

DIALOGUE III / III-P TTY

Text Telephone



Operating Instructions



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IMPORTANT SAFETY INSTRUCTIONS

When using your telephone equipment, always follow basic safety precautions to reduce the risk of fire, electric shock, and injury to persons, including the following:

1. Read and understand all Instructions. Observe all warnings and other markings on the product.
2. During thunderstorms, avoid using telephones except cordless models. There may be a slight chance of electric shock from lightning.
3. Do not use a telephone near a gas leak. If you suspect a gas leak, report it immediately, but use a telephone away from the area where gas is leaking.
4. Do not use this product near water, or when you are wet. For example, do not use it in a wet basement or shower, or next to a swimming pool, bathtub, kitchen sink or laundry tub. Do not use liquids or aerosol sprays for cleaning. If the product comes in contact with any liquids, unplug any line or power cord immediately. Do not plug the product back in until it has dried thoroughly.
5. Install this product in a protected location where no one can trip over any line or power cord. Protect cords from damage or abrasion.
6. If this product does not operate normally, read "troubleshooting" section. If you cannot resolve the problem, or if the product is damaged, refer to the Ameriphone Warranty. Do not open this product except as may be directed in this owner's manual. Opening this product or reassembling it incorrectly may expose you to hazardous voltages or other risks. Opening this product automatically voids the warranty.
7. If this product uses batteries as power back-up during power outages, replace batteries only as described in this owner's manual. Do not burn or puncture used batteries — they contain caustic chemicals.
8. Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
 - A. When the power supply cord or plug is damaged or frayed.
 - B. If liquid has been spilled on the product.
 - C. If the product has been exposed to rain or water.
 - D. If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions because improper adjustment of other controls may result in further damage.
 - E. If the product has been dropped or appears damaged.

- F. If the product exhibits a distinct change in performance.
9. If this product has a polarized plug with one wide prong, it may not fit in non-polarized outlets. Do not defeat the purpose of these plugs. If they do not fit in your outlet, the outlet should be replaced by an electrician.

ADDITIONAL SAFETY NOTES FOR CANADIAN USERS

NOTICE: The Canadian Department of Communications label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational and safety requirements. The department does not guarantee the equipment will operate to the user's satisfaction.

Before installing the 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 made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alteration 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 soon as possible.

NOTICE: The LOAD NUMBER (LN) assigned to each terminal device denotes the percentage of the total load to be connected to a telephone loop which is used by the device, to prevent overloading. The termination on a loop may consist of any combination of devices subject only to the requirement that the sum of the load numbers of all devices does not exceed 100.

SAVE THESE INSTRUCTIONS

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CHAPTER 1 INTRODUCTION

Thank you for selecting your new **DIALOGUE** Text Telephone (TTY) from AMERIPHONE Inc. It has been designed to meet the highest quality standards in order to provide you with years of convenience and trouble free service.

Please read these operation instructions thoroughly before using your TTY. Keep this manual for future reference.

You must save your sales receipt as proof of purchase in the event that you need warranty service. Mail in your Product Registration Card within ten days. Although registration is not required for warranty service, the information you provide will allow us to contact you with any new developments about your TTY's operation. Your TTY comes with a one year warranty. To ensure years of trouble free service, we also offer our exclusive **PROTECTION PLUS EXTENDED WARRANTY PROGRAM** at a very minimal cost.

PROTECTION PLUS offers savings on TTY accessories and much more. Please see Chapter 12 and 17 for warranty details. Please retain all original packing material for shipping your TTY to a service location safely if and when it needs servicing.

Throughout this manual,  is used to denote a key on the keyboard. For example,  represents the return key.  tells you what is being displayed on the TTY screen. For example,  means the word DIALING is displayed.

DIALOGUE Keyboard: The following special function keys are not presently functional in Baudot mode of transmission: @, %, ^, &, *, _, < and >. Thus, you don't need to be concerned with them, there is nothing wrong with the keyboard. They are only functional in the ASCII mode.

If you have any questions about your **DIALOGUE** TTY, please call our Customer Relations Department at (714) 897-1111 (TTY) or (714) 897-0808 (Voice).

CHAPTER 2 COMPONENT CHECKLIST

Your **DIALOGUE** TTY package should contain the following items

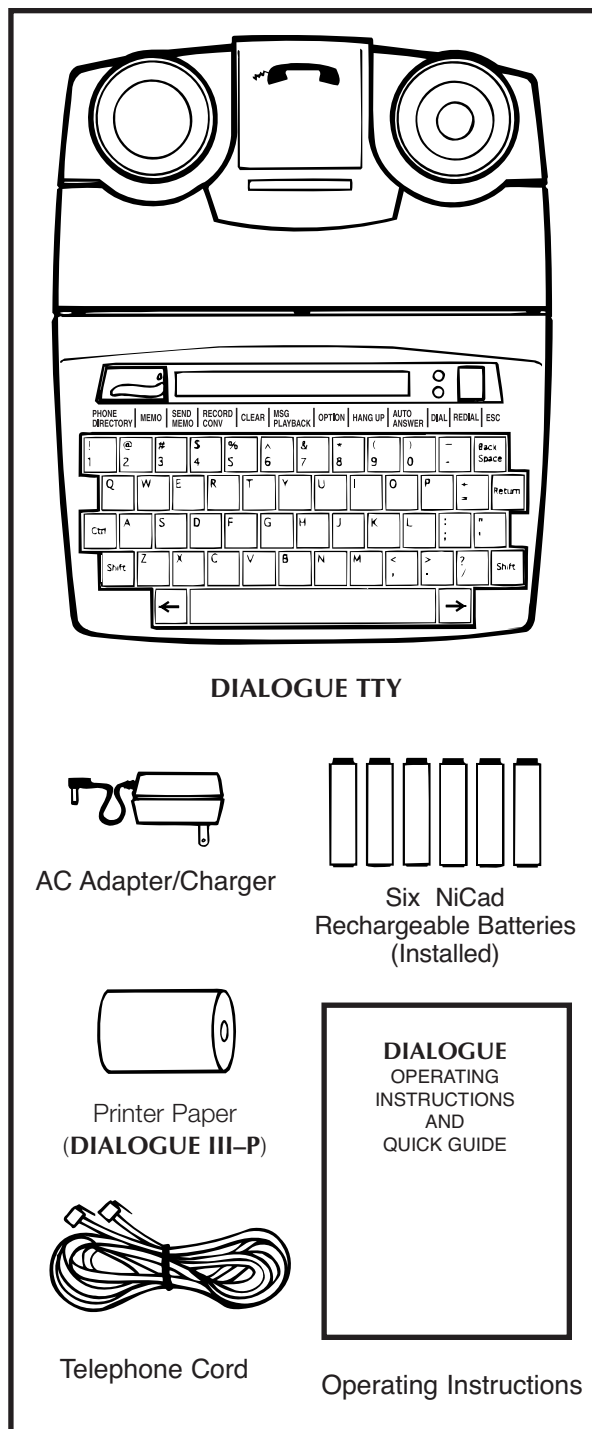
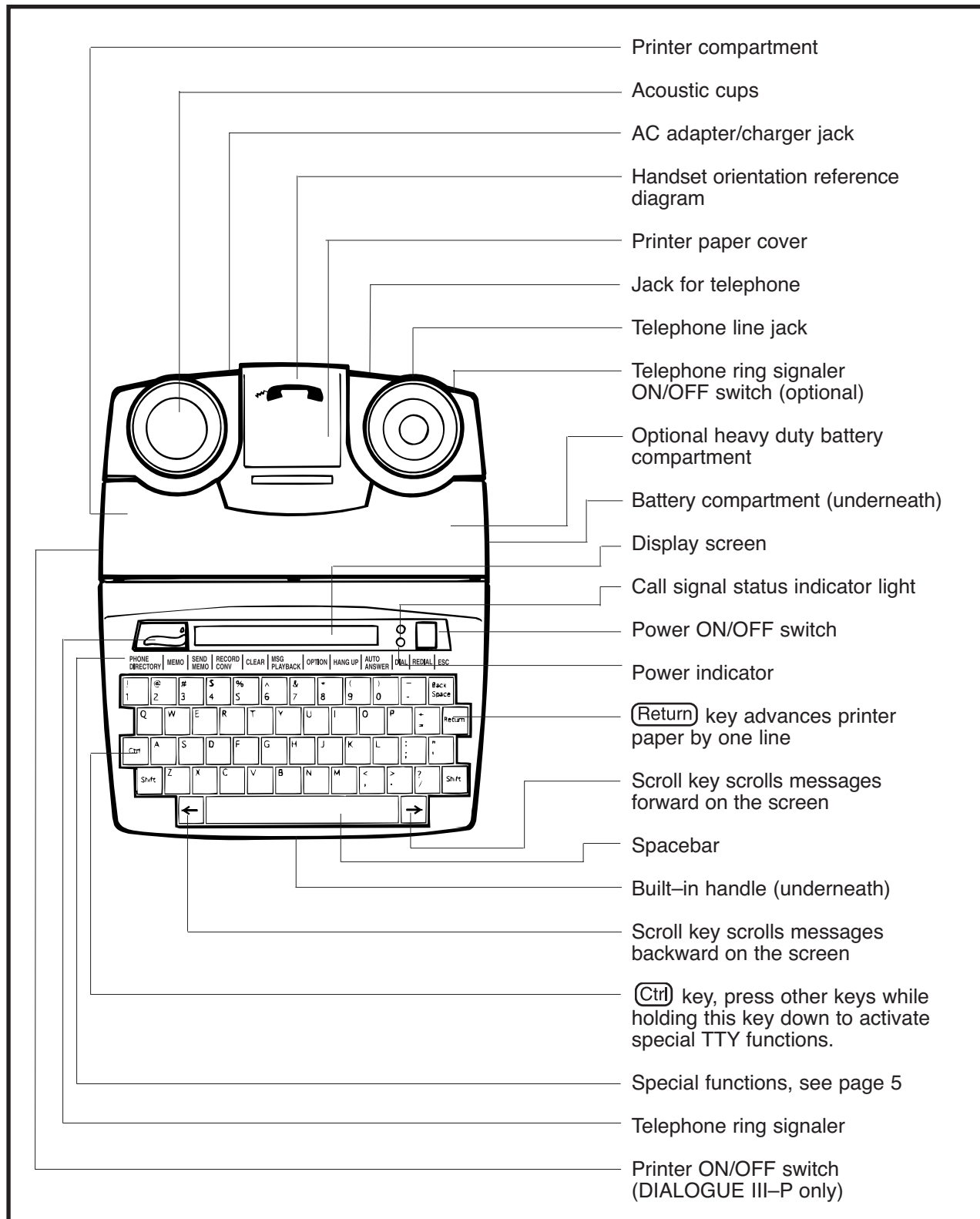


Figure 1 - Package Components

CHAPTER 3 IDENTIFYING THE FEATURES

DIALOGUE III / III-PTTY



Features on DIALOGUE III / III-P

Phone Directory – Hold down **Ctrl** and press **1** to create or change a phone number in memory directory. (Page 7)

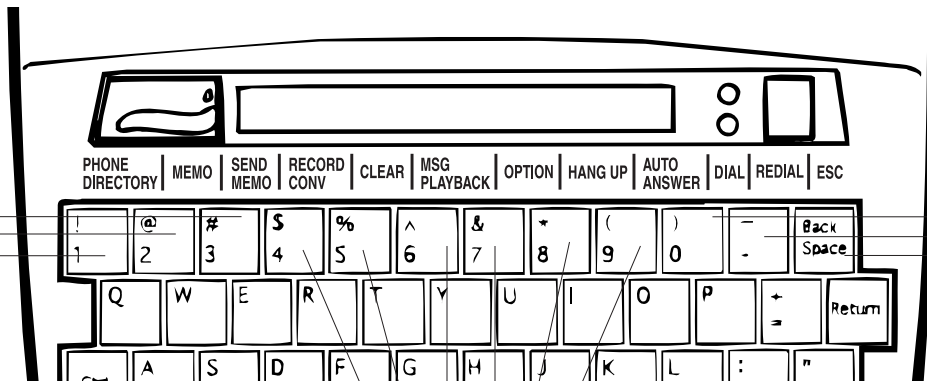
Memo – Hold down **Ctrl** and press **2** to create or edit memos. (Pages 8, 13)

Send Memo – Hold down **Ctrl** and press **3** to send memo from memory. (Page 13)

Escape – Hold down **Ctrl** and press **Back Space** to exit from special function modes and go back to normal TTY operation. (Page 7)

Redial – Hold down **Ctrl** and press **=** to redial the last dialed number. (Page 11)

Dial – Hold down **Ctrl** and press **0** to dial a phone number from the keyboard or Phone Directory. (Page 10, 11)



Record Conversation – Hold down **Ctrl** and press **4** to record a conversation and put it into memory. (Page 13)

Clear – Hold down **Ctrl** and press **5** to clear all memos, conversations or recorded messages in memory. (Page 16)

Message Playback – Hold down **Ctrl** and press **6** to playback recorded messages. (Page 12)

Auto Answer – Hold down **Ctrl** and press **9** to turn on your automatic answering system. (Page 12)

Hang Up – Hold down **Ctrl** and press **8** to hang up on your telephone connection without turning your TTY off. (Page 10)

Option – Hold down **Ctrl** and press **7** to review or change the operation settings of your TTY. (Pages 7, 8, 9, 10)

A. Power and Phone Line Connection

Connect the phone cord and the AC adapter/charger to the **DIALOGUE TTY** as shown below. The AC adapter/charger provides power to operate **DIALOGUE TTY** while automatically charging the rechargeable battery in the battery compartment.

You should only use the AC adapter/charger supplied with your TTY. When the TTY is not in use, turn the power off but keep the charger plugged in.

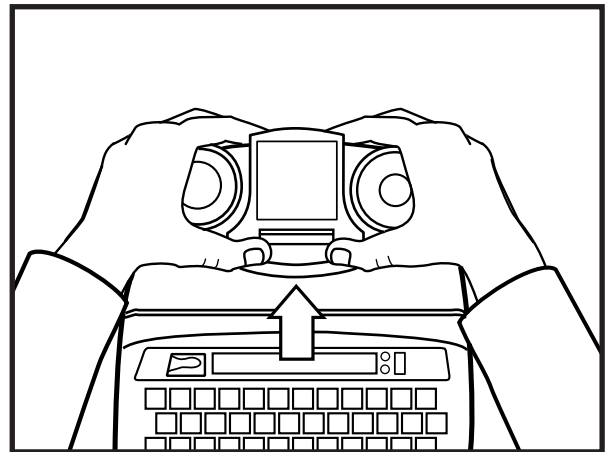
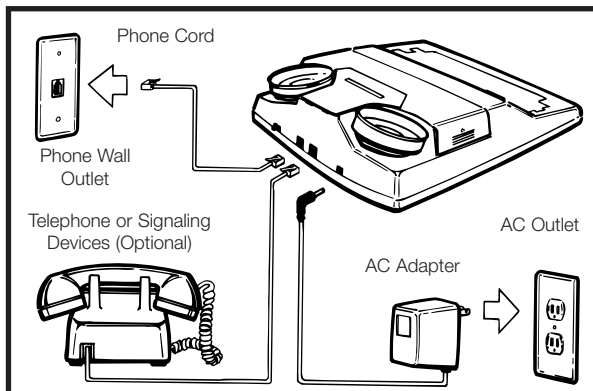


Figure 2 - Removing paper tray cover

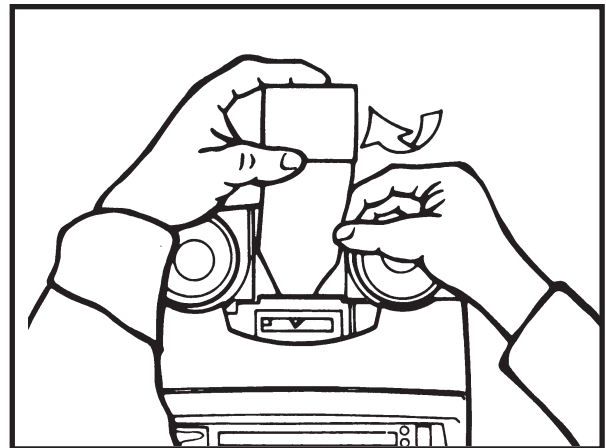


Figure 3 - Installing printer paper

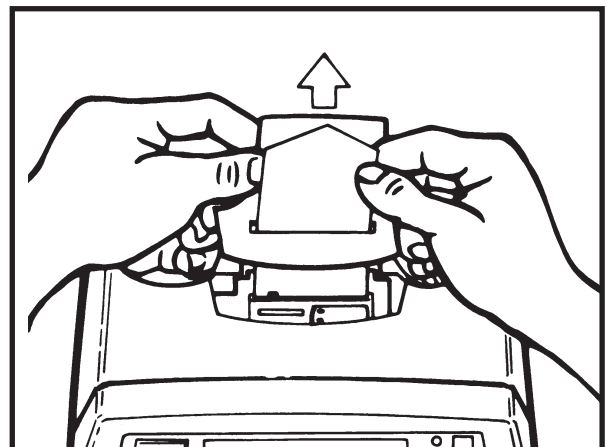


Figure 4 - Pulling printer paper through its cover

B. Loading Paper Into Printer

If your TTY is equipped with a built-in printer, follow these steps for loading printer paper. Use 2 1/4" wide thermal paper only. Printer paper can be ordered from Ameriphone or any office products supplier.

1. Turn your TTY on.
2. Turn the printer switch on.
3. Remove the paper cover by pressing down with both thumbs and sliding it towards the back (see Figure 2).
4. Cut the paper to form a wedge as a lead. Push the end of the paper as far as possible into the slot at back of the printer (see Figure 3).
5. Pull the paper once it comes out of the top or press the **(Return)** key several times to advance the paper.
6. Feed the paper through the tear off slot in the paper cover (see Figure 4). Deposit the paper into the paper compartment and adjust the roll to eliminate any excessive slack. Slide the paper cover into position. Your printer is now ready to print your conversations.

CHAPTER 5 SETTING UP YOUR TTY

Your TTY comes ready to use. However, for your convenience, we suggest you set up two basic features: The Relay Number Voice Announcer to inform the hearing caller to call Relay Service, and Phone Directory for memory dialing.

A. Relay Number Voice Announcer

1. Turn on the TTY.
2. Hold down **Ctrl** and press **7** to select option.
3. The screen displays **EDIT RELAY NBR? Y/N**.
4. Type in **Y** for yes and enter your local relay service number. Press **Return** to save.
5. Hold down **Ctrl** and press **Back Space** to return to normal TTY operation.

B. Phone Directory for Memory Dialing

1. Programming Phone Directory
 1. Turn on the TTY.
 2. Hold down **Ctrl** and press **1** to select directory.
 3. Type in name (up to 9 characters) and **Return**.
 4. Type in the phone number (up to 18 digits). Press **Return** to go on to the next directory entry.
 5. When finished, hold down **Ctrl** and press **Back Space** to return to normal TTY operation.

NOTE: A comma (,) may be entered anywhere in the digit string as a 2-second pause during dialing. See Page 18 to store an ASCII phone number

2. Editing Phone Directory

1. With the TTY on, hold down **Ctrl** and press **1**
2. Press **Spacebar** to scroll names in the directory. Press **Return** to select name and number.
3. If you want to change the number of the person, press **--->** key to move the blinking cursor to the right of the digit you want to change, press **Back Space** to erase the digit

(to the left of cursor) and type in the correct digit. Press **Return** to save the revised number and return to normal operations.

4. If you want to erase the name and the phone number, press **--->** key repeatedly and until it goes beyond the last digit of the number and **CLEAR ENTRY? Y/N** appears on the screen. Type **Y** for yes to erase. **ENTRY CLEARED** flashes on screen and returns the TTY to normal operation.

3. Printing the Phone Directory

1. Turn the Printer on .
2. Hold down **Ctrl** and press **1**.
3. Hold down **Ctrl** , press **P**.

C. Factory Preset Modes of Operation

Your TTY comes preset with the following modes of operation:

1. "Hello, GA" greeting to greet callers when you press **Ctrl** and **G** simultaneously.
2. "Thank you for calling, please leave a message, GA" for auto answer outgoing message.
3. The printer prints incoming messages in upper case and outgoing messages in lower case.
4. Characters are scrolled from right to left on display screen.
5. Tone dialing, the most common telephone mode of operation.
6. Slash (/) punctuation key as password for remote message retrieval.
7. Toll Saver automatically answers first call after five rings and subsequent calls within two rings.
8. Interrupt feature and automatic identification tone are enabled.

NOTE: If you want to change any of the factory preset modes of operation, please follow the steps on pages 8-10 for each function. Later on, if you want to reset your TTY to all the factory preset modes of operation, see Chapter 7 Section F.

D. Personalized Greeting Message (optional)

1. Turn on the TTY.
2. Hold down **(Ctrl)** and press **(2)** to select the memo function.
3. Type in the name of your greeting message; **GREETING** for example. Press **(Return)** to save memo name.
4. Type in your message. For example, **HI, THIS IS JOHN, GA.**
5. Hold down **(Ctrl)** and press **(Back Space)** to save.
6. Hold down **(Ctrl)** and press **(7)** to select setup option.
7. Press **(Return)** two times until **GREET MEM>HELLO** appears on your screen. Type in the name of your new greeting. For example, **GREETING**. The screen now reads **GREET MEM>GREETING**. Press **(Return)** to save.
8. Hold down **(Ctrl)** and press **(Back Space)** to return to normal TTY operation.

E. Personalized Outgoing Message for Auto Answer (optional)

1. Turn on the TTY.
2. Hold down **(Ctrl)** and press **(2)** to select the memo function.
3. Type in the name of your outgoing message; **ANSWER**, for example. Press **(Return)** to save the memo name.
4. Type in your message. For example, **WE ARE NOT AVAILABLE, PLS LEAVE A MSG. GA.**
5. Hold down **(Ctrl)** and press **(Back Space)**
6. Hold down **(Ctrl)** and press **(7)** to select the setup option.
7. Press **(Return)** three times until **OUTMSG MEM>AUTO ANS** appears on your screen.
8. Type in the name of your new outgoing message; **ANSWER** for example: The screen now reads **OUTMSG MEM>ANSWR** (or the name you have typed). Press **(Return)** to save.
9. Hold down **(Ctrl)** and press **(Back Space)** to return to normal TTY operation.

F. Setting Up Other Operating Options (optional)

1. Printer Letter Sizes

DIALOGUE III/III-P can print conversations in three letter sizes; standard, medium, and big. It is preset to print in standard letter size. However, once it is changed it will remember and maintain the size selection.

1. To change to big size, hold down **(Ctrl)** and press **(B)**.
2. To change to medium, hold down **(Ctrl)** and press **(M)**.
3. To change back to normal, press the same keys.

You can verify your selection by checking the print on the paper tape.

2. Screen Display Direction

To change the mode of display from right-to-left to left-to-right:

1. Hold down **(Ctrl)** and press **(7)**. **EDIT RELAY NBR? Y/N** appears on the screen.
2. Press **(Return)** repeatedly until **DISPL RT TO LFT? Y/N** appears on the screen.
3. Press **(N)** to change. Once changed, the TTY will continue to display in this mode until it is changed again.
4. Hold down **(Ctrl)** and press **(Back Space)** to return to normal TTY operation.

3. Tone/Pulse Dialing

Your TTY is preset to tone dialing. If tone dialing is not available from your telephone company, you can change it to pulse dialing. If changed, the mode of dialing is set unless you change it again.

1. Hold down **(Ctrl)** and press **(7)**. **EDIT RELAY NBR? Y/N** appears on the screen.
2. Press **(Return)** repeatedly until **USING TONE DIAL? Y/N** appears on the screen.
3. Press **(N)** to change to pulse.
4. Hold down **(Ctrl)** and press **(Back Space)** to return to normal TTY operation.

4. Changing Password for Remote Message Retrieval

In order to prevent any unauthorized access to your recorded messages, set up an Auto Answer access password. Once created, it is set until you change it. If you forget your password, you can simply create a new one.

1. Hold down **(Ctrl)** and press **(7)**.
2. Press **(Return)** repeatedly until screen **CHANGE PASSWORD? Y/N** appears.
3. Press **(Y)** to change the screen to **PASSWORD:/**.
4. Type a password (up to 9 characters long) **PASSWORD:/MYPASS**, for example. Press **(Return)** to save your selection.
5. Hold down **(Ctrl)** and press **(Back Space)** to go back to normal TTY operation.

5. Turning Off Toll Saver and Selecting the Number of Rings for Auto Answer

DIALOGUE III and **III-P** are the world's first TTY's equipped with the exclusive **TOLL-SAVER**. This feature allows you to remotely check your answering system and not incur any toll charges if there are no messages. With **TOLL-SAVER** activated, your TTY automatically answers the first call after five rings and every subsequent call in two rings. Any old messages remaining in memory will also be counted. It is recommended you clear all messages as soon as possible.

1. To turn the **TOLL-SAVER** feature off, hold down **(Ctrl)** and press **(7)**.
2. Press **(Return)** five times until **TOLL-SAVER ON Y/N** appears on the screen. Type **(N)** for No to turn this **TOLL-SAVER** feature off.
3. **AUTO ANSWER RING (2)** appears on the screen.
4. Press **(Spacebar)** to change the number of rings directly. Press **(Return)** to save.
5. Hold down **(Ctrl)** and press **(Back Space)** to return to normal TTY operation.

6. Transmission Speeds

There are two accepted standard TTY message transmission speeds: U.S. Standard (45.5 Baud) and International Standard (50 Baud). In order for one TTY to talk to another, they both must be set at the same standard (speed). Your **DIALOGUE TTY** is preset to the U.S. Standard. To make or receive a TTY call outside of U.S., U.K., or Canada, you may have to change to the International Standard. Once changed, it will remain at that speed until changed again.

1. Hold down **(Ctrl)** and press **(7)**.
2. Press **(Ctrl)** repeatedly until the speed is displayed: **(U.S. 45) SPEED**.
3. If you need to set it to international speed, press the space bar. The screen will show **(INTL. 50) SPEED**.
4. Everytime you press the **(Spacebar)** the transmission speed changes. Press **(Return)** to select the speed shown on screen.
5. Hold down **(Ctrl)** and press **(Back Space)** to return to normal TTY operation.

7. Call Interrupt

DIALOGUE III/III-P allows the other TTY to interrupt your typing and ask for attention. When this happens, "**INTERRUPT**" flashes on your screen and the lamp flasher also blinks. You may continue to type or you can stop and wait for a response. If both parties are using **DIALOGUE III/III-P**, you may interrupt each other by holding down **(Ctrl)** and pressing **(I)**. If you're using a TTY other than **DIALOGUE III/III-P**, to interrupt the **DIALOGUE III/III-P** user you must hit the **(Spacebar)** five to ten times until you get an acknowledgment. If you want to turn off the Interrupt feature, follow these steps:

1. Hold down **(Ctrl)** and press **(7)**.
2. Press **(Return)** once and the screen reads **INTERRUPT ON? Y/N**.
3. Press **(N)** to turn off Interrupt feature.
4. Hold down **(Ctrl)** and press **(Back Space)** to return to normal TTY operation.

8. Relay Voice Announcer for Auto Answer

You can add the Relay Number Voice Announcer to your outgoing message. When your TTY answers an incoming call, it will activate the Relay Number Voice Announcer first and then follow with the Auto Answer Message.

1. To turn on this feature, hold down **Ctrl** and press **7**.
2. Press **Return** four times until **VOICE ANSWER ON? Y/N** appears.
3. Press **Y** to select the feature.
4. Hold down **Ctrl** and press **Back Space** to return to normal TTY operation.

9. Printing Auto Answer Messages

DIALOGUE III-P TTY is set up to print and record all incoming call messages. However, you may turn off print function to save paper.

1. Hold down **Ctrl** and press **7**.
2. Press **Return** seven times until **PRINT MESSAGES? Y/N** appears.
3. Press **N** to turn off printing.
4. Hold down **Ctrl** and press **Back Space** to return to normal TTY operation.

A. Making a Phone Call (Direct Connect)

All **DIALOGUE TTYs** are equipped with an Automatic TTY Call Identifier feature which automatically sends out an audible identification tone every six seconds when your call is answered by a voice. It notifies a hearing person that this is a TTY call, and it triggers automatic TTY detection equipment used in public dispatching facilities. The signal indicator blinks when the audible tone comes on and the tone automatically stops when either party starts to type.

1. Turning Off Audible Identification Tone: (Optional)

1. Hold down **Ctrl** press **7**.
2. Press **Return** repeatedly until **AUTO I.D. ON? Y/N** appears.
3. Press **N** (for No) to turn off this feature.
4. Hold down **Ctrl** and **Back Space** to return to normal TTY operation.

2. Manual Dialing from Keyboard:

1. Turn on TTY.
2. Hold down **Ctrl**, press **0** and **ENTER PHONE NO** will be displayed on the screen.
3. Type in the phone number.
4. If you make a mistake in typing, press **Back Space** to delete one space at a time until the mistake is deleted.
5. After all numbers are entered, press **Return** to start the dialing sequence. If a dial tone is not detected, **WAIT FOR DIAL TONE** will appear on the screen (in some countries where the dial tone may be different than the U.S., you can override the waiting sequence by pressing **Return** again).
6. If the line is busy, **BUSY** will be displayed and the **SIGNAL** indicator blinks quickly. Hold down **Ctrl** and press **8** to hang up.
7. If the other party answers by TTY, you'll see a greeting message on the screen. Proceed with your conversation.
8. If the party answers by voice, the **SIGNAL** indicator light will flicker. Turn the TTY voice announcer on by holding down **Ctrl** and pressing the **Spacebar**.

3. Memory Dialing:

Before you can dial from memory, you must have the names and phone numbers stored in the directory. See Chapter 5 on how to create a phone directory.

1. Turn on TTY.
2. Hold **(Ctrl)** and press **(0)** to start the dialing sequence. **ENTER PHONE NO.** is displayed on your screen.
3. Type in the name of the person you are calling then press **(Return)** to enter your selection.
4. Or: Press the **(Spacebar)** to scan the telephone directory. To scroll backward, press **(Back Space)**. When the desired name appears, press **(Return)** to enter the selection.
5. Your TTY then starts the dialing sequence as in manual dialing from Keyboard.

4. Calling 911 Emergency Number:
(911 Emergency Number may not be available in some areas)

1. To make a 911 emergency call, hold down **(Ctrl)** and press **(0)** to start the dialing sequence.
2. Type in 911 and press **(Return)** (If you make a mistake in typing 911, press **(Back Space)** to delete the mistake and retype).

This automatically turns on AMERIPHONE'S exclusive Emergency Call Announcer (ECA) and sends out a message for help. You will see a series of **HELP! HELP! GA** go across your screen at about three second intervals. This makes it easier for emergency dispatchers to recognize your call as a TTY emergency call and greatly improves the response time for help. The message continues automatically thus allowing you to leave your TTY to attend to other matters. It stops as soon as the dispatcher begins to type. To discontinue this emergency message at any time, press **(Return)**

3. You may also manually activate the ECA anytime by holding down **(Shift) (Ctrl)** and typing 911.

5. Last Number Redial

1. With TTY turned on, hold down **(Ctrl)** and press **(-)** to redial the last number dialed. The number will be displayed on the screen.
2. After the conversation is over, turn off the TTY.

6. Auto Busy Redial

This feature makes dialing a busy number easy. It puts your call through automatically as soon as the line is free. The built-in signaler flashes to alert you when your call is being connected.

1. Hold down **(Shift) (Ctrl)** and press **(-)**.
2. The screen shows the number of dialing attempts and the number of seconds before it redials. **1ST REDIAL TRY 60**
3. To stop redialing, press any key or turn TTY OFF.
4. If it still cannot get through after 30 trials, it will hang-up automatically.

B. Answering A Phone Call

1. When there is an incoming call, the built-in signaler will flash to let you know that your telephone is ringing. Please note that the AC adapter/charger must be plugged into an electrical outlet and the optional signaler ON/OFF switch located on the rear of the TTY must be ON in order for the signaler to function.
2. Turn on the TTY.
3. Hold down **(Ctrl)** and press **(G)** to answer with the preset greeting message (**HELLO, GA**) or type a greeting message. When you see an incoming message, go ahead with your conversation.
4. If there is no incoming message displayed and the SIGNAL indicator light flickers, it may be a voice call. Hold down **(Ctrl)** and press **(V)** to turn on the relay voice announcer. The electronic voice will repeat and be displayed on the screen until the caller switches to a TTY or when you start typing.

C. Call-On-Hold

Call-On-Hold allows a call to be placed on HOLD and the conversation resumed from an extension TTY. It is only operable when both TTYs are in direct telephone line connection mode.

1. Tell the other party you are going to use an extension and press and **H** simultaneously. **(Shift) (Ctrl)** is displayed on screen. **CALL ON HOLD**
2. Turn on the extension TTY.
3. Type three periods (...) and the first TTY will automatically disconnect from the phone line. Proceed with your conversation.
4. When finished, turn off both TTYs. If you forgot to turn off the first TTY, you will still receive calls. However, you must turn the first TTY OFF and then ON again before you can type from it.

D. Using Auto Answer

Before using Auto Answer, make sure the TTY is properly connected to the telephone line.

1. Turn on the TTY. Hold down **(Ctrl)** and press **(9)** to turn on Auto Answer. Leave the TTY on.
2. The screen will indicate that Auto Answer is on and display the number of messages previously recorded in the memory. For example: **AUTO ANSWR ON 3 MSG**
3. All new messages will be saved in memory together with the old messages.
4. If you want your TTY to print incoming messages as well, make sure the printer is on and that it has enough paper.

E. Playing Back/Clearing Recorded Messages

The screen shows you how many messages you have. To play back recorded messages you must first exit auto answer by pressing **(Back Space)** while holding down **(Ctrl)** key.

After reading your messages, it is recommended that you clear them to make room for recording future messages. The message memory capacity is approximately 17,000 characters (equivalent to 7.5 pages of single line text). However, if you save too many messages, all the available memory space may get filled and any new incoming messages will not be recorded. If you want to stop reviewing messages to answer a call, hold down and **(Ctrl)** press **(Back Space)** exit from playback and you can start your conversation.

1. Hold down **(Ctrl)** and press **(6)** to see how many messages are recorded.
2. You can scroll the messages forward or backward by pressing **(--->)** or **(<---)** (right and left arrow keys). You may go fast forward by holding down **(Ctrl)** and pressing **(--->)**. To stop message scrolling, press the same scrolling key again.
3. When you have finished, **CLEAR MESSAGES Y/N** appears. Press **(Y)** (for yes) to clear messages and **(N)** (for no) to save them.
4. Hold down **(Ctrl)** and press **(Back Space)** to return to normal TTY operation.

F. Retrieving Messages Remotely

DIALOGUE III/III-P are the world's first TTYs equipped with the exclusive TOLL-SAVER. This feature allows you to remotely check your answering system and not incur any toll charges if there are no messages. To take advantage of this feature, you must have the TOLL-SAVER option selected in your TTY.

When you remotely call your answering system, if your **DIALOGUE III/ III-P** does not answer within two rings, that means there are no messages. You should hang up immediately to avoid incurring any call toll charges.

NOTE: You must visually monitor the number of rings by watching your TTY SIGNAL indicator.

If your **DIALOGUE III/III-P** answers within two rings, there are new messages and you can retrieve them by typing in your password and then press **(Return)** your password must start with a "/" (back slash) in order to be valid. For example, /MY PASS is a valid password.

1. Call your TTY with another TTY. When it answers, you will see your outgoing message.
2. Type in your password. You have three tries to enter the correct password.
3. If you do not have a password set up, just type in **[/]** (back slash key).
4. Press **(Return)** to see the total number of messages you have (old and new). The messages will scroll across the screen starting from message number one.
5. At the end of the messages type Y to clear the messages or N to save them for play-back later.
6. If you selected N to save them, the TTY will then ask you if you want to replay the messages. Type in Y (to replay) or N (not to replay).
7. It then asks you if you want to change your password.
8. To remotely change your password, type in Y (for Yes) or N (for No) and then enter your new password. Press **(Return)** to save.
9. Hang up when finished and the TTY will automatically reset itself to Auto Answer.

G. Preparing a Memo

You can create a memo in memory and then send it during a call.

1. Turn on your TTY. Hold down **(Ctrl)** and press **(2)** to go to the memo screen **MEMO NAME>**.
2. Type a memo name using up to nine characters. For example, **MEMO NAME>REQUEST**
3. Press **(Return)** and the screen will prompt you to type in the memo contents.
4. When finished, hold down **(Ctrl)** and press **(Back Space)** to save the memo and return to the screen prior to this function. (Note: You can save a maximum of 20 memos or 8,000 characters).

H. Sending a Prepared Memo

1. After the other party's TTY answers your call, hold down **(Ctrl)** and press **(3)**. The screen asks you to enter the name of the memo to be sent. **SEND MEMO>**
2. Type the name of the memo until the desired name appears. Or press the **(Spacebar)** to scan the list of memos in memory. Press **(Back Space)** to scroll back, if necessary, until the desired name appears.
3. Press **(Return)** to select the memo.
4. The contents of the memo will be displayed on the screen as it is being sent.
5. If you want to stop the transmission, hold down **(Ctrl)** and press **(Back Space)** If you want to send the memo again, repeat steps 1-3. The memo remains in memory until you clear it.
6. When finished, the TTY returns back to the normal operating mode.

I. Recording a Conversation Into Memory

If you want to record a conversation for future review, you can save it as a memo. You can record it during a call or after you hang up, provided you have not turned your TTY off. No matter when you start to record, the memo always starts from the beginning of the conversation (when you turned on your TTY) and ends with the last typed text.

1. Before you start recording, inform the other party to hold.
2. Hold down **(Ctrl)** and press **(4)**. **REC TO MEMO>** appears on your screen.
3. Type the name for the memo (up to 9 characters).
4. Press **(Return)** and your TTY starts to record. **RECORDING TO MEMO** flashes on your screen.
5. Continue with your conversation.
6. To stop recording, Hold down **(Ctrl)** and press **(Back Space)** or turn your TTY OFF.

J. Reviewing and Editing a Memo

1. Turn on the TTY. Hold down **(Ctrl)** and press **(2)** to select memo function. **MEMO NAME>** appears on the screen.
2. Type in the name of the memo.
3. Or press **(Spacebar)** to scan the list of memos in memory. Press **(Back Space)** to scroll back, if necessary, until the desired memo appears. Press **(Return)** to select the memo.
4. If you only want to clear the memo, just hold down **(Ctrl)** and press **(5)**. Press **(Y)** when **CLEAR MEMO Y?N** appears on the screen. Otherwise use **(--->)** and **(<---)** to scroll and review the memo.
5. If you want to modify the memo, use the **(--->)** and **(<---)** to move the blinking cursor to the location you want to edit. To insert characters, just begin typing. If you want to delete characters, press **(Back Space)**.
6. If you continue scrolling through the memo until it reaches the end, **END OF MEMO** will be displayed. The next screen asks whether or not to clear the memo. Press **(Y)** to clear or **(N)** to save.
7. When finished, hold down **(Ctrl)** and press **(Back Space)** to return to the screen prior to this function.

**K. Printing a Memo or Conversation
Stored in Memory**

1. With the TTY on, hold down **(Ctrl)** and Press **(2)**.
2. Type in the name or press **(Spacebar)** to scroll to the desired memo.
3. Press **(Return)** to select the memo.
4. Hold down **(Ctrl)** and press **(P)**.

A. Wait-For-Response

This feature notifies the user who was placed on "HOLD" that the other party has resumed typing. Press **(Shift) (Ctrl)** simultaneously to activate this feature. The built-in signaler flashes when an incoming signal is being detected from the other party. Any keyboard activity cancels Wait-For-Response feature or stops the flashing.

B. Call Transfer

When directly connected to the phone line, you can transfer a TTY call from one extension to another. This feature is especially suited for businesses with CENTREX telephone service where each person has a single line telephone with an extension number. Please note that the actual transferring process is provided by the telephone system.

1. Answer an incoming TTY call as you normally would.
2. Tell the incoming party to hold and that you are going to transfer the call to another extension.
3. Press **(Shift) (Ctrl)** and **(F)** simultaneously. This will activate the call transfer feature of the phone system.
4. **DIALOGUE TTY** displays **ENTER PHONE NO.** Dial the desired extension number on the keyboard and press **(Return)**.
5. When the transfer call is answered, to bring the first party on the line, press **(Shift) (Ctrl)** and **(F)** simultaneously. **HOOK SWITCH FLASH** is displayed on the screen.
6. You may stay on the line at this point for a 3-way conference call or you may hang up.
7. If you receive no answer or busy signal from the second party, press **(Shift) (Ctrl)** and **(F)** simultaneously twice in succession to return to the first party.

C. 3-Way Calling

3-way calling feature is an optional service offered by your local phone company. It allows you to hold a three way conversation with friends, relatives, or business associates. You must subscribe to this service and it is operable only when you're in direct telephone connection mode.

1. Call the first party as you normally would.
2. When connected, press **Shift** and **F** simultaneously. This puts the first party on hold. **ENTER PHONE NO=** then appears on the screen. Enter the number of the second party and press **Enter**.
3. When the call is answered, pressing the first party back, press **Shift** and **F** simultaneously again. The screen flashes momentarily. You see **HOOK SWITCH FLASH** with both parties at the same time.
4. If you receive no answer or a busy signal with your second party, press **Shift** and **F** simultaneously to generate a signal. Wait one second. Press these keys again to generate a second signal. This returns you to **HOOK SWITCH FLASH**.
5. When the conversation is over, turn off the TTY.

D. Telebanking, Credit Card Calling, and Using DTMF Tone Signaling

A new automated tele-access menu system is available in some areas. This system allows TTY users to access information such as airline schedules, bank accounts, and government office services through an option menu transmitted in Baudot. Users enter their choice of options by pressing the number keys of a tone dialing phone or TTY.

1. Make the TTY call as usual. If the automated system is operating correctly, there should be an announcement telling you what to do.
2. When the system prompts you to press a number on your phone, hold down **Shift** **Ctrl** and **D**. **PHONE SIGNAL MODE:** will appear on the screen.
3. Press the numbers you want to send to the keyboard. The pound sign (#) or asterisk (*) can be generated by simultaneously pressing **Shift** and **3**, or **Shift** and **8**, respectively.
4. This mode is cancelled automatically when you press any TTY key except (#), or (*), or the number keys.

E. Checking Available Memory

Your **DIALOGUE III/III-P TTY** has a total memory capacity of 32K, which is approximately 32,000 characters (i.e. equivalent to about 13 letter size typed pages). About 500 characters are used for programming the internal control instructions of the TTY. Of the remaining memory, 8,000 characters (equivalent to 3-1/2 pages) are used for memo storage: 1500 characters (approximately 50 names and phone numbers) for the phone directory, 17,000 characters (about 7 pages) for recording messages, and the remaining 5,000 characters (about 2 pages) for recording conversations.

CHECKING MEMO MEMORY:

1. To check the memory available, Hold down **Shift** and press **2** to go to the memo screen. Press **Enter**.
2. Hold down **Shift** and press **L** to list the number of characters available for storing new memos.
3. Press **Enter** while holding down **Shift** to return to normal TTY operation. Press **Ctrl**.

CHECKING DIRECTORY MEMORY

1. Hold down **(Ctrl)** and press **(1)** to go to the phone directory screen.
2. Hold down **(Ctrl)** and press **(L)** to list the number of free memory "spaces" available for storing new names and phone numbers.
3. Press **(Back Space)** while holding down **(Ctrl)** to return to normal TTY operation.

F. Clearing the Entire Memory

It is recommended that when you no longer have any need to keep previous messages, memos, and phone conversations, you clear them from memory.

1. Hold down **(Ctrl)** and press **(5)** to go to the clear menu.
2. The first screen will read **CLEAR CONVERSATION Y/N**. Press **(Y)** to clear or **(N)** or **(Return)** to retain and move to the next screen. You will see the following screens displayed in succession:
CLEAR MESSAGES Y/N
CLEAR MEMOS Y/N
CLEAR DIRECTORY Y/N
CLEAR ALL MEMORY Y/N
Press **(Y)** to clear or **(N)** or **(Return)** to retain the contents in memory. If you do not want to clear anything, just hold down **(Ctrl)** and press **(Back Space)** to return to normal TTY operation. Pressing **(Y)** after **CLEAR ALL MEMORY Y/N** also resets the TTY to the factory preset modes of operation (see Page 7).

G. Using an External Printer

All **DIALOGUE TTYs** work with external printers that support a standard parallel interface. RS232 serial printers aren't compatible with AMERIPHONE TTYs. If your **DIALOGUE TTY** is not equipped with a built-in printer, follow these instructions to attach and use an external printer. External printer input impedance must be greater than 10K OHM.

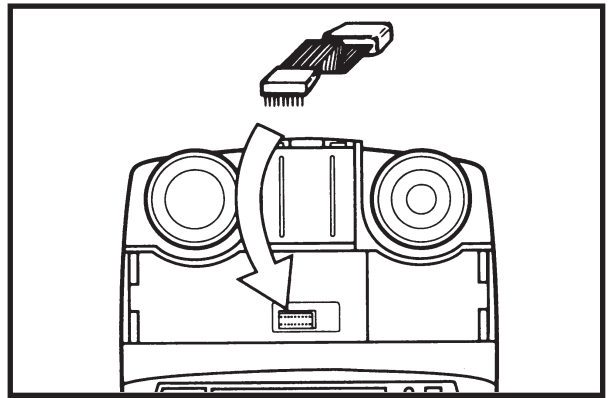


Figure 5 - External Printer

1. Remove the paper tray cover and the printer compartment cover. See Figure 2 on page 6.
2. Plug one end of the printer cable into the PRINTER socket. See Figure 5.
3. Replace the printer compartment cover and then the paper compartment cover so the cable fits through the slots at the base of the paper cover.
4. Plug the other end of the cable into your printer.
5. Turn the printer on and make sure it's on-line.

H. VCO (Voice Carry Over) Calls

1. Connect the telephone to the TTY as shown on page 6.
2. Make the call in the normal manner from your TTY.
3. After the call is connected, lift the handset and start talking when it is your turn. (After seeing GA on the screen).

4. Continue your conversation by reading the screen and talking into the handset.
5. Hang up both the TTY and telephone when finished.

I. Using Acoustic Cups

For the acoustic cups to be operational, the telephone line must NOT be plugged in. The call signaler is not operational when the telephone line is not plugged in.

1. Turn the TTY on.
2. Place the telephone handset into the cups with the cord on the left.
3. Turn on your printer if you want to print your conversation.
4. Dial the phone number using the telephone.
5. When the party answers, begin your conversation in the usual way.
6. When the conversation is over, turn the TTY off. Return the handset back to the phone cradle.

J. Using Help Menu

The **DIALOGUE III TTY** comes equipped with help menus to assist you in using the various features. These menus are especially helpful when using the TTY when the users guide is unavailable or when only a quick reference is needed. To activate the help menu:

1. Hold down **(Shift) (Ctrl)** and press **(?)**. The primary help menu will scroll across the screen and will be printed if the printer is turned on. This menu lists the various features and shows which keys are used to access them.
2. Hold down **(Ctrl)** and press any of the top row function keys to view the help message for that particular function. For instance, holding down **(Ctrl)** and pressing **(1)** would display and print the instructions for using the Phone Directory.
3. To exit from the help menu, hold down **(Ctrl)** and press **(Back Space)** or just resume typing.

K. Date and Time Stamping

Everytime you print or record a conversation/message, it automatically records the date and time at the beginning of your call, presuming that the clock is set prior to this. Follow these steps for setting the clock, and remember that **NO RETURN KEY PRESS IS NECESSARY IN THIS OPERATION**. The machine will jump automatically from step to step, if the step was completed correctly.

1. Hold down **(Ctrl)** and press **(T)** to set the built-in timer. It shows the current timer settings, then it prompts you to enter the current time **ENTER HOUR=MINUTE=**. (If you do not want to change, just hold down **(Ctrl)** and press **(Back Space)** twice to return to normal TTY operation). Type in hour, minutes-2 digits for each entry, with no space or separation key in between. For example, for 1:36 you would enter 0136. **Note: It will not accept a time setting like 23:05, you have to enter 11:05 PM.** After entering a group of 4 valid digits, it will prompt you for choosing AM or PM: **ENTER AM/PM=**. You have to type A or P for your choice.
2. The clock screen prompts you now for today's date **ENTER MONTH=DATE=YEAR=**. Again, the correct input is two digits for each- month, day, year- without any separation character or space. For Example, for July 8, 2000 you would enter 070800.
3. Once the last digit of the year setting typed, the machine returns to the operation previous to the clock setting procedure. To check the time, hold down **(Ctrl)** and press **(T)** again, and the current setting will appear on the screen. If you want to change anything, hit **(ENTER)** until you get to the screen you need, and follow one of the steps above. If you want to go back to your operation, hold down **(Ctrl)** and hit **(Back Space)** twice. (pressing **(Back Space)** once will take you back to step 1)
4. The date and time clock will continue to run whether or not the AC adapter/charger is plugged in or not, presuming that the battery pack is charged. To check the current date and time hold down **(Ctrl)** and press **(T)**.

5. Hold down **(Ctrl)** and press **(Back Space)** to return to the screen prior to this function.

L. ASCII Code

ASCII code allows you to communicate with someone who uses a computer as their communication device and to access computer data bases such as COMPUSERVE, ABLEDATA or DEAF NET. Your TTY is already equipped with ASCII code, it is preset to communicate in the following mode settings:

- 300 Baud rate of transmission
- Half Duplex
- Answer
- Displays left to right for easier reading

To make a call in ASCII code to a data base or someone's personal computer, follow these steps:

1. Turn on your TTY
2. While holding down **(Ctrl)** and left **(Shift)** press **(A)** to go to the ASCII menu. **"ASCII CODE (ON)"** is displayed.
3. Press **(Return)** to select ASCII (or **(Spacebar)** to not select).
4. Next, the screen summarizes the ASCII mode settings and then asks if you want to change modes **CHANGE MODES? Y/N**.
5. Type Y to change. Press **(Spacebar)** or **(Return)** to answer the rest of the prompts related to ASCII data format.
6. When finished, the screen shows the setting you selected: **300. HALF. ORIG. 8NI**, for example.
7. Dial the telephone number as you usually would.
8. Conduct your conversation in the normal fashion. After the conversation is over, hang up and turn off your TTY. It will automatically return to the regular Baudot mode of communication for regular TTY operation.

You can also receive ASCII calls. **DIALOGUE III/III-P TTY**s equipped with ASCII code automatically switch to ASCII mode of communication when there is an ASCII incoming call. Answer the call and carry on in the normal fashion. If you do not use the ASCII feature, we recommend you

disable the automatic ASCII detection by setting the ASCII Tone to 0 (zero) seconds in Step 5, as follows:

1. Turn on your TTY
2. While holding down **(Ctrl)** and left **(Shift)** press **(A)** to go to ASCII menu. **ASCII CODE (ON)** is displayed.
3. Press **(Return)** to select ASCII.
4. Next, the screen summarizes the ASCII mode settings and then asks if you want to change modes **CHANGE MODES? Y/N**.
5. Type **(Y)** to change. Press **(Return)** several times until you get to the screen that displays **ASCII TONE: (3) SEC.** At this point, hit **(Spacebar)** twice until the setting changes to 0 (zero) seconds.
6. Press **(Return)** until you get back to the normal way of operation. You have successfully changed the Auto-detection feature to OFF.

Save ASCII Phone Number

You can save the phone number as an ASCII phone number. When you auto dial the ASCII phone number, your DIALOGUE TTY will automatically set up the call without going through the manual ASCII set up procedures.

1. Hold down **(Ctrl)** and press **(1)**.
2. **DIR NAME:** appears on screen.
3. Type in a name (9 letters max) and then press **(Return)**.
4. Enter the complete phone number and then press **(Spacebar)**.
5. **ASCII NUMBER? Y/N** appears on screen.
6. Press **(Y)** (for Yes) for ASCII number.
7. Use **(Spacebar)** and **(Return)** keys to change / save the next four ASCII parameters (Duplex, speed, parity, carriage return & line feed).
8. When finished, hold down **(Ctrl)** and press **(Back Space)** to return to normal TTY operation.

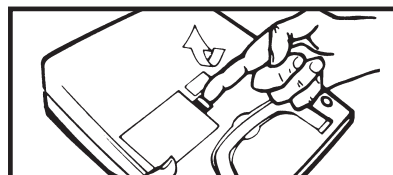


Figure 6 - Battery compartment

CHAPTER 8 AVAILABLE OPTIONAL ACCESSORIES

To maximize performance and take full advantage of the design of your **DIALOGUE TTY**, the following optional accessories are available. Please call: (800) 874-3005 or (714) 897-0808 - Voice, or: (800) 772-2889 or (714) 897-1111 - TTY to order.

A. Installing or Replacing Batteries

Open the battery door as shown in Figure 6 and remove the old batteries. Install the new batteries according to the battery orientation marked in the compartment. (Six "AA" size NICAD batteries are required).

The batteries must be charged before your TTY can be used. Leave the AC adapter/charger plugged in for a minimum of 14 hours for a full charge. During this time, the power should remain off. It will take longer to fully charge the batteries if the TTY is used during charging. When fully charged, the batteries will supply power for approximately one hour of TTY conversation. For longer operation, order heavy duty (2 hour) batteries from AMERIPHONE.

When the batteries are running low, the Power Indicator will blink when the TTY is turned on. Replace or recharge the batteries immediately. Your TTY will be inoperable in just a few minutes if the battery power runs out.

B. Heavy Duty Batteries

When fully charged, the batteries that come with your **DIALOGUE TTY** offer approximately one hour of operation. For longer operation, select the Heavy Duty Batteries (requires 48 hours charging time). They will provide approximately two hours of operation.

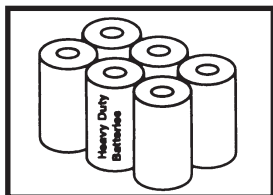


Figure 7 - Heavy Duty Batteries

C. Built-in Printer

You can convert your display **DIALOGUE TTY** into a printer TTY simply by plugging a **DIALOGUE** printer into the printer compartment. No wiring or assembly is necessary to obtain your high speed printer (with a selection of letter sizes). Contact your **DIALOGUE TTY** dealer or AMERIPHONE.

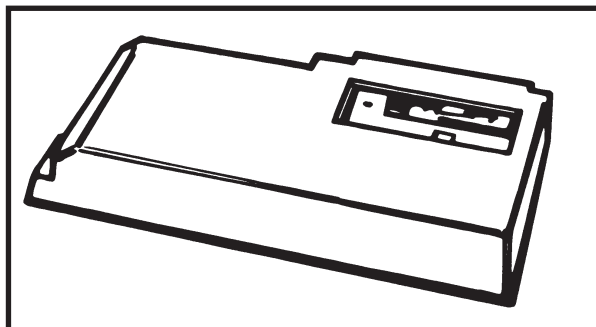


Figure 8 - Three Letter Size Printer

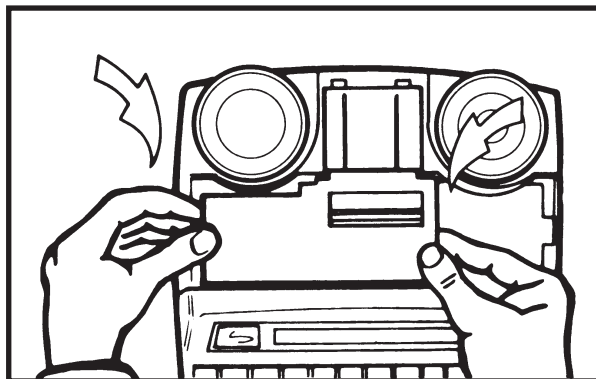


Figure 9 - Printer Installation

D. Training Videos

Videos on how to conduct telephone conversation using **DIALOGUE TTYs** are available. Learning how to use TTYs has never been easier and so much fun.

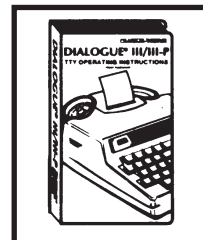


Figure 10 - Training Videos

CHAPTER 9 TROUBLE SHOOTING

If any problem should arise during operation of your TTY, go through the suggestions listed below. Should the difficulty persist, contact AMERIPHONE or your authorized dealer for assistance.

SYMPTOM	CAUSE AND CORRECTIVE ACTIONS
Nothing happens when DIALOGUE TTY is turned on	No power. Check to make sure that both ends of the AC adapter/charger are firmly plugged in. If you are using batteries, make sure that each battery is properly installed and that they are properly charged.
Batteries run down too soon after charging	Batteries are not charged properly. Completely drain the batteries by turning on the TTY and leaving it on until the power goes off. Recharge it for 14 hours. If this does not work, your batteries may be too old and need to be replaced.
No dial tone for keyboard dialing	Check to make sure both ends of the telephone cord are firmly plugged in.
Nothing happens after you dial from keyboard	Make sure you press (Return) after dialing the number. Pressing (Return) completes the dialing sequence.
NO NUMBER TO DIAL shows up on the screen when you try to redial a phone number	The DIALOGUE III/III-P only remembers the last phone number dialed from the keyboard.
NO DIRECT CONNECT shows up on the screen when you turn on Auto Answer	Check to make sure that both ends of the phone cord are firmly plugged in.
No transmission through the acoustic cups	Check the setting of the telephone line connection. There must be no telephone line plugged in.
Garbled message displayed on screen when using acoustic cups	Check to make sure that the handset is firmly coupled to the acoustic cups.
Handset will not stay in cups	Check to make sure there is no grease or oil on the inside surface of the cups or the handset. Clean those areas periodically with mild soap and a damp cloth.
Printer does not print	Check to make sure the printer is turned on. Hold down (Ctrl) and press (P) to toggle the printer ON/ OFF.
The last line of a conversation is not printed	Pressing the (Return) key will cause the printer to print out any uncompleted lines of conversation.
Incorrect print size.	Select big size print and then medium size print or vice versa.

CHAPTER 10 MAINTENANCE INFORMATION

A. Caring For Your TTY

Even though your **DIALOGUE TTY** is built to last and is designed to be maintenance free, it contains sensitive and delicate electronic parts. To protect your investment and ensure the best performance, treat it with care.

- Avoid dropping your TTY or subjecting it to any impact. Use the carrying case when traveling.
- Clean your TTY plastic case regularly and use only a slightly damp, soft cloth. To remove stains, use mild soap. Never use detergents, excessive water or harsh cleaning agents.
- Do not allow dust to build up in the gaps around the keys. Vacuum the keyboard regularly. For best protection, keep the dust cover on when your TTY is not in use.

B. Recharging Batteries

Rechargeable batteries usually last longer when they are used and recharged regularly. For best results, they should be completely drained and then recharged every six months or so. To drain the batteries, unplug the AC adapter/charger and leave your TTY on until the product name is no longer displayed. Then turn your TTY OFF and plug the AC adapter/charger into an electrical outlet. It takes approximately 14 hours to fully recharge the batteries. You can use your TTY during charging. However, it will take longer to recharge the batteries.

The batteries should last several years. If they run down quickly soon after charging, they may need to be replaced.

WARNING ...

DO NOT leave batteries drained of power for more than 1-1/2 hours. Doing so can cause information that is stored in the TTY's memory to be lost.

CHAPTER 11 TTY USER'S ETIQUETTE

To conduct a TTY conversation, you need a TTY at each end of the telephone line, just as you need a telephone at each end to conduct a telephone conversation.

Here are some commonly accepted abbreviations that eliminate the need to type long phrases.

GA means "Go Ahead". When you finish typing your sentence or message, type **GA** to show it's the other party's turn to respond. For example, **HI, THIS IS JANE, HOW CAN I HELP YOU? GA** When you see GA at the end of an incoming sentence or message, it is your turn to respond.

Q is often used instead of a question mark. For example, **HOW ARE YOU. Q**

SK means "Stop Keying". Type **SK** when you are ready to end the conversation. Typing GA followed by SK is a polite way to say good-bye and to give the other party a last chance to respond before hanging up. For example, **NICE TALKING WITH YOU. GA SK.**

Type SKSK to show that you're hanging up. For example, **BYE NOW.SKSK.**

CHAPTER 11 (CONTINUED)

Here are more abbreviations which are commonly used by TTY users.

ASAP	As soon as possible
ASST	Assistant
BIZ	Business
BYE	Good-bye
CA	Communication assistant
CD or CLD	Could
CUL	See you later
CUZ	Because
DR or DOC	Doctor
EDUC	Education
FIGS	Figures
HD or HLD	Hold
ILY	I love you
IMPT	Important
LTRS	Letters
MSG or MSGE	Message
MISC	Miscellaneous
MTG	Meeting
NBR or NU	Numbers
OFC	Office
OIC	Oh I see
OPR	Operator
PPL	People
PLS	Please
PRO	Professional
R	Are
SERV or SVC	Service
SD or SHD	Should
THKS	Thanks
THRU	Through
TMR	Tomorrow
U	You
UR	Your
URS	Yours
XXXX	Erases an error

CHAPTER 12 WARRANTY INFORMATION

AMERIPHONE warrants our TTY against defects in materials or workmanship for the period of one year from the date of purchase. If our extended warranty is purchased, this same warranty also applies to the period covered by the extended warranty. For information on our extended warranty program and how to sign up for it, please see Chapter 17.

If your AMERIPHONE product is defective and returned within 30 days of the date of purchase, your DIALOGUE dealer will replace it at no charge.

If returned after 30 days but within one year from the date of purchase, we will repair or replace it at no charge. In the repair of your AMERIPHONE product, we may use new or reconditioned replacement parts. If we elect to replace your AMERIPHONE product, we may replace it with a new or reconditioned product of the same or similar design. Repair or replacement will be warranted for either (a) 90 days or (b) the remaining time on the warranty period, whichever is longer. AMERIPHONE is not responsible for and will not pay for loss of time or inconvenience, loss of use of your AMERIPHONE product, or any property damage caused by your AMERIPHONE product or its failure to work, or any other incidental or consequential damages.

To get warranty service for your DIALOGUE III/III-P, you must provide proof of the purchase date. Within 30 days of the date of purchase, return your DIALOGUE III/III-P to the place where you purchased it for immediate replacement. After 30 days, call Ameriphone at 800-874-3005 VOICE or 800-772-2889 TTY for the authorized service center near you. You must prepay all shipping costs. We suggest you save the original package materials in the event you need to ship the DIALOGUE III/III-P. When shipping for warranty repair, include your name, address, phone number, proof of date of purchase, and a description of the problem. After repairing the product, we, (or the service center) will ship it back to you at no cost within the United States and Canada. CANADIAN RESIDENTS: call Ameriphone at 800-874-3005, 800-772-2889 TTY for instructions.

CHAPTER 12 (CONTINUED)

This warranty does not cover defects resulting from accidents, damage while in transit to our service location, alterations, unauthorized repair, failure to follow instructions, misuse, use outside the United States or Canada, fire, flood, and acts of God. Nor do we warrant the product to be compatible with any particular telephone equipment, party line, key telephone systems, or more sophisticated switching systems. If your **DIALOGUE III/III-P** is not covered by this warranty, call us at 800-874-3005 or 800-772-2889 TTY for advice as to whether we will repair your **DIALOGUE III/III-P** and other repair information. The repair shall be warranted for 90 days.

CHAPTER 13 REPAIR INFORMATION

If your **DIALOGUE III/III-P** is still in warranty, follow the directions in Chapter 12 for repair service.

If your **AMERIPHONE** product is not covered by our warranty, call us at (714) 897-1111 (TTY/TDD) or (714) 897-0808 (Voice) for advice and other repair information, including charges. At our option, we may replace rather than repair your **AMERIPHONE** product with a new or reconditioned one of the same or similar design.

Repair or replacement will be warranted for 90 days or remainder of warranty, whichever is longer.

CHAPTER 14 FCC REGISTRATION

This TTY complies with the standards in part 68 of the Federal Communications Commission (FCC) rules and has been approved by the FCC for direct connection to telephone lines. The Registration Number and Ringer Equivalence Number (REN) are noted on the label at the bottom of the unit.

Before connecting the unit to your phone line, notify your local telephone company of the Federal Communications Commission (FCC) Registration Number and the Ringer Equivalence Number (REN) of your TTY.

Your local telephone company is required by the FCC to allow you to connect FCC registered telephone equipment to their telephone lines. Your notification helps your local telephone company to continue to provide the best possible service.

Your AMERIPHONE product has also been tested and found to meet the standards for a Class B digital device, as specified in Part 15 of the FCC Rules. These specifications are designed to provide against interference to radio and television reception in a residential installation. However, there is no guarantee that interference will not occur in a particular installation. If your AMERIPHONE product causes interference to radio or television reception when in use, you might correct that interference with any one or all of these measures:

1. Where it can be done safely, reorient the receiving television or radio antenna.
2. To the extent possible, relocate the television, radio or other receiver with respect to the telephone equipment.
3. If your telephone product runs on AC power, plug it into an AC outlet that's not on the same circuit as the one used by your radio or television.

CHAPTER 15 SPECIFICATIONS

PHYSICAL DIMENSIONS

Size: 10–1/4" x 12" x 3"
Weight: 3 lbs.; 4.25 lbs. (with printer)

POWER

AC adapter: 9VDC, 650 ma (min), UL/CSA listed Rechargeable batteries: Six NiCad size AA Powers unit for approximately 1 hour

KEYBOARD

4 row keyboard
51 ergonomic keys

DISPLAY

Blue/Green vacuum fluorescent
20 characters; 0.25" (6mm) character height

ACOUSTIC COUPLERS

Accepts both circular and square telephone handsets

COMMUNICATION CODES

Baudot Code: 45.5 or 50 Baud
Sensitivity=67 dB SPL (min)

PRINTER (DIALOGUE III-P)

24-character thermal printer
Uses 2–1/4" (58mm) thermal paper

CSA/NRTL LISTED

FCC AND DOC APPROVED

CHAPTER 16 PROTECTION PLUS EXTENDED WARRANTY PROGRAM

The latest in text telephone technology deserves a protection plan that ensures its continued enjoyment. And that's why we've custom designed our Protection Plus Program as carefully as we've designed your new TTY.

I. Protection Plus Program

This protection plan covers your TTY for a full 2 years after the original one year warranty expires (for a total of 3 years). There is absolutely no additional cost to you for repairs during this period. AMERIPHONE pays 100% of all parts and labor. (One year Protection Program is also available). If service should be required, just deliver your TTY to any one of our independent authorized service centers or AMERIPHONE. Your official Extended Warranty Certificate from AMERIPHONE will identify you as a member of our Protection Plus Program. You'll be covered in full for whatever repairs are necessary. And this is only the beginning of the special benefits.

II. Save on Accessories to Expand Your World of TTY Communication

With our exclusive accessories hotline, you'll be able to purchase the latest accessories for your new TTY or other AMERIPHONE products—all at low, member-only prices. From printer paper and batteries to the ALERTMASTER notification

system and all assistive devices to make your life easier. Just call:

(800) 874-3005 or (714) 897-0808 - Voice,
or: (800) 772-2889 or (714) 897-1111 - TTY.

Our customer service department will answer any questions you may have and help you place your order.

III. How to Purchase Extended Warranty

Fill out and return the attached application within 90 days from the date you purchased your TTY. A copy of your sales receipt must be attached. Include your check, money order, VISA or MasterCard number for the appropriate amount depending upon which program you choose.

IV. We're as Close as a Call Away.

That's right. If you need to know anything about AMERIPHONE'S Protection Plus Program, call: (800) 874-3005 or (714) 897-0808 - Voice, or: (800) 772-2889 or (714) 897-1111 - TTY. We'll tell you the name of the nearest independent authorized service center. And we'll answer any other questions you might have about the benefits of our Protection Plus Program.

Cut along dotted line and send to: AMERIPHONE, Inc., 12082 Western Ave., Garden Grove, CA 92841



Name _____
Address _____
City _____
State _____ Zip _____
Home Phone: _____

Check One:

Display TTY (**DIALOGUE III**)

___ 2 Year Protection Plan \$ 99.00
___ 1 Year Protection Plan \$ 50.00

Printer TTY (**DIALOGUE III-P**)

___ 2 Year Protection Plan \$ 110.00
___ 1 Year Protection Plan \$ 60.00

Applicable Sales Tax (California only) _____

Total Amount Enclosed: _____

Model # _____ Serial No. _____
Date Purchased _____
(Attached Copy of Sales Receipt)

Business Phone: _____

___ Yes, enroll me. Enclosed is my check or money order made payable to AMERIPHONE.

___ Charge instead to: VISA MasterCard

Account No: _____

Expiration Date: _____

Signature

Date

OWNER REGISTRATION CARD

Thank you for purchasing your **AMERIPHONE DIALOGUE TTY**. Please fill out and mail this card Within The Next 10 Days to register your purchase. Proper registration will enable us to send you periodic mailings about new products and other important announcements, and also allow us to contact you in the unlikely event that your product needs adjustment or modification. **THANK YOU!**

1. Mr. Mrs. Ms. Miss

First Name Initial Last Name

Street Apt.No.

City State Zip Code

2. Date of Purchase: _____
Month Day Year

3. Model & Serial Number: _____

4. Home Telephone No.: () - _____
(area code)

5. Where did you purchase this product?

1. Received as a gift
2. Assistive Device specialty store
3. Department store
4. TV/appliance store
5. Catalog showroom
6. General Merchandise store (Sears, Penneys, Wards, Etc)
7. Discount store (K-mart, Target, etc)
8. Mail order
9. Other

6. How did you first become aware of this product? (Please check only one.)

1. Magazine advertisement
2. Newspaper advertisement
3. TV advertisement
4. Information received through the mail
5. In-store display
6. Friend's/Relative's recommendation
7. Salesperson's recommendation
8. Product brochure

7. Excluding sales tax, how much did you pay for this TTY?

1. Less than \$200
2. \$200-\$249
3. \$250-\$299
4. \$300-\$349
5. \$350-\$399
6. \$400-\$449
7. \$450-\$500

8. Is this TTY

1. Your first TTY
2. A replacement for any other TTY
3. An additional TTY

9. Which brands did you most seriously consider before buying your Ameriphone TTY? (Check all that apply.)

1. Ultratec
2. Krown
3. AT&T
4. Other _____

10. What were the most important factors influencing your decision to purchase this TTY? (Please check a maximum of two.)

1. Emergency Call Announcer (ECA)
2. Ease of converting from display to printer TTY
3. Built-in printer
4. Printer letter sizes
5. Electronic Voice Announcer
6. Compact size
7. Light weight
8. Ease of use
9. Other _____

11. Did you purchase a factory extended warranty on your **DIALOGUE TTY**?

1. Yes
2. No

12. Where did you purchase the extended warranty?

1. AMERIPHONE
2. Dealer:

Name _____

Address _____

City _____ State _____

Zip Code _____

13. How long of an extended warranty?

1. 2 years
2. 1 year

14. How much did you pay for the extended warranty?

\$ _____.

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