



By

Telefield



UNISON BASE STATION

U1000/U1100

## **Equipment Approval Information**

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

### **1 Notification to the Local Telephone Company**

On the base of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. 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.

**This product meets the applicable Innovation, Science and Economic Development Canada technical specifications.**

**Ce produit répond à la innovation, des sciences et de Développement économique Canada spécifications techniques applicables.**

#### **Notes**

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

*US Number is located on the cabinet bottom*

*REN number is located on the cabinet bottom*

### **2 Rights of the Telephone Company**

Should your equipment cause trouble on your line which may harm the telephone network, the telephone company shall, where practicable, notify you that temporary discontinuance of service may be required. Where prior notice is not practicable and the circumstances warrant such action, the telephone company may temporarily discontinue service immediately. In case of such temporary discontinuance, the telephone company must: (1) promptly notify you of such temporary discontinuance; (2) afford you the opportunity to correct the situation; and (3) inform you of your right to bring a complaint to the Commission pursuant to procedures set forth in Subpart E of Part 68, FCC Rules and Regulations. The telephone company may make changes in its communications facilities, equipment, operations or procedures where such action is required in the operation of its business and not inconsistent with FCC Rules and Regulations. If these changes are expected to affect the use or performance of your telephone equipment, the telephone company must give you adequate notice, in writing, to allow you to maintain uninterrupted service.

## Interference Information

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference; and (2) This device must accept any interference received, including interference that may cause undesired operation. This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna (that is, the antenna for radio or television that is "receiving" the interference).
- Reorient or relocate and increase the separation between the telecommunications equipment and receiving antenna.
- Connect the telecommunications equipment into an outlet on a circuit different from that to which the receiving antenna is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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

**Notice:**The changes or modifications to this equipment 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."

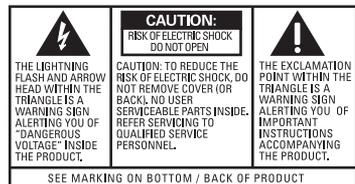
## Licensing

Licensed under US Patent 6,427,009.

## Hearing Aid Compatibility

This telephone system meets FCC standards for Hearing Aid Compatibility.

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



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## **Introduction**



Caution: When installing and 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 Unison 4-Line Phone is a full-featured phone ideally suited for home or office use. It is designed to receive calls on up to four incoming telephone lines and serve up to 9 extensions. It also features a Digital Receptionist which will answer and redirect incoming calls to other extensions in the system. It is possible to expand your system with the additional purchase of the U1100 Unison Wireless Deskphone or the U1200 Unison Cordless Handset.

## **Features**

- Call Waiting and Caller ID
- 10 Programmable Feature Keys
- 99 Phonebook Memory
- Hold and Call Transfer
- Conference Call and Intercom
- Full-Duplex Speakerphone

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

### **Your Caller ID Call Waiting phone allows you to:**

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

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



Caution: To maintain the compliance with the Industry Canada's RF exposure guideline, place the base unit at least 20 cm from nearby persons.

## **Connections and Setup**

### **Parts Checklist**

*Make sure your package includes the following items:*

- Phone base
- Handset
- Handset cord
- Power adaptor
- 4x 2-line phone cords (U1000 only)
- Stand

### **Digital Security System**

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

### **Telephone Jack Requirements**

To use this phone system, you will need an RJ11C (for a single line) or an RJ14C (for two lines) type modular phone jack. If you do not have either modular jack available in your home or office, call your local phone company to find out how to get one installed.

### **Important Installation Information**

- Never install telephone wiring during a lightning storm
- Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
- Never touch uninsulated telephone wires or terminals unless the telephone line is disconnected from the network.
- Use caution when installing or modifying telephone lines.
- Temporarily disconnect any other equipment connected to the telephone.

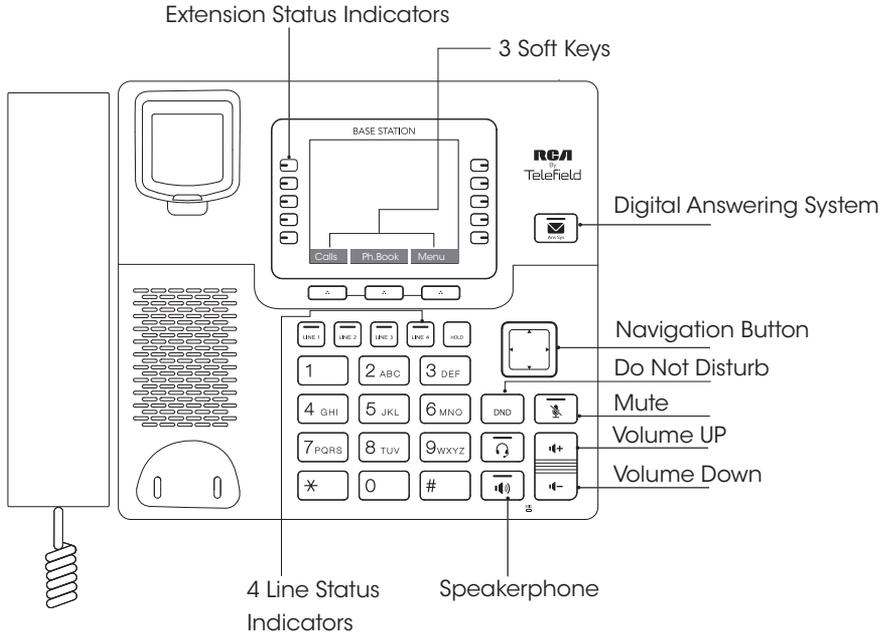
### **Important Installation Guidelines**

- Install telephone near both a telephone jack and an electrical power outlet.
- Avoid sources of noise, such as a window or a busy street, and electrical noise, such as motors, microwave ovens and fluorescent lighting.
- Avoid heat sources, such as heating air ducts, heating appliances, radiators and direct sunlight.
- Avoid areas of excessive moisture or extremely low temperature.
- Avoid dusty locations
- Avoid other cordless telephones or personal computers.

*CAUTION: Always disconnect all phone cords from the base unit before battery installation or replacement.*

*INSTALLATION NOTE: Certain other communications devices may also use the DECT 6.0 frequency for communication, and, if not properly set, these devices may interfere with each other and/or your new telephone. If you are concerned with interference, please refer to the owner's manual for these devices on how to properly set channels to avoid interference.*

# Base Layout



## Installing the Phone

The U1000 may be connected to either two 2-line (RJ14C) wall jacks or four single line (RJ11C) wall jacks to accommodate all four lines. The U1100 does not require connection to telephone lines.

Choose an area near an electrical outlet and telephone wall jack. Your phone should be placed on a level surface, such as a table top or desk.

Install 5 AAA-size alkaline batteries (not included) for backup power in the event of a power failure. To open the battery door, find the tab on the top of the battery compartment. Push down on the tab and pull away from the phone. A flat bladed screw driver may be needed. Insert the batteries only as shown on the diagram inside the battery compartment.

*NOTE: If the low battery appears in the display, you will need to replace the batteries to ensure unit operation during a power failure.*

*IMPORTANT: If you are not going to use the telephone for more than 30 days, remove the batteries to avoid battery leakage and damage to the unit.*

Plug the AC power supply cord into the power jack on the back of the base and the other end into an electrical outlet.



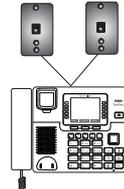
**For pluggable equipment, the socket-outlet (power adaptor) shall be installed near the equipment and shall be easily accessible. Pour les appareils raccordés, la prise de courant (adaptateur secteur) doit être installée près de l'équipement et doit être facilement accessible.**



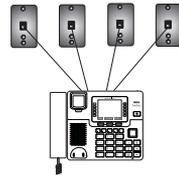
**CAUTION: To reduce risk of personal injury, fire, or damage use only the T-T017(7.5V, 800mA) power adaptor listed in the user's guide. This power adaptor is intended to be correctly orientated in a vertical or floor mount position. Unison system is a Class (Classe) 2 Power Source**

### **1. Connect the telephone line cords:**

If you have two 2-line wall jacks installed in your home or office, plug one end of the straight telephone linecord tagged as "Line 1+2" into the jack marked "LINE 1+2" on the back of the U1000 base. Plug the other end of the line cord into the wall jack. Plug the other line cord into the jack marked "LINE 3+4" on the back of the phone, with the other end plugged into the wall jack as well.



If you have four single-line wall jacks installed in your home or office, simply plug each single line cord into the corresponding port on the back of the U1000 base phone.



### **2. 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, then place the handset in the cradle.

## Connecting your System

Once the U1000 phone is set up and has dial tone, it is ready to be wirelessly connected to the other U1100 phones and U1200 handsets that will make up your system. Once you have unboxed and plugged in your U1100 phone or U1200 handset, they will be ready to register to the base.

### **To Register a U1100 Wireless Deskphone to the System**

1. On your U1000 base, press the **"Menu"** softkey.
2. Using the directional pad, move the indicator to **"Add/Remove Phones."** Press the **"Select"** softkey.
3. Select the **"Registration Phone"** option and press the **"Select"** softkey. This will put the U1000 base in Registration Mode as it searches for another phone to register.
4. On your U1100 wireless deskphone, press the **"Reg"** softkey. It will also enter Registration Mode and search for the base.
5. If registration is successful, both phones will beep and display **"Registration Complete!"** If registration is not successful, move the phones closer together and try again.

### **To Register a U1200 Cordless Handset to the System**

1. On your U1000 base, press the **"Menu"** softkey.
2. Using the directional pad, move the indicator to **"Add/Remove Phones."** Press the **"Select"** softkey.
3. Select the **"Register Phone"** option and press the **"Select"** softkey. This will put the U1000 base in Registration Mode as it searches for another phone to register.
4. On your U1200 cordless handset, press the **"Reg"** softkey. It will also enter Registration Mode and search for the base.
5. If registration is successful, both phones will beep and display **"Registration Complete!"** If registration is not successful, move the phones closer together and try again.

*NOTE: If your U1100 or U1200 does not display the **"Press 'REG' To Initiate Registration"** message on the display when you plug it in, the **"Register Phone"** option is available in the **"Add/Remove Phones"** menu.*

### **To remove a U1100 or U1200 from the system you must deregister it from the U1000 base phone.**

1. On your U1000 base, press the **"Menu"** softkey.
2. Using the directional pad, move the indicator to **"Add/Remove Phones."** Press the **"Select"** softkey.
3. Select the **"Deregister Phone"** option and press the **"Select"** softkey.
4. Select from the list the extension you wish to remove and press the **"Select"** softkey. Confirm by pressing the **"Yes"** softkey.

*Note: Removing an extension from the system will leave it unable to make or receive calls until it is re-registered to a U1000 base.*

## Updating your Extension List

When a handset or extension changes their name, that name will automatically be updated on the rest of the phones on the system. In certain situations, such as if a phone is temporarily removed from the system or otherwise unreachable, may require a manual update to the extension list names.

1. On your U1000 base, press the **"Menu"** softkey.
2. Using the directional pad, move the indicator to **"Add/Remove Phones."** Press the **"Select"** softkey.
3. Select the **"Refresh List"** option and press the **"Select"** softkey. The updated name list will be sent to each extension on the system.

## Programming the Phone

When programming the phone or changing the settings, if at any time you wish to discontinue programming press the **"Back"** or **"Home"** softkey until you reach the idle screen. The phone will also return to the idle screen if left on any menu screen for several seconds without input.

### **Language**

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

1. Press the **"Menu"** softkey while in idle mode.
2. Using the directional pad, move the indicator to **"Phone Settings."** Press the **"Select"** softkey.
3. Press the **"Select"** softkey again with the indicator on **"Language"**.
4. Using the directional pad, move the indicator to your chosen language and press the **"Select"** softkey.

### **Call Volume**

The ringer, speaker, handset, and headset volumes are set independently with the Vol (+ or -) buttons. There are 7 possible volume levels in each mode. The volume indicator is displayed on the screen during volume adjustment. To adjust the volume, press the Vol (+ or -) buttons during an active call while using either the speaker, handset, or headset.

### **Ringer Volume**

To change the volume of the telephone ringer:

1. Press the **"Menu"** softkey while in idle mode.
2. Using the directional pad, move the indicator to **"Line Settings."** Press the **"Select"** softkey.
3. Move the indicator to **"Ringtone Volume"** and press the **"Select"** softkey.
4. This menu will allow you to control the ring volume for all lines (and the intercom) separately. Using the directional pad, move the indicator to the phone line whose volume you wish to change. When selected, each line will play a sample of the current ringtone at the selected volume.
5. Using the left and right arrows of the directional pad, adjust the volume to your liking. Press the **"Select"** softkey when you are finished.

*NOTE: To mute a ringer, reduce the volume to off.*

### **Ring Tone**

The ringers for all four lines may be set independently of one another.

1. Press the **"Menu"** softkey while in idle mode.
2. Using the directional pad, move the indicator to **"Line Settings."** Press the **"Select"** softkey.
3. Move the indicator to **"Ringtone"** and press the **"Select"** softkey.
4. This menu will allow you to control the ring tones on each line and the intercom. Using the directional pad, move the indicator to the phone line you wish to change the tone for. When selected, each line will play sample of the ringtone.
5. Using the left and right arrows of the directional pad, select the desired ring tone. Press the **"Select"** softkey when you are finished.

### **Tone/Pulse Dialing (U1000 only)**

Telephone lines in some areas may still require pulse dialing.

1. Press the **"Menu"** softkey while in idle mode.
2. Using the directional pad, move the indicator to **"Line Settings."** Press the **"Select"** softkey.
3. Move the indicator to **"Tone/Pulse Dial"** and press the **"Select"** softkey.
4. **Using the directional pad, move the indicator to the phone line whose dial mode you wish to change.**
5. Using the left and right keys on the directional pad, choose either **"Tone"** or **"Pulse"** and press the **"Select"** softkey.

*NOTE: All lines are set to "Tone" by default.*

### **Priority Line**

The priority line has precedence over the other three lines and, if available, will be used automatically when the handset is lifted or the speakerphone is used. If the priority line is in use, the next available line will be selected.

1. Press the **"Menu"** softkey while in idle mode.
2. Using the directional pad, move the indicator to **"Line Settings."** Press the **"Select"** softkey.
3. Move the indicator to **"Priority Line"** and press the **"Select"** softkey.
4. Select which line you wish to be the Priority Line and press the **"Select"** softkey.

### **Delay Ring**

Use this setting to delay this phone's ringer. Other phones on the system will still ring immediately on incoming calls.

1. Press the **"Menu"** softkey while in idle mode.
2. Using the directional pad, move the indicator to **"Phone Settings."** Press the **"Select"** softkey.
3. Move the indicator to **"Delay Ring"** and press the **"Select"** softkey.
4. Using the up and down buttons on the directional pad, select how many rings this phone will remain silent before ringing during an incoming call.

### **Phone ID**

Phone ID is what you name your phone and how it will appear on the intercom lists of the other phones on the system.

1. Press the **"Menu"** softkey while in idle mode.
2. Using the directional pad, move the indicator to **"Phone Settings."** Press the **"Select"** softkey.
3. Move the indicator to **"Extension Name"** and press the **"Select"** softkey.

- Using the alphanumeric dial pad, enter a phone name up to 12 characters. More than one letter is stored in each of the number keys. For example, to enter "Lorraine," 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 letter R, and so on.
- When finished, press the **"Save"** softkey to save the name to your phone. If you make a mistake, press the **"Clear"** softkey to delete the previous character.

*NOTE: The current phone name will appear in the top left corner of the idle screen.*

### **Intercom Auto Answer**

For hands-free operation, your phone can be set to answer intercom calls by automatically activating the speakerphone. This feature may also be used for room monitoring.

- Press the **"Menu"** softkey while in idle mode.
- Using the directional pad, move the indicator to **"Phone Settings."** Press the **"Select"** softkey.
- Move the indicator to **"Intercom Auto Answer"** and press the **"Select"** softkey.
- Choose **"On"** or **"Off"** and press the **"Select"** soft key.

### **Flash Time**

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

- Press the **"Menu"** softkey while in idle mode.
- Using the directional pad, move the indicator to **"Phone Settings."** Press the **"Select"** softkey.
- Move the indicator to **"Flash Length"** and press the **"Select"** softkey.
- Choose how long hook flash will last. The default setting is 600ms.

### **Call Alert Tone**

Turn on the call alert to hear a tone for incoming calls while you are using the telephone. This setting can be changed for each individual line.

- Press the **"Menu"** softkey while in idle mode.
- Using the directional pad, move the indicator to **"Phone Settings."** Press the **"Select"** softkey.
- Move the indicator to **"Call Alert Tone"** and press the **"Select"** softkey.
- Using the up and down keys on the directional pad to indicate which line you wish to change. Then, using the left and right keys on the directional pad, toggle the Call Alert Tone **"On"** or **"Off."**

### **Key Tone**

If you wish to hear or silence the tone that plays whenever a key is pressed, follow these instructions:

- Press the **"Menu"** softkey while in idle mode.
- Using the directional pad, move the indicator to **"Phone Settings."** Press the **"Select"** softkey.
- Move the indicator to **"Key Tone"** and press the **"Select"** softkey.
- Select **"On"** or **"Off"** and press the **"Select"** softkey.

### **No Unknown/Blocked**

This feature allows you to decide whether caller ID records from unknown or blocked caller ID calls are saved

or not. If you choose “No”, the records will be saved in the call history.

1. Press the “**Menu**” softkey while in idle mode.
2. Using the directional pad, move the indicator to “**Phone Settings.**” Press the “**Select**” softkey.
3. Move the indicator to “**No Unknown/Blocked**” and press the “**Select**” softkey.
4. Choose “**Yes**” or “**No**” and press the “**Select**” soft key.

### **Display Contrast**

1. Press the “**Menu**” softkey while in idle mode.
2. Using the directional pad, move the indicator to “**Phone Settings.**” Press the “**Select**” softkey.
3. Move the indicator to “**Contrast**” and press the “**Select**” softkey.
4. Using the left and right keys on the directional pad, adjust the contrast to your liking and press the “**Select**” softkey.

### **Display Backlight**

1. Press the “**Menu**” softkey while in idle mode.
2. Using the directional pad, move the indicator to “**Phone Settings.**” Press the “**Select**” softkey.
3. Move the indicator to “**Backlight**” and press the “**Select**” softkey.
4. Select either “**Always On**” or “**Automatic**” and press the “**Select**” softkey. When the Backlight is on “**Automatic**” mode it will only light up during calls and when the user interacts with the phone. It will automatically turn off after several seconds of inactivity.

### **Local Area Code**

Setting up Home and Local area codes helps the phone determine the number format to display when a valid caller ID record is received. Call records matching any of the set area codes are displayed as 10 digits.

1. Press the “**Menu**” softkey while in idle mode.
2. Using the directional pad, move the indicator to “**Phone Settings.**” Press the “**Select**” softkey.
3. Move the indicator to “**Area Codes**” and press the “**Select**” softkey.
4. Move the indicator to “**Home Area Code**” and press the “**Select**” softkey.
5. Using the dial pad, enter the 3 digit area code used in your location. Press the “**Select**” softkey to save.
6. If there are other area codes that are used in your area and require 10 digit dialing, repeat the process with the other “**Local Area Code**” menu options.

### **Manually Setting the Time and Date(U1000 only)**

The time and date is automatically set when you receive your first Caller ID call. If you wish to manually set the time and date, follow the steps below.

1. Press the “**Menu**” softkey while in idle mode.
2. Using the directional pad, move the indicator to “**Phone Settings.**” Press the “**Select**” softkey.
3. Move the indicator to “**Date & Time**” and press the “**Select**” softkey.
4. Using the up and down key on the directional pad and the numbers on the dial pad, adjust the year, month, day, and time. You may also adjust the clock to use a 12 or 24 hour configuration.
5. When you are finished, press the “**Save**” softkey.

## Reset Phone Settings

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

1. Press the "Menu" softkey while in idle mode.
2. Using the directional pad, move the indicator to "Reset Phone Settings." Press the "Select" softkey.
3. Move the indicator to "Yes" and press the "Select" softkey. Confirm the action once more and the phone will reboot with the default settings.

## Restoring the Default Settings

This feature will reset the phone settings back to the original factory defaults

*NOTE: This will erase records in call history and phone book, all greetings, and all messages in the memories.*

1. Press the "Menu" softkey while in idle mode.
2. Using the directional pad, move the indicator to "Factory Reset." Press the "Select" softkey.
3. Move the indicator to "Yes" and press the "Select" softkey. Confirm the action once more and the phone will reboot with the default settings.

## Basic Operation

Your phone provides the convenience of four separate telephone lines, each with its own phone number. It can have up to ten telephones or cordless handsets sharing multiple lines. Each station is connected to all others via intercom.

### Making Calls with the Handset

1. Pick up the handset and the phone automatically selects the priority line. If the priority line is in use, it will select the next open line or you may select a line by pressing the corresponding line key.
2. Wait for the dial tone, then dial a phone number.
3. Hang up the handset when finished.

### Making Calls with the Speakerphone

1. Press the Speakerphone button and the phone automatically selects the priority line. If the priority line is in use, it will select the next open line or you may select a line by pressing the corresponding line key.
2. Wait for the dial tone, then dial a phone number.
3. Press the Speakerphone button when finished.

### Making Calls with the Optional Headset

1. Connect the headset plug into the headset jack on the right side of the base.
2. Adjust the headset so the microphone is approximately 2 to 3 inches away from your mouth.
3. Press the Headset button and the phone automatically selects the priority line. If the priority line is in use, it will select the next open line or you may select a line by pressing the corresponding line key.
4. Wait for the dial tone, then dial a phone number.
5. Press the Headset button when finished.

*NOTE: The Unison system will work with most telecom headsets that have a 2.5mm headset jack.*

For servicing or replacement, you can purchase a suitable headset through service centre or retailer shop. Pour l'entretien ou le remplacement, vous pouvez acheter un écouteur approprié par le centre commercial ou le magasin de détaillant.

### Pre-dialing

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

2. Press the **"Dial"** softkey, press the Speaker button or lift the handset to take a line and the number will automatically be dialed. Press the **"Clear"** softkey to delete the previous digit and the **"Home"** softkey to cancel the call before dialing.

### **Answering Calls**

When receiving an incoming call, you may:

1. Pick up the handset
2. Press the Speakerphone button
3. Press the Headset button
4. Press the Line button corresponding to the line the incoming call is on. This will activate Speakerphone mode.
5. When finished, hang up the handset, press the Headset button or press the Speakerphone button.

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

1. To switch to the speakerphone, press the Speakerphone button. Replace the handset in the cradle.
2. To switch to the handset, lift it out of the cradle. The speakerphone or headset mode will switch off automatically.
3. To switch to the headset, make sure your headset is plugged into the headset port and press the Headset button. Replace the handset in the cradle.

### **Mute**

If you are on an active call and do not wish the other party to hear you, use the Mute feature. You will still, however, be able to hear them.

1. Press the Mute button to toggle the feature. The indicator light on the button will stay lit for as long as the call is muted.
2. Press the Mute button again to unmute the call.

### **Do Not Disturb**

This feature will disable your telephone's ringer for a set period of time to prevent incoming calls from interrupting. When an incoming call or intercom call occurs, the status indicators will light up but the phone will not ring.

1. Press the DND button when the phone is in idle mode.
2. Using the up and down keys on the directional pad, choose the duration you wish to remain undisturbed. You may select as few as 15 minutes or as long as 24 hours. After that time expires, the phone will automatically turn off the DND feature.
3. Press the **"Select"** softkey to enable DND for your chosen duration. A DND timer will appear on the top of the display indicating how much time remains before the DND feature is automatically turned off. DND can be cancelled manually at any time by pressing the DND key again.

### **Line Privacy**

This feature, when enabled, will prevent other phones on the same system from accessing the line used by your active call.

1. Press the **"Menu"** softkey while in idle mode.
2. Using the directional pad, move the indicator to **"Phone Settings."** Press the **"Select"** softkey.
3. Move the indicator to **"Line Privacy"** and press the **"Select"** softkey.

4. Choose “ Yes ” or “ No ” and press the “ Select ” soft key.

## **Hold**

### **Placing a Call on Hold**

When on an active call, press the hold button to put the line in use on hold. The line indicator for the held line will flash red on each phone on the system. The caller will hear either your Music on Hold selection or a reminder beep, letting them know the call is still connected.

### **Releasing a Call from Hold**

Once a call is placed on hold, it can be released from hold on any phone on the system that has access to that phone line. Press the corresponding Line key or the Hold button to release that line’s call from hold. The call will now be active on the Speakerphone. If you wish to change modes, either lift the handset or press the headset button after pressing the Line key.

## **Transferring and Conferencing**

### **Transferring a Call to Another Station**

1. While on an active call, press the “**X-fer**” softkey.
2. A list of the extensions on your system will appear on the display. Using the up and down keys of the directional pad, choose the destination extension for your call and press the “**Select**” softkey.
3. Selecting an extension will initiate an intercom call to that extension. If you do not wish to attend the transfer, you may hang up now and the call transfer will be completed. For an attended transfer, wait until the other party has answered, then press the “**Conf**” softkey when you are ready to include all parties. When you hang up, their call will continue.

### **Conference Calls**

1. While on an active call, press the Hold button to put that call on hold.
2. The phone will return to the idle screen. Make another call as usual by dialing the number or pressing the desired intercom key.
3. When the second call is connected, press the “**Conf**” softkey. The two active calls will be put into conference with you.

## **Intercom Calls**

### **Making an Intercom Call**

Press the Programmable Feature Key button to the left or right of the display that corresponds to the intended recipient. The phone will immediately begin the call in Speakerphone mode. To switch to handset, lift the handset from the cradle. To switch to headset mode, press the Headset button.

### **Answering an Intercom Call**

When you receive an intercom call, the display will indicate who the call is from and the corresponding intercom button of that phone will flash. To answer the call, lift the handset, press the Speakerphone button or the Headset button.

## **Caller ID**

Press the **"Calls"** softkey to bring up the Call History screen. This summary screen shows the current time, date and the phone number of the last 5 calls to this phone. Using the up and down keys on the directional pad, you can scroll through the call history. To redial a record, simply move the indicator to the desired call record and lift the handset, press the Speakerphone button, or press the Headset button. You may also press the corresponding PFK button to redial that record.

### **Viewing a Caller ID Record**

Using the up and down keys on the directional pad, scroll to the desired call record. Press the **"View"** softkey. This will display the full record of the call, including the full phone number, the date, the time and which line the call came in on. From here you can also dial the number using the handset, speakerphone or headset.

*NOTE: Each phone can store up to 99 caller ID records. When the memory is full, a new call record automatically replaces the oldest call in memory.*

### **Storing a Caller ID Record in the Phonebook**

1. Using the up and down keys on the directional pad, scroll to the desired call record. Press the **"View"** softkey. This will bring up the detailed record of the call. Press the **"Store"** softkey.
2. You will be prompted to add a name to the Phonebook record. Using the alphanumeric dial pad, enter a name up to 16 characters. More than one letter is stored in each of the number keys. For example, to enter "Lorraine," press the 5 key three times for the letter L, press the the 6 key three times for the letter O, press the 7 key three times for the letter R, and so on. If you make a mistake, press the **"Clear"** softkey to delete the previous character. When finished, press the **"Select"** softkey.
3. You will then be asked to confirm the phone number for this record. You can delete characters using the **"Clear"** softkey and enter numbers using the dial pad. When finished, press the **"Save"** softkey.
4. If you would like the entry to be saved into the Phonebook, press the **"Ph.Book"** softkey. If you would like the record save into the speed dials, press the **"Speed"** softkey.
5. If you save to the speed dials, you will be prompted to pick a location for the speed dial. Using the **">>>"** and **"<<<"** softkeys, navigate to the desired page and select a location using the softkeys on the right and left of the display.

### **Deleting a Caller ID Record**

1. Using the up and down keys on the directional pad, scroll to the desired call record. Press the **"Delete"** softkey.
2. You will be asked to confirm the deletion. Press the **"Yes"** softkey to permanently delete the record. Press the **"No"** softkey to cancel.

### **Deleting all Caller ID Records**

1. Press and hold the **"Delete"** softkey for 3 seconds.
2. You will be asked to confirm the deletion of all records. Press the **"Yes"** softkey to permanently delete all caller ID records. Press the **"No"** softkey to cancel.

## Call Waiting Caller ID

This feature allows you to see who is calling when you hear the call waiting beep. The caller identification information appears on the display after you hear the tone. Press the **"Flash"** softkey to put the current active call on hold and answer the incoming call.

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

## Phonebook

### Dialing a Phonebook Record

Press the **"Ph.Book"** softkey to bring you to the Phonebook screen. This summary screen shows the name assigned to each phonebook record, stored in alphabetical order. Using the up and down keys on the directional pad, you can scroll through the phonebook entries. To dial a record, simply move the indicator to the desired record and lift the handset, press the Speakerphone button, or press the Headset button. **You may also press the hold and answering PFK button to redial that record.**

### Viewing a Phonebook Record

Using the up and down keys on the directional pad, scroll to the desired phonebook record. Press the **"View"** softkey. From here you can also dial the number using the handset, speakerphone or headset.

### Creating a New Phonebook Record

1. Press the **"New"** softkey to create a new phonebook record.
2. You will be prompted to add a name to the Phonebook record. Using the alphanumeric dial pad, enter a name up to 16 characters. More than one letter is stored in each of the number keys. For example, to enter "Lorraine," press the 5 key three times for the letter L, press the the 6 key three times for the letter O, press the 7 key three times for the letter R, and so on. If you make a mistake, press the **"Clear"** softkey to delete the previous character. When finished, press the **"Select"** softkey.
3. You will be prompted to enter the phone number of this phonebook record. Using the numbers on the dial pad, enter the phone number. If you make a mistake, press the **"Clear"** softkey to delete the previous character. When finished, press the **"Save"** softkey.

### Editing a Phonebook Record

1. Using the up and down keys on the directional pad, scroll to the desired call record. Press the **"View"** softkey. This will take you to the detailed view of the record. Press the **"Edit"** softkey.
2. You will be prompted to confirm or change the name of the Phonebook record. Using the alphanumeric dial pad, enter a name up to 16 characters. More than one letter is stored in each of the number keys. For example, to enter "Lorraine," press the 5 key three times for the letter L, press the the 6 key three times for the letter O, press the 7 key three times for the letter R, and so on. If you make a mistake, press the **"Clear"** softkey to delete the previous character. When finished, press the **"Select"** softkey.
3. You will then be asked to confirm or change the phone number for this record. You can delete characters using the **"Clear"** softkey and enter numbers using the dial pad. When finished, press the **"Save"** softkey.

### Deleting a Phonebook Record

1. Using the up and down keys on the directional pad, scroll to the desired phonebook record. Press the

**“View”** softkey on the left side of the display. This will take you to the detailed view of the record. Press the **“Delete”** softkey.

2. You will be asked to confirm the deletion. Press the **“Yes”** softkey to permanently delete the record. Press the **“No”** softkey to cancel.

## **Answering System**

Each extension on the system can have access to a mailbox of it's own on the answering system. The Answering System can store approximately 200 minutes of messages, memos, and announcements. If there is a new message waiting, the light on the **“Ans Sys”** button will be lit.

### **Turning the Answering System On and Off**

1. Press the **“Menu”** softkey while in idle mode.
2. Using the directional pad, move the indicator to **“Answering System.”** Press the **“Select”** softkey.
3. Move the indicator to **“General MB On/Off”** and press the **“Select”** softkey.
4. Select **“On”**, **“Off”**, or **“Announce Only”** if you wish to have a greeting for callers but do not want them to be able to leave a message.

### **Playing Messages**

When you have messages the light on the **“Ans Sys”** button will be blinking.

1. Press the **“Ans Sys”** button while in idle mode.
2. Using the directional pad, move the indicator to **“Play Messages”** Press the **“Select”** softkey.
3. Starting with your newest messages, all messages will be played. Messages are played through the Speakerphone by default. If you wish to hear your messages through the handset, lift it out of the cradle after pressing the **“Play Messages”** softkey. To stop playback of messages, press the **“Stop”** softkey at any time.

### **Deleting Messages**

To delete the message that is currently playing, press the **“Delete”** softkey. You will be asked to confirm the deletion by pressing the **“Yes”** or **“No”** softkeys.

To delete all old messages on the answering system, move the indicator to the **“Delete All Old”** option and press the **“Select”** softkey. You will be asked to confirm the deletion by pressing the **“Yes”** or **“No”** softkeys.

### **Forwarding a Message to Another Extension**

1. If you wish to forward the current message to another extension, press the **“Fwd”** softkey during playback.
2. Select the extension to which you wish to send the message by **pressing the corresponding PFK key next to their name**. The message will arrive in their mailbox as a new message.

### **Recording a Greeting**

1. Press the **“Menu”** softkey while in idle mode.
2. Using the directional pad, move the indicator to **“Answering System.”** Press the **“Select”** softkey.
3. Choose either the **“General Greeting”** or **“Announce Only”** greeting. Move the indicator to your choice

and press the **"Select"** softkey.

*NOTE: The Announce Only option will not allow callers to leave a message after playing.*

4. Select **"Record Greeting"** and press the **"Select"** softkey.

5. Record your message. **Press the "Save" softkey.** The greeting will play back for you and automatically save. If you are not satisfied, simply select the **"Record Greeting"** option again and re-record.

### **Playback of a Greeting**

1. Press the **"Menu"** softkey while in idle mode.

2. Using the directional pad, move the indicator to **"Answering System."** Press the **"Select"** softkey.

3. Choose either the **"General Greeting"** or **"Announce Only"** greeting. Move the indicator to your choice and press the **"Select"** softkey.

4. Select **"Play Greeting"** and press the **"Select"** softkey. Your current greeting will be played.

### **Call Screening**

If you wish incoming messages to be played over the speakerphone, activate the Call Screening feature. To take the call, pick up the handset and the answering system will stop recording.

1. Press the **"Menu"** softkey while in idle mode.

2. Using the directional pad, move the indicator to **"Answering System"** Press the **"Select"** softkey.

3. Move the indicator to **"Call Screening"** and press the **"Select"** softkey.

4. Select **"On"** or **"Off"** and press the **"Select"** softkey.

### **Memo Recording**

This feature allows you to record a memo to yourself and store it on the answering system.

1. Press the **"Ans Sys"** button while in idle mode.

2. Using the directional pad, move the indicator to **"Record Memo"** Press the **"Select"** softkey.

3. Record your memo after the beep. Press the **"Finish"** softkey when your memo is complete.

*NOTE: Your memo will be stored with your other incoming messages in your inbox. To hear it again, play your messages.*

### **Two-Way recording**

*If you are on an active call, you can record a phone conversation.*

*1. While on a call, press Rec PFK key to begin recording the conversation.*

*2. If you want to end, press Stop PFK key to stop recording. This is considered standard message and will be included in the message counter.*

*Note: Before start to record the phone conversation, suggest you to tell the party you are speaking to that the conversation will be recorded.*

### **Accessing the Answering System from Another Location**

You can access many features of this answering system when you are away from your phone. To access your mailbox, you must turn on the remote function and set a three-digit remote password.

*NOTE: You Answering System must be set to On for this feature to function.*

### **Setting up Remote Access**

1. Press the **"Menu"** softkey while in idle mode.

2. Using the directional pad, move the indicator to **"Answering System"** Press the **"Select"** softkey.

3. Move the indicator to **"Remote Password"** and press the **"Select"** softkey.

4. Activate the feature by highlighting the **"On"** option and pressing the **"Select"** softkey.

- 5 After the feature is activated, return to the menu and highlight the "Set Passcode" option and press the "Select" softkey.
6. Using the key pad, enter your three digit passcode, then press the "Select" softkey.

### Accessing your messages remotely

1. From a phone outside of your Unison phone system, dial one of the phone numbers your system uses. **When the Answering System answers**, enter the number of the extension whose messages you wish to check.
2. After the Answering System answers and plays your greeting, enter your three digit remote access passcode.
3. If the passcode is entered correctly, the Answering System will play your messages. The voice menu will also direct you to the following options:
  - Press 2 to play messages, press 2 again to stop
  - Press 3 to skip
  - Press 1 to review
  - Press 0 while playing message to erase
  - Press 4 to turn on and off
  - Press 6 to play greeting
  - Press 7 to review menu again
4. When finished reviewing your messages, hang up.

### Answer Delay

This sets the number of rings before the answering system picks up the call.

1. Press the "Menu" softkey while in idle mode.
2. Using the directional pad, move the indicator to "Answering System." Press the "Select" softkey.
3. Move the indicator to "Answer delay" and press the "Select" softkey.
4. Select either 3 rings up to 10 rings, or Toll Saver. The default is 2 rings.
5. Press the "Select" softkey to save.

*NOTE: Toll Saver can save you the cost of a call when you access your message from another phone.*

- If you have new messages, the unit answers after the 3rd ring.

- If you have no new messages, the unit answers after the 5th ring.

- You can hang up after the 3rd or 4th ring and save the pay telephone or long distance charge.

### Message Length

1. Press the "Menu" softkey while in idle mode.
2. Using the directional pad, move the indicator to "Answering System." Press the "Select" softkey.
3. Move the indicator to "Message Length" and press the "Select" softkey.
4. Select either "No Limit," "1 Minute," or "2 Minutes" and press the "Select" softkey.

### Message Interrupt

When message interrupt is enabled, you will be able to interrupt an incoming caller leaving a message and make it an active call instead of a message in your mailbox.

1. Press the "Menu" softkey while in idle mode.
2. Using the directional pad, move the indicator to "Answering System." Press the "Select" softkey.
3. Move the indicator to "Message Interrupt" and press the "Select" softkey.
4. Select either "On" or "Off" and press the "Select" softkey.

### Digital Receptionist(U1000 only)

You can set the U1000 base phone to function as a Digital Receptionist. When the Digital Receptionist is on,

the U1000 automatically picks up a ringing line after the answer delay you programmed and plays the designated Digital Receptionist greeting. When a caller enters an extension number after hearing the greeting, the Digital Receptionist transfers the call to that extension. If the requested extension doesn't pick up within 45 seconds, the Digital Receptionist takes the call back and plays the greeting again. If the caller does not enter an extension number after hearing the message, the Digital Receptionist waits 5 seconds and replays the greeting for the caller. If the caller still does not enter an extension number within 5 seconds the call will be ended.

### **Turn Digital Receptionist On/Off**

1. Press the **"Menu"** softkey while in idle mode.
2. Using the directional pad, move the indicator to **"Digital Receptionist"** Press the **"Select"** softkey.
3. Move the indicator to **"D.R. On/Off"** and press the **"Select"** softkey.
4. Using the up and down keys on the directional pad, select the line on which you wish to activate or deactivate the Digital Receptionist. Press the left and right keys to toggle on or off. Press the **"Select"** softkey when finished.

### **Digital Receptionist Greetings**

There are three different Digital Receptionist outgoing messages. They are Day Greeting, Night Greeting and Auxiliary Greeting.

Day Greeting is played during the time you set as day time. Night Greeting is played during the time you set as night time. This can be helpful if you want different messages played during and after business hours. The default greeting for both greetings is

"Hello, please enter your party's extension. If you do not know the extension number, press zero (0), zero (0)."

The Auxiliary Greeting is played when an outside caller presses the "0" key twice after hearing the Day or Night message. It can be used for an extension list or to inform the caller how to reach the company operator. The Default Auxiliary Greeting is "Please enter your party's extension."

### **Recording your Own Greeting**

To customize your Digital Receptionist greeting for either the Day, Night or Auxiliary Greeting, follow these steps:

1. Press the **"Menu"** softkey while in idle mode.
2. Using the directional pad, move the indicator to **"Digital Receptionist."** Press the **"Select"** softkey.
3. Using the up and down keys on the directional pad, select **"Day Greeting," "Night Greeting"** or **"Auxiliary Greeting."** Press the **"Select"** softkey.
4. Select the **"Record Greeting"** option. Speak your greeting into the Speakerphone. **Press the "Save" softkey** when you are finished. Your recorded greeting will be played back to you. If you are not satisfied with the greeting, simply select "Record Greeting" and try again.

### **Playback or Delete Greeting**

If you wish to review or delete your greeting, follow these steps:

1. Press the **"Menu"** softkey while in idle mode.
2. Using the directional pad, move the indicator to **"Digital Receptionist."** Press the **"Select"** softkey.
3. Using the up and down keys on the directional pad, select **"Day Greeting," "Night Greeting"** or **"Auxiliary Greeting."** Press the **"Select"** softkey.
4. Select **"Play Greeting."** This will play back the current greeting.

5. If you would like to delete this greeting, use the directional pad to select the **"Delete"** option. Confirm your selection by pressing the **"Select"** softkey. This will remove this greeting and replace it with the default greeting.

### **Answer Delay**

In some circumstances you may wish to have the Digital Receptionist wait longer than the default 6 seconds before picking up. To change this setting:

1. Press the **"Menu"** softkey while in idle mode.
2. Using the directional pad, move the indicator to **"Digital Receptionist."** Press the **"Select"** softkey.
3. Move the indicator to **"Answer Delay"** and press the **"Select"** softkey.
4. Select anywhere from 6 seconds to 13 seconds and press the **"Select"** softkey.

### **Night Time On/Off**

If you wish to have a separate greeting play after hours, activate the Night Time mode and set up your Office Hours.

1. Press the **"Menu"** softkey while in idle mode.
2. Using the directional pad, move the indicator to **"Digital Receptionist."** Press the **"Select"** softkey.
3. Move the indicator to **"Night Time"** and press the **"Select"** softkey.
4. Select **"On"** or **"Off"** and press the **"Select"** softkey.

### **Setting Up Office Hours**

The default office hours are set from 8:00am to 5:00pm. If the Night Time feature is active, the Day Greeting will play during these hours. After these hours, the Night Greeting will play. You may also customize these hours to match your own office hours.

1. Press the **"Menu"** softkey while in idle mode.
2. Using the directional pad, move the indicator to **"Digital Receptionist."** Press the **"Select"** softkey.
3. Move the indicator to **"Announcement Time"** and press the **"Select"** softkey.
4. Using the directional pad and the key pad, highlight and change the time to better match your own office hours. Press the **"Am/Pm"** softkey to toggle the currently selected time from AM to PM or from PM to AM. Press the **"Save"** softkey to finalize your entries.

*NOTE: The system will only accept hours that are between 01:00 and 12:00.*

### **Weekend Greeting**

If your office is closed on the weekend and you would like the Night Greeting played during those days, set the Weekend Greeting to **"Use Night Greeting."** Otherwise you can set it to behave the same each day of the week with **"Use Day Greeting."**

1. Press the **"Menu"** softkey while in idle mode.
2. Using the directional pad, move the indicator to **"Digital Receptionist."** Press the **"Select"** softkey.
3. Move the indicator to **"Weekend Greeting"** and press the **"Select"** softkey.
4. Select "Use Night Greeting" or **"Use Day Greeting"** and press the **"Select"** softkey.

### **Music on Hold**

The Unison phone system has a customizable Music On Hold feature that allows you to play the following options to held calls:

- A beep to remind callers their call is still active;
- A preloaded musical track;
- A custom track or message recorded onto the phone's memory;

A custom track or message played live through the auxiliary port;  
Or if you prefer, you can select no Music on Hold.

### **Choosing the Music on Hold source**

1. Press the **"Menu"** softkey while in idle mode.
2. Using the directional pad, move the indicator to **"Music On Hold."** Press the **"Select"** softkey.
3. Move the indicator to **"M.O.H. Source"** and press the **"Select"** softkey.
4. Make your choice on which source you will use and press the **"Select"** softkey.

### **Recording your custom Music on Hold**

1. Plug a compatible device into the provided auxiliary cord and plug that cord into the headset port.
2. Press the **"Menu"** softkey while in idle mode.
2. Using the directional pad, move the indicator to **"Music On Hold."** Press the **"Select"** softkey.
3. Select the **"Record M.O.H."** option. Play your message or music selection on your device.
4. When you are finished recording, press the **"Save"** softkey.

### **Playing your Custom Music on Hold through the Auxiliary Port**

1. Plug a compatible device into the provided auxiliary cord and plug that cord into the headset port.
2. Press the **"Menu"** softkey while in idle mode.
3. Using the directional pad, move the indicator to **"Music On Hold."** Press the **"Select"** softkey.
4. Move the indicator to **"M.O.H. Source"** and press the **"Select"** softkey.
5. Select **"Auxiliary In"** and press the **"Select"** softkey. As long as that device is plugged in and playing, it will be heard by all held calls on the system.

## **Troubleshooting**

### **Operation By Battery**

If the power cord is not plugged into the unit, and the battery is available the unit will enter Battery Operation Mode. The Battery Operation Mode is designed to allow users to continue use of the phones during a power outage and is not intended for prolonged use.

### **No dial tone**

- Check or repeat installation steps:
- Make sure the telephone line cords are connected to the phone and the wall jack. Make sure the line cords are not damaged.
- Make sure the telephone handset cord is connected to the phone and to the headset. Make sure the cord is not damaged.
- Make sure the hook switch pops up when the handset is lifted.
- Check the SPEAKER button. Make sure the indicator is off.
- Disconnect the phone from the wall jack and connect another phone to the same jack. If there is no dial tone in the second phone, the problem might be your wiring or local service.

**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.
- You may have too many extension phones on your line. Try unplugging some phones.
- See solutions for “No dial tone.”
- If the phone is an extension, make sure the phone is properly registered with the U1000 base.

**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?
- Make sure the phone number is formatted properly

**"Battery Low" shows in the display**

- The 5 “AAA” batteries need replacing or are improperly installed or not installed at all.

**Intercom does not function correctly**

- Make sure all extension phones are properly registered to the U1000 base.
- Make sure all extension phones are within **range** of the U1000 base and there are no major sources of interference nearby.

**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 modification 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 inquiries to:

**Telefield NA Inc.  
Manager, Consumer Relations  
4915 SW Griffith Dr. #302  
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 will your warranty cover?*

- 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 to 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. You may be asked to disconnect your RCA telephone from the power source, so 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 prepaid. 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, if applicable
- Damage from misuse or neglect
- Products that have been modified or serviced outside the USA
- Products purchased from non-authorized retailers, dealers or resellers
  - Products purchased or serviced outside the USA
- Acts of nature, such as, but not limited to lightning damage
- 3rd party products, such as headsets
- Installation and setup service adjustments
- Batteries, if applicable
- Damage from misuse or neglect
- Products that have been modified or serviced outside the USA
- Products purchased from non-authorized retailers, dealers or resellers
  - Products purchased or serviced outside the USA
- Acts of nature, such as, but not limited to lightning damage
- 3rd party products, such as headsets

### **Product Registration:**

- Please visit <http://www.rca4business.com/registration/> to register your product. It will make it easier to contact you should it ever be necessary. The registration of your product 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 GOVERNED BY THE LAWS OF THE STATE OF OREGON. EXCEPT TO THE EXTENT PROHIBITED BY APPLICABLE LAW, ANY IMPLIED WARRANTY OF MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE ON THIS PRODUCT IS LIMITED TO THE APPLICABLE WARRANTY PERIOD SET FORTH ABOVE.

*How state law relates to this warranty:*

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

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

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

**Visit the RCA web site at [www.rca4business.com](http://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. #302  
Beaverton, Or 97005**

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