memory | | | Dial |
| 8 | Short | 8 | | Text & Number | |
| | Long | Direct Memory | | | Dial |
| 9 | Short | 9 | | Text & Number | |
| | Long | Direct Memory | | | Dial |
| 0 | Short | 0 | | Text & Number | |
| | Long | Direct Memory | | | Dial |
| # | Short | # | | * Insert space during text edit * Insert "#" during number edit | Dial |
| | Long | Silent On/Off | | | |
| * | Short | * | | * Switch upper case / lower case / first capital during phonebook name or handset name edit (ABC abc Abc) | Dial |

| | Long | Key Lock | | | |
|------------------------|-------|----------------------|--------------|--------------|----------------------|
| Voice Mail (Backlight) | Short | Voice Mail | Voice Mail | Voice Mail | Voice Mail |
| Redial | Short | Outgoing Call Log | | | Outgoing Call Log |
| RJ9 Headset | Short | Headset ON | Headset ON | Headset ON | Headset ON |
| Missed Call Log | Short | Missed Call Log | | | Missed Call Log |
| Volume Up | Short | Volume Up | | | Volume Up |
| Volume Down | Short | Volume Down | | | Volume Down |
| Speakerphone | Short | Speakerphone | Speakerphone | Speakerphone | Speakerphone |
| Mute | Short | | | | Mute / Unmute |

Master Deskphone

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

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

Deskphone Menu tree

Those functions marked with (*) are available in the master deskphone only.

| Main Menu | Sub Menu | Function description |
|-----------|--------------|--|
| Services | Voice Mail | Configures the external voice mail access numbers of SIP accounts (*) |
| | Call Forward | Enables/disables call forward function 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 deskphone on the same |
| 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 |

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

| Main Menu | Sub Menu | Function description |
|-----------|----------------------------|---|
| System | Network | Views the network settings of the gateway |
| | H/S User Password | Changes deskphone user password. |
| | System Admin Password | Changes the system Admin Password |
| | Firmware Version | Current firmware version |
| | Firmware Upgrade | Upgrades deskphone software |
| | Handset Factory Default | Resets deskphone settings to factory default |
| | Base Factory Default | Resets base settings to factory default |
| Status | SIP Account Status | Views SIP Account information on the gateway. Only those SIP accounts attached to this deskphone are visible. |
| | Network Status | Views the network settings of the gateway |

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 deskphone and remote party by SIP protocol. Users will need a line to send out the invite request. To setup a line and assign it to deskphone, 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 deskphone. Enter the "Services" menu. Input the deskphone 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 pre- vented from calling this deskphone.

Incoming calls

Answering an incoming call

When there is an incoming call, picking up the handset / pressing speakerphone key / pressing 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 deskphone, 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 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 deskphone, Enter "Services" \rightarrow "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 deskphones to this line No answer (No Answer)- When this is enabled and all deskphones 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 deskphones to this line Busy (Busy)-When this is enabled and all deskphones 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 deskphone 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 phonebook.

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

Deskphone Registration

Please refer to the section Registration.

Deskphone Deregistration

On the deskphone, go to the menu "Settings" \rightarrow "Registration". Select the item "Base De-registration" to deregister the deskphone from the current base. Note: Deskphones 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 deskphone.

On the deskphone, go to the menu "Status" \rightarrow "SIP Account Status".

Network Settings

Network setup:

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

On the deskphone, go to the menu "System" \rightarrow "Network Settings"

Maintenance Tasks

User Levels

Deskphone:

There are different types of security levels to access the deskphone settings

User level password: User with this password is allowed to change call settings (i.e. call waiting) of the deskphone. If the deskphone is the master deskphone 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 deskphone#.

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

Reset to Factory

Deskphone:

Go to the menu "System". Select the "Handset Factory Default". The settings and memory in this deskphone 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

Deskphone:

Go to the menu "System" \rightarrow "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.

Base:

Open the web page of the base. Go to the menu "Servicing" → "Upgrades" → "Basic Upgrade". Press the "Browse" button to enter input the firmware file. Press the "Upgrade Firmware" button. The base software upgrade will proceed.

Deskphone Keys configuration Programmable keys

Speed Dial Keys:

On the deskphone, user can program 0-9 keys as speed dial key. Go to the menu "Services" \rightarrow "Speed Dial". Select a key to program the number and decide which account will make the call.

Direct Access Keys:

On the deskphone, user can program 12 available direct access keys as speed dial key with directory lookup on the LCD display. Go to the menu "Services" \rightarrow "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 "0000" respectively.

<u>Service</u>

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 inquiries to: Telefield NA Inc. 4915 SW Griffith Dr. #302 Beaverton, Or 97005 TEL: 1-800-511-3180 FAX: +503-626-6349

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 _____

<u>Warranty</u> 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, if applicable
- 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
- · 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 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.

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