

# PocketComm

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MODEL: PCM3512



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## INSTRUCTION MANUAL

1st edition

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## **MAKING A PHONE CALL EASIER WITH POCKETCOMM (PCM3512)**

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At Krown, our goal is making communication easy for people who are Deaf or Hearing/Speech Impaired. We believe that communication for the disabled should be simple, easy to use, value priced, fast, and ultra convenient.

That's why we spent the last 5 years helping to find a simple way of making communication faster and easier with new advantage technologies of mobile telecommunication. Our Pocket Speak and Read VCO, which now features a cellular connection, has received great feedback from the VCO customers. Since most telephone devices for the deaf are for desktop versions, we set ourselves apart by focusing on the fine details to make your communication more mobile and convenient. The PocketComm is designed to work with virtually any cellular phone compatible with TDD and every cordless, home, and office telephones. Making a phone call now becomes very easy and can be done anywhere, any time, and by any phone available. Never worry that communication is out of reach. Get in touch to anyone with great confidence. Making a phone call independently since the device is very light, compact, and reliable.

PocketComm is an ultra small TTY that comes with 32-key high contrast thumb-type keyboard with sticky-key and 40 character LCD display with green LED backlighting for easy reading in the dark. Rechargeable batteries and charger can even save you more and guaranty hours of use without recharging the unit. Always keep in mind that the PocketComm may help you in an emergency case with auto-repeating message feature. Three programmable memories are great to use for your personal greetings, Relay Service requests, and a method of contact in case of an emergency without any assistance.

Best of all, the PocketComm can convert from a TTY for a deaf to be a VCO/HCO device for the Hearing/Speech Impaired. In a second you can switch the PocketComm to international speed when traveling around the world. Finally it is delightful to see your name or your loved one's message on the display every time you use the machine. PocketComm is a total solution package that Krown Manufacturing designed only for you.

This instruction manual is set up so that you are able to use the PocketComm immediately while taking your time to become familiar with many unique features. If you have any questions that this manual does not answer, feel free to call our Customer Service Department toll-free at (800) 366-9950, look up a solution on our web site at [www.krownnty.com](http://www.krownnty.com), or write us a letter at:

### **Krown Manufacturing, Inc.**

3408 Indale Road  
Fort Worth, TX 76116

The box includes:

- PocketComm
- 2.5mm communication cable
- Charger
- 2 rechargeable batteries
- Carrying pouch
- Instruction manual
- Warranty card

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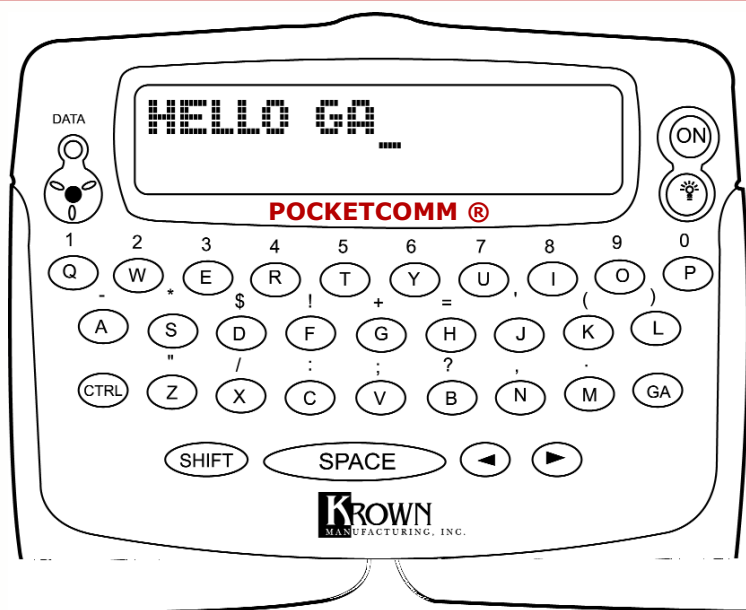
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# POCKETCOMM KEYBOARD AND FUNCTION KEY



## FUNCTION KEYS

Send a programmable memory  
*See page 12*



Send a prerecorded message  
*See page 13*



Edit memory



Save message and exit edit mode



Back space



Clear message



FAST TYPE












Global speed



Mobile phone



FUNCTION KEYS (CONT.)

Backlite ON/OFF	
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Loop sending a message	
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Turn on VCO mode	
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**Shift key:** will be valid for only the next character. The keyboard will go back to letter mode. To lock shift mode, press shift twice. To unlock shift mode press shift key again.

**Control key:** will be valid for one character only. Press (CTRL) again if you need to enter two different functions. Press (CTRL) key and then the character key. You do not need to press and hold (CTRL) key.

## SET UP YOUR POCKETCOMM

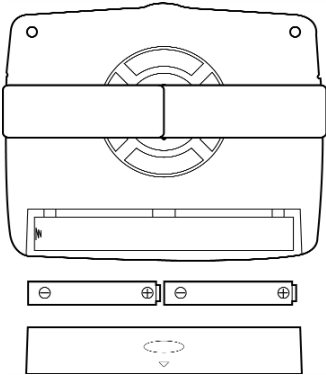
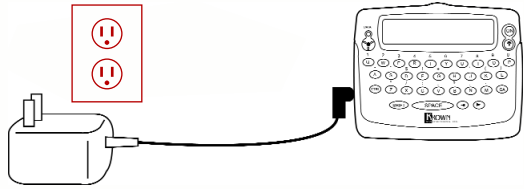


FIGURE 1



### INSTALL BATTERIES AND CHARGING YOUR POCKETCOMM FOR THE 1ST TIME

Open the battery door as shown on Figure 1. Install the 2 rechargeable NiCad batteries according to the battery orientation marked in the compartment (Figure 1).

The batteries must be charged before your PocketComm can be used. Plug the AC charger to the wall outlet and the other end of the DC connector as shown on Figure 1. Leave the AC adapter/charger plugged in for a minimum of 6 hours for a full charge. You can use regular battery but don't use charger.

### CONNECT YOUR POCKETCOMM TO A MOBILE TO WORK AS A TTY

The Pocketcomm is designed to work with select digital cellular phones or cordless phones with a headset output. Consult your cellular phone manual for how to set up TTY/TDD mode. Set your cell phone to work with TTY compatible mode. Plug the communication cable the cell phone and the PocketComm. The manufacturer setting for the Pocketcomm is:

[FAST TYPE] [VCO OFF]  
[MOBILE] [MIX] [45B]

It's ready for you to use with a cellular phone. First turn on the power for the Pocketcomm and the cell phone. Second, dial a TTY number or your State Relay Service on the cellular phone keypad. Watch the signal LED on the PocketComm for calling progress. If you did not see any action for 15 seconds, hang up and redial that number. Third, waiting for the other party to answer you and end by a 'GA'. It is your turn to type your message. Always end your message by pressing GA button. Continue the conversation until both parties are ready to hang up. Hang up the cell phone and turn off your PocketComm.

#### HELPFUL HINT:

Look for the logo on the cell phone box or brochure for a TTY/TDD Compatible.

Always ask for a cell phone with vibrating mode in order to save you to buy a vibrating battery to use.



The carrying pouch is designed big enough to carry both PocketComm and the cellular phone. However, you may need to wear the cell phone where you can be aware of a new in-coming call. Order a vibrating battery for your cell phone if it did not come with a vibrate mode.

### USING YOUR POCKETCOMM AS A VCO DEVICE WITH MOBILE.

The PocketComm has a built-in microphone on top left of the unit (Figure 2). If you are a Voice Carry Over user, you need to set up the machine as a VCO unit. First, turn on the PocketComm and press (CTRL)+(V). The display will read '[VCO ON]'. If the display reads "[VCO OFF]". Second, continue to press space bar to reset the unit. Go back to step one to set up the VCO mode. Press (CTRL)+(S) to make sure the status of VCO mode is on.

{Press CTRL-S to check status of the unit}

**[NORMAL] [VCO ON]  
[MOBILE] [MIX] [45B]**

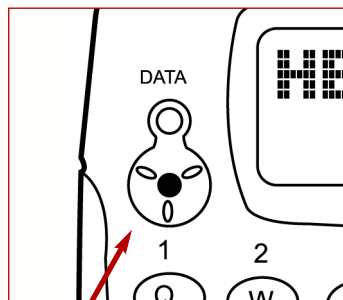


FIGURE 3

**MICROPHONE**

After you initialize the unit, you can make a VCO call. To make a VCO call: First, plug the mobile phone communication cable to the PocketComm and the other end to the mobile phone. Second, turn on the PocketComm. Third, turn on the mobile phone and dial the number you want to dial on the mobile phone keypad. Watch the LED signal for a proper ring cycle. If you see the LED blinking with an irregular cycle, someone may have answered you by voice. Fourth, at this time, press (CTRL)+(0) to send the VCO message. The message being sent says, "VCO CALL PLS GA." Fifth, after you receive the response from the operator and signal to start your voice, speak clearly the number you want to dial to the microphone on the top left of the PocketComm (See Figure 3). Always end the sentence by saying 'Go Ahead' to let the agent know that you are finished. Turn off the PocketComm and hang up the mobile phone after each use. The PocketComm will retain the set up until you change it again. Therefore, you need to check the status of the unit anytime you have problems making a phone call by pressing (CTRL)+(S). Make sure you are in the right set up mode.

For more convenience, you can wear the mobile phone in your pouch when holding the PocketComm to speak and read.

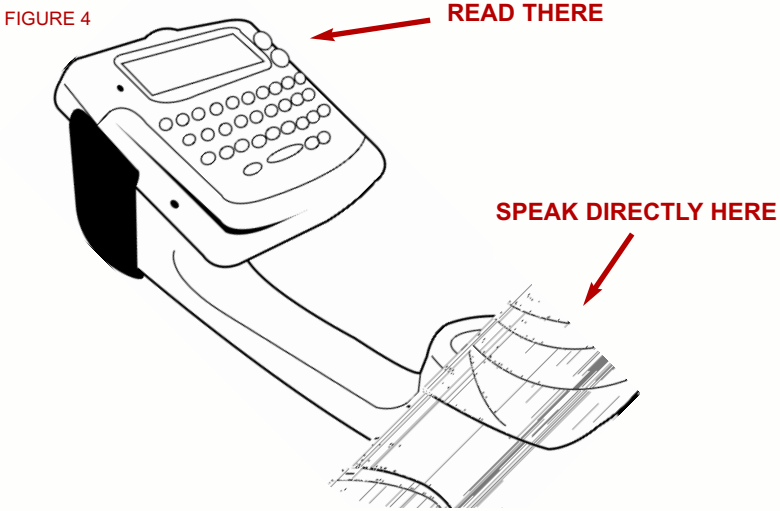
### ACOUSTIC COUPLING YOUR POCKETCOMM AS A VCO TO A LANDLINE PHONE

Your PocketComm is designed for the best convenience. If you are a VCO user and need to use a landline phone to make a call:

1. Turn on the PocketComm.
2. Press (CTRL)+(M) to switch mode to acoustic mode. If you see the display read: '[MOBILE]', press the space bar to reset the unit and go back to step 1 to set up the PocketComm to work in acoustic mode.
3. Press (CTRL)+(V) to turn off the built-in VCO microphone in acoustic coupling. You will speak directly to the mouthpiece of the handset.
4. Strap the elastic band onto the earpiece of the handset.
5. Dial the VCO Relay number on the keypad of the phone. Watch for the correct ring process on the PocketComm signal LED.
6. The conversation has begun after the agent asks you to voice the number you want to dial. Speak clearly to the handset mouthpiece and not the pocketComm since the VCO mode now is off. (Figure 4)

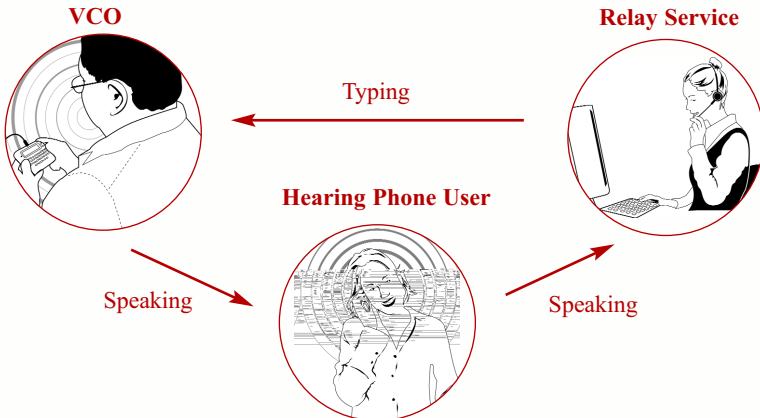


Use these steps to make a phone call from a public telephone, office phone or a call box. If there is no VCO phone number for your state, use the TTY number to place a VCO call. After you receive the response from the Communication Relay Agent, move the PocketComm down to the mouthpiece of the handset and press (CTRL)+(P) to send out the VCO request to the CA. Move it back to the earpiece after it is finished sending.



### WHAT IS VOICE CARRY OVER?

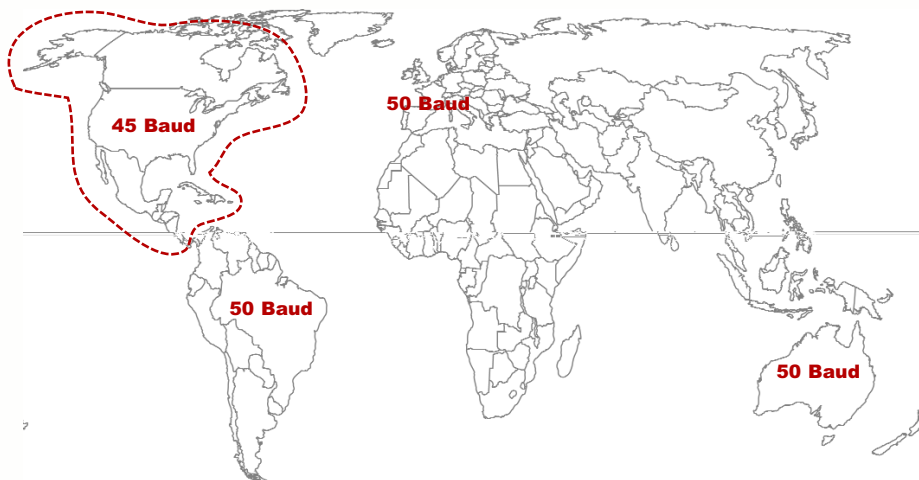
If a deaf person has a good speech and wants to make call using his/her voice, the CA can carry it over to the other party. It is called Voice Carry Over(VCO). To make a VCO call, the person will need help from Relay Service and a TTY. The CA will type the message from the other party to the caller, and read the message from the caller back to the call recipient.



## CHAPTER 2

### HOW TO CHANGE THE CODE

PocketComm supports 45.5 baud American Standard, 50 baud International, and 110 baud Fast Type. For a proper transmit and receive code through a telephone link, we need to make sure the code is right. In North America, they use 45.5baud. If you plan to take the PocketComm with you overseas, do not change the speed if you will make a call back home. To make a call to local agents, you may find the speed of code used for that country through the Internet or a tourist guide before the trip. Fast Type is 110 baud modified code used for United States only.



### STANDARD BAUDOT CODE AND INTERNATIONAL CODE

Use Standard Baudot 45 baud if you are in North America, including Canada and Mexico. International speed is used for the other countries. To switch the code from Standard 45 baud to 50 baud, first check the status of code by pressing (CTRL)+(S):

[NORNAL] [VCO OFF]  
[MOBILE] [MIX] [45B]

If the machine is 45B, it is ready for you to use. If it shows [50B], press (CTRL)+(G) (Global). The display will read: '[45B]' for standard. Press the space bar to initialize the PocketComm. Check the status by pressing (CTRL)+(S) again to make sure you are in the right mode. Press the space bar to initialize and exit status reading mode.

To change to 50-baud international code, press Ctrl-G. The display reads: '[50B]'. Press the space bar to initialize that feature. Always check the status of the machine after you change the code.

The machine will write your set up code to memory until you change it again. In case you have experience with bad receiving, check the code to make sure you have the right code. Perform the code change process if some one changes your code by accident.

## WHAT IS FAST TYPE?

Fast Type is a modified code from 45B standard. It can speed up to 110B for a fast typist. If Fast Type mode is turned on, the unit will automatically recognize the speed and change from 45baud to 110 baud. Fast Type will not benefit well for the thumb-type keyboard of the PocketComm, but it will be good for receiving. However, this mode will request a small handshaking procedure before sending, and pause for checking interrupt requests that are sent from the receiving unit. For an average or slow typist, this mode causes more delay time in transmitting or receiving than standard Baudot. If the other typing is slow, you may need to turn fast type off. That is the reason the PocketComm was designed to have Fast Type in receiving mode only.

## HOW TO CHANGE YOUR POCKETCOMM TO USE FAST TYPE

Press (CTRL)+(F) to toggle from normal to Fast Type mode. The display will read: '[FAST TYPE ON]'. Press space bar to initialize the unit. If the display reads: '[NORMAL]' press space bar again to initialize it. Then press (CTRL)+(F) to change code. To check the current code setting press (CTRL)+(S).

[FAST TYPE ON] [VCO OFF]  
[MOBILE] [MIX] [45B]

## CELLULAR PHONE USERS WITH FAST TYPE:

The Cellular phones use high frequencies to carry the coded voice signal over the air. This signal is combined in a package and mixed with other signals in a same channel before sending. The package sometimes is delayed and can cause the PocketComm to reject the package or may decode the package wrong. This problem will be fixed if you use the PocketComm with a TTY compatible cellular phone. Those phones will open a priority channel to send the coded TTY signal package to the receiver with no time delay to protect the error rate. However, sometimes natural sources such as lightning, tornados, or mountains take effect on the link and cause a loss of the signal. The signal can fade out or cause dropped calls.

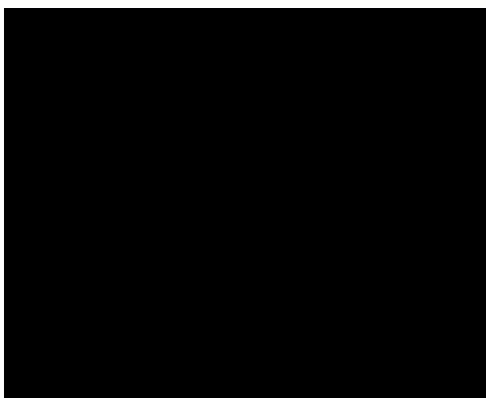
When the message is garbled (caused by bad receiving) first try to improve the signal on the cellular phone. Move the phone to the window or an open area and watch the signal icon on the display until you get a full bar graph. Other generators in your house could also interfere with the receiving such as microwaves, radios, televisions etc. Move away from these sources and try your call again.

Fast Type transmitting units will require a response from the receiver after it sends out the first handshake character before it changes to Fast Type speed. The waiting time is very short. The new digital TTY compatible cellular phones will need a small time to study the incoming signal before it changes to TTY compatible mode and send out a string of characters. This delay is longer than the TTY waiting time and will cause the transmitting device to turn off Fast Type mode before the receiving unit is able to responded to the first hand-shaking character. Our suggestion is turn off Fast Type before making a PocketComm-cellular phone call. It will speed up both transmit and receiving tremendously.

## CHAPTER 3

### MAKING A CALL WITH YOUR MOBILE PHONE

Charge your mobile phone and your PocketComm to a full charge every night to make sure it ready to use next day. Use only the supplied communication cable to connect the PocketComm to the mobile phone. When purchasing the cellular phone and service for your PocketComm, make sure you get a TTY compatible unit or look for the TTY-Cellular telephone symbol.



### MAKING A CALL WITH YOUR CELLULAR PHONE

Make sure you get a strong signal from your provider and your PocketComm is off. Set up your cellular phone to work in TTY compatible mode. Refer to your cell phone instruction manual on how to set up this mode.

1. Connect the communication cable from the cell phone to the PocketComm.
2. Turn on the PocketComm.
3. Dial the number you want to call on the cell phone keypad. Watch correct ring cycles after making a dial. If there is an irregular cycle, hang up and redial that number.
4. If the other party picks up, the pocketComm will display text and the conversation has been started.

### ANSWERING AN INCOMING CELLULAR CALL

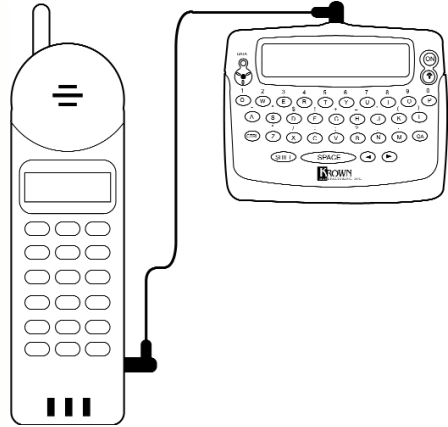
Make sure to turn on the ringer of your cell phone to be ON and in vibrating mode. If your battery will not support this mode you may need to order a vibrating battery from your cell phone provider.

1. If the cell phone vibrates, you have an incoming call. Connect the communication cable firmly on both cell phone and PocketComm.
2. Answer the call on the cell phone by pressing the “talk” or “send” button on the cell phone (refer to cell phone owner’s manual for more details.)
3. Type your greeting message. The conversation has begun. When you are ready to hang up, turn off the PocketComm and hang up the cell phone.

### MAKING A CALL WITH YOUR CORDLESS PHONE

You can connect your PocketComm to a cordless phone that has a 2.5mm audio headset jack, and enjoy the freedom of making a call around the house. Charge the cordless phone at night to ensure a fully charged battery.

1. Connect the PocketComm to the cordless phone by using the provided 2.5mm audio cable.
2. Turn on the PocketComm.
3. Press 'ON', 'Talk' or 'send' button and watch the red light to make sure you get a dial tone.
4. Dial the number on the cordless keypad.
5. If the other TTY or Relay Agent picks up, your PocketComm will start to display the text. The conversation has begun.



Refer to chapter 1 for PocketComm VCO user. If you are HCO user, A "Y" splitter and a headset will be used to conduct the sound from the mobile phone out. These devices are not included.

### JUMP TO LETTER MODE WHEN YOU USE A MOBILE PHONE

There are many new technologies that have been used to establish the wireless communication link between you and the other TTY users. Sometimes, you will get some problems by many different causes. Garbled text causes high errors in receiving of a TTY. The signal may miss one or two characters but the receiving display may show some numbers or exclamation marks, etc. for a long period of time. It is the nature of 5-bit Baudot code. It uses a code to toggle between letter characters and number characters. If this code is missing in the transit, the rest of the message will be in number mode until the next letter code is sent. If the character mode does not change, the transmitter will send out letter code in every 80 characters. This procedure makes the garbled text become unacceptable. If you are not using a lot of numbers and punctuation marks in the conversation you can jump to letter mode only when receiving in bad condition. You may need to set mix mode back if the other party sends you a phone number or the amount in number, etc. Press (CTRL)+(J) to jump to letter mode. The display will show: '[letter mode]'. Press space bar to initialize the unit. Use (CTRL)+(S) to check the status of the mode:

**[NORMAL] [VCO OFF]**  
**[MOBILE] [ LET ] [ 45B ]**

To switch back to mix mode for receiving numbers and letters, press (CTRL)+(J) again. Do not jump to letter mode if you are receiving well.

## CHAPTER 4

### USING MEMORY

#### USING YOUR PERSONAL GREETING MESSAGES

PocketComm gives you 3 programmable personal greeting messages. Each will hold 40 characters. The personal greeting memories are installed on the buttons 1, 2, and 3. You can use these greeting buffers to program your address and phone number where you can be reached. It will save you time in emergency cases when the operator requests your personal information. The others can be used for home numbers or numbers dialed often.

For example: “PLEASE DIAL (123)-424-4445 GA” or “HELLO THIS JOHN DOE GA”.

#### EDIT AND SAVE A MEMORY

Press (CTRL)+(D) (eDit) for editing a memory. The control key has a sticky key feature. You do not have to hold down the (CTRL) key when pressing another key. Start editing mode; the display will read:



**EDIT >**

The PocketComm is waiting for you to type a key corresponding to the number of the memory is being edited. Press buttons Q (1), W (2), or E (3) to start the edit routine. For example you press: Q (1)

The display will read:



**TYPE YOUR MESSAGE:**  
\_

For example, you type: “HELLO THIS IS JOHN GA”

End your message by using right arrow key. A flashing message ‘Please wait..’ and ‘done’ will let you know that your message is being written to the memory. Press space bar to exit the edit mode and initialize the PocketComm. Continue this process until you finish editing all three memories. If you make a message longer than 40 characters, the PocketComm will save only the first 40 characters to memory.

#### SEND A MEMORY

After saving all messages into memory, you can read the content of those memories by pressing (CTRL) and the corresponding key. For example press (CTRL)+(Q) 1

The display will be read: “HELLO THIS IS JOHN GA”. Repeat this procedure for the other messages.

#### LOOP SENDING A MESSAGE

To repeat a message you press (CTRL)+(L) and then press (CTRL) and the key for the message. For example you need to repeat the message in key number 1 (Q) that was programmed in previous steps. Press (CTRL)+(L) and then (CTRL)+(Q) 1. Message “HELLO THIS IS JOHN GA” will be sent repeatedly until you press space bar to stop sending. This feature will be best used for emergency calls when you cannot be by the phone to assist the call. The function will display the greater than sign (>) to wait for the correct memory to send.



Table 1.

GA - Go ahead	OPR - Operator
SK - Stop keying	PLS - Please
CLD - Could	QQ - Question
R - Are	CUZ - Because
SHD - Should	THX - Thank you
HD- Hold	TMR - Tomorrow
MTG - Meeting	U - You
NBR - Number	UR - Your
OIC - Oh, I see	LOL - Laugh out loud

**READ SYSTEM STATUS**

To check the setting of your PocketComm before you make any changes, press Ctrl-S (Status). The display will read the internal settings and send to the display:

[NORMAL] [VCO OFF]  
[MOBILE] [MIX] [45B]

Press the space bar to initialize the unit. The parameters that are saved in memory will not be erased even if you replace the battery.

**READ MANUFACTURE DATE AND SOFTWARE VERSION**

Press (CTRL)+(N) to display the manufactured date and software version. This function is for manufacturer use.

KROWN POCKETCOMM  
PCM3512 VER 1.0 DEC10

**RESET YOUR POCKETCOMM**

(CTRL)+(B) is used to load manufactures default values and erase all memory.

TYPE YES TO ERASE

Type “YES” on the keyboard to continue. Press space bar three time or (>) right-arrow key to cancel the reset mode.



## USING POCKETCOMM IN EMERGENCY CASES

Take the PocketComm and a cellular phone with you when travel. It will be the fastest way to get in touch with an emergency agent\*, tow truck, services, or call back home for help. Do not use it when you are driving. Your safety is more important. In case you can't assist the call, use the prerecorded message or your personal message with the auto-repeat function (Ctrl)+(L). The message will be sent until you press space bar to stop sending.

Dial 911 on your cell phone keypad. Connect the PocketComm to the cell phone as instructed in Chapter 1.

Press (CTRL)+(L). The display will show a ">" to wait for another (CTRL) key for the message that needs to be repeated.

For example: Press (CTRL)+(L) and (CTRL)+(6) to repeat the message "THIS IS EMERGENCY. I NEED ASSISTANCE!"

You can program memory 3 for this purpose with more personal information. (Refer to chapter 4 for how to edit a memory) For example: You program in memory 3 this message: "PLS HLP! JOHN 3234 BEARCREEK 4435670000"

Press (CTRL)+(L) and then (CTRL)+(3) to repeat this message.

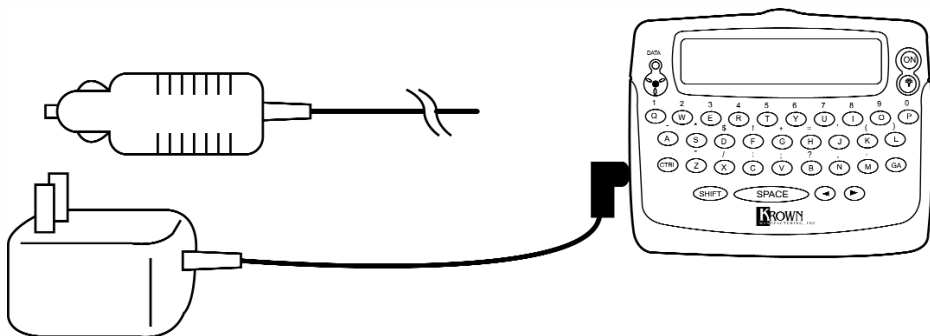


\*Note: Krown Manufacturing Inc. makes no representations that 911 services will properly response to a TTY call.

## CHAPTER 6

### TAKING CARE OF YOUR POCKETCOMM

The PocketComm can operate from rechargeable battery power, making your unit completely portable. To install the batteries, depress the thumb notch in the center of battery compartment cover and slide it down to the bottom of the pocketComm. Place new rechargeable batteries according to the orientation marked in the compartment. Replace the cover and slide up until the hook on the cover snaps into the latch.



Plug the AC charger to the wall outlet and the other end to the unit when it is OFF. Let it fully charge for at least 6 hours.

When the PocketComm is fully charged, it will operate for about 8 hours of constant use. The batteries will automatically recharge whenever the unit is plugged into the AC adapter. If the batteries are not fully charged, you may receive a flashing message:

**BATTERY LOW**

If you use the PocketComm, and the batteries will not hold power for an hour, replace with new rechargeable NiCad AAA batteries. The strength of the battery determines the length of time that the Pocketcomm will work. It is suggested that you exercise your batteries in your PocketComm at least once a month. That is, operate the unit on battery power until it needs recharging.

#### MAINTENANCE:

- Keep the PocketComm dry. If it gets wet, wipe it dry immediately. Liquids might contain minerals that can corrode the internal electronic components.
- Use and store the PocketComm only in normal temperature environments. Extreme temperatures can shorten the life of electronic components, damage the batteries, distort and possibly melt plastic parts.
- Handle the pocketComm with care. Dropping it can cause internal working parts to fail or break the outer housing.
- Keep the PocketComm away from dust and dirt, which can cause a premature wear of parts.

- Clean the PocketComm by wiping the unit with a damp cloth to keep it looking new. Do not use harsh chemicals, cleaning solvents or strong detergents to clean the PocketComm.
- When replacing batteries, use only Rechargeable NiCad AAA batteries. Do not use alkaline batteries with the AC charger connected. Batteries may explode or leak and cause permanent damage to the Pocketcomm.

## TROUBLESHOOTING YOUR POCKETCOMM

The unit will not turn on:

- Plug the AC charger and turn the unit on. If the unit is on, the batteries need to be fully charged. Turn off the unit and let the battery charge for at least 6 hours before use.
- If the unit will not hold the power after fully charged, replace the rechargeable NiCad batteries.

Not receiving or sending:

- Check status of the unit for correct mode settings. VCO mode needs to be off in order to work in acoustic coupling. It will disable the internal microphone and send the output to the rear speaker.
- Check and firmly plug the cable to the PocketComm and the mobile phone.
- If the call is dropped out (fade out), hang up and redial the number.

Receiving garbled messages:

- It may be caused by lost, damaged or late signals sending through the air to the receiver. It happens with any wireless call, even non-TTY calls. This is mainly caused by nature. Move your PocketComm and mobile phone to where you can receive a strong signal. If you use a cordless phone, switch to a different channel or move closer to the base to strengthen the signal. Check and see if you have a good connection from the cable to the PocketComm and the mobile phone.

Feedback noise:

- If you use the PocketComm and the signal LED is ON constantly, your PocketComm is getting a feedback. You may reduce the volume of your mobile phone down until the LED light turn off and then increasing back for better receiving.
- Move the mobile phone away from the PocketComm and touch firmly the antenna to reduce the feedback.

## TECHNICAL SPECIFICATION

Power requirements . . . . .	2AAA NiCad Batteries
Baud rate . . . . .	45, 50, 110 B
Telephone connection type. . . . .	Acoustic/ 2.5mm Stereo Audio connector
Dimension . . . . .	109.5 X 87.5 mm
Weight. . . . .	160g (including batteries)

**RELAY SERVICE NUMBER**

United States of America

Alabama	(800) 548-2546/T	Alaska	(800) 770-8973/T
Arizona	(800) 367-8939/T	Arkansas	(800) 285-1131/T
California	(800) 735-2929/T	Colorado	(800) 659-2656/T
Connecticut	(800) 842-9710/T	Delaware	(800) 232-5460/T
District of Columbia	(800) 855-1234/T	Florida	(800) 955-8771/T
Georgia	(800) 255-0056/T	Hawaii	(800) 643-8833/T
Idaho	(800) 377-3529/T	Illinois	(800) 526-0844/T
Indiana	(800) 743-3333/*	Iowa	(800) 735-2942/T
Kansas	(800) 766-3777/*	Kentucky	(800) 648-6056/T
Louisiana	(800) 846-5277/T	Maine	(800) 437-1220/T
Maryland	(800) 735-2258/*	Massachusetts	(800) 439-2370/T
Michigan	(800) 649-3777/*	Minnesota	(800) 627-3529/*
Mississippi	(800) 582-2233/*	Missouri	(800) 735-2966/T
Montana	(800) 253-4091/T	Nebraska	(800) 833-7352/T
Nevada	(800) 326-6868/T	New Hampshire	(800) 735-2964/*
	(800) 326-4013/V	New Jersey	(800) 852-7899/T
New Mexico	(800) 659-8331/T	New York	(800) 662-1220/T
North Carolina	(800) 735-2962/T	North Dakota	(800) 366-6888/T
Ohio	(800) 750-0750/*	Oklahoma (North)	(800) 722-0353/*
Oklahoma (South)	(800) 522-8506/*	Oregon	(800) 735-2900/*
Pennsylvania	(800) 654-5984/T	Puerto Rico	(800) 240-2050/T
Rhode Island	(800) 745-5555/*	South Carolina	(800) 735-2905/*
South Dakota	(800) 877-1113/*	Tennessee	(800) 848-0298/T
Texas	(877) 826-1789/V	Utah	(800) 346-4128/*
	(800) 735-2989/T	Salt Lake Area	(801) 298-9484/*
Vermont	(800) 253-0191/T	Virgin Islands	(800) 440-8477/T
Virginia	(800) 828-1120/T	Washington	(800) 833-6388/T
West Virginia	(800) 982-8771/T	Wisconsin	(800) 947-3529/*
Wyoming	(800) 877-9965/T		

Canada

Nation wide number for making VCO calls: 711. If 711 is not available in your area or for voice calls use the number in your area listed below

Alberta		British Columbia
Manitoba	(800) 267-6511/T	Ontario
Quebec		Saskatchewan
New Brunswick		New Foundland
Nova Scotia		Prince Edward Island

\* = Voice, TTY, VCO  
T = TTY/TDD  
V = VCO

**WARRANTY**

Krown Manufacturing Inc. Warrants that the PocketComm sold by Krown manufacturing is free from defects in materials and workmanship under normal use and service for one year. This warranty is applicable only to the original purchaser of the PCM3512 when accompanied by a sales receipt stating the date of purchase and the name of company from which purchased. This warranty is in lieu and excludes all other warranties, expressed or implied, including any implied warranty of merchantability or fitness and of any obligation on the part of Krown Manufacturing. If the Pocketcomm shall prove to be defective, then Krown Manufacturing shall either replace or repair the Pocketcomm at no cost to the original purchaser within one year of the date of purchase. During the one year period you may return the PocketComm to Krown Manufacturing at the following address:

Krown Manufacturing, Inc.  
3408 Indale Road  
Fort Worth, Texas 76116

Shipping charges are at the customer's expense. Please include a check or money order made out to Krown Manufacturing in the amount of \$10.00 to cover shipping and handling. This warranty does not extend to any PocketComm sold by Krown Manufacturing which has been subjected to misuse, neglect, accident, improper application, improper installation, or any use in violation of the instruction furnished by Krown Manufacturing. This warranty does not extend to or apply to any PocketComm which has been repaired or altered by any persons who have not been expressly approved by Krown Manufacturing. Batteries provided with this product are not covered under this warranty.

Krown Manufacturing shall not be liable for any special or consequential damages or for loss or expense directly or indirectly arising from use of the products or any inability to use them either separately or in combination with other equipment or product accessories or from any other cause. This warranty is only applicable to a product purchased through Krown Manufacturing, CompuTTY, or a Krown dealer. Other than as stated herein, there are no other warranties whether by the sample or model, by description or quantity, whether expressed or implied, and there are no implied warranties of fitness for a particular purpose or of merchantability.



3408 Indale Road, Fort Worth, Texas 76116

Voice: (817) 738-2485

TTY/TDD: (817) 738-8993

Fax: (817) 738-1970

E-mail: [info@krowntty.com](mailto:info@krowntty.com)

ORDERS: 1 (800) 366-9950