



DIALOGUE JB-20

The Big Button Phone



Operating Instructions

English

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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 phone 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 phone line or power cord. Protect cords from damage or abrasion.
6. If this product does not operate normally, review the "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

| | |
|---|----|
| CHAPTER 1: INTRODUCTION | 2 |
| CHAPTER 2: PACKAGE CHECKLIST | 2 |
| CHAPTER 3: FEATURES IDENTIFICATION | 3 |
| CHAPTER 4: INSTALLATION | 4 |
| Desk mounting | 4 |
| Wall mounting | 4 |
| CHAPTER 5: OPERATING YOUR DIALOGUE JB-20 | 5 |
| Dialing | 5 |
| Adjusting the ringer tone..... | 5 |
| Adjusting handset volume..... | 5 |
| Ringer volume | 6 |
| Hold | 6 |
| Last number redial | 6 |
| Programming the Emergency buttons | 6 |
| Dialing with an Emergency button | 7 |
| Programming frequently dialed numbers | 8 |
| Memory dialing | 8 |
| Direct Audio Output..... | 9 |
| CHAPTER 6: TROUBLESHOOTING | 10 |
| CHAPTER 7: FCC INFORMATION | 11 |
| CHAPTER 8: WARRANTY | 12 |
| CHAPTER 9: SPECIFICATIONS | 13 |
| INDEX | 14 |

CHAPTER 1 INTRODUCTION

Thank you for selecting the amplified telephone DIALOGUE **JB-20** from Ameriphone. These Operating Instructions and the associated Quick Operating Guide provide you with the information you need to use your DIALOGUE **JB-20** effectively and safely. Read this manual thoroughly before using your telephone. Keep the manual near the telephone for easy reference.

Warranty Service

Your telephone is designed to provide years of quality service. Should the phone malfunction and the Troubleshooting Chart on page 9 does not resolve the problem, follow the Warranty procedure on page 10.

Sales Receipt

Be sure to save your sales receipt as proof of purchase date should you need warranty service.

Help from Ameriphone

For help with using your DIALOGUE **JB-20**, call our Customer Relations department at 800-894-3005.

Please make sure your DIALOGUE **JB-20** package includes the items shown in Figure 1.

CHAPTER 2 PACKAGE CHECKLIST

Please make sure your DIALOGUE **JB-20** package includes the items as shown below:

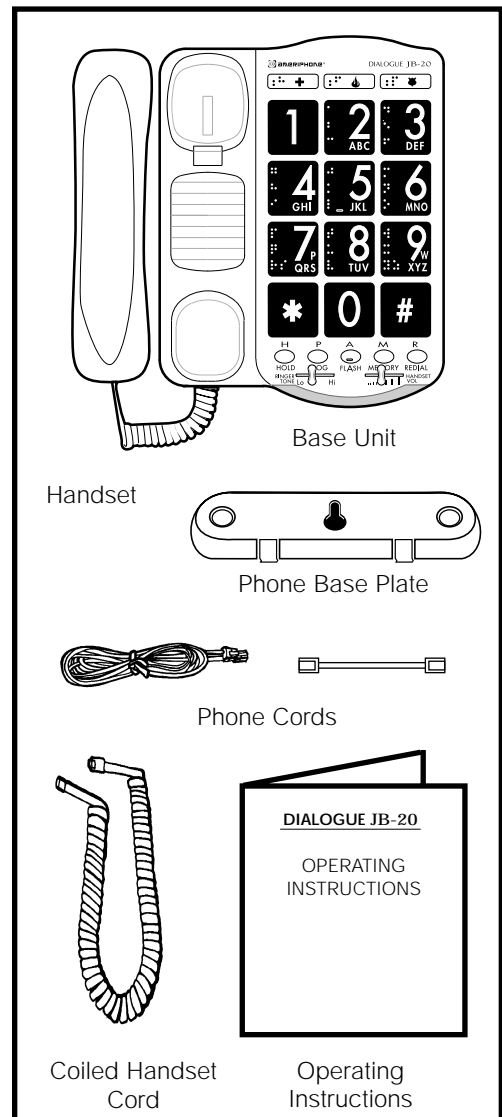


Fig. 1 - Package Components

CHAPTER 3
FEATURES IDENTIFICATION

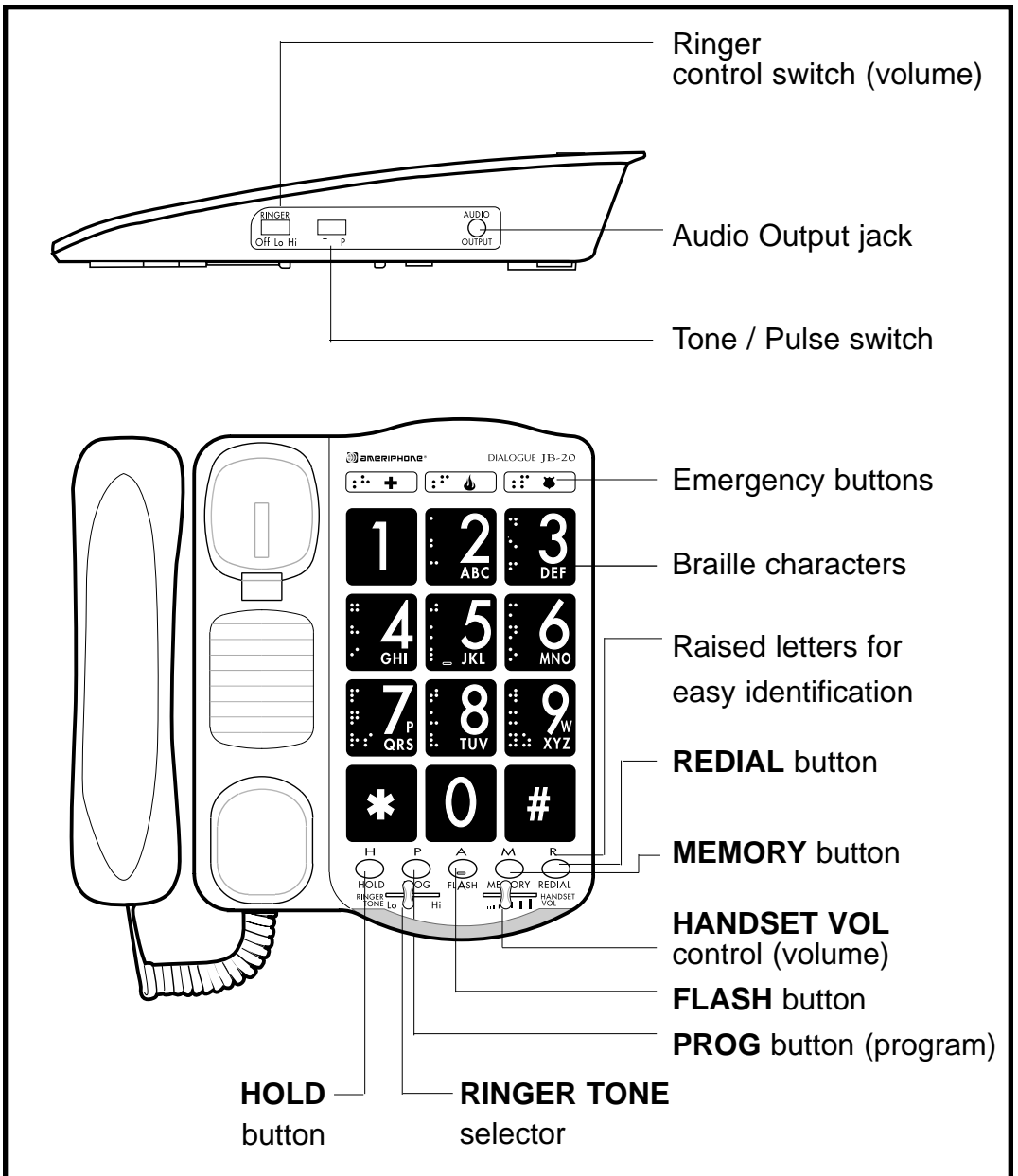


Fig. 2 - Features on DIALOGUE JB-20

Desk Mounting

1. Plug in the long phone cord.
2. Plug the handset cord into the telephone.

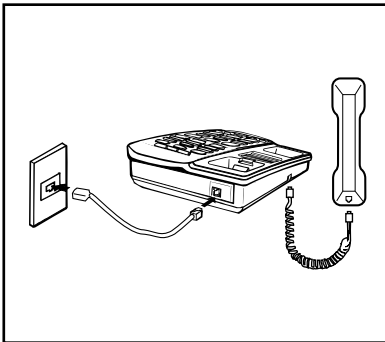


Fig.3 - Connections and installation

3. Lift the handset and listen for a dial tone.
4. Your **DIALOGUE JB-20** is ready to use.

Wall Mounting

1. Pull the handset hook out and reverse its position so that the hook points up.

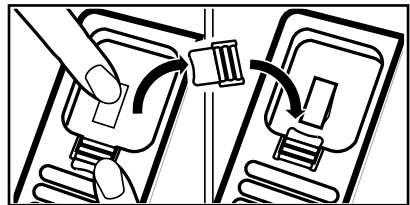


Fig. 4 - Reversing the hook

2. Install the Base Plate by sliding the small tabs into the upper slots. Push on the bottom of the Base Plate until it snaps into place.

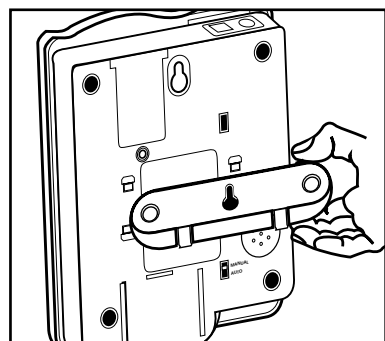


Fig. 5 - Phone base installation for wall mounting

CHAPTER 4 (CONTINUED)

3. Plug in the short phone cord.
4. Align the posts on the wall mount with the holes in back of the **DIALOGUE JB-20** . Slide the phone down on the posts to secure it.

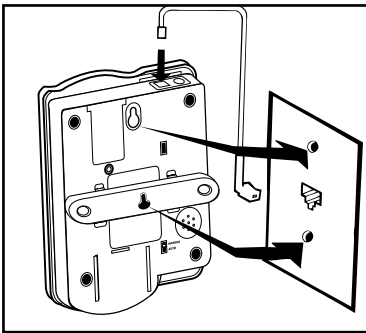


Fig. 6 - Wall mounting installation.

5. Lift the handset and listen for a dial tone.
6. Your **DIALOGUE JB-20** is ready to use.

CHAPTER 5 OPERATING YOUR **DIALOGUE JB-20**

Dialing

Pick up the handset and dial like any other telephone.

If you read Braille, you can use the small bump on the **5** button to help identify correct buttons. You can also use the Braille characters on the buttons to find the letters on each button. For example, the **2** button has Braille characters for A, B and C.

Adjusting the Ringer Tone

1. Adjust the Ringer Tone selector to suit your hearing

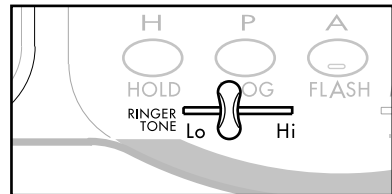


Fig. 7 - Adjusting ringer tone

Adjusting Handset Volume

1. Pick up the handset.
2. Adjust the **HANDSET VOLUME** slider to suit your hearing.

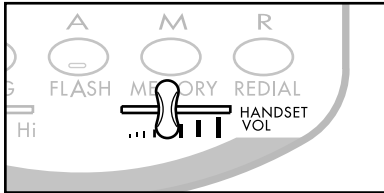


Fig. 8 - Adjusting the call volume

Ringer Volume

Adjust the **RINGER** volume control to suit your hearing.

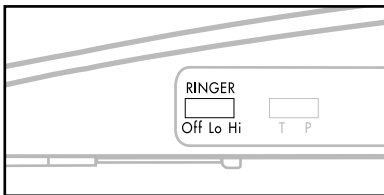


Fig. 9 - Ringer volume

Hold

1. To put the phone on hold, press the **HOLD** button and put the handset in its cradle. The red light in the Ring Flasher shows **HOLD** is on.

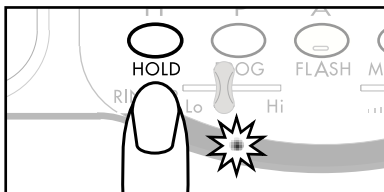


Fig. 10 - Hold Button and indicator

2. To return to your call, pick up the handset.

Note: When the DIALOGUE JB-20 is on **HOLD**, if you pick up another phone that is on the same line, the DIALOGUE JB-20 will automatically hang up. You can continue your call on the other phone.

Last Number Redial

Lift the handset and press the **REDIAL** button to dial the last number you dialed.

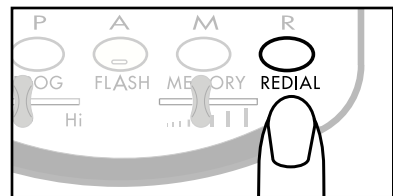


Fig. 11 - Redial button

Programming the Emergency Buttons

The Emergency Buttons can be programmed to dial numbers with one touch. You may wish to use these buttons for police, fire or medical response.

1. Lift the handset and press the **PROG** button.

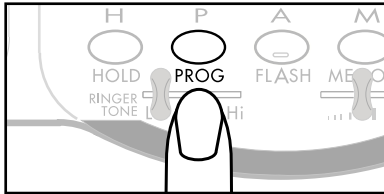


Fig. 12 - Prog button

2. Enter the phone number as you would normally dial it.

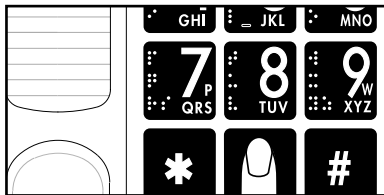


Fig. 13 - Telephone keypad

3. Press **PROG** button again.

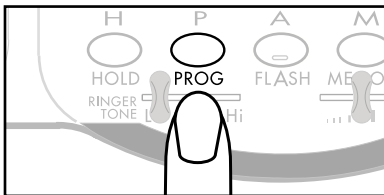


Fig. 14 - Prog button

4. Press one of the Emergency buttons.

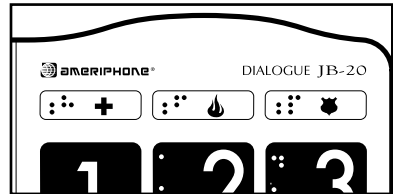


Fig. 15 - Emergency button

5. Hang up the handset.
6. The number is now stored into the Emergency button you selected.
7. To change a stored number or to program another memory button, repeat this process from step 1.

Dialing With An Emergency Button

1. Lift the handset.
2. Press one of the Emergency buttons.

The number you have stored for that button will be automatically dialed.

Programming Frequently Dialed Numbers

1. Lift the handset and press the **PROG** button.

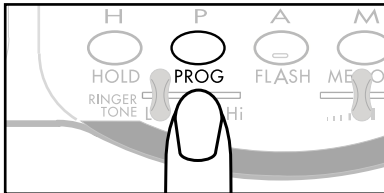


Fig. 16 - Prog button

2. Enter the phone number as you would normally dial it.

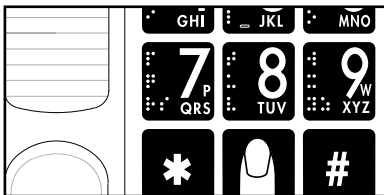


Fig. 17 - Telephone keypad

3. Press the **PROG** button again.
4. Press **MEMORY**, then one of the number buttons: 0, 1, 2, 3, etc.
Note: # and * keys are not available for this function.

5. Hang up the handset.

6. The number is now stored into the number button you selected.

7. To change a stored number or to program another memory button, repeat this process from step 1.

Memory Dialing

1. Lift the handset.
2. Press **MEMORY** and one of the number buttons.

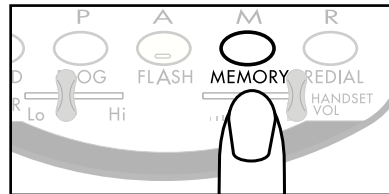


Fig. 18 - Memory button

The number you have stored for that button will be automatically dialed.

Direct Audio Output

The **AUDIO OUTPUT** socket allows you to connect the **DIALOGUE JB-20** to a hearing aid, cochlear implant or other assistive listening devices.

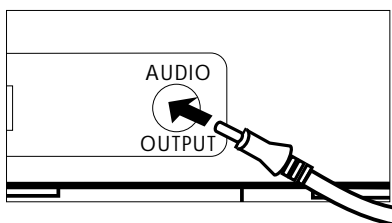


Figure 19 - Audio Output Socket and Cochlear Cord Hook-up

To use this port, plug in a compatible auxiliary cable and connect it to your assistive listening device. Speak into the handset when you use the Audio Output connection.

Cochlear Implant Adapter Cord:

A cochlear adapter cord is available from Ameriphone that can be used to plug the **DIALOGUE JB-20** directly into a speech processor.

WARNING! During thunderstorms, avoid using telephones as electric shock from lightning can occur. Before plugging any cord into your speech processor, you must consult your implant manufacturer.

Connecting the speech processor:

Plug the mono end of the plug into the speech processor.

Plug the stereo end of the plug into the Audio Output socket on the phone.

Speak into the handset when using the Cochlear Implant Adapter Cord.

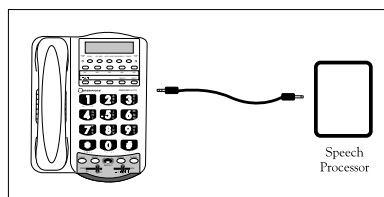


Figure 20 - Connecting the Speech Processor

CHAPTER 6 TROUBLESHOOTING

If any problem should arise during operation of your **DIALOGUE JB-20**, go through the suggestions listed below. Should the difficulty persist, contact Ameriphone or your authorized dealer for assistance.

| SYMPTOM | CAUSE AND CORRECTIVE ACTION |
|---|---|
| No dial tone | Check all phone cord connections. |
| No number dialed when memory button pressed | No number stored in that memory button. See "Programming Frequently Dialed Numbers" |
| Call cannot be dialed, or is dialed slowly | See "Installation" section to reset the dial mode switch. |
| No audible ring | Make sure the ringer is not set to "Off" position. |
| Phone "locks- up"; no functions operate | Check all the connections. Make sure the cords are plugged in correctly. |

CHAPTER 7 FCC INFORMATION

The **DIALOGUE JB-20** has been registered with the Federal Communications Commission (FCC) and complies with the standards in Part 68 of the FCC Rules.

FCC compliant telephone cords and modular plugs are provided with this telephone. Your telephone company is required by the FCC to allow you to connect FCC registered telephone equipment to their telephone lines.

The FCC requires that upon request of your local telephone company, you provide the FCC registration number and Ringer Equivalence Number (REN) of your telephone equipment, both noted on the underside of the **DIALOGUE JB-20**.

Your **DIALOGUE JB-20** has 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. 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.

CHAPTER 8 WARRANTY

This warranty applies only to Ameriphone products that are purchased and used in the United States or Canada.

Ameriphone warrants the **DIALOGUE JB-20** telephone against any defect in materials or workmanship for the period of one year from the date of purchase.

If your Ameriphone product is defective and returned within 30 days of the date of purchase, your **DIALOGUE JB-20** 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 **DIALOGUE JB-20**, we may use new or reconditioned replacement parts. If we elect to replace your **DIALOGUE JB-20**, we may replace it with a new or reconditioned product of the same or similar design. Repair or replacement will be warranted for either 90 days or the remaining time on the original warranty period, whichever is longer.

Implied warranties, including those of fitness for a particular purpose and merchantability (an unwritten warranty that the product is fit for ordinary use), are limited to one year from date of purchase. We will not pay for loss of time, inconvenience, loss of use of your **DIALOGUE JB-20**, or property damage caused by your **DIALOGUE JB-20** or its failure to work, or any other incidental or consequential damages. Some states do not allow limitations on how long an implied warranty lasts or the exclusion of incidental or consequential damages, so

the above exclusions or limitations may not apply to you.

To get warranty service for your **DIALOGUE JB-20**, you must provide proof of the purchase date. Within 30 days of the date of purchase, return your **DIALOGUE JB-20** 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 JB-20**. 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.

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 JB-20** 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 JB-20** and other repair information. The repair shall be warranted for 90 days.

DECIBEL GAIN

Maximum gain: 18dB

PHYSICAL DIMENSIONS

Size: 9.5" x 7" x 3.25"

Weight: 2.52 lbs.

| | |
|-----------------------------|---------|
| Audio output jack..... | 9 |
| Base plate, removal | 4 |
| Desk mounting | 4 |
| Dial modes | |
| Pulse | 3 |
| Tone | 3 |
| Handset Volume control..... | 5 |
| Hold | 6 |
| Light indicator..... | 6 |
| Installation | 4 |
| Memory dialing | 8 |
| Programming | 6, 7, 8 |
| Modular cords | 2 |
| Packing checklist | 2 |
| Redialing | 6 |
| Ringer volume | 6 |
| Wall mounting | 4 |
| Toubleshooting..... | 10 |
| Warranty | 12 |



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