CLARITY Professional

USER GUIDE

XL45™

Amplified Telephone
with DCP™ and CID

Clarity, a Division of Plantronics, Inc.

4289 Bonny Oaks Drive, Suite 106
Chattanooga, TN 37406
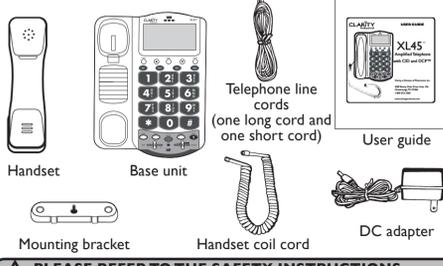1-800-552-3368

www.clarityproducts.com

CONTENTS & PARTS CHECKLIST

Your package includes all the items as shown here. If there is anything missing, please contact our Customer Care Department immediately.

NOTE: PLEASE RETAIN A COPY OF PROOF OF PURCHASE FOR YOUR RECORDS.

Handset

Base unit

Telephone line cords (one long cord and one short cord)

User guide

Mounting bracket

Handset coil cord

DC adapter

⚠ **PLEASE REFER TO THE SAFETY INSTRUCTIONS SECTIONS (12-13) FOR IMPORTANT PRODUCT SAFETY INFORMATION PRIOR TO INSTALLATION OR USE OF THE PRODUCT.**

INSTALLING YOUR XL45

Install the backup batteries (optional) by removing the battery cover as shown in Figure 1. Connect your telephone as shown in Figure 2.

① Connect one end of the phone cord into the (square) **LINE** port on the back of the phone; connect the other end of the phone cord into your wall telephone outlet.

② Connect one end of the (curly) handset cord into the handset jack on the left side of your base; connect the other end of the handset cord into the bottom of the handset. Place handset in cradle.

③ Connect the DC adapter cord into the (round) **DC 9V 500mA** port on the back of your phone; plug the adapter into your wall electrical outlet.

When finished, lift handset to test. If you hear a dial tone, your telephone is ready for use. If not, check all connections again.

Figure 1

Figure 2
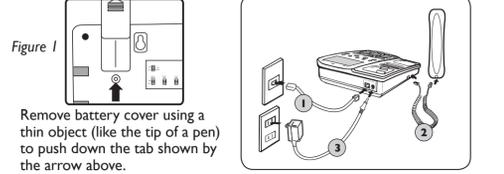
Remove battery cover using a thin object (like the tip of a pen) to push down the tab shown by the arrow above.

If there is a power outage, the XL45 will maintain its full amplification for up to 48 hours with four AA alkaline backup batteries (not included).

The phone operates as a regular phone if there is no power or backup batteries. In this case, the indicator lights, the loud ringer, the lighted keypad and the amplification will be disabled; you will still be able to make and receive phone calls, but the extra amplification will not be engaged. We recommend installing batteries if you live in an area with frequent power outages.

WALL MOUNTING YOUR XL45

1. Pull the handset hook out of the base and reverse its position so that the hook points up and will hold the handset when you hang up. See Figure 3

2. Plug one end of the short flat telephone line cord into the jack marked LINE located on the back of the telephone. Then run the cord through the groove on the back of the phone. Insert the tabs of the mounting bracket into the slots in the back of the phone. Push the mounting bracket in and down firmly until it snaps into place. See Figure 4.

3. Plug the flat telephone line cord into the wall plate jack, then align the mounting bracket's keyhole slots with the wall plate studs and slide the base of the phone downward to secure it on the wall. See Figure 5.

Figure 3

Figure 4

Figure 5

FEATURE LIST AND OVERVIEW

SIDE VIEWS

BOTTOM VIEW

BACK VIEW

FEATURE LIST AND OVERVIEW

① **MENU** screen: press to show the CID information, check the memory records, get information about the volume and tone levels, etc.

② **ENTER** button: press to confirm choices listed on the screen.

③ **Arrow buttons (UP/DOWN)**: press to navigate through the menu choices, CID and memory records.

④ **MENU** button: press to access the menu for CID/memory checking, language setup.

⑤ **DELETE** button: press to delete CID/memory records, and to edit names/numbers.

⑥ **MEMORY** buttons: for saved numbers (see MEMORY STORAGE).

⑦ **SPKR** (Speaker) Button: press SPKR to engage the speakerphone function; press again to turn the feature off.

⑧ **FLASH** Button: use this button to engage the Call Waiting/Call Waiting Caller ID function (feature provided by local phone company).

⑨ **VOLUME** Slider: move to right or left in order to increase or decrease the volume of the incoming voice.

⑩ **BOOST/OSA** Button: press BOOST to engage the extra amplification. In BOOST OFF mode, the phone has a volume range of up to 16dB of amplification. In BOOST ON mode, the phone has a volume range of up to 50dB of amplification. When active, the BOOST button is backlit. Press BOOST again to turn off the extra amplification. Press and hold the button for 3 seconds to engage the OSA function (to enhance the level of your voice). See OSA section for details.
NOTE: when OSA is enabled, the light at the top of the phone turns orange when the phone is in a call.

⑪ **RD/P** (Redial/Pause) Button: use this button to redial the last number dialed (up to 32 digits). When in programming mode, press this button to insert a 2-second pause.

⑫ **TONE** Switch: use this switch to pick one of the 4 tone setting available.

⑬ **HOLD** Button: during a call, use this button to put the call on hold; press the button again to release the call from hold.

⑭ **Missed Call** light: light turns on when there was an unanswered call. (Active when Missed Call switch is ON - located on bottom of phone).

⑮ **Visual Ringer** Lights: lights turn on and off when the phone rings.

⑯ **Low Battery** Indicator: light turns on when the backup batteries are low.

⑰ **Voice Mail/Ringer/VOICE** light: **a.** Light turns on GREEN when there is a voicemail left with your voicemail feature (from local phone company). **b.** Light turns RED when the ringer switch is in the OFF position. **c.** Light turns ORANGE when the VOICE feature is active.

⑱ **(Ringer) TONE** press this button to choose the desired incoming ring tonality. Choose one of the six (6) availble ring tones to select the most favorable ringer.

FEATURE LIST AND OVERVIEW

⑲ **(Ringer) Volume +/-** press the keys to increase/decrease the volume of the incoming ring.

⑳ **(Ringer) ON/OFF** switch: use this switch to turn the ringer on or off. When the switch is set to OFF, the light at the top of the phone lights up RED.

㉑ **Headset** port: insert a standard headset (2.5mm plug) to use instead of handset.

㉒ **Outgoing Speech Amplification (OSA) switch**: use the switch to set the level of the outgoing speech amplification level. To enable/disable the OSA switch, press and hold the BOOST/OSA button for 3 seconds (see OSA section).

㉓ **Neckloop** port: insert a standard neckloop (mono, 3.5mm plug) to use with your T-coil equipped hearing aid. We recommend the Clarity CE30 neckloop.

㉔ **Talk Keypad** switch: set to ON if you wish to hear the numeric keys pressed during dialing - both in handset and speakerphone modes. NOTE: "star" and "pound" keys are not spoken.

㉕ **Boost Override** switch: set to ON if you wish for the BOOST function to be enabled at the beginning of all calls.

㉖ **Missed Call** switch: set to ON if you wish to have the Missed Call light enabled.

㉗ **Voice Mail** switch: set to ON if you wish for the light at the top of the phone to turn green when you have a voice mail (service from your phone service provider).

㉘ **Tone/Pulse** switch: set this switch to the desired dialing method.

㉙ **BEDSHAKER** port: insert the optional bedshaker (sold separately) will vibrate to indicate incoming rings.

㉚ **LINE**: see **INSTALLING YOUR XL45** section.

㉛ **POWER PORT (9V,500mA)** see **INSTALLING YOUR XL45** section.

MENU SCREEN VIEW

㉜ **TIME** indicator: the time is displayed if you have CID service (from your local telephone service provider). The time is updated every time a CID call is received.

㉝ **Backup Battery Level** indicator: indicates the level of charge in your backup batteries (if installed).

㉞ **DATE** indicator: the date is displayed if you have CID service from your local telephone service provider).

BOOST FUNCTION - AMPLIFY INCOMING SOUNDS

1. While on a call, press the BOOST button to engage the amplifier. The XL45 has a BOOST button that controls the loudness of the receiver. See Figure 6. Once the BOOST button is pressed, an extra level of amplification is added over the entire range of the Volume Control. During a call, the BOOST button can toggle the Clarity Power function on or off according to the user's needs. The BOOST button will reset automatically every time the phone is hung up for at least 5 seconds. The BOOST light will illuminate (blue) while the BOOST function is activated.

Warning: Volume may be at a high level. To protect hearing, lower the Clarity Power Volume Control before using the phone.

2. Adjust the VOLUME slider to achieve the desired sound level (up to 50dB of amplification). The Clarity Power Volume Control adjusts the level of volume the handset both in Boost or non-Boost modes. The volume dial provides up to 16dB of volume before the BOOST button is activated. Once the BOOST button is pressed, the XL45 will provide up to 50dB of gain. See Figure 7.

3. Adjusting the TONE switch allows you to customize your hearing experience. Since we all have different hearing preferences we suggest exploring each setting to find the one most comfortable for you. These four settings, along with your volume amplification, are part of the Digital Clarity Power (DCP™) technology. See Figure 8. The available settings are:
1- Low Frequency emphasis: best used to hear low pitched;
2 - Flat frequency response: best for hearing aid users;
3 - Clarity Power/High frequency emphasis response: best used to hear high frequency sounds;
4 - Multi Band Compression with high frequency emphasis response: best setting for speech intelligibility.

NOTE: The screen displays the volume and tone levels.

Figure 6   *Figure 7*   *Figure 8*

NOTE: Boost button is not active in speakerphone mode.

Boost Override
On the bottom of the XL45, there is a Boost Override switch. When this is set to "ON" the Boost function is automatically enabled every time the phone is picked up. In standard use, when the Boost Override switch is set to "OFF" the Boost function will turn off after the phone is hung up. Setting this switch to "ON" is suggested if all the users of the phone need the amplification. Setting this switch to "OFF" is useful when people with varying hearing ability use the phone. See Figure 9.

Figure 9

⚠ **WARNING: VOLUME MAY BE LOUD. PROCEED WITH CARE.**

MENU OPTIONS

There are three main menu options on the XL45:
CID, Memory Dial, and Language.

To switch from one main menu option to the next, press the down arrow.

Note: if you wish to return to the standby screens at any time, press the MENU key.

CALLER ID OPERATIONS

Caller ID Operations

This is a service that is provided through your local telephone company. This telephone will automatically display the incoming caller's name and number along with the date and time of the call. It will record up to 40 calls.

When there is a new incoming call the CID information will display on the second ring. The first row on the display will have the caller's ID (name). If there is no information, the row will be blank. The second row displays the incoming telephone number. If the number is longer than 11 digits, the LCD will toggle the displayed number between the first 11 digits and the remaining digits.

Note: The time and date will automatically register after receiving your first call.

View CID

To view CID information press the MENU button. "View CID?" will display with the options of "1 Yes 2 No". Select "Yes" by pressing the one (1) button and the most recent incoming call will be displayed. Press the down arrow to view the next CID entry.

If there are no new calls the screen will display "No Calls". You can also access the CID records by pressing UP or DOWN keys from the standby screen. See Figure 10.

Note: The display will time out and go to the standby screen if you have not made a selection within 30 seconds.

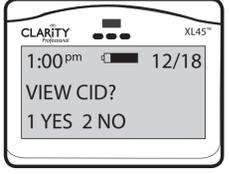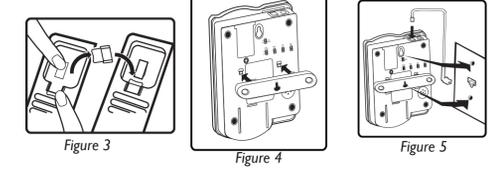**Note:** You can view the CID list by pressing either the UP or DOWN key from standby (idle) mode.

Figure 10
1:00pm 12/18
VIEW CID?
1 YES 2 NO

CALLER ID OPERATIONS

Formatting and Calling from CID

To format and/or make a call from the CID entry, select the desired CID entry and press the enter button. "Pick Format" will appear on screen first, then "Press UP/DN" will appear. Using the arrow keys, choose the desired format for the CID number, and press the Enter button. See Figure 11 and Figure 12.

Note: A seven digit number will not display the area code. A 10 digit number will display the area code without the one. The 11 digit number will display the number, area code plus the one.

Figure 11
1:00pm 12/18
PICK FORMAT
18005644224

Figure 12
1:00pm 12/18
PRESS UP/DN
18005644224
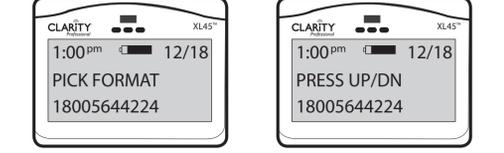
The next screens that will display are "Call Number?" and "1 Yes 2 No" with your chosen formatted number. See Figure 13 and Figure 14.

If you select "Yes" the CID entry will then be dialed. If you select "No" the CID will not format and show the CID information.

NOTE: Saving a CID record to a MemDial button that is not blank will overwrite the previously saved name/number without prompting.

Figure 13
1:00pm 12/18
CALL NUMBER?
18005644224

Figure 14
1:00pm 12/18
1 YES 2 NO
18005644224
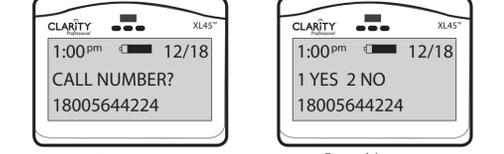
To store any CID record to one of the memory keys, do the following:

1. Pick the correct dialing format by following the steps above;
2. Press ENTER;
3. Choose "2" (No) when asked if you want to dial the number; the record with the correct dialing format will be displayed on the screen.
4. Press and hold the memory key you wish to use for this record.

You are able to change the name of the record before storing it in the memory keys. Press DEL to delete the displayed name, then use the keypad to enter your custom name. (To introduce a space, press "1").
The phone beeps, the display shows "Num Stored", and the record is stored.
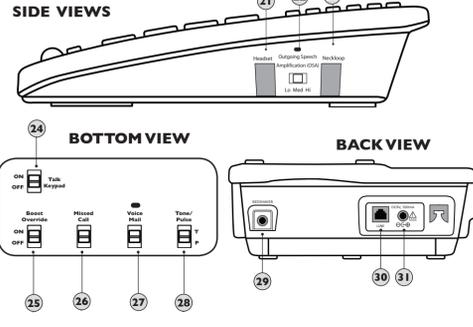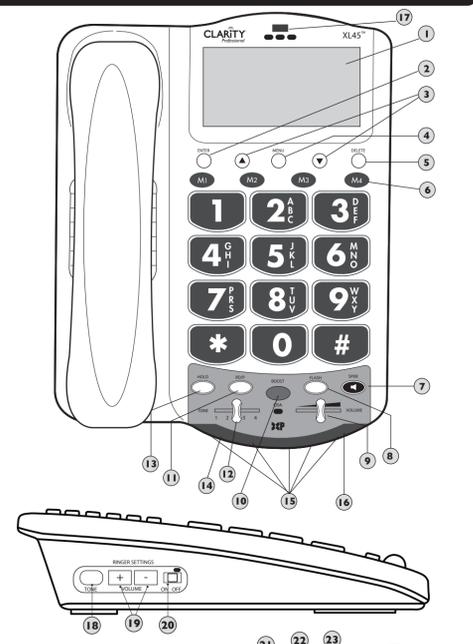
MEMORY STORAGE

Phone numbers can be stored into the phones memory to enable one button dialing. The phone directory allows space for four (4) different phone numbers.

It is important to not store 911 into your phone. This will prevent inadvertently calling an emergency call center. Only store emergency numbers such as a doctor, hospital, the local fire department or local police station numbers.

Programming/Editing the Memory Dial Buttons

This feature will allow the user to program or edit numbers in the 4 (four) Memory Dial locations or make changes to the current programmed numbers. Press the MENU button then press the down arrow to the "View MemDial" screen. See Figure 15. You will have the option of choosing "Yes" or "No". Select "Yes" by pressing the one (1) button.

Figure 15
1:00pm 12/18
VIEW MEM DIAL
1 YES 2 NO
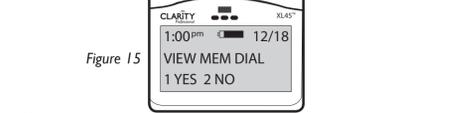
MemDial 1 or the saved name and number will appear. (To go to the next Mem Dial location press the DOWN arrow)

Use the Delete button and delete MemDial 1 or name stored. Next, type in the name of the number you wish to store. Then press the Enter button. Use the Delete button to delete the number to be edited. If there is no number stored type in the number you wish to store. Press Enter once again. The number has now been stored into the M1 button. The menu will advance to the next memory location – MemDial 2. (**NOTE:** To enter a space, press "1").

Repeat these steps to program MemDial 2.

NOTE: To view the saved records under the Memory Dial buttons, you have to press MENU, then DOWN key twice to arrive at "View MemdDial?" submenu. Pressing the memory keys from standby (or while on a call) will dial the numbers directly without further prompting (one-touch dial).

LANGUAGE

The user will have the option to select English, French or Spanish. Press the MENU button and press the down arrow until "Language" appears. Press 1 (one) for English, press 2 (two) for Spanish, press 3 (three) for French. See Figure 16 and Figure 17.

Figure 16
1:00pm 12/18
LANGUAGE
1 EN 2 SP

Figure 17
1:00pm 12/18
LANGUAGE
3 FR

STANDBY SCREENS

During Talk Mode

While on a call the screen will display a timer and volume level. If you make the call, the screen will also display the number dialed.

If the Hold button is activated "Call on hold" will be displayed.

During Idle Mode

"Clarity XL45" will be displayed on screens during idle mode if the following standby screens are not applicable. The number of calls will register to the screen. Example: "1 Call"

"No Ph Line" will appear if no phone line is plugged in. If there is no DC power "Batt Only" will appear and alternate with "No DC power"

While another phone is being used "Line In Use" will be displayed. If there is a new voicemail "New VMail" will appear

Note: If there is a new CID, "New VMail screen" and the number of new CID entries screen (example: "2 Calls") will alternate.

OUTGOING SPEECH AMPLIFICATION (OSA)

This function amplifies your speech so it becomes louder to the person on the other end of the line. To enable this function, press and hold the BOOST/OSA ON/OFF button for 3 seconds (see figure 18). The phone beeps; the function can be enabled/disabled while on a phone call or in standby mode. To verify the function is active, lift the handset and check the light at the top of the phone. If the light is orange, the function is active. To adjust the level of amplification for your voice, use the switch on the side of the phone labeled Outgoing Speech Amplification (OSA). You can choose between three levels: Low, Med and High (see Figure 19).

To return to the default setting for your voice volume level, press and hold the BOOST/OSA ON/OFF button again for 3 seconds. You will hear a beep confirming that the function is disabled. To verify, the light at the top of the phone should not be orange when you are on a phone call.

NOTE: In order to experience the best audio quality for both parties during a call, we recommend you turn on this function only if your voice is too quiet. The screen briefly displays "OSA ON" or "OSA OFF" when the changes are made. OSA is not active in speakerphone mode.
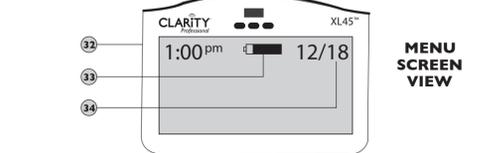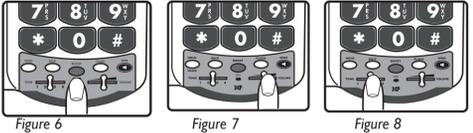
Figure 18   *Figure 19*

TECHNICAL INFORMATION

Amplified dB Level 50dB/124dBSPL
Tone control range full range: 300 to 3000Hz using one slide control.
Dimensions
Size: 9 3/4" x 7" x 3 1/2" (24.765cm x 17.78cm x 8.89cm)
Weight: 2.52 lbs. (1.14 kg)
Power Requirements
AC Adapter: 9VDC, 500 mA
Batteries: 4 AA alkaline batteries (not included)

TROUBLESHOOTING

No Dial Tone/Phone Will Not Operate

1. Check all phone cords and connections. Make sure they are plugged in securely.

2. Plug unit into a different phone jack to help determine if the difficulty is with the phone or the phone jack.

3. Switch out handset or telephone line cords.

4. Disconnect any other equipment that may be attached to the phone.

Unable To Dial Out

1. Make sure TONE/PULSE switch is set correctly.

2. Phone may be at the end of a long line of phones (loop). Phone may not be getting enough power from the phone line. It may be necessary to wait for a few seconds after lifting the handset to begin dialing.

3. The XL45 is not compatible with Digital PBX Systems. If a standard, single line phone works on the system, your XL45 should also.

4. There is an advanced computer running inside the XL45. Sometimes after the handset is picked up, it will take a little less than a second to engage the phone. Since it is not immediate, if you dial a number before the computer engages, it will not receive the entire phone number that is dialed.

The Person On The Other End Cannot Hear You

1. Too many phones or phone devices on the line may effect your phone's transmission. As a guideline, more than five (5) phones or phone devices may overload the phone line. Disconnect one (1) or two (2) devices to see if that eliminates the problem. If not, contact your local phone company for load guidelines.

2. You may not be speaking directly into the transmitter. Always speak directly into the mouth piece in your normal tone of voice.

Unable To Hear Phone Ringer

1. Too many phone or phone devices on a line may cause your phone to not ring. Disconnect one (1) or two (2) of the devices to see if the problem is eliminated. If not, contact your local phone company for load guide lines.

2. If power is not being supplied to the phone, the extra loud ringer will not work.

3. Check the Ringer ON/OFF switch to see if the ringer is off. If yes, move it to the ON position.

Volume Control Does Not Work

1. BOOST must be activated to turn on the additional amplification.
2. Check power connections. BOOST will not work without power or backup batteries.

TROUBLESHOOTING

Static On The Line

1. Your phone may be located near a touch lamp, microwave, refrigerator or other household appliances. Try relocating your phone to another area.

2. A cordless phone on your line may cause static. Try disconnecting the cordless phone. This may eliminate the problem.

3. Extra devices attached to the telephone, such as CID units and answering machines may cause static. Disconnecting the devices may eliminate the problem.

4. If there is also a DSL service in the home, this will cause interference on the line. That interference is then amplified by the phone, causing a less than optimal quality of conversation. Install the phone line filter provided by the DSL service provider to reduce the amount of interference on the line.

Interference

1. Check cords and connections. Frayed or poorly connected cords can cause interference. Swap cords if necessary.

2. A RFI (Radio Frequency Interference) filter can be placed on the line to help minimize or eliminate radio or CB transmissions. Try relocating the telephone to another area.

Unable to Access Automated Systems

Automated systems used by banks, long distance voice mail and other applications require that a phone be set to "tone" dialing. Check the switch on the back of the phone labeled "T/P" and set to "T". This will enable the phone to be compatible with these automated systems. Compatibility

If No Power is being Supplied to the Phone.

1. If the power goes out, or the AC Adapter is not properly connected to the phone, several functions of the phone will not work. The amplification, extra loud ringer, and the lighted keypad will not function properly.

2. The phone will drain the backup batteries very quickly. This will cause the need for the batteries to be changed frequently and the Low Battery indicator light to constantly illuminate.

Do I Need to Install Batteries?

Batteries are optional. They provide backup in case of a power outage. They are recommended in areas of frequent power outages. This phone uses four (4) alkaline batteries. They will sustain the following functions:
amplification.

Still Not Working?

If, after going through this checklist, the XL45 is still not functioning properly, call ClarityLogic at 1.877. LOGIC24 (1.877.564.4224) or Clarity at 1.800.426.3738.