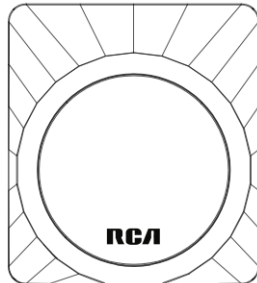


RCA

IP172 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 IP172 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 IP172.

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:3F8IPNANIP172. 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: 3F8IPNANIP172] 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: 3F8IPNANIP172], 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 [3F8IPNANIP172] 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: 3F8IPNANIP172]
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: 3F8IPNANIP172] indicates the REN would be NAN.
- 11 this equipment is hearing aid compatible

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Getting Started

Packing List

The following components are included in your package:

IP DECT Gateway

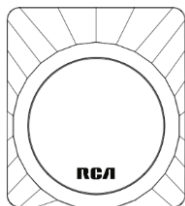
IP172 DECT Deskphone

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.



The screenshot displays the RCA Business Telephones web interface. At the top, the RCA logo is on the left, and the text "BUSINESS TELEPHONES" is in a large, bold, black font. To the right of this text are two links: "admin" and "Logout". Below the header is a navigation menu with five items: "STATUS", "SYSTEM", "NETWORK", "PHONEBOOK", and "SERVICING". The "SYSTEM" item is highlighted in orange. The main content area is titled "System Status" and contains the following information:

Version:	
Firmware Version	100.1.1737

Network:	
WAN Port Type	DHCP
WAN IP Address	192.168.1.88
Subnet Mask	255.255.255.0
MAC Address	30:6c:ba:20:00:03
Link Status	Connected
Gateway	192.168.1.1
Primary DNS	192.168.1.1
Secondary DNS	10.98.200.1

On the right side of the page, there is a vertical navigation bar with several icons.

Click the link “System” in the top panel. The left panel shows the settings of SIP Account Management.

STATUS SYSTEM NETWORK PHONEBOOK SERVICING

SYSTEM Create New Account / Edit Account 5

Handset Management
SIP Account Management
Call Routes
Dial Plan
General Preferences
Call Park

Manual settings

Active: Disabled

Account Name:

Hostname/IP Address: Port: 5060

User Name:

Registered Name:

Password:

Enable Outbound Proxy Server: Disabled

Outbound Proxy Server: Port: 5060

Network Voice Mail Access #:

Codecs:

Codec 1: G.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

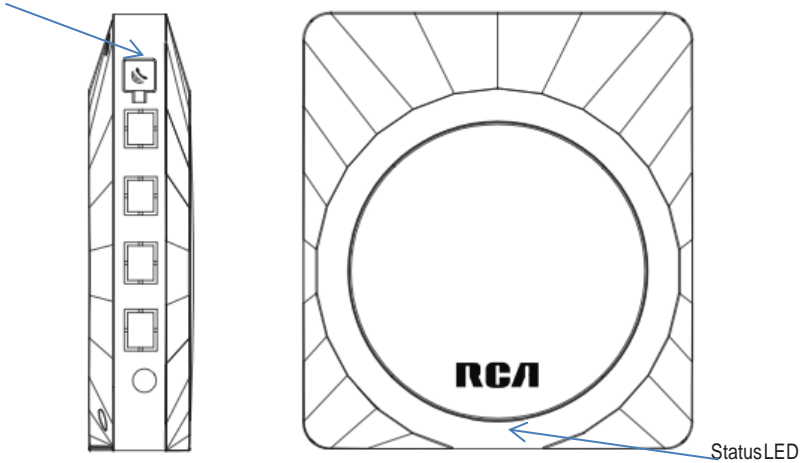
On the deskphone, go to menu “Settings [VOIP Account Setup”, Select a account to edit. input the information (Account Name, Label, Display Name, Register Name, User Name, Password, SIP Server, Outbound status, Outbound Proxy, STUN Status and STUN server),

Overview

Base

Functions of registration/paging button on the base.

Registration/Paging Button

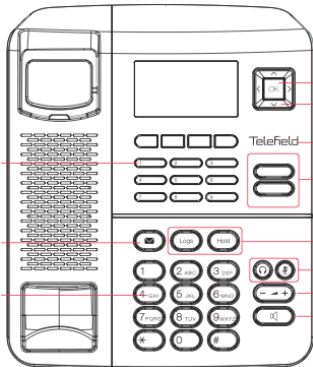


The registration/paging button is located at the right hand side of the gateway. When the gateway is powered up, the status LED will be on and in amber color for 5 seconds. After the initialization, the led status indicators are as follows:

LED status	Description
Steady amber	Network link is up
Off	Network link is down
Blinking amber (0.3s on, 0.3s 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
9x Direct Access Keys (Optional: Backlight)	Short	Direct Memory List on Display	Direct Memory List on Display	Direct Memory List on Display	Direct Memory List on Display
	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 (Backlight)	Short	Status	Select		Select on-screen option
	Long	Line Select before Call On			
1	Short	1		Text & Number	
	Long	Direct Memory			Dial
2	Short	2		Text & Number	
	Long	Direct Memory			Dial
3	Short	3		Text & Number	
	Long	Direct Memory			Dial
4	Short	4		Text & Number	
	Long	Direct Memory			Dial
5	Short	5		Text & Number	
	Long	Direct Memory			Dial
6	Short	6		Text & Number	
	Long	Direct Memory			Dial
7	Short	7		Text & Number	
	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	Dial
	Long	Silent On/Off		* Insert "##" during number edit	

*	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 9 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 prevented 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” → “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” → “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” → “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” → “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” → “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” → “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” → “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.

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 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 _____

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 its 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 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.

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