

Operating Instructions

English

JB-20

The Big Button Phone



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Important Safety Instructions

When using your telephone equipment, always follow basic safety precautions to reduce the risk of fire, electric shock, and injury to persons, including the following:

1. Read and understand all instructions. Observe all warnings and other markings on the product.
2. During thunderstorms, avoid using telephones except cordless models. There may be a slight chance of electric shock from lightning.
3. Do not use a telephone near a gas leak. If you suspect a gas leak, report it immediately, but use a telephone away from the area where gas is leaking.
4. Do not use this product near water, or when you are wet. For example, do not use it in a wet basement or shower, or next to a swimming pool, bathtub, kitchen sink or laundry tub. Do not use liquids or aerosol sprays for cleaning. If the product comes in contact with any liquids, unplug any phone line or power cord immediately. Do not plug the product back in until it has dried thoroughly.
5. Install this product in a protected location where no one can trip over any phone line or power cord. Protect cords from damage or abrasion.
6. If this product does not operate normally, review the "Troubleshooting" section. If you cannot resolve the problem, or if the product is damaged, refer to the Ameriphone Warranty. Do not open this product except as may be directed in this owner's manual. Opening this product or reassembling it incorrectly may expose you to hazardous voltages or other risks. Opening this product automatically voids the warranty.
7. If this product uses batteries as power back-up during power outages, replace batteries only as described in this owner's manual. Do not burn or puncture used batteries — they contain caustic chemicals.
8. Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
 - A. When the power supply cord or plug is damaged or frayed.
 - B. If liquid has been spilled on the product.
 - C. If the product has been exposed to rain or water.
 - D. If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions because improper adjustment of other controls may result in further damage.
 - E. If the product has been dropped or appears damaged.
 - F. If the product exhibits a distinct change in performance.

9. If this product has a polarized plug with one wide prong, it may not fit in non-polarized outlets. Do not defeat the purpose of these plugs. If they do not fit in your outlet, the outlet should be replaced by an electrician.

ADDITIONAL SAFETY NOTES FOR CANADIAN USERS

NOTICE: The Canadian Department of Communications label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational and safety requirements. The Department does not guarantee the equipment will operate to the user's satisfaction.

Before installing the 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 made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alteration 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 inspection authority, or electrician, as soon as possible.

NOTICE: The LOAD NUMBER (LN) assigned to each terminal device denotes the percentage of the total load to be connected to a telephone loop which is used by the device, to prevent overloading. The termination on a loop may consist of any combination of devices subject only to the requirement that the sum of the load numbers of all devices does not exceed 100.

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CHAPTER 1 INTRODUCTION

Thank you for selecting the amplified telephone **JB-20** from Ameriphone. These Operating Instructions and the associated Quick Operating Guide provide you with the information you need to use your **JB-20** effectively and safely. Read this manual thoroughly before using your telephone. Keep the manual near the telephone for easy reference.

Warranty Service

Your telephone is designed to provide years of quality service. Should the phone malfunction and the Troubleshooting Chart on page 9 does not resolve the problem, follow the Warranty procedure on page 10.

Sales Receipt

Be sure to save your sales receipt as proof of purchase date should you need warranty service.

Help from Ameriphone

For help with using your **JB-20**, call our Customer Relations department at 800-894-3005.

Please make sure your **JB-20** package includes the items shown in Figure 1.

CHAPTER 2 PACKAGE CHECKLIST

Please make sure your **JB-20** package includes the items as shown below:

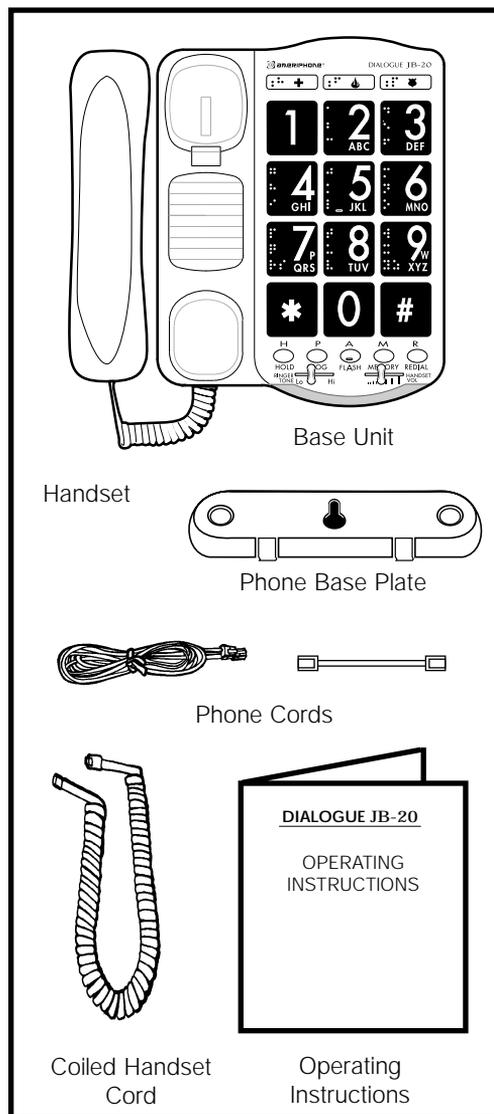


Fig. 1 - Package Components

**CHAPTER 3
FEATURES IDENTIFICATION**

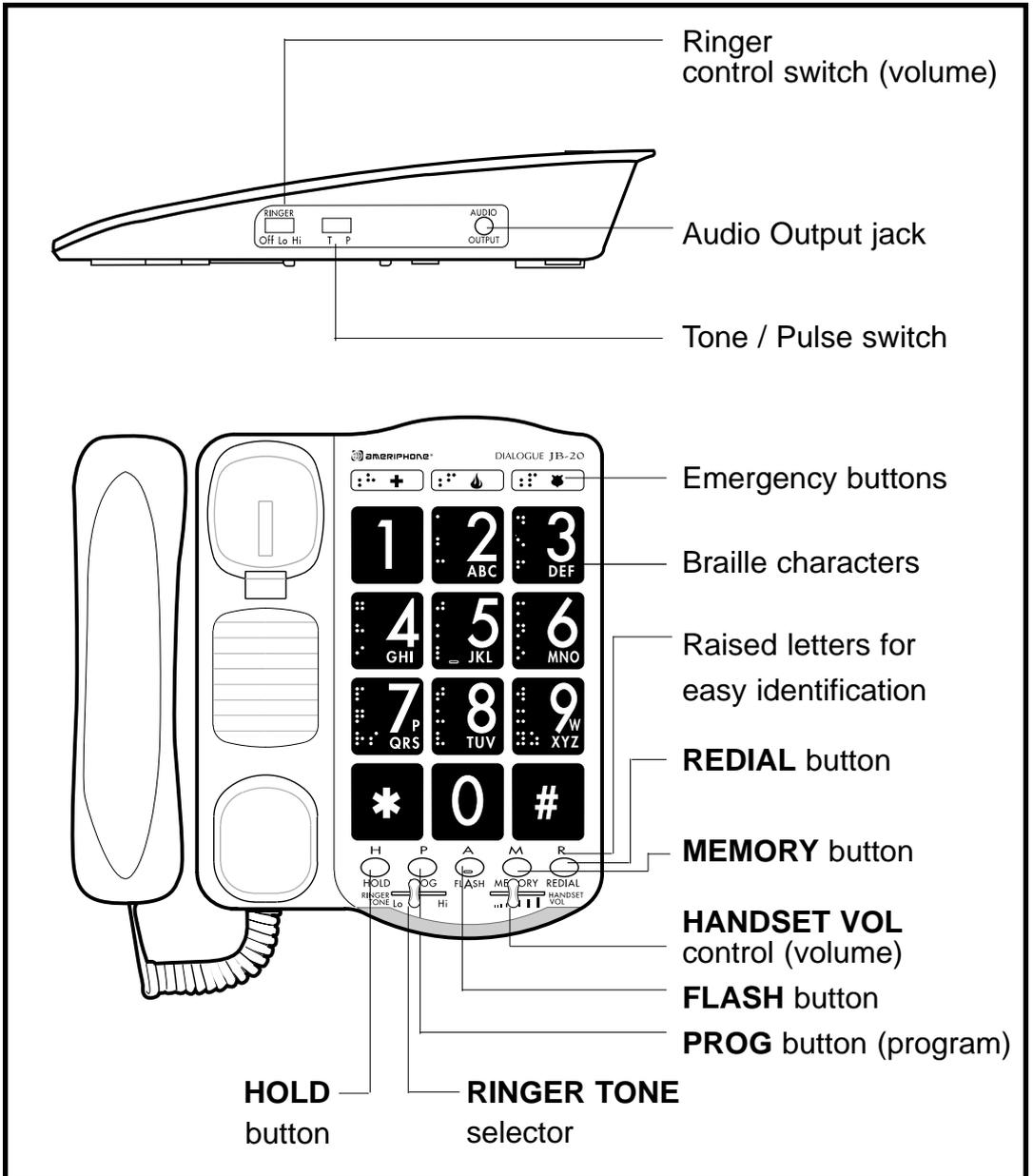


Fig. 2 - Features on JB-20

Desk Mounting

1. Plug in the long phone cord.
2. Plug the handset cord into the telephone.

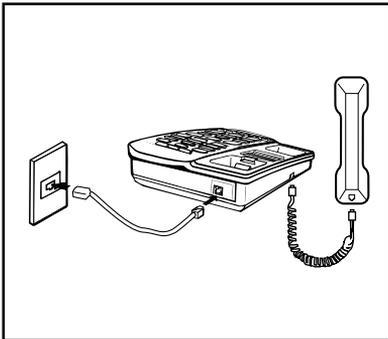


Fig.3 - Connections and installation

3. Lift the handset and listen for a dial tone.
4. Your JB-20 is ready to use.

Wall Mounting

1. Pull the handset hook out and reverse its position so that the hook points up.

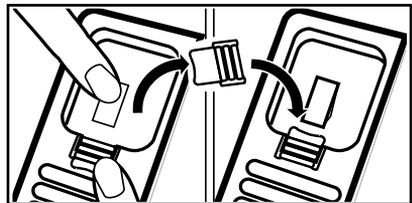


Fig. 4 - Reversing the hook

2. Install the Base Plate by sliding the small tabs into the upper slots. Push on the bottom of the Base Plate until it snaps into place.

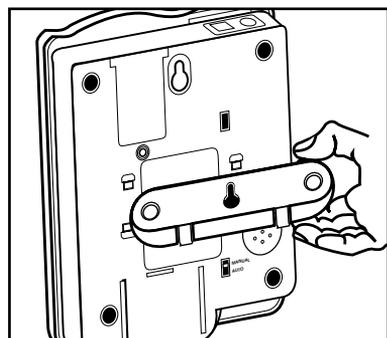


Fig. 5 - Phone base installation for wall mounting

3. Plug in the short phone cord.
4. Align the posts on the wall mount with the holes in back of the **DIALOGUE JB-20** . Slide the phone down on the posts to secure it.

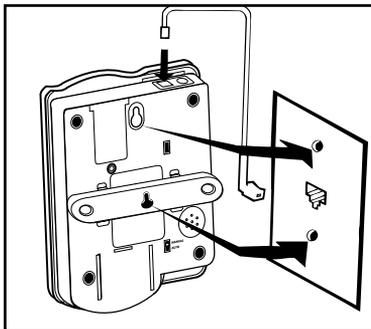


Fig. 6 - Wall mounting installation.

5. Lift the handset and listen for a dial tone.
6. Your **JB-20** is ready to use.

Dialing

Pick up the handset and dial like any other telephone.

If you read Braille, you can use the small bump on the **5** button to help identify correct buttons. You can also use the Braille characters on the buttons to find the letters on each button. For example, the **2** button has Braille characters for A, B and C.

Adjusting the Ringer Tone

1. Adjust the Ringer Tone selector to suit your hearing

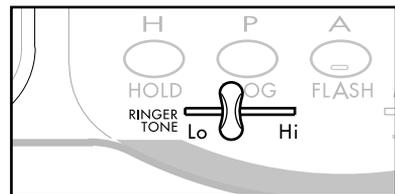


Fig. 7 - Adjusting ringer tone

Adjusting Handset Volume

1. Pick up the handset.
2. Adjust the **HANDSET VOLUME** slider to suit your hearing.

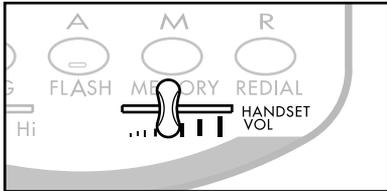


Fig. 8 - Adjusting the call volume

Ringer Volume

Adjust the **RINGER** volume control to suit your hearing.

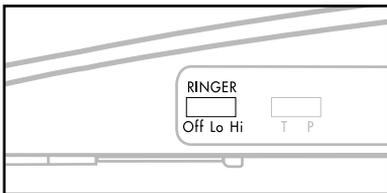


Fig. 9 - Ringer volume

Hold

1. To put the phone on hold, press the **HOLD** button and put the handset in its cradle. The red light in the Ring Flasher shows **HOLD** is on.

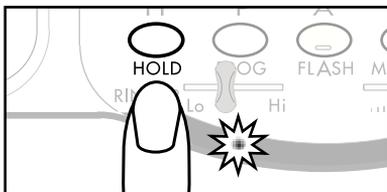


Fig. 10 - Hold Button and indicator

2. To return to your call, pick up the handset.

Note: When the DIALOGUE JB-20 is on **HOLD**, if you pick up another phone that is on the same line, the DIALOGUE JB-20 will automatically hang up. You can continue your call on the other phone.

Last Number Redial

Lift the handset and press the **REDIAL** button to dial the last number you dialed.

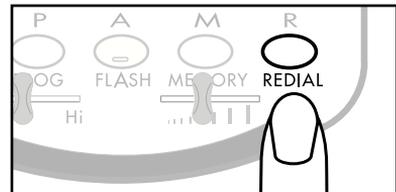


Fig. 11 - Redial button

Programming the Emergency Buttons

The Emergency Buttons can be programmed to dial numbers with one touch. You may wish to use these buttons for police, fire or medical response.

1. Lift the handset and press the **PROG** button.

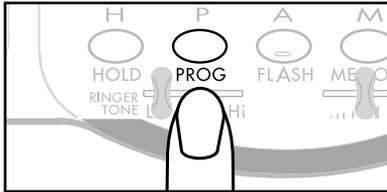


Fig. 12 - Prog button

2. Enter the phone number as you would normally dial it.

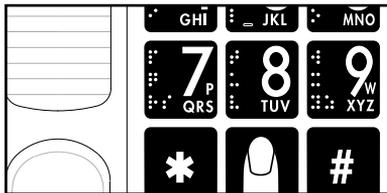


Fig. 13 - Telephone keypad

3. Press **PROG** button again.

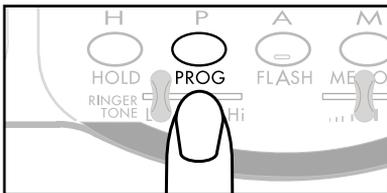


Fig. 14 - Prog button

4. Press one of the Emergency buttons.

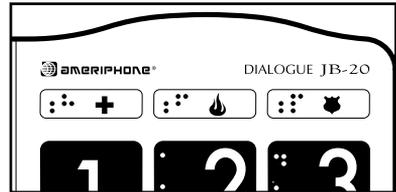


Fig. 15 - Emergency button

5. Hang up the handset.
6. The number is now stored into the Emergency button you selected.
7. To change a stored number or to program another memory button, repeat this process from step 1.

Dialing With An Emergency Button

1. Lift the handset.
2. Press one of the Emergency buttons.

The number you have stored for that button will be automatically dialed.

Programming Frequently Dialed Numbers

1. Lift the handset and press the **PROG** button.

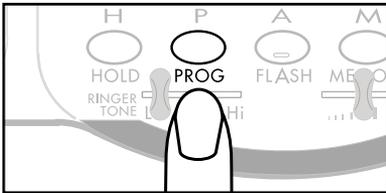


Fig. 16 - Prog button

2. Enter the phone number as you would normally dial it.

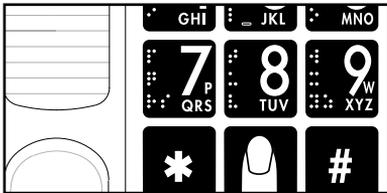


Fig. 17 - Telephone keypad

3. Press the **PROG** button again.
4. Press **MEMORY**, then one of the number buttons: 0, 1, 2, 3, etc.
Note: # and * keys are not available for this function.

5. Hang up the handset.

6. The number is now stored into the number button you selected.

7. To change a stored number or to program another memory button, repeat this process from step 1.

Memory Dialing

1. Lift the handset.
2. Press **MEMORY** and one of the number buttons.

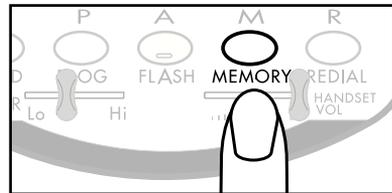


Fig. 18 - Memory button

The number you have stored for that button will be automatically dialed.

Direct Audio Output

The **AUDIO OUTPUT** socket allows you to connect the **DIALOGUE JB-20** to a hearing aid, cochlear implant or other assistive listening devices.

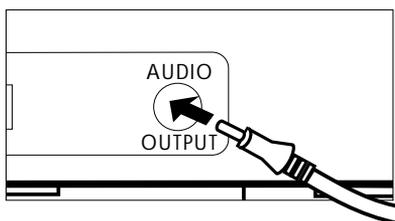


Figure 19 - Audio Output Socket and Cochlear Cord Hook-up

To use this port, plug in a compatible auxiliary cable and connect it to your assistive listening device. Speak into the handset when you use the Audio Output connection.

Cochlear Implant Adapter Cord:

A cochlear adapter cord is available from Ameriphone that can be used to plug the **JB-20** directly into a speech processor.

WARNING! During thunderstorms, avoid using telephones as electric shock from lightning can occur. Before plugging any cord into your speech processor, you must consult your implant manufacturer.

Connecting the speech processor:

Plug the mono end of the plug into the speech processor.

Plug the stereo end of the plug into the Audio Output socket on the phone.

Speak into the handset when using the Cochlear Implant Adapter Cord.

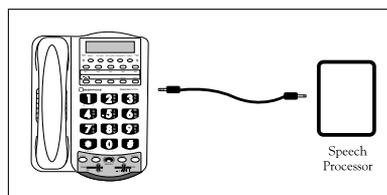


Figure 20 - Connecting the Speech Processor

If any problem should arise during operation of your **JB-20**, go through the suggestions listed below. Should the difficulty persist, contact Ameriphone or your authorized dealer for assistance.

SYMPTOM	CAUSE AND CORRECTIVE ACTION
No dial tone	Check all phone cord connections.
No number dialed when memory button pressed	No number stored in that memory button. See "Programming Frequently Dialed Numbers"
Call cannot be dialed, or is dialed slowly	See "Installation" section to reset the dial mode switch.
No audible ring	Make sure the ringer is not set to "Off" position.
Phone "locks- up"; no functions operate	Check all the connections. Make sure the cords are plugged in correctly.

Part 68 of FCC Rules Information

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the bottom of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug, RJ11 USOC, is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone

line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g., 03 is a REN of 0.3). For earlier products, the REN is separately shown on the label.

If this telephone equipment, the VCO telephone, causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a

complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

If trouble is experienced with this telephone equipment, for repair or warranty information, please contact Walker / Ameriphone, 1-800-874-3005. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

DO NOT DISASSEMBLE THIS EQUIPMENT.

This telephone equipment is not intended to be repaired and it contains no repairable parts. Opening the equipment or any attempt to perform repairs will

void the warranty. For service or repairs, call 1-800-874-3005. Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this telephone 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.

This telephone equipment is hearing aid compatible.

We recommend the installation of an AC surge arrester in the AC outlet to which this equipment is connected. The telephone companies report that electrical surges, typically lighting transients, are very destructive to customer

terminal equipment connected to AC power sources.

Customer-Owned Coin/Credit Card Phones:

To comply with state tariffs, the telephone company must be given notification prior to connection. In some states, the state public utility commission, public service commission or corporation commission must give prior approval of connection.

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 cause undesired operation.

Your XL-40 Telephone 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, uses, and can radiate radio frequency energy and, 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 are encouraged to try to correct the interference by one of the following measures:

1. Where it can be done safely, reorient the receiving television or radio antenna.
2. To the extent possible,

relocate the television, radio or other receiver with respect to the telephone equipment. (This increases the separation between the telephone equipment and the receiver.)

3. Connect the telephone equipment into an outlet on a circuit different from that to which the television, radio, or other receiver is connected.
4. Consult the dealer or an experienced radio/TV technician for help.

CAUTION: Changes or modifications not expressly approved by the manufacturer responsible for compliance could void the user's authority to operate the equipment.

THE PARTY RESPONSIBLE
FOR PRODUCT COMPLIANCE
Ameriphone Products by Walker,
A Division of Plantronics, Inc.
12082 Western Avenue
Garden Grove, CA 92841
Telephone: 800-874-3005

Industry Canada Technical Specifications

This product meets the applicable Industry Canada technical specifications.

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. In some cases, the company's inside wiring associated with a single line individual service may be extended by means of a certified connector assembly (telephone extension cord). 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 made by an authorized Canadian maintenance facility 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 inspection authority, or electrician, as appropriate.

The Ringer Equivalence Number is 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 five.

[The term "IC:" before the certification/registration number only signifies that the Industry Canada technical specifications were met.]

CHAPTER 8 WARRANTY

This warranty applies only to Ameriphone products that are purchased and used in the United States or Canada.

Ameriphone warrants the **JB-20** telephone against any defect in materials or workmanship for the period of one year from the date of purchase.

If your Ameriphone product is defective and returned within 30 days of the date of purchase, your **JB-20** dealer will replace it at no charge.

If returned after 30 days, but within one year from the date of purchase, we will repair or replace it at no charge. In the repair of your **JB-20**, we may use new or reconditioned replacement parts. If we elect to replace your **JB-20**, we may replace it with a new or reconditioned product of the same or similar design. Repair or replacement will be warranted for either 90 days or the remaining time on the original warranty period, whichever is longer.

Implied warranties, including those of fitness for a particular purpose and merchantability (an unwritten warranty that the product is fit for ordinary use), are limited to one year from date of purchase. We will not pay for loss of time, inconvenience, loss of use of your **JB-20**, or property damage caused by your **JB-20** or its failure to work, or any other incidental or consequential damages. Some states do not allow limitations on how long an implied warranty lasts or the exclusion of incidental or consequential damages, so the above

exclusions or limitations may not apply to you.

To get warranty service for your **JB-20**, you must provide proof of the purchase date. Within 30 days of the date of purchase, return your **JB-20** to the place where you purchased it for immediate replacement. After 30 days, call Ameriphone at 800-874-3005 VOICE or 800-772-2889 TTY for the authorized service center near you. You must prepay all shipping costs. We suggest you save the original package materials in the event you need to ship the **JB-20**. When shipping for warranty repair, include your name, address, phone number, proof of date of purchase, and a description of the problem. After repairing the product, we, (or the service center) will ship it back to you at no cost within the United States and Canada. **CANADIAN RESIDENTS:** call Ameriphone at 800-874-3005, 800-772-2889 TTY for instructions.

This warranty does not cover defects resulting from accidents, damage while in transit to our service location, alterations, unauthorized repair, failure to follow instructions, misuse, use outside the United States or Canada, fire, flood, and acts of God. Nor do we warrant the product to be compatible with any particular telephone equipment, party line, key telephone systems, or more sophisticated switching systems. If your **JB-20** is not covered by this warranty, call us at 800-874-3005 or 800-772-2889 TTY for advice as to whether we will repair your **JB-20** and other repair information. The repair shall be warranted for 90 days.

DECIBEL GAIN

Maximum gain: 18dB

PHYSICAL DIMENSIONS

Size: 9.5" x 7" x 3.25"

Weight: 2.52 lbs.

Audio output jack9
Base plate, removal.....4
Desk mounting4
Dial modes
 Pulse3
 Tone3
Handset Volume control5
Hold6
 Light indicator6
Installation4
Memory dialing8
Programming6, 7, 8
Modular cords.....2
Packing checklist2
Redialing6
Ringer volume6
Wall mounting4
Toubleshooting10
Warranty16



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