

SERENE

HDPHONE™

HIGH DEFINITION AMPLIFIED TELEPHONE

55dB, With Talking CID, Talking Keypad & Speakerphone
(English, French & Spanish voices)



HDS
TECHNOLOGY

Operating Guide
Manuel de l'utilisateur

HD 65

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PRODUCT FEATURES

1. High Definition Sound Technology ensures crystal clear conversation
2. Up to 55 dB Of handset amplification
3. "AMPLIFY" key that remembers handset volume setting
4. Four (4) digital tone control settings
5. High performance speakerphone
6. Talking Caller ID
7. Talking keypad & controls
8. Large LCD display
9. Selectable talking & display language (English, French, & Spanish)
10. Six (6) one-touch memories
11. 70 incoming CID memories
12. 70 phone-book memories
13. 25 outgoing call list
14. LCD and keypad backlight
15. Super loud ringer
16. Dual ring flasher (front and side)
17. Voice-mail indicator
18. Music-on-hold with indicator
19. Compatible with FSK CID (Type II) and voice mail signals
20. Lighted keypad
21. Battery back-up option on Base

Important Safety Instructions

Instructions pertaining to a risk of fire, electric shock or injury to persons.

Privacy of communications may not be ensured when using a cordless phone.

WARNING – When using electric appliances, basic precautions should always be followed, including the following:

1. Read all the instructions before using the appliance.
2. This product uses rechargeable batteries. Do not use any non-rechargeable battery as charging of this type can cause battery leakage.
3. Always disconnect phone cord to wall jack before changing or installing batteries.
4. To reduce the risk of injury, close supervision is necessary when an appliance is used near children.
5. Do not contact moving parts or any exposed metal surface.
6. Only use attachments recommended or sold by the manufacturer.
7. Do not use outdoors. Do not use near water.
8. To disconnect, turn all controls to the off position, then remove plug from outlet.
9. Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.
10. Unplug from outlet when not in use and before servicing or cleaning.
11. Do not operate any appliance with a damaged cord or plug, or after the appliance malfunctions or is dropped or damaged in any manner. Return appliance to the nearest authorized service facility for examination, repair, or electrical or mechanical adjustment.
12. To Reduce the Risk of Electric Shock, this appliance has a polarized plug (one blade is wider than the other). This plug will fit in a polarized outlet only one way. If the plug does not fit fully in the outlet, reverse the plug. If it still does not fit, contact a qualified electrician to install the proper outlet. Do not change the plug in any way.
13. Avoid using any telephone product during an electrical storm. There may be a remote risk of electric shock from lightning.
14. Do not use the telephone to report a gas leak in the vicinity of the leak.
15. Specifications of this product are subjected to change without notice.

Battery and AC Power Adapter

Base: Accepts four (4) user provided AA size regular batteries for AC power outage backup purpose. Installation of base batteries is optional.

Please care for the environment by disposing any used batteries through your local community recycle center. Do not dispose any used battery in trash bin.

WARNING: For safety consideration, always disconnect phone cord to wall jack before changing batteries

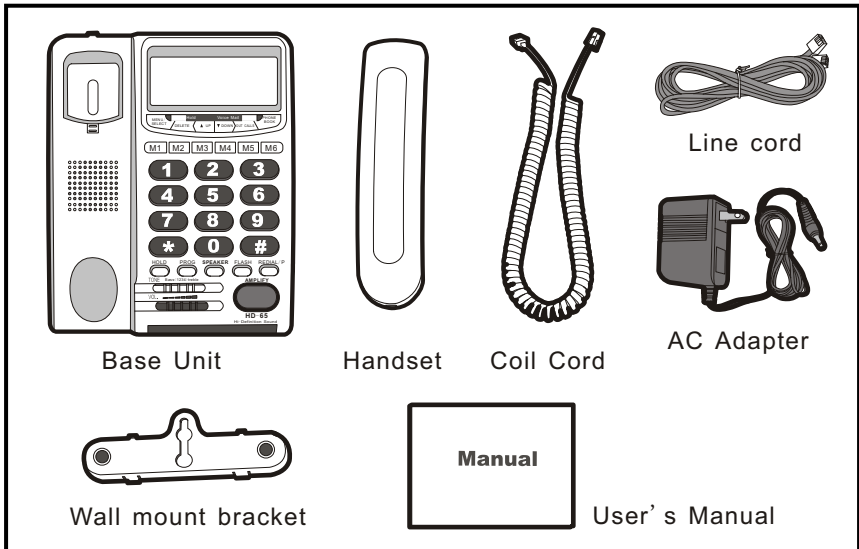
Disposal of Used Batteries and Safety Information

1. Do not dispose of the battery in a fire as it may explode. Please dispose any used battery through your local community recycle center.
2. Do not open or mutilate the battery. Released electrolyte is highly corrosive and may cause damage to the eyes and skin. It may be toxic if swallowed.
3. Exercise care in handling batteries in order not to short the battery with conducting material such as rings, bracelets and keys. Shorting a battery may overheat and cause burns.

AC Power Adapter

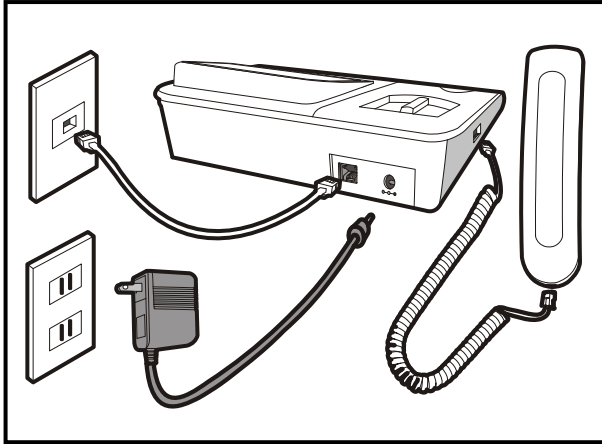
For your safety, please plug the provided AC power adapter into the nearest AC outlet. Use only UL listed Class 2 power adapter, 9VDC, 300 MA.

Package Content

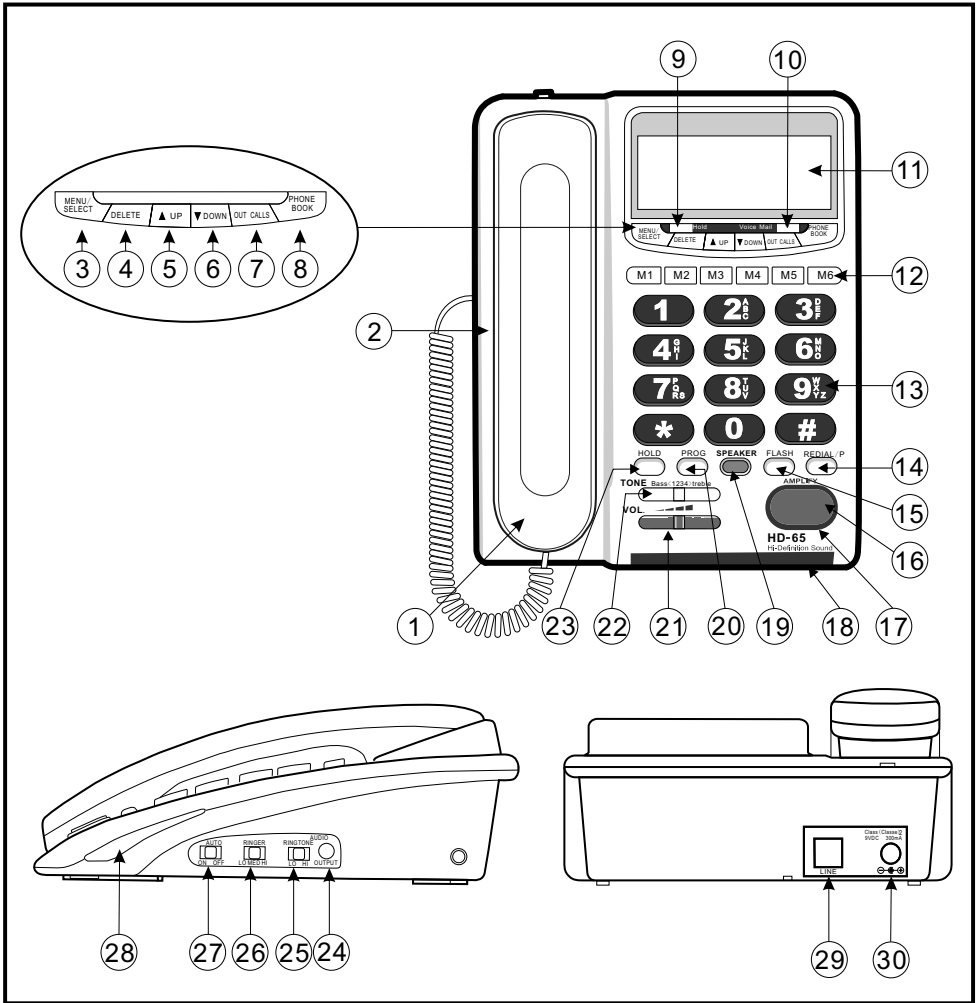


Installation

1. Connect AC adapter and phone cord to the base as shown.
2. Install optional batteries in base (for your safety, always disconnect phone cord to wall before changing / installing batteries).





Detailed Features and Controls





1. Handset
2. Speaker
3. "MENU / SELECT" button
4. "DELETE" button
5. "UP" button
6. "DOWN" button
7. "OUT CALLS" button (outgoing call list)
8. "PHONE-BOOK" button
9. "HOLD" indicator
10. "VOICE MAIL" indicator
11. LCD display
12. One-touch memory buttons (6)
13. Keypad
14. "REDIAL / PAUSE" button
15. "FLASH" button
16. "AMPLIFY" button
17. "AMPLIFY" and "Line-in-Use" indicator
18. Ring flasher 2 (front)
19. Speakerphone button with indicator
20. "PROGRAM" button (for one-touch memories)
21. Volume control
22. Digital tone control
23. "HOLD" button
24. Audio jack output
25. Ringer tone control
26. Ringer volume control
27. Auto Amplify On-Off control
28. Ring flasher 1 (side)
29. Phone jack
30. AC adapter jack



Answering a call

1. Lift handset to answer (or press  key to use speakerphone) when phone rings.
2. Hang up handset (or press  key again) to end the call.



Making a Call

1. Enter phone number and confirm on display (Use **DELETE** key to cancel entry).
2. Lift handset to dial (or press  key to turn on speakerphone and dial).
3. Hang up handset (or press  key again) to end the call.



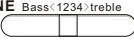
Transferring a Call from Handset to Speakerphone

1. While on a call using the handset, press the  key and then hang up the handset.
2. The conversation is now transferred to the speakerphone for hands-free conversation.
3. Press  key again to end the call.


Volume Control (receiver and speakerphone)


1. While on a call, slide volume control  to adjust.
2. Hang up handset (or press  key again) to end the call.

Amplify Key and Receiver Tone Control

1. While on a call using handset, press  key to add an extra level of amplification (37 dB) to the receiver volume. This is indicated by the illuminated ring around the key.
2. While the  key is active (illuminated), the  control also becomes active. Experiment different tone and volume settings for best voice clarity. As a rule, use the same tone setting on future calls. (Note: Tone control does not work on speakerphone).
3. Hang up handset to end the call.

Auto “Amplify” Switch


This switch is located on the side of the phone, and it determines the initial condition of the AMPLIFY function. If this switch is set to ON, the  key will be active (illuminated) each time you lift the handset off its cradle. When this key is illuminated, an extra level of amplification is added to the receiver volume and tone control also becomes active.

If this switch is set to OFF, the user must manually press the  key in order to activate the extra receiver volume.


Ringer volume and tone setting

Both switches are located on the side of the phone. Three ringer volume settings are provided (Hi – Med - Lo). Two ringer tone settings are provided (Hi - Lo).

Programming One-Touch Memories





1. While off-line, press  key and then enter phone number.
2. Press a One-Touch memory key to save.
3. Repeat Steps 1 and 2 for other One-Touch memories.

Dialing from a One-Touch Memory

1. While off-line, press a one-touch memory key to select and to confirm on the display. There will be audio confirmation if the “Talking Keypad” feature is on.
2. Lift the handset to go on-line and dial. (Or press  key to go on-line and dial).
3. Hang up handset to end the call.

Phone Book (add, edit, delete, delete all)

ADD

1. While off-line, press  key. Screen displays “SEARCH ADD”.
2. Press  key to highlight “ADD” by making it blinking.
3. Press  key again to select “ADD”.
4. Use the keypad to enter a name on the blinking cursor line.
5. Press  key again to save the name. The blinking cursor is now on the middle line.
6. Use the keypad to enter the phone number on the blinking cursor line.

7. Press **PHONE BOOK** key again to save the contact. Screen displays “SEARCH ADD” again for the next entry.
8. Repeat steps 1 to 7 to add another contact.
9. Lift handset momentary to exit phone-book

Edit

1. While off-line, press **PHONE BOOK** key. Screen displays “SEARCH ADD” with search blinking.
2. Press **PHONE BOOK** key again to select. Screen displays first phone-book entry.
3. Use **UP** or **DOWN** key to search the list for editing.
4. Press **PHONE BOOK** key again to select. The blinking cursor is on the name’s line.
5. Use the keypad, **DELETE** , **UP** and **DOWN** key to change the name.
6. Press **PHONE BOOK** key again to save. The blinking cursor is now on the number’s line.
7. Use the keypad, **DELETE** , **UP** and **DOWN** key to change the number.
8. Press **PHONE BOOK** key again to save.
9. Lift handset momentary to exit phone-book.

Delete or Delete All


1. While off-line, press **PHONE BOOK** key. Screen displays “SEARCH ADD” with search blinking.
2. Press **PHONE BOOK** key again to select. Screen displays first phone-book entry.
3. Use **UP** or **DOWN** key to search the list for editing.
4. While a contact is shown on the screen, a quick press of the **DELETE** key displays “DELETE ?” (A longer press will display “DELETE ALL ?).
5. Press **DELETE** key again to confirm.
6. Lift handset momentary to exit phone-book.

Dial from Phone-Book

1. While off-line, press **PHONE BOOK** key. Screen displays “SEARCH ADD” with search blinking.
2. Press **PHONE BOOK** key again to select. Screen displays first phone-book entry.
3. Use **UP** or **DOWN** key to search the list.
4. While a contact is shown on the screen, lifting the handset dials that contact’s number. (Or press **SPEAKER** key to use speakerphone.)

5. Hang up the handset ends the call.


Review / Dial Outgoing Call List

1. While off-line, press **OUT CALLS** key jumps to the most recent call dialed.
2. Use **UP** or **DOWN** key to review the latest twenty-five calls made. (The number of calls made is now shown on the upper right corner of the screen).
3. Lifting the handset or press the **SPEAKER**  key redials the number shown on the screen.
4. Hang up the handset ends the call.

Copy from Outgoing Call List to Phone-Book

1. While off-line, press **OUT CALLS** key jumps to the most recent call dialed.
2. Use **UP** or **DOWN** key to select the number for copying.
3. Press **PHONE BOOK** key selects the number shown. A blinking cursor appears on the lower line for name entry.
4. Use keypad to enter name. Press **PHONE BOOK** key again to save.
5. The blinking cursor moves to the middle line for number editing.
6. Use **DELETE** key to delete digits and then re-enter number using keypad.
7. Press **PHONE BOOK** key again to save.
8. Lifting up the handset momentary returns to off-line mode.

Review / Dial Incoming CID List

5. While off-line, press **UP** key jumps to the most recent incoming call.
6. Use **UP** or **DOWN** key to review the latest seventy calls received. (The number of calls is now shown on the upper right corner of the screen).
7. Lifting the handset or press the **SPEAKER**  key redials the number shown on the screen.
8. Hang up the handset ends the call.

Copy from Incoming CID List to Phone-Book

9. While off-line, press **UP** key jumps to the most recent incoming caller information.
10. Use **UP** or **DOWN** key to review and select a number for copying.
11. Press **PHONE BOOK** key selects the number shown. A blinking cursor appears on the lower line for name editing.
12. Use keypad (and **DELETE** key) to edit name. Press **PHONE BOOK** key again to save.

13. The blinking cursor moves to the middle line for number editing.
14. Use **DELETE** key to delete digits and then re-enter number using keypad.
15. Press **PHONE BOOK** key again to save.
16. Lifting up the handset momentary returns to off-line mode.

Call Waiting

If you are on a call and there is a new call coming in, you will hear a short beep tone in your receiver signifies a new call is waiting. The new caller's incoming CID information also appears on the display. (Note: You must subscribe to both CID and Call Waiting services from your local phone company in order to enjoy this convenience.)


Answer a new call and place the first call on "HOLD"

1. Press **FLASH** key to answer this new call automatically places the first call on HOLD.
2. Press **FLASH** key again to switch back to the first caller while placing the second (new) caller on HOLD. This way you can toggle back and forth between these two calls.

To end the first call but keep the second (new) call

1. While on the first call, tell the first caller to hang up.
2. Press **FLASH** key to jump back to the second (new) caller.
3. Hang up the handset to end the call.

Redial

1. Lift the handset to go on-line and then press **REDIAL**. (Or press **SPEAKER**  key to go on-line and then press **REDIAL**).
2. Hang up the handset to end the call.

Pause Function

During pre-dialing or one-touch memory programming, press **REDIAL / P** key inserts a 3-second pause into the dialing sequence. For example: 9 P 7 2 2 8 8 5 0. where "P" represents a 3-second pause. This pause is needed to access an outside line on some business phone system.

Set Talking CID

1. While off-line, press **MENU / SELECT** key for about a second to enter menu setting mode. Screen displays "MENU".
2. Press **UP** key once and screen displays "SET TALKING CID".
3. Press **MENU / SELECT** key to select.

4. Press **[UP]** key to select the number (0 to 4) of CID announcement on an incoming call.
5. Press **[MENU / SELECT]** key to confirm.
6. Lift handset momentary to exit menu setting mode.

Set Talking Keypad

1. While off-line, press **[MENU / SELECT]** key for about a second to enter menu setting mode. Screen displays "MENU".
2. Press **[UP]** key twice and screen displays "SET TALKING KEYPAD".
3. Press **[MENU / SELECT]** key to select.
4. Press **[UP]** key to select either ON or OFF.
5. Press **[MENU / SELECT]** key to confirm.
6. Lift handset momentary to exit menu setting mode.

Set Language

1. While off-line, press **[MENU / SELECT]** key for about a second to enter menu setting mode. Screen displays "MENU".
2. Press **[UP]** key three times and screen displays "SET LANGUAGE".
3. Press **[MENU / SELECT]** key to select.
4. Press **[UP]** key to select English, French, or Spanish.
5. Press **[MENU / SELECT]** key to confirm.
6. Lift handset momentary to exit menu setting mode.

Set LCD Display Contrast

1. While off-line, press **[MENU / SELECT]** key for about a second to enter menu setting mode. Screen displays "MENU".
2. Press **[UP]** key four times and screen displays "LCD CONTRAST".
3. Press **[MENU / SELECT]** key to select.
4. Press **[UP]** key to select the best display contrast.
5. Press **[MENU / SELECT]** key to confirm.
6. Lift handset momentary to exit menu setting mode.

Set Local Area Code

1. While off-line, press **[MENU / SELECT]** key for about a second to enter menu setting mode. Screen displays "MENU".
2. Press **[UP]** key five times and screen displays "LOCAL AREA CODE".
3. Press **[MENU / SELECT]** key to select.
4. Use the keypad to enter the appropriate digit for each blinking cursor position. (If necessary, use the **[UP]** or **[DOWN]** key to move the cursor).
5. Press **[MENU / SELECT]** key to confirm.
6. Lift handset momentary to exit menu setting mode.

Set Time / Date

1. While off-line, press **MENU / SELECT** key for about a second to enter menu setting mode. Screen displays "MENU".
2. Press **UP** key six times and screen displays "SET TIME / DATE".
3. Press **MENU / SELECT** key to select. The hour and AM / PM positions are blinking.
4. Press **UP** key repeatedly to change.
5. Press **MENU / SELECT** key to save. The minute position is now blinking.
6. Press **UP** key repeatedly to change.
7. Press **MENU / SELECT** key to save. The month position is now blinking.
8. Press **UP** key repeatedly to change.
9. Press **MENU / SELECT** key to save. The day position is now blinking.
10. Press **UP** key repeatedly to change.
11. Press **MENU / SELECT** key to save.
12. Lift handset momentarily to exit menu setting mode.

Set Flash Time

1. While off-line, press **MENU / SELECT** key for about a second to enter menu setting mode. Screen displays "MENU".
2. Press **UP** key seven times and screen displays "SET FLASH TIME".
3. Press **MENU / SELECT** key to select. Screen displays current setting (FLASH 600 MSEC)
4. Use the **UP** key to change the flash time (100, 300, 600 or 1000 msec).
5. Press **MENU / SELECT** key to confirm.
6. Lift handset momentarily to exit menu setting mode.

Audio Output Jack

This audio output can drive up to an 8 Ohm load such as a headset, T-coil or a neck loop. The user must use the handset microphone for talking.

Technical Information

Amplified dB level (Amplify off): 0 to 18 dB

Amplified dB level (Amplify on): 37 to 55 dB

(measured at 2.8 KHz with Tone=4)

Tone control settings: 4 settings (T1 = lowest tone, T4 = highest tone)

Talking CID / Keypad voice: English, French, Spanish

Flash time: 100, 300, 600, or 1000 msec

LCD contrast levels: 5

Specifications are subjected to change without any notice.

Dimensions

Handset size: 7.0" x 2.1" x 1.2"

Base size: 6.7" x 3.1" x 5.0"

Weight

Handset weight: 5.7 oz.

Base weight: 16 oz.

Temperature range:

Operating: 0 to 30°C

Storage: -10 to 40°C

Power requirements:

AC Adapter: UL listed 9 vdc, 300 ma

Base battery: Optional 4 x AA size non-rechargeable batteries (provided by user).

Trouble Shooting

Q1: How come there is no dial tone?

Ans: Please verify both phone cord and the handset cord are plugged in properly. Verify the AC adapter is also plugged in properly.

Q2: No CID announcement on an incoming call.

Ans: Make sure the Talking CID feature is turned on (set in menu).
Check your CID subscription with your phone company.

Q3: No keypad or LCD backlight.

Ans: Verify the AC adapter is connected to the power outlet.

Q4: Why do I need to put batteries in my phone?

Ans: Batteries are optional. They provide back up during a power outage situation. If there are no batteries, the phone will act like a simple phone and no amplification during power outage.

Q5: Static noise on the line.

Ans: Your phone may be located near a touch lamp, microwave, or other appliance. If you have a DSL computer modem service, make sure you have installed a DSL filter to block the DSL noise.

Warranty Service Information

Your HD Phone comes with a one-year limited warranty. We warrant during this warranty period, from the date of purchase, to the original consumer, the HD Phone to be free from defects in materials and workmanship under intended home use. In the event that HD Phone fails to function properly within one year of original purchase due to defects in materials or workmanship, return the unit (freight prepaid) with proof of purchase (sales receipt or packing slip, no exceptions) to Serene Innovations. Serene Innovations will either repair or replace the unit (with a refurbished unit or unit of equal condition) and return it to you (using UPS / USPS ground shipping) at no cost to you if the unit is returned within 30 days of purchase. If the unit is returned after 30 days of purchase but within the warranty period, there will be a warranty handling charge of \$9.95 for each return.

Incidental or Consequential Damages: Neither Serene Innovations, Inc. nor retailer, dealer or selling distributor has any responsibility for any incidental or consequential damages including without limitation, commercial loss of profit, or for any incidental expense, loss of time, or inconvenience. Some states do not allow exclusion or limitation of incidental or consequential damage, so the above limitation or exclusion may not apply to you.

This warranty does not apply to any product that has been accidentally damaged, abused, misused or negligent, used on electrical frequency or voltage other than marked on product and/or described in manual. Defects or errors caused by unauthorized alterations, repairs, and/or tampering are also not covered by this warranty.

This Warranty gives you specific legal rights, and you may also have other legal rights that vary from states to states.

If a defect covered by this warranty should occur, promptly contact a Customer Care Representative by phone or log onto www.sereneinnovations.com to obtain a Return Authorization Number (RAN) and shipping instructions before shipping the product to us. Any shipment without a RAN will not be accepted and will be returned to you at your

expense. Any authorized returned product must be accompanied with proof of purchase and a brief explanation of the problem.

For out of warranty repaired and service, please contact our Customer Care Department for directions.

This equipment complies with Part 68 of the FCC Rules. On the equipment is a label that contains, among other information, the FCC registration number and ringer equivalence number (REN) for this equipment. If requested; this information must be provided to your telephone company.

This equipment uses the following Universal Service Order Codes ("USOC") jacks: RJ-11. Connection to the telephone network should be made by using standard modular telephone jack type RJ11.

The REN is useful to determine the quantity of devices you may connect to your telephone line and still have all of those devices ring when your telephone number is called. In most, but not all areas, the sum of the RENs of all devices connected to one line should not exceed five (5.0). To be certain of the number of devices you may connect to your line, as determined by the REN, you should contact your local telephone company to determine the maximum REN for your calling area.

If your telephone equipment causes harm to the telephone network, the telephone company may discontinue your service temporarily. If possible, they will notify you in advance. But if advance notice is not practical, you will be notified as soon as possible. You will be informed of your right to file a complaint with the FCC.

Your telephone company may make changes in its facilities, equipment, operations or procedures that could affect the proper functioning of your equipment. If they do, you will be notified in advance to give you an opportunity to maintain uninterrupted telephone service.

In the event this equipment should fail to operate properly, disconnect the unit from the telephone line. Try using another FCC approved telephone in the same telephone jack. If the trouble persists, call the telephone company repair service bureau.

If the trouble does not persist and appears to be with this unit, disconnect the unit from the telephone line and discontinue use of the unit until it is repaired. For repair or warranty information, please contact Serene Innovations, Inc. at 562- 407 5400. Please note that the telephone company may ask that

you disconnect this equipment from the telephone network until the problem has been corrected or until you're sure that the equipment is not malfunctioning.

There are no user serviceable parts in this equipment.

This equipment may not be used on coin service provided by the telephone company. Connection to party lines is subject to state tariffs. Contact the state public utility commission, public service commission for information.

If your home has specialty wired alarm equipment connected to the telephone line, ensure the installation of this equipment does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

Part 15 of FCC Rules Information

This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may caused undesired operation.

This equipment has been tested and found to comply with the limits of a Class B digital device, pursuant to Part 15 of FCC rules. These limits are designed to provide reasonable protection against harmful interference in residential installation.

This equipment generates and can radiate radio frequency energy, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, you may try one the following suggestions to correct the interference:

1. Where it can be done safely, re-orient the receiving television or radio antenna.
2. To the extend possible, relocate the television, radio, or other receiver with respect to the cordless phone.
3. Connect the cordless phone AC adapter into a different electrical outlet.
4. Consult the dealer or an experienced radio/TV technician for help.

Modification: Any modification not expressly approved by the manufacturer of this device could void the user's authority to operate the device.

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

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be coordinated by a representative designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment. Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

Caution: Users should not attempt to make such connections themselves, but should contact the appropriate electric inspections authority, or electrician, as appropriate. The REN for this amplified telephone as stated on the IC regulatory label located on the bottom of the product.

NOTICE: The Ringer Equivalence Number (REN) assigned to each terminal device provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed 5. This Class B digital device complies with Canadian ICES-003.



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