

ClearCaptions®

Phone Guide

Clearly, a good call.



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Your Captioning Experience



**Listen first, then read
the captions**



**Ask callers to speak
slowly and clearly**



**Allow a few moments
for your captions
to appear**



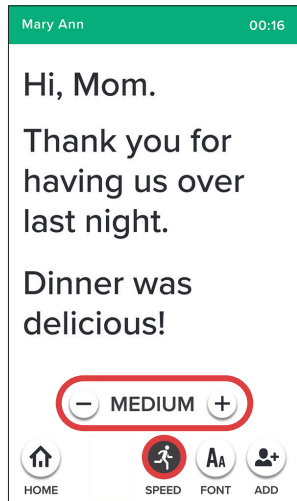
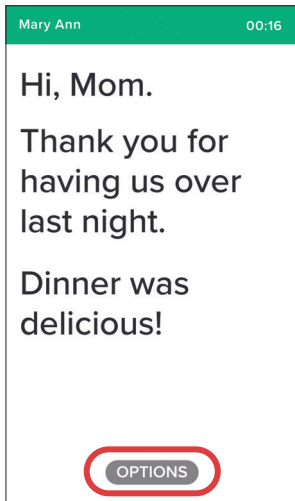
**Eliminate
background noise**



**Some names and words
may appear differently on
the screen. For example:
“two” and “to”**

Caption Speed

1. During a call, tap the **Options** button near the bottom of your screen
2. Tap the  **Speed** icon
3. Tap + or – icons to adjust your caption speed to **Slow, Medium** or **Fast**



Making and Answering Calls

Making a Call

1. Dial the 10-digit number you wish to call, or see page 6 to call a Contact or Favorite
2. Lift the handset or press the  **Speaker** button
3. The phone will start dialing and captions will appear a few moments after the call is connected

Answering a Call

1. When receiving a call, pick up the handset or press the  **Speaker** button
2. Captions will appear a few moments after the call starts

To end a call, place the handset securely on the phone cradle or press the  **Speaker** button.

REMINDER: Only qualified individuals who are registered with ClearCaptions can use the phone with captions turned ON. Others who are not registered for the service may also use the phone if captions are turned OFF.

Adding Contacts and Favorites

Adding a Contact

1. On the Home screen, tap the  **Contacts** icon
2. Tap the  **Add** icon on the bottom of the screen
3. Type in the first name, last name and phone number of the contact you wish to add
4. Tap the  **Save** button

Adding a Favorite

1. On the Home screen, tap the  **Contacts** icon
2. Tap the contact you wish to add to Favorites
3. Tap the  **Heart** icon next to the number or numbers you'd like to add to Favorites
4. Tap the  **Yes** button to confirm

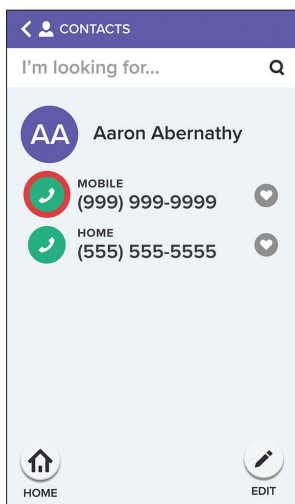
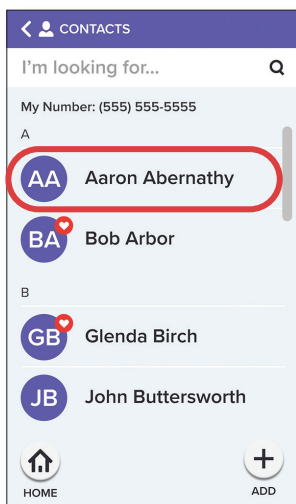
Calling Contacts and Favorites

Calling a Contact

1. On the Home screen, tap the  **Contacts** icon
2. From the list displayed, tap a Contact
3. Tap the  **Dial** icon for the contact to start the call

Calling a Favorite

1. On the Home screen, tap the  **Favorites** icon
2. From the list displayed, tap a Favorite

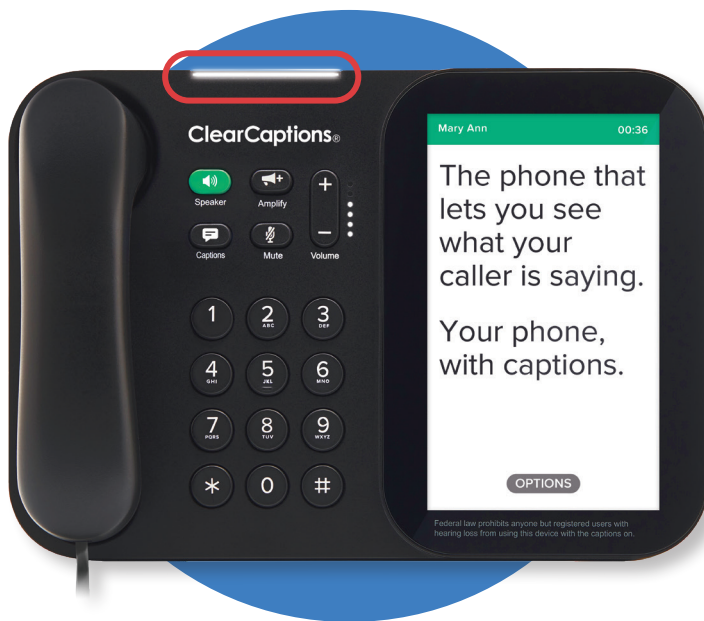


Light Bar

A flashing light will notify you of:

- **Incoming phone calls**
- **New voicemails**

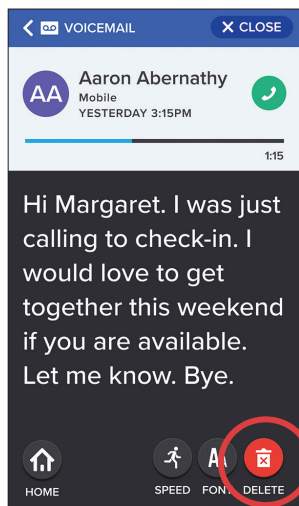
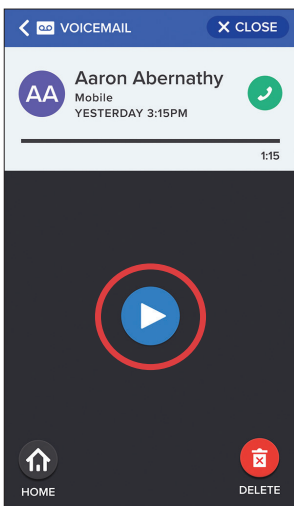
Once a new voicemail is played the light bar will stop flashing. A solid light means that the handset is off the hook.



Voicemail

Your  **Voicemail** icon will display a red dot with the number of new voicemails you have. Once you tap the voicemail and tap **Play**, you'll be able to hear the caller's voicemail and read the captions.

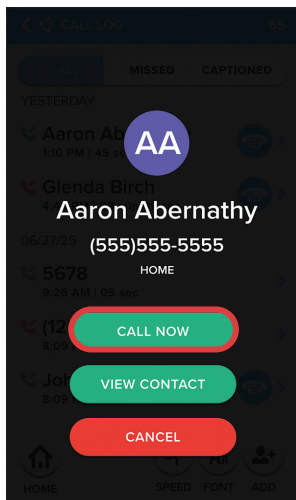
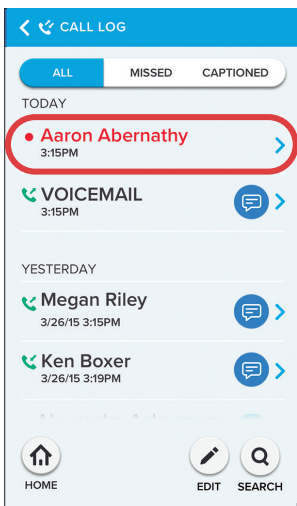
1. On the Home screen, tap the  **Voicemail** icon
2. From the list displayed, select the voicemail to play
3. Tap the  **Play** icon to listen to your voicemail
4. Tap the  **Delete** icon to delete the voicemail



Call Log

1. On the Home screen, tap the  **Call Log** icon
2. Here you can see a list of all calls made, missed, and received
3. To start a call from the  **Call Log**, tap the phone number or contact name, then tap the  **Call Now** button

You can also view saved captions from previous calls by tapping the  **Captions** icon.



Amplify Reset

PLEASE SEE CAUTION BELOW

WARNING! Your ClearCaptions Phone will remain at the volume that you set.

If you increase the volume above 18 dB, the

 **Amplify** button will turn red to let you know the phone is now at an amplified volume.

The Amplify Reset feature is OFF by default, keeping every call at the same, consistent volume. If others in your household use the phone, you may turn Amplify Reset ON to ensure the volume resets to a comfortable level for each new call.

To turn ON Amplify Reset:

1. On the Home screen, tap the  **Settings** icon
2. Tap the **Sounds** option
3. Tap **Amplify Reset** to **ON**



CAUTION: Phone volume amplification greater than 18 dB can cause damage to normal hearing.

Troubleshooting

No captions

Tap the **Tap to Fix Now** button. Follow the prompts to set up your network and password.

If you recently changed internet providers, enter the new network information.

If you continue to experience connectivity problems, press the red **Reset** button on the underside of the phone.



If you need additional assistance, call the ClearCaptions Support Team at **866-868-8695**.

Troubleshooting

No power

Check to see if your phone is plugged in or try plugging it into another outlet that you know works.

No dial tone (landline phone)

Check the handset and make sure it is securely placed on the phone cradle. A solid white light at the top of your phone means your handset may be off the hook.

Check any additional phones on the same line to ensure the handset is securely placed on the phone.

REMINDER: ClearCaptions is certified to provide a call captioning service (IP CTS) funded through a federal program administered by the Federal Communications Commission (FCC).

The FCC requires ClearCaptions to verify the account information you provided when you signed up for our service and share that information with the FCC's Telecommunications Relay Service User Registration Database (TRS-URD). This will allow us to continue to provide our service to you.

Regulatory Compliance and Warranty Information

RESPONSIBLE PARTY FOR REGULATORY COMPLIANCE

ClearCaptions, LLC
3026 Owen Drive, Suite 111
Antioch, TN 37013

PART 68 OF FCC RULES INFORMATION

This equipment complies with Part 68 of the FCC rules and the requirements and applicable technical criteria adopted by the ACTA. On the back of this equipment is a label that contains, among other information, a product identifier US: 7FLTE01ACC0031. If requested, this number must be provided to the telephone company.

Applicable cortication jack Universal Service Order Codes for this equipment:

RJ11 for PSTN connection

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 the product. It is designed to be connected to a compatible modular jack that is also compliant. See the Set-Up Wizard and Quick Start Guide for installation and user instructions for details.

The Ringer Equivalence Number ("REN") is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. For products approved after July 23, 2001, the REN for the product is part of the product identifier that has the format US: 7FLTE01ACC0031. The digits represented by 01A are the REN without a decimal point (e.g., 03 is a REN of 0.3).

If this equipment, ClearCaptions Phone, causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify you as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

If trouble is experienced with this equipment, ClearCaptions Phone, for repair or warranty information, please contact ClearCaptions Support Team at 1-866-868-8695. 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.

Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this equipment, ClearCaptions Phone, 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 equipment is hearing aid compatible as defined by the FCC in 47 CFR Section 68.316.

Data Equipment –

Ethernet, RJ11 = PSTN telephone, RJ 9 handset

ALLOWING THIS EQUIPMENT TO BE OPERATED IN SUCH A MANNER AS TO NOT PROVIDE FOR PROPER ANSWER SUPERVISION IS A VIOLATION OF PART 68 OF THE FCC'S RULES.

PROPER ANSWER SUPERVISION IS WHEN:

- A. This equipment returns answer supervision to the public switched telephone network (PSTN) when DID calls are:
 - Answered by the called station
 - Answered by the attendant
 - Routed to a recorded announcement that can be administered by the customer premises equipment (CPE) user.
 - Routed to a dial prompt
- B. This equipment returns answer supervision on all DID calls forwarded to the PSTN. Permissible exceptions are:
 - A call is unanswered
 - A busy tone is received
 - A reorder tone is received

As an Electrical Safety Advisory, this equipment does require an AC power adaptor and use of a surge protector is recommended.

When you hold the phone to your ear, noise might be heard in your Hearing Aid. Some Hearing Aids are not adequately shielded from external RF (radio frequency) energy. If noise occurs, use an optional headset accessory or the speakerphone option (if applicable) when using this phone. Consult with your audiologist or Hearing Aid manufacturer about the availability of Hearing Aids, which provide adequate shielding to RF energy commonly emitted by digital devices.

WHEN PROGRAMMING EMERGENCY NUMBERS AND (OR) MAKING TEST CALLS TO EMERGENCY NUMBERS:

- 1) Remain on the line and briefly explain to the dispatcher the reason for the call.
- 2) Perform such activities in the off-peak hours, such as early morning or late evenings.

To comply with state tariffs, the telephone company must be given notification prior to connection. In some states, the state public utility commission, public service commission or corporation commission must give prior approval of connection.

PART 15 OF FCC RULES 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.

CAUTION: As with any phone connected to the PSTN, privacy of communication may not be ensured when using this phone.

CAUTION: ClearCaptions is responsible for ensuring the phone is compliant with FCC regulations. Any physical changes or modifications made to the phone must be approved by ClearCaptions, otherwise you may no longer be able to use the phone.

NOTE: 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:

- Relocate the physical position of the device; antenna is located inside the phone.
- Relocate the equipment to create more space between the equipment and receiver.
- Plug the equipment into a different outlet than the receiver.
- Consult the dealer or an experienced radio/TV technician for help.

The phone is prohibited from use as a radio device for eavesdropping for the purpose of overhearing or recording the private conversations of others unless such use is authorized by all of the parties engaging in the conversation, or for use by any law enforcement officers conducted under lawful authority.

FCC RF Exposure Warning:

- This product complies with FCC radiation exposure limits set forth for an uncontrolled environment.
- To comply with FCC RF exposure requirements, the base unit and the wireless access point must be installed and used such that parts of the user's body other than the hands are maintained at a distance of approximately 20cm (8 inches) or more.
- These products may not be collocated or operated in conjunction with any other antenna or transmitter.

NOTICE:

- FCC ID can be found on the labels placed on the bottom/back of the unit. Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the company's inside wiring associated with a single line individual service may be extended by means of a certified connector assembly (tele-phone extension cord).
- The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.
- Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

WARNING: Users should not attempt to make such connections themselves, but should contact the appropriate electrical inspection authority, or electrician, as appropriate.

WARRANTY AND SERVICE INFORMATION:

The following warranty and service information applies only to products purchased and used in the U.S. For warranty information in other countries, please contact your local retailer or distributor.

Limited Warranty: ClearCaptions, LLC ("ClearCaptions") warrants to the original consumer purchaser that, except for limitations and exclusions set forth below, this product shall be free from defects in materials and workmanship for a period of one (1) year from the activation date of ClearCaptions telephone captioning service ("Warranty Period"). The obligation of ClearCaptions under this warranty shall be at ClearCaptions' option, without charge, of any part or unit that proves to be defective in material or workmanship during the Warranty Period which may include, repair or replacement of the ClearCaptions Phone with a new or refurbished device. In the event there are FCC regulations which prevent ClearCaptions from issuing you a replacement ClearCaptions Phone, ClearCaptions may provide you with a different ClearCaptions model as a replacement.

Exclusions from Warranty: This warranty applies only to defects in factory materials and factory workmanship. Any condition caused by accident, abuse, misuse or improper operation, violation of instructions furnished by ClearCaptions, destruction or alteration, improper electrical voltages or currents, or repair or maintenance attempted by anyone other than ClearCaptions or an authorized service center, is not a defect covered by this warranty. Telephone companies manufacture

different types of equipment and ClearCaptions does not warrant that its equipment is compatible with the equipment of a particular phone company.

Implied Warranties: Under state law, you may be entitled to the benefit of certain implied warranties. These implied warranties will continue in force only during the warranty period. Some states do allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Refunds: Upon request ClearCaptions shall provide a refund for thirty (30) days from the date of activation of the ClearCaptions telephone captioning service.

Incidental or Consequential Damages: Neither ClearCaptions nor your retail dealer or selling distributors has any responsibility for any incidental or consequential damages including without limitation, commercial loss or profit, or for any incidental expenses, loss of time, or inconvenience. Some states do not allow exclusion or limitation of incidental or consequential damage, so the above limitation or exclusion may not apply to you.

Other Legal Rights: This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

SERVICE INFORMATION

To obtain Warranty Service, please contact:

ClearCaptions, LLC

Tel: 1-866-868-8695

Please use the Return Merchandise Authorization information including in the shipping box for all returns or repairs.

The ClearCaptions Phone is only intended for use with the ClearCaptions telephone captioning service. A phone that is no longer activated for ClearCaptions service should be returned to ClearCaptions. The ClearCaption Phone shall only be sold or distributed by ClearCaptions or an authorized dealer and the end user is not authorized to resell or transfer ownership of the phone without ClearCaptions prior approval. All qualified users of the ClearCaptions Phone should contact ClearCaptions to ensure the phone is properly functioning, registered and activated for telephone captioning service prior to use.

ClearCaptions telephone captioning service is free for United States residents who have hearing loss. The ClearCaptions Phone is for use in the U.S. only. Users who do not need ClearCaptions telephone captioning service should only use the phone with the captions feature turned off. The ClearCaptions Phone is capable of storing sensitive information about the user, therefore when the phone is disposed, transferred or returned the user needs to reset the phone to erase any personal information. ClearCaptions combines technology and human interaction to create and display the captions to a user. A specially trained captioning assistant hears only the incoming audio and converts it to text that is accurately and nearly instantly delivered to the phone. Please be aware that the boost may be loud.

The ClearCaptions Phone is intended to facilitate telephone communication between two or more parties on a telephone call. Any other use of the phone is considered a violation or misuse of the service.

ClearCaptions is available in the United States and its territories only. FEDERAL LAW PROHIBITS ANYONE BUT REGISTERED USERS WITH HEARING LOSS FROM USING INTERNET PROTOCOL (IP) CAPTIONED TELEPHONES WITH THE CAPTIONS TURNED ON. IP Captioned Telephone Service may use a live operator. The operator generates captions of what the other party to the call says. These captions are then sent to your phone. There is a cost for each minute of captions generated, paid from a federally administered fund. No costs are passed along to individuals who qualify for the service.

Your Account Information

Fill in your information and keep this somewhere that is easily accessible.

Home phone number:

Internet service provider:

Wi-Fi username:

Wi-Fi password:

ClearCaptions Account:

ClearCaptions username:

Password:

PIN:

Contact details:

ClearCaptions Support Team: **866-868-8695**

ClearCaptions®

Learn more at clearcaptions.com