DECT 6.0
Cordless Handset
with Caller ID
User's Guide

RCA

By
Telefield

This accessory handset is only for use with Model TC25423, TC25424, or TC25425 base units.

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

Model TCH5401

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

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the [insert location of the label] of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the 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. The REN for this product is part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g., 03 is a REN of 0.3).

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. This product meets the applicable Industry Canada technical specifications.

The Ringer Equivalence Number (REN) for this terminal equipment is [to be filled with corresponding REN]. The REN is an indication of the maximum number of devices 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 RENs of all the devices does not exceed five.

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.

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 and the Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) This device must accept any interference received, including interference that may cause undesired operation.

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.

Privacy of Communications may not be ensured when using this product.

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

Hearing Aid Compatibility (HAC)

This telephone system meets FCC standards for Hearing Aid Compatibility.

Licensing

Licensed under US Patent 6,427,009.

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.

For body worn operation, this phone 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.

DECT
6.0™
INTERFERENCE FREE
COMMUNICATION

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

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

THE LIGHTNING FLASH AND ARROW HEAD WITHIN THE TRIANGLE IS A WARNING SIGN ALERTING YOU OF "DANGEROUS VOLTAGE" INSIDE THE PRODUCT.

CAUTION:
RISK OF ELECTRIC SHOCK
DO NOT OPEN

CAUTION: TO REDUCE THE RISK OF ELECTRIC SHOCK, DO NOT REMOVE COVER (OR BACK). NO USER SERVICEABLE PARTS INSIDE. REFER SERVICING TO QUALIFIED SERVICE PERSONNEL.

THE EXCLAMATION POINT WITHIN THE TRIANGLE IS A WARNING SIGN ALERTING YOU OF IMPORTANT INSTRUCTIONS ACCOMPANYING THE PRODUCT.

SEE MARKING ON BOTTOM / BACK OF PRODUCT

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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.*

Congratulations on purchasing this RCA telephone. This system operates in the DECT 6.0 frequency range. This accessory handset will expand the phone systems for Models TC25423/TC25424/TC25425 to cordless when the RF module (packed with this cordless handset) is plugged into the back of the base unit.

Features:

- Call Waiting and Caller ID Compatible
- Tone Dialing
- Intercom
- Call Transfer

This telephone has been designed to be simple to use, however, you can reach its full potential more quickly by taking a few minutes to read this instruction book. This telephone is a multifunction product for use with Call Waiting and Caller ID services available from your local telephone company.

Your Caller ID Call Waiting phone allows you to:

- View the name and telephone number of a caller while you are on the phone (Call Waiting Caller ID).
- Identify callers before you answer the phone.
- View the time and date of each incoming call.
- Record up to 99 Caller ID messages sequentially in each handset.
- Know who called while you are on the line or when you were away.
- Screen unwanted calls, eliminate harassment from annoying calls, or to get prepared before answering a call.

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.

Before Your Begin

Parts Checklist
Make sure your package includes the items shown here.
TCH5401RE1-B

**AC power
adaptor**

**Cordless handset
charger**

**Cordless
handset**
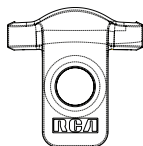
**Belt
clip**
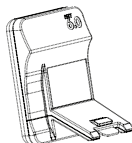
**Cordless RF
module**
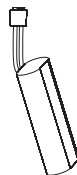
**Handset
battery**

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

Important Installation Information
- 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.
- Temporarily disconnect any equipment connected to the phone such as faxes, other phones, or modems.

Important Installation Guidelines

- Install near an electrical power outlet.
- Your handset charge cradle should be placed on a level surface such as a desk or table top.
- Avoid sources of noise, such as a window by a busy street, and electrical noise, such as motors, microwave ovens, and fluorescent lighting.
- Avoid heat sources, such as heating air ducts, heating appliances, radiators, and direct sunlight.
- Avoid areas of excessive moisture or extremely low temperature.
- Avoid dusty locations.
- Avoid other cordless telephones or personal computers.

INSTALLATION NOTE: Certain other communications devices may also use the DECT 6.0 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.

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), that is compatible with this unit.*

1. Locate battery and battery door which are packaged together inside a plastic bag and are separate from the handset.
2. Locate the battery compartment on the back of the handset.

BATTERY

BLACK WIRE

RED WIRE
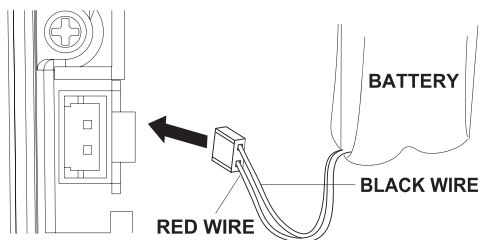
3. Plug the battery pack cord into the jack inside the compartment.

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

4. Place the battery pack in recessed area of the handset battery compartment.

5. Close the battery compartment by pushing the door up until it snaps into place.

Connecting the AC (Electrical) Power

Plug the power adaptor cord into the power jack on the back of the recharge cradle and the other end into an electrical outlet. The charge indicator turns on to indicate the battery is charging when the handset is on the cradle.

Allow the phone to charge for 14 hours prior to first use. If you do not properly charge the phone, battery performance is compromised.

CAUTION: To reduce risk of personal injury, fire, or damage use only the T-8BXD (charger) power adaptor listed in the user's guide. This power adaptor is intended to be correctly orientated in a vertical or floor mount position.

Connecting the RF Module

Insert the RF module into the back of the base unit until it snaps into place. The display will show ⋝⋅⋜ when the RF module is connected properly.

Handset Layout

Display

Visual Ring Indicator

3 Soft keys

Headset Jack

Exit (button)

VOL ▲ (volume up button)

DND/Privacy (button)

Talk (button)

DIR (button)

RCA

DECT 6.0

Exit   DND/Privacy   Spk

Spk (button)

End (button)

CID (button)--Only applicable for TC25424/25

VOL ▼ (volume down button)

Mute/Del (button)

Int/Hold (button)

Pause (button)

Redial (button)

Menu/flash (button)
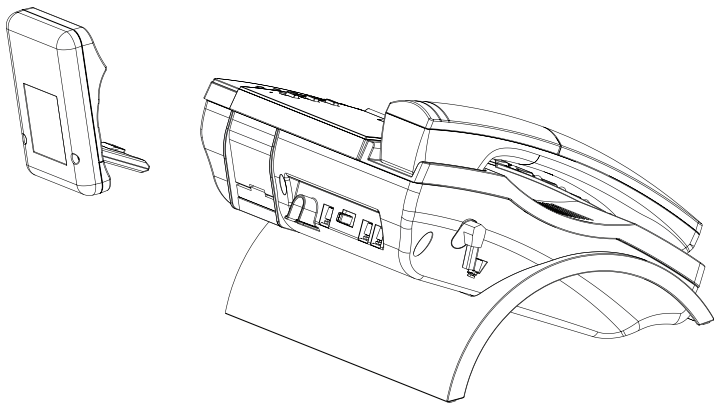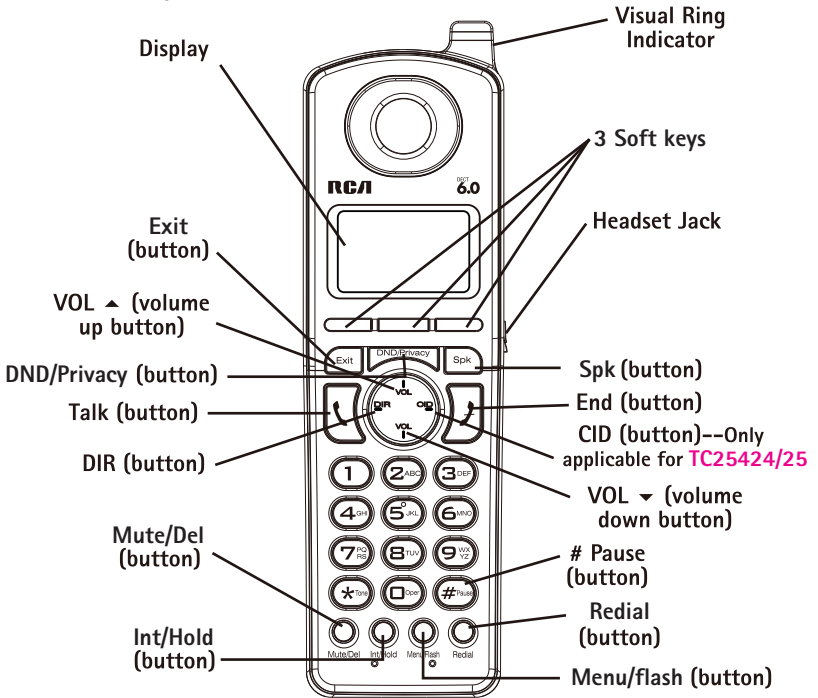
Handset Charge Cradle

charge indicator
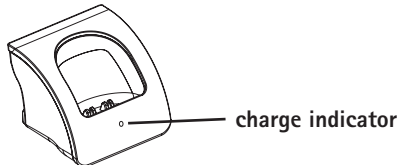
Telephone Setup

This handset has several programmable functions.

NOTE: Use the SELECT softkey to go into the sub-menu, and use the BACK softkey to go to the previous menu.

Auto Answer
1. Press Menu button once, then press the VOL (▼ or ▲) buttons until *PHONE SETTING* is displayed.
2. Press SELECT softkey to save.
3. Use the VOL (▼ or ▲) buttons of the sub-menu until *AUTO ANSWER* is displayed.
4. Press the SELECT softkey to save.
5. Use the VOL (▼ or ▲) buttons to select ON or OFF. Select ON to let the handset pick up the call by lifting it up from the cradle.
6. Press the SELECT softkey to save.

Area Code
1. Press Menu button once, then press the VOL (▼ or ▲) buttons until *PHONE SETTING* is displayed.
2. Press SELECT softkey to select.
3. Use the VOL (▼ or ▲) buttons of the sub-menu until *AREA CODE* is displayed.
4. Press SELECT softkey to select
5. Use the number pad to enter your three digit area code. The default is "---".
6. Press the SELECT softkey to store the setting.

Regional Code
1. Press Menu button once, then press the VOL (▼ or ▲) buttons until *PHONE SETTING* is displayed.
2. Press SELECT softkey to select.
3. Use the VOL (▼ or ▲) buttons of the sub-menu until *REGIONAL CODE* is displayed.
4. Press SELECT softkey to select
5. Use the number pad to enter your three digit area code. The default is "---".
6. Press the SELECT softkey to store the setting. If you make a mistake, press Delete to erase input.

Registration

YOU MUST REGISTER THE HANDSET TO THE MAIN BASE BEFORE USE!

During the registration process, keep the handset near the base. Only one cordless handset can be registered to one base.

1. After the battery is installed, "Press REG to initiate registration" shows in the display.

2. Press the REG softkey on the handset, and the handset's display shows "Press main unit Page button until beep".

3. Press and hold the PAGE button on the base for several seconds. The base unit will enter registration mode.

4. Please wait for several seconds. If the registration is successful, the handset shows "Registration complete!" and emits a confirmation tone.

5. If the registration has failed(i.e. times out), the handset shows "Registration Failed!", and then returns to the idle mode. The error tone will be emitted.

                    -OR-

From the phone Setting Menu:

1. Press the VOL (▾ or ▴) button to scroll to REGISTRATION, press SELECT softkey and then use the VOL (▾ or ▴) button to scroll to REGISTER.

2. Press SELECT softkey, the handset's display shows "Press main unit Page button until beep". Follow Step 3 to 5 to complete the registration process.

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 de-registered unless absolutely necessary because once a handset is de-registered, that handset's telephone features cannot be used until the handset is re-registered.

From the phone Setting Menu:

1. Press the VOL (▾ or ▴) button to scroll to REGISTRATION, press SELECT softkey and then use the VOL (▾ or ▴) button to scroll to REMOVE HANDSET.

2. Press SELECT softkey. "Remove Handset?" shows on the display.

3. Press the YES softkey to confirm de-registration. "SAVED" shows in the display and then shows "Press "REG" to initiate registration" in the handset.

NOTE: You can press the REG softkey to enter the registration mode again.

Clear All Memory

1. Press Menu button once, then press the VOL (▼ or ▲) buttons until *PHONE SETTING* is displayed.
2. Press SELECT softkey to select.
3. Use the VOL (▼ or ▲) buttons of the sub-menu until *CLEAR ALL MEM* is displayed.
4. Press SELECT softkey to select
5. Use the VOL (▼ or ▲) buttons to select YES.
6. Press the SELECT softkey to clear all the records in the phonebook and CID memories.

Language

1. Press Menu button once, then press the VOL (▼ or ▲) buttons until *DISPLAY SETTING* is displayed.
2. Press SELECT softkey to select.
3. Use the VOL (▼ or ▲) buttons of the sub-menu until LANGUAGE is displayed.
4. Press the SELECT softkey to select.
5. Press the VOL (▼ or ▲) button on the handset to select ENGLISH, FRANCAIS, or ESPANOL. The default is "ENGLISH".
6. Press the SELECT softkey again to store the setting.

CONTRAST

1. Press Menu button once, then press the VOL (▼ or ▲) buttons until *DISPLAY SETTING* is displayed.
2. Press SELECT softkey to select.
3. Use the VOL (▼ or ▲) buttons of the sub-menu until CONTRAST is displayed.
4. Press the SELECT softkey to select.
5. Use the VOL (▼ or ▲) buttons to select the LCD contrast level.
6. Press the SELECT softkey to save.

Ring Melody

1. Press Menu button once, then press the VOL (▼ or ▲) buttons until *SOUND SETTING* is displayed.
2. Press SELECT softkey to select.
3. Use the VOL (▼ or ▲) buttons of the sub-menu until RING MELODY is displayed.
4. Press SELECT softkey to select.

5. Use the VOL (▼ or ▲) buttons to select the melody.
   A sample ringer melody is generated when you scroll to individual ringer melodies.
   The visual ring indicator will also flash for few seconds.
6. Press the SELECT softkey to save.

Ring Volume

1. Press Menu button once, then press the VOL (▼ or ▲) buttons until *SOUND SETTING* is displayed.
2. Press SELECT softkey to select.
3. Use the VOL (▼ or ▲) buttons of the sub-menu until RING VOLUME is displayed.
4. Press SELECT softkey to select.
5. Use the VOL (▼ or ▲) buttons to select the ring volume. The visual ring indicator will also flash for few seconds.
6. Press the SELECT softkey to save.

   NOTE: Even if you have turned your ringer off, the Visual Ring Indicator will still flash when a call is received.

Key Tone

1. Press Menu button once, then press the VOL (▼ or ▲) buttons until *SOUND SETTING* is displayed.
2. Press SELECT softkey to select.
3. Use the VOL (▼ or ▲) buttons of the sub-menu until KEY TONE is displayed.
4. Press SELECT softkey to select.
5. Use the VOL (▼ or ▲) buttons to select ON or OFF.
6. Press the SELECT softkey to save.

Restore Setting

1. Press Menu button once, then press the VOL (▼ or ▲) buttons until *RESTORE SETTING* is displayed.
2. press SELECT softkey "LOAD TO DEFAULT?" shows in the display.
3. press YES softkey to reset to let unit reset to default setting; The unit will emit a short beep and then reset automatically.
4. If you do not want to reset, press the NO soft key .

Set Time

The time cannot be set manually in the handset, only at the base. Any update to the base time will be automatically sent to the handset.

Basic Operation

Visual Indicators

CHARGE Indicator on the Cradle
The CHARGE indicator is lit when the handset is charging.

Ring Indicator on Handset
The Visual Ring Indicator will flash when there is an incoming call or the base is paging the cordless handset.

Answering a Call
1. Press the Talk button on the handset. (The base displays *CORDLESS H/S IN USE*).
2. When finished, press the End button or replace the handset in the charge cradle to hang up.

Making a Call
1. Press the Talk button to access an available line automatically,

   -OR-

   If you want to select a desired line, press the LINE softkey plus a number button (1-4) to select the desired line. Line number is displayed at top of display.
2. Wait for a dial tone then dial the desired number.
3. When finished, press the End button or replace the handset in the charge cradle, to hang up.

   NOTE: If the line you selected is occupied by other users, the message LINE IN USE will be shown. You can press the SELECT softkey to confirm selection of this line. If you want to select another line, press the LINE softkey plus the number button again.

Redial
To quickly redial from any of the last 3 numbers you have dialed:
1. Press the Talk button to access an available line or select your preferred line.
2. Press the Redial button.
3. Use the VOL (▼ or ▲) to scroll to the desired number.
4. Press DIAL softkey to dial the number automatically.

   -OR-

1. Press the Redial button.
2. Use the VOL (▼ or ▲) to scroll to the desired number.
3. Press the Talk button to access an available line or LINE softkey to select your preferred line; number is dialed automatically.

Conference Call

This feature allows you to have a 3-way conversation using any combination of 2 lines (or a line and an intercom call).

To connect and conference:

1. To make a call, select the line you want and dial the number (or make an intercom call). If you already have someone on the line (or already in intercom call), skip to Step 2.
2. Press the Hold button to place the call on hold.
3. Select another line and dial another number (or you can make an intercom call if the call on hold before is not an intercom call).
4. Press the CONF softkey.
5. Speak to both parties.

NOTE: If you have more than one line (including intercom call) on hold, and you want to have a conference call, you must first select the line on which you want to conference. Then, you can select another party when you have pressed the CONF softkey.

To disconnect one party:

Select the line (by pressing the LINE softkey and then together with the line number) for the person you want to continue speaking with, and the other party will automatically disconnected.

To disconnect both parties:

Hang up the handset by pressing the End button.

NOTE: If you press the Hold button to put them on hold first, you may then disconnect from each party individually.

Volume Adjust

Adjust the receiver volume by pressing the VOL (▼ or ▲) buttons when you are in talk mode. There are five volume levels, and each press of the VOL (▼ or ▲) buttons adjusts the receiver volume by one level.

Speakerphone Mode

1. During a call, press the Spk button to change to speakerphone mode.
2. Press Talk again to change it back to handset mode.

Hold

1. Press the Hold button to put a call on hold.
2. To take a call off hold, press the HOLD softkey .
3. To switch a call on hold from the base to the cordless handset, press the HOLD softkey button on the cordless handset.

Transfer

You can transfer the call to another extension.

1. Press the XFER softkey when it is in TALK mode.
2. Key in the extension ID number you want to transfer to.
3. The desired extension will ring, and your handset will go back to standby mode.

Privacy

When you are using the phone, if you want to secure the line, press the Privacy button. Then, the line you are using cannot be picked up by another extension in the system.

Flash

Use the Menu/Flash button on the handset to activate custom calling services such as call waiting or call transfer, which are available through your local phone company.

Call Timer

After you press Talk or Line plus number button to select the line on the cordless handset, the built-in call timer shows in the display and begins counting the length of time of the call.

Out of Range

If the handset is too far from the base (out of range) you may experience static or noise. Move closer to the base or handset will automatically hang up if it is kept out of range for 30 seconds.

Battery Low

If the handset battery is low, the unit will emit the alert tone and show *BATTERY LOW* in the display to remind you that the battery needs charging. If the battery voltage is very low, the handset will automatically shut down. Place handset in the charge cradle to recharge battery.

Paging All Extension from the Cordless Handset

In the standby mode, press the Int/Hold button and then press zero (0) button twice to activate page all extensions function.

Paging the Cordless Handset

This feature helps you locate a misplaced handset.

Press the Page button once on the base, then press number 0 button. The cordless handset will beep continuously (if it is not out of range) for 2 minutes or until you press any button on the handset.

NOTE: You may still page the cordless handset even if the ringer is turned off.

Intercom Operation

Answering an Intercom Call

1. Press the Int/Hold button or Talk button.
2. When finished, press the End button .

Receiving an Incoming Telephone Call During an Intercom Call

During an intercom call, if you receive a telephone call, you will hear an alert tone. To answer the incoming call, press the Hold button to place your intercom call on hold or press End button to drop the intercom call, then press Talk to answer the telephone call.

Using Intercom with a Telephone Call

During a telephone call, you can use the intercom function to page another extension unit and set up a private (2-way) intercom conversation with another user while the telephone call is placed on hold. Or, you can create a 3-way conversation between the telephone caller, the cordless handset and other extensions.

Two-Way Intercom Calls

To make an intercom call, first press the Hold button to place the external call on hold. Then, press the Int/Hold button followed by the extension ID number.

Three-Way Intercom Calls

1. Press Int/Hold button to hold the current line.
2. Press Int/Hold button, followed by the extension ID number.
3. Wait for the reply of extension you selected.
4. Once the extension replies, press the CONF softkey to set up three-way conference.
5. When finished, press the End button once.

Making an Intercom Call with Other Extensions

1. Make sure the phone is **OFF** (not in TALK mode).
2. Press the Int/Hold button, and *SELECT PHONE ID* is displayed.
3. Press the number button to input the phone ID you want to intercom with. For example, to intercom with extension 2, you need to input "0", "2".
4. When finished, press the End button to end the intercom call.

   NOTE: To cancel the intercom call, press the End button.

Memory

The cordless handset and base each have their own separate memory storage areas. The handset can store ninety phonebook records consisting of 16-character names and 32-digit telephone numbers.

Storing a Name and Number in Memory

1. Press the STORE softkey on the handset, *ENTER NAME* is displayed.
2. Use the touch-tone pad to enter a name (up to 16 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, 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.
3. Press the SAVE softkey the display shows *ENTER NUMBER* .
4. Use the keypad to enter the phone number (up to 32 digits).
5. Press the SAVE softkey to enter the VIP Tone Melody selection.
6. Use the VOL (▼ or ▲) button to scroll to select the melody, then press the select softkey to save.

Storing a Redial Number
1. Make sure the phone is **OFF** (not in TALK mode).
2. Press the Redial button on the handset to review the redial number.
3. Use the VOL (▼ or ▲) to scroll to the desired number.
4. Press the SAVE softkey and *ENTER NAME* is displayed.
5. Use keypad to enter the name.
6. Press the SAVE softkey twice to enter the VIP Tone Melody selection.
7. Use the VOL (▼ or ▲) button to scroll to select the melody, then press the select softkey to save the record..

Inserting a Pause in the Dialing Sequence
Press the #Pause button on the touch-tone pad twice to insert a delay in the dialing sequence of a stored telephone number when a pause is needed to wait for a dial tone (for example, after you dial 9 for an outside line, or wait for a computer access tone.) Each pause counts as 1 digit in the dialing sequence. The letter "P" in the displayed number indicates a pause.

Reviewing, Changing or Deleting Stored Names/Numbers
To Review: Press DIR/ ◀ on the handset, then press the VOL (▼ or ▲) button to scroll through the stored numbers.

To Change: While viewing the record, press the EDIT softkey. Follow Step 2 to 5 under Storing a Name and Number in Memory.

To Delete: Press DIR/ ◀ on the handset, then press the VOL (▼ or ▲) button to scroll to a desired memory.

1. press the Delete/Mute button, DELETE? is displayed.
2. press Delete/Mute again or YES softkey to Confirm.

Dialing a Stored Number

Make sure the phone is **ON** (in TALK mode).

1. Press the DIR/ ◀ button.
2. Use the VOL (▾ or ▴) button to scroll to the desired telephone number.
3. Press LINE softkey plus the number button to dial the displayed number.

                         -OR-

1. Make sure the phone is **OFF** (not in TALK mode).
2. Press the DIR/ ◀ button.
3. Use the VOL (▾ or ▴) button to scroll to the desired telephone number.
4. Press the Talk button to access an available line or LINE softkey plus the number button to select your preferred line. The telephone number dials automatically.

Caller ID (CID)

NOTE: This feature does not function when using the handset with base model TC25423, as it does not support Caller ID.

Caller ID (CID) is a service available from your local telephone company. For Caller ID to work on this system, you must subscribe to Caller ID service. To receive Caller ID information for a Call Waiting call, you must subscribe to the combined Call Waiting Caller ID service.

This telephone system receives and displays CID information transmitted by your local telephone company. This information can include the phone number, date and time; or the name, phone number, and date and time.
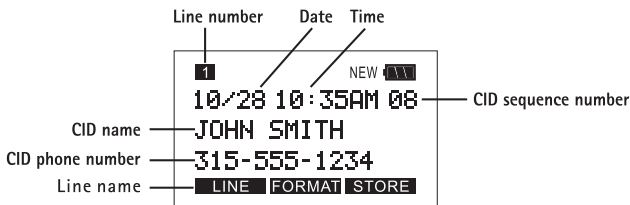
Receiving and Storing CID Records

When you receive a call, Caller ID information is transmitted by the phone company to your telephone between the first and second ring. The Caller ID information appears on your phone's display while the phone rings, giving you a chance to monitor the information and decide whether or not to answer.

If you are not at home or cannot answer, the telephone stores the information so that you can see who called while you were unavailable. Caller ID memory automatically stores the call number, date, time, phone number and name for the last 99 calls. If Caller ID memory is full, a new call record automatically replaces the oldest call record in memory.

At any time, you can review the stored information for the last 99 calls. Any calls received since your last review are marked as *NEW* in the display, to remind you to review them.

Reviewing Call Records

As calls are received and stored, the display is updated to let you know how many calls have been received.

1. Press the CID/ ▶ button first. The newest call record will be shown.
2. Press VOL (▼) button to scroll to older call records. When you reach the oldest call, *START/END* is displayed.
3. Press VOL (▲) button to scroll from the old records to recent records.

As you review call records, the display shows you the following information for each call:

• The telephone number of the caller.
• The name of the caller, if available in your service area.
• The Line Number on which the call was received.
• Time and date the call was received.
• *NEW* appears for all calls that have not been reviewed.

NOTE: Check with your local phone company regarding name service availability.

Transferring CID Records to Memory

You may transfer a Caller ID record to your phone's memory.

NOTE: It is important that you format CID records correctly before storing in memory. It is not possible to reformat CID records stored in memory.

1. Use the CID/ ▶ button to scroll to the desired record.
2. Press the STORE softkey.
3. If the CID shows NO NAME, then please enter the name for this record.
4. Press the SAVE softkey.
5. If the CID shows NO NUMBER, then please enter the name for this record.
6. Press the SAVE softkey to enter the VIP Tone Melody selection.
7. Use the VOL (▼ or ▲) button to scroll to select the melody ,then press the select softkey to save.

Dialing a Caller ID Number

When reviewing any call record in the Caller ID memory, you can dial back the caller's number.

1. Make sure the phone is **OFF** (not in talk mode).
2. Press CID/ ▶ button once, then VOL (▼ or ▲) button until the desired call record is displayed.

   Depending on (a) how the incoming caller's phone number is formatted when received, and (b) whether or not you pre-programmed your local area code into memory, you may need to adjust the format of the caller's phone number before dialing it back.

   The FORMAT softkey lets you change the format of the displayed number. Available formats include:

Number of digits	Explanation	Example
Eleven digits	long distance code "1" + 3-digit area code + 7-digit telephone number.	1-317-888-8888
Ten digits	3-digit area code + 7-digit telephone number.	317-888-8888
Seven digits	7-digit telephone number.	888-8888

NOTE: If the phone company does not supply all ten digits of an incoming caller's number, you will not be allowed to adjust the format of that number.

Scroll to the number you want to call back:

3. If the number does not dial as shown, press the FORMAT softkey. Repeat if necessary, until the correct number of digits show in the display.

4. Press the Talk button. The number dials automatically.

Deleting the Current Caller ID Record
To delete only the record in the display:

1. Use the CID/ ▶ button and then VOL (▼ or ▲) button to display the desired Caller ID record.

2. Press Delete/Mute.

Deleting All Caller ID Records
To delete all the Caller ID records in memory:

1. Use the CID/ ▶ button and then VOL (▼ or ▲) button to display any Caller ID record.

2. Press and hold Delete/Mute. The display asks *DELETE ALL*? for several seconds.

3. Press Delete/Mute again, within five seconds, to erase all records. The display will return to standby mode.

Caller ID Errors
If there is an error in the transmission of information to your Caller ID phone, *INCOMPLETE DATA* is displayed.

If you have not subscribed to Caller ID service or it is not working, *NO DATA* is displayed.

Call Waiting Caller ID
Provided you subscribe to Caller ID with Call Waiting service from your phone company, you may see who is calling when you hear the call waiting tone in the receiver. The CID information appears in the display after you hear the tone.

Press the Menu/Flash button to put the current call on hold and answer the incoming call. Press Menu/Flash button again when you want to return to the first call.

IMPORTANT: In order to use all of the features of this unit, 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.

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), that is compatible with this unit.

1. Make sure handset 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 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 battery pack 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
or call 1-800-8-BATTERY or contact a local recycling center.

Belt Clip Operation

Connecting the Belt Clip

There are two slots, one on each side of the handset.

• Attach the belt clip by inserting the sides of the belt clip into the slots. Snap the ends of the belt clip into place.

Display Messages

The following indicators show the status of a message or of the unit.

LINE ON HOLD:	The line you selected is currently on hold.
LINE IN USE:	The line you selected is currently use by another extension.
OUT OF RANGE:	Indicates handset is too far away from the base, and the handset is searching for the base.
INCOMPLETE DATA:	Caller information has been interrupted during transmission or the phone line is excessively noisy.
BASE IN USE:	The Base unit is in use, handset is blocked.
SELECT PHONE ID:	Key in the ID of another extension.
DELETE ALL:	Confirm deletion of all Caller ID records.
NEW CALL:	Call has not been reviewed.
NO NUMBER:	No Caller Number was received.
NO NAME:	No Caller Name was received.
NO DATA:	No Caller ID information was received.
BLOCKED CALL:	The person is calling from a number that has been blocked from transmission.
BLOCKED NAME:	The person's name is blocked from transmission.
BLOCKED NUMBER:	The person is calling from a number that has been blocked from transmission.
UNKNOWN CALLER/ NAME/NUMBER:	The incoming call is from an area not serviced by Caller ID or the information was not sent.

Troubleshooting Guide

Telephone Solutions

No dial tone

• Check and repeat installation steps:

  Ensure the base power cord is connected to a working outlet.

  Ensure the telephone line cord is connected to the base and the wall jack .

• Connect another phone to the same jack; if there is still no dial tone, the problem might be your wiring or local service.

• The cordless handset may be out of range of the base. Move closer to the base.

• Ensure the battery is properly charged (14 hours).

• Ensure the battery pack installed correctly.

• Did the handset beep when you pressed the TALK button? The battery may need to be charged.

Dial tone is OK, but can't dial out

• Make sure the type of phone service you are subscribed to is TONE. This handset is TONE only.

Handset does not ring

• Make sure the handset ringer is set to on.

• The cordless handset may be out of range. Move closer to the base.

• Check for dial tone. If no dial tone is heard, see No dial tone above.

You experience static, noise, or fading in and out

• The cordless handset may be out of range of the base. Move closer to the base.

• Charge the battery.

Unit beeps

• Clean charging contacts on cordless handset and charge cradle with a soft cloth or an eraser.

• See solutions for "No dial tone" on previous page.

• Replace the battery.

Memory Dialing doesn't work

• Did you program the memory location keys correctly?

• Did you follow proper dialing sequence?

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

• Unplug the AC power adaptor from the wall outlet and the back of the base, and remove the backup batteries from the bottom of base (if previously installed). Remove the handset battery. Wait for 30 seconds and plug the power adaptor back into the base and wall out, and re-install batteries in the base unit. Reconnect the handset battery and charge for 14 hours.

Caller ID Solutions

No Display

• Is battery fully charged? Try replacing the battery.
• Make sure that the unit is connected to a non-switched electrical outlet. Disconnect the AC power supply from the base and reconnect it.

Caller ID Error Message

• The unit displays this message if it detects anything other than valid Caller ID information during the silent period after the first ring. This message indicates the presence of noise on the line.

No Caller ID

• In order to receive Caller ID information, you must subscribe to the standard name/number Caller ID service from your local telephone company.

Battery Solutions

If you experience any of the following problems, even after fully 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 putting the phone 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 the handset, as well as other rough treatment to the phone.
• Clean the phone with a soft cloth.
• Never use a strong cleaning agent or abrasive powder because this will damage the finish.

Other Information

- 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 charge cradle 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 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.
Manager, Consumer Relations
4915 SW Griffith DR. #302
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 it's power source, you must call from another telephone. If the issue cannot be resolved by our Customer Care Team, you will be issued an RMA (Return Merchandise Authorization) number and be given instructions on how to submit your proof-of-purchase paperwork and where to send your defective merchandise.

• You will be responsible for shipping the defective unit back to our warranty fulfillment center at your own expense. You are responsible for damage or loss during shipment so insuring the product during return shipping is highly recommended.

• We will ship a replacement to you freight pre-paid.

What your warranty does not cover:
• Customer instruction. (Your Instruction Book provides information regarding operating instructions and user controls. Additionally, our Customer Care Center is staffed 24x7 with product experts that can assist you with any questions that may arise during setup and use of your RCA telephone.

• Installation and setup service adjustments

• Batteries

• Damage from misuse or neglect

• Products that have been modified of serviced outside the USA

• Products purchased from non-authorized retailers, dealers or resellers

• Products purchased or serviced outside the USA

• Acts of nature, such as, but not limited to lightning damage

Warranty

Product Registration:

•Please register your product online at www.rca4business.com

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:

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

AC power adaptor

T-8BXD

Belt clip

T-T601

Handset battery

T-T104

To place order, have your Visa, MasterCard, or Discover Card ready and call toll-free 1-800-511-3180.
A shipping and handling fee will be charged upon ordering. We are required by law to collect appropriate sales tax for each individual state, country, and locality to which the merchandise is being sent. Items are subject to availability.

Index

Visit the RCA web site at www.rca4business.com

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

Telefield

Telefield NA Inc.
4915 SW Griffith DR. #302
Beaverton, OR 97005

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