PRINTED MATERIAL SPECIFICATION SHEET

Use Artwork For:
- [✓] APP-USA
- [ ] CTAP
- [ ] FTRI
- [ ] FTRI COMBO
- [ ] U.K.
- [ ] JAPAN
- [ ] ITALY
- [ ] BELL SOUTH
- [ ] RADIO SHACK CANADA

Product Color:
- [ ] color of lens
- [ ] color of button
- [ ] color of LED
- [ ] housing color

Printed Material:
- [✓] User Guide
- [ ] Quick Guide
- [ ] Product Graphics
- [ ] Product Label
- [ ] Battery Warning Label
- [ ] Warning Label
- [ ] Product Inlay
- [ ] Function Inlay
- [ ] Template
- [ ] Product Sticker
- [ ] Battery Sticker
- [ ] Box Sticker
- [ ] Addendum
- [ ] Gift Box
- [ ] Product Directory
- [ ] Others: _____

Product: Thor B ClearCaptions User Guide

- [✓] English
- [ ] French
- [ ] Spanish
- [ ] Portuguese
- [ ] Japanese
- [ ] Italian

Vendor:

Issued for: [✓] Revision [ ] Creation

Prepared by: Brian Matney   **Date:** 12.20.16   **Revision:** D

Reason for Revision: Implemented rolling changes for regulatory

Implement: [✓] Immediately [ ] As Running Change

Artwork Provided: [ ] Laser Output [ ] Film Pos [ ] Film Negs [ ] Lino [ ] CD [ ] Zip [ ] Email [✓] PDF [ ] jpg   **Supplied By:**

Printing: [✓] Litho [ ] Silk Screen [ ] Digital Press [ ] Xerox

Color Scheme: [✓] 1/0 Color (color on one side only) [ ] 1/1 color (color on two sides) [ ] 2/0 colors (two colors on one side only)   Others:

Pms colors are: _____ Colors: [ ] Black [ ] White   Others:

[✓] 4 Color Process (CMYK) [ ] Spot Color (PMS) [ ] Gloss Varnish [ ] Dull Varnish

Size: 7" x 7"

Paper Stock: Weight of Stock: 80# text   Color of Stock:

[✓] Gloss [ ] c2s (coated 2 sides) [ ] c1s (coated 1 side) [ ] Matte

[ ] Cover [ ] Paper [ ] Card [ ] Cardboard [ ] Corrugated Board   Others:

[ ] Transparent Self Adhesive Sticker [ ] Paper Self Adhesive Sticker [ ] Mylar Self Adhesive Sticker [ ] Mylar Inlay

Cut: [ ] Die-Cut [ ] Radius Corners [✓] Trim   Others:

Binding/Folding: [✓] Fold [ ] Parallel Fold [ ] Accordion Fold [✓] Saddle Stitch (Stapled) [ ] Perfect Bound   Others:

Quantity:

Prototype/Sample(s): [ ] Provided [ ] Not Provided

Prior to production sample(s) approval required by Clarity: [✓] YES [ ] NO

Number of samples to be submitted for approval: 3

Special Instructions:

Customer Care 1-866-868-8695

ClearCaptions™

Make a note of it

Internet Service Provider: _____

Internet Service Type   ☐ Cable Modem   ☐ Cellular/Dish   ☐ DSL
                                  ☐ Fiber Optic   ☐ Other _____

Modem/Router Type: _____

SSID (if using Wi-Fi): _____

Password: _____

Connected to Device by: ☐ Ethernet   ☐ Wi-Fi

ClearCaptions

Username (must be an email address): _____

Password: _____

Phone Service Provider: _____

My Phone Number: _____

Important safety instructions

- When using your Ensemble, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

  - Do not use the Ensemble near water, for example, near a bathtub, washbowl, sink or laundry tub, in a wet basement or near a swimming pool.
  - Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
  - Do not use the telephone to report a gas leak in the vicinity of the leak.
  - Use only the power cord provided with your Ensemble and as indicated in this manual.

Power connection

- Use only the power source marked on the product.

- Do not overload power outlets and extension cords. This can result in the risk of fire or electric shock.

- Completely insert the AC adapter/power plug into the power outlet. Failure to do so may cause electric shock and/or excessive heat resulting in a fire.

- Regularly remove any dust or other debris from the AC adapter/power plug by pulling it from the power outlet and wiping with a dry cloth. Accumulated dust may cause an insulation defect from moisture, resulting in a fire.

- Unplug your Ensemble from power outlets if it emits smoke, an abnormal smell or makes an unusual noise. These conditions can cause fire or electric shock. Confirm that smoke has stopped emitting and contact Clarity Customer Service at 800-426-3738.

- If the Ensemble's casing has been broken, immediately unplug from power outlets and do not touch inside the phone.

- Never touch the plug with wet hands. Danger of electric shock exists.

To prevent severe injury and loss of life/ property, read this section carefully before using the product to ensure proper and safe operation of your Ensemble.

Save these instructions

Technical Data

Model name: Ensemble-CC

Power supply: Input 100-240V AC Output: 12V DC, 1.5A

Headset port: 2.5mm (use Plantronics m155, optional)

Neckloop port: 3.5mm, mono (use Clarity CE-30, optional)

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Installation

- To prevent the risk of fire or electrical shock, do not expose the product to rain or any type of moisture.
- Do not place or use this product near automatically controlled devices such as automatic doors and fire alarms. Radio waves emitted from this product may cause such devices to malfunction resulting in an accident.
- Do not allow the AC adapter or telephone line cord to be excessively pulled, bent or placed under heavy objects.

  Adaptor Statement: For pluggable equipment, the socket-outlet (power adaptor) shall be installed near the equipment and shall be easily accessible.

Operating safeguards

- Unplug the Ensemble from power outlets before cleaning. Do not use liquid or aerosol cleaners.
- Do not disassemble the Ensemble.
- Do not spill liquids (detergents, cleansers, etc.) on the telephone line cord plug or allow it to become wet at all. This may cause a fire. If the telephone line cord plug becomes wet, immediately pull it from the telephone wall jack and do not use.

Medical

- Consult the manufacturer of any personal medical devices, such as pacemakers or hearing aids, to determine if they are adequately shielded from external RF (radio frequency) energy.
- Do not use the Ensemble in healthcare facilities if any regulations posted in the area instruct you not to do so. Hospitals or health care facilities may be using equipment that could be sensitive to external RF energy.

Location

- Never install telephone wiring during an electrical storm.
- Never install telephone line jacks in wet locations unless the jack is specifically designed for wet locations.
- Never touch un-insulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.
- Use caution when installing or modifying telephone lines.
- The AC adapter is used as the main disconnect device. Ensure that the AC outlet is installed near the product and is easily accessible.
- The Ensemble is unable to make calls when there is a power failure.

Environment

- Keep the Ensemble away from electrical noise generating devices, such as fluorescent lamps and motors.

- The Ensemble should be kept free from excessive smoke, dust, high temperature and vibration.

- The Ensemble should not be exposed to direct sunlight.

- Do not place heavy objects on top of the Ensemble.

- When you leave the Ensemble unused for a long period of time, unplug the product from the power outlet.

- The Ensemble should be kept away from heat sources such as heaters and kitchen stoves. It should not be placed in rooms where the temperature is less than 0 °C (32 °F) or greater than 40 °C (104 °F). Damp basements should also be avoided.

- Operating the Ensemble near electrical appliances may cause interference. Move away from the electrical appliances.

Routine care

- Wipe the outer surface of the Ensemble with a soft, moist cloth.

- Do not use benzene, thinner or any abrasive powder to clean this product.

Notice for product disposal, transfer or return

The Ensemble phone can store sensitive private information about you, so when it's time to dispose of, transfer or return the Ensemble, you'll want to reset to erase any personal data. Call ClearCaptions Customer Service toll free at 1-866-868-8695 for assistance.

The Ensemble is designed for use in the United States of America. Sale or use of this product in other countries may violate local laws.

Let's get started

The next game is on Friday.

We're right here!

If something doesn't make sense or you get in a jam, call us toll-free:

6   **1-866-868-8695**

Easy, worry-free and dependable, your Clarity© Ensemble™ is much more than just a telephone. It's a ClearCaptions™ phone!

TOP PAIR

BOTTOM PAIR

The stand snaps into your choice of two pairs of slots on the back of the Ensemble.

Your Ensemble is nearly ready to use right out of the box. The stand snaps into two slots on the back of the phone. Use the two lower slots to hold the phone more upright; the upper slots hold it a little more horizontal. Next, remove all protective covers. The power cord and the telephone cord on the back of the phone unwind by pulling gently. Plug the power cord into any wall socket or extension cord and you're ready to proceed.

Need help? Call us! 1-866-868-8695

There are just four easy steps to set up your Ensemble

1 **Attach the stand.**

2 **Plug in the power adapter.**

3 **Remove the protective plastic covers.**

4 **Follow the Connectivity Wizard.**

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Touchscreen

The Ensemble's touchscreen works like a computer tablet screen. It is sensitive to your touch and will make a "click" sound when you touch a button on the screen. Most of what you do with the Ensemble requires that you touch a button.

Access the digital phonebook and listen to voice messages by simply tapping the screen. To navigate, touch the screen and slide your fingers up or down the display screen.
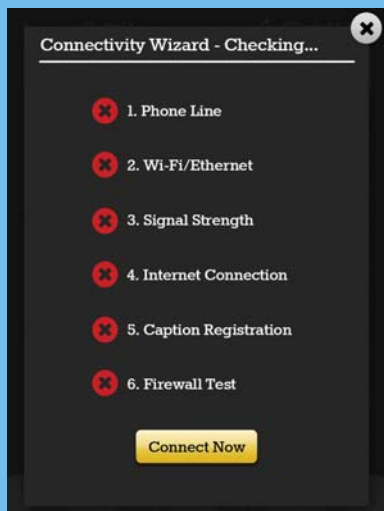
Get the Whole Conversation

Ensemble is a captioning phone that transforms what the other person is saying into word-for-word captions. All you need is landline phone service and an Internet connection, and you're ready to get the whole conversation. Captions on your Ensemble are provided by **ClearCaptions**. Once you've registered with ClearCaptions using the integrated Connectivity Wizard, your calls will be captioned automatically!

But first, you'll have to connect your Ensemble to the Internet. It's easy and the phone will do most of the work for you.

Need help? Call us! 1-866-868-8695

Captioning is free for United States residents who have hearing loss. The service is funded by the Telecommunications Relay Service Fund, which is managed by the United States Federal Communications Commission (FCC). Captioning is only available within the United States.

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Connectivity Wizard - Checking...

1. Phone Line
2. Wi-Fi/Ethernet
3. Signal Strength
4. Internet Connection
5. Caption Registration
6. Firewall Test

Connect Now

Don't be alarmed. The Connectivity Wizard will walk you through the steps for easy set up!

Connect to your home network

Step 2: Plug the other end of the white Ethernet cable into an available LAN (sometimes named "OUT") port on your router/modem, or into a wall mounted Ethernet jack.

STEP 2

Router

Press "Next" when you are ready.
Press "Back" to choose Wi-Fi.

Back   Next

THE CONNECTIVITY WIZARD

Once your Ensemble is plugged in, the touchscreen displays a **Connectivity Wizard** that directs you through a few easy steps to connect your Ensemble to the telephone services and the Internet.

The Wizard starts with plugging in the telephone cord (the black cord). There is even a video to show you how.

Next is connecting to the Internet. Your Ensemble will connect to your modem or router either with an Ethernet cable, which is provided in the box (the white cable) or wirelessly (using Wi-Fi). If you're using Ethernet, there's a short video to show you where to plug in the white cable.

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For Wi-Fi connections, press the Wi-Fi button, highlight your network by touching the network name and then touch "Next" to enter your password. Touch the password field to access the touchscreen keyboard. To access numbers and symbols, press the "123" key in the bottom row. Press the "ABC" key to return to letters. When finished, touch "Next."

The Wizard will check the strength of the Wi-Fi signal. If it's too weak, you'll have to move your Ensemble closer to the router.
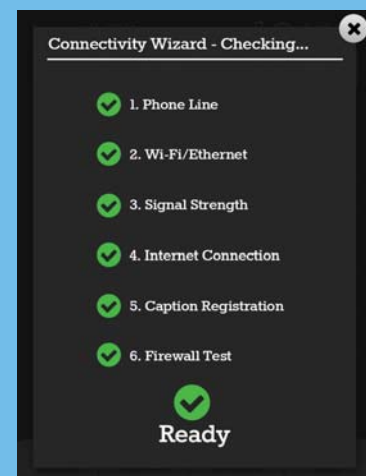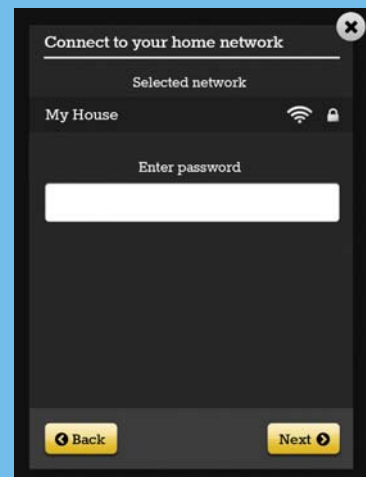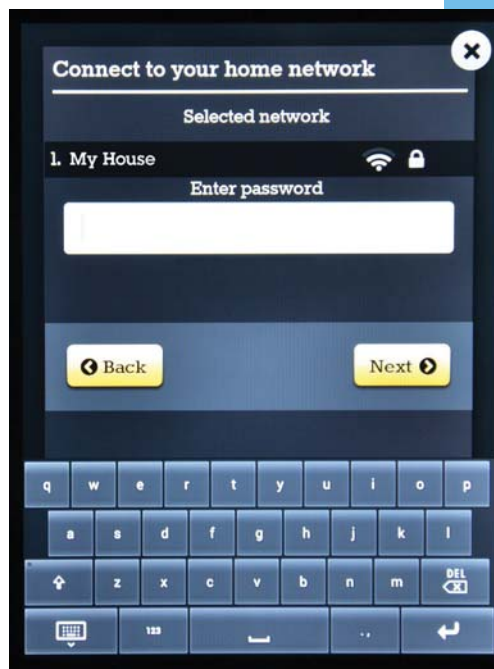
All green checks marks! Congratulations!
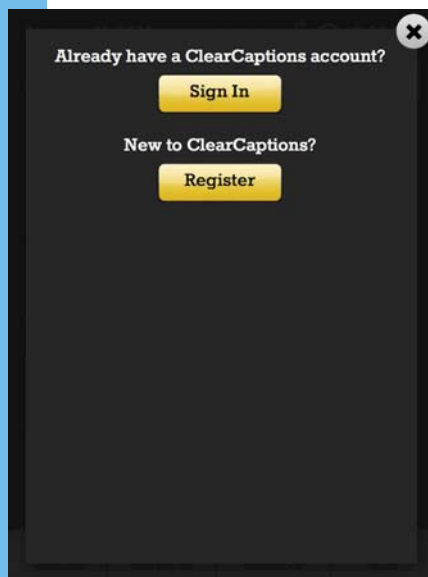
Register!

If you've already registered for a ClearCaptions account, simply log in by entering your email address, ClearCaptions password and Ensemble phone number.

The last step in the Connectivity Wizard requires that you create an account with ClearCaptions. First, you'll have to provide your email address (this was probably established when Internet service was installed in your home – check your documentation or call your Internet service provider for assistance). You'll have to provide your name, phone number, address, date of birth, and the last four digits of your Social Security number, and attest that you are eligible for the service.

Already have a ClearCaptions account?

Sign In

New to ClearCaptions?

Register

Need help? Call us! 1-866-868-8695

The telephone

MAKE OR TAKE A CALL

To make a call, simply pick up the handset and dial the number on the telephone keypad. The field at the top of the touchscreen shows the number as you enter it. Or you can dial first and then pick up the handset when you want to start the call.

If you want to make a hands-free call, touch the "Speaker" button at the bottom of the touchscreen. You'll hear the dial tone through the phone's speaker. Next, enter the number with the handset still on the hook. Or, for hands-free calling, you can dial the number first and then press the "Speaker" button.
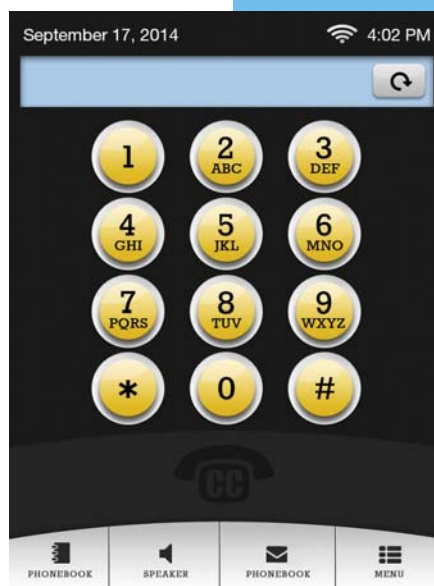
Explore!

Okay. All systems are GO! After you've completed the Connectivity Wizard you'll see your Ensemble display a familiar telephone keypad. This phone screen provides access to all the features you expect, plus extra amplification and tone controls that you'll be able to adjust as you like.

You'll learn a great deal about your Ensemble by using it. It's designed to be intuitive and simple. The good news is that you can't break it by pushing buttons on the touchscreen. If it ever becomes unresponsive, you can "reboot" the Ensemble by pressing the restart button on the top right hand side for four to six seconds, then releasing it. Be patient while it restarts.

RESTART BUTTON

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An incoming call will make the touchscreen flash and the caller's number will appear. You can answer calls in the same two ways — by lifting the handset or touching the speaker button.

**Need help?
Call us! 1-866-868-8695**

Captioning

Your Ensemble will automatically provide live captioning for every telephone call you make and receive once you have successfully registered for the captioning service. Captioning lets you read along to help when you have difficulty hearing a telephone conversation, even with the volume and tone controls adjusted to your preferences (see page 20). You'll see a transcript of everything the other caller is saying. It's like TV captions for your telephone calls.

Captioning may be new to you and may take some time to get used to.

When each call starts, there will be a brief pause while the call is received at the ClearCaptions Captioning Center. You'll hear the other person speaking, then see the captions a moment later. The audio and the captioning will be slightly out of sync — this is normal as there is some time required for conversion and transmission to your phone.

ClearCaptions combines technology and human interaction to create and display the captions for you. A specially trained captioning assistant hears only the incoming audio of the person you are speaking with and converts it to text that is accurately and nearly instantly delivered to your phone.

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When using captions, what you hear and what you read may not always match up.

Several factors might affect the captioning assistant's ability to be completely accurate:

- Poor phone or Internet connection
- Thick or unusual accents
- Background noise
- Unfamiliar technical language or jargon
- Speaking very fast or not clearly
- Unusual names

Check out this page for tips on getting more out of captions.

USING CAPTIONS

There are several ways to use ClearCaptions and you'll discover for yourself which is most useful to you. You may even find yourself using the captions differently from one call to the next or even during a single call.

OCCASIONAL USER: You can adjust the volume and tone well enough to converse, but glance at the captions occasionally to see a word or phrase you may have missed.

CONFIRMATION USER: You can hear most of the conversation, but glance at the captions to confirm what you thought you heard is accurate. ClearCaptions recommends captions when you are not certain you are getting all the details of a call correct.

FREQUENT USER: You can't hear the conversation clearly and focus more on reading the captions during the call.

HEAVY USER: You have difficulty hearing the caller and rely nearly entirely on captions.
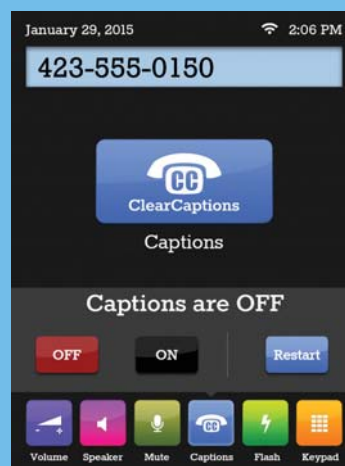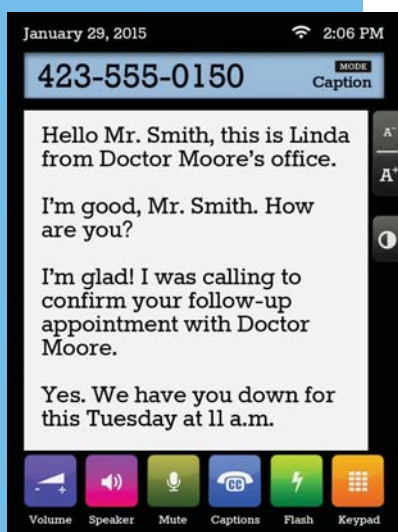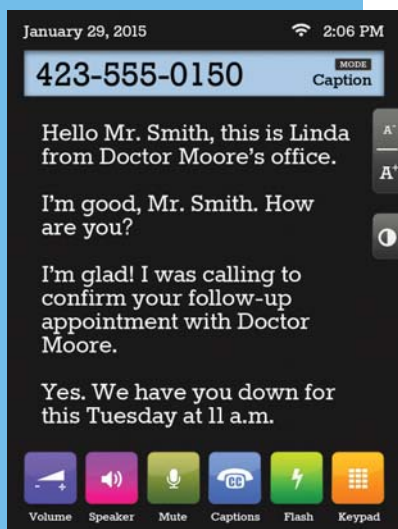
CALL CONTROL TIPS

Even with the addition of advanced amplification and ClearCaptions, you may find that you miss parts of a call. Here are some tips you can use to better control the call to ensure you get the whole conversation.

• If the person on the other line has stopped speaking but you are still reading the captions, use an audible clue like "uh-huh" or "I see" to indicate you are still on the call and are formulating your response.

• Feel free to ask people to slow down a bit or to repeat themselves.

• If multiple people are speaking at the same time, ask them to take turns so you can hear each person clearly.

• Repeat back information to the other party to ensure that you've understood completely (for example. "Did you say 1 p.m. or 2 p.m.?")

• If your caller is using a mobile phone with a poor connection, ask them to call back on a landline, or when the cell phone coverage improves.

DON'T NEED CAPTIONS?

If you're on a call and find you don't need captions, you can disable captioning by tapping the "Captions" button located in the bottom row on the Ensemble. You can restart captions whenever you like.

January 29, 2015   2:06 PM

423-555-0150

ClearCaptions
Captions

Captions are OFF

OFF   ON   Restart

Volume   Speaker   Mute   Captions   Flash   Keypad
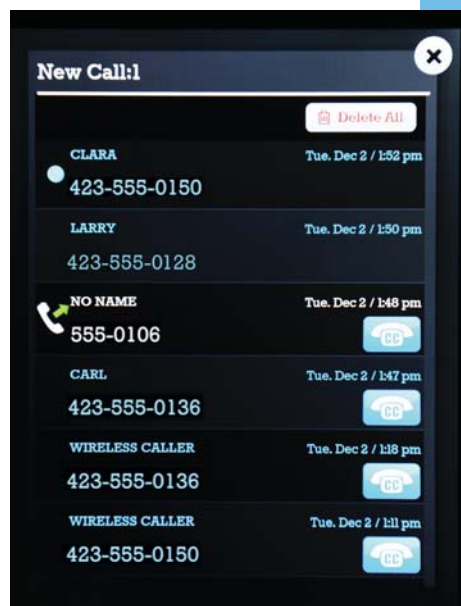
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ADJUSTING THE DISPLAY

You can adjust the size and appearance of captions as they display on your Ensemble's touchscreen. On the right-hand side of the display are buttons to increase (A+) or decrease (A-) the size of the text.

The lower button provides two options for displaying captions: you can choose black text on a white background or white text on a black background. Just touch the button to toggle between the two options.

You can adjust these options as often as you like whenever you're using the telephone. The Ensemble will always remember the settings you used most recently and display the captions based on your preferences.

Need help? Call us! 1-866-868-8695

CALL LOG

The Ensemble keeps a record of all incoming and outgoing calls, complete with caption transcripts of each call. This is a great way to confirm an appointment or address from a recent phone call. If you want to review a call, press the "Menu" button at the bottom right under the touchscreen keypad, then press "Call Log" at the top row of the next screen. A list of all calls, most recent first, including the name of the other party, will be displayed. Highlight and view a call by touching the name or number you wish to review. You can add callers to your phone book from this screen by touching the "Save" button at the bottom right.

New Call:1

🗑 Delete All

CLARA
423-555-0150
Tue. Dec 2 / 1:52 pm

LARRY
423-555-0128
Tue. Dec 2 / 1:50 pm

NO NAME
555-0106
Tue. Dec 2 / 1:48 pm

CARL
423-555-0136
Tue. Dec 2 / 1:47 pm

WIRELESS CALLER
423-555-0136
Tue. Dec 2 / 1:18 pm

WIRELESS CALLER
423-555-0150
Tue. Dec 2 / 1:11 pm

CUSTOMIZE YOUR VOLUME AND TONE SETTINGS

You can customize speakerphone and handset volume during a telephone call. Touch the blue "Volume" button in the lower left-hand corner and then "+" or "–" to increase or decrease volume. You'll also note a "Tone" button appears. Touch the "Tone" button to select one of three settings that best suits your hearing. When you've selected your preferences, touch the "Volume" button again to close. The Ensemble remembers volume and tone settings, and will be the same the next time you make or receive a call.
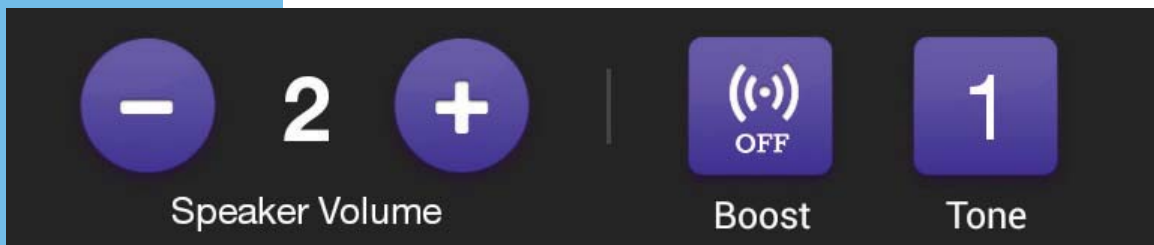
The "Boost" button provides an extra degree of volume. Use "Boost" if you require a little more volume on your call but be aware that prolonged exposure to loud telephone audio could further damage your hearing.

USE THE KEYPAD TO ENTER NUMBERS

If you make a call that's answered by a machine and you have to enter a number to connect to a particular department, press the "Keypad" button at the lower right (it only appears when you're on a call) and use that to enter the appropriate digits.

If you know the extension of the party you are trying to reach, just touch the "Keypad" button at bottom right.

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PHONEBOOK

You can add contact names and their phone numbers to the Ensemble digital phone book. Once saved, you can make a call by simply touching the contact name and lifting the receiver or pressing the "Speaker" button.

To enter a name and number, touch "Phonebook" in the row of buttons at the bottom of the screen. Press "New Entry." Now you can enter a first and last name and phone number. When you've finished, hide the keyboard, and then press "Save." Use the "Favorites" button to highlight those who you call frequently (look for the star on the Phonebook screen).

ANSWERING MACHINE

Captions can also be used when listening to voice messages. Your Ensemble lets callers leave voice messages right on the phone. Listen to the message as it is being left, or listen with captions when you play the message back later.

When you receive a new message, you can either review it immediately or check it later. To access messages, press "Messages" on the bottom of the main dialing screen. You'll see a list of who left a message and at what time. Touch the message you'd like to review, then "Play." You can delete the message once you've listened to it or keep it to listen to again later.

Need help? Call us! 1-866-868-8695

ClearCaptions™
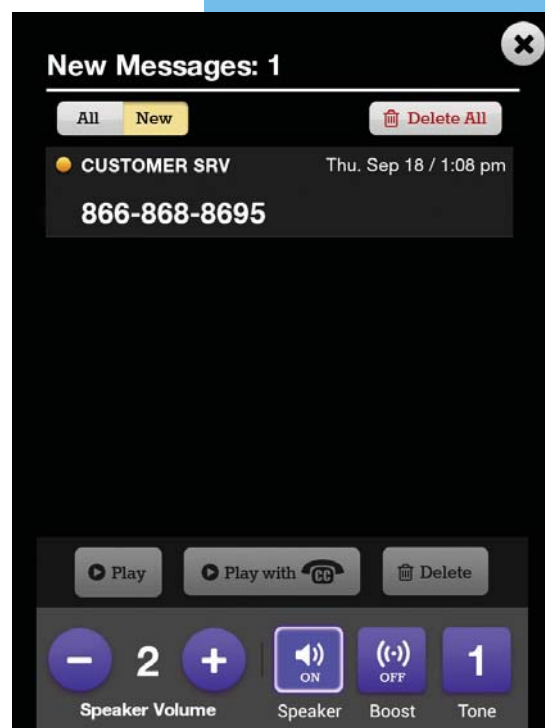
We can help!

If you need some assistance with your
Ensemble, or if you get in a jam,

call us toll-free:

1-866-868-8695

clarity®

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