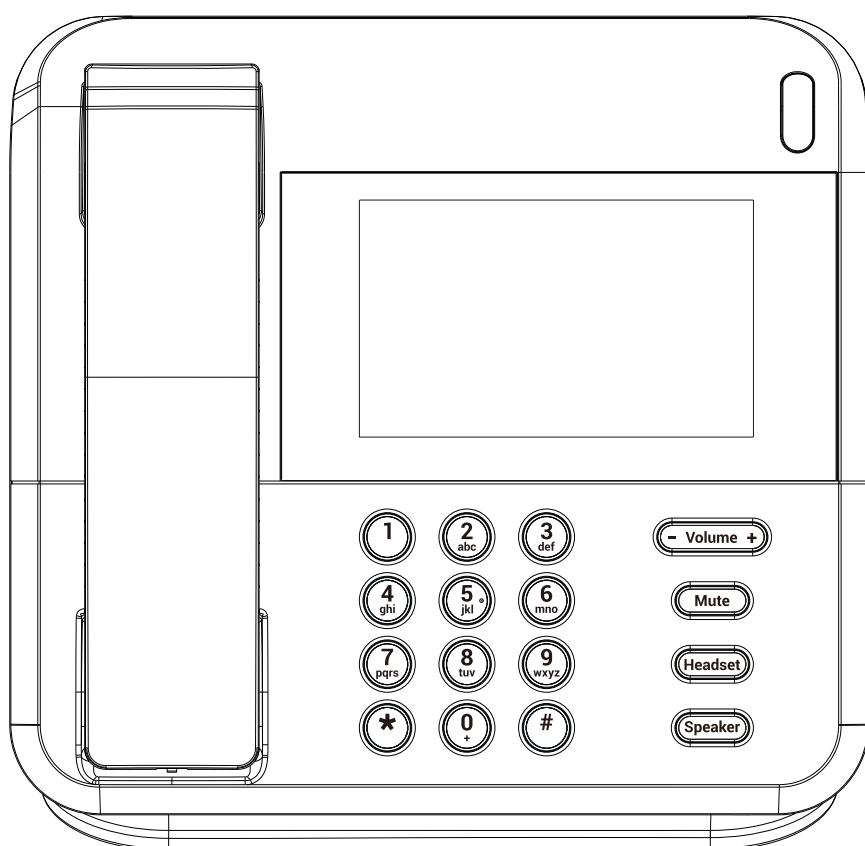


REAL

Téléphone IP



Veillez lire ce guide avant d'utiliser le produit pour la première fois.

IPX500TC

Interference Information

This device complies with Part 15 of the FCC Rules and the Industry Canada licence-exempt RSS standard(s). 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.

The telephone shall be installed and used such that parts of the user's body other than the hands are maintained at a distance of approximately 20cm(8 inches) or more.

NOTE: 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 equipment into an outlet on a circuit different from that to which the receiver 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.

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

NOTE: 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.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio TV technician for help.

Important Information

This product meets the applicable Industry Canada technical specifications.

This Class B digital apparatus complies with Canadian ICES-003. The Ringer Equivalence Number is an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed five.



Licensing

Licensed under US Patent 6,427,009.

Hearing Aid Compatibility

This telephone system meets FCC standards for Hearing Aid Compatibility.

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

| | | |
|--|---|--|
|  THE LIGHTNING FLASH AND ARROW HEAD WITHIN THE TRIANGLE IS A WARNING SIGN ALERTING YOU OF "DANGEROUS VOLTAGE" INSIDE THE PRODUCT | CAUTION: RISK OF ELECTRIC SHOCK DO NOT OPEN CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK). NO USER SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL. |  THE EXCLAMATION POINT WITHIN THE TRIANGLE IS A WARNING SIGN ALERTING YOU OF IMPORTANT INSTRUCTIONS ACCOMPANYING THE PRODUCT |
| SEE MARKING ON BOTTOM / BACK OF PRODUCT | | |

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VoIP Phone Introduction

A VoIP phone or IP Phone uses voice over IP (VoIP) technologies for placing and transmitting telephone calls over an IP network instead of the traditional public switched telephone network (PSTN). IP-based telephone service uses control protocols such as the Session Initiation Protocol (SIP).

Currently most SIP phones in the US market are based on embedded chips, e.g. SiTel and DSPG – their functionality is confined by the feature set of the chip vendor. Telefield can develop new features in software while developing the OS and hardware architectural layers independently and in parallel.

Installation

Power on IP phone, and connect it to your router/switch/hub/other operational Internet devices at WAN port by Ethernet cable.

By default, the unit will get the IP address from the DHCP server. Also it is possible to connect PC to the LAN port, thus PC can be in the same network as the IP phone. After an absolute startup, you can add a SIP account and make/answer a VoIP call.

Getting start –

- **Adding a SIP account**

Press Settings > Account System > Add account.

Then you can configure IP account Name, User Name, Server and Password.

After successful registration, the icon will show in “Green” color. Otherwise it will show in grey color. You may also be able to activate/deactivate the account by pressing the icon once.

Press and hold the icon , you are able to edit/delete the


account accordingly.

In addition, you can activate more than one SIP account on the unit.

● **Making a call**

❖ Take a line at various modes:

Handset Mode

- a. Lift the handset and dial the phone number.
(To correct the number press “” icon)
- b. No more input after a few second, it will start for calling or just press “Call” icon to dial out immediately.
- c. When you finish the call, press “**End call**” or place the handset back to the cradle to drop the call.

Speakerphone Mode

- a. Press the SPEAKER button and the Speaker LED will turn on. And dial the phone number.
- b. No more input after a few second, it will start for calling or just press “Call” icon to dial out immediately.

- c. When you finish the call, press “End call” icon or SPEAKER button again to drop the call and Speaker LED is off.

Headset Mode

- a. Press the HEADSET button and the HEADSET LED will turn on. Then dial the phone number.
- b. No more input after a few second, it will start for calling or just press “Call” icon to dial out immediately.
- c. When you finish the call, press the HEADSET button again to drop the call and the Headset LED goes off

Note:

- 1) If headset is not plugged into the jack and HEADSET button is pressed, the Headset LED indicator also turn on.

❖ Switching among modes

- a. Lift up the handset to switch from speakerphone mode or headset mode to handset mode.
- b. Press the SPEAKER button to switch from

handset mode or headset mode to speakerphone mode.

- c. In handset mode, press the HEADSET button and replace the handset to the cradle. The unit will switch to headset mode.
- d. In speakerphone mode, press the HEADSET button to switch to headset mode.


- **Answering a call**

When there is a call coming from the line

- a. Lift the handset (handset mode), OR
- b. Pressing the Speaker button or Answer icon (speakerphone mode), OR
- c. Pressing the HEADSET button

- **Pre-Dialing**

User can input dial digit, edit a number or press “Recents” icon etc. when unit is idle state. Check the number and then dial the number.

- a. Unit is at idle state.
- b. Manual input dial digits. (Press the “”

icon to delete the last input digit.) Or

- c. Press the “Contacts” icon and search the phone book memory, select the number
Or
- d. Press the “Recents” icon to select the call log memory and then select the number Or
- e. After either above b) to d), press the “Call” icon or Take a Line to start dialing.

- **Mute**

Press the MUTE button while phone is engaged in handset, speaker or headset mode to mute corresponding microphone. When mute is activated, the mute LED lit.

Switch the talking mode or press the MUTE button again to release microphone muting.

- **Hold**

Press “Hold” icon to hold the current call. If the call put on-hold, you can make a 2nd call, or transfer the call to other party.

To release hold function, press “Return” icon.

- **Blind Transfer**

If the call put on-hold, select “Blind/Warm Transfer”, then input the number and press ”Transfer” icon to transfer the call immediately.

- **Warm Transfer (Attendant Transfer)**

If the call put on-hold, select “Blind/Warm Transfer”, then input the number and press ”Warm Transfer” icon to perform attendant transfer.

- **Conference**

Put the call on hold by pressing “HOLD” icon. **Input the telephone number of the party you want to conference with and then press “2nd Call” icon.** Press the “CONFERENCE” icon to put them in conference.

- **Call Forwards**

- **To be define.**

- **DND**

- **To be define.**

Settings

- **Network (Network settings)**

- ❖ **LAN Port setting (enter lan port setting here)**
- ❖ **Advanced Settings**
- ❖ **IP Address (xxx.xxx.xxx.xxx)**

- **LAN Port settings (enter lan port setting here)**

Eth0 (Status)

For DHCP , when plugging Ethernet cable to the WAN port,

it will show “connected” if the unit obtain the IP address successfully. Otherwise, it will show “Failed operation”

For Static, user have to configure all parameters including “IP settings”, ”Gateway”, ”Network prefix length”, “DNS1” and “DNS2”.

- **Advanced Settings**
VLAN Setting

QoS

802.1X Mode

- **IP Address**

It will display the unit IP address and MAC.

- **Device**

- ❖ **Sound**

- **Notification Sound**

This option allows you to set the ringtone that will sound for notifications (like 2nd call alert tone). Turn on this tone to hear a tone for incoming calls while you are on the telephone

- **Ringer Sound**

This option allows you to set customizing ringing tone.

- **Touch Sound**

The Audible touch tones options is used when you use the dialing pad or make a screen selection. Each time you press a key, make a selection, the selected tone

sounds.

❖ **Volume**

The Volume option allows you to change the volume for all phone sounds in one easy way. Touch and drag the slider to adjust the sound level for **speaker, handset&headset and notifications.**

❖ **Display**

➤ **Brightness**

This option allows you to set the Brightness percentage of the screen.

➤ **Sleep**

This option allows you to set the time before the screen times and goes to turn off the backlight.

❖ **Date time**

This menu allows you to change the current time and date displayed. Tap **Automatic date & time** to allow the network set the date and time.

Tap Select time Zone to change the time zone area.

There are two more options for 24-hour display format as well as date format.

(The system will update daylight settings for corresponding time zone.)

❖ **BlueTooth**

Bluetooth is a short-range communications technology that allows you to connect wirelessly to Bluetooth-enabled headset.

To turn Bluetooth on: From the Home screen, tap → Settings → Device → Tap the Bluetooth On/Off button to activate/deactivate the feature.

In Bluetooth settings menu allows you to set up :

- i. The name of your phone uses for Bluetooth communication
- ii. Device visibility for other Bluetooth devices
- iii. Search to start search for visible

external Bluetooth-compatible device like Bluetooth headset.

- iv. Pairing Bluetooth device
- v. Disconnecting a paired device

- **Account System**

- ❖ **Add account**
- ❖ **Reorder**
- ❖ **Backup/Restore**

- **About IPX500**

- ❖ **Update System**
- ❖ **Download APP by URL**

Contacts

All records will be stored in the internal memory and is sorted in alphabetical order.

In Contacts review screen, press “+” icon to add/edit the contact’s record.

Select “Create NEW Contact”, you can add a record where you can entry Name, Phone number with appropriate Tag like Mobile, Home and so on. Just press “Done” or “Back” icon to save the record.

Adding the photo, each contact can add the photo. The user can select the photo from the external USB memory stick. Once the file is selected , the photo will copy to the internal contacts memory.

In Contacts review screen, press and hold the record to delete/edit the contact’s record directly.

Recents

Pressing “Recents” icon can review all incoming call history. Missed calls will be marked with Red Arrow symbol in “Recents” records. By pressing and holding the record, users can select to store the numbers to Contacts or delete it accordingly.

Web Interface

- **Status**

- ❖ **Firmware information**

- **FW version**
 - **System Name**
 - **System Version**

- ❖ **Network**

- **WAN Port Type**
 - **WAN Port IP Address**
 - **Subnet Mask**
 - **MAC Address**
 - **Gateway**
 - **Primary DNS**
 - **Secondary DNS**

- **System**

- ❖ **SIP Account Management**
 - ❖ **Dial Plan**
 - ❖ **General Preference**

- **Network**

- ❖ **WAN Settings**
 - ❖ **Advance Settings**

- **Phonebook**

- ❖ **Phonebook**
- ❖ **Black List**

- **Service**

- ❖ **Password Settings**
- ❖ **Reset and Reboot**
- ❖ **Date and Time**
- ❖ **Basic Upgarde**
- ❖ **Advanced Update**
- ❖ **Trusted Certificates**
- ❖ **Server Certificate**
- ❖ **Call Logs**
- ❖ **System Logs**

Troubleshooting Guide

Line status is unavailable

- Check or repeat installation steps;
- Check the IP address and the VOIP status , make sure the phone connect to the available SIP server or an existing SIP PBX.
- Check the line setting , make sure all settings are not wrong

Try to Power rest the phone

Can not enter web page

- Check the Network cords , make sure it is not damaged.
- Check the IP address , make sure the IP address itself has the popedom to enter the web page
- Make sure the network is not busy

You cannot be heard by the other party

- Make sure the handset or headset cord is inserted properly and securely.
- Make sure the MUTE feature is not turned on.

Phone does not ring

- Make sure the ringer is turned on.

Incoming voice too low or none at all

- Check volume setting.

Causes of Poor Reception

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

Service

If trouble is experienced with this equipment, for repair or warranty information, please contact customer service at 1-800-511-3180. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

This product may be serviced only by the manufacturer or its authorized service agents. Changes or modifications not expressly approved by Telefield NA Inc. could void the user's authority to operate this product. For instructions on how to obtain service, refer to the warranty included in this guide or call customer service at 1-800-511-3180.

Or refer inquires to:

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

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

Purchase date _____

Name of store _____

Warranty

Limited Warranty

What your warranty covers:

- Defects in materials or workmanship

For how long after your purchase:

- Two years, from date of purchase

What we will do:

- Provide you with a replacement unit. The exchange unit is under warranty for the remainder of the original product's warranty period.

How you get service:

- Locate your proof of purchase in the form of a bill of sale or receipted invoice which is evidence

that the product is within the warranty period. Proof of warranty eligibility is required and must be presented to obtain warranty service.

- Contact RCA Customer Care at (800) 511-3180. Our representatives will help you troubleshoot and diagnose the problem. As you may be asked to disconnect your RCA telephone from 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
- 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

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

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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