



## Slimline Phone User's Guide

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

Visit the RCA web site at [www.rca4phones.com](http://www.rca4phones.com)

### Model 1103

## Equipment Approval Information

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

### 1 Notification to the Local Telephone Company

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

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

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

### Notes

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

US Number is located on the cabinet bottom.  
REN Number is located on the cabinet bottom.

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

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

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

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

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

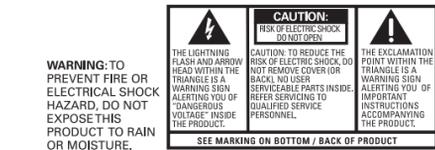
Notice: The changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate the equipment.

## Hearing Aid Compatibility (HAC)

This telephone system meets FCC standards for Hearing Aid Compatibility.

### 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.



### Industry Canada (I.C.) Notice

This product meets the applicable Industry Canada technical specifications.

Le présent matériel est conforme aux spécifications techniques applicables d'Industrie Canada."

The Ringer Equivalence Number is an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed five.

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

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

## IMPORTANT SAFETY INSTRUCTIONS

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

## Introduction

Your telephone is designed to give you flexibility in use and high quality performance. To get the most from your new telephone, we suggest that you take a few minutes right now to read through this instruction manual.

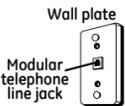
**CAUTION: When using telephone equipment, there are basic safety instructions that should always be followed. Refer to the IMPORTANT SAFETY INSTRUCTIONS provided with this product and save them for future reference.**

**NOTE: This phone uses Touch-Tone dialing service only. For this telephone to function properly, you must use Touch-Tone service available through your local telephone company.**

## Before You Begin

### Telephone Jack Requirements

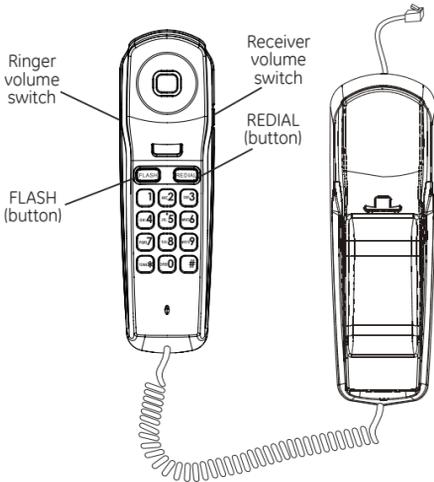
To use this phone, you need an RJ11C type modular telephone jack, which might look like the one pictured here, installed in your home. If you don't have a modular jack, call your local phone company to find out how to get one installed.



## 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 non-insulated telephone wires or terminals, unless the telephone line has been disconnected at the network interface.
- Use caution when installing or modifying telephone lines.
- Temporarily disconnect any equipment connected to the phone such as faxes, other phones, or modems.

## Handset Layout



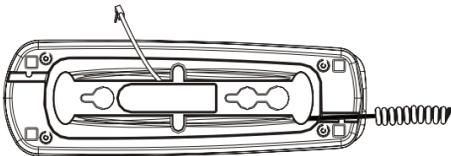
## Installing the Phone

Your telephone should be placed on a level surface such as a desk or table top, or you can mount it on a wall. A desktop/wall mounting pedestal is built into the base of the phone.

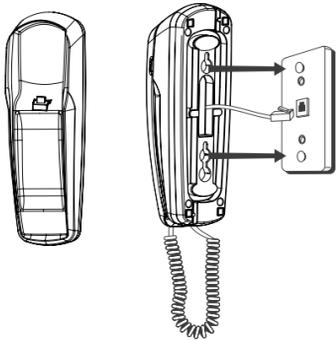
- Slide the RINGER volume switch (on the handset) to the desired volume.
- Set the receiver volume switch (on the handset) to the desired listening volume.
- Plug the telephone line cord into a modular wall phone jack.
- Store the extra cord in the grooves in the base.

### Wall Mount Installation

Your telephone may also be mounted on a wall plate (not included). **NOTE: In desktop or wall mount mode, you may want to wrap the excess telephone line cord around the mounting bracket on the bottom of the base.**



- Plug the telephone line cord into a modular wall phone jack.
- Slip the mounting holes on the base over the wall plate posts and firmly slide the unit down into place (wall plate not included).



## Telephone Operation

### Redial

This unit redials up to 32 digits. To automatically redial the last number you called:

- Pick up the handset and wait for a dial tone.
- Press the redial button.

### Flash

Press the **flash** button to activate custom calling services such as call waiting or call transfer. Custom calling services are provided by the phone company.

### Receiver Volume

You may control the listening level with the volume switch on the bottom of the handset. It has 3 levels: lo, mid, and high.

### Ringer Volume

You may control the ringer volume level with the switch located below the redial button on the handset.

- = ringer tone will be loud
- = ringer tone will be low
- = telephone will not ring

## Troubleshooting Tips

No dial tone.

- Press and release the hook switch. Check the hook switch: Does it fully extend when the handset is lifted from the cradle?
- Phone doesn't ring.
- Make sure RINGER switch (located on the handset) is set to loud or low.
- Are you using too many phones on one line? (The total REN of all phones on the same line should not be greater than the maximum REN for your calling area. See Equipment Approval Information).
- Other party cannot hear you.
- Make sure phone cord is securely plugged in.
- Make sure extension phones are on the hook at the same time you're using the phone. It is normal for the volume to drop when additional extension phones are used at the same time. Phone "howls" when handset is placed near the base and handset volume level is too high.
- This is normal feedback due to handset volume level being set to maximum.

## 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 and other rough treatment to the phone.
- Clean with a soft cloth.
- Never use a strong cleaning agent or abrasive powder because this will damage the finish.
- Retain the original packaging in case you need to ship the phone at a later date.

## Warranty Assistance

Your sales receipt will be required to demonstrate proof of purchase in order to validate your warranty eligibility. You may want to attach either the original, or a photocopy, of your sales receipt to this booklet for future reference.

If this product was received as a gift, it is suggested you jot down the date of gift receipt, as this information will be valuable should service be required during the warranty period. If the equipment is causing harm to the telephone network, the telephone company may require that you disconnect the equipment until the problem is resolved.

Purchase Date or Date Received as Gift \_\_\_\_\_  
Name of Store \_\_\_\_\_

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

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

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

If the equipment is causing harm to the telephone network, the telephone company may require that you disconnect the equipment until the problem is resolved.

## Limited Warranty

**What your limited warranty covers:**

- Defects in materials or workmanship.

**For how long after your purchase:**

- One year, from date of purchase. Please retain your sales receipt, as that will act as your proof of purchase in order to validate warranty status.

**What we will do:**

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

**How to get service:**

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

**If you are within your limited warranty period and it is determined that service is required:**

- We will ask that you properly pack your product to avoid shipping damage. We recommend that you use the original carton and packing materials.
- We will ask you to include with your product the following:
  - Your name, return shipping address and daytime phone number handwritten or typed on a sheet of paper
  - A legible copy of your sales receipt ( please do not send the original sales receipt )
- Ship your product prepaid, to the address we provide. We suggest shipping your product via a traceable carrier, as we are not responsible for lost, mis-directed or damaged shipments. You may want to write the date shipped, carrier and tracking number here: \_\_\_\_\_

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

**What your limited warranty does not cover:**

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

**Limitation of Warranty:**

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

**How state law relates to this warranty:**

Some states do not allow the exclusion nor limitation of incidental or consequential damages, or limitations on how long an implied warranty lasts so the above limitations or exclusions may not apply to you.

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

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

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

**Product Registration:**

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