RCA

2-Line
Speakerphone
User's Guide

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

Visit the RCA website at www.rca4phones.com

Model 1223

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.

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

HearingAidCompatibility

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 radiator and your body. This transmitter must not be co-located or operated in conjunction with any other antenna or transmitter.

IndustryCanada(I.C.)Notice

This product meets the applicable Industry Canada technical specifications.
Le présent materiel est conforme aux specifications techniques applicables d'Industrie Canada."

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.

L'indice d'équivalence de la sonnerie (IES) sert à indiquer le nombre maximal de terminaux qui peuvent être raccordés à une interface téléphonique. La terminaison d'une interface peut consister en une combinaison quelconque de dispositifs, à la seule condition que la somme d'indices d'équivalence de la sonnerie de tous les dispositifs n'excède pas 5."

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This Class B digital apparatus complies with Canadian ICES-003.
Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

IMPORTANT SAFETY INSTRUCTIONS

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following: 1. Do not use this product near water, for example, near a bath tub, wash bowl, kitchen sink, laundry tub, in a wet basement, or near a swimming pool. 2. Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning. 3. Do not use the telephone to report a gas leak in the vicinity of the leak.

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

Table of Contents

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.

Short Glossary of Terminology Used in this Manual

Hook switch. The part of the phone that pops up to activate the phone line when the handset is lifted from the base.

Line indicator. The light located next to each of the line buttons; it shows you the status of each line.

Off-hook. A term used to describe the phone in its active mode when the handset is off of the base cradle or a line button, along with the **Speaker** button, is pressed.

On-hook. A term used to describe the phone in an inactive mode.

Before You Begin

Parts Checklist

Make sure your package includes the following items:
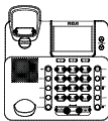
Base   Handset   Desktop pedestal   Handset cord   4-wire telephone line cord

Modular Jack Requirements

To properly connect your phone to your telephone lines, you should identify the type of wall jack(s) you have. 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. If you don't have either modular jack, call your local phone company to find out how to get one installed.

Wall plate

Modular telephone line jack

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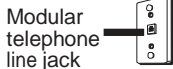
Important Installation Information

- Never install telephone wiring during a lightning storm.
- Never touch uninsulated telephone wires or terminals, unless the telephone line has been disconnected at the network interface.
- Use caution when installing or modifying telephone lines.
- Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
- Temporarily disconnect any equipment connected to the phone, such as faxes, other phones, or modems.

Base Layout

DIAL (button)

Display

Memory (buttons)

REVIEW (button)

DELETE (button)

HOLD (button)

MENU (button)

LINE 2 (button)

Line 2 (Indicator)

STORE (button)

LINE 1 (button)

Line 1 (Indicator)

*TONE (button)

Conference (button)

VOLUME (button)

Mute (indicator)

Redial/Pause (button)

Speaker (indicator)

Speaker (button)

Flash/Exit (button)

Mute (button)
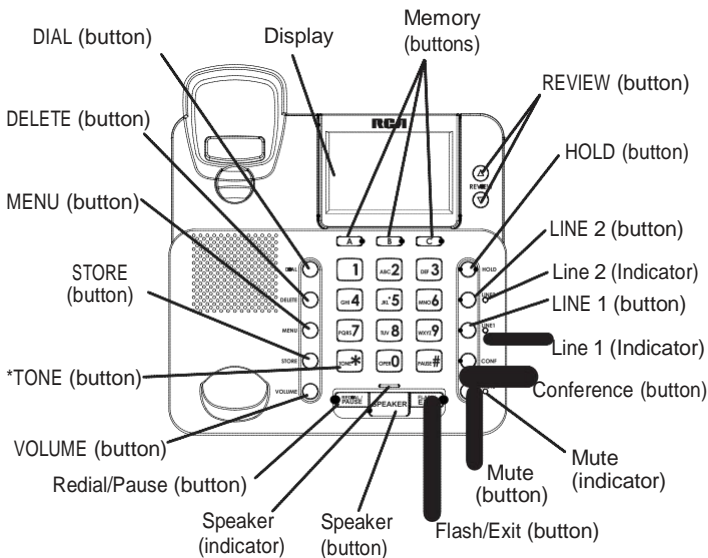
Installation & Setup

 CAUTION: Disconnect the phone cord from the wall outlet before installing or replacing the batteries.

Installing the Batteries

Your Caller ID phone uses 4 AA-size alkaline batteries for receiving and storing Caller ID records and for storing the numbers you use for memory dialing, pulse dialing, redial, and predial functionality.

1. Release latch on battery compartment and remove cover.
2. Insert 4 AA-size alkaline batteries as shown on the diagram in the battery compartment.
3. Snap the battery compartment door back into place and replace the mounting bracket.
4. If the line cord was previously connected, re-attach it to the unit and check your memory locations.
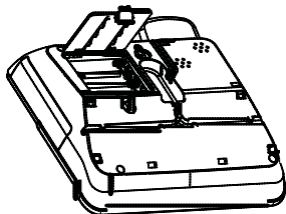
   NOTE: If the low battery icon appears in the display, you need to replace the batteries. It is important that you replace the batteries as soon as possible in order to maintain Caller ID operation.

 IMPORTANT: If you are not going to use the telephone for more than 30 days, remove the batteries because they may leak and damage the unit.

Installation

Desktop Installation

To attach the desktop pedestal:

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NOTE: Ensure the handset hook is in the DESK position. Adjust it by pushing up and out of the slot on the base with your thumb, rotate the hook 180°, and replace it back in the slot.

FIGURE 1
One dual-line jack or one single-line wall phone jack
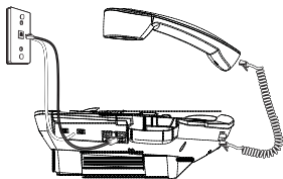
FIGURE 2
Two single-line wall phone jacks
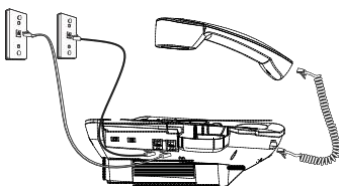
To connect LINES 1 + 2:

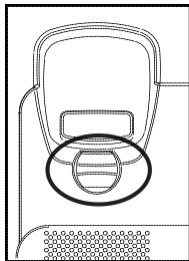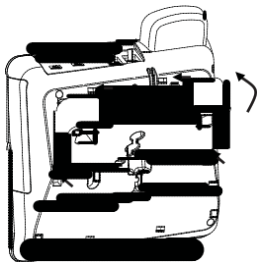There are two possible connections.

Refer to Figure 1 if you have one single line (RJ11C) phone jack or one dual-line (RJ14C) phone jack.

1. Connect one end of either straight telephone line cord to the jack marked Line 1+2 on the back of the base.
2. Connect the other end to the single-line or dual-line wall phone jack.

   NOTE: *If you connect the telephone line cord to the single-line (RJ11C) wall phone jack, you will only be able to use one telephone line (either Line 1 or Line 2) but not both lines simultaneously.*

Refer to Figure 2 if you have two single-line (RJ11C) phone jacks.

1. Connect one end of either straight telephone line cord to the jack marked Line 1+2 on the back of the base.
2. Connect one end of the other straight telephone line cord to the jack marked Line 2 on the back of the base.
3. Connect the other end of each straight telephone line cord to the two single line wall phone jack.
4. Plug one end of the coiled handset cord into the handset and the opposite end into the base.
5. Set the Ringer Line 1 and Ringer Line 2 volume switches located at the back of the base to the desired loudness.

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OFF - Telephone will not ring.
LO - Sound will be lowest.
HI - Sound will be loudest.

6. Press the **Line 1** button if the Line 1 telephone cord is connected. Otherwise, press **Line 2**.
7. The unit is properly installed if you pick up the handset and hear the dial tone. Otherwise, recheck all installation steps.

Wall Mount Installation

To detach the desktop pedestal:
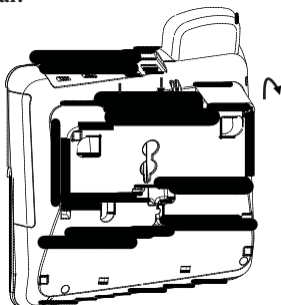
Your speakerphone can also be mounted on a wall plate (not included).

180°
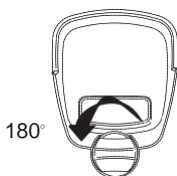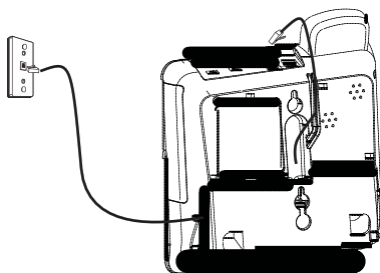
Dia 1A

NOTE: *To prevent the handset from falling out of the cradle while the phone is hanging on the wall, you must rotate the hook 180° (Refer to Dia 1A).*

To connect LINES 1 + 2:

There are two possible connections.

Refer to Figure 1 at beginning of Installation section if you have one single line (RJ11C) phone jack or one dual-line (RJ14C) phone jack.

1. Connect one end of either straight telephone line cord to the jack marked Line 1+2 on the back of the base.
2. Connect the other end to the single-line or dual-line wall phone jack.

   NOTE: *If you connect the telephone line cord to the single-line (RJ11C) wall phone jack, you will only be able to use one telephone line (either Line 1 or Line 2) but not both lines simultaneously.*

Refer to Figure 2 at beginning of Installation section if you have two single-line (RJ11C) phone jacks.

1. Connect one end of either straight telephone line cord to the jack marked Line 1+2 on the back of the base.
2. Connect one end of the other straight telephone line cord to the jack marked Line 2 on the back of the base.
3. Connect the other end of each straight telephone line cord to the two single line wall phone jack.
4. Slip the mounting holes over the wall plate posts and firmly slide the unit down into place (wall plate not included).
5. Plug one end of the coiled handset cord into the handset and the opposite end into the base.
6. Set the Ringer Line 1 and Ringer Line 2 volume switches located at the back of the base to the desired loudness.
   - OFF - Telephone will not ring.
   - LO - Sound will be lowest.
   - HI - Sound will be loudest.
7. Press the **Line 1** button if the Line 1 telephone cord is connected. Otherwise, press the **Line 2** button.
8. The unit is properly installed if you pick up the handset and hear the dial tone. Otherwise, recheck all installation steps.

Data Port

This phone is equipped with a Line 2 jack for you to connect an auxiliary phone device, such as a fax machine, computer modem, answering machine, or even a cordless phone. You can install the phone as described in "Two Lines on a Single Modular Jack", then you can use the Line 2 jack to connect your fax machine and receive faxes on the phone number for Line 2.

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Setting Up the Caller ID Menu

You should not plug the telephone into the modular jack while setting up the Caller ID menu.

1. Press the **Menu** button to enter the menu feature configuration mode.

   # 1. >ENG FRA ESP (CID language default English)
   # 2. CONTRAST (default level is 3).
   # 3. LOCAL AREA CODE
   # 4. TONE/PULSE (Default is tone dialing).

2. Press the **Menu** button to scroll through the 4 menu screens.
3. Use the **Review** ▲ or ▼ buttons to select the desired setting.

   NOTE: *You have 20 seconds following an entry before the phone returns to the Summary Screen.*

Setting the Display Language

This adjustment changes the Caller ID prompts to be displayed in English, French, or Spanish.

1. Press the **Menu** button until *ENG FRA ESP* shows in the display.
2. Use the **Review** ▲ or ▼ button to select ENG, FRA or ESP.
3. Press the **Menu** button to save.

Setting the Contrast

This adjustment allows you to adjust the contrast of the display.

1. Press the **Menu** button until *CONTRAST* shows in the display.
2. Use the **Review** ▲ or ▼ buttons to select level 1, 2, 3, 4, or 5.
3. Press the **Menu** button to save.

Setting Your Local Area Code

The telephone uses the programmed area codes to determine the number format to display when a valid Caller ID signal is received. Numbers that match the local area code are displayed as seven digits and are used for dialing back previous numbers. Entering your local area code will also help you immediately know if the call is local or long distance when viewing the CID records in the display.

   NOTE: *If you make a mistake and want to start over again, press the Delete button to delete all of the digits.*

1. Press the **Menu** button until *LOCAL AREA CODE* shows in the display.
2. Press the **Review** ▲ button to enter the second and third digit.

3. Press the **Review** ▼ button to enter digit.
   NOTE: *The local area code may also be entered directly by using the number pad.*
4. Press the **Menu** button to save.

Setting the Dial Mode

This adjustment allows you to select tone (touch-tone) or pulse (rotary) dialing.

1. Press the **Menu** button until *TONE/PULSE* shows in the display.
2. Press the **Review** ▲ or ▼ buttons to show the current dialing mode. The default is TONE dialing.
3. To change the dialing mode, press the review key. The display alternates between the two modes.
4. Press the **Menu** button to save.

   NOTE: *The phone will exit set up after 20 seconds if no buttons are pressed.*

   REMINDER: *The time and date are programmed automatically when the first Caller ID record is successfully received after set up.*

Caller ID Features

IMPORTANT: In order to use all of the features of this telephone, you must subscribe to two separate services available from your local telephone company: the standard Name/Number Caller ID Service to know who is calling when the phone rings and Caller ID with Call Waiting Service to know who is calling while you are on the phone.

Summary Screen

The Summary Screen shows the current time, date, and number of new calls to review. It is displayed until any button is pressed.

   NOTE: *The number of new calls is displayed until all new calls have been reviewed.*

Receiving and Storing Calls

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 75 calls for later review. When the memory is full, a new call automatically replaces the oldest call in memory. *NEW* appears in the display for calls received that have not been reviewed.

Reviewing Call Records

- Press the **Review** ▲ or ▼ button to view the call records.
- Press the **Review** ▲ button to scroll through the call records from the old one to the next new one.
- Press the **Review** ▼ button to scroll through the call records from the new one to the previous one.
- When all of the records have been viewed, *START/END* appears in the display.

Deleting Call Records

- To delete the record shown in the display, press the **Delete** button once.
- To delete all records while reviewing, press and hold the **Delete** button for about three seconds. *DELETE ALL?* appears in the display. Press **Delete** again to complete.

Dialing Back

When reviewing Caller ID records, you can dialback the numbers shown on the display by pressing the **Dial** button.

NOTE: *If PICKUP PHONE shows in the display, no other changes to the number can be made. The information sent from the telephone company is known to be a valid number for dialing back (used only in very limited areas). Once you pick up the phone, the number is automatically dialed.*

NOTE: *Make sure either line button 1 or 2 is pressed, when the handset is picked-up or the speakerphone is in use.*

If You Programmed Your Local Area Code In the Set Up Menu

1. Use the **Review** ▲ or ▼ button to display the number you want to dial.
2. Press the **Dial** button.
- If you see a number with seven digits (i.e. 555-1234), then the call is 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 is not from within your area code.

NOTE: *A timer (10 seconds on-hook and 3 seconds off-hook) located in the upper right side of the display will start, letting you know how much time is left until the unit returns to the Summary Screen.*

3. If you are at on-hook and *PICKUP OR ADJ* displays, you can adjust the phone number format by pressing the **Dial** button. If the phone is off-hook and *ADJUST* shows in the display, you can adjust the phone number format by

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pressing the **Dial** button. For example, sometimes a 7-digit local number cannot be dialed because it requires a 10-digit or 11-digit format. Press the **Dial** button repeatedly to scroll through the 7, 10, and 11-digit numbers.

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 and the phone is on-hook, pick up the handset or press the **Speaker** button before the timer reaches 0. If the phone is off-hook, wait until the time reaches 0. *NOW DIALING* shows in the display and the number is dialed.

   NOTE: *Make sure either the 1 or 2 line button is pressed.*

If You Did Not Program Your Local Area Code In the Set Up Menu

1. Use the **Review** ▲ or ▼ buttons to display the number you want to dial. You will only see 10-digit numbers (i.e. 234-555-1234).
2. See steps 2 through 4 in the previous section to complete the dialback process.

CallerID Display Messages

The following special messages indicate the status of a message or the unit:

BLOCKED CALL	The caller of the incoming call is registered as "Private Number" and their Caller ID information is withheld.
CALL WAITING	Indicates a call is waiting on the line.
LOW	Battery power level is low.
NO CALLS	The caller memory is empty.
START/END	You are at the beginning or the end of the Caller ID memory log.
UNKNOWN CALLER	The incoming call does not have Caller ID service or their service area is not linked to yours. If **UNKNOWN CALLER** appears along with a calling number, the name information for that number was not available.

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Speakerphone Basics

Speakerphone Location

Your phone features a speakerphone for ease of use and convenience during a phone conversation. At any time during a conversation, you can lift the handset to stop using the speakerphone. Likewise, when you are using the handset, press the **Speaker** button and place the handset in the cradle to switch to the speakerphone.

For best speakerphone performance, avoid the following:

- Areas with high background noise. (The microphone might pick up these sounds and prevent the speakerphone from going into the receiving mode when you finish talking.)
- Surfaces affected by vibration.
- Recessed areas such as in a corner, under a cupboard, or next to a cabinet, which can generate an echo effect.

Speakerphone Use

Note the following guidelines when using the speakerphone:

- The speakerphone works similar to a two-way radio in that you can only listen or talk at one time.
- Stay reasonably close to the phone so that you can be clearly heard by the person to whom you are talking.
- You can adjust the speaker volume by pressing the volume button continuously or pressing the **Review** ▲ or ▼ buttons after pressing the **Volume** button.
- The speakerphone indicator light comes on when the speakerphone is in use.

   NOTE: *Batteries must be installed for the speakerphone to operate.*

Telephone Basics

You can use the telephone by speaking into and listening through the handset, or by using the Speakerphone feature. For all operations, either **Line 1** or **2** button must be pressed. Do not press both buttons down at the same time.

Line Status Indicators

This two-line phone is designed for use at multiple stations. The indicator light tells you what is happening on each line.

When the indicator light is:	And the Icon on the LCD is:	It Means:
Off	Off	The line is not in use.
Flashing Red	Off	A call is being received.
Green	On	The line is in use by this phone.
Red	Flashing	A call is on hold.
Off	Off	A parallel phone is using the line.
Off	Flashing	Line not connected.

Making a Phone Call

1. Press **Line 1** or **Line 2** button, and lift the handset or press the **Speaker** button. Wait for a dial tone.
2. Dial the telephone number you want to call.
   OR
   Pre-dial the number, select **Line 1** or **Line 2**, then lift handset or press the **Speaker** button.
3. Replace the handset in the cradle, or press the **Speaker** button to hang up.

Receiving a Phone Call

1. To answer an incoming call, press the **Line** button next to the flashing red indicator.
2. Lift the handset or press **Speaker** to answer the call.
3. Replace the handset in the cradle or press the **Speaker** button to hang up.

Adjusting the Handset and Speakerphone Volume

The volume controls for the handset and speakerphone are separate, so you can adjust one without affecting the other. To adjust the handset volume, pick up the handset, press the **Volume** button continuously or press the **Review** ▲ or ▼ buttons after pressing the **Volume** button. *REC* (handset receiver) or *SPK (speakerphone mode)* shows in the display. While using the speakerphone, adjust the speakerphone volume by pressing the **Volume** button continuously or pressing **Review** ▲ or ▼ buttons after pressing the **Volume** button. Both handset receiver and speakerphone volume level setting will be saved in the unit's memory.

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Using the Speakerphone

To use the speakerphone feature, press a line button and then press the **Speaker** button. For more information refer to Speakerphone Basics.

Placing a Call While Talking on Another Line

To place a call without hanging up on the first call:
1. Press the **Hold** button to put the first call on hold.
2. Press the available line button to get a dial tone. Press the **Speaker** button if the speakerphone indicator is off and you are using the speakerphone.
3. Dial the number you want to call.

Receiving A Call While Talking on Another Line

When you receive a call while you are talking on another line, you will hear the phone ring.

1. Press the **Hold** button to put the first call on hold.
2. Press the **Line** button next to the flashing red indicator.
3. If the speakerphone indicator is off and you are using the speakerphone, press the **Speaker** button.

   NOTE: *You must always put the first call on hold before answering a second call or you will hang up on the first call. If you want to disconnect from the first call, don't press the Hold button (skip step 1) and press the flashing line button.*

Additional Telephone Features

Redial

You may redial the last number you called by pressing the **Redial/Pause** button after you hear a dial tone.

   NOTE: *The redial feature holds the last number (up to 32 digits) that you dialed in memory. If you pressed any other numbers after dialing the phone number (for example, when accessing a voice-menu system) then those numbers are also dialed.*

If you get a busy signal, press **Redial/Pause** again without hanging up.

Hold

Hold allows you to suspend the active line(s) and replace the handset in the cradle without hanging up, then resume the conversation on the same phone or from a different phone connected to the same line.

1. Press the **Hold** button to place a call on hold (the line indicator is red).
2. Press the **Line** button and pick up the handset or press the **Speaker** button to resume the conversation.

Conference Calls

You can use the conference call feature when you have calls on both lines and want to have a three-way conversation.

To connect and conference:

1. Press the **Line** button for the line you want to use, then call the first party.
2. Press the **Hold** button to put the first party on hold.
3. Call the second party, or receive a call, on the other line, then press the **Conference** button.
4. Begin speaking to both parties.

To disconnect one of the parties:

Press the line button of the person you want to continue talking to, and the other party will automatically be disconnected.

To disconnect both parties:
Hang up the handset, or press **Speaker**.

> **NOTE:** *If you have two lines on hold, and you want to conference with both parties, simply press the Conference button and pick up the handset or press Speaker button.*
>
> **NOTE:** *To put both parties on hold, press the Hold button.*
>
> **NOTE:** *To speak to one party individually, press the Hold button, then press the line of the party to whom you want to speak (the second party remains on hold.) If the speakerphone indicator is off and you are using the speakerphone, press the Speaker button to continue the conversation on the speakerphone.*

Flash

Press **Flash/Exit** to activate special features of your telephone network, such as call transfer, or special services from your local telephone company, such as call waiting.

Mute

Use the **Mute** button to interrupt a phone conversation to talk privately with someone else in the room. A conversation can be muted while using the speakerphone or handset.

1. Press the **Mute** button. The mute indicator comes on.
2. Press **Mute** again to turn it off.

Temporary Tone Dialing

If you have pulse (rotary) service and want to access customer calling services (such as telebanking and long distance services) that require tone dialing, you can use this feature to temporarily change from pulse to tone service.
After dialing the telephone number and connecting to the customer calling service,

1. Press and release the *Tone button.
2. When you hang up, the telephone automatically returns to pulse dialing mode.

   TIP: *Temporary Tone can also be used while storing numbers in memory by pressing *Tone at the necessary point in the storage sequence.*

Message Waiting

⚠️ **IMPORTANT:** In order to use this feature, you must subscribe to voice messaging service from your phone company.
Message Waiting displays on the screen when you receive a new message.

Provided your phone company offers voice messaging service and you subscribe to it, the message *"Message Waiting"* shows on the display when the phone is not in use to indicate there is a message waiting. The display clears when you listen to the new voice message or you may clear the display by pressing the **Delete** button during idle mode.

Memory

You may store information in any of the following memory locations: 0 to 9, A, B, and C keys. See "Storing a Pause in Memory" and "Temporary Tone Dialing."

Storing a Name and Number in Memory

1. Press the **Store** button. *LOCATION?* shows in the display.
2. Press the desired memory location (0 through 9, A, B, or C).

   NOTE: *You may select memory locations by pressing Review ▲ or ▼ buttons to scroll through the memory locations or press the 0 - 9, A, B, or C buttons.*

3. Press the **Store** button again to confirm the memory location.

NOTE: *If necessary, to erase existing memories, or if you make a mistake, use the Delete button.*

4. Use the number keys to enter the telephone number (up to 32 digits) and press the **Store** button to save. (The unit will not dial a phone number in this mode.) The cursor automatically moves to the text line for name entry.

5. Use the number keys to enter the name of the person associated with the telephone number you just entered. More than one letter is stored in each of the number keys.

For example, to enter the name 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.

NOTE: *The flashing cursor automatically moves to the next position or you may press the Review ▲ or ▼ buttons to move the cursor to the next position.*

Press the 5 key 3 times for the second letter L. Press the **Review** ▼ button two times to insert a space, and 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.

6. Press the **Store** button to save the name.
7. To enter another name and number in a different memory location, return to step 1 and repeat the process.

Changing a Stored Number
Repeat the storage sequence under Storing A Name and Number in Memory.

Erasing a Stored Number
1. Press the **Store** button.
2. Press the memory location (A, B, C, 0 - 9) to be erased.
3. Press the **Delete** button.

Copying Caller ID Memories to User Memory
1. Press the **Review** ▲ or ▼ buttons to view the caller number and name you want to copy.
2. Press the **Store** button.
3. Press 0-9, A, B, or C for the memory location. The memory location flashes in the display if there is a record occupying that memory location.

NOTE: *You may select a different memory location by pressing Review ▲ or ▼ buttons to scroll through the memories or press A, B, or C or 0 - 9.*

4. Press the **Store** button to enter the edit mode, and then press the **Store** button again to edit the name.

5. Press the **Store** button to confirm and save, and wait for three seconds to exit.

   NOTE: *If the name you want to enter is longer than 12 characters, only the first 12 characters will be copied into memory.*

Copying Redial Numbers to Memory

1. Press the **Redial/Pause** button while the phone is on-hook. The display shows PICKUP *PHONE.*
2. Press the **Store** button.
3. Press 0-9, A, B, or C for the memory location. Press the **Store** button twice to confirm the location and the number. The cursor flashes in the display and you may enter the caller's name.
4. Press the **Store** button to confirm and save, and wait for three seconds to exit.

   NOTE: *If you want to edit the number, press the Store button within three seconds to enter the edit mode.*

Dialing a Number Stored in Memory While On-hook

1. Press a line button.
2. To select a memory, press A, B, or C, or **Dial** and 0 - 9. The number in that memory location displays.

   NOTE: *You may select a different memory location by pressing Review ▲ or ▼ buttons to scroll through the memories or press A, B, or C, or Dial and 0 - 9.*

3. Press the **Speaker** button, or pick up the handset to dial the displayed number.

Dialing a Number Stored in Memory

1. Press a Line button, and lift the handset, or press the **Speaker** button.
2. Press A, B, or C, or **Dial** and 0 - 9.

> ⚠️ **IMPORTANT**: If you make test calls to emergency numbers, remain on the line and explain the reason for the call. Also, make test calls in off-peak hours, such as early morning or late evening.

Chain Dialing

Chain dialing allows you to dial a sequence of stored numbers from separate memory locations.

For example	Memory location
Local access number	A
Long distance company	B
Authorization code ID	C
Long distance phone number	

1. Select the line you want to use by pressing the corresponding line button.
2. Lift the handset, or press **Speaker** for speakerphone
3. Press **Memory A** button.
4. Press **Memory B** button.
5. Press **Memory C** button.

Storing a Pause in Memory

The **Redial/Pause** button has dual functionality and becomes a pause button when the **Store** button is pressed first. It is valid only when storing a number into memory locations. Use the **Redial/Pause** button to insert a pause when a delay is needed in an automatic dialing sequence. For example, when you must dial a 9 to get an outside line or when you enter codes to access your long distance company.

You may need to adjust the length of the pause duration. It can be adjusted from 1 to 9 seconds in length. The default setting is 4 seconds.

1. Press the **Store** button.
2. Press the **Redial/Pause** button. The current pause time displays.
3. Press the **Review** ▲ or ▼ buttons to scroll the pause time, or press the 1 to 9 key for one second to nine seconds respectively (i.e.; 1 = one second, 2 = two seconds).
4. Press the **Store** button to save.

Replacing the Batteries

⚠️ **IMPORTANT:** You will have approximately 90 seconds to replace the batteries before the memories stored are lost. Please read the instructions before replacing the batteries and have the batteries ready to be inserted beforehand.

1. Press down and out on the snap tab located on the top of the mounting bracket. Lift the bracket off.
2. Release latch on battery compartment and remove cover.

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3. Remove the 4 AA-size alkaline batteries from the battery compartment as shown on the diagram.

Push down to release the battery

4. Insert 4 AA-size alkaline batteries in the battery compartment.

5. Snap the battery compartment door back into place and replace the mounting bracket.

6. If the line cord was previously connected, re-attach it to the unit and check your memory locations.
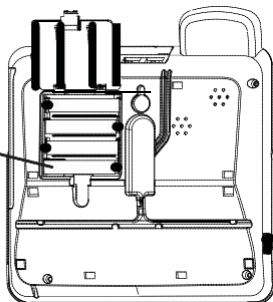
TroubleshootingTips

No Dial Tone

- You must press a line button to get a dial tone.
- Check all cabling to make sure that all connections are secure and not damaged.
- Check hook switch: Does it fully extend when handset is lifted from cradle?

No Display

- Replace batteries.
- Check for proper battery installation.

No Information is Shown After the Phone Rings

- Did you order Caller ID service from your local telephone company? This unit requires that you subscribe to Caller ID service in order to work.
- Be sure to wait until the second ring before answering.
- Phone Dials in Pulse with Tone Service
- Make sure TONE/PULSE DIAL MODE in the setup menu is set to TONE DIAL.

Phone Won't Dial Out with Pulse Service

- Make sure TONE/PULSE DIAL MODE in the setup menu is set to PULSE DIAL.

Phone Does Not Ring

- Is the ringer switch in the OFF position?
- Are you using too many phones on one line? (The total REN of all phones on the same line should not be greater than the maximum REN for your calling

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area. See paragraph 1 of the Equipment Approval Information section of this User's Guide for more information).

- See No Dial Tone.

Incoming Voice Volume Low

- Are other phones off hook at same time? If so, this is normal condition as volume drops when additional phones are used at once.
- Check the handset or speaker volume.

Telephone Continues to Ring after Handset is Picked Up or Speaker Button is pressed

- You must press the line number to answer a call.

Memory Dialing

- Make sure you entered the numbers correctly into memory.

General Product Care

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

- Avoid putting it near heating appliances and devices that generate electrical noise (for example, motors or fluorescent lamps).
- DO NOT expose to direct sunlight or moisture.
- Avoid dropping and other rough treatment to the unit.
- Clean with a soft cloth.
- Never use a strong cleaning agent or abrasive powder because this will damage the finish.
- Retain the original packaging in case you need to ship it at a later date.

Warranty Assistance

Your sales receipt will be required to demonstrate proof of purchase in order to validate your warranty eligibility. You may want to attach either the original, or a photocopy, of your sales receipt to this booklet for future reference. If this product was received as a gift, it is suggested you jot down the date of gift receipt, as this information will be valuable should service be required during the warranty period. 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.

Purchase Date or Date Received as Gift

Name of Store

For instructions on how to obtain warranty service, you may call Customer Care at 1-877-722-4908 or you may visit our website at www.rca4phones.com. If you prefer, you may write to us at:

Supreme Power USA LLC
PO Box 501045
Indianapolis IN 46250-1045

Please do not send products to this address as it only adds delays in service and may result in lost or damaged product.This PO BOX is for written communication only.
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.

Limited Warranty

What your limited warranty covers:
• Defects in materials or workmanship.

For how long after your purchase:
• One year, from date of purchase. Please retain your sales receipt, as that will act as your proof of purchase in order to validate warranty status.

What we will do:
• Provide you with a new or, at our option, a refurbished exchange unit of same or similar model. The exchange model is under warranty for the remainder of the original product's one year warranty, or 90 days from the date the replacement product was shipped to you, whichever is longer.

How to get service:
• Call Customer Care at 1-877-722-4908. Please have your product with you and please have your model number and date code available when calling us. The model number and date code can be found on the underside of the base unit.

If you are within your limited warranty period and it is determined that service is required:
• We will ask that you properly pack your product to avoid shipping damage. We recommend that you use the original carton and packing materials.
• We will ask you to include with your product the following:
  o Your name, return shipping address and daytime phone number handwritten or typed on a sheet of paper
  o A legible copy of your sales receipt (please do not send the original sales receipt)

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- Ship your product prepaid, to the address we provide. We suggest shipping your product via a traceable carrier, as we are not responsible for lost, misdirected or damaged shipments. You may want to write the date shipped, carrier and tracking number here: _____

_____

- Upon receipt of your product we will validate your product is under warranty and if determined your product is warranty eligible, we will ship to you a new or, at our option, a refurbished exchange unit of same or similar model. This exchange unit will be shipped to you at no cost.

What your limited warranty does not cover:

- Customer Instruction. (Your Owner's Manual provides information regarding operating and install instructions. Additional information may be obtained by contacting the retailer)
- Installation and set-up service adjustments.
- Batteries.
- Damage from misuse, neglect, unauthorized repair.
- Products which have been modified or incorporated into other products
- Products that have been serviced by an unauthorized servicer.
- Products purchased or serviced outside the USA or Canada.
- Acts of nature, such as but not limited to, lightning damage.

Limitation of Warranty:

- **THIS LIMITED WARRANTY 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 SUPREME POWER USA LLC, ITS AGENTS, EMPLOYEES, RETAIL DEALERS OR INDEPENDENT CONTRACTORS 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? SUPREME POWER USA LLC 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 INDIANA 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 or Canada:

This warranty does not apply. Contact your dealer for warranty information.

Product Registration:
• Please complete and mail the Product Registration Card packed with your product or visit www.rca4phones.com to register your new product.Product registration is not required for warranty coverage but does allow us to contact you should it be necessary.

VisittheRCAwebsiteatwww.rca4phones.com
Please do not send any products to the Indianapolis address listed in this manual or on the carton. This will only add delays in service for your product.