

## **HD 60/60J Phone FAQ's:**

**Q1:** What do the different TONE settings on the HD phones mean?

**A:** There are 4 TONE settings, 1 thru 4.

Setting 1 amplifies the low frequencies making the lower pitched sounds easier to hear. This setting is for people with low frequency hearing lost.

Setting 2 amplifies all sound frequencies equally making every word full volume and natural sounding. This is the common setting for most people.

Setting 3 boosts the middle to high frequencies making each word more intelligible. This is for people with mild high frequency hearing loss.

Setting 4 amplifies the high frequencies making high pitched sounds more distinguishable and easier to understand. This is for people with severe hearing loss and for those with difficulties hearing high pitch sounds.

**Q2:** What is the advantage of these preset TONE SETTINGS?

**A:** Unlike the ordinary sliding tone control, this is far easier to use and more accurate. That is, once you've chosen a setting that suits your hearing the best, you will always get the same clarity and results when you return to the same setting.

**Q3:** On all HD phones, why is there no effect when I move the Tone control?

**A:** For the Tone control to be effective, the AMPLIFIER must be turned on.

**Q4:** On the HD-60/60J, I can get a dial tone alright, but the amplifier does not come on?

**A:** These phones allow you to dial out and receive calls even without the AC adapter plugged in. But, adapter power is needed to power the amplifier and the loud ringer functions etc. So when this happens, check and make sure the AC adapter is securely plugged in at both ends, and, check there is power in the wall outlet.

**Q5:** On the HD-60/60J, why is the AMPLIFIER button flashing?

**A:** The AMPLIFIER button light was designed to serve as an "extension phone in-use" indicator. When it flashes, that means someone is using an extension phone in the house. Also, if you use this phone as an extension in a business phone system, this button will also flashes continuously to indicate that it is being used in a business phone system (its power system is different from that of your home phone system).

**Q6:** How does the HD-60/60J "off-hook" warning work?

**A:** If you do not place the handset squarely into its cradle and hang-up properly after a call, your phone remains "alive" and no calls will be able to come in. The central office of your telephone company will be able to detect that and send you a "howling" tone to warn you. When the HD-60/60J recognizes this "howling" tone, it automatically activates its loud audio alarm and the flashers to attract your attention. The warning will continue until you hang up the phone properly or until the phone company cut off your line by stop sending the howling tone.

