

# USING YOUR CrystalTone™



**Line-Powered Model**

**Ultratec**


305-009901

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## CONGRATULATIONS!

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Thank you for purchasing the Ultratec CrystalTone™ amplified telephone. With this phone you will be able to adjust not only the volume but also the clarity and quality of the sound. Your CrystalTone offers one of the highest levels of amplification available (true 35 dB), and it is hearing-aid compatible.




# OVERVIEW

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The CrystalTone works just like a standard telephone. It also has some very helpful features. Please take a few minutes to familiarize yourself with its capabilities.

## SPEED-DIAL EMERGENCY BUTTONS

The CrystalTone has three special buttons that you can program with emergency numbers. When you need to dial an emergency number quickly, such as the police, just lift the receiver and press the button labeled with the picture of a police badge (). The emergency buttons are NOT preprogrammed. You will need to program them before use (see “Saving Emergency Numbers” on page 8).

## SPEED-DIAL DIRECTORY BUTTONS

Save up to 10 frequently called numbers for easy dialing. Once the number is saved, simply lift the receiver and press the desired Speed-Dial button to place a call.

## REDIAL BUTTON

When you get a busysignal, you can call back later with the press of a button. The **REDIAL** button automatically calls the last number that was dialed.

## FLASH BUTTON

Some telephone service features like Call Waiting require a “hook flash” which is a very brief interruption of the connection like hanging up the phone for one second. The timing for a hook flash can be tricky but the **FLASH** button times it perfectly so you don’t have to worry about accidentally disconnecting your call.

## AUDIO JACK

You can connect some assistive listening devices and headsets directly into the CrystalTone audio jack (3.5 mm).

## HOLD BUTTON

You can place a call on hold by pressing the **HOLD** button. Neither you nor the person on the other end of the line will hear sounds from the line. To resume your conversation, press the **HOLD** button a second time.


## VOLUME (VOL)

Everyone in your house can use the CrystalTone. When you need more volume, just press the **VOL** button. The CrystalTone remembers any volume and tone adjustments made previously. The amplification turns off when the receiver is hung up or when **VOL** is pressed again.

## LOUD RING WITH RING INDICATOR

The ringer has a separate volume control so you can select the ring volume and pitch that work best for you. Plus, the Ring Indicator lights up whenever the phone rings to provide a visual alert.

## OUTGOING VOLUME

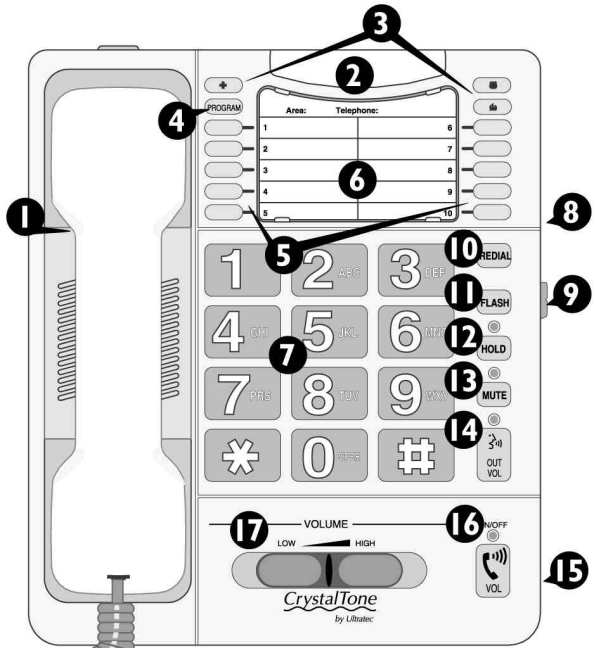
You can amplify the sound of your voice being heard by the person on the other end of the line with the  button (Outgoing Volume).

## MUTE BUTTON

You can silence your outgoing voice by pressing the **MUTE** button. The person on the other end of the line will not be able to hear sounds from where you are.

## TOP VIEW

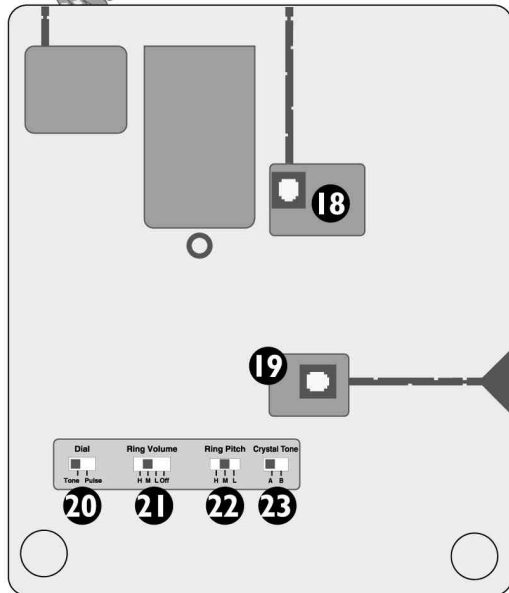
1. Handset hook
2. Ring Indicator
3. Speed-Dial  
Emergency buttons
4. Program button
5. Speed-Dial  
Directory buttons
6. Directory label
7. Number buttons
8. Ringer on/off switch
9. Conversation Tone control
10. Redial button
11. Flash button
12. Hold button and light
13. Mute button and light
14. Outgoing Volume button and light
15. Audio jack (3.5 mm)
16. Volume button and light
17. Volume slide control



## BOTTOM VIEW

(shown without desktop/wall adapter)

18. Telephone line jack
19. Handset cord jack
20. Dial switch
21. Ring Volume switch
22. Ring Pitch switch
23. Crystal Tone switch



# INSTALLATION

To set up the CrystalTone, all you do is connect the telephone line! You can also choose to mount the phone on the wall.

CrystalTone includes the following parts:

- ✓ CrystalTone amplified phone
- ✓ Handset with coiled cord
- ✓ 7-foot telephone line cord
- ✓ 6-inch telephone line cord (for use when mounting on wall)
- ✓ Desktop/wall adapter

▲ **CAUTION!** Do not plug the CrystalTone into any telephone line other than a standard, analog telephone line. Connection to a digital system may damage the CrystalTone or the telephone system and will void your warranty.

## 1. SELECTING A LOCATION

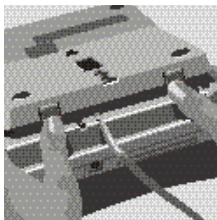
The CrystalTone requires a standard (analog) telephone line with either pulse or tone (also called touchtone) dialing. To use the CrystalTone with a digital system, some modifications to the telephone line are required.

Set up the CrystalTone in a place where:

- ✓ There is a phone jack nearby.
- ✓ The surface it is set on, or mounted to, is stable and secure.
- ✓ The area is protected from excessive heat or humidity.

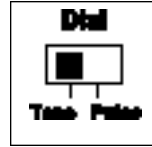
## 2. REMOVE DESKTOP/WALL ADAPTER

If it is connected, remove the desk-top/wall adapter. (This will be replaced after setup is complete.)



## 3. SETTING PULSE OR TONE DIALING

The CrystalTone is preset to use tone dialing because this is used by most telephone lines. If your line uses pulse dialing, move the switch located on the bottom of the CrystalTone to the “Pulse” setting.



## 4. SETTING UP THE CRYSTALSTONE

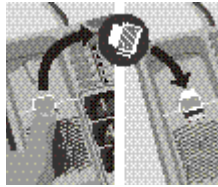
### For Desktop Use

1. Connect the uncoiled end of the handset cord to the jack on bottom of the CrystalTone. Plug the other end of the cord into the handset.
2. If the desktop/wall adapter is not removed, remove it now (see step 2).
3. Plug the telephone line cord into the telephone line jack on the bottom of the CrystalTone and the other end into the wall phone jack.
4. Replace the desktop/wall adapter so that the larger side is along the top edge of the CrystalTone.
5. Set the CrystalTone on a sturdy surface such as a desk, table or counter.

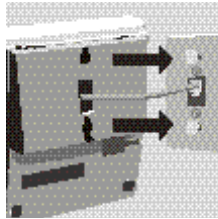


## Mounting on a Wall

1. Flip the handset hook over so that the hook points up and will hold the handset when you hang it up.
2. Connect the uncoiled end of the handset cord to the jack on bottom of the CrystalTone. Plug the other end of the cord into the handset.
3. Plug the 6-inch telephone line cord into the CrystalTone.
4. Replace the desktop/wall adapter so the larger side is down. This aligns the CrystalTone so that it is flat when mounted on the wall.
5. Plug the telephone cord into the wall jack.



5. Plug the telephone cord into the wall jack. Then, line up the holes in the wall-mount bracket with the mounting studs on the wall plate. Hook the bracket on the studs then pull down.

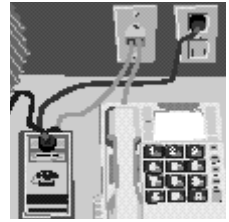


## 5. CONNECTING AN EXTERNAL SIGNALER

To use a separate, optional signal light, plug the signaler into an unused extension telephone wall jack.

If you have only one jack that is being used by the CrystalTone, you can use a “Y-Jack” (also called a “duplex jack”).

Plug both the CrystalTone and the signaler into the Y-jack and plug the Y-jack into the wall jack. You can purchase a Y-jack at any store that sells telephones.



## 6. CONNECTING A HEADSET RECEIVER

The CrystalTone provides an audio jack for direct audio connections with some assistive listening technology. A headset with a 3.5 mm jack may also be used. The headset may be either mono or stereo. The jack, which is labeled with the headset symbol (🎧), is located on the right side of the CrystalTone.

# CALLING & ANSWERING

The CrystalTone works just like any telephone.

## PLACING A CALL

1. Lift the Handset.
2. Listen for the dial tone.
3. Dial the number of the person you are calling. When the person answers the phone, begin your conversation.
4. During a conversation, you may want to adjust the volume and quality of the sound coming through the handset (see “Adjusting the Sound” on the next page).

## ANSWERING A CALL

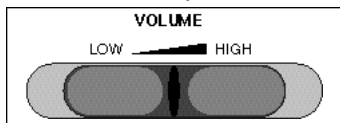
1. When you receive a call, the CrystalTone rings and the Ring Indicator flashes slowly along with the rings.  
▲ NOTE: If the ring volume is not loud enough to alert you to a call, you can increase the ring volume (see “Adjusting the Sound” on the next page).
2. Pick up the handset to answer the call and begin your conversation.

# ADJUSTING THE SOUND

## CONVERSATION VOLUME

To increase the overall volume of the person's voice coming through the handset:

1. Press the **VOL** button. The red light comes on.
2. Slide the **VOLUME** control, located on the top of the CrystalTone, toward the right side of the phone until the volume is a comfortable level for you.



## VOLUME

To return the volume to your preferred setting, press the **VOL** button at any time during a conversation. The red light comes on, and the CrystalTone recalls the settings for:

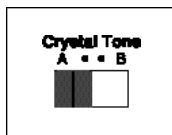
- ✓ Conversation Volume
- ✓ Conversation Tone

The amplification turns off when you hang up the handset.

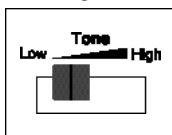
## CONVERSATION TONE

The CrystalTone has two controls that work together to adjust the tone of the sounds coming through the handset. You may wish to experiment to see which works best for you.

1. Set the Crystal Tone switch, located on the bottom, to setting "A." This enhances sound for people with high-frequency hearing loss.



2. Press the **VOL** button. The red light comes on.
3. Move the **TONE** slide control to experience the sound changes



while the other person is talking. If you slide it up, toward the top of the phone, more high-pitched sounds will come through the handset.

4. Set the Crystal Tone switch to setting "B." People who experience low-frequency hearing loss may prefer this setting.
5. You can experiment with different combinations of Crystal Tone setting A or B and Tone setting from low to high to get the most effective setting.
6. When you have found the setting that works best for you, leave the Crystal Tone switch in place.

Each time you press the **VOL** button, the CrystalTone will return to your previous settings. You may wish to adjust the **TONE** slide control from time to time depending on who you are speaking with.

## RING VOLUME

You can set the Ring Volume to Off, Low, Medium or High with the switch on the bottom of the CrystalTone.

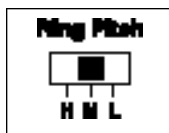


## RINGER ON/OFF

You can turn the ringer off using the **RINGER** switch on the right side of the CrystalTone. This will also turn off the Ring Indicator, so it will not light up when you get a call.

## RING PITCH

You can change the ringer pitch with the switch on the bottom of the CrystalTone. Choose from low, medium or high pitch.





# USING CALL FEATURES

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## SPEED DIALING

Save up to 10 frequently called numbers for easy, one-touch dialing. Plus, you can save up to 3 emergency numbers. Once the number is saved, simply lift the receiver and press the desired Speed-Dial button to place a call.

**NOTE:** Speed-Dial buttons must be programmed with the desired number before they will dial. To program the Speed-Dial buttons see “Saving Phone Numbers ” on the next page.

## REDIALING THE LAST NUMBER

When you get a busy signal, you can call back later with the press of a button. The **REDIAL** button automatically calls the last number that was dialed. Just lift the handset and press the Redial button.

## USING FLASH

Some telephone service features like Call Waiting or 3-Way Calling require a “hook flash” which is a very brief interruption of the connection like hanging up the phone for one second.

When using hookflash during a conversation, press the **FLASH** button. There is a brief click or silence on the line. If using Call Waiting, the second call should now be connected.

## ADJUSTING OUTGOING VOLUME

If the person you are talking to tells you that they cannot hear you very well, you can increase the volume of your outgoing voice by pressing the **30** button.

When this feature is on, you can still increase the volume of what you hear up to 15 db.

## USING HOLD

You can place a call on hold by pressing the **HOLD** button.

To use the Hold feature during a conversation, press the **HOLD** button. Confirm that the red light above the **HOLD** button is lit. As long as this light is on, the person on the other end of the line cannot hear what you are saying. When you are ready to resume your conversation, press the **HOLD** button a second time. You can also resume your conversation from another telephone on the same line. This is done by hanging up the handset while the CrystalTone is on hold, then picking up the handset of the second phone. The CrystalTone is automatically hung up.

## USING MUTE

You can mute your outgoing voice by pressing the **MUTE** button.

To use the Mute feature during a conversation, press the **MUTE** button. Confirm that the red light above the **MUTE** button is lit. As long as this light is on, the person on the other end of the line cannot hear what you are saying. When you are ready to resume your conversation, press the **MUTE** button a second time.

# SAVING PHONE NUMBERS

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▲ NOTE: The Speed-Dial numbers are saved using power that the CrystalTone receives from the telephone line. If you disconnect the CrystalTone from the wall jack, or if the telephone company experiences an outage for an extended period of time, the Speed-Dial numbers may be erased.

## SAVING EMERGENCY NUMBERS

The CrystalTone has three buttons reserved for emergency numbers:

-  Police
-  Hospital
-  Fire

You choose what number is stored for each button. These buttons are NOT preprogrammed with emergency numbers.

▲ NOTE: The Speed-Dial buttons with these symbols are provided only as a convenience. Ultratec assumes no responsibility for customer reliance upon this memory feature.

Follow the steps under “Saving Speed-Dial Numbers” to set emergency numbers, except that in Step 4, press the Emergency button instead of the Speed-Dial Directory button.

## SAVING SPEED-DIAL NUMBERS

1. Lift the handset.
2. Press the **PROGRAM** button.
3. Dial the phone number that you wish to save just as if you were calling that number.
4. Press the Speed-Dial Directory button that you wish to use for this number.
5. Hang up the handset.
6. Remove the clear plastic Directory cover: Use the point of a pencil or other small object to lift from the notches located on each side of the cover.
7. In black ink, write the first name of the person on the Directory label. There is a space next to each Speed-Dial button. Print large, clear letters so you will be able to see easily which person you are calling.
8. Repeat these steps for each number that you save. Replace the clear plastic Directory cover when you are finished.

# CARE & REPAIR

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## CLEANING

Never use liquid or aerosol cleaners. Unplug the CrystalTone and wipe with a damp cloth. If necessary, use a small amount of mild soap such as dishwashing soap on the cloth.

## PROBLEM SOLVING

### **My CrystalTone does not ring when I get a call.**


Check the Ringer on/off switch on the right side of the CrystalTone.

Be sure that the ringer switch on the bottom of the CrystalTone is not set to Off. If you have too many phones and/or computer modems hooked up in your home, you may have exceeded the “ringer equivalence” of your telephone service. Contact your telephone service provider to verify that your service is adequate for your needs.

### **All of my Speed-Dial numbers have been erased.**


There was probably an extended interruption in the telephone line. The Speed-Dial numbers are saved using power the CrystalTone receives from the telephone line. If you disconnect the CrystalTone from the wall jack or if the telephone company experiences an outage, the Speed-Dial numbers may be erased after about 45 minutes.

### **The volume coming through the handset is not loud enough.**

Make sure the Outgoing Volume is off. The  button and light are on the top of the CrystalTone (see “Adjusting Outgoing Volume” on page 7).

You may also notice a decrease in volume when another phone on an extension of the same line is also off hook.

### **I experience feedback or a “squeal” when hanging up the handset or setting it down on a table.**

Press the  button to turn off amplification before setting down the handset or hanging up.

## REPAIR

If your CrystalTone is not working, we may be able to help you solve the problem over the telephone. Call Ultratec at the number on the inside front cover of this manual.

Follow these steps if you need to send the CrystalTone to our repair center:

1. Pack it in the original shipping carton or a similar sturdy box.
2. Include a note that describes the problem. The note will help our technicians find the problem.
3. Insure the CrystalTone for shipment. Ultratec or an authorized Ultratec repair center is not responsible for damage during shipping to the center.
4. Send the CrystalTone to:

Ultratec National Service Center  
5901 Research Park Blvd.  
Madison, WI 53719

Email: [service@ultratec.com](mailto:service@ultratec.com)

# SPECIFICATIONS

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## Physical Dimensions

Size: 8.1" x 9.5" x 2.75"

Weight: 2 lb. 4oz.

## Keypad

Large Keys: 1.15" x 0.8"

Large Print: .65" (62 pt)

## Function Buttons

Redial

Flash

Volume

Outgoing Volume

Hold

Mute

## Controls

Conversation:

Volume (0-35 dB)

Tone

Dual Tone (Crystal Tone)

Ringer:

On/Off

Pitch

Volume (0-90 dB)

## Indicator Lights

Outgoing Volume

Volume

Hold

Mute

Ring Indicator

## Handset

Type: HAC (Hearing Aid Compatible)

Style: K-style

## Dialing

Memory:

Redial

10 Speed-Dial buttons

3 Emergency Dial buttons

Pulseor Tone

## Connections

Line:

Plugs into a standard, analog telephone line.

Audio Jack:

3.5 mm

For use with some assistive listening devices and headsets.

## Approvals

FCC approved

FCC registration number:

D8KUSA-27016-TF-E

REN: 0.9B

## FCC INFORMATION

This equipment generates and uses radio frequency energy and if not installed and used properly, that is, in strict accordance with the manufacturer's instructions, may cause interference with the radio and television reception.

The CrystalTone has been tested and found to comply with the specifications for a Class B computing device in accordance with the specifications in Subpart J of Part 15 of the FCC Rules. These rules are designed to provide reasonable protection against radio frequency interference in residential installations.

There is no guarantee that interference will not occur during use. You can determine if this equipment causes interference to radio or television reception by turning the CrystalTone on and off while the television or radio is on.

If this equipment does cause interference the user is encouraged to try to correct the interference by one or more of the following measures:

Reorient the radio or television receiving antenna.

Move the CrystalTone further away from the radio or television.

If necessary, consult an experienced radio/television technician or the manufacturer for additional suggestions.

The user may find the following booklet prepared by the Federal Communications Commission helpful: Interference Handbook. This booklet is available from the Superintendent of Documents, U.S. Government Bookstore, 310 W. Wisconsin Ave., Suite 150, Milwaukee, WI 53203, (414) 297-1304 (voice).

This equipment complies with Part 68 of the Federal Communications Commission (FCC) rules for the United States.

The telephone jack used on the CrystalTone complies with FCC Part 68, Subpart F rules and regulations and is an RJ11C.

A label is located on the underside of the CrystalTone containing the FCC registration number and the Ringer Equivalence Number (REN). You must, upon request, provide the following information to your local telephone company: USOC Jack Type: RJ11; REN: 0.9B.

Should you experience trouble with this telephone equipment, please contact Ultratec National Service Center, 5901 Research Park Blvd., Madison, WI 53719. Email: [service@ultratec.com](mailto:service@ultratec.com)

The REN is used to determine the quantity of devices which may be connected to the telephone line. Excessive RENs on the 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 (5.0). 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.

If trouble is experienced with your CrystalTone<sup>®</sup>, for repair or warranty information, please contact Ultratec Inc. Customer Service at (608) 238-5400 (V/TTY). 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 equipment cannot be used on public coin phone service provided by the telephone company. Connection to party line service is subject to state tariffs.

Your telephone company may discontinue your service if your equipment causes harm to the telephone network. They will notify you in advance of disconnection, if possible. During notification, you will be informed of your right to file a complaint to the FCC.

Occasionally, your telephone company may make changes in its facilities, equipment, operation, or procedures that could affect the operation of your equipment. If so, you will be given advance notice of the change to give you an opportunity to maintain uninterrupted service.

## INDUSTRY CANADA WARNINGS

**NOTICE:** The Industry Canada Label identifies certified equipment. This certification means that the equipment meets telecommunications network protective, operational and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirements document(s). The Department does not guarantee the equipment will operate to the user's satisfaction.

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. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

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.

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

**NOTICE:** The Ringer Equivalence Number (REN) assigned to each terminal device provides 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 Number of all the devices does not exceed 5.

## AVIS D'INDUSTRIE CANADA

**AVIS:** L'étiquette d'Industrie Canada identifie le matériel homologué. Cette étiquette certifie que le matériel est conforme aux normes de protection, d'exploitation et de sécurité des réseaux de télécommunications, comme le prescrivent les documents concernant les exigences techniques relatives au matériel terminal. Le Ministère n'assure toutefois pas que le matériel fonctionnera à la satisfaction de l'utilisateur.

Avant d'installer ce matériel, l'utilisateur doit s'assurer qu'il est permis de le raccorder aux installations de l'entreprise locale de télécommunication. Le matériel doit également être installé en suivant une méthode acceptée de raccordement. L'abonné ne doit pas oublier qu'il est possible que la conformité aux conditions énoncées ci-dessus n'empêche pas la dégradation du service dans certaines situations.

Les réparations de matériel homologué doivent être coordonnées par un représentant désigné par le fournisseur. L'entreprise de télécommunication peut demander à l'utilisateur de débrancher un appareil à la suite de réparations ou de modifications effectuées par l'utilisateur ou à cause de mauvais fonctionnement.

Pour sa propre protection, l'utilisateur doit s'assurer que tous les fils de mise à la terre de la source d'énergie électrique, des lignes téléphoniques et des canalisations d'eau métalliques, s'il y en a, sont raccordés ensemble. Cette précaution est particulièrement importante dans les régions rurales.

**AVERTISSEMENT:** L'utilisateur ne doit pas tenter de faire ces raccordements lui-même; il doit avoir recours à un service d'inspection des installations électriques, ou à un électricien, selon le cas.

**AVIS:** L'indice d'équivalence de la sonnerie (IES) assigné à chaque dispositif terminal indique le nombre maximal de terminaux qui peuvent être raccordés à une interface. La terminaison d'une interface téléphonique peut consister en une combinaison de quelques dispositifs, à la seule condition que la somme d'indices d'équivalence de la sonnerie de tous les dispositifs n'excède pas 5.



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  - jack...3, 4-5
  - type...4, 10
- Tone...3, 4, 6, 10
  - control...3, 6, 10
  - conversation...3, 6
- Touchtone...4
- Volume
  - control...1, 3, 6, 10
  - conversation...3, 6, 9, 10
  - outgoing...3, 7, 9, 10
  - ring...3, 6, 10
  - VOL button...2, 3, 6, 9
- Wall mount...5
- Y-jack...5

# SAFETY INSTRUCTIONS *Save these instructions!*

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## GENERAL SAFETY

When using your CrystalTone, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons.

1. Read and understand all instructions.
2. Follow all warnings and instructions on the CrystalTone.
3. Unplug the CrystalTone from the telephone jack before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
4. Do not use the CrystalTone near water, for example, near a bath tub, wash bowl, kitchen sink, laundry tub, in a wet basement or near a swimming pool.
5. Do not place the CrystalTone on an unstable cart, stand or table. The CrystalTone may fall, causing serious damage to the CrystalTone.
6. To reduce the risk of electric shock, do not disassemble the CrystalTone, but take it to a qualified service person when service or repair work is required. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect re-assembly can cause electric shock when the CrystalTone is subsequently used.
7. Avoid using a telephone (other than a cordless type) during an electrical storm. There is a remote risk of electric shock from lightning.
8. Unplug the CrystalTone from the wall outlet and refer servicing to qualified service personnel under the following conditions:
  - a. If liquid has been spilled into the phone.
  - b. If the phone has been exposed to rain or water.
  - c. If the phone does not operate normally. Adjust only those controls that are covered by the operating instructions. Improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the phone to normal operation. There are no user-serviceable parts.
  - d. If the phone has been dropped and/or damaged.
  - e. If the phone exhibits a distinct change in performance.
9. Do not use the CrystalTone to report a gas leak in the vicinity of the leak.