RCA

Digital 8-Line Multihandset System
User's Guide

Model 25825

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.

Notification to the Local Telephone Company

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

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

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

Notes

- This equipment may not be used on coin service provided by the telephone company.

- Party lines are subject to state tariffs, and therefore, you may not be able to use your own telephone equipment if you are on a party line. Check with your local telephone company.

- Notice must be given to the telephone company upon permanent disconnection of your telephone from your line.

- If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this product does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

US Number is located on the cabinet bottom

REN number is located on the cabinet bottom

Rights of the Telephone Company

Should your equipment cause trouble on your line which may harm the telephone network, the telephone company shall, where practicable, notify you that temporary discontinuance of service may be required. Where prior notice is not practicable and the circumstances warrant such action, the telephone company may temporarily discontinue service immediately. In case of such temporary discontinuance, the telephone company must: (1) promptly notify you of such temporary discontinuance; (2) afford

you the opportunity to correct the situation; and (3) inform you of your right to bring a complaint to the Commission pursuant to procedures set forth in Subpart E of Part 68, FCC Rules and Regulations.

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

Interference Information

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

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

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

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

• Reorient or relocate the receiving antenna (that is, the antenna for radio or television that is "receiving" the interference).

• Reorient or relocate and increase the separation between the telecommunications equipment and receiving antenna.

• Connect the telecommunications equipment into an outlet on a circuit different from that to which the receiving antenna is connected.

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

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

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, the optional RCA H5801 8-Line cordless handset has been tested and meets the FCC RF exposure guidelines when used with the belt clip supplied with this product. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.

Licensing

Licensed under US Patent 6,427,009.

Hearing Aid Compatibility

This telephone system meets FCC standards for Hearing Aid Compatibility.

CAUTION: To reduce the risk of fire, use only No. 26 AWG or larger telecommunication line cord.

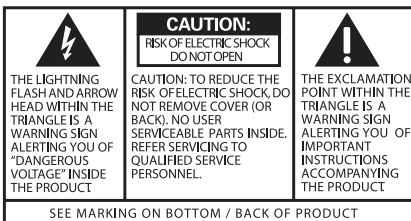**WARNING:** TO PREVENT FIRE OR ELECTRICAL SHOCK HAZARD, DO NOT EXPOSE THIS PRODUCT TO RAIN OR MOISTURE.

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.

Your 8-Line Speakerphone is part of a full-featured phone system ideally suited for small to medium-sized offices.

It is designed to place and receive calls on up to eight telephone lines and to serve up to 25 station users. Your phone features 16 memory locations, 99 phone book memories, hold, three-way calling, intercom, call transfer, Caller ID display, a built-in conference bridge and speakerphone capabilities. It also features an Auto Attendant function, which will pick up and redirect incoming calls to other extensions in the system per the caller's input. **Your RCA 8-Line phone system is expandable with the additional purchase of the H5801 accessory cordless handset.**

This telephone is designed to be simple to set up and use, however, you can reach its full potential more quickly by taking a few minutes to read this user's guide.

IMPORTANT: In order to use the Caller ID features of this telephone, you must subscribe to the appropriate services available from your local telephone company.

Parts Checklist

Make sure your package includes the following items:
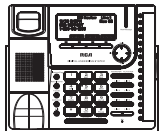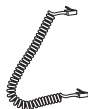
Base   Handset   Handset Cord   Network Cord   AC Adaptor

Important Installation Information

• Never install network or telephone wiring during a lightning storm.

• Never install network or telephone jacks in wet locations unless the jack is specifically designed for wet locations.

• Never touch non-insulated network or telephone wires or terminals, unless the telephone line is disconnected from the network.

• Use caution when installing or modifying network or network or telephone lines.

• Temporarily disconnect any equipment connected to the phone such as faxes, other phones, or modems.

Base Layout

CALLER ID DISPLAY

DELETE, EXIT, STORE (button)

NEW MESSAGE (indicator)

Headset Jack

MEMORY 1-16 (buttons)

VOLUME +/- (buttons)

VOICEMAIL (button)

PLAY/STOP (button)

LINE 1-8 (buttons)

INTERCOM/ PAGE (button)

REDIAL/FORMAT (button)

TRANSFER (button)

CONFERENCE (button)

HOLD (button)

* (button)

HEADSET, SPEAKER, MUTE (button)

PAUSE (button)

MICROPHONE (for speakerphone)

CID Review   Line 1
11/30 5:15PM   New 08
RCA SUPPORT
1-800-511-3180

New Message

RCA
DIGITAL ANSWERING SYSTEM

Intercom/Page
Redial/Format
Transfer
Conference
Hold

1	2 ABC	3 DEF
4 GHI	5 JKL	6 MNO
7 PQRS	8 TUV	9 WXYZ
*	0 Oper	# Pause

Headset   Speaker   Mute

VOICE MAIL   PLAY/STOP
LINE 7   LINE 8
LINE 5   LINE 6
LINE 3   LINE 4
LINE 1   LINE 2
Mic

System Installation:

Important Installation Guidelines

- Install telephone near both a network jack and an electrical power outlet.
- 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

⚠ Class (Classe) 2 Power source
Privacy of communications may not be ensured when using this telephone.

STOP IMPORTANT: Before you setup your phone, please make sure that your network system includes one RCA 25801 Digital Router. The telephone lines should be connected to the 25801 Digital Router only, with the 25825 base unit linked to the 25801 with the network line.

The RCA 8-line phone system works by using your office's computer network to connect a system of phones to one another and a digital router. If your office already has multiple computers connected to the internet, you already have the infrastructure you need and your RCA 8-Line phone system will be right at home.

Connecting your RCA 25801 Digital Router:

1. Connect one of the included phone cords to your digital router's line jacks (numbered 1-8) for each phone line in your office.

2. Connect the other end of end of each phone cord to the corresponding phone jack in your office.

3. Connect one end of the Ethernet cable to the Ethernet port on the left side of the front panel of the digital router.

4. Connect the other end of the Ethernet cable to an open port on your office internet router, switch or wall jack.

5. Connect the included AC/DC adapter to the port on the rear panel of the Digital Router and plug the adapter into the wall outlet.

25801 Digital Router

Telephone Jacks

Back of 25825

Internet Router
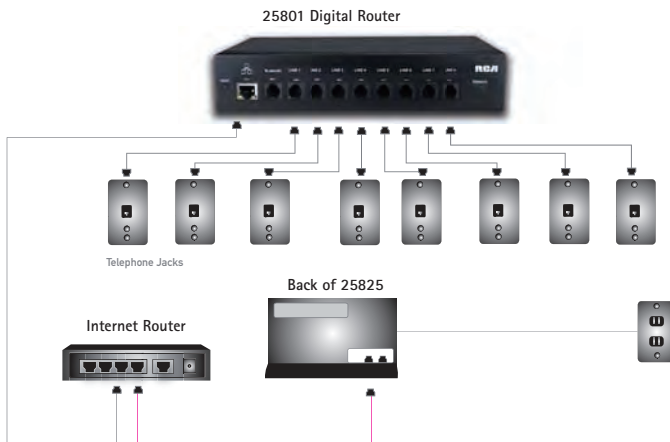
Connecting and setting up your RCA 25825 phone:

1. Connect one end of the included Ethernet cable to the WAN port on the back of your 25825 telephone.

2. Connect the other end of the Ethernet cable to your office network through a wall jack or internet router.

3. Connect the included AC/DC adapter to the port on the back of your 25825 telephone and plug the adapter into the wall outlet.

The phone will be pre-assigned extension 100. If you would like to change this you may enter a different extension number between 100-249 or press the SEARCH softkey to have the phone automatically assign an available extension.

4. After your 25825 telephone initialization and show it's ID number, you can connect the computer with the Ethernet cable through the LAN port.

Note: If your computer or internet device is already plugged into the only nearby wall jack or router, don't worry! Just disconnect the computer's Ethernet cable from the wall jack and plug the phone's Ethernet cable into the wall jack, after the phone initialization and show ID number, plug the computer Ethernet cableit into the LAN port on the back of the 25825 phone.

Welcome. Your Pre-Assigned ext. is 100.

Press OK to Accept or Key in number

between 100-249 directly or Auto Search

SEARCH   OK

CAUTION: Make sure that no two base phone units have the same extension. This will cause aconflict that will disable the phone until the conflict is resolved.

NOTE: If the phone cannot find an extension, determine if there are too many phones connected to the system. A maximum of 25 phones can be connected in the system.

Next the phone will ask you to enter the ID number of the digital router this phone will be using. The default router ID number is 1, so if you are only using one router, enter 1.

```
Please enter the ID of the PBX
Enter PBX ID(1-9)

                            DELETE      OK
```

Finally you will be allowed to register your name with the phone. This will allow callers to locate your extension using the dial by name directory in the auto attendant. Using less than 15 characters and separating your first and last name with a space ensures that callers can contact you by searching for your first or last name in the dial by name directory.

```
Please enter the name of
this extension
JOHN SMITH

              DELETE       EXIT      OK
```

Connect the handset cord:

Connect one end of the coiled handset cord to the jack on the side of the base and the other end into the jack in the handset, and place the handset in the cradle.

Check for a dial tone:

Lift the handset and listen for a dial tone. If you hear a steady tone, the phone is properly installed. If you hear three quick tones, please refer back to the System Installation section.

Verification

Use the following procedures to test system configuration and identify possible line connection errors. The phone must be connected to the power outlet, the WAN port must be connected to the 25801 IPBX through a network system, and the phone must have a unique phone extension.

Voicemail

Turn on the voicemail by pressing the VOICEMAIL button once, a blue indicator will light up. Then select the preferred Mailbox setting. (Personal Mailbox allows you to access the current base mailbox only, or choose General Mailbox to access the operator's mailbox.)

To turn off the Voicemail, you can press and hold the VOICEMAIL button for about 2 seconds until the Voice mail LED off.

For detail information on Voicemail setup and features, please refer to the Programming the Voicemail section.

Auto Attendant

Turn on the auto attendant function by entering the Auto Attendant sub-menu under the Administrator main menu. For detailed information on the auto attendant set up and features, please refer to the Auto Attendant section.

Volume

The ringer, speaker, and handset/headset volume are set independently with the VOL (+ or -) buttons. There are 8 possible volume settings per mode. The volume indicator scale is displayed during volume adjustment.

Ringer Volume

1. While the phone is on the hook, press the VOL (+ or -) button. The phone will ring according to the current setting.
2. Tap the VOL (+ or -) buttons to adjust the volume one level at a time. The phone stores the setting after the last button press or press Select softkey.

NOTE: To turn the ringer off, on, or change the ringing pattern, see Ringer Tone.

Speakerphone, Handset, and Headset Volume

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

Programming Functions

The system uses a menu structure to give you access to all of the built-in features. You may program the following items in the main menu: Voice mail, Phone options, Set LCD Contrast, Set Time&Date, Set Area Code, Set Language, Administrator and Restore to defaults.

NOTE: During programming, you may press exit soft key to exit programming and return to the standby screen.

Set Language

Set the display language to show messages in English, Spanish, or French.

1. Press the Menu softkey while in standby mode. Use the VOL (+ or -) buttons to scroll up or down to SET LANGUAGE.

2. Press the Select softkey.

3. Use the VOL (+ or -) buttons to scroll up or down to ENGLISH, ESPANOL, or FRANCAIS. The default is English.

4. Press the Select softkey to save.

NOTE: To change the language of the audible, pre-recorded prompts played by the auto-attendant, please see Auto Attendant Options.

Phone Option

Ringer Tone

The ringers for all eight lines may be set independent of one another. This will help distinguish between which line is ringing when the auto attendant is turned off.

1. Press the Menu softkey while in standby mode.

2. Use the VOL (+ or -) buttons to scroll up or down to PHONE OPTIONS.

3. Press the Select softkey.

4. Use the VOL (+ or -) buttons to scroll up or down to SET RING TONE.

5. Press the Select softkey. The ringer tone settings for each of the eight telephone lines show in the display.

6. Use the VOL (+ or -) buttons to scroll up or down to select each ringer tone for LINE 1.

A sample ringer tone is generated when you scroll to individual ringer tones. Choose from eight different tones, or turn the ringer OFF.

NOTE: If you select OFF, the cursor automatically moves to the CID ON/OFF option. Use the VOL (+ or -) buttons to scroll up or down to select CID ON or OFF. (ON allows the unit to detect and display CID records for the corresponding telephone line. OFF disables the function for the corresponding telephone.) Press the Select softkey.

7. Press the Select softkey to save. The cursor automatically moves to LINE 2.

8. Repeat steps 6 and 7 for each telephone line. After you select the ringer tone for LINE 8 and the system ring for Intercom call, press the EXIT button.

NOTE: The line indicators flash for incoming calls even if the ringer is disabled.

Priority Line

The priority line (one of the eight lines) has precedence over the other lines. When you pick up the handset or press the SPEAKER button, the unit automatically selects the priority line first. If the priority line is in use by another party, the unit will select the next available line.

1. Press the Menu softkey while in standby mode.

2. Use the VOL (+ or -) buttons to scroll up or down to PHONE OPTIONS.

3. Press the Select softkey.

4. Use the VOL (+ or -) buttons to scroll up or down to SET PRIORITY LINE.

5. Press the Select softkey.

6. Use the VOL (+ or -) buttons to scroll up or down to 1, 2, 3, 4, 5, 6, 7, or 8. The default is LINE 1.

7. Press the Select softkey to save.

Set Extension Number

This option allows you to change your extension if you would like a different number than the one selected when the phone was initially set up.

1. Press the Menu softkey while in standby mode.

2. Use the VOL (+ or -) buttons to scroll up or down to PHONE OPTIONS.

3. Press the Select softkey.

4. Use the VOL (+ or -) buttons to scroll up or down to Set Extension Number.

5. Press the Select softkey.

6. Enter the direct ID number which you want to set and then press Select softkey to confirm.

NOTE: The Phone extension (100–249) is unique. If you manually select a phone extension that belongs to another unit on the system, the unit will show "Extension Unavailable" and "Searching".
NOTE: You may press the Exit softkey at any time to exit, except during the initial setup extension search.

Set PBX ID

This option allows you to set up the PBX ID number to which your system links. The default PBX ID is 1. You will only need to change this if you have multiple RCA 8-Line phone systems on one office network.

1. Press the Menu softkey while in standby mode.

2. Use the VOL (+ or -) buttons to scroll up or down to PHONE OPTIONS.

3. Press the Select softkey.

4. Use the VOL (+ or -) buttons to scroll up or down to SET PBX ID.

5. Press the Select softkey.

6. Use Delete softkey and the Dial pads button to edit the PBX ID number. The default is 1.

7. Press the Select softkey to save.

Set Station Name

Here you can name or rename the phone you use. It is important to have the correct name entered in your phone so dial by name directory users can find your extension.

1. Press the Menu softkey while in standby mode.

2. Use the VOL (+ or -) buttons to scroll up or down to PHONE OPTIONS.

3. Press the Select softkey.

4. Use the VOL (+ or -) buttons to scroll up or down to SET STATION NAME.

5. Press the Select softkey.

6. Use the touch-tone pad to enter the phonebook name. Using less than 15 characters and separating your first and last name with a space ensures that callers can contact you by searching for your first or last name in the dial by name directory. More than one letter is stored in each of the number keys. For example, to enter "Lorraine Smith," press the 5 key three times for the letter L. Press the 6 key three times for the letter O. Press the 7 key three times for the first letter R. Press the 7 key three times for the second letter R and so on, separating the first and last name with a space, entered using the 1 key.

7. Press the Select softkey to save.

NOTE: The Station Name and extension shows in the display when the phone is idle.

Intercom Auto Answer

For "hands-free" operation, the phone can be set to answer an intercom call by automatically activating the speaker.

TIP: You may also use this feature for room monitoring.

1. Press the Menu softkey while in standby mode.

2. Use the VOL (+ or -) buttons to scroll up or down to PHONE OPTIONS.

3. Press the Select softkey.

4. Use the VOL (+ or -) buttons to scroll up or down to Intercom Auto Answer.

5. Press the Select softkey.

6. Use the VOL (+ or -) buttons to scroll up or down to choose YES or NO.

7. Press the Select softkey to save.

No Unknown/Blocked

This option allows you to decide whether the unknown or blocked caller ID calls are saved or not. If you select YES, the unknown or blocked calls will be saved.

1. Press the Menu softkey while in standby mode.

2. Use the VOL (+ or -) buttons to scroll up or down to PHONE OPTIONS.

3. Press the Select softkey.

4. Use the VOL (+ or -) buttons to scroll up or down to NO UNKNOWN/BLOCKED.

5. Press the Select softkey.

6. Use the VOL (+ or -) buttons to scroll up or down to YES or NO. The default is YES.

7. Press the Select softkey to save.

Call Alert Tone

With this option on, you will hear a tone when you are on a call and another call is coming in to the other line.

1. Press the Menu softkey while in standby mode.
2. Use the VOL (+ or -) buttons to scroll up or down to PHONE OPTIONS.
3. Press the Select softkey.
4. Use the VOL (+ or -) buttons to scroll up or down to Call Alert Tone.
5. Press the Select softkey.
6. Use the VOL (+ or -) buttons to scroll up or down to On or Off. The default is Off.
7. Press the Select softkey to save.

Set Backlight

This option allows you to decide whether the base backlight always on or not.
1. Press the Menu softkey while in standby mode.
2. Use the VOL (+ or -) buttons to scroll up or down to PHONE OPTIONS.
3. Press the Select softkey.
4. Use the VOL (+ or -) buttons to scroll up or down to Set Back Light.
5. Press the Select softkey.
6. Use the VOL (+ or -) buttons to scroll up or down to Always On or Automatic.
   The default is Automatic.
7. Press the Select softkey to save.

Voicemail Choice

This option enables a prompt asking the user to select which mailbox, either the general delivery mailbox or the extension mailbox, will be accessed after pressing the PLAY button.
This feature is useful for users who will be accessing both mailboxes frequently.
1. Press the Menu softkey.
2. Use the VOL (+ or -) buttons to scroll to PHONE OPTIONS.
3. Press Select softkey to confirm.
4. Use the VOL (+ or -) buttons to scroll to VOICE MAIL CHOICE.
5. Press Select softkey to confirm.
6. Use the VOL (+ or -) buttons to scroll the options – PERSONAL MAILBOX or GDM OR PERSONAL.
7. Press Select softkey to confirm.

Display Contrast

Adjust the display contrast to one of eight contrast levels.

1. Press the Menu softkey while in standby mode.
2. Use the VOL (+ or -) buttons to scroll up or down to SET LCD CONTRAST.
3. Press the Select softkey. The MIN and MAX contrast scale shows on the display.
4. Use the DIR or CID (left/right) buttons to adjust the contrast. The display instantly adjusts with each press of the button.
5. Press the Select softkey to save the desired contrast level.

Local Area Code

1. Press the Menu softkey while in standby mode.
2. Use the VOL (+ or -) buttons to scroll up or down to SET AREA CODE.
3. Press the Select softkey.
4. Use the VOL (+ or -) buttons to scroll up or down to LOCAL AREA CODE.
5. Press the Select softkey. Enter Number shows in the display.
6. Use the touch tone pad on your phone to enter your local area code.
7. Press the Select softkey to save.

NOTE: If you make a mistake, press DELETE to erase all digits.

Regional Area Codes

Depending on your location, you may need to set up to six regional area codes. Setting Regional Area Codes helps the phone determine the number format to display when a valid CID record is received. Call records matching any of the set regional area codes are displayed as 10 digits.

NOTE: If the CID telephone number does not display correctly, you may not be able to dial back the number from the Caller ID menu.

You may need to set regional area codes if you reside in an area which:

• uses multiple area codes
• uses overlapping area codes
• requires 10-digit dialing.

1. Press the Menu softkey while in standby mode.
2. Use the VOL (+ or -) buttons to scroll up or down to SET AREA CODE.
3. Press the Select softkey.
4. Use the VOL (+ or -) buttons to scroll up or down to REGIONAL AREA CODES.
5. Press the Select softkey. All six regional area code fields and Enter Number show in the display.
6. Use the touch tone pad on your phone to enter up to six regional area codes.
7. Press the Select softkey to save.

NOTE: If you make a mistake, press the Delete softkey to erase all digits.

Manually Setting the Time and Date

The time and date is store in the digital router and can be set by any one 25825 in the system. To manually reset the time and date, follow the steps below.

1. Press the Menu softkey while in standby mode.
2. Use the VOL (+ or -) buttons to scroll up or down to SET TIME and DATE.
3. Press the Select softkey.

4. Use the VOL (+ or -) buttons to scroll up or down to SET CLOCK.

5. Press the Select softkey, and the cursor stays in the Year field.

6. Use the VOL (+ or -) buttons to scroll up or down to select the Year.

7. Use the CID/DIR button to move the cursor to the Hour filed.

8. Use the VOL (+ or -) buttons to scroll up or down to select the hour.

NOTE: AM or PM will be set accordingly with selected hour.

9. Use the CID/DIR button to move the cursor to the minute field.

10. Use the VOL (+ or -) buttons to scroll up or down to select the minutes.

11. Use the CID/DIR button to move the cursor to the month field.

12. Use the VOL (+ or -) buttons to scroll up or down to select the month.

13. Use the CID/DIR button to move the cursor to the date field.

14. Use the VOL (+ or -) buttons to scroll up or down to select the date.

15. Use the CID/DIR button to move the cursor to the week field.

16. Use the VOL (+ or -) buttons to scroll up or down to select the week day.

17. After finished, press the Select softkey to confirm.

NOTE: You may press Exit at any time to quit.

Note: After 1 base set the date & time, all of the base in the system will be updated the date & time within 10 minutes.

Note: The Year can be set up to 2037, if the Year set to 2038 or later, it can't be saved in the system, error tone will be emit after you press select soft key to save.

Hour Format

You may set this phone to a 12 or 24-hour format. The default is 12-hour format.

1. Press the Menu softkey while in standby mode.

2. Use the VOL (+ or -) buttons to scroll up or down to SET TIME & DATE.

3. Press the Select softkey.

4. Use the VOL (+ or -) buttons to scroll up or down to SET HOUR FORMAT.

5. Press the Select softkey.

6. Use the VOL (+ or -) buttons to scroll up or down to select 12-HOUR or 24-HOUR.

7. Press the Select softkey to save.

Restoring the Default Settings

This feature allows you to reset the menu to the original factory default settings.

1. Press the Menu softkey while in standby mode.

2. Use the VOL (+ or -) buttons to scroll up or down to RESTORE TO DEFAULTS.

3. Press the Select softkey.

4. Use the VOL (+ or -) buttons to scroll up or down to YES or NO.

5. Press the Select softkey to save.

Note: After the Restore the Default Settings is selected, the unit will restore all the menu settings which saved in base to the factory default

Note: For the Voice mail and Administrator settings and the Flash time are stored in the digital router, so they can't be restore to default after the Restore default settings operation. If you do want to restore the upon mention settings, please refer to PBX Restore to Defaults which under Administrator menu.

Programming the Voicemail

Record Name

User can record their name which can be used in the outgoing announcement and the Dial by Name Directory. Press the MENU Softkey.

1. Use the VOL (+ or -) buttons to scroll to Voicemail.

2. Press the SELECT softkey to confirm.

3. Use the VOL (+ or -) buttons to scroll to Name.

4. Press the SELECT softkey to confirm.

5. Use the VOL (+ or -) buttons to scroll to Record Name

6. Press the SELECT softkey to confirm

Wait for the beep. Then speak toward the phone in a normal tone of voice, without any background noise. (After SELECT softkey pressed, the beep will be emitted 3 seconds later) To stop and save the recording, press SELECT softkey can show the below menu and the recorded greeting playback once:

Press 1 to accept

Press 2 to review

Press 3 to rerecord

Press 1 button to save the greeting.

Record a New Greeting to Overwrite the Existing One

Any Outgoing Annoucement under 1 second will be treated as invalid. The unit will not record it.

Playback Name

The Playback Name is what is played to callers when they search for an extension using the dial by name directory. If no name is recorded, the dial by name directory will play a recording of the extension number. The playback name can also be used as the Personal Mailbox greeting.

1. Press the MENU Softkey.

2. Use the VOL (+ or -) buttons to scroll to Voicemail

3. Press the SELECT softkey to confirm.

4. Use the VOL (+ or -) buttons to scroll to Name.

5. Press the SELECT softkey to confirm.

6. Use the VOL (+ or -) buttons to scroll to Playback Name.

7. Press the SELECT softkey to confirm.

The unit plays the previously recorded Name.

To stop playback, press EXIT softkey.

To erase the recorded greeting, press DELETE button during playback. The beep sound confirms the delete.

Note: Cannot delete the default greeting.

Recording a Greeting

1.Press the Menu softkey while in standby mode.

2.Use the VOL (+ or -) buttons to scroll up or down to Voicemail.

3.Press the Select softkey.

4.Use the VOL (+ or -) buttons to scroll up or down to Greeting.

5.Press the Select softkey.

6.Wait for the beep. Then speak toward the phone in a normal tone of voice. You have a maximum of 30 seconds to record your greeting.

7.Press the Select softkey to save, and the user's recorded greeting will playback once.

(The default greeting is "Please leave a message after the tone.")

Playback and Erasing a Greeting

1.Press the Menu softkey while in standby mode.

2.Use the VOL (+ or -) buttons to scroll up or down to Voicemail.

3.Press the Select softkey.

4.Use the VOL (+ or -) buttons to scroll up or down to Greeting.

5.Press the Select softkey.

6.The system plays the previously recorded greeting.

7.To erase the recorded greeting, press DELETE softkey during greeting playback. Press DELETE again to confirm the deletion.

8.To stop playback, press EXIT.

Set Voice Prompt MSG (Optional)

User can select what type of language voice prompt to be used for announcement.
1. Press the MENU softkey while in standby mode.
2. Use the VOL (+ or -) buttons to scrolls up or down to Voicemail.

3. Press the SELECT softkey.
4. Use the VOL (+ or -) buttons to scrolls up or down to Set Voice Prompt MSG.
5. Press the SELECT softkey.
6. Use the VOL (+ or -) buttons to scroll up or down to Select the voice prompt.
7. Press the SELECT softkey.
8. There are two types message: English or Francais.

Select the Greeting

User can select what type of message greeting to be used for outgoing announcement.
1. Press the MENU softkey while in standby mode.
2. Use the VOL (+ or -) buttons to scrolls up or down to Voicemail.
3. Press the SELECT softkey.
4. Use the VOL (+ or -) buttons to scrolls up or down to Greeting.
5. Press the SELECT softkey.
6. Use the VOL (+ or -) buttons to scroll up or down to Select Greeting.
7. Press the SELECT softkey.
8. There are three types message: Name, Extension and Custom.
(NOTE : If the there is no Name or Custom message record, it cannot be selected).

Pickup Delay

This sets the number of rings before the voicemail system picks up the call.
1. Press the Menu softkey while in standby mode.
2. Use the VOL (+ or -) buttons to scroll up or down to Voicemail.
3. Press the Select softkey.
4. Use the VOL (+ or -) buttons to scroll up or down to PICKUP DELAY.
5. Press the Select softkey.
6. Use the VOL (+ or -) buttons to scroll up or down to select from Immediate or 1 ring to 9 rings and Toll saver. The default is 5 rings.
7. Press the Select softkey to save.

Message Length

This sets the maximum recording time for the caller to leave a message when the answering function is on.

1. Press the Menu softkey while in standby mode.
2. Use the VOL (+ or -) buttons to scroll up or down to Voicemail.
3. Press the Select softkey.
4. Use the VOL (+ or -) buttons to scroll up or down to MESSAGE LENGTH.
5. Press the Select softkey.

6. Use the VOL (+ or -) buttons to scroll up or down to 1 minute, 2 minutes , 5 minutes, or Greeting Only. The default 1sminutes

7. Press the Select softkey to save.

NOTE: If you select Greeting Only, once the call is picked up by the voicemail it will announce "Sorry, no one is available to answer the call. Please call again." and then drop the call.

Answer Call Types

Selecting All Calls allows you to have the system answer any incoming calls from any line, as well as intercom calls. Or you may choose External Calls to have it only answer lines 1 through 8 from the PSTN.

1. Press the Menu softkey while in standby mode.

2. Use the VOL (+ or -) buttons to scroll up or down to Voicemail.

3. Press the Select softkey.

4. Use the VOL (+ or -) buttons to scroll up or down to Answer Call Types.

5. Press the Select softkey.

6. Use the VOL (+ or -) buttons to scroll up or down to choose among the following settings: All calls or External calls. The default setting is All calls.

7. Press the Select softkey to save.

Voice Mail Functions

Recording Incoming Messages

The unit will answer incoming calls or routed calls after a set number of rings (pickup delay set in MENU) and play the outgoing greeting. After hearing the greeting followed by a long beep, the caller can leave a message. The message counter shows new number of messages. If there is a new message recorded in the unit, the "NEW MESSAGE" indicator will be flashing on blue.

Note: Your unit will record a message up to the maximum length of time you set as long as the caller continues speaking. To save recording capacity, your unit will automatically stop recording after 7 seconds of silence or if there is a steady dial tone for 7 seconds.

Memo Recording

1. Press the Memo softkey, it will emit a beep after 2 seconds.

2. After the beep, speak toward the phone in a normal tone of voice and record your memo.

3. To stop recording, press Finish softkey to save and exit.. This is considered a standard message and will be included in the message counter.

Two-Way Recording

While using the handset or headset, you can record a phone conversation.

1. While on a call using the handset or headset, press MEMO to begin recording the conversation.
2. Press MEMO again to stop recording. This is a considered standard message and will be included in the message counter.
Note: Before you start to record the phone conversation, we suggest you tell the party you are speaking to that the conversation will be recorded.

Message Playback

In idle mode, press the PLAY button once. The unit prompt " Please enter your password follow by the # key", you should enter the password with "#" at the end. (Default is "0000")
If the password matched, the unit prompt the below menu selection:
You have xx new and xx old Messages,
  Press 1 for New messages;
  Press 2 for Old messages;
  Press 0 for Mailbox option;
  Press # to exit.
Key in your selection with the dialing pad to play messages or for other settings.

NOTE: If there are no messages in your mailbox, you will hear "You have no messages".
NOTE: After all message play back, it will prompt the following menu:
1. Press 4 to review previous message;
2. Press 5 to repeat the current message;
3. Press 6 to skip to the next message(optional);
4. Press 7 to delete this message;
5. Press 8 to forward this message to another unit on the system;
6. Press 9 to delete all messages;
7. Press # to exit;
Press 6 can skip to continue play the next message.
NOTE: The "delete all messages" menu only prompt when old message play back
NOTE: After press "0", the unit will prompt the below menu.
  Press 1 to record your Greeting;
  Press 3 to record your Name;
  Press 5 to change your Password;
  Press * to return to the main menu.
Key in your selection with the dialing pad to select the settings.

Note: After press "0" and then "5" during the message playing, you can change the password by following the voice prompt. The password should be less than 16 digits.

Deleting Messages

To delete messages:
Pressing "7" during the messages playback will cause the unit to delete the current message. The unit will then play the following menu:
1. Press 4 to review previous message;
2. Press 5 to repeat the current message;
3. Press 6 to skip to the next message;
4. Press 7 to undelete this message;
5. Press 8 to forward this message to another user on the system;

6. Press # to exit.

Key in your selection with the dialing pad.

Forward Messages

To forward the message which on playing to other stations, you can: press "8" during the message playing, then follow the voice prompt to forward the current message to other station.

Accessing your Voicemail from Another Location

You can access many features of this voicemail when you are away from your phone. To access your mailbox, you must turn on the Auto-Attendant function first.

Connecting with the Voicemail

1. Call your phone number.

2. After the Auto-Attendant answers, enter your extension number followed the "*" key, such as "*101". If the extension is active, input your password and then wait the unit announces "You have xx new and xx old messages" then follow the menu to access your mailbox.

NOTE: the prompt menu please refer to message playback section.

*NOTE: If you want to access the GDM mailbox, you should enter "*90*" after the Auto-Attendant a nswers, then input the password follow the prompt.*

Administrator Options

Administrator Operation

From this menu you will be able to set and change options for the auto attendant and the conference bridge. This includes recording custom auto attendant and conference room greetings, changing passwords and resetting the 25801 digital router to its default settings. Password is required to access this menu

Default password is 0000.

Auto Attendant

The Auto-attendant settings can be set under the Auto Attendant sub-menu.

1. Press the Menu softkey.

2. Use the VOL (+ or -) buttons to scroll to "Administrator".

3. Press the Select softkey to confirm.

4. Input your Password and then press the Select softkey to confirm

5. Use the VOL (+ or -) buttons to scroll to "Auto Attendant".

6. Press the Select softkey to confirm.

The user can select the Auto Attendant on/off, Day Greeting, Night/Weekend Greeting, Auxiliary Greeting, Auto Attendant options settings.

Auto Attendant On/Off

This menu allows the user to decide whether Auto Attendant will answer all incoming calls. From the Auto Attendant sub-menu:

1. Use the VOL (+ or -) buttons to scroll to "Auto Attendant".

2. Press the Select softkey to confirm.

3. Use the VOL (+ or -) buttons to scroll the options to "Auto Attendant ON/OFF".

4. Press the Select softkey to confirm the selection.

5. Use the VOL (+ or -) buttons to scroll to "YES" or "NO".

6. After press the Select softkey to confirm, the unit will emit a confirmation tone and return to the "Auto Attendant ON/OFF" menu.

Note: If set Auto Attendant is OFF, it will ring all extensions when there is an incoming call. Default setting is ON.

Day Greeting

Day Greeting is the standard office hours greeting meant to be played on week-days while your business is open. It also serves as the default greeting that plays to all callers regardless of time when the Night/Weekend Greeting is set to OFF.

Review Greeting

From the Auto Attendant sub-menu:

1. Use the VOL (+ or -) buttons to scroll up or down to Day Greeting.

2. Press the Select softkey.

3. Use the VOL (+ or -) buttons to scroll up or down to Review Greeting.

4. Press the Select softkey.

5. The unit plays the corresponding previously recorded greeting.

6. To erase the recorded greeting, press the Delete softkey during playback.

The default greeting will be set again after deletion. (The default day greeting is: "Hello, thank you for calling.")

7. To stop playback, press the Exit softkey.

Record Greeting

This option gives you the opportunity to further customize the auto-attendant by recording over the standard greetings with your own greetings. In order to preserve functionality for both your callers and the users of the system, we recommend that your custom greetings contain the same basic information as the standard greeting. The default greeting is *"Hello, thank you for calling."*
From the Auto Attendant sub-menu:

1. Use the VOL (+ or -) buttons to scroll up or down to Day Greeting.
2. Press the Select softkey.
3. Use the VOL (+ or -) buttons to scroll up or down to Record Greeting.
4. After the beep, speak into the phone in a normal tone of voice. (The maximum recording time of an outgoing annoucement is 30 seconds)
5. Press the Select softkey to save or press the Exit softkey to cancel.
6. After the greeting saved, it will be played back once.

Set Day Start Time

From the Auto Attendant sub-menu:
1. Use the VOL (+ or -) buttons to scroll up or down to Day Greeting.
2. Press the Select softkey.
3. Use the VOL (+ or -) buttons to scroll up or down to Set Day Start Time.
4. Press the Select softkey.
5. Use the VOL (+ or -) buttons to scroll up or down to select the correct hour, AM or PM will be set accordingly with the selected hour.
6. Press CID button to store the hour setting and move on to setting the minutes.
7. Use the VOL (+ or -) buttons to scroll up or down to select the correct minutes.
8. Press the Select softkey to save.
Note: The default setting is 8: 00 am.

Night/Weekend Greeting

Night/Weekend Greeting" add "When the Night/Weekend Greeting is set to ON, callers who call before or after set business hours (Mon-Fri, 8:00a.m. – 5:00p.m. as default) will be informed that your business is closed.

Night Greeting on/off

From the Auto Attendant sub-menu:
1. Use the VOL (+ or -) buttons to scroll up or down to Night/Weekend Greeting.
2. Press the Select softkey.
3. Use the VOL (+ or -) buttons to scroll up or down to Night Greeting ON/OFF.
4. Press the Select softkey.
5. Use the VOL (+ or -) buttons to scroll up or down to select ON or OFF.
6. Press the Select softkey to save.

Review Greeting

From the Auto Attendant sub-menu:

1. Use the VOL (+ or -) buttons to scroll up or down to Night/Weekend Greeting.

2. Press the Select softkey.

3. Use the VOL (+ or -) buttons to scroll up or down to Review Greeting.

4. Press the Select softkey.

5. The unit plays the corresponding previously recorded greeting.

6. To erase the recorded greeting, press Delete softkey during playback. The default greeting will be set again after deletion. (The default day greeting is: "Hello, thank you for calling.")

7. To stop playback, press the Exit softkey.

Record Greeting

This option gives you the opportunity to further customize the auto-attendant by recording over the standard greetings with your own greetings. In order to preserve functionality for both your callers and the users of the system, we recommend that your custom greetings contain the same basic information as the standard greeting. The default greeting is *"Hello, thank you for calling."*

From the Auto Attendant sub-menu:

1. Use the VOL (+ or -) buttons to scroll up or down to Night/Weekend Greeting.

2. Press the Select softkey.

3. Use the VOL (+ or -) buttons to scroll up or down to Record Greeting.

4. After the beep, speak into the phone in a normal tone of voice. (The maximum recording time of an outgoing annoucement is 30 seconds)

5. Press the Select softkey to save or press Exit softkey to cancel.

6. After the greeting is saved, it will be played back once.

Set Night Start Time

From the Auto Attendant sub-menu:

1. Use the VOL (+ or -) buttons to scroll up or down to Night/Weekend Greeting.

2. Press the Select softkey.

3. Use the VOL (+ or -) buttons to scroll up or down to Set Night Start Time.

4. Press the Select softkey.

5. Use the VOL (+ or -) buttons to scroll up or down to select the correct hour, AM or PM will be set accordingly with the selected hour.

6. Press CID button to store the hour setting and move on to setting the minutes.

7. Use the VOL (+ or -) buttons to scroll up or down to select the correct minutes.

8. Press the Select softkey to save.

Note: The default setting is 5: 00 pm.

Set Weekend Day

From the Auto Attendant sub-menu:

1. Use the VOL (+ or -) buttons to scroll up or down to Night/Weekend Greeting.

2. Press the Select softkey.

3. Use the VOL (+ or -) buttons to scroll up or down to Set Weekend Day.

4. Press the Select softkey.

5. Use the DIR & CID to scroll up or down to select from MON to SUN, and using the VOL (+ or -) buttons to select the weekend day.

6. Press Select to change to save setting and then exit.

NOTE: After you have set the weekend days, the night greeting will be played when the Auto-Attendant answers a call during the specified weekend days.

Auxiliary Greeting
Auxiliary Greeting On/Off

From the Auto Attendant sub-menu:

1. Use the VOL (+ or -) buttons to scroll up or down to Auxiliary Greeting.

2. Press the Select softkey.

3. Use the VOL (+ or -) buttons to scroll up or down to Aux. Greeting ON/OFF.

4. Press the Select softkey.

5. Use the VOL (+ or -) buttons to scroll up or down to On or Off.

6. Press the Select softkey to confirm or press the Exit softkey to cancel.

Review Greeting

From the Auto Attendant sub-menu:

1. Use the VOL (+ or -) buttons to scroll up or down to Auxiliary Greeting.

2. Press the Select softkey.

3. Use the VOL (+ or -) buttons to scroll up or down to Review Greeting.

4. Press the Select softkey.

5. The unit plays the corresponding previously recorded greeting.

6. To erase the recorded greeting, press Delete softkey during playback.
 The default greeting will be set again after deletion. (The default

greeting is: "Hello, thank you for calling.")
7. To stop playback, press the Exit softkey.

Record Greeting
This option gives you the opportunity to further customize the auto-attendant by recording over the standard greetings with your own greetings. In order to preserve functionality for both your callers and the users of the system, we recommend that your custom greetings contain the same basic information as the standard greeting. The default greeting is *"Hello, thank you for calling."*

From the Auto Attendant sub-menu:

1. Use the VOL (+ or -) buttons to scroll up or down to Auxiliary Greeting.

2. Press the Select softkey.

3. Use the VOL (+ or -) buttons to scroll up or down to Record Greeting.

4. After the beep, speak into the phone in a normal tone of voice. (The maximum recording time of an outgoing announcement is 30 seconds)

5. Press the Select softkey to save or press Exit softkey to cancel.

6. After the greeting is saved, it will be played back once.

Auto Attendant Options
General Delivery Mailbox
This option allows you to turn the General Delivery Mailbox ON or OFF. If the General Deliver Mailbox is off, callers will not be able to access it.
From the Auto Attendant sub-menu:

1. Use the VOL (+ or -) buttons to scroll up or down to Auto Attendant Option.

2. Press the Select softkey.

3. Use the VOL (+ or -) buttons to scroll up or down to General Delivery Mailbox.

4. Press the Select softkey.

5. Use the VOL (+ or -) buttons to scroll up or down to GDM ON/OFF.

6. Press the Select softkey.

7. Use the VOL (+ or -) buttons to scroll up or down to select ON or OFF.

8. Press Select softkey to confirm the selection or press Exit to cancel.

Name
Record Name
From the Auto Attendant sub-menu:

1. Use the VOL (+ or -) buttons to scroll up or down to Auto Attendant Option.

2. Press the Select softkey.

3. Use the VOL (+ or -) buttons to scroll up or down to General Delivery Mailbox.

4. Press the Select softkey.

5. Use the VOL (+ or -) buttons to scroll up or down to Name.

6. Press the Select softkey.

7. Use the VOL (+ or -) buttons to scroll up or down to Record Name.

8. Press Select softkey to confirm.

9. After the beep, speak into the phone in a normal tone of voice.

10. Press the Select softkey to save.

11. After the greeting is saved, it will be played back once.

Playback Name

From the Auto Attendant sub-menu:

1. Use the VOL (+ or -) buttons to scroll up or down to Auto Attendant Option.

2. Press the Select softkey.

3. Use the VOL (+ or -) buttons to scroll up or down to General Delivery Mailbox.

4. Press the Select softkey.

5. Use the VOL (+ or -) buttons to scroll up or down to Name.

6. Press the Select softkey.

7. Use the VOL (+ or -) buttons to scroll up or down to Playback Name.

8. Press Select softkey to confirm.

9. The unit plays the corresponding previously recorded greeting.

10. Press the Exit softkey to stop playback.

11. To erase the recorded greeting, press the Delete softkey during playback.
The default greeting will be set again after deletion.

Greeting
Record Greeting

This option gives you the opportunity to further customize the auto-attendant by recording over the standard greetings with your own greetings. In order to preserve functionality for both your callers and the users of the system, we recommend that your custom greetings contain the same basic information as the standard greeting. The default greeting is *"Welcome to the General Delivery Mailbox."*

From the Auto Attendant sub-menu:

1. Use the VOL (+ or -) buttons to scroll up or down to Auto Attendant Option.

2. Press the Select softkey.

3. Use the VOL (+ or -) buttons to scroll up or down to General Delivery Mailbox.

4. Press the Select softkey.

5. Use the VOL (+ or -) buttons to scroll up or down to Greeting.

6. Press the Select softkey.

7. Use the VOL (+ or -) buttons to scroll up or down to Record Greeting.

8. Press Select softkey to confirm.

9. After the beep, speak into the phone in a normal tone of voice.

10. Press the Select softkey to save.

Playback Greeting

From the Auto Attendant sub-menu:

1. Use the VOL (+ or -) buttons to scroll up or down to Auto Attendant Option.

2. Press the Select softkey.

3. Use the VOL (+ or -) buttons to scroll up or down to General Delivery Mailbox.

4. Press the Select softkey.

5. Use the VOL (+ or -) buttons to scroll up or down to Greeting.

6. Press the Select softkey.

7. Use the VOL (+ or -) buttons to scroll up or down to Playback Greeting.

8. Press Select softkey to confirm.

9. The unit plays the corresponding previously recorded greeting.

10. Press the Exit softkey to stop playback.

11. To erase the recorded greeting, press the Delete softkey during greeting playback.
The default greeting will be set again after deletion.

Select Greeting

From the Auto Attendant sub-menu:

1. Use the VOL (+ or -) buttons to scroll up or down to Auto Attendant Option.

2. Press the Select softkey.

3. Use the VOL (+ or -) buttons to scroll up or down to General Delivery Mailbox.

4. Press the Select softkey.

5. Use the VOL (+ or -) buttons to scroll up or down to Greeting.

6. Press the Select softkey.

7. Use the VOL (+ or -) buttons to scroll up or down to Select Greeting.

8. Press Select softkey to confirm.

9. Use the VOL (+ or -) buttons to select Name or Greeting.

10. Press the Select softkey to save.

Dial By Name Directory

The Dial by Name directory is a search feature in the Auto Attendant that can be used by callers to find the extensions using first or last names. The caller will be prompted to enter the first three letters of a first or last name and will be played a series of names or extensions who's phone stations match the search.

Dial By Name Directory On /Off

From the Auto Attendant sub-menu:

1. Use the VOL (+ or -) buttons to scroll up or down to Auto Attendant Options.

2. Press the Select softkey.

3. Use the VOL (+ or -) buttons to scroll up or down to Dial by Name Directory.

4. Press the Select softkey.

5. Use the VOL (+ or -) buttons to scroll up or down to Dial by Name Directory ON/OFF.

6. Press the Select softkey.

7. Use the VOL (+ or -) buttons to scroll up or down to select ON or OFF.

8. Press Select softkey to save.

NOTE: When using the Dial by Name Directory, please make sure that each RCA 25825 phone has the user's first and last name entered into the station name. Entering first and last name, separated by a space, ensures that callers are able to easily find extensions when using the Dial by Name Directory.

Dial by Name Extension

This features allows you to build a list of phone extensions that will not be available to callers through the Dial by Name Directory. This ensures that phones not intended to be accessible to the public, like a conference room phone or executive's desk phone will not be included in search results.

From the Auto Attendant sub-menu:

1. Use the VOL (+ or -) buttons to scroll up or down to Auto Attendant Options.

2. Press the Select softkey.

3. Use the VOL (+ or -) buttons to scroll up or down to Dial by Name Directory.

4. Press the Select softkey.

5. Use the VOL (+ or -) buttons to scroll up or down to Dial by Name Exclusions.

6. Press the Select softkey.

7. Use the VOL (+ or -) buttons to navigate the list of extension numbers.

9. Press the Delete softkey to delete the selected extensions from the list.

10. Or press the New softkey to add a new extension into the list.

11. Press Select softkey to save or press Exit softkey to cancel.

Review Voice Prompt

From the Auto Attendant sub-menu:

1. Use the VOL (+ or -) buttons to scroll up or down to Auto Attendant Options.

2. Press the Select softkey.

3. Use the VOL (+ or -) buttons to scroll up or down to Dial by Name Directory.

4. Press the Select softkey.

5. Use the VOL (+ or -) buttons to scroll up or down to Review Voice Prompt.

6. Press the Select softkey.

7. The unit plays the corresponding previously recorded greeting.

8. To erase the recorded greeting, press the Delete softkey during playback.

The default greeting will be set again after deletion. (The default greeting is "For a dial by name directory, press 4."

9. Press Exit softkey to stop playback.

Record Voice Prompt

This option gives you the opportunity to further customize the auto-attendant by recording over the standard greetings with your own greetings. In order to preserve functionality for both your callers and the users of the system, we recommend that your custom greetings contain the same basic information as the standard greeting. The default greeting is *"For a Dial by Name Directory, press 4."*

From the Auto Attendant sub-menu:

1. Use the VOL (+ or -) buttons to scroll up or down to Auto Attendant Options.

2. Press the Select softkey.

4. Use the VOL (+ or -) buttons to scroll up or down to Dial by Name Directory.

5. Press the Select softkey.

6. Use the VOL (+ or -) buttons to scroll up or down to Record Voice Prompt.

7. Press the Select softkey.

8. After the beep, speak into the phone in a normal tone of voice. (The maximum recording time of the outgoing annoucement is 30 seconds).

9. Press Select softkey to save.
10. After the greeting is saved, it will be played back once.

Dial Zero for Operator

Enabling this option will allow callers to press 0 after the Auto-Attendant answers to be connected with an operator. The default extension for the operator's phone is 100, but this can be changed to any phone on the system.

Dial Zero for Operator On/Off

From the Auto Attendant sub-menu:
1. Use the VOL (+ or -) buttons to scroll up or down to Auto Attendant Options.
2. Press the Select softkey.
3. Use the VOL (+ or -) buttons to scroll up or down to Dial Zero for Operator.
4. Press the Select softkey.
5. Use the VOL (+ or -) buttons to scroll up or down to Dial Zero for Operator ON/OFF
6. Press the Select softkey.
7. Use the VOL (+ or -) buttons to scroll up or down to select ON or OFF
8. Press Select softkey to save or press Exit to cancel.

Dial Zero Extension

This allows an administrator to setup the operator's extension number. When "Dial Zero for operator" is set to ON, the call can be transferred to this extension number.
From the Auto Attendant sub-menu:
1. Use the VOL (+ or -) buttons to scroll up or down to Auto Attendant Options.
2. Press the Select softkey.
3. Use the VOL (+ or -) buttons to scroll up or down to Dial Zero for Operator.
4. Press the Select softkey.
5. Use the VOL (+ or -) buttons to scroll up or down to Dial Zero for Operator Extension.
6. Press the Select softkey.
7. Show the extension number.
8. Input a new extension as the operator extension.
9. Press Select softkey to save or press Exit softkey to cancel.

Review Voice Prompt

From the Auto Attendant sub-menu:
1. Use the VOL (+ or -) buttons to scroll up or down to Auto Attendant Options.

2. Press the Select softkey.

3. Use the VOL (+ or -) buttons to scroll up or down to Dial Zero for operator.

4. Press the Select softkey.

5. Use the VOL (+ or -) buttons to scroll up or down to Review Voice Prompt.

6. Press the Select softkey.

7. The unit plays the corresponding previously recorded greeting.

8. To erase the recorded greeting, press Delete button during playback.

9. Press Exit softkey to stop playback.

Record Voice Prompt

This option gives you the opportunity to further customize the auto-attendant by recording over the standard greetings with your own greetings. In order to preserve functionality for both your callers and the users of the system, we recommend that your custom greetings contain the same basic information as the standard greeting. The default greeting is "To speak to an operator, press 0."

From the Auto Attendant sub-menu:

1. Use the VOL (+ or -) buttons to scroll up or down to Auto Attendant Options.

2. Press the Select softkey.

3. Use the VOL (+ or -) buttons to scroll up or down to Dial Zero for Operator.

4. Press the Select softkey.

5. Use the VOL (+ or -) buttons to scroll up or down to Record Voice Prompt.

6. Press the Select softkey.

7. After the beep, speak into the phone in a normal tone of voice. (The maximum recording time of the outgoing annoucement is 30 seconds).

8. Press Select softkey to save.

9. After the greeting is saved, it will be played back once.

Extension Dialing

Review Voice Prompt

From the Auto Attendant sub-menu:

1. Use the VOL (+ or -) buttons to scroll up or down to Auto Attendant Options.

2. Press the Select softkey.

3. Use the VOL (+ or -) buttons to scroll up or down to Extension Dialing.

4. Press the Select softkey.

5. Use the VOL (+ or -) buttons to scroll up or down to Review Voice Prompt.

6. Press the Select softkey.

7. The unit plays the corresponding previously recorded greeting.

8. To erase the recorded greeting, press Delete softkey during playback. Press Delete again to confirm the deletion. The default greeting will be played back once after deletion. (The default greeting is "If you know the extension of the person you are trying to reach, please dial it now.")

9. Press Exit softkey to stop playback.

Record Voice Prompt

This option gives you the opportunity to further customize the auto-attendant by recording over the standard greetings with your own greetings. In order to preserve functionality for both your callers and the users of the system, we recommend that your custom greetings contain the same basic information as the standard greeting. The default greeting is *"If you know the extension of the person you are trying to reach, please dial it now"*

From the Auto Attendant sub-menu:

1. Use the VOL (+ or -) buttons to scroll up or down to Auto Attendant Options.

2. Press the Select softkey.

3. Use the VOL (+ or -) buttons to scroll up or down to Extension Dialing.

4. Press the Select softkey.

5. Use the VOL (+ or -) buttons to scroll up or down to Record Voice Prompt.

6. Press the Select softkey.

7. After the beep, speak into the phone in a normal tone of voice. (The maximum recording time of the outgoing annoucement is 30 seconds)

8. Press Select softkey to save.

9. After the greeting is saved, it will be played back once.

Conference Room

Included in your RCA 8-Line telephone system are two integrated conference rooms allowing your company to host your own conference bridge calls without additional per-minute charges. Accessible through default extensions 2000 and 2001 these conference rooms can serve up to 8 parties at once. Simply have external callers dial extension 2000 (or whatever extension you set the conference room to) and enter the conference room password. Any caller can join!

Select Conference Room:

1. Press Menu softkey while in standby mode.

2. Use the VOL (+ or -) buttons to scroll up or down to Administrative Menu.

3. Press the Select softkey.

4. Input your password and press the Select softkey to confirm.

5. Use the VOL (+ or -) buttons to scroll up or down to Conference Room.

6. Press the Select softkey.

7. Use the VOL (+ or -) buttons to scroll up or down to select Conference Room A or Conference Room B.

8. Enter the Conference Room settings: Conference Room ON/OFF, Review Greeting, Record Voice Prompt, Room Extension and Password.

Conference Room On/Off

1. After selecting Conference Room A or B, use the VOL (+ or -) buttons to scroll up or down to Conference Room ON/OFF.

2. Press the Select softkey.

3. Use the VOL (+ or -) buttons to scroll up or down to select ON or OFF.

4. Press Select softkey to save or press Exit to cancel.

Review Greeting

1. After selecting Conference Room A or B, use the VOL (+ or -) buttons to scroll up or down to Review Greeting.

2. Press the Select softkey.

3. The unit plays the corresponding previously recorded greeting.

4. To erase the recorded greeting, press the Delete softkey during playback. Press Delete again to confirm the deletion.

5. Press Exit to stop playback.

Record Voice Prompt

This option gives you the opportunity to further customize your system by recording conference room greetings in your own voice.

1. After selecting Conference Room A or B, use the VOL (+ or -) buttons to scroll up or down to Record Voice Prompt.

2. Press the Select softkey.

3. After the beep, speak into the phone in a normal tone of voice. (The maximum recording time of the outgoing annoucement is 30 seconds).

4. Press Select softkey to save.

5. After the greeting is saved, it will be played back once.

Room Extension

1. After selecting Conference Room A or B, use the VOL (+ or -) buttons to scroll up or down to Room Extension.
2. Press the Select softkey.
3. Key in an extension number in the range between 2000-2099.
4. Press Select softkey to save.
Note: The default setting is 2000.

Password

1. After selecting Conference Room A or B, use the VOL (+ or -) buttons to scroll up or down to Password.
2. Press the Select softkey.
3. Key in a 4 digit password.
4. Press Select softkey to confirm.

Admin Password

User can change the administrator password here.
1. Press the Menu softkey.
2. Use the VOL (+ or -) buttons to scroll to Administrator.
3. Press the Select softkey to confirm.
4. Input your password and press the Select softkey to confirm.
5. Use the VOL (+ or -) buttons to scroll to Admin Password.
6. Input a new password using the keypad.
7. Press Select softkey to confirm.
8. Input the password again for confirmation and press Select softkey to save.
9. If the second input is the same as the first, it will accept the new admin password. If not, the phone will emit an error tone and stay at the second input menu.

Note: The password length should be less than 16 digits.

Set Hold Music (Optional)

The option allows you to set the hold music.
1. Press the Menu softkey.
2. Use the VOL (+ or -) buttons to scroll to Administrator.
3. Press the Select softkey to confirm.
4. Input your password and press the Select softkey to confirm.
5. Use the VOL (+ or -) buttons to scroll to Set Hold Music.
6. Press Select softkey to confirm.

7. Use the VOL (+ or -) buttons to scroll to select your favor music.
8. Press Select softkey to play the music, then press Select soft key to confirm.

PBX Restore to Defaults

User can restore the PBX to default settings here.

1. Press the Menu softkey.

2. Use the VOL (+ or -) buttons to scroll to Administrator.

3. Press the Select softkey to confirm.

4. Input your password and press the Select softkey to confirm.

5. Use the VOL (+ or -) buttons to scroll to PBX Default.

6. Choose Yes and press the Select softkey to restore the PBX to the default settings.

NOTE: After PBX is restored to defaults, all of the Administrator settings and Voice mail settings and Flash time setting will be reset and all of the voice mail messages will be erased.

Note: All the password will be reset to "0000" after PBX is restore.

Basic Operation

Your phone provides the convenience of accessing eight separate telephone lines, each obtained from the telephone company and each having its own phone number. This is generally applicable to small offices. It provides for 25 telephones (or stations) to share multiple lines. Each station is interconnected to all others by an intercom.

Making Calls with the Handset

1. Pick up the handset and dial, the phone will automatically select the priority line and dial out.

OR

Press a line button after pre-dialing the numbers, then pick up the handset.

2. Wait for an answer.

3. Hang up the handset when finished.

Making Calls with the Speakerphone

1. Press the SPEAKER button and dial, the phone will automatically select the priority line. If the priority line is occupied, it selects the next open line.

OR

Press a line button after pre-diaing the numbers.

2. Wait for an answer.

3. Press SPEAKER button when finished.

Making Calls with an Optional Headset

1. Connect the headset plug into the HEADSET JACK on the right side of the base.

2. Adjust the headset to rest comfortably on top of your head and over your ear.

3. Move the microphone to approximately 2-3 inches from your mouth.

4. Press the HEADSET button and the phone automatically selects the priority line. If the priority is occupied, it selects an open line.

5. Wait for a dial tone, then dial a phone number.

6. Press HEADSET when finished.

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

NOTE: If the headset is not connected (or if not completely inserted in to headset jack), an error tone is heard when the HEADSET button is pressed and the display will show error for several seconds.

Pre-dialing

1. With the phone idle and the handset on the cradle, manually enter the telephone number. The telephone number shows in the display.

2. Press the DIAL softkey to take a line, and the telephone number is automatically dialed.

Answering Calls

If you receive a call on the priority line,

1. Pick up the handset (handset mode), OR

2. Press the SPEAKER button (speakerphone mode), OR

3. Press the HEADSET button (headset mode).

4. When finished, hang up the handset, or press the SPEAKER button or press the HEADSET button.

If you receive a call on a line other than the priority line,

1. Pick up the handset and press the corresponding line button (handset mode), OR

2. Press the SPEAKER button and press the corresponding line button (speakerphone mode), OR

3. Press the corresponding line button, and then press the HEADSET button (headset mode).

4. When finished, hang up the handset, or press the SPEAKER button, or press the HEADSET button.

Note: If you don't want to answer the incoming call, press the Exit soft key to reject, and then press another line button to make another call.

Switching Between the Speakerphone, Handset, and Headset

To switch to the speakerphone, press SPEAKER. The speakerphone indicator turns on. Put handset back in cradle.

To switch to the handset, pick up the handset. The speakerphone or headset turns off.

To switch to the headset, press the HEADSET button to enable the headset, and the headset indicator turns on. Hang up the handset.

Mute

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

1. Press MUTE to activate the mute feature. The mute indicator turns on.

2. Press MUTE again to turn it off.

NOTE: Switching from speakerphone to handset cancels mute.

Do Not Disturb

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

1. When the unit is idle, press the DND softkey the last setting is displayed.

2. Use the VOL (+ or -) buttons to scroll up or down to select the duration. You may choose from 15 minutes, 30 minutes, 45 minutes, 1 hour, or 2 hours and increase the duration by 1 hour intervals up to 24 hours.

3. Press the Select softkey to confirm. The display shows how long the ringer will be disabled.

4. To cancel, select DND off.

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

Hold
Placing a Call on Hold

Press the HOLD button to put the line in use on hold. The line indicator for the line on hold flashes blue. The phone emits a beep every 30 seconds as a reminder. At the other stations, the indicator shows in red.

Note: The hold music will be heard at the far end user during hold mode.

NOTE: The call on hold can only be picked up again by this extension only, but then can be transferred to another extension using the Transfer button.
1. With a call on hold, press the Transfer button. The unit will then enter Attend Transfer mode.
2. Enter the extension number you wish to transfer the call to.
3. The phone will dial through to the extension so you may inform the party of the call you are transferring.
4. Once you hang up the phone, the call will be automatically transferred to that extension.

Releasing a Call from Hold

Press the HOLD button or the corresponding LINE button to release hold.

NOTE: If you want to change modes, lift the handset to switch to the handset, or press the HEADSET button to use the headset.

Redial

1. Pick up the handset (handset mode), or press the SPEAKER button (speakerphone mode), or press the HEADSET button (headset mode) and the priority line is automatically selected, OR
Press a line button to select other line.
2. Press the REDIAL/FORMAT button

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

Reviewing the Redial Numbers

Your phone records up to six previously dialed phone numbers.

1. When the phone is idle, press the REDIAL/FORMAT button.
2. Use the VOL (+ or -) buttons to scroll up or down to view the last six previously dialed numbers.
3. While the preferred number is displayed, pick up the handset or press the SPEAKER, DIAL softkey, or a line button to dial the phone number.

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

Transferring a Call to Another Station

1. With the caller on the line, press the TRANSFER button.
2. Dial the number for the station you want to transfer the call to. The line's indicator blinks purple until the party picks up the transferred call.

The indicator on the receiving party's line rapidly flashes red and rings during call transfer. Once the call is picked up, the indicator stays red.

• If the transferred call is not picked up within the other station's ring delay time, the station's Voicemail will answer the call and guide the user to recording their message.

Receiving a Transferred Call from Another Station

• If a call is transferred to your station, the line indicator flashes red. To answer the call, press that line button.

• If you are on the line when a call is transferred to you, you will hear beep that alert you to the incoming call. Put your current call on hold by pressing HOLD, and then pick up the incoming call by pressing the corresponding line button.

NOTE: During the transfer, only the station receiving the transfer can access the line.

Conference Calls

This feature allows you to have a 3-way conversation using any combination of 2 lines. If you would like to have a conference call with more than 3 parties, you can use the built-in conference bridge feature. Please see the Conference Room section.

To connect and conference:
1. To make a call, press the line you want and dial the telephone number. If you already have someone on the line, skip to step 2.
2. Press the HOLD button to place the call on hold.
3. Press another line button and dial the telephone number of the party you want to conference with.
4. Press the CONFERENCE button.
5. Speak to both parties.

NOTE: If you have more than one line on hold, and you want to have a conference call, you must first select the line on which you want to conference.

To disconnect one party:
Press the line button for the person you want to continue speaking with, and the other party is automatically disconnected.

To disconnect both parties:
Hang up the handset, or press the SPEAKER or HEADSET button.

Intercom Calls
One-Touch Intercom

1. Press the Intercom/Page button, the speaker turns on, then dial the station number.

NOTE: If you want to switch to the handset, pick it up and continue speaking. To switch to the headset press the HEADSET button.

NOTE: The handset, headset, or speakerphone cannot be active when an intercom call is initiated (the handset should be on the cradle and the speakerphone and headset turned OFF.)

NOTE: To cancel intercom call, press SPEAKER button.

2. To end the intercom call, hang up.

NOTE: If the receiving station does not answer within it's ring delay time, the party's voicemail will answer the call and guide the user to recording their message.

NOTE: If the party you intercom is in use, their station will emit the 2nd call alert tone. The recipient can hold the current call and then answer the intercom call.

Answering an Intercom Call

When you receive an INTERCOM call, the Intercom/Page indicator flashes blue, and the display shows the caller's phone extension.

NOTE: If you want to answer with the speakerphone, press the Intercom/Page or SPEAKER button. If you want to answer by headset, press the HEADSET button (the headset must be connected). To answer by handset, lift the handset.

NOTE: Press SPEAKER or lift the handset to automatically select a party.

Intercom Hold

1. Make an intercom call or answer an intercom call.

2. Press the HOLD button. The Intercom indicator flashes blue.

NOTE:

• When the intercom is on hold, you can receive another intercom call

• If the other party terminates intercom, intercom hold is also released.

Intercom and External line Conference Calls

This feature allows you to have a 3-way conversation using the intercom feature and an open line.

1.Place a call or make an intercom call.

2.Press the HOLD button.

3.Place a call on another line or make an intercom call.

4.Press the CONFERENCE button.

5.Speak to both parties.

NOTE: If you have more than one party on hold (telephone line or intercom), you must select the line for the party you want to conference with.

To disconnect one party:

Press the line or intercom button for the person you want to continue speaking with, and the other party is automatically disconnected.

To disconnect both parties:

Hang up the handset, or press the SPEAKER button.

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

Intercom 3-way Conference Calls

This feature allows you to have a 3-way conversation using the intercom feature only.

1. Make or answer an intercom call.

2. Press the Hold button, the intercom call is on hold with the Intercom LED flashing.

3. Press the Intercom2 soft key, you can enter the extension number to make another intercom call.

4. Press the CONFERENCE button to enter 3-way conference mode.

To disconnect one party:

Press the intercom button to talk with the first intercom only, or press Intercom2 soft key to talk with the 2nd intercom call only.

Paging All Stations

This feature allows you to make an one-way announcement to all other stations connected to the network that are not currently in use.

1. Press and hold the intercom button for 2 seconds and using Up/down button to select "Page all stations", then press Select softkey to enter page all station mode.   The other stations not in use automatically activate their speakerphones and receive your page.

2. Speak in Speaker mode or pick up the corded handset to speak. You have 30 seconds to page in this mode. After 30 seconds, the page is cancelled.

3. When finished, hang up the handset or press Speaker button again.

NOTE: Paging can be done with optional headset. Plug in the headset, follow step 1 and then press Headset button on base. when finished, press Headset button again.

NOTE: If there is cordless handset registered, press and hold the Page button to enter the "Page the Handset", "Page all stations" and "Deregister Handset" selection menu.

 a. When you select the "Page the handset" menu, the unit will page the cordless handset only.

b. When you select "Deregister Handset" , the unit will de-register the current cordless handset.

NOTE: If there is no cordless handset registered, press and hold the Page button to enter the "Page all stations" and "Register Handset" selection menu.

a. When you select "Register Handset" , the unit will start searching for a cordless handset to register.

Using the Conference Room

Once you have set up your conference room and password (see the Conference Room section for setup information) you can enter into the integrated Conference Room by pressing "Intercom" then entering the extension of the desired conference room. Next, the phone will ask for your password, followed by the # key. You may then chose to record your name, which will introduce you to other callers in the conference room, then enter the conference room to talk. Note: The default extensions for the Conference Rooms are 2000 and 2001.
Note: When you are the only one person in the Conference room, you will hear the hold music only.
Note: When any other caller enters the Conference Room, all callers in this room will hear the name message and the knocking tone to notify everyone that there is another person joining the conference.
Note: Only 8 extensions can join in 1 Conference room.

Park (Optional)

This function allows the user share the external call to other extensions.
1.After you are on external line talk(for example: Line1), press park soft key during talk mode, then the BS will enter Park mode and hang up automatically.
2. All of the unit's Line1 LED will be flashing on red as same as the incoming call frequence and the external line will hear the hold tone.
3. Press intercom and then Line1 button at any one of the base unit in the system to p ick up the parked call (line 1).
4. After one BS pick up the parked call, it can talk with the external line normal.

Caller ID

Summary Screen

The summary screen shows the current time, current date, number of CID records to be reviewed and total number of records saved to CID memory. It is displayed until any button is pressed. Within 60 seconds of receiving a new call, the new caller information is displayed.

```
11/30                        5:15PM
                STATION
                 (100)
            00 NEW CALLS
            28 TOTAL CALLS
       Menu   Memo   DND   Store
```

Receiving and Storing CID Records

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

```
                    LINE: 1
11/30  5:15PM            NEW  08
RCA  SUPPORT
1-800-511-3180

                         Exit
```

Press the CID button , and then use the VOL (+ or -) buttons to scroll through the call records.

•When you scroll to the start/end of the list, the phone will beep.

If the auto attendant is turned off and multiple calls occur simultaneously, the screen will show the incoming phone number of each call on each line.

```
LINE 1: 555-1234
LINE 2:
LINE 3: 1-800-511-3180
LINE 4:
```

Saving a CID Record to the Memory Log or to Phone Book Memory

```
           CID  REVIEW    LINE 1
11/30  5:15PM            NEW  08
RCA  SUPPORT
1-800-511-3180

         Delete    Exit    Store
```

1. While a name and telephone number shows in the display you can edit and save the information by pressing the Store softkey and following the steps for Storing a Name and Number in Memory.

2. If you do not need to edit the name or number, press the Save softkey

3. To store data in the Phone Book Directory, press the DIR button,

OR

To store data in the Memory Log, press a memory log button (1-16).

Deleting a CID Record

 To delete the record shown in the display, press the DELETE softkey twice.

Deleting All Call Records

This feature allows you to clear all CID records at once.
1. While viewing a CID record, press and hold the DELETE softkey PRESS DELETE AGAIN CLEAR ALL CALLER ID shows in the display.
2. Press the DELETE softkey again to confirm.

Dialing Back

When reviewing CID records, you can dial back the numbers showing on the display by pick up the handset from the cradle or press line button directly.

If You Programmed Your Local Area Code

1. Press the CID button, and then use the VOL (+ or -) buttons to display the number you want to dial.
2. If you see a number with 7 digits (i.e.555-1234), then the call was received from within your area code. However, this does not guarantee the call is a local call. If you see a number with 11 digits (i.e.1-234-555-1234), then the call received was not from your area code.
3. To adjust the phone number format, use the REDIAL/FORMAT button. For instance, a 7-digit local number sometimes cannot be dialed because it requires a 10-digit or 11-digit format. Use the REDIAL/FORMAT button to scroll through 7, 10 and 11-digit numbers.
7-digits: 7-digit telephone number (i.e.555-5555)
10-digits: 3-digit area code +7-digit telephone number (i.e.425-555-5555)
11-digits: long distance code 1 +3-digit area code +7-digit telephone number (i.e. 1-425-555-5555)
4. To dial the displayed number, select a line or press Speaker or lift handset.

If You Did Not Program Your Local Area Code

1. Press the CID button, and then use the VOL (+ or -) buttons to display the number you want to dial. You will only see 10-digit numbers (i.e. 234-555-1234).
2. Press Speaker or line button or lift handset to dial back. You may adjust the number format by pressing the REDIAL/FORMAT button before dialing.

Memory Log and Phone Book (Directory) Memory

You may store data in the Phone Book Directory or an MEMORY LOG (16 buttons located to the right of the number pad on the base). The Phone Book and each MEMORY LOG stores up to 21 characters and 32 digits.

Storing a Number and Name in Memory

NOTE: To cancel the storing procedure at any time, press EXIT.

1. Press the Store softkey. ENTER NUMBER is displayed.
2. Use the touch tone pad on your telephone to enter the telephone number you want to store. The numbers you enter show in the display.
3. Press Save softkey. ENTER NAME is displayed.
4. Use the touch-tone pad to enter a name (up to 21 characters). More than one letter is stored in each of the number keys. For example, to enter Bill Smith, press the 2 key twice for the letter B. Press the 4 key 3 times for the letter I. Press the 5 key 3 times for the letter L. Press the 5 key 3 times for the second letter L, and press the 1 key to insert a space between the first and last name. Press the 7 key 4 times for the letter S; press the 6 key once for the letter M; press the 4 key 3 times for the letter I; press the 8 key for the letter T; press the 4 key twice for the letter H.

NOTE: If you make a mistake, use the DIR or CID buttons (left/right) to move the cursor to the incorrect digit, and press the DELETE softkey to delete.

5. Press Save softkey. SELECT LOCATION is displayed.
6. Enter memory location:
Press the DIR button to save the record in the Phone Book memory,
OR
Press an MEMORY LOG button (1-16) to save the record in that memory location.

NOTE: If there is a record stored in selected memory location "OVERWRITE?" shows in the display. Press STORE to confirm overwrite or press the EXIT button and then select a new location.

7. Repeat steps 1-6 for any additional names and numbers you want to store, in phone book memory.

NOTE: The storage procedure automatically cancels after 30 seconds if no keys are pressed.

Reviewing Phone Book (Directory) Memory

1. Press the DIR button. The first memory in the phone book is displayed (memories are stored in alphabetical order).
2. Use the VOL (+ or -) buttons to scroll up or down through the phone book memories, or use the touch tone pad on your phone to enter the corresponding letters for the memory you want to review. For example, press the 5 key to display phone book memories that start with the letter J. Press the 5 key twice to go to memories starting with the letter K.
3. Press the EXIT button when you are finished reviewing memories.

Reviewing the Memory Log (Memory Location)

1. Press the DIR button.
2. Press the MEMORY LOG button (1-16).
3. Press the EXIT button when you are finished reviewing memories.

Editing a Name or Number Stored in Phone Book (Directory) Memory

1. Press the DIR button.
2. Use the VOL (+ or -) buttons to scroll up or down to the desired memory record.
3. Press the Store softkey and edit the content according to the steps in the Storing a Name and Number in Memory section.

Editing a Name or Number Stored in the Memory Log (Memory Location)

1. Press the DIR button.
2. Press the MEMORY LOG button (1-16).
3. Press the Store softkey and edit the content according to the steps in the Storing a Name and Number in Memory section

Storing the Last Number Dialed

1. When the phone is idle, press the REDIAL/FORMAT button.
2. Use the VOL (+ or -) buttons to scroll up or down to view the last six previously dialed numbers.
3. While viewing the desired number, press the Store softkey twice.
4. Add the name as explained in the Storing A Name and Number in Memory section.
5. Press the Save softkey. SELECT LOCATION shows in the display.

6. Press the DIR button to store the redial number in the Phone Book memory or press an MEMORY LOG button (1-16) to store the redial number in that memory location.

Storing a Pause in Memory

Press the #PAUSE button twice to insert a pause in the dialing sequence of a stored telephone number when a pause is needed (for example, when you must dial a 9 to get an outside line or when you must enter codes to access your bank's information line).

Dialing a Stored Number

1. Pick up the handset, or press SPEAKER to automatically select a line. Or press the line you want to use.
2. Wait for a dial tone.
3. Press the MEMORY LOG button (1-16) for the person you want to call.
The number automatically dials.
OR
1. Press the DIR button.
2. Use the VOL (+ or -) buttons to scroll up or down through the phone book memories, or use the touch tone pad to enter the corresponding letters for the memory you want to review. For example, press the 5 key to display phone book memories that start with the letter J. Press the 5 key twice to go to memories starting with the letter K.
3. Pickup the handset on the cradle or press the line button directly, The number automatically dials.

Memory Delete/Clear

To delete a Phone Book memory:
1. Press the DIR button.
2. Use the VOL (+ or -) buttons to scroll up or down to the memory you want to delete.
3. Press the DELETE button to delete. DELETE -DELETE AGAIN shows in the display.
4. Press the DELETE button again to confirm.

To Delete an Memory Log:

1. Press the DIR button.
2. Press the corresponding button (1-16) for the Memory Log you want to delete.
3. Press the DELETE button to delete, DELETE -DELETE AGAIN shows in the display.
4. Press the DELETE button again to confirm.

NOTE: Press the EXIT button to cancel the "delete" function.

Clear All Memories

1. Press the Menu softkey while in standby mode.

2. Use the VOL (+ or -) buttons to scroll up or down to PHONE OPTIONS.

3. Press the Select softkey.

4. Use the VOL (+ or -) buttons to scroll up or down to CLEAR ALL MEMORIES.

5. Press the Select softkey.

6. Use the VOL (+ or -) buttons to scroll up or down to Yes or No, No is the default.

7. Press the Select softkey to confirm.

NOTE: If you select YES, all the directory memories and direct access memories are cleared.

Auto Attendant Sequence for Callers

When Auto-Attendant is on, this phone automatically picks up a ringing line after the pickup time, and plays the designated Auto-Attendant greeting. When a caller enters an extension number after hearing the greeting, the Auto-Attendant transfers the call to that extension. If the requested extension doesn't pick up within the ring delay time, the voicemail will pick up the call. If Auto-Attendant unit is in use, the call will be picked up by the system voicemail automatically.If the caller does not enter an extension number after hearing the message, the Auto-Attendant waits about 5 seconds and replays the ATTENDANT OGA (outgoing announcement) for the caller.

NOTE: The Auto-Attendant prompt can guide the user to the correct menu.

NOTE: If no enter after the 3rd Attendant OGA   play back, the call will transfer to the Operator unit automatically.

Dial by name

After the Auto-Attendant answers the call and plays the greeting it will prompt "If you known the extension of the person you are trying to reach, please dial it now" and wait your input of the extension number.

If there is no input , the unit will prompt "For dial by Name directory, press 4." If the user presses "4" the unit will enter dial by name function.

The user can input the first 3 letters of the station first or last name stored in this directory. Callers will hear all matching extension names and press the corresponding key to call. Callers will be guided through the system with the help of automated recordings. In the event a valid extension entry is not entered, callers will be informed that a match was not found and prompted to re-enter another extension name.

Dial by zero

After the Auto-Attendant answers the call and plays the greeting it will prompt "If you known the extension of the person you are trying to reach, please dial it now" and wait your input of the extension number. If there is no input , the unit will prompt "For dial by Name directory, press 4."Then the unit will prompt "For dial by Zero directory, press 0". The user can input "0" to transfer the call to the operator, wait the manual help or record the message in the GDM mailbox.

Recording Auto Attendant Greetings

There are three different Auto Attendant outgoing messages. They are Day Greeting, Night Greeting and Auxiliary Greeting.

NOTE: For help recording the greetings please see the Auto Attendant setting section.

<u>Display Messages</u>

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

00 TOTAL CALLS	The Caller ID memory log is empty.
UNKNOWN CALLER	The incoming call does not have Caller ID service or their service area is not linked to yours. If UNKNOWN CALLER appears along with a calling number, the name information for that number was not available.
BLOCKED CALL	The caller is registered as "Private Number" and their Caller ID information is withheld.
INCOMPLETE DATA	Caller information has been interrupted or corrupted during transmission.
NO DATA	No Caller ID signal has been detected or Caller ID service has not been activated.

Cordless Phone Option

It is possible to enhance your phone to a cordless feature with the additional purchase of the H5801 accessory handset.

<u>Troubleshooting Guide</u>

No dial tone

• Check or repeat installation steps:

• Make sure the telephone line cords are connected to the IPBX and the wall jack. Make

sure the Network cords are not damaged.
- Make sure the hook switch pops up when the handset is lifted.
- Check the SPEAKER button. Make sure the indicator is off.

Try to Power reset the phone or IPBX and wait it returns to ID found.

You cannot be heard by the other party
- Make sure the handset or headset cord is inserted properly and securely.
- Make sure the MUTE feature is not turned on.

Phone does not ring
- Make sure the ringer is turned on.
- Make sure the Do Not Disturb feature is not activated.
- See solutions for "No dial tone."

Incoming voice too low or none at all
- Check volume setting.

Memory dialing doesn't work
- Did you program the memory location keys correctly?
- Did you follow proper dialing sequence?

Intercom does not function correctly
- Make sure all the stations connected to the digital router and each station shows it's ID.
- Make sure all phone extension's (station numbers) involved have been assigned.

No PBX shows in the Base LCD display:
1. both 25801 & 25825 units work at the following IP address range :

IP1: 172.28.xxx.xxx OR
IP2: 172.29.xxx.xxx OR
IP3: 172.16.xxx.xxx.

2. You can select IP address range by setting switch at the rear of 25801. Please unplug the power of 25801 and all the 25825 units when you change the setting of IP switch. (Default set at 172.28.xxx.xxx).

3. If you find any conflict with your network or 25825 unit shows "NO PBX" after searching, you can change/set the 25801 IP accordingly.

Without Power
If the 25801 digital router becomes unplugged or there is a power outage, the router enters into No Power Operation mode. In this mode, all of the 25825 phone stations will not be functional, but you can plug any other standard corded phone into the by-pass port on the 25801 digital router. This will allow you to make and receive calls on line 1.

General Product Care

To keep your telephone 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.
• Retain the original packaging in case you need to ship the phone at a later date.

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 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

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 neccessary. 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 GUARANTY OR IN ANY WAY INCREASE THE SCOPE OF THIS WARRANTY.

•REPAIR OF 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 GOVERENED BY THE LAWS OF THE STATE OF OREGON. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS PRODUCT IS LIMITED TO THE APPLICABLE WARRANTY PERIOD SET FORTH ABOVE.

How state law relates to this warranty:

• Some states do not allow the exclusion nor limitation of incidental or consequential

damages, or limitations on how long an implied warranty lasts so the above limitations or exclusions may not apply to you.

• This warranty gives you specific legal rights, and you also may have other rights that vary from state to state.

If you purchased your product outside the USA, Mexico or Canada:
This warranty does not apply. Contact your dealer for warranty information.

Visit the RCA web site at www.rca4business.com

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

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

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