

RCA



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

IP120

Equipment Approval Information

Your telephone equipment is approved for [connection to the Network and is in compliance with parts 15 FCC Rule](#).

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](#)

Rights of the Telephone Company

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

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

Interference Information

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference; and (2) This device must accept any interference received, including interference that may cause undesired operation. Privacy of communications may not be ensured when using this phone.

This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation.

This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation.

If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- *Reorient or relocate the receiving antenna (that is, the antenna for radio or television that is “receiving” the interference).
- *Reorient or relocate and increase the separation between the telecommunications equipment and Receiver.
- *Connect the telecommunications equipment into an outlet on a circuit different from that to which the receiving antenna is connected.

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

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

The RCA IP120 phone is dedicated to business environment use. It is a full-featured and a flexible SIP solution. It is compatible with most IP PBX and VoIP providers.

Please read through the administrator’s guide before installing your phone.

This is a class B device, in a domestic environment; this product may cause radio interference, in which case the user may be required to take adequate measures.

To avoid the potential effects on the environment and human health as a result of the presence of hazardous substances in electrical and electronic equipment, end users of electrical and electronic equipment should understand the meaning of the crossed-out wheeled bin symbol. Do not dispose of WEEE as unsorted municipal waste and have to collect such WEEE separately.

Licensing

Licensed under US Patent 6,427,009.

Hearing Aid Compatibility

This telephone system meets FCC standards for Hearing Aid Compatibility.



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

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Appendix A. Error! Bookmark not defined.

Line Key configuration menu **Error! Bookmark not defined.**

Memory Key configuration menu **Error! Bookmark not defined.**

Getting Started

Packing List

The following components are included in your package:

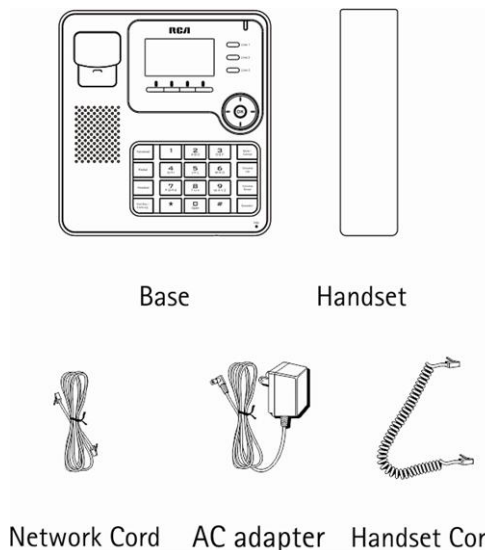
IP120

Handset & Handset Cord

AC Adaptor

Ethernet Cable

Quick Start Guide



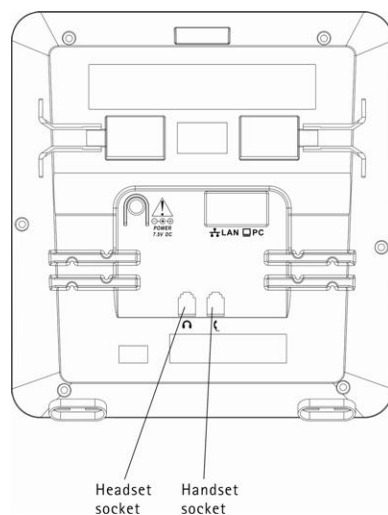
Assembling IP120

This section introduces how to assemble the phone with the components in the packing list:

Connect Handset;

Connect Network and Power.

Connect Handset and Headset, as shown below:



Note: headset is not provided.

Connect Network and Power

You can either connect the phone to the AC Power directly using a power adapter (not

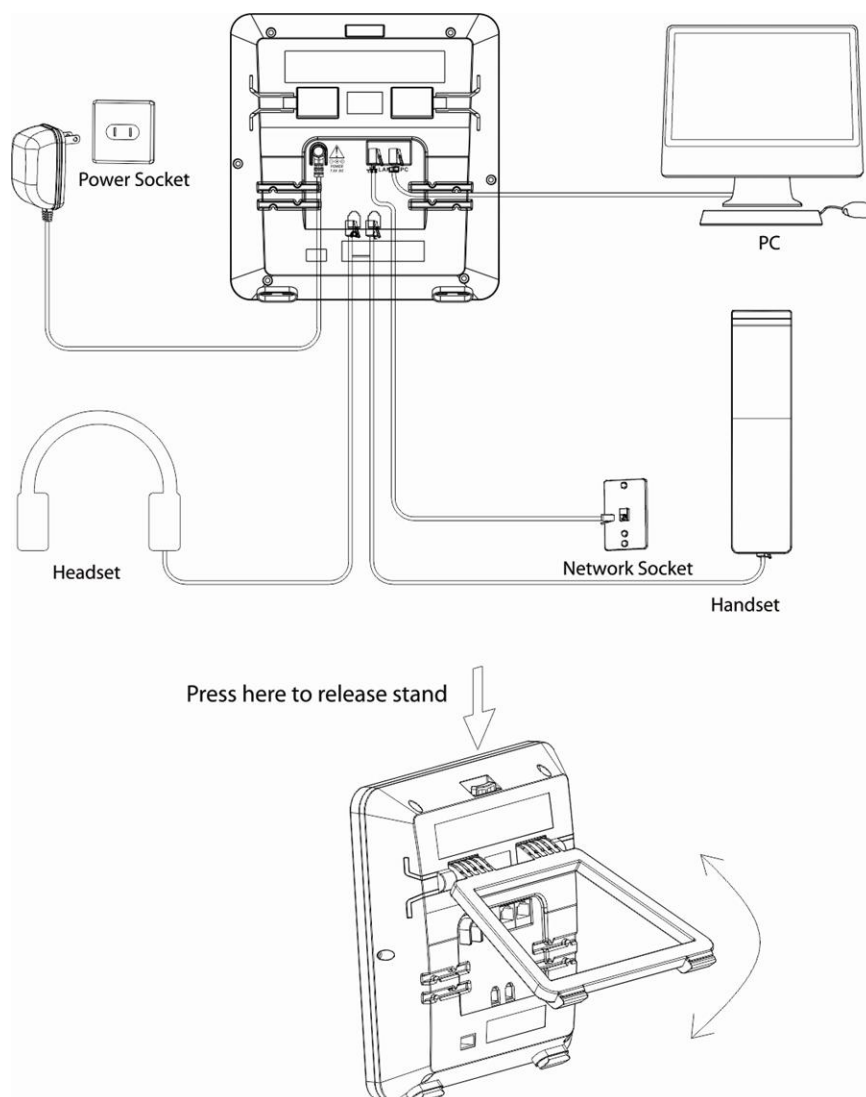
supplied) or to a PoE compliant switch or hub. Your system administrator will advise you on which one to use.

Note:

If inline power is provided, do not install AC adapter (not provided). Make sure the Ethernet cable and switch/hub are PoE compliant.

The Internet Port can also be connected to Hub/Switch/IP PBX or other internet devices.

The phone can also share the network connection with other network devices such as PCs. Connect the phone's PC port and computer's network port together using an Ethernet cable.



Configuration and Registration

Some simple configurations are needed to get your phone ready for making calls: network and account information must be correct.

If you are not an administrator, please contact your internet administrator or service provider for more details.

Basic Configuration via Web Page

IP120 features an embedded web server to help administrators and users configure, manage and use their phone in an intuitive and simple manner. The phone's web server can be accessed with any web browser.

Press OK button of the phone to enter the status page and find out your IP120 IP address. Enter it (for example <http://10.0.4.66>) into the address bar of your web browser. The default administrator's login name and password are **admin/admin**.

Note:

Please locate your PC in the same network segment of your IP120 (10.0.4.x) to be able to access the web configuration page. Please consult your system administrator for help.

Network Settings

Choose Network -> Internet Port (WAN) Settings.

DHCP: By default the phone attempts to contact a DHCP Server in your network in order to obtain its valid network settings, e.g. IP address, subnet mask, gateway, DNS server, etc.

Static IP Address: If your phone cannot contact a DHCP Server for any reason, you need to enter the network settings manually via Static IP Address. Please contact your





Note: Using the wrong network parameters may result in inaccessibility of your phone and may also have an impact on your network performance. Please contact your network administrator.

Account Settings

The phone attempts to register to the SIP server using the account data provided by automatic or manual initialization.

Choose Account -> Account Settings. Select Account to Account 1. You will find the following parameters:

| Field | Description |
|-------|-------------|
|-------|-------------|

| | |
|-----------------|---|
| Account Active | You can choose to Enable/Disable the account respectively. |
| Label | The name shows on LCD |
| Display Name | The local phone name showing on the other phone when calling. |
| Register Name | Register name, provided by ISP. |
| User Name | User name, provided by ISP. |
| User Password | User password provided by ISP. |
| SIP Server | SIP server address provided by ISP |
| SIP Server Port | SIP server port provided by ISP. Default is 5060. |

Account Settings

Account: Account

Basic:

Register Status: Not Registered

Account Active:

Label:

Display Name:

Register Name:

User Name:

User Password:

SIP Server:

SIP Server Port:

Enable Outbound Proxy Server:

Outbound Proxy Server:

Transport:

Fill the fields and press the "Save" button.

The phone will try to register to the SIP server.

If all accounts registering fail, the phone will display "No Service" by default.

Note:

Should the IP PBX (SIP Server) require an authentication, a correct password is needed. Make sure you are using the appropriate input method or enter the password via the web user interface.

Basic Configuration using phone keypad

You will need admin privilege to perform this and other configurations. By default the phone will be in user mode, so you will need to perform a simple procedure to switch to admin mode.

Change phone to admin mode: Press MENU→7.User type. Press right navigation key until you see "admin" on the screen. Then press the down key to be prompted for the password. It is "admin" by default. Type and press OK.

Network Settings: Press MENU->3.Settings->2.Advanced->OK. Enter the admin password, and choose **Network->WAN Port** or **VLAN** or **Web Type** or **802.1x Settings** to enter the internet relating configuration page.

Account Settings: Press MENU->3.Settings->2.Advanced->OK. Enter the admin password, and choose **Accounts->OK** to configure the account settings.

You find the following fields:

| Field | Description |
|---------------|--|
| Activation | Enable/disable the account |
| Label | The name showing on LCD of the phone |
| Display Name | The local phone name showing on the other phone when calling |
| Register Name | Register name provided by ISP |
| User Name | User name provided by ISP |
| Password | Account password provided by ISP |
| SIP Server | SIP server address provided by ISP |

Press up and down buttons to scroll through the parameter list and fill in proper information. Press OK button to confirm.

Note:

The active User Type is shown with an * on the left of display when you enter Menu→ 7. User Type menu, like this:

User Mode

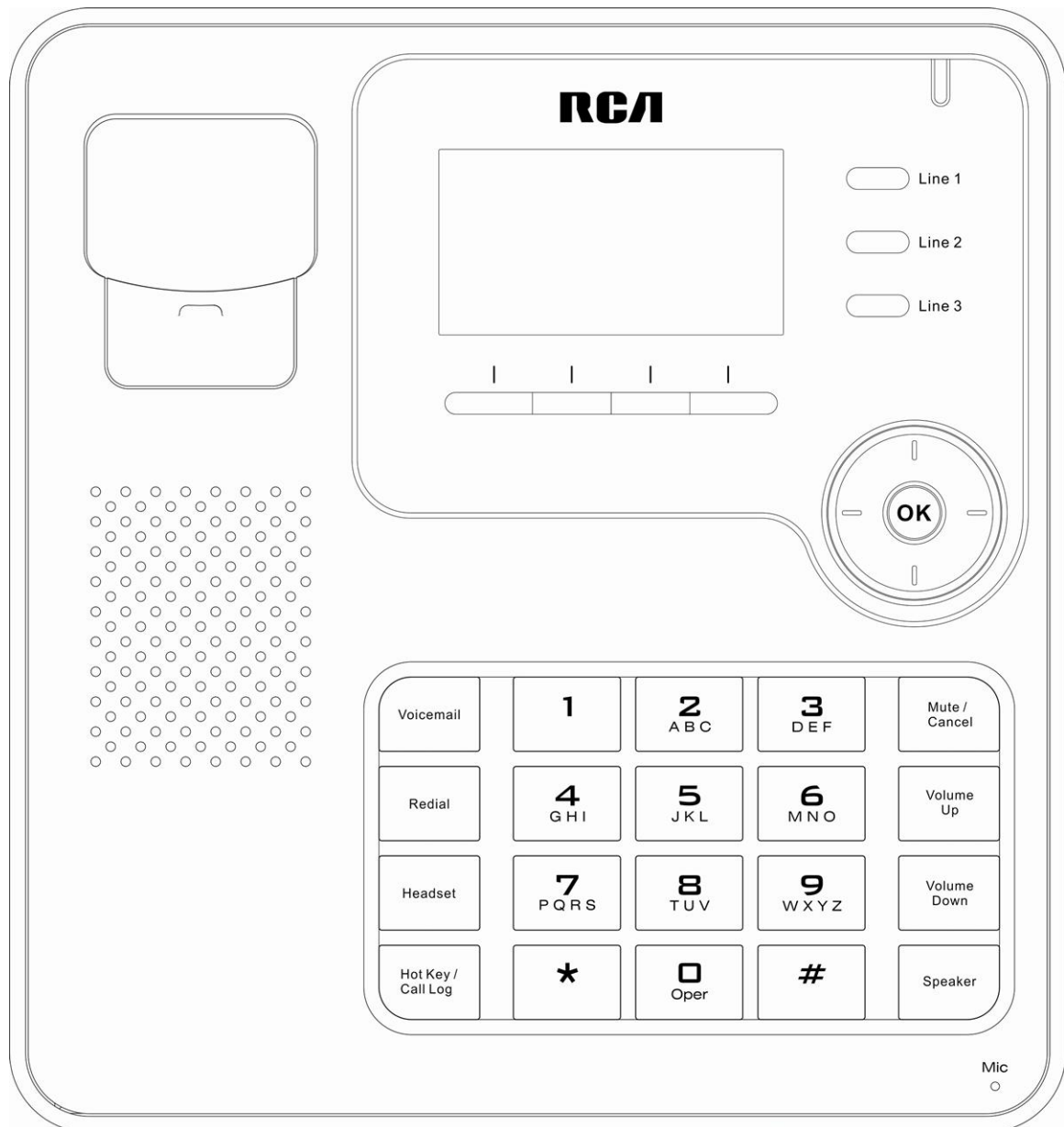
1. UserType:
user <>

Back Switch Save

Once you finish all admin related tasks you should change back to user mode with the same procedure.

Overview

Keypad



LEDs

Table 1 Line Keys







| LED Status | Description |
|---------------|--|
| Steady blue | The account is active |
| Blinking blue | There is an incoming call to the account, or there is a call on hold |
| Off | The phone is in idle status whatever registered /unregistered |











Table 2 Power Indication LED

| LED Status | Description |
|----------------------|--|
| Steady orange | when new messages or new missed calls |
| Blinking orange | When there is an incoming call or when a call is muted |
| Slow blinking orange | When network is not available or sip server failure |
| Off | in idle mode |

Icons

IP120 displays different kinds of icons on its LCD, you can refer to the following table for their meanings:

| Icon | Description |
|---|--------------------------------|
|  | Account registering |
|  | Account registration succeeded |
|  | Account registration failed |
|  | In handset mode |
|  | Handsfree mode activated |
|  | In headset mode |

| | |
|---|---------------------------------------|
|  | Call muted |
|  | Missed calls |
|  | Call in |
|  | Call out |
|  | Call forward |
|  | Do not disturb function activated |
|  | Auto answer activated |
|  | Voicemail |
|  | Call on hold |
|  | Flashes when internet is disconnected |

User Interface

There are two ways to customize specific options on your phone:

Using keypad and display of the phone.

Using Web user interface in an Internet browser from your PC; please refer to "Configuration and Registration" to get into the Web interface.

In many instances, it is possible to use either the phone user interface or the web interface to operate the phone and change settings. Some operations, however, are only possible via phone or web user interface. Please refer to the following table for differences:

| Phone Options | Phone UI | Web UI |
|---------------|----------|--------|
| Status | | |
| --IP | ✓ | ✓ |
| --MAC | ✓ | ✓ |
| --Firmware | ✓ | ✓ |
| --Network | ✓ | ✓ |
| --Phone | ✓ | |
| --Accounts | ✓ | ✓ |
| Call Features | | |

| | | |
|---------------------------------|---|---|
| --Forward | ✓ | ✓ |
| --Call Waiting | ✓ | ✓ |
| --Function Keys | ✓ | ✓ |
| --Send Key | ✓ | ✓ |
| --Hot Line | ✓ | ✓ |
| --Anonym Call | ✓ | ✓ |
| --DND | ✓ | ✓ |
| --Logs Setting | ✓ | ✓ |
| Basic Phone Functions | | |
| --Language | ✓ | |
| --Time & Date | ✓ | ✓ |
| --Ring Tone | ✓ | ✓ |
| --Phone Volume | ✓ | |
| Advanced Phone Functions | | |
| --Accounts | ✓ | ✓ |
| --Network | ✓ | ✓ |
| --Reset Factory | ✓ | |
| --Set Password | ✓ | ✓ |
| --Set AES Key | ✓ | ✓ |
| --Auto Provision | ✓ | ✓ |
| Other Features | | |
| --Messages | ✓ | |
| --History | ✓ | ✓ |
| --Directory | ✓ | ✓ |
| --User Mode | ✓ | |

Note:

- 1) The above table only indicates most of phone functions rather than all of them. Please refer to next chapters for more details.
- 2) Some functions are password protected. In this case when you are prompted for a password make sure to introduce one in accordance with active User Type

The default administrator password is **admin**.

Customizing Your Phone

General Settings

Phone Status

You can view the status of your phone using the Phone interface or the Web interface.

This option allows you to review:

IP

MAC

Firmware

Network: MAC, LAN, Netmask, Gateway, DNS, etc

Phone: Model, Hardware, Firmware, Product ID and MAC

Accounts: The 3 SIP accounts status

To check the Phone Status via Phone interface:

Press OK button to check the IP.

Use the navigation keys to check the other information.

```
I . I P :  
192 . 168 . 0 . 120
```

To view the Phone Status via Web interface:

Open a web browser and input the IP Address of the phone. Enter login and password (default login and password are admin and admin). Select Status -> Hardware Status.



| | |
|---|---|
| Status Hardware Status | Hardware Status |
| Account Account Settings | Version: Firmware Version 1.0.1446 |
| Network Internet Port (WAN) Advanced | Network: WAN Port Type DHCP WAN IP Address 192.168.1.158 Subnet Mask 255.255.255.0 MAC Address 30:6C:BE:00:00:50 Link Status 00 |
| Phone Preference Features Function Keys Dial Plans | |
| Contact Local Phone Book Black List Phone Call Info | |

Language

The default Phone interface language is **English**.

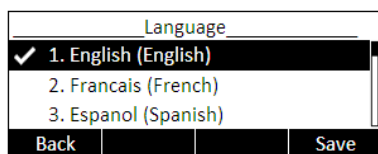
It also supports French, Spanish, Dutch, German, Italian, Portuguese, etc. You can change the language for the phone user interface. Please notice that language of the web user interface is independent of that of phone user interface.

Note:

All languages may not be available for selection. The available languages depend on the language packs currently loaded on the phone. Please contact your system administrator or technical support for more information about language packs loading.

To change the language via Phone interface:

Press menu soft key->3.**Settings**->1.**Basic**->1.**Language**->OK.



Scroll through the list of available languages.

Press OK button when the desired language is highlighted.

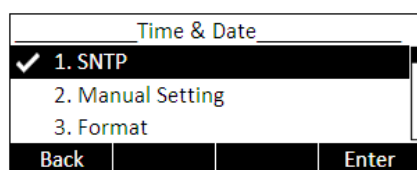
Press Back soft key to return to the previous screen.

Time and Date

Time and date are displayed on IP120 idle screen. By default the date and time of the phone are configured manually, but you can set to obtain them from a preconfigured SNTP server, if needed. Please contact your system administrator if the time or date is incorrect.

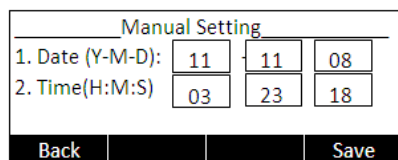
To change Time and Date via the Phone interface:

Press menu soft key ->3.**Settings**->1.**Basic**->2.**Time & Date**->OK.



If SNTP is chosen, the phone will automatically get the time from an NTP Server. Use the up and down navigation keys to highlight the specific options and change parameters to meet your needs. You can set Time Zone and NTP Server respectively. By default GMT+0 is configured.

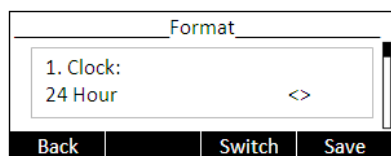
If Manual is chosen, the time can be set manually. Use the up and down navigation keys to highlight the option and enter the specific date and time.



Press OK button to save your changes. Or press MENU key to return to the previous screen.

To set time format via the Phone interface:

Press menu soft key->3.**Settings**->1.**Basic**->2.**Time & Date**->3.**Time & Date**->OK.



Use the Left/Right navigation keys to choose a preferred time format: 12 hour or 24 hour.

Press the OK button to save the changes and return to the previous screen.

Note:

By default date and time setting is set to "Manual".

Audio Settings



Volume

Handset, speaker, headset and ringer volumes can be adjusted independently.



To adjust the volume in idle mode:

Press menu soft key->3.**Settings**->1.**Basic**.



Scroll to 4.**Phone Volume**, and press OK button. Select the item you wish to adjust

and use  and  or left and right navigation keys to increase or decrease volume.

Press OK button to save volume change or press Back soft key to cancel.

To adjust ring volume you can also press  and  when the phone is in idle status.

To adjust the volume when you are in an active call:

When Handset/Headset/Hands-free mode is activated, press  or  to adjust the volume.

Note:

The volume can only be adjusted via Phone interface.

Ring Tones

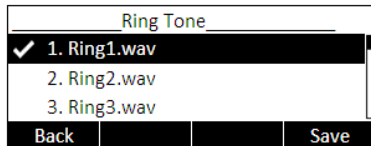
You can select the type of the ring tone.

To select Ring Tone Type via Phone interface:

Press menu soft key->3.**Settings**->1.**Basic**->OK.

Scroll to 3.**Ring Tone**, and press OK button.

Use the up and down navigation keys to highlight your selection. The tone will be played.



Press OK button to save the change or MENU to cancel.

Codec Selection

IP120 supports the following voice codecs:

PCMU, PCMA, G.729, G.722, G.726, iLBC, iLBD-20

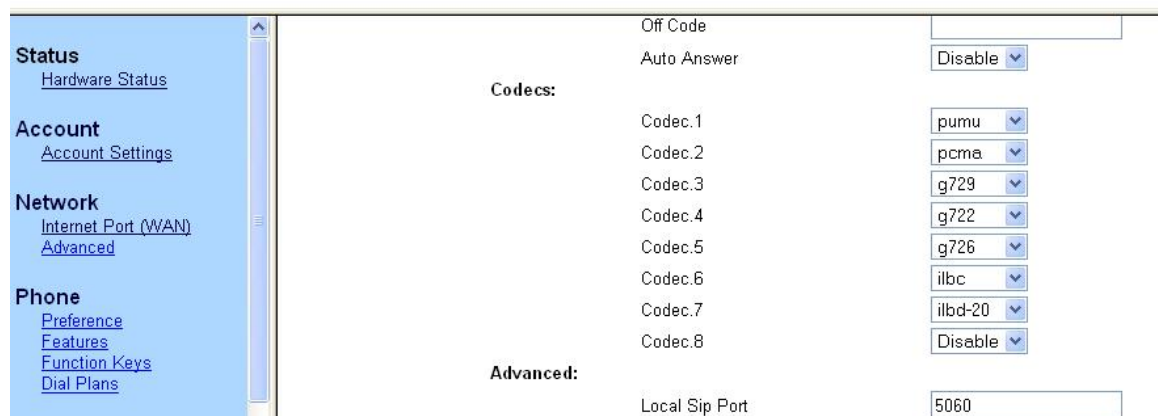
You can enable/disable the desired codecs via Web interface. Please contact your System Administrator for more details about the codecs.

To enable/disable the codecs via web interface:

Choose Account -> Account Settings (Account 1/Account2/Account3)

Select the desired codecs in Codecs section.

Click Save button to save the change.



Note:

Codec Selection can only be done via Web interface.

Contact Management

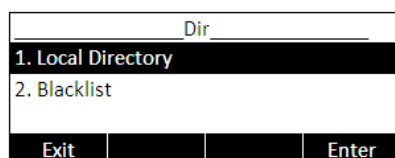
Edit/Add/Delete Contacts

IP120 features a 300 entries local phonebook and 10 additional speed dial keys. .

With the local directory you can:

- add,
- edit,
- delete,
- dial,
- search for a contact in this directory.
- create groups of contacts

Phonebook includes Directory and Blacklist.



To add a contact via Phone interface:

Press Dir soft key -> 1.Directory or
Menu soft key ->6.Directory-> 1.Directory.

Press OK button to enter into the Contacts list, press Add soft key, enter Name, press down navigation key to enter phone number of the contact via the keypad.

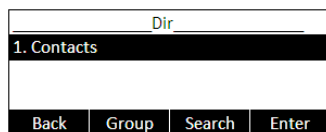
Press down navigation key to set and choose a special ring tone for the contact.

If you want to assign this contact to a group, use the down navigation key to select the group.

Press Save soft key to add the contact, or Back soft key to cancel the change.

To add a Group via Phone interface:

Press Dir soft key -> 1.Directory or
Menu soft key ->6.Directory-> 1.Directory.



Press the Group soft key to enter to the Add Group page.

Enter the group name and choose associated ring tone.

Press Save soft key to save.

To configure the speed dial keys via Phone Interface:

Press Menu soft key->2. Features->3.Function Keys->2.Memory Keys

Use the up and down navigation keys to select the key on which you want to store a contact number, press Enter soft key

Use the right and left navigation keys to select **Speed Dial**, then use the up and down keys to select **Account**, use the left or right navigation keys to if you want to assign this speed dial keys to a specific account

Then use the up and down navigation keys to select **Value**, enter the desired number and press Save soft key to confirm.

Note: in idle mode, with dial tone or during a conversation if you make a long press on the key, it will automatically call the contact stored on the key.

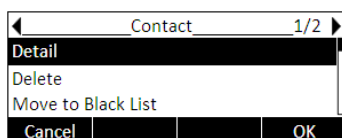
To edit/delete a contact via Phone interface:

Press Dir soft key -> 1.Directory or

Menu soft key ->6.Directory -> 1.Directory

Use the Up/Down navigation key to highlight the contact list (e.g. 1.Contacts) and press Enter soft key.

Use the Up/Down navigation key to highlight the contact you want to edit/delete, then press Option soft key, select Detail/Del soft key.



Make the desired changes, press Save soft key, or press Back soft key to return to previous menu.

To move a contact to the Blacklist via Phone interface:

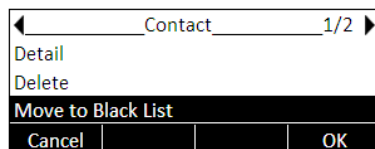
If you add a contact to the blacklist your phone will automatically reject all calls from this contact.

Press Dir soft key -> 1.Directory or

Menu soft key ->6.Directory -> 1.Directory

Use the Up/Down navigation key to highlight the contact list (e.g. 1.Contacts) and press ok button.

Use the Up/Down navigation key to highlight the contact you want to move to blacklist, then press Option soft key and then select "Move to Black List".



Press OK soft key, or press Cancel soft key to return to previous menu.

A warning message will ask for confirmation to move the contact.

Press OK soft key to confirm the operation, or press the Cancel soft key to return to the directory

Manage Blacklist via Web interface:

Choose Contact -> Black List

To move a contact from Call Log to Contacts via Phone interface:

Press Menu soft key ->5.History -> 1. History

Use the navigation keys to highlight a record, then press the Option soft key. Select the "Add to Contacts".

To add/delete/edit the Contact list via Web interface:

Choose Contact -> Local Phone Book

To search a contact via Phone interface:

Press Dir soft key -> 1.Directory or

Menu soft key ->6.Directory -> 1.Directory

Press the Search soft key


Enter the contact name to be searched and press OK soft key. Contact list will be searched for matching records.

Basic Call Functions


Outgoing calls

Call Devices

You can make a phone call via the following devices:

Pick up the handset,  icon will be shown on the idle screen.

Press [Speaker](#) button, icon  will be shown on the idle screen.

Press [Headset](#) button if the headset is connected to the Headset Port. The icon  will be shown on the idle screen. This is a toggle key. Pressing it again will unselect headset as audio device.

Note:

1. You can dial the number first, and then choose the device you will use for your call.
2. You can select the device first, and then enter the calling number. If dial plan setting is disabled, call making will start automatically after 5s of keyboard idle. Alternatively, you can press the OK button to start the call immediately.

Call Methods

From phone interface:

There are several ways to initiate a call:

1. Press an available line button and dial the number you want to call, or
2. Dial a number and select the audio device, or
3. Go to Directory, use the navigation keys to select the desired contact, or
4. Enter the call history interface, then use the navigation keys to make your selection or
5. Press a Line key which has been set as speed dial button or
6. Long press on a digit key that has been set as speed dial key.

To terminate a call you can:

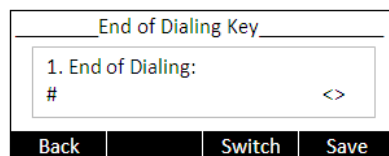
1. press the Cancel soft key or
2. If you are in handset mode, replace the handset on hook or
3. If you are in handsfree mode, press the SPEAKER key

Send Key configuration

Admin can set a specific button ("#" or "*") as the send key. If this feature is enabled, once you've dialed the desired number, you can press this send key to call your correspondent immediately.

To set the send key via the phone interface:

- 1) Make sure active User Type is admin or var
- 2) Press Menu soft key -> 2.Features -> 4.Send Key to enter the configuration page.



- 3) Press the Left/Right navigation keys to choose a button that you want to use as the send key: "#", "*", or disable this option.
- 4) Press Save soft key to save the changes, or Back soft key to discard.

To set the send key via the Web interface:

Go to Phone -> Features (General Information)

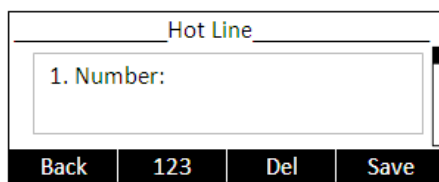
Hot Line

Hot Line allows your phone to dial a number automatically if it has been off hook for a specified time period and no keys have been pressed. Both destination number and timeout can be configured.

The service is enabled if Hot Line Number has been configured.

To set the hot line number via the phone interface:

Press Menu soft key ->2.Features ->5.Hot Line to enter the configuration page.



Enter the hot line number and press up/down navigation key to select HotLine Delay. Set the Hot Line Delay (default is 4 seconds), then press the OK button to save the changes.

To set the Hot Line via the Web interface:

Go to Phone -> Features (General Information)

Anonymous call

Anonymous call, also known as Caller ID restriction, allows you to request the network to hide your subscriber identity when you are performing outgoing calls.

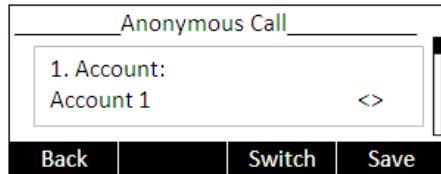
IP120 supports Permanent Caller ID restriction, meaning that while enabled all calls will request to be anonymous and you need to disable if you want your identity to be transmitted. This service can be performed locally, or by sending an activation code to the network.

Additionally IP120 allows you to automatically reject anonymous incoming calls.

These services can be managed through both phone and Web interfaces.

To set Anonymous call via phone interface:

- 1) Press Menu soft key -> 2.Features -> 6.Anonym Call to enter the configuration page.



- 2) Use left or right navigation keys to select the account to be anonymous, you can choose the Line ID.
- 3) Press down navigation key to display Anonym call, then press left or right navigation keys to enable/disable the anonymous call function.
- 4) If you want to perform this function locally, press OK to save your changes.
- 5) If you would like to activate this function in your service provider please press down key and enter the Anonym On Code and Anonym Off Code. Whenever you enable/disable the anonymous call function on your phone, it will automatically send these codes to the server.
- 6) Press OK to save your changes, or Back soft key to cancel

To set Anonymous call rejection using phone interface:

- 1) Enter Anonymous call menu as explained above
- 2) Press the up or down navigation keys to enter the Rejection page
- 3) Press right or left navigation keys to enable/disable Anonymous Call Rejection function.
- 4) If you would like to use your service provider to get this service, please press the down key and enter the Reject On Code and Reject Off Code. Whenever you enable/disable the Rejection option on your phone, it will automatically send these codes to the server.
- 5) Press OK to save your changes, or Back soft key to cancel.

Note:

1. To manage Anonymous Calls and Rejection codes you need to have admin or var rights. Check active User Type before attempting to configure using phone interface.

To set Anonymous Call Services using the Web interface:

Go to Account -> Account Settings (Basic)

Dial Plan

A dial plan establishes the expected number and pattern of digits for a telephone number. This includes country codes, access codes, area codes and all combinations of dialed digits.

Dial plans can be used for least cost routing, dialing convenience or to prevent users from calling specific numbers or groups of numbers.

Dial plans require admin or var privilege.

To configure the dial plans through Web interface, choose

Phone -> Dial Plans

The entire dial plan is enclosed in brackets **()**. Each dial plan is separated by the pipe **|**. The dial plan can include **0 to 9** inclusive, ***** and **#**. **x** represents any digit from 0 to 9. Repetition (i.e. **x.**) represents any digit (x) repeated 0 or more times. Big letter **T** means to dial the numbers immediately after the dial plan sequence is matched (e.g. 1234**T**). Square brackets **[]** are for digit matching. For example, **[578]xxx** will match any four digit sequence starting with either 5, 7 or 8. **[5-8]xxx** will match any four digit sequence starting with 5, 6, 7 or 8.

Here is a dial plan example:

```
(111T|[0-4] xxxxxxxxT)
```

Explanation:

111T This will dial 111 immediately after you entered the third one.

[0-4]xxxxxxxT Any 9-digit number starting with 0,1,2,3 or 4 will be dialed out immediately after you entered the 9th digit.

The fields in the Dial plans Web interface are

Dial Plan: To place the dial plan

DP Enable: To enable/disable the dial plan

Dial Plan tmo: Timeout to start to convert the calling number according to dial plan (if enabled)

Dial End tmo: Timeout to start to make call after enter the last digit of calling number

Dial End tmo Enable: To enable/disable the Dial End tmo.

Hook Off tmo: Timeout for the unit to go back to standby mode after hook off

Hook Off tmo Enable: To enable/disable the Hook Off tmo.

Incoming calls

Answering an incoming call

- 1) Lift the handset or press **Speaker** button to answer using the speakerphone, or press **Headset** button to answer using the headset.
- 2) If you are already talking on the phone, press the corresponding line key or OK button to answer the new call.

During the conversation, you can alternate between Headset, Handset and Speaker phone by pressing the corresponding buttons or picking up the handset.

Rejecting an incoming call

Press the **Mute/Cancel** key to reject an incoming call directly.

DND

When DND function is enabled, all the incoming calls will be rejected and the display shows **DND** icon; you can find the incoming call record in the Call History.

If you press DND soft key in idle mode, you activate or deactivate the DND function.

To configure the DND function via Phone interface:

- 1) Go to Menu soft key ->2.Features->7.DND to enter the configuration interface.
- 2) Use the right or left navigation keys to choose Enable/Disable.
- 3) Press the OK button to save the changes.
- 4) Choose DND option again to deactivate DND mode.

You can also activate/deactivate DND function using DND Codes if your IPPBX or server provides this function:

- 1) Go to MENU->2.Features->7.DND to enter the configuration interface.
- 2) Set the DND On Code and the DND Off Code by pressing up or down navigation keys, then press the OK button to save the changes.
- 3) When you select to enable/disable the DND function on the phone, it will send these

codes to the server, and the server will turn on/off the DND function. In this case, any calls addressed to the phone's extension will be rejected by the server automatically, and will not be included in the Call History.

Note:

When DND is locally enabled, the corresponding icon will be shown on the display

Call Forward

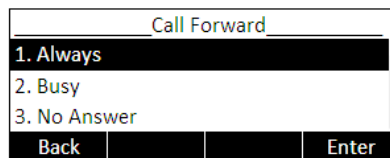
This feature allows you to divert an incoming call to another phone number e.g. a cell phone or voice mailbox.

The following call forwarding events can be configured:

- *Always*: Incoming calls are immediately forwarded.
- *Busy*: Incoming calls are immediately forwarded when the phone is busy.
- *No Answer*: Incoming calls are forwarded when the phone is not answered after a specific time period.

To configure Call Forward via Phone interface:

- 1) Press Menu soft key->2.Features->1.Forward. You can also press down navigation button to enable/disable call forward when the phone is in idle mode.



- 2) There are 3 options: **Always**, **Busy** and **No Answer**.
- 3) Select one of them with OK. Then enter the phone number to which calls must be forwarded. For No answer you can also select the No answer timeout pressing the down key.
- 4) If you prefer the server to perform this function, please enter the On Code and Off Code options, then when you choose to enable the call forward function via your phone, it will send the corresponding code to the server, which will take care of forwarding your calls. In this case, forwarded calls will not be stored in the Call History.
- 5) Press the OK button to save the changes.

Notes:

1. When you get an incoming call, if you press FWD soft key during ringing you can dynamically forward the call to a desired number.

2. You can quickly enable/disable Forward by pressing down key from idle mode. Forward type and target number will be the last ones configured using the menu.
3. Only admin/var can set the On/off codes. Make sure the right User Type is active.
4. When Call forward is enabled, the corresponding icon will be shown on the display

To configure Call Forward via Web interface:

Go to Phone -> Features (Forward)

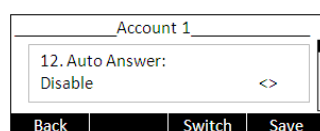
Auto Answer

Auto answer allows an incoming call to be answered without requiring any action by the user. This is a useful feature for people who have some kind of impairment. This function is set on a per account basis.

This function should be enabled/disabled by admins or vars.

To set Auto Answer via the phone interface:

- 1) Make sure active User type is var or admin.
- 2) Press Menu soft key->3.Settings->2.Advanced, enter the password and press OK button
- 3) Then choose 1.Accounts and then select an account, use the up and down navigation keys to choose Auto Answer option.







- 4) Use the left or right navigation keys to enable or disable the auto answer function. The default is **Disable**.
- 5) Press the OK button to save the changes.

To set Auto Answer via Web interface:

- 1) Go to Account->Account Settings page
- 2) Go to Basic ->Auto Answer option.
- 3) Select Enabled or Disabled in the pull-down menu, click Save button to save the change.

Call log

IP120 can store up to 100 calls in its Call log. There are 5 different lists:

- All calls
- Forwarded calls 
- Missed calls 
- Received calls 
- Dialed calls 

The call logs can be accessed through Web interface (Contact -> Phone Call Info).

In the next paragraphs we will explain how to access them from the phone interface.


Accessing Call log

You can access the Call log by pressing the left key from idle mode. You will be in the "All calls" list, where calls are sorted sequentially, and each call is marked with the corresponding icon.

To change list use the right key: the sequence is All, Forwarded, Missed, Received, Dialed. Note the icons at the top of the screen which indicate the list you are on.

Accessing Missed Calls list


You can also access Missed Calls list by pressing Left navigation key from idle mode to reach Call log and then right navigation key twice as explained above.

When you are in the Missed Calls list you should see  icon on the screen.

Accessing Dial Calls list

You can access the Dialed calls list directly by pressing the Up navigation key from idle mode.

You can also access this list by pressing Left navigation key to enter the Call History, and then left navigation key again.

When you are in the dialed call list you should see  icon on the screen.

Call list items management

When you are in a call list, you can:


- 1) Dial current entry by pressing the Send soft key, or
- 2) Store it in Directory by pressing Option soft key and select "Add to Contacts", or
- 3) Delete it pressing Delete soft key

During an Active Call

Mute

This function allows you to mute the microphone of phone during a call; you cannot be heard by the other party. You can still hear all other parties while mute is enabled.

To mute/resume the conversation:

Press **Mute/Cancel** button during a conversation to mute the current call, the icon  will be shown on the LCD, and the power indication LED will blink. Press **Mute/Cancel** again to unmute the call. When you press **Mute/Cancel** button all of the conversations will be muted.

Call Hold

This call function allows you to place an active call on hold. In this case your IP PBX might play a melody or message to the other party while waiting. Other calls can be received and made while having a call on hold.

To hold/resume a call:

Press Hold soft key to put your active call on hold.

If there is only one call on hold, press Hold soft key again to retrieve the call.

If there is more than one call on hold, press the Up/Down navigation keys to select the desired call, then press Resume soft key to retrieve the call.

Call Waiting

This call feature allows your phone to accept other incoming calls when there are other active calls.

Handling a waiting call

By default Call Waiting is enabled, and when an incoming call is received during another active call a short tone will be played.

In this situation, user can:

- 1) Accept the second call using the OK key. The first one will be put on hold automatically. Or
- 2) Reject the call using [Mute/Cancel](#) button

Call Waiting Configuration

To configure Call Waiting via Phone interface:

- 1) Make sure active User Type is admin or var
- 2) Press Menu soft key->2.Features->2.Call Waiting.
- 3) Use the left or right navigation keys to enable/disable call waiting feature.
- 4) Use the navigation keys to enable/disable the **Play Tone** option. This option is used to define whether to play a short tone when there is an incoming call during an active call.
- 5) Press OK button to save the changes, or Back soft key to return to the previous menu.

To configure Call Waiting via Web interface:

Go to Phone -> Features (General Information)

3-way Conference

Your IP120 is able to establish a three-party conference by locally mixing the audio signals of your two correspondents.

To establish a conference via phone interface:

- 1) Once in line with 1st caller, press Conf soft key, 1st caller is put on hold.
- 2) Dial 2nd party number.
- 3) When in line with 2nd party, press Conf soft key to establish the conference.
- 4) Hang up to disconnect all parties.

Voicemail

Your voice mailbox messages, which are usually stored in your local or hosted VoIP telephony system, can be accessed from your phone.

New voice messages can be indicated both acoustically and visually as described below:

- The idle screen will indicate the new voice messages.
- [Voicemail](#) button backlight will be on.
- The orange LED of the phone will be steady on.

Voicemail settings

To configure the Voicemail code via Phone interface:

- 1) Press Menu soft key->4.Messages-> 2.Set Voice Mail.
- 2) Use the navigation keys to highlight the Line you want to set, enter the number to connect to your system voicemail.
- 3) Press OK button to save the change, or press Back soft key to return to the previous menu.

Note:

1. Please contact your system administrator for the connecting code. Different systems have different codes.

To configure Voicemail settings using the Web interface:

- 1) Go to Account->Account Settings and set Voicemail number

Retrieving your Voicemail messages

To check your voicemail status via the Phone interface:

- 1) Press Menu soft key->4.Messages->1. View Voice Mail.
- 2) You can view your messages (new and old messages).

To listen to your new messages via the Phone interface:

- 1) Press [Voicemail](#) button directly.
- 2) You may be prompted to enter the password which is needed to connect to your VoIP telephony system. It depends on your system.
- 3) Your voice mailbox is called and you are able to listen to your new and old voicemails.

Note:

1. Before retrieving the new voicemail, please make sure that the connecting code has been set on the phone.

2. If you have more than one account set on the phone, when pressing the [Voicemail](#) key you will be calling the active account mailbox.

Advanced Functions

Account Setting

Please refer to "Configuration and Registration" chapter for the basic account setting information. The following table lists the parameters in Advanced Account Setting section of the web interface.

| Field Name | Description |
|-------------------------|---|
| Local SIP Port | Local SIP port. The default value is 5060. |
| DTMF Type | Select DTMF type. |
| Session Timer (seconds) | This document defines an extension to the Session Initiation Protocol (SIP). This extension allows for a periodic refresh of SIP sessions through a re-INVITE or UPDATE request. The refresh allows both user agents and proxies to determine if the SIP session is still active. |
| Voice Encryption (SRTP) | Voice Encryption (SRTP) |
| ptime(ms) | The time between two RTP packets of the current used codec |
| SIP Server Type | The type of SIP Server |

You can only configure these settings via Web interface:

- 1) Go to Account -> Account Settings
- 2) Select desired account.
- 3) Do necessary settings in Advanced section.

You can check with your system administrator or service provider for more information.

Network Settings

Please refer to chapter "Configuration and Registration" for the Basic Network WAN setting information. In the next paragraphs we will describe other Network related settings.

Advanced Network Settings

VLAN

VLAN is a group of hosts with a common set of requirements that communicate as if they were attached to the Broadcast domain, regardless of their physical location.

IP120 supports 802.1p and q packet tagging. VLAN ID and Priority can be set via phone or web interface.

To configure VLAN settings via Phone interface:

- 1) Make sure the active User Type is admin or var
- 2) Press Menu soft key->3.Settings->2.Advanced.
- 3) Enter the password required, scroll to **Network** option, press ok button and select **VLAN**, then press OK to enter.
- 4) Choose **WAN Port** and press OK button to enter.
- 5) Use the left or right navigation keys to choose and set the **VLAN Status**; input the VID Number, Priority.
- 6) Press OK button to save the settings, or Back soft key to return to VLAN menu.

To configure VLAN settings via Web interface:

Choose Network->Advanced. Perform necessary changes. Check with your system administrator for more information.

HTTPS

IP120 supports HTTPS (Hypertext Transfer Protocol over Secure Socket Layer). Adding SSL layer under HTTP, in short, adds a security layer to HTTP. Admins can set this transmission mode via web page.

To configure HTTPS settings via Web interface:

Go to Network->Advanced, choose Web Server option, in the pull-down menu of Type field, choose the transmission mode, then click the Confirm button to save the changes.

802.1X

IEEE 802.1X is an IEEE Standard for port-based Network Access Control (PNAC). It is part of the IEEE 802.1 group of networking protocols. It provides an authentication mechanism to devices wishing to attach to a LAN, either establishing a point-to-point connection or preventing it if authentication fails. It is used for securing wireless 802.1x access points and is based on the Extensible Authentication Protocol (EAP).

This phone supports 802.1X. For the details, please consult your system administrator or technical support.

Maintenance Tasks

User levels

The phone allows three modes to configure the phone:

User Mode

VAR mode

Administrator Mode

Administrator mode grants unlimited access to the phone configuration on both Web and Phone interface. User Mode is not able to access the settings on the Phone interface such as: Accounts, Network, Reset to Factory, other advance phone settings. VAR mode grants access to subset of Administrator functions (Login and password are var/var).

Administrator Mode

Administrator mode grants unlimited access to the phone configuration on both web and phone user interface. The administrator/user password is used to access:

- Web interface.
- The advanced settings of the phone such as Network, Account, Reset to Factory

Settings via the Phone interface.

The default administrator password is **admin**. Meanwhile the user name for Web interface access is **admin**.

To change the administrator password via Phone interface:

- 1) Make sure active User Type is admin

-
- 2) Press Menu soft key->3.Settings->2.Advanced
 - 3) You are prompted to enter the required password.
 - 4) Scroll to **Set Password** option, then press OK button.
 - 5) You are prompted to enter the Current PWD, New PWD and Confirm PWD.
 - 6) Press OK button to confirm the change, or Back soft key to return to previous menu.

To change the administrator password via Web interface:

Go to Security -> Password

Reboot

You should reboot the phone when you are asked to, e.g. after applying specific changes to phone configuration.

To reboot via Web interface:

- 1) Go to System -> Upgrade.
- 2) Click Reboot button.

Note:

Please do not power off during reboot, or it will cause the flash memory error.

Reset to Factory

You should reset the phone only in this case: the phone configuration was changed and the phone is not functioning anymore. To maintain the configuration of the phone, you need your system administrator or service provider's advice.

To reset to factory via phone interface:

- 1) Make sure active User Type is admin or var
- 2) Press Menu soft key->3.Settings->2.Advanced.
- 3) You are prompted to enter the required password.
- 4) Scroll to **Reset Factory** option, then press OK button.
- 5) You are prompted to confirm the change, press OK to reset to factory settings, or Back soft key to return to previous menu.

It will take a few minutes to reset, please do not power off during resetting, or it will cause flash memory error.

Note:

If you perform factory reset, all current settings including contact list, call history, account settings, etc will be lost.

Your phone will have to be configured manually or auto provisioning is used

Firmware Update and Autoprovisioning

The phone is delivered with pre-installed firmware. If you require updating the phone's firmware, please contact your system administrator. You can only update the firmware via Web interface.

To update the firmware manually via Web interface:

Choose System -> Upgrade; select the firmware file in your local computer.

Click upgrade button to update the new firmware.

Please do not power off during the updating.

To update the firmware and configuration automatically, you can use auto provisioning.

Note:

Please check with your Technical Support for the Autoprovisioning guide.

To launch Autoprovisioning using web interface:

Go to System -> Provisioning Settings

Set Auto Provision via phone interface:

- 1) Press Menu soft key ->3.Settings ->2.Advanced
- 2) You are prompted to enter password
- 3) Scroll to **6. Auto Provision** and press ok button.

Enter the URL, User Name and Password (optional).

Click OK key to save the changes and reboot the phone.

Note:

1. Any power interruption during the subsequent process will most likely lead to a flash memory error. As a result the system cannot boot up anymore. The procedure can be only conducted in Administrator Mode.
2. The upgrade priority is DHCP options, preconfigured URL .

Decryption

Your IP120 supports configuration file encryption for provisioning. In case encryption is used, AES key needs to be configured on the phone.

Set AES key via Web interface:

Go to System -> Provisioning Settings

Note:

You can ask your system administrator for the decrypt password.

Set AES Key via phone interface:

Press Menu soft key->3.Settings->2.Advanced->5.Set AES Key.

| |
|-------------------------|
| 1.Common: 2aB |
|-------------------------|

Enter the Common AES and the MAC-oriented option.

Press the OK button to save the changes.

Keys configuration

Send Key configuration

Admins can set a specific button ("#" or "*") as the send key. If this feature is enabled, once you've dialed the desired number, you can press this send key to call your correspondent immediately.

Please check Send Key configuration in Basic Calls chapter for a complete description.

Programmable keys

The keys from 0-9 (memory keys) on the keypad are editable. Users can customize specific features for these keys according to their needs. **(The keys are only available when the phone is in idle mode).**

This function can only be set via the Web interface:

Phone -> Function keys (Memory Key)

Configuration of function keys for idle mode is:

Up key: access to dialed list

Down key: access to call forward

Left key: access to call log

Right key: access to account switch

Ok key: access to status

DND key: access to DND

Line keys Configuration

The phone has 3 line keys to which functions can be assigned out of a list of functions. The following list shows the functions you can set on the Line keys. The next paragraphs provide a description for each function. The default configuration for each key is Line.

Line

Speed Dial

Conference

Forward

Transfer

Hold

DND

Call Return

Pick Up

Call Park

Voice Mail

Prefix

Redial

Note:

Many of those features require IP PBX or service provider support and hence must be configured in the server first in order to work on your phone. Contact your system administrator or Technical support for more details.

In addition, please note that not all the servers support the just above mentioned features

Line

The most frequent usage for line keys is assigning them one of the two possible user accounts for call management.

To assign the key as Line via web interface:

Go to Phone -> Function Keys (Line Key)

Speed Dial

You can configure the key as a simplified speed dial key. This key function allows you to easily access the most frequently dialed numbers.

To assign the key as Speed Dial via web interface:

Go to Phone -> Function Keys (Line Key)

Conference

You are allowed to configure the Line key to be used as a conference key while remaining in the current call. This key allows a user on a call to conference another party while remaining in the conference.

To assign the key as Conference via web interface:

Go to Phone -> Function Keys (Line Key)

Forward

Two use cases can be considered for this function. If a key is configured as Forward key:

- When you press this key during an incoming call, you will be able to divert this call directly. Depending on your configuration you will be prompted to enter target number, or stored value will be used. This function can be used, for example, to divert certain calls to your voicemail
- When you press it in idle status the phone will enter the forward interface. In this case you will be able to enable CF and set the phone number to which calls must be forwarded if it had not been set previously. Forward type will be the latest used. By pressing the key again CF will be disabled.

To assign the key as Forward via web interface:

Go to Phone -> Function Keys (Line Key)

Transfer

You are able to configure a key as a transfer key to perform the Blind/Attended/Semi-Attended Transfer. The main difference with Transfer hard key is in this case you can pre-configure the number to which transfer will be performed. This is very useful when there is a limited number of numbers to which you usually transfer your calls.

To assign the key as Transfer via web interface:

Go to Phone -> Function Keys (Line Key)

Hold

The key can be configured as a hold key. You can use this key to hold and retrieve a call during the conversation.

To assign the key as Hold via web interface:

Go to Phone -> Function Keys (Line Key)

DND

If the key is configured as DND key, it will work as a toggle key to enable/disable this service.

Please check DND chapter in the Incoming calls section of Basic Call Functions chapter for more information about this function.

To assign DND to a key via web interface:

Go to Phone -> Function Keys (Line Key)

Call Return

Call Return function dials out the last number from which you received a call.

If there is already an active call, when pressing Call Return key the first call will be put on hold and a new one will be sent to the Call Return number

To assign Call Return to a key via web interface:

Go to Phone -> Function Keys (Line Key)

Pick Up

Pickup key allows you to perform call capture from another ringing station with a single key press. This feature is not supported by all servers. Please check with your service or IP PBX provider for more details.

To assign Pick Up to a key via web interface:

Go to Phone -> Function Keys (Line Key)

Call Park

Call Park is a feature that allows a person to put a call on hold at one telephone set and continue the conversation from any other telephone set. Your server needs to support this feature. Please check with your service provider or IP PBX vendor for more details.

The "call park" feature is activated by pressing a preprogrammed button or a special sequence of buttons. When the conversation which is monitored was transferred to an unused extension number, you can press this key to retrieve the call.

To assign the key as Call Park via web interface:

Go to Phone -> Function Keys (Line Key)

Voice Mail

When the key is configured as Voicemail key you are allowed to access voicemail quickly by pressing this key.

To assign the key as Voice Mail via web interface:

Go to Phone -> Function Keys (Line Key)

Prefix

When you press a key in which prefix function has been set up, the phone will automatically dial the prefix and you will only have to dial the rest of your correspondent number to call him out. Prefix can only be assigned to the line keys.

To assign the key as Prefix via web interface:

Go to Phone -> Function Keys (Line Key)

Redial

If a key is configured as Redial key:

- If you press this key in idle status, it will enter the Dialed Calls interface
- If you press this key in off hook mode, last dialed number will be sent directly
- If you press this key when there is an active call, it will be put on hold and a new call sent to the last dialed number

To assign Redial to a key via web interface:

Go to Phone -> Function Keys (Line Key)

Trouble shooting



I cannot register to the server

Check the IP address (press OK key for status).

Check your gateway.

Check your DNS server.

Make sure your account information is the same as you got from your service provider.

Check whether the SIP server is on.

Check the SIP register port, the default value is 5060.

I can't get an IP address

Make sure you have plugged the Ethernet cable into the WAN port.

Make sure there is an available DHCP server on, and there are available IP addresses in the server.

Try to set your WAN port to static IP client mode.

During a call, I cannot hear any voice

Make sure your handset is tightly connected with the phone.

Check whether you have muted the conversation or not.

Consult the outbound server details with your service provider.

I have problems to send DTMF digits during calls

Check which kind of DTMF you are using, and whether it is compatible with the server.

Consult the payload value with your service provider.

Time and date are not correct

Select the right time zone or enter the time information manually on the phone.

How to answer the incoming calls during a call?

If a call comes in when you are in a conversation, press OK key to answer the incoming call.

How to refuse incoming calls during a call?

To refuse current incoming call press [Mute/Candel](#) key.

To refuse all incoming calls that may arrive when you are in a conversation you can turn off call waiting function.

How to update the firmware?

Enter the webpage of your phone, go to System -> Upgrade.

1) Select the file to update, and then click the upgrade button.

Note:

Make sure the firmware you choose is provided by your service provider, or the device

will probably crash after the update.

How to auto provision?

Consult auto provision server address with your service provider.

Appendix A.

Line Key configuration menu

| | | | | | | | |
|-------------------------|-----------------|---------------------------|----------------------|-------------------------|-------------------------|--|--|
| 1.Type: Speed dial → | 1.Type: Line | 1.Type: Key Event | | | | | |
| ↓ | ↓ | ↓ | | | | | |
| 2.Account ID | 2.Account ID | 2.Key type: Call Return → | 2.Key type: Pickup → | 2.Key type: Call Park → | 2.Key type: Voicemail → | | |
| ↓ | ↓ | | ↓ | ↓ | ↓ | | |
| 3.Value | 3.User (R/O) | | 3.Account | 3.Account | 3.Account | | |
| | ↓ | | ↓ | ↓ | ↓ | | |
| | 4.Server (R/O) | | 4.Value | 4.Value | 4.Value | | |

| | | | | | | | | | |
|----------------------|--------------------|-----------------------|------------------------|--------------------|-------------------|----------------------|--|--|--|
| | | | | | | | | | |
| | | | | | | | | | |
| 2.Key type: Prefix → | 2.Key type: Conf → | 2.Key type: Forward → | 2.Key type: Transfer → | 2.Key type: Hold → | 2.Key type: DND → | 2.Key type: Redial → | | | |
| ↓ | | ↓ | ↓ | | | | | | |
| 3.Value | | 3.Value | 3.Value | | | | | | |
| | | | | | | | | | |

Memory Key configuration menu

| | | | | | |
|-------------------------|-----|---|---------------------------|--------------------|--|
| 1.Type: Speed dial → | N/A | → | 1.Type: Key Event | | |
| ↓ | | | ↓ | | |
| 2.Account | | | 2.Key type: Call Return → | 2.Key type: Redial | |
| ↓ | | | | | |
| 3.Value | | | | | |
| | | | | | |

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.

Service

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

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

Or refer inquires to:

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

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

Purchase date _____

Name of store _____

Warranty

Limited Warranty

What your warranty covers:

- Defects in materials or workmanship

For how long after your purchase:

- Two years, from date of purchase

What we will do:

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

How you get service:

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

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

- Contact RCA Customer Care at (800) 511-3180. Our representatives will help you troubleshoot and diagnose the problem. As you may be asked to disconnect your RCA telephone from its power source, you must call from another telephone. If the issue cannot be resolved by our Customer Care Team, you will be issued an RMA (Return Merchandise Authorization) number and be given instructions on how to submit your proof-of-purchase paperwork and where to send your defective merchandise.

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

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

What your warranty does not cover:

- Customer instruction. (Your Instruction Book provides information regarding operating instructions and user controls. Additionally, our Customer Care Center is staffed 24x7 with product experts that can assist you with any questions that may arise during setup and use of your RCA telephone.
- Installation and setup service adjustments
- Batteries
- Damage from misuse or neglect
- Products that have been modified or serviced outside the USA
- Products purchased from non-authorized retailers, dealers or resellers

-
- Products purchased or serviced outside the USA
 - Acts of nature, such as, but not limited to lightning damage

Product Registration:

- Please complete and mail the Product Registration Card packed with your unit. It will make it easier to contact you should it ever be necessary. The return of the card is not required for warranty coverage.

Limitation of Warranty:

- THE WARRANTY STATED ABOVE IS THE ONLY WARRANTY APPLICABLE TO THIS PRODUCT. ALL OTHER WARRANTIES, EXPRESS OR IMPLIED (INCLUDING ALL IMPLIED WARRANTIES OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE) ARE HEREBY DISCLAIMED. NO VERBAL OR WRITTEN INFORMATION GIVEN BY TELEFIELD NA INC., ITS AGENTS, OR EMPLOYEES SHALL CREATE A WARRANTY OR IN ANY WAY INCREASE THE SCOPE OF THIS WARRANTY.
- REPAIR OR REPLACEMENT AS PROVIDED UNDER THIS WARRANTY IS THE EXCLUSIVE REMEDY OF THE CONSUMER. TELEFIELD NA INC. SHALL NOT BE LIABLE FOR INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING FROM THE USE OF THIS PRODUCT OR ARISING OUT OF ANY BREACH OF ANY EXPRESS OR IMPLIED WARRANTY ON THIS PRODUCT. THIS DISCLAIMER OF WARRANTIES AND LIMITED WARRANTY ARE GOVERNED BY THE LAWS OF THE STATE OF OREGON. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS PRODUCT IS LIMITED TO THE APPLICABLE WARRANTY PERIOD SET FORTH ABOVE.

How state law relates to this warranty:

- Some states do not allow the exclusion nor limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts so the above limitations or exclusions may not apply to you.
- This warranty gives you specific legal rights, and you also may have other rights that vary from state to state.

If you purchased your product outside the USA, Mexico or Canada:

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

Visit the RCA web site at www.rca4business.com

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

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