



# DECT 6.0 2-Line Cordless Intercom Speakerphone

## User's Guide



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

**Model TC25212**

## Important Information

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### Equipment Approval Information

Your telephone equipment is approved for connection to the Public Switched Telephone Network and is in compliance with parts 15 and 68, FCC Rules and Regulations and the Technical Requirements for Telephone Terminal Equipment published by ACTA.

#### 1 Notification to the Local Telephone Company

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

The REN is useful in determining the number of devices you may connect to your telephone line and still have all of these devices ring when your telephone number is called. In most (but not all) areas, the sum of the RENs of all devices connected to one line should not exceed 5. To be certain of the number of devices you may connect to your line as determined by the REN, you should contact your local telephone company.

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

#### Notes

- This equipment may not be used on coin service provided by the telephone company.
- Party lines are subject to state tariffs, and therefore, you may not be able to use your own telephone equipment if you are on a party line. Check with your local telephone company.
- Notice must be given to the telephone company upon permanent disconnection of your telephone from your line.
- If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this product does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

**US Number is located on the cabinet bottom**

**REN number is located on the cabinet bottom**

### 2 Rights of the Telephone Company

Should your equipment cause trouble on your line which may harm the telephone network, the telephone company shall, where practicable, notify you that temporary discontinuance of service may be required. Where prior notice is not practicable and the circumstances warrant such action, the telephone company may temporarily discontinue service immediately. In case of such temporary discontinuance, the telephone company must: (1) promptly notify you of such temporary discontinuance; (2) afford you the opportunity to correct the situation; and (3) inform you of your right to bring a complaint to the Commission pursuant to procedures set forth in Subpart E of Part 68, FCC Rules and Regulations.

The telephone company may make changes in its communications facilities, equipment, operations or procedures where such action is required in the operation of its business and not inconsistent with FCC Rules and Regulations. If these changes are expected to affect the use or performance of your telephone equipment, the telephone company must give you adequate notice, in writing, to allow you to maintain uninterrupted service.

### Interference Information

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference; and (2) This device must accept any interference received, including interference that may cause undesired operation. **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 receiving antenna.
- Connect the telecommunications equipment into an outlet on a circuit different from that to which the receiving antenna is connected.

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

## Important Information

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

### Licensing

Licensed under US Patent 6,427,009.

### Hearing Aid Compatibility

This telephone system meets FCC standards for Hearing Aid Compatibility.

### 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 **base unit** and your body. This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter."

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

### Information for DECT Product



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

Installation of this equipment is subject to notification and coordination with UTAM. Any relocation of this equipment must be coordinated through and approved by UTAM. UTAM may be contacted at 1-800-429-8826.

**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.	<b>CAUTION:</b> 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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### Introduction



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

**IMPORTANT:** Because cordless phones operate on electricity, you should have at least one phone in your home that isn't cordless, in case the power in your home goes out.

### Parts Checklist

Make sure your package includes the following items:



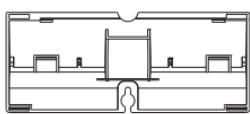
Base



Battery Compartment Cover



Handset



Desk Stand



Belt Clip



AC power adaptor



Short Line Cord



Telephone 2- Line cords

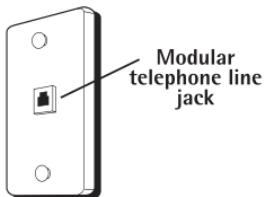


Handset battery pack

### Telephone Jack Requirements

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

Wall plate



### Installation

#### Digital Security System

Your cordless phone uses a digital security system to protect against false ringing, unauthorized access, and charges to your phone line.

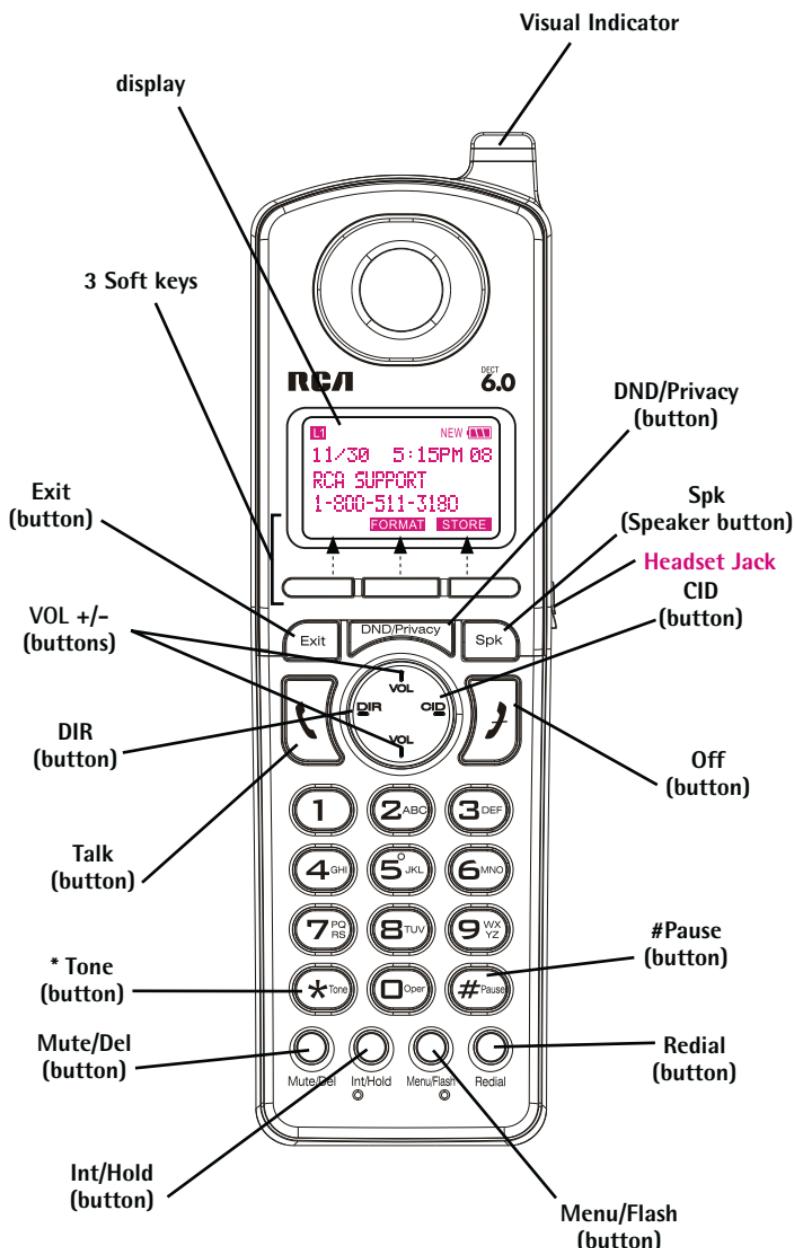
*INSTALLATION NOTE: Some cordless telephones operate at frequencies that may cause or receive interference with nearby TVs, microwave ovens, and VCRs. To minimize or prevent such interference, the base of the cordless telephone should not be placed near or on top of a TV, microwave ovens, or VCR. If such interference continues, move the cordless telephone farther away from these appliances.*

*Certain other communications devices may also use the 1.9 GHz frequency for communication, and, if not properly set, these devices may interfere with each other and/or your new telephone. If you are concerned with interference, please refer to the owner's manual for these devices on how to properly set channels to avoid interference. Typical devices that may use the 1.9 GHz frequency for communication include wireless audio/video senders, wireless computer networks, multi-handset cordless telephone systems, and some long-range cordless telephone systems.*

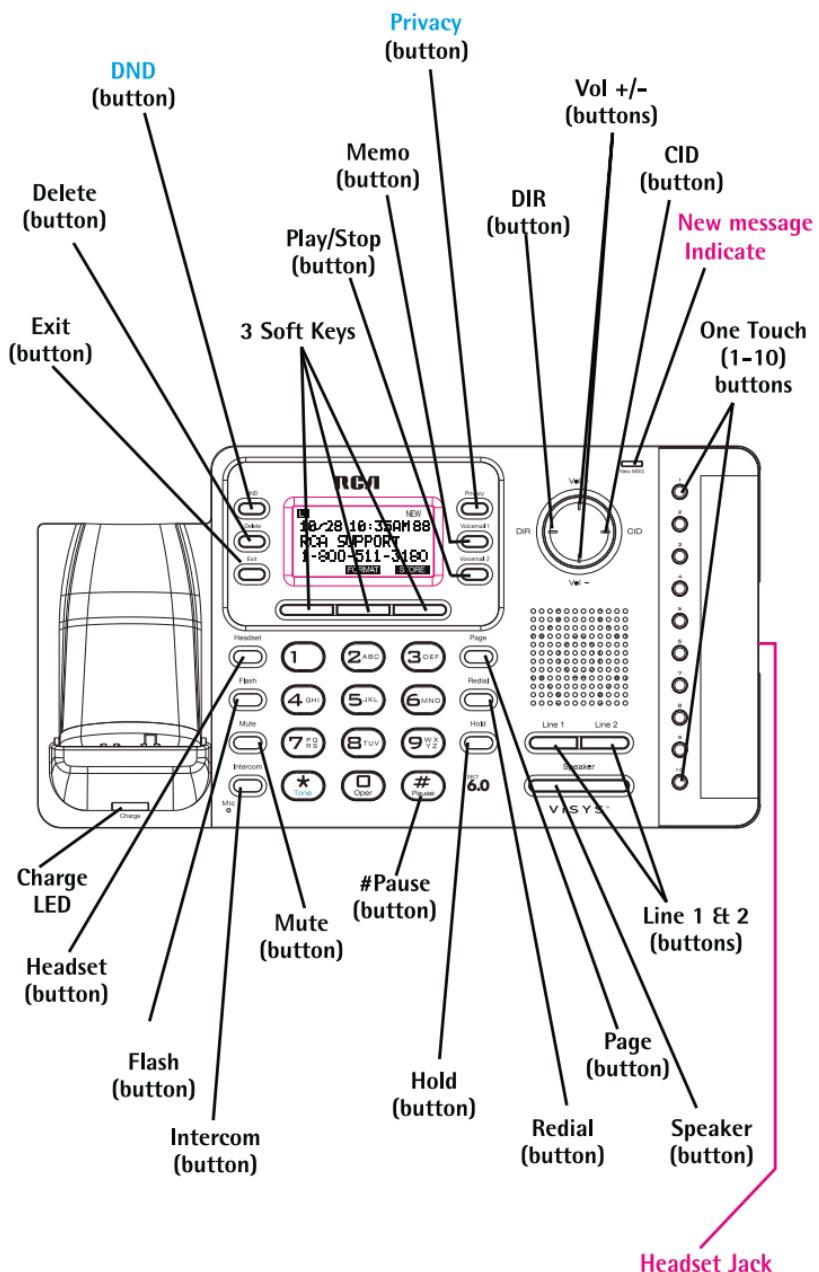
#### Important Installation Guidelines

- Avoid sources of noise and heat, such as motors, fluorescent lighting, microwave ovens, heating appliances and direct sunlight.
- Avoid areas of excessive dust, moisture and low temperature.
- Avoid other cordless telephones or personal computers.
- Never install telephone wiring during a lightning storm.
- Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
- Never touch non-insulated telephone wires or terminals, unless the telephone line has been disconnected at the network interface.
- Use caution when installing or modifying telephone lines.

## Handset Layout



### Base Layout



### Installing the Phone

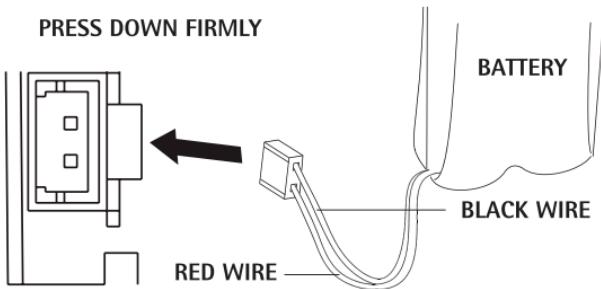
#### Installing the Handset Battery

*NOTE: You must connect the handset battery before use.*

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

1. Locate battery which is packaged inside a plastic bag and is separate from the handset.
2. Locate the battery compartment on the back of the handset.
3. Plug the battery pack cord into the jack inside the compartment.

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



4. Insert the battery pack.
5. Close the battery compartment by placing the handset back cover slightly higher than the handset and then sliding the cover down into position.



*Class (Classe) 2 Power source*

## Connections & Setup

### Base Station

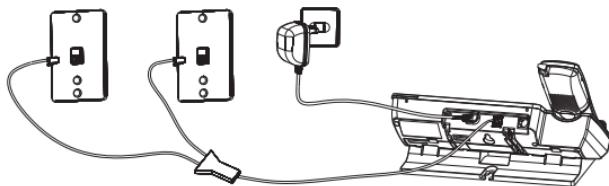
The phone may be connected to two line (RJ14C) wall jacks to accommodate all two lines.

1. Choose an area near an electrical outlet and a telephone wall jack (RJ11C), and place your cordless telephone on a level surface, such as a desktop or tabletop, or you may mount it on the wall.
2. Plug the power supply cord into the power jack on the back of the base and the other end into an electrical outlet.

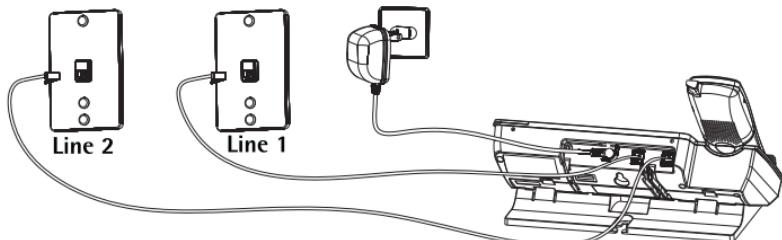
**CAUTION:** To reduce risk of personal injury, fire, or damage use only the T-2757 (base) power adaptor listed in the user's guide. This power adaptor is intended to be correctly orientated in a vertical or floor mount position.

3. Connect the telephone line cords:

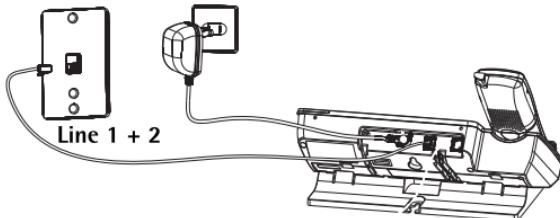
If you have 2 single-line wall jacks installed in your home or office, you can use adaptors/couplers (not included) to combine the 2 single telephone lines into 1 dual lines. The adaptor/coupler may look similar to the one pictured here and can be purchased from your local telephone products retailer.



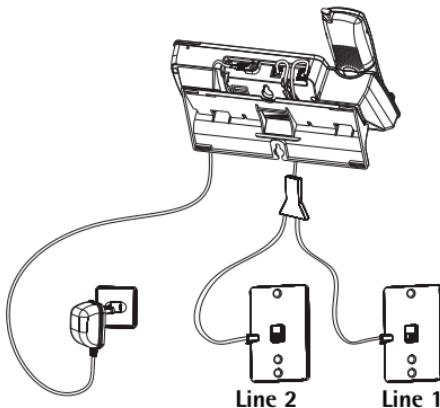
Or, you can use the 2 single telephone lines plug into the 2 jacks on the back of the telephone.



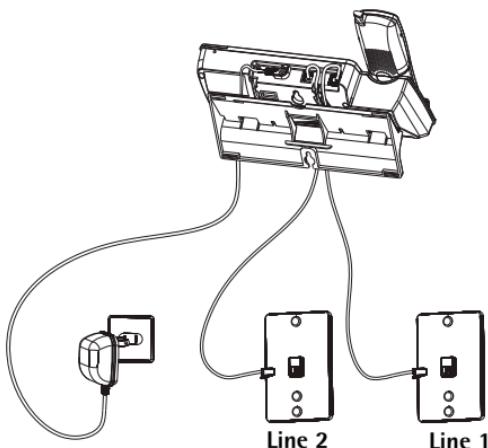
If you have Line 1 and Line 2 wired into one wall jack in your home or office, you can use one of the supplied telephone line cords to connect from the wall jack to the Line 1 + 2 jack on the back of the phone as shown below.



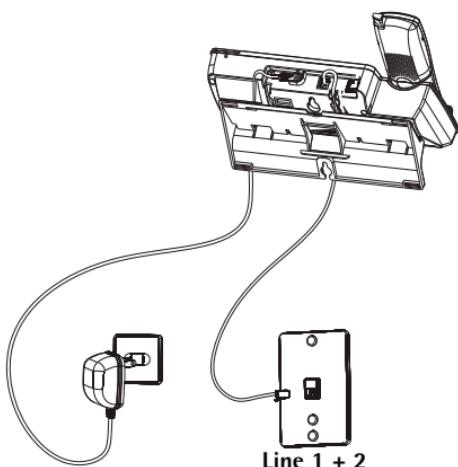
4. If you want to mount the telephone on the wall, you can plug the 2 lines such as the below drawing;



-OR-



-OR-



## Programming the Telephone

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5. Place the handset in the base cradle. The charge indicator illuminates, verifying the battery is charging.
6. Allow the phone to charge for 14 hours prior to first use. If you don't properly charge the phone, battery performance is compromised.

## Programming the Phone

### Standby Screen

The handset displays the handset name and number, date, time, and battery status and the three soft keys.

The base displays the current date, time and the soft keys.

*NOTE: The soft keys will change according to the status of the unit.*

*NOTE: The base LCD has a dedicated "SET CLOCK" icon flashing when the clock is not set. Please go to menu "Phone Setting- Date/Time" to set the clock.*

### Programming Functions

The system uses a menu structure to give you access to all of the built-in features. You may program the following items in main menu: Phone Setting, Display Setting, **Sound Setting**, **Voice Mail** and Restore Setting.

*NOTE: During programming, you may press the BACK Soft key (left) at any time to exit the sub-menu and return to the main menu, or press Exit key to exit programming and return to standby screen.*

*NOTE: If no key is pressed for 30 seconds, the handset will automatically exit programming and return to standby screen.*

### Phone Setting

1. Make sure your phone is OFF (not in Talk mode).
2. Press the **Menu** button on HS or the **MENU** soft key (left) on BS to go to the main menu.
3. Press **VOL** (+ or -) button to scroll to *Phone Setting*.
4. Press **SELECT** soft key (right) to confirm and you may program the following items:  
Date/Time (base only),  
Auto Answer (handset only),  
Auto Answer Intercom (both base and handset),  
Dial Mode (base only),  
Area Code (base only),  
Registration (handset only),  
De-Registration (base only),  
2nd Call Alert (both base and handset),  
Handset Name (handset only),  
Update HS List (base only).  
Add Headset (base only)

### Date/Time

#### From the Phone Setting Menu:

1. Press the **VOL** (+ or -) button to scroll to *Date/Time*.
2. Press **SELECT** Soft key.
3. LCD will display last-set time (or, if the device is new or has been reset to default, the LCD will display 12:00AM 01/01/10)
4. Use the dial-pad to enter digits for the current time and date.  
*NOTE: Use DIR/CID button to move the cursor and the AM/PM softkey to set the time AM or PM.*
5. Press **SAVE** softkey to confirm the setting, a confirmation tone will indicate that your selection has been saved.

*NOTE: The Date/Time setting item only exists in base menu, handset Date/Time should update automatically after it is set in the base.*

## Programming the Telephone

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### Auto Answer (only applicable for handset)

This option allows you to pick up the handset from base to answer an incoming call without pressing the Talk/Spk/L1/L2 button.

When it is set to off, this function is disabled in this handset.

#### From the Phone Setting Menu:

1. Press the VOL (+ or -) button to scroll to the *Auto Answer*.
2. Press SELECT soft key. Use the VOL (+ or -) button to scroll to your selection. The default setting is *Off*.
3. Press SELECT soft key to save your selection.

### Auto Answer Intercom (applicable for base and handset)

If it is set to on, this handset or base will auto answer the intercom call when it receives an intercom call.

#### From the Phone Setting Menu:

1. Press the VOL (+ or -) button to scroll to *Auto Answer Int.*
2. Press SELECT soft key. Use the VOL (+ or -) button to scroll to your selection. The default setting is *Off*.
3. Press SELECT soft key to save your selection .

### Dial Mode (only applicable for base)

The Dial Mode of Line 1 and Line 2 can be set separately.

#### From the Phone Setting Menu:

1. Press the VOL (+ or -) button to scroll to the *Dial mode*.
2. Press SELECT soft key.
3. Use the VOL (- or +) button to select Line1 or line2, press Select softkey to confirm, then use VOL(- or +) to scroll to your selection: Tone or Pulse
4. Press SELECT soft key to save your selection.

*NOTE: The Dial mode only can be set in the base menu.*

### Area Code (only applicable for base)

The telephone uses the pre-programmed area code to determine the number format to display when a valid Caller ID record is received. The pre-programmed area code is also used for the Dialback feature.

#### From the Phone setting Menu:

1. Press the VOL (+ or -) button to scroll to the *Area code*.
2. Press SELECT soft key.
3. Use the touch-tone pad to enter your 3-digit area code.
4. Press SAVE soft key to save your selection.

### Registration (only applicable to handset)

A cordless handset will not operate until it is registered to the base. During the registration process, keep the handset near the base. Up to 10 cordless handsets can be registered to one base.

*NOTE: If a handset has not been registered to the base, then the screen displays "PRESS "REG" TO INITIATE REGISTRATION" once the handset has been activated. Press the REG soft key to start the registration.*

#### From the Phone Setting Menu:

1. Press the VOL (+ or -) button to scroll to *Registration*.
2. Press SELECT soft key and you may program the following items:  
Register and Remove handset.

### Register

#### From the Registration Menu:

1. Press the VOL (+ or -) button to scroll to *Register*.
2. Press SELECT soft key. The screen displays *Register HS Registering...*
3. Press and hold the Page button on base for *about 3 seconds*.
4. "*Registering*" displays to indicate the base is now in registration mode.
5. If the registration is successful, the screen displays "*Registration complete*" for 2 seconds and emits a confirmation tone.
6. If the registration is failed (i.e. timeout), the screen displays "*REGISTRATION FAILED!*" for 2 seconds and emits an error tone.

### Remove Handset

De-registration cancels registration. During the de-registration process, keep the handset near the base.



**WARNING:** It is not recommended that a handset be deregistered unless absolutely necessary because once a handset is deregistered, that handset's telephone features cannot be used until the handset is re-registered.

#### From the Registration Menu:

1. Press the VOL (+ or -) button to scroll to the *Remove handset*.
2. Press SELECT soft key button. The screen displays "*Remove handset?*".
3. Press the YES soft key to confirm de-registration. The screen displays "*Press "REG" to initiate registration*" in the handset.

*NOTE: You can press the REG soft key to enter the registration mode again.*

### De-Register (Only applicable for base)

#### From the Phone Setting Menu:

1. Press the VOL (+ or -) button to scroll to the *Deregistration*.
2. Press SELECT soft key. The list of all registered handsets will be displayed, and use the VOL (+ or -) button to scroll to your selection.
3. Press the SELECT soft key. The screen displays "*Remove handset?*".

## Programming the Telephone

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4. Press YES soft key to confirm de-registration. The screen displays "Saved" and then displays "Press "REG" to initiate registration" in the handset.

### Add Headset (only applicable for base)

*NOTE: This wireless headset option is only compatible with the RCA 25065RE1, 25265RE2 and 25270RE3 headsets.*

#### From the Phone Setting Menu:

1. Press the vol(- or +) button to scroll to Add Headset;
2. Press the SELECT Sofykey. The screen will display Pairing...Please wait.
3. On the headset, press and hold the Talk On/Off button together with the Volume+ button for 3 seconds. The LED indicators will begin blinking in an alternate red and blue pattern.
4. If the registration is successful, a blue LED on the Headset will flash.

*NOTE: Only one cordless Headset may pair with a base unit.*

### Second Call Alert

If it is set to On, you will hear the alert tone when you are in conversation and there is an incoming call from another line.

#### From the Phone Setting Menu:

1. Press the VOL (+ or -) button to scroll to 2ND Call Alert.
2. Press SELECT soft key. Use the VOL (+ or -) button to scroll to your selection. The default setting is On.
3. Press SELECT soft key to save your selection.

### Handset Name (only applicable for handset)

#### From the Phone Setting Menu:

1. Press the VOL (+ or -) button to scroll to the Handset name.
2. Press SELECT soft key. The default name is Handset.
3. Use the touch-tone pad to enter a name (up to 13 characters). More than one letter is stored in each of the number keys. For example, to enter Bill Smith, press the 2 key twice for the letter B. Press the 4 key 3 times for the letter I. Press the 5 key 3 times for the letter L. Press the 5 key 3 times for the second letter L, and press the 1 key to insert a space between the first and last name. Press the 7 key 4 times for the letter S; press the 6 key once for the letter M; press the 4 key 3 times for the letter I; press the 8 key for the letter T; press the 4 key twice for the letter H.

*NOTE: If you make a mistake, press DIR/CID button to move the cursor forward or backward, and then use the Mute/Del button to backspace and delete one character at a time.*

4. Press the SAVE soft key to save your name. You will hear a confirmation tone.

### Update Handset List (only applicable for base)

This function is used to update all registered handsets from the current handset name list.

## From the Phone Setting Menu:

1. Press the VOL (+ or -) button to scroll to the *Update HS List*.
2. Press SELECT soft key.
3. The latest handset name list stored in the base will be sent to all registered handsets.

## Display Setting

1. Make sure your phone is OFF (not in Talk mode).
2. Press the Menu button on HS or the MENU soft key on BS to go to the main menu.
3. Press VOL (+ or -) button to scroll to *Display Setting*.
4. Press SELECT soft key to confirm and you may program the following items: Language, Contrast and Backlight (base only).

## Language

### From the Display Setting Menu:

1. Press the VOL (+ or -) button to scroll to the *Language*.
2. Press SELECT soft key.
3. Use the VOL (+ or -) button to select *English*, *Francais* or *Espanol*. The default setting is *English*.
4. Press SELECT soft key to save your selection.

## Contrast

### From the Display Setting Menu:

1. Press the VOL (+ or -) button to scroll to the *Contrast*.
2. Press SELECT soft key. The "MIN and MAX" contrast scale displays on the screen.
3. Use the VOL (+ or -) button to adjust the contrast. The display instantly adjusts with each press of the VOL (+ or -) button.
4. Press SELECT soft key to save the desired contrast level.

## Backlight (Only applicable for base)

### From the Display Setting Menu:

1. Press the VOL (+ or -) button to scroll to the *Backlight*.
2. Press SELECT soft key and use the VOL (+ or -) button to select *Always On* or *Automatic*.
3. Press SELECT soft key to save your selection.

## Sound Setting

1. Make sure your phone is OFF (not in Talk mode).
2. Press the Menu button on HS or the MENU soft key on BS to go to the main menu.
3. Press VOL (+ or -) button to scroll to *Sound Setting*.
4. Press SELECT soft key to confirm and you may program the following items in base and handset: Ring Tone, Ring Volume and Key Tone.

# Telephone Operation

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## Ring Tone

There are 8 tone levels for your selection. They are Melody 1 to 8 for line 1 and line 2 respectively.

### From the Sound Setting Menu:

1. Press the VOL (+ or -) button to scroll to the *Ring Tone*.
2. Press SELECT soft key.
3. Use the VOL (+ or -) button to **select Line1 or line2, press Select softkey to confirm, then use VOL(- or +) to scroll to your selection.** The default setting is **Melody 1** for line1 and **Melody 2** for line2.
4. Press SELECT soft key to save your selection.

## Ring Volume

There are 5 Volume levels and OFF for your selection. The Ring Volume can be set individually for each line.

### From the Sound Settings Menu:

1. Press the VOL (+ or -) button to scroll to the *Ring Volume*.
2. Press SELECT soft key.
3. Use the VOL (+ or -) button to **select Line1 or line2, press Select softkey to confirm, then use VOL(- or +) to scroll to your selection.** The default setting is **VOL 3**.
4. Press SELECT soft key to save your selection.

## Key Tone

### From the Sound Settings Menu:

1. Press the VOL (+ or -) button to scroll to the *Key Tone*.
2. Press SELECT soft key. Use the VOL (+ or -) button to select *On* or *Off*.
3. Press SELECT soft key to save your selection.

## Voice Mail

This feature is used to conveniently access the voicemail feature offered by your telephone service provider.

*NOTE: You must subscribe to telephone service provider-offered voice-mail on at least one phone line in order for this feature to operate.*

1. Make sure your phone is in idle mode. (not in Talk mode)
2. Press the MENU Soft key (left) to go to the main menu.
3. Press VOL (- or +) button to scroll to Voice Mail.
4. Press SELECT Soft key (right) to confirm and you may program the following items:

Call VM

Settings

## Call VM

### From the Voice Mail Menu:

1. Press VOL (- or +) button to scroll to Call VM.
2. Press SELECT Soft key
3. Use the VOL (- or +) button to toggle between Line 1 and Line 2 and press SELECT soft key to select.
4. The phone will dial your voicemail access number. You may proceed to access your voicemail per your service provider's instructions.

## Settings

### From the Voice Mail Menu:

1. Press VOL (- or +) button to scroll to Settings.

2. Press **SELECT** Soft key
3. Use the **VOL** (- or +) button to toggle between Line 1 and Line 2 and press **SELECT** soft key to select.
4. Use the dial pad to enter the call-in access number for your voicemail. Press **Delete** button to backspace and delete numbers, if necessary.
5. Press **SAVE** Soft key.
6. A confirmation tone will indicate that your selection has been saved.

### Restore Setting

The feature allows you to reset some menu settings to the original default settings.

1. Press **Menu** button on handset or **MENU** soft key on the base.
2. Press the **VOL** (- or +) button to scroll to **Restore Setting**.
3. Press **SELECT** soft key. "LOAD TO DEFAULT?" displays on the screen.
4. Press **YES** soft key to let unit reset to default setting; once finished, the unit will emit a short beep prompt, and after the base shows "please wait ..." in the display for about 3 seconds, then reset the unit automatically.
5. If you do not want to reset, press the **NO** soft key.

## Telephone Operation

### Making Calls with the Cordless Handset

1. Press the **Talk** button, the unit will pick the first available line for you.  
-OR-

Press **Line 1** or **Line 2** soft key to select a line you wanted.

2. Wait for a dial tone then dial the phone number.
3. Press the **End** button when finished.

### Making Calls in the Speakerphone mode (from the base)

1. Press the **Speaker** button (in base), the unit will pick the available line for you. If both lines are available, Line 1 will be used first.

-OR-

Press **Line 1** or **Line 2** button on the base to select the line, and the base's speaker will activate.

2. Wait for a dial tone then dial a phone number.
3. Press the **Speaker** button when finished.

*NOTE: After pick the line, the call timer starts to run until all the calls are hung up. The timer serves for both 2 lines.*

### Making Call in the Speakerphone mode (from the handset)

1. Press the **Speaker** button to activate the speakerphone on the first available line.

-OR-

Press the **Line1** or **Line2** Softkey to select a specific line. The Handset will activate the ear piece. Then press the **SPK** button to switch to the speakerphone mode.

2. Wait for a dial tone then dial the phone number.
3. Press the **End** button when finished.

### Making Calls with a wired Headset

1. Plug the headset into the Headset jack on the side of the base or side of the cordless handset.
2. Adjust the headset to rest comfortably on top of your head or over your ear.
3. Move the microphone to approximately 2 to 3 inches from your mouth.
4. For the base, press the **Headset** button on base and the phone

# Telephone Operation

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automatically selects first available, if both lines are available, Line 1 will be used.

5. For the cordless handset, press the **Talk** button.
6. Wait for a dial tone, and then dial the phone number.
7. Press **Headset** button (on base) or **End** button (on handset) when finished.

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

*NOTE: If the headset is not connected (or if not completely inserted into headset jack), an error tone is heard when the **Headset** button is pressed.*

## Pre-dialing

1. With the phone idle, manually enter the telephone number. The screen displays the telephone number.
2. Press the **DIAL** soft key (on base only), **Speaker** button, **Talk** button (handset only), or **Line 1** or **Line 2** button to take a line, and then the telephone number will be dialed out.

## Answering a Call

### For cordless handset:

1. Press the **Talk** button to answer the call in receiver mode,  
-OR-
2. Press the **Spk** button to answer the call in speakerphone mode,  
-OR-
3. Press the corresponding **LINE** soft key to answer the call in receiver mode.
4. When finished, press **END** button.

### For the base:

1. Press the **Speaker** button to answer the call in speakerphone mode,  
-OR-
2. Press the corresponding **Line** button to answer the call in speakerphone mode,  
-OR-
3. Press the **Headset** button to answer the call in headset mode.
4. When finished, press **Speaker** button (in speakerphone) or **Headset** button (in headset mode) to end the call.

*NOTE: If you have set the Auto Answer as On in the cordless handset, you can answer the call directly by picking up this handset from the base, without pressing any buttons.*

*NOTE: Adjust the Volume by pressing the VOL (+ or -) button during a call.*

## Switching Between the Speakerphone, Handset, and Headset Mode

### Base

To switch to the speakerphone, press **Speaker** button. The speakerphone indicator illuminates.

To switch to the headset, press the **Headset** button to enable the headset, and the headset indicator illuminates.

### Cordless Handset

To switch to the speakerphone, press **Spk** button.

If the headset is plug in, press **Talk** button to switch to headset.

If the headset is not plug in, press **Talk** button to switch to cordless handset's receiver.

### Mute

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

1. Press Mute button to activate the mute feature.

*NOTE: When using the mute feature on the base, the indicator will illuminate when the mute is activated.*

2. Press the Mute button again to de-activate.

### Do Not Disturb

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

1. When the unit is idle, press the DND/Privacy button. The last setting is displayed.
2. Use the VOL (+ or -) button to select the duration. You may choose from 15 minutes, 30 minutes, 45 minutes, 1 hour, or 2 hours and increase the duration by 1-hour intervals up to 24 hours.
3. Press the SELECT soft key to confirm. The indicator (on the base) blinks and the screen displays how long the ringer will be disabled.
4. To cancel, press DND/Privacy button again.

*NOTE: If Intercom Auto Answer is activated, the unit automatically answers the intercom call even if the Do Not Disturb function is activated.*

### Flash

Use the **Flash** button to activate custom calling services such as call waiting or call forwarding, which are available through your local phone company.

### Inserting a Pause in the Dialing Sequence

Press the #Pause button twice to insert a delay in dialing sequence when a pause is needed to wait for a dial tone (for example, after you dial 9 for an outside line, or to wait for a computer access tone.) Each pause counts as one digit in the dialing sequence, and the screen displays "P".

### Redial

1. Press the **Talk** button, or press the **Speaker** button (speakerphone mode), or press the **Headset** button (headset mode) and the first available line will go off hook. If both lines are available, Line 1 will be used.

-OR-

Press a **Line** button to select a line.

2. Press the **Redial** button. The redial number list (last 3 previously dialed numbers) is displayed.
3. Use the **VOL** (+ or -) button to select the number. Press the **DIAL** soft key to dial out the number.

*NOTE: The Redial function will not operate if the number to be redialed contains more than 32 digits. If the number is longer than that, you will hear an error tone.*

## Telephone Operation

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### Reviewing the Redial Numbers

Your phone records up to three previously dialed phone numbers.

1. When the phone is idle, press the **Redial** button.
2. Use the **VOL** (+ or -) button to view the last three previously dialed numbers.
3. While the preferred number is displayed, press the **Spk**, **Talk**, or a **Line** button to dial the phone number.

*NOTE: If you do not select a Line button, the line is automatically held and the number is dialed accordingly.*

### Storing a Redial Record in Phone Book

1. Make sure the phone is **OFF** (not in **Talk** mode).
2. Press the **Redial** button, then use the **VOL** (+ or -) button to scroll to the desired redial number.
3. Press the **SAVE** soft key.
4. The screen displays "*Enter Name*". Input a name. Please refer to section "*Handset Name*" for name editing method.

*NOTE: A name must be input otherwise the record cannot be stored.*

5. Press the **SAVE** soft key. The desired redial number is displayed on the screen.
6. You can edit the telephone number.
7. Press **SAVE** soft key to enter the **VIP Tone Melody** selection.
8. **Use VOL(- or +) button to select the VIP tone melody and then press Select soft key to confirm the selection.**

### Transferring a Call to Another Extension

1. Press **XFER** soft key when the phone is in **Talk** mode.
2. Use **VOL** (+ or -) to select the desired handset or base you want to transfer to, and then press the **SELECT** soft key.
3. The unit will intercom the selected handset or base, and it will ring for this intercom call. At this moment, the call is on hold.
4. Once the selected handset answers the intercom call, after the call transfer initialized unit hangs up, the call can be transferred to the desired handset or base, or press the **CONF** soft key to enter conference call mode.
5. If the selected unit rejects the intercom call, the call transfer initialized displays "*Unavailable*" on the screen for 3 seconds, and then you can pick up the call again.

### Receiving a Transferred Call from Another Extension

If the unit receives a transfer call paging, the screen displays "*Intercom call from base/Handset X*". Press the **Talk** button (handset only) or **Speaker** button (both base and handset) to answer the call.

If you press the **REJECT** soft key, the intercom paging will be stopped.

### Ringer On/Off and Ringer Volume

1. Make sure the phone is in idle mode.
2. Press the VOL (+ or -) button to activate the ringer Volume setting. **Press Line1 or Line2 softkey to select the direct line which you want to set, then use the VOL (- or +) button to scroll to your selection. The default setting is VOL 3.**
3. Press the SELECT soft key to save your selection.

*NOTE: If you choose the ringer OFF, the screen displays "L1/L2 RINGER OFF".*

### Speakerphone, Handset, and Headset Volume

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

### Hold

In Talk mode, press the **Hold** button to hold the line. The screen displays "Line X ON HOLD", and the line icon will flash. On the base, the **Line** button indicator will flash also.

When the line is on hold, the hold alert tone will be emitted.

Press the corresponding **LINE** soft key (on handset), or the **Line** button (on base) to release the hold and pick up the call again.

### Conference Calls

This system can support 3-way and 4-way conference calls.

#### Join a call in progress:

1. While a call is in progress, another user can join that call by pressing the corresponding Line button on the base unit or soft key in the handset. Both parties on the original call will hear a tone to alert them someone else has joined the call.

*NOTE: If the privacy feature is On for the original call, the call cannot be joined by another user.*

#### Three-way conference call by an intercom call:

1. While on a call, press the **Intercom** button and then select the desired handset or base to intercom.
2. The selected handset or base will emit a page tone. The user can press the **Talk** button on the handset or the **Speaker** button on the base to answer the intercom call page.
3. The originating caller can then press the **CONF** soft key displayed on the screen to establish a 3-way conference between the external caller and the intercom call.

#### Three-way conference call with two lines:

1. During a call on Line 1, press the **Hold** button to put the call on hold.
2. Press the **Line 2** button or soft key on the handset to get a dial tone. Dial the number, and then talk to the other person.
3. The originating caller can then press the **CONF** soft key displayed on the screen to establish a 3-way conference between the two lines.

# Telephone Operation

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## Four-way conference call (Line 1 + Line 2 + 2 extension):

1. Once the base unit or handset has both Line 1 and 2 on hold, press the **Intercom** button and then select the desired handset or base to intercom.
2. The selected handset or base will emit a page tone. The user can press the **Talk** button on the handset or the **Speaker** button on the base to answer the intercom call page.
3. The originating caller can then press the **CONF** soft key displayed on the screen to initiate a conference. Since Line 1 and 2 are both on hold, the user will be prompted to select Line 1, Line 2 or Both to conference with. The user can then use the soft keys to select the desired option. If the **BOTH** soft key is selected a 4-way conference is established between the originating caller, both lines and the intercom call.

## Intercom Calls

### One-Touch Intercom

1. On the base, in idle mode, press any **One-Touch Intercom** button (1-10) for the station you want to intercom with. One-Touch button #1 represents handset 01, #2 represents handset 02, etc. The Intercom paging ring will be emitted.

-OR-

You may press the **Intercom** button, then press the **Intercom/Memory** button (1-10) for the stations you want to intercom with.

-OR-

Press the **Intercom** button, and all the registered handsets and the base except itself list in the log, use the **VOL** (+ or -) key to scroll to the station you want to intercom with, and then press **SELECT** soft key to confirm.

*NOTE: To abort intercom call, press the **STOP** soft key.*

*NOTE: If the receiving station does not answer within 30 seconds, the intercom call is cancelled. You will hear an error tone and the screen displays "Unavailable".*

### Answering an Intercom Call

When you receive an Intercom call, the screen displays the Caller's Name and Phone ID.

If you want to answer with the speakerphone, press the **Speaker** button. If you want to answer by headset, press the **Headset** button on the base or the **Talk** button on the handset. The headset must be already connected.

If you do not want to answer this intercom call, press the **REJECT** soft key.

### Page

The page feature helps you locate a misplaced handset.

1. Press the **Page button** on the base. The handset beeps and the Visual Indicator on the handset flashes. The screen displays "*Paging from Base*".
2. To cancel the page, press the **Page button** on the base, or press **STOP** soft key on the base, or press **Exit** key on the base, or press any key on the handset. Otherwise the paging will last for 2 minutes.

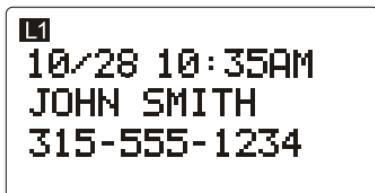
### Auto Standby

If you place the handset in the cradle while the handset is off the hook (during a call), the call is automatically disconnected.

### Caller ID (CID)

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

When the unit receives an incoming call with CID information, the CID can be displayed on the base and handsets.



Base Display



Handset Display

### Receiving and Storing CID Records

This unit receives and displays information transmitted by your local phone company. This information can include the phone number, date and time; or the name, phone number, date and time. The unit can store up to 99 records for later review. When the memory is full, a new call automatically replaces the oldest call in memory. The screen displays "NEW" for calls received that have not been reviewed. The line number for the call received is also displayed.

If two incoming calls come in at the same time, the line1 and line2 phone numbers shows on the display separately.

### Reviewing CID Records

- Press CID button, and then use the VOL (+ or -) button to scroll through the call records.
- When you scroll to the start/end of the unit emit a warning tone and then scroll to the end or the start of the record.
- When reviewing the CID records, the record number is also displayed to the right of the time along with the FORMAT and STORE soft keys.

### Saving a CID Record to Phone Book Memory

1. While viewing a CID record, press the STORE soft key.
2. The name displays on the screen. You can edit it. After editing, press the SAVE soft key.
3. The number displays on the screen. You can edit it. After editing, press the SAVE soft key.
4. You can select the ring melody for this phone number. Use the VOL (+ or -) button to scroll to your selection, and then press the SELECT soft key to save.

*NOTE: If you want to change the format of the CID number and save it in the phonebook, press the FORMAT soft key to format the CID number first before pressing the STORE soft key.*

*NOTE: You cannot skip the name editing. If it is empty in the name field, you cannot press the SAVE soft key to go to number editing.*

### Deleting a CID Record

Press the Delete button to delete the record. The screen displays "DELETE?". Press the OK soft key to confirm. *The unit will emit a confirm tone.*

### Deleting All Call Records

This feature allows you to clear all CID records at once.

1. While viewing a CID record, press and hold the Delete button. The screen displays "Delete All?"
2. Press OK soft key to confirm. *A confirm tone emit and Empty* displays for 3 seconds.

### Dialing Back

When reviewing CID records, you can dial back the numbers displayed on the screen by pressing the Headset button, or the Talk button, or the Spk button or the Line 1 or Line 2 button.

### If You Programmed Your Local Area Code

1. Use the CID button to display the number you want to dial.
2. If you see a number with 7 digits (i.e. 555-1234), then the call was received from within your area code. However, this does not guarantee the call is a local call. If you see a number with 11 digits (i.e. 1-234-555-1234), then the call received was not from your area code.
3. To adjust the phone number format, use the FORMAT soft key. For instance, a 7-digit local number sometimes cannot be dialed because it requires a 10-digit or 11-digit format. Use the FORMAT soft key to scroll through 7, 10 and 11-digit numbers.

Number of digits	Explanation	Example
7-digits:	7-digit telephone number	(i.e.555-5555)
10-digits:	3-digit area code +7-digit telephone number	(i.e.425-555-5555)
11-digits:	long distance code 1 +3-digit area code +7-digit telephone number	(i.e. 1-425-555-5555)

4. To dial the displayed number, select a Line or press **Talk**, **Spk**, or **Headset** button.

### If You Did Not Program Your Local Area Code

1. Use the **CID** button to display the number you want to dial. You will only see 10-digit numbers (i.e. 234-555-1234).
2. Press **Talk**, **Spk**, **Headset** button or select a Line to dial back. You may adjust the number format by pressing the **FORMAT** soft key before dialing.

### Call Waiting Caller ID

This feature allows you to see who is calling when you hear the call waiting beep. The caller identification information is displayed on the screen after you hear the tone.

- Press the **Flash** button to put the person to whom you're talking on hold and answer the incoming call.

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

### Memory Log and Phone Book (Directory) Memory

You may store data in the Phone Book Directory (up to 99 records) or an Intercom/Memory (10 buttons located to the right of the number pad on the base). The Phone Book and each Intercom/Memory Log stores up to 16 characters and 32 digits.

The records are stored by alphabetic ascending order.

# Memory/Phone Book

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## Adding Phone Book Entries

1. Make sure the phone is OFF (not in Talk mode).
2. Press the **DIR** button.
3. Press the **NEW** soft key. The screen displays "*Enter Name*". Please refer to section "*Handset Name*" for name editing method.
4. Press **SAVE** soft key. The screen displays "*Enter Number*".
5. Use the touch-tone pad to input a telephone number.

*TIP: Press the #Pause button twice to insert a pause in a number if necessary.*

6. Press the **SAVE** soft key to enter *VIP tone melody* selection.
7. Use **VOL** (+ or -) button to scroll to the selection and press **SELECT** soft key to complete.

*NOTE: If the screen displays "Memory full", you should delete one or more unnecessary records and repeat above steps to continue the call record storage.*

## Storing Record in One-Touch Dialing (Only applicable for base)

1. Make sure the phone is OFF (not in Talk mode).
2. Press **STORE** soft key.
3. The screen displays "*Select Button Location*". Press a **One-Touch** button (1-10) to save the record in that memory location.

*NOTE: If there is a record stored in selected memory location. Press **REPLAC** soft key to confirm overwrite or press the **BACK** soft key, then **repeat the step 1~3 to select a new location**.*

4. The screen displays "*Enter Name*". Please refer to section "*Handset Name*" for name editing method.
5. Press **SAVE** soft key. The screen displays "*Enter Number*".
6. Use the touch-tone pad to input a telephone number.

*TIP: Press the #Pause button twice to insert a pause in a number if necessary.*

7. Press the **SAVE** soft key to save.

## Reviewing Phone Book Records

1. Make sure the phone is OFF (not in Talk mode).
2. Press the **DIR** button.
3. Press the **VOL** (+ or -) button to scroll through the records,  
-OR-

Press the number keys to go to the name of the records started with the corresponding character.

4. **Then you can press Menu softkey and then use VOL(- or +) to select View to review the direct record.**

### Editing a Phone Book Record

1. When reviewing the phone book records, use the VOL (+ or -) button or the number keys to scroll to the desired record.
2. Press Menu soft key and then use VOL(- or +) to select Edit Entry. You may now change the name, if desired. Please refer to section "Handset Name" for name editing method.
3. Press SAVE soft key to proceed to number change. You may now change the number, if desired.
4. Press SAVE soft key to proceed to *VIP Tone Melody* selection. You may use VOL (+ or -) key to scroll to the selection you desired.
5. Press SELECT soft key to complete.

*NOTE: Press the BACK soft key to keep the previous setting (making no changes).*

### Copying a Phone Book Record

You can copy one phone book record or the whole phone book from the handset extension to the base or from the base to desired handset extension.

#### In the extension handset:

1. While viewing the phone book record, press the COPY soft key.
2. The screen displays "Copy Current Record or Entire Directory?". Press the CURR soft key to copy the current record or press the ENTIRE soft key to copy the whole phone book.
3. After copying is finished, the prompt message The screen displays "Record Copied to Base Unit!".

#### In the Base Unit:

1. While viewing the phone book record, press the COPY soft key.
2. The screen displays "Copy Current Record or Entire Directory?". Press the CURR soft key to copy the current record or press the ENTIRE soft key to copy the whole phone book.
3. The extension list will be displayed. Use the VOL (+ or -) button to select the desired extension handset for the record to be copied to.
4. Press the SELECT soft key.
5. After copying is finished, the screen displays "Record Copied!", and "Saved".

## Memory/Phone Book

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### Deleting a Phone Book Record

1. When reviewing the phone book records list, use the VOL (+ or -) button or the number keys to scroll to the desired record.
2. Press the delete key on the phone to delete the record.
3. The screen displays "Delete?".
4. Press the OK soft key to confirm the deletion.

### Deleting All Phone Book Records

1. Press the DIR button to activate the phone book record list.
2. Press and hold the Delete button on the phone until "DELETE ALL?" shows in the display.
3. Press the OK soft key to confirm the deletion.
4. "EMPTY" shows in the display.

### Dialing a Phone Book Record

#### Dial a phone book record while in Talk mode:

1. Make sure the phone is ON (in Talk mode) by pressing the Talk, Spk button, or selecting a Line.
2. Press the DIR button to access the phone book.
3. Use the VOL (+ or -) button or the number keys to scroll to the desired record.
4. Press the DIAL soft key to dial the number.

-OR-

#### Dial a phone book record while reviewing it:

1. Make sure the phone is OFF (not in Talk mode).
2. Press the Phonebook button to access the phone book.
3. Use the VOL (+ or -) button or the number keys to scroll to the desired record.
4. Press the Talk or Spk button on the handset or press the Speaker or Line 1/2 on the base. The number dials automatically.

### Voice Mail System

Provided your phone company offers voice messaging service and you subscribe to it, the NEW MSG indicator on the base and the Visual Indicator on the top of the handset flashes to indicate a message is waiting. The screen displays "L1 MSG Waiting" or "L2 MSG Waiting" to indicate which line has voice mail waiting. If both lines have new voice mail messages, the display shows "L1 MSG Waiting" & "L2 MSG Waiting" alternately. It stops flashing after the message is reviewed.

*NOTE: To deactivate the New Message indicator; Press the Delete button once during the BS display shows "Lx MSG Waiting", then the indicator will be off.*



**IMPORTANT:** You must have the voice mail access code programmed for this feature to work. See the "Programming the Voice mail numbers" section. If there is no voice mail number stored, the system will emit an error tone.

#### To listen to your voice mail messages from the base unit in idle mode.

1. Press VOICE MAIL 1 for line 1 voicemail or VOICE MAIL 2 for line 2 voicemail.
2. The base unit activates the speaker with the corresponding line and auto dials the pre-programmed voice mail access number/code to access the voice mail stored at the phone company.
3. Once the phone company voice mail system answers the call, additional digits such as a pin code may be dialed.
4. The screen displays "the dialed numbers" and the call timer.

#### To listen to your voice mail messages from the handset in idle mode.

1. Press VM soft key.
2. The screen displays "VOICE MAIL: SELECT LINE". Press the **Line1 softkey** to access line 1 voice mail and **Line2 softkey** to access line 1 voice mail.
3. The handset activates the receiver with the corresponding line and auto dials the pre-programmed voice mail access number/code to access the voice mail stored at the phone company.
4. Once the phone company voice mail system answers the call, additional digits such as a pin code may be dialed.
5. The screen displays "the dialed numbers" and the call timer.

## Voice Mail System

---

### Programming the Voice mail numbers

1. Make sure your phone is OFF (not in talk mode).
2. Press STORE soft key on base. The screen displays "SELECT BUTTON LOCATION".
3. Press one of the two **Voice mail** buttons.
4. If the location is empty, the screen displays "ENTER NUMBER:"

-OR-

If the location is not empty, the screen displays the existing contents.

5. If the location is empty, enter the phone number.

-OR-

If the location is not empty, press the "REPLACE" soft key to confirm, and then enter the phone number.

6. Press the SAVE soft key to save the number.
7. **The unit emit a confirm tone** and then returns to the idle mode.

Note:

- User can press the **Delete** button to delete the current digit and move the curser to the left one position.
- Press the Left (◀) and Right (▶) arrows to move the curser left and right to edit input.
- Press PAUSE twice (displayed as "P") to enter a pause in the dialing sequence.
- If the user does not enter anything and then presses **SAVE**, the contents will be cleared.

*Note: You can also access the Voice mail center from the Voice mail sub-Menu, please refer to the Voice mail section.*

### Changing the Battery



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

1. Make sure the telephone is OFF (not in Talk mode) before you replace battery.
2. Remove the battery compartment door.
3. Disconnect the battery plug from the jack inside the battery compartment and remove the battery pack from the handset.
4. Insert the new battery pack and connect the cord to the jack inside the battery compartment.
5. Put the battery compartment door back on.
6. Place handset in the base or handset charge cradle to charge. Allow the handset battery to properly charge (for 14 hours) prior to first use or when you install a new battery pack. If you do not properly charge the phone, battery performance will be compromised.

### Battery Safety Precautions

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

**NOTE:** The RBRC seal on the battery used in your Telefield NA Inc. product indicates that we are participating in a program to collect and recycle the rechargeable battery (or batteries).

For more information go to the RBRC web site at [www.rbrc.org](http://www.rbrc.org) or call 1-800-8-BATTERY or contact a local recycling center.

## Display Messages

---

### Display Messages

The following messages show the status of the phone, provides Caller ID information, or helps you set up and use your phone.

<b>DELETE ALL?</b>	Prompt asking if you want to erase all records.
<b>DELETE?</b>	Prompt asking if you want to erase the current record.
<b>ENTER NAME</b>	Prompt telling you to enter a name.
<b>ENTER NUMBER</b>	Prompt telling you to enter a telephone number.
<b>NEW CALLS</b>	Indicates call or calls which have not been reviewed.
<b>HANDSET NAME</b>	Prompt telling you to enter a user name for the hand set.
<b>UNAVAILABLE</b>	Indicates that the function you want to initialize cannot work at that moment or the function being worked cannot continue. The system is busy or some other higher priority function is being performed.  For example, the message playback function will be stopped when there is an incoming call.
<b>NO LINE</b>	Indicates that the telephone line is not connected.
<b>LINE IN USE</b>	Display on handset while the line is in use.
<b>EMPTY</b>	Indicates there are no CID records in memory.
<b>OUT OF RANGE</b>	Indicates handset is too far away from the base, and the handset is searching for the base.
<b>BLOCKED</b>	Indicates the person is calling from a number which is blocked from transmission.
<b>UNKNOWN</b>	Indicates incoming call is from an area not serviced by CID or the CID information was not sent.

### Handset Sound Signals

Signal	Meaning
A long warbling tone (with ringer on)	Signals an incoming call
Two short beeps (several times)	Page signal
One beep every 14 seconds	Low battery warning
One long beep after press one key	Confirm
A short warbling tone (with ringer on)	Error

### Troubleshooting Guide

#### Telephone Solutions

##### No dial tone

- Check or repeat installation steps:

Make sure the base power cord is connected to a working electrical outlet. Make sure the telephone line cord is connected to the base and the wall jack.

- Connect another phone to the same jack. If it doesn't work, the problem might be your wiring or local service.
- The handset may be out of range of the base. Move closer to the base.
- Make sure the battery is properly charged (for 14 hours).

---

##### Dial tone is ok, but can't dial out

- Make sure the type of phone service you are subscribed to is *TONE* or *PULSE*.

---

##### Handset does not ring

- Make sure the handset ringer is set to On.
- The handset may be out of range of the base. Move closer to the base.
- You may have too many extension phones on your line. Try unplugging some extensions.
- Check for a dial tone. If no dial tone is heard, see "No dial tone".

---

##### You experience static, noise, or fading in and out

- The handset may be out of range of the base. Move closer to base.
- Make sure base is not plugged into an electrical outlet with another household appliance. If necessary, relocate the base.
- Charge the battery (for 14 hours).

---

##### Memory dialing doesn't work

- Did you follow proper dialing sequence?

---

##### Unit locks up and no communication between the base and cordless handset

- Unplug the power adaptor from the electrical outlet and the bottom of the base. Remove the handset battery. Wait for 30 seconds and plug the power adaptor back into the base and electrical outlet. Reconnect the battery and charge for 14 hours.

---

## Troubleshooting Guide

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### **"Out of Range..." is displayed on the screen**

- Move the handset closer to the base.
- Make sure the base power cord is connected to a working electrical outlet.

---

### **Date/Time setting is restored to default setting**

- May be caused by power failure. Set Date/Time again.

---

## **Caller ID Solutions**

### **No Display**

- Charge the battery (for 14 hours). Or replace the battery.
- Make sure the unit is connected to a non-switched electrical outlet. Disconnect the power adaptor from the base and reconnect it.

---

### **No Caller ID**

- You must be subscribed to the standard Name/Number Caller ID service from your local telephone company to receive CID information.

---

### **Battery**

If you experience any of the following problems, even after recharging the battery, you may need to replace the battery pack:

- Short talk time
- Poor sound quality
- Limited range

---

### General Product Care

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

- Avoid dropping the handset, as well as other rough treatment to the phone.
- Clean the phone with a soft cloth.
- Never use strong cleaning agents, paint thinner, abrasive powder, alcohol, or other chemical products to clean the unit. Doing so will damage the finish.
- Retain the original packaging in case you need to ship the phone at a later date.
- Periodically clean the charge contacts on the handset and base with a clean pencil eraser.

### Causes of Poor Reception

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

## **Warranty**

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### **Warranty Assistance**

If trouble is experienced with this equipment, for 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 require that you disconnect the equipment until the problem is resolved.

Any unauthorized repairs, 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 a replacement unit, 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. #205  
Beaverton, OR  
97005

Attach your sales receipt to this 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 \_\_\_\_\_

### 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.

## Warranty

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### 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 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.

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**Visit the RCA web site at: [www.rca4business.com](http://www.rca4business.com)**

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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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Beaver ton, OR 97005

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