

VCO - Voice Carryover Telephone

Q. What is a VCO?

A. The Voice Carry Over telephone is designed for people who can speak, but cannot hear.

Q. Does the VCO require batteries?

A. The VCO requires four (4) AA rechargeable batteries as backup in case of power outage.

Q. The dial pad of my VCO is always lit. Is that normal? How can I turn it off?

A. The dial pad of the VCO is lighted and cannot be turned off.

Q. The text on the screen is small and hard to read. Can it be adjusted?

A. No. The text on the screen cannot be adjusted.

Q. Where is the port to connect the LVD or Mini Printer?

A. The port is located on the backside of the telephone. There is a sticker covering the port. Remove the sticker to connect the device.

Q. Can I use both the LVD and the mini printer?

A. Yes. You can use both devices by connecting the LVD to the VCO and the mini printer to the LVD.

Q. How many spaces are available to store frequently dialed numbers?

A. There are five (5) memory locations (M1 - M5) that can be used to store phone numbers (Memory location B), for a total of 10 frequently dialed numbers.

Q. There is no dial tone.

A.

1. Check phone line connections.
2. Check power cord connection.
3. Check the handset connection, make sure cord is flush with handset and clicks twice.
4. Tap the hook to make sure it is not stuck.
5. Place phone handset off hook for about 10 - 20 seconds to charge capacitor.
6. Press the amplify button.
- 7.

If the LED power indicator light is on, do the following, press the dialing keys:

- *If you hear tones* try a different phone jack and/or try a different phone cord. If you do get a dial tone you need new phone cord.

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- *If you don't hear tones, try a handset from another phone and/or handset cord.*
- *If you hear tones, the handset on the VCO needs to be replaced.*

Q. Customer wants to remove the emergency number message from (M6) button. She accidentally presses it? Can that be done and how?

A. Yes, lift the handset, press "PROG" then M6, at the prompt to enter emergency number press "PROG", at prompt for address press "PROG", at prompt for phone number press "PROG", at prompt for Long Distance carrier, press "PROG" then hang up.

Q. I pressed the REL # button to get the relay operator. They answered by voice, and could barely hear my voice, and I could barely hear the relay operator.

A. 1. If the relay has two numbers, program the TTY number into the REL # button.
2. If the relay has one phone number, you can either:
a. Explain by voice to the relay operator that you are a VCO user and ask him/her to type to you, or
b. Don't respond when the call is answered by voice, wait until the relay operator responds in text, and then press the REL MSG button.

Q. What kind of voice answering machine is compatible with the Dialogue VCO?

A. We do not recommend using voice answering machines that **DO NOT** have an automatic disconnect feature. This feature hangs up when an extension phone is picked up, and hence these answering machines hang up when the Dialogue VCO answering machine picks up and will not record the voice messages.

Q. Can I use a Dialogue VCO in one room and a TTY in another?

A. Yes, there are no problems using both devices on the same phone line.

Q. What exactly is Tone and Pulse dialing?

A. Pulse dialing is an older dialing mode used in older phones such as rotary phones. Tone dialing is newer and is available where the phone company provides touch-tone service. Tone dialing is not available in some areas, so the person must switch their phone to tone dial mode in order to access some automated systems.

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- Q. When I want to use my calling card to place a call, after I get an operator the VCO does not let me enter all the numbers.**
- A. Before entering your calling card number, press the Hold button twice, and then enter the full calling card number.
- Q. My VCO phone periodically prints numbers instead of letters.**
- A. This probably is interference; just press any number from 1 to 9 to clear.
- Q. Can you change voice answering machine messages into text messages?**
- A. If you have voice mail and give the Relay Operator your code she will transfer your messages on to your VCO Auto Answer machine.
- Q. Can you do conference calling with VCO?**
- A. Yes, you need to have one of the other parties who have the special service to initiate the call.
- Q. Can the display screen be adjusted to improve legibility?**
- A. Screen lighting is factory preset for optimal viewing. For better viewing, avoid placing phone in direct lamp or sunlight, and determine proper viewing angle for optimal visibility and legibility.
- Q. What causes letters to occasionally pop up on my VCO screen during a conversation?**
- A. This is normal and is affected by a person's voice. It happens when the pitch of a person's voice coincides with the TTY signal frequencies.
- Q. I am experiencing a continuous humming (or static) noise?**
- A. Some households have a low AC voltage. There is a simple solution to this problem: a special adapter that compensates for this low AC voltage. An adapter can be purchased at an electronics store.
- Q. I have lost all power to my VCO?**
- A. 1. Check AC connection.
2. Lift handset & press amplifier button. LED on - check all cord connections. No light- Unplug adapter, Remove battery, Plug in adapter. Reinstall batteries
- Q. My phone does not amplify?**
- A. Be sure to press the Amplify button after handset is picked up; otherwise volume control is not functioning.
Press amplifier button

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Red light on - check outgoing switch (should be off).

Q. My phone does not ring?

- A. 1. If flasher working - check ringer switch.
2. If flasher is not working- make sure handset is hung up properly - might be something on ear piece (such as soft foam round ear piece). NOTE: The VCO may have difficulty operating if there is a rotary dial phone on the line. Rotary phones draw too much power.

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

- A. Re-position the receiving TV/Radio antenna, and relocate the TV/Radio if possible. Remove AC power to an outlet that's not on the same line as the one used by the TV/Radio. You may be too close to a radio station's transmitting station. An RFI filter can also be installed.

Q. Can I have a Fax machine connected with my VCO phone?

- A. Yes, under these conditions: Connect the VCO phone to a different phone jack in the home or buy a dual adapter so both the Fax machine and the VCO can be connected in parallel to the same phone line.

Q. What causes my VCO Telephone to produce a very short burst-like ring periodically, and as often as every 30 minutes?

- A. If you have voice mail service offered by your telephone company, you might have one of the new features included with this service that is called visual voice mail indicator, which may, with some phone companies, create these short burst rings. One way to solve this problem is to call your telephone company repair service and have the visual voice mail indicator disabled.

Q. How many characters can appear on the screen of the VCO?

- A. The screen can hold 30 characters at one time.

Q. How can I clean my unit?

- A. Use rubbing alcohol and a lint free cloth.

Q. How do I use the Auto Answer feature?

- A. To turn on Auto Answer, pick up then handset and press the Auto Answer button. The screen will go dark with the message AUTO ANS ON XX MSG appears. The auto answer will pick up on the 5th ring.

Note: If power is lost and the auto answer feature is on when power returns, the feature will have reset to the off position.

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Also, if any of the follow buttons are depressed while the auto answer feature is on, the feature will reset to OFF.

- RELAY
- RELAY MSG

AUTO ANS

- PROG
- SELECT
- Any Number Keys 3-0

Q. Can a voice message be left on the VCO?

A. No, the VCO will only accept text/TTY messages. If within 30 seconds of answering a text message has not been received, the machine will hang-up.

Q. Can the auto answer-outgoing message be changed?

A. No.

Q. How do you make a call?

A. 1. Call Relay.
2. Relay answers in voice.
3. Voice VCO caller or press Relay message to establish call.

Q. Can I intercept a call from going into auto answer if auto answer is on?

A. No. You can turn feature off while the phone is ringing and then pick up the call. To resume auto answer, the feature will need to be turned back on.

Q. What is the Relay Message?

A. It sends out the text message "VCO call GA".

Q. What does the flickering of the signal light mean?

A. It indicates that someone is speaking on the other end.

Q. Can the volume be set to "ON" for all calls?

A. The VCO does not have an OVERRIDE/RESET switch.

Q. What does the select key do?

A. It changes the text on the keypad from numbers to letters.