

C2210 Corded Amplified Telephone with DCP

Q. Who is the C2210 designed for?

A. The phone is designed for persons with mild to moderate hearing loss looking for a cordless telephone solution that includes Caller ID.

Q. How loud is the telephone?

A. The telephone amplifies incoming sound up to 50 dB.

Q. What is DCP (Digital Clarity Power)?

A. DCP is similar to the technology used in digital hearing aids. It uses a computer chip to improve listening conditions. Phones typically have transmitted whatever sounds were broadcast into the receiver.

It features:

- Acoustic Echo Cancellation
- Noise Reduction
- Multiband Compression

Q. Does the phone require electricity to operate.

A. The C2210 requires AC power to operate.

Q. What happens if there is a power outage?

A. In the event of a power outage, the phone will draw its power from the phone line to operate as a regular non-amplified phone (Fail Safe Operation). This added feature allows you to receive and make calls when there is a power failure. The extra loud ringer, additional amplification, LCD Display and the lighted features will not function.

Q. Does the phone have battery backup?

A. No.

Q. Can the phone be mounted on the wall?

A. The C2210 is wall mountable.

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Q. How do you remove the back plate?

A. Press tabs. Pull bracket off. Pull off. Position as needed. Slide feet into grooves on back of phone. Press tabs to insert into grooves. Release to snap into place.

Q. The receiver does not stay on the hook when phone is mounted on the wall.

A. Pull the handset knob up towards you and turn a quarter turn.

Q. What is DCP (Digital Clarity Power)?

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Q. What is BOOST?

A. Boost provides not only additional volume but also clarity to conversations. By engaging BOOST, words will not only be louder, but clearer and easier to understand by amplifying the high frequencies more than the low frequencies.

Q. Is there a way to keep the BOOST feature on all the time?

A. Yes. By switching the BOOST ON/OFF switch located on the top end of the base of the telephone the phone will default to BOOST ON for every call. Pressing BOOST during a call will toggle the feature off.

Q. What is the tone setting?

A. Adjusting the Tone setting allows you to customize the listening experience. The C2210 has two (2) tone settings. Adjusting the tone setting from 1 to 2 will cause higher frequency sounds to be amplified more. We suggest that users explore each setting to find the one that is most comfortable.

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Q. What does LCD stand for?

A. Liquid Crystal Display is a type of display used to display information on the phone.

Q. What languages are available?

A. The phone can operate in English or Spanish.

Q. How do you set the clock time?

A. Time is edited in the setup menu. A zero must be placed in front of a single digit hour.

Q. How do you turn the alarm clock on?

A. Set the alarm on/off function in the setup menu

Q. How do you turn off the alarm once it has activated?

A. Press the alarm on/off switch or lift the handset.

Q. How do you snooze the alarm clock?

A. Press any button other than the Alarm on/off and the alarm will snooze for 9 minutes.

Q. What are the Scroll buttons for?

A. The up and down arrows allow you to move through the logs and menus to view the available options.

Q. What is Easy Mode?

A. When Easy Mode is "ON", the Caller ID and Phone Book functions are turned off, making the phone simpler and "easier" to operate.

Q. What is LDS Code?

A. Allows you to store the "1" that is used when dialing long distance. When the 1 is stored, you are able to amend the numbers on the Caller ID list to dial. This is also how the LDS code is used.

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Q. What are the Area Code Settings?

A. Allows you to enter up to two area codes that can be used to amend numbers stored in the Caller ID list, allowing you to dial off the list.

Q. What is the contrast adjustment?

A. Contrast adjusts the brightness of the display.

Q. What is autoconnect?

A. When autoconnect is “ON” the call is automatically answered when lifting the handset from the cradle. To deactivate this feature requires the Talk button to be pressed to answer the telephone regardless of whether the handset is in or out of the base.

Q. What is the voice mail number?

A. Storing the voice mail service access phone number in the setup menu will allow for one touch dialing when the voice mail indicator is activated.

Q. Why is the ENTER light flashing (Visual Voice Mail Indicator)?

A. This light is your Visual Voice Mail Indicator. It will flash indicating there is a message in voice mail (not answering machine). Retrieving voice mail will deactivate this light. This feature can be turned off via the Set Up Menu. If the Voice Mail number has been stored into memory via the set up menu the caller will simply press the ENTER button and the number will dial automatically.

Q. What is the Phone Book?

A. Allows you to store up to 50 phone numbers. Allows you to store not only the number but also the name. You can enter telephone phone numbers of up to 23 digits and names up to 21 characters.

Q. How do you access the Phonebook?

A. Press the mode button twice.

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Q. When storing information into the Phonebook use the following special functions:

- Press the # key to insert punctuation.
- Press 0 to insert a space/move cursor forward
- Press DEL/CH to delete a character

Detailed operation instructions are listed on pages 26-30 of the User Guide.

Q. What is Caller ID?

A. Caller ID is a service through the phone company that allows you to view the name and number of the person calling before you answer the call.

Q. What is Call Waiting?

A. A notification that alerts you to the fact that someone is calling you and who it is while you are on a call.

Q. How do you review Caller ID information (Caller ID list)?

A. Press the mode button once to enter the CID Mode. Press the up and down arrow to review the entries.

Q. How do I place a call from the Caller ID list?

A. To place a call off the CID list press ENTER and the up or down arrows. Based on the information stored under the LDS and Area code areas of the set up menu various dialing options (such as 7 digits w/wo 1, 10 digits with or without a 1) will be displayed. Select proper call back sequence. Press TALK or ENTER to dial.

Detailed information on the Caller ID functions are listed on pages 18-20 of the User Guide.

Q. Can the caller ID records be saved to the Phonebook?

A. The entries can be saved.

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- Q. Calls cannot be dialed or are dialed slowly.**
A. Be sure the “T” (tone) and “P” (pulse) switches on the side of the phone are set to your dialing system.
- Q. Unable to access automated phone systems.**
A. These systems recognize tone signals only. Change your dial switch to
- Q. My phone doesn’t RING.**
A.
 1. Check all line connections.
 2. Check that ringer switch is on.
 3. Make sure handset is hung up.
- Q. Can the ringer be turned off?**
A. Yes.
- Q. How do I know if the ringer is turned off?**
A. When the ringer is turned OFF the red Ringer Off indicator will light.
- Q. What is ringer style?**
A. Ringer style is the cadence or type of ring.
- Q. Can a pause be inserted when dialing from the keypad?**
A. The REDIAL button on the C320 also works as a PAUSE. There is a 3-second delay each time REDIAL is pressed. Each pause counts as one digit.
- Q. How many digits can be redialed?**
A. The C2200 will redial up to 32 digits; this includes total keypad, and memory numbers last dialed.
- Q. What if the keyboard numbers don’t light?**
A. Check the adapter to make sure it is still plugged in at the phone and the outlet.

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Q. What is the nightlight?

A. Allows the user to maintain a soft glow when the phone is not in use for use in low light situations.

Q. I seem to be getting radio interference on my phone?

A.

1. Reorient the receiving TV/Radio antenna and relocate the TV/Radio if possible.
2. Move AC power to an outlet that is not on the same line as the one used by the TV/Radio.
3. Install an RFI filter.

Q. The phone does not dial tone.

A. Check the phone connections:

- Check power cord connection and make sure cord is pushed all the way in to the handset.
- Tap the hook to make sure it is not stuck.
- Place phone off hook for about 10-20 seconds to charge capacitor.
- Press amplify button, LED not on: Try a different phone jack.
- Check/replace phone cord.
- Press FLASH button.

Q. My phone has static.

A. Phone may be picking up interference from other household items.

- Move to a different location.
- Plug the unit into an outlet separate from other devices.
- Disconnect any other devices attached to the phone.
- Try in different phone jack.
- Check the cord connections.
- Unplug and reconnect to ensure cords are plugged in completely.

Q. Does the C2210 work with a neck loop?

A. The C2210 will work with this device. The jack is a 3.5mm

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C2210 Accessories

Bed shaker

- Q. Does the bed shaker come with the C2210**
A. It is a separate accessory available for purchase.

Q. How does the bedshaker work?

- A. Plug the bedshaker into the jack marked BED Shaker located on the right side of the telephone. Place the shaker under pillow. When alarm is activated or phone call received the shaker will vibrate to wake you up.

Lamp Flasher

Q. What is the lamp flasher?

- A. The lamp flasher connects to telephone and any standard lamp to remotely signal incoming calls or the alarm clock alert.

Q. How do I activate this feature?

- A. Turn this feature on/off via the setup menu.

Q. How do you install the lamp flasher?

- A. Turn on the lamp you wish to connect. Plug flasher unit into a wall socket. Plug lamp into flasher unit.

Q. How do I turn the lamp on/off?

- A. The lamp is controlled by the lamp button on the C2210 or by pressing the on/off switch on the flasher unit.