

ArialPhone™

User Guide



Copyright © 2001 by ArialPhone L.L.C. All rights reserved.

No part of the contents of this guide may be reproduced or transmitted in any form or by means without the written permission of ArialPhone L.L.C.

ArialPhone L.L.C. has made every effort to verify the accuracy of the information contained herein, and all information is believed accurate at the time of publication. However, no liability, express or implied, is assumed by ArialPhone L.L.C. or its affiliates for any damage resulting from the use of the information in this guide.

The contents of this guide are subject to change without notice.

ArialPhone is a trademark of ArialPhone L.L.C. Product and company names mentioned herein are the property and may be the trademarks or registered trademarks of their respective owners.



www.arialphone.com

Contents

ABOUT THIS GUIDE ..... **iv**

GETTING STARTED **1**

Introduction to ArialPhone 1
What does a conversation with ArialPhone sound like? 1
How does ArialPhone know what I'm saying? 1
How can I improve the accuracy of voice recognition? 2
What do I need to run ArialPhone? 2
What's in the box? 3
Installing ArialPhone 4
- Installing the ArialPhone software 4
- Assembling the ArialPhone hardware 5
- Configuring ArialPhone settings 7

Making your first call 8
Assembling and adjusting the Earhook 9

UP AND RUNNING **10**

Starting ArialPhone 10
What does ArialPhone look like on my computer? 10
- ArialPhone menu 11
- ArialPhone monitor 12

How can I improve ArialPhone's performance? 12
Interpreting ArialPhone tones 13
Specifying ArialPhone configuration settings 14
- Specifying ArialPhone voice response settings 14
- Specifying ArialPhone dialing settings 15
- Specifying ArialPhone logging settings 15

Recharging and replacing the batteries 15
Managing your phone book 16
- Entering and maintaining contact information 17
- Specifying phonetic spellings 18
- Importing contact lists 19

Answering calls 19
- Using call waiting 19

Placing calls 20
- Calling by name 20
- Calling by name and location 20
- Dialing by number 20

Ending a call 21
Dialing an extension 21
Navigating an Interactive Voice Response (IVR) system 21
Making a 3-way call 22
Placing a call on hold 22

Adjusting the volume 23
- Changing the volume of phone conversations 23
- Changing the input volume with the Microphone Wizard 23
- Changing the volume of ArialPhone responses 23

Canceling a command 24
Paging the Earset 24

TROUBLESHOOTING 25
ArialPhone doesn't understand my commands 25
ArialPhone doesn't recognize names 25
ArialPhone can't dial my call 25
I can't hear phone conversations 25
I'm losing my connection with ArialPhone 25
Contacting ArialPhone technical support 25

SAFETY INFORMATION 26
Caring for your phone 26
Disposing of phone batteries 26
FCC notice 27

APPENDIX: ARIALPHONE GRAMMAR 28

INDEX 29

About This Guide

Welcome to ArialPhone, your new hands-free, voice-activated telephone. This User Guide contains step-by-step instructions to help you place and take calls with ArialPhone right away. It also provides detailed reference information that you can refer to as you use ArialPhone.

You can find the information that you want by browsing the Contents or searching through the Index. Click a topic in the Contents or a keyword in the Index to go directly to the page that it appears on.

This guide is optimized for on-screen viewing. You can print a copy of this guide by clicking **Print** on the **File** menu.

Getting Started

1

This section explains how ArialPhone works and describes how to install the ArialPhone software and assemble the ArialPhone hardware.

INTRODUCTION TO ARIALPHONE

ArialPhone is a wireless, voice-activated telephone that fits over your ear and enables you to place and take calls through voice commands. All you have to do is tell ArialPhone to call someone whose contact information is stored in your contact manager and ArialPhone dials the number. And because ArialPhone is wireless, you can take and make calls while you walk freely through your home or office.

ArialPhone uses a state-of-the-art voice recognition system to process names and numbers. And ArialPhone speaks your language—all you have to do is talk to ArialPhone using commands that are simple to remember, for example, **Call, Dial, Hold.**

WHAT DOES A CONVERSATION WITH ARIALPHONE SOUND LIKE?

Every interaction with ArialPhone begins with you pressing the Action Button. Pressing the Action Button alerts ArialPhone to be ready to receive your voice command.

Here's an example of a typical conversation with ArialPhone.

Press the Action Button•
Hello. How may I help you?
Call Diane Brill.
At which location do you want to call Diane Brill—home or office?
Home.
Do you want to call Diane Brill at home?
Yes.
ArialPhone immediately dials the number.

The level of response that ArialPhone provides depends on the voice response settings that you specify. Refer to the section *Specifying ArialPhone configuration settings* on page 14 for complete information.

HOW DOES ARIALPHONE KNOW WHAT I'M SAYING?

Although you may sometimes think that you're having a conversation with ArialPhone, a computer doesn't understand the meaning of the words that you say. Instead, ArialPhone's sophisticated voice recognition engine matches the names that you say with the names in your contact manager. This process is called *pattern matching*.

In the pattern matching process, ArialPhone recognizes the sounds you say and compares them with its internal *grammar.* The grammar is simply a list of the commands that ArialPhone recognizes and can perform, such as **Call** or **Volume Up.** If the command that ArialPhone recognizes matches a command in its grammar, ArialPhone performs that command.

If your command contains the name of a person to call, ArialPhone then searches your contact manager for a name that's spelled the way that the name sounds. If it finds a match, it places the call. If it doesn't, it asks you to repeat your command.

However, you should understand that voice recognition isn't perfect. Although ArialPhone uses a state-of-the-art voice recognition engine, it won't understand

everything that you say. Refer to the section *How can I improve the accuracy of voice recognition* on page 2 for tips on using ArialPhone effectively.

Refer to the Appendix, *ArialPhone grammar* on page 28 to view the list of valid commands.

HOW CAN I IMPROVE THE ACCURACY OF VOICE RECOGNITION?

Here are some steps that you can take to achieve a higher accuracy rate with ArialPhone:

- Provide phonetic spellings for names that are spelled differently than they're pronounced. Refer to page 18 for step-by-step instructions.
- Speak in a natural tone of voice. Don't talk loudly and don't rush. At the same time, don't speak too slowly.
- Don't interrupt ArialPhone's responses to your commands. Instead, wait just a moment before talking.
- When dialing by number, don't pause between number groups (for example, between the area code and the phone number or between the three-digit exchange and four-digit number).
- After you press the Action Button, don't make other sounds—humming, coughing, and so forth.
- Make sure that the ArialPhone microphone is in the correct position—pointing at the corner of your mouth.
- Use the Microphone Wizard to adjust the volume of your commands and responses to ArialPhone. Refer to the section *Adjusting the volume* on page 23 for complete information.

WHAT DO I NEED TO RUN ARIALPHONE?

To use ArialPhone, your computer must meet these minimum requirements:

- 450 MHz processor
- Microsoft Windows 98 SE, Microsoft Windows ME, or Microsoft Windows 2000
- 50 MB of free disk space
- 64 MB RAM for computers running Microsoft Windows 98 SE or Microsoft Windows 98 ME
- 96 MB RAM for computers running Microsoft Windows 2000
- Windows Address Book, Microsoft Outlook 98 or higher, or Microsoft Outlook Express
- CD-ROM drive
- USB connection
- Analog phone line

The recommended configuration for ArialPhone is:

- 600 MHz processor
- Microsoft Windows 2000
- 100 MB of free disk space
- 128 MB RAM
- Microsoft Outlook 2000

WHAT'S IN THE BOX?

ArialPhone comes with these components:

1 CD jacket with two CDs—

- Program installation CD that contains the ArialPhone software, this *User Guide* in PDF format, and Adobe Acrobat Reader
- Getting Started CD that contains demonstration videos

1 Getting Started guide sheet

1 Quick reference card

1 Warranty card

1 ArialPhone Base Station

1 Earset

2 Rechargeable batteries

2 Left ear Earhooks (small and medium)

2 Right ear Earhooks (small and medium)

1 Headband with small foam ear cushion attached

1 Small leatherette ear cushion

1 Spare foam ear cushion

1 Boom microphone wind screen

2 Foam protective covers for Earset speaker

2 Foam tape rings for Earset speaker foam covers

2 Foam protective covers for Earset stabilizer

1 Snap-on Earset pivot with foam cover attached

1 USB cable

1 Power supply and cord

1 RJ-11 phone cord

1 1-to-2 phone jack adapter

If you lose or damage any components, you can order replacements from the ArialPhone web site.

INSTALLING ARIALPHONE

WHAT DO I NEED TO KNOW?

- The installation process comprises three phases:
  - Installing the ArialPhone software
  - Assembling the ArialPhone hardware
  - Configuring ArialPhone.
- You must install the ArialPhone software **before** you connect the Base Station to your computer's USB port.

INSTALLING THE ARIALPHONE SOFTWARE

WHAT DO I NEED TO KNOW?

- You can charge the ArialPhone batteries while you run the installation program. Connect the power supply to the Base Station and an electrical outlet. Then place the batteries in the charging slots. It will take about an hour to fully charge the batteries because they are partially charged when shipped.
- The operating system and configuration of your computer can affect the installation process. Read the installation instructions completely and carefully before you begin.

TO INSTALL THE ARIALPHONE SOFTWARE—

1. Insert the ArialPhone installation CD into your computer's CD-ROM drive.

   If the installation program does not automatically start:

   - On the Windows **Start** menu, click **Run**.
   - On the Run dialog box, type **D:\setup.exe** where **D** is the letter that designates your CD-ROM drive.
   - Click OK.

2. Follow the on-screen instructions in the ArialPhone installation wizard:

INSTALLATION WIZARD

Step name	Purpose
Welcome	Starts the installation process. Click **NEXT** to continue.
License Agreement	Displays the terms of the legal agreement between you and ArialPhone L.L.C. Read this agreement carefully. To continue with the installation process, click **I accept the terms in the license agreement.** Then click **NEXT.**
Destination Folder	Specifies the folder where the ArialPhone software is stored on your computer. ArialPhone automatically identifies a folder, but you can specify a different folder by clicking **BROWSE.** When the box displays the full path to the folder where the ArialPhone software will be stored, click **NEXT** to continue.
Ready to Install	Specifies installation options for ArialPhone: • To change the destination folder, click **BACK.** • To create a shortcut to ArialPhone on your desktop, select the **Place shortcut on the desktop** box. • To launch ArialPhone each time you start your computer, select the **Start Automatically** box. Then click **INSTALL** to install ArialPhone.
Installing ArialPhone	Shows the progress of the installation process.
Finish	Closes the installation wizard. Click **FINISH** to exit the installation wizard.

To change information that you entered during a previous step of the wizard, click **BACK** to move back step-by-step through the installation process.

3. Assemble and connect the ArialPhone hardware.

ASSEMBLING THE ARIALPHONE HARDWARE

WHAT DO I NEED TO KNOW?

- Install the ArialPhone software **before** you connect the ArialPhone Base Station to your computer's USB port.
- The Base Station works with one and only one Earset at a time. The process of associating the Base Station with the Earset is called *parking*.
- You can use the 1-to-2 jack adapter to connect ArialPhone and another phone cord to the same phone jack. For example, you can connect ArialPhone and your computer modem or fax machine through the same phone jack.
- The ArialPhone power light glows red when ArialPhone is plugged into an electrical outlet.
- The Base Station battery lights indicate the battery's status:

When the battery light is...	The battery is...
Red	Charging.
Green	Fully charged and ready for use.
Flashing red	Not in full contact with the charging contacts.

- You can charge the ArialPhone batteries while you run the installation program. It will take about an hour to fully charge the batteries because they are partially charged when shipped.
- You can use the Earset with the headband or the Earhook. Refer to page 9 for instructions on assembling the Earhook.
- You can wear the Earset on the left or the right ear. If you wear the Earset on your left ear, the Action Button is on top of the Earset. If you wear the Earset on your right ear, the Action Button is on the bottom of the Earset.
- The ArialPhone software must be installed, configured, and running on your computer **before** you can use the ArialPhone hardware to make and take calls.
- After you connect the ArialPhone hardware, Microsoft Windows sets ArialPhone as the default audio playback device, which means that all sounds are played through the ArialPhone Earset and not through your computer speakers. And you won't hear any sounds because the Earset is only activated when you press the Action Button. Reset the playback device.

TO RESET THE PLAYBACK DEVICE—

1. Open **Control Panel** and click **Multimedia**.
2. On the **Audio** tab, select the preferred playback device from the list.
3. Click **APPLY** to save the setting, and then click **OK.**
4. Close **Control Panel.**

TO ASSEMBLE THE ARIALPHONE HARDWARE—

1. Set up the Base Station:
   - Plug the RJ-11 phone cord into the phone jack on the back of the Base Station.
   - Plug the USB cable into the USB port on the back of the Base Station.
   - Plug the power supply into the Power port on the back of the Base Station.
2. Connect the Base Station:
   - Plug the RJ-11 phone cord into a phone jack.

     If you run more than one device from the same jack—for example, if ArialPhone and your computer modem or fax machine use the same phone line—use the 1-to-2 adapter that comes with ArialPhone. Plug each RJ-11 phone cord in the adapter, and then insert the adapter into the phone jack.
   - Plug the power supply into an electrical outlet.
   - Plug the USB cable into your computer's USB port. Follow the on-screen instructions to install the USB drivers through Microsoft Windows.
3. Charge the batteries:
   - Position each battery 2/3 of the way down in one of the two charging slots on the Base Station.
   - Slide the battery down until it fits snugly within the charging slot.
4. When the batteries are fully charged, insert a battery into the ArialPhone

   Earset:
   - Position the battery so that the black bar on the Earset's battery slot is covered.
   - Slide the battery into place.
5. Park the Earset:
   - On the back of the Base Station, locate the parking slot at the top. The parking slot contains three registration contacts.
   - Insert the Earset, battery side up, into the parking slot. Make sure that the metal bars on the back of the Earset touch the registration contacts in the parking slot.
   - Listen for three short beeps that alert you when parking is successful.
6. Snap the Earset into the headband:
   - Decide whether to wear the Earset on the right or left ear.
   - Lay the headband's foam-covered plastic circle on a flat surface.
   - Snap the Earset's speaker into the gray plastic circle.
   - Turn the Earset to orient it in the right direction for the ear youíll wear it on.
   - Try the headband on. Adjust the length of the headband to fit you comfortably. You can also stretch or compress the headband wire to expand or contract the fit.
   - Rotate the Earset so that the microphone points at the upper corner of your mouth.
7. Double-click the ArialPhone icon on your desktop to launch ArialPhone. Then configure ArialPhone settings.

   If you chose not to install the shortcut to ArialPhone during the installation process, click **Start,** point to **Programs,** point to **ArialPhone,** and then click **ArialPhone.**

CONFIGURING ARIALPHONE

WHAT DO I NEED TO KNOW?

- The first time you launch ArialPhone, you select a contact manager to use with ArialPhone, configure the Earset's microphone for use with the voice recognition engine, and specify dialing properties.
- You can change your initial configuration settings at any time.

TO CONFIGURE ARIALPHONE—

1. Specify initial configuration settings by following the on-screen instructions.

Step name	Purpose
Initial Configuration	Starts the configuration process. Click OK to continue.
Select Contact Managers	Specifies the contact manager software to use with ArialPhone. Click one of the options and then click **NEXT.**
Finish Configuration	Saves your contact manager software selection. Click **FINISH.**
Microphone Wizard	Turns on the Earset microphone. Click the **Action Button•** on the Earset. Then click **OK.**
Microphone Wizard Welcome	Starts the ArialPhone Microphone Wizard, which helps you adjust the volume and position of the microphone for use with the voice recognition engine. Click **NEXT** to continue.
Test Microphone	Adjusts the input volume of the ArialPhone Earset. This setting affects the volume of commands and responses to ArialPhone. Follow the on-screen instructions and then click **NEXT.**
Test Positioning	Adjusts the position of the microphone. Follow the on-screen instructions and then click **FINISH** to exit the Microphone Wizard.
Configuration Options—Dialing tab	Specifies dialing properties: **To answer a call, dial.** If you must dial a number to be connected to an incoming call, type it here. **Default Call Location.** To specify the phone number that ArialPhone automatically dials when you call a contact with more than one phone number listed in your phone book, select it from the list. Click **EDIT DIALING PROPERTIES** to set telephone options that specify your location and area code, how you access an external phone line to make and receive calls, and other properties that affect calls made through ArialPhone. Refer to the online Windows Help documentation for complete information. Click **OK** to save the dialing settings that you specified.

2. You can now make your first call with ArialPhone.

MAKING YOUR FIRST CALL

WHAT DO I NEED TO KNOW?

- The battery in the Earset must be charged.
- The ArialPhone hardware must be connected to your computer.
- ArialPhone must be active on your computer. The ArialPhone icon appears in your system tray when ArialPhone is active.
- If you want to call by name, the person must be entered as a contact in your contact manager with at least one phone number listed.
- You must wear the Earset, either with the headband or Earhook, to make and take calls.
- You can cancel a command at any time:

  Say **Cancel** in response to an ArialPhone confirmation request.

  Press the **Action Button•** and say **Cancel.**

TO CALL BY NAME—

1. Press the **Action Button•**.
2. Listen for the Ready Tone.
3. Say **Call.** Then state the name of the person that you want to call.

   If the person you are calling has multiple numbers in your address book and you have not specified a default location, ArialPhone asks you to select a location.

   ArialPhone dials the number.

A SAMPLE FIRST CALL

Press the **Action Button•**.
Hello. How may I help you?
Call.
Whom would you like to call?
Lisa Simons.
At which location do you want to call Lisa Simons: home, office, or mobile.
Mobile.
Do you want to call Lisa Simons at mobile?
Yes.
ArialPhone dials the person at the location you requested.

ASSEMBLING AND ADJUSTING THE EARHOOK

WHAT DO I NEED TO KNOW?

- Consider wearing the Earhook only after you're comfortable using ArialPhone.
- The Earhook can be worn on either ear.
- Earhooks come in two sizes: Small and Medium.
- ArialPhone provides two Earhooks in each size for each ear.
- You can view a video that shows you step-by-step how to assemble the Earhook and adjust the fit. View the video named **Assembling and adjusting the Earhook** on the **Getting Started** CD.
- You may find it easier to adjust the fit of the Earhook if you stand in front of a mirror.

TO ASSEMBLE THE EARHOOK—

1. Gather the hardware that you'll need:
   - **Earset.**
   - **Earhook.** Select the Earhook that fits best on the ear you'll wear it on. Each Earhook is labeled to identify its size (S or M) and the ear it's designed for (R or L).
   - **Speaker cover** that fits over the Earset's speaker.
2. Insert the Earhook's plastic stem into the small hole in the speaker cover.
3. Snap the speaker cover over the Earset speaker.

TO ADJUST THE EARHOOK'S FIT—

1. Position the Earset speaker's acoustic foam cover over the center of your ear canal.
2. To adjust the Earhook to match the size of your ear, push the Earhook stem farther into the speaker cover or pull the stem out more.

   The top curve of the Earhook should align with the top of your ear.
3. Align the Earset on your ear so that the tip of the microphone points at the corner of your mouth.
4. Holding the Earset in the correct position, bend the flexible coated wire of the Earhook until the bottom end fits comfortably behind your ear.

   The fit should be snug but not uncomfortable.
5. Press the front and rear rubber stabilizers against your head so that the Earset remains in the correct position.

Up and Running

This section explains how to increase the effectiveness of phone communications with ArialPhone. It also provides step-by-step instructions for using ArialPhone's features and functions.

STARTING ARIALPHONE

WHAT DO I NEED TO KNOW?



- As part of the installation process, ArialPhone installed a shortcut on your desktop. You can double-click the ArialPhone icon to start ArialPhone.
- When you installed the ArialPhone software, you specified whether ArialPhone starts automatically when you turn on your computer.
- Make sure that the ArialPhone hardware is connected correctly before you turn your computer on. If the ArialPhone software is unable to connect to the ArialPhone hardware, you will be unable to make or receive calls through ArialPhone.
- If some folders in your Windows Address Book or in Outlook are password-protected, ArialPhone prompts you to enter the password before it launches your contact manager. You must enter the password to start ArialPhone.

TO START ARIALPHONE MANUALLY—

- On the Windows **Start** menu, point to **Programs**, point to **ArialPhone**, and then click **ArialPhone.**

WHAT DOES ARIALPHONE LOOK LIKE ON MY COMPUTER?

WHAT DO I NEED TO KNOW?

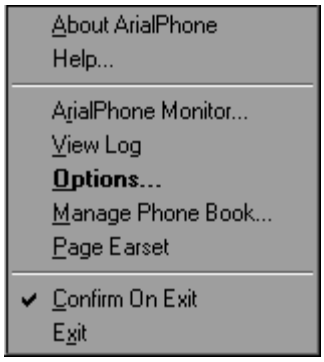
- ArialPhone is designed to run in the background on your computer. That means that ArialPhone operations won't affect your access to or use of other programs on your computer. However, other active applications may affect the performance of ArialPhone.
- When ArialPhone is running, a small icon appears in your system tray. Right-click this icon to control how ArialPhone runs on your computer.
- The ArialPhone menu gives you access to ArialPhone functions. Click a command on the menu.
- The ArialPhone Monitor is a small window that displays in text format your interaction with ArialPhone—actions, commands, and responses. As you get used to using ArialPhone, you may want to use the ArialPhone Monitor to see how ArialPhone interprets your commands.

ARIALPHONE MENU

WHAT DO I NEED TO KNOW?

The ArialPhone menu enables you to access ArialPhone settings and functions through these commands:

Click this command...	To...
About ArialPhone	Display information about your version of ArialPhone—the software running on your computer, the Earset, and the Base Station. If you call ArialPhone Technical Support, you may be asked to provide this information.
Help	Open the ArialPhone online help system, where you can find information to help you use ArialPhone.
ArialPhone Monitor	Display the ArialPhone Monitor if you closed it or choose not to automatically display it.
View Log	Open the ArialPhone log, which contains diagnostic information to help ArialPhone Technical Support resolve any issues you may have with ArialPhone.
Options	Open the Configuration Options box, where you can specify ArialPhone voice response, dialing, and logging settings. Refer to the section *Specifying ArialPhone configuration options* on page 14 for complete information.
Manage Phone Book	Open the Manage Phone Book box, where you can specify phonetic spellings for names that are spelled differently than they sound. Refer to page 18 for detailed instructions on specifying phonetic spellings.
Page Earset	Ring the Earset if you've set it down and can't find it. Make sure that you're not wearing the Earset when you click this command. Although the sound isn't loud enough to damage your hearing, it *is* uncomfortable.
Confirm on Exit	Specify whether or not ArialPhone asks for confirmation before shutting down. If this option is checked, confirmation is enabled.
Exit	Close ArialPhone. If you selected the **Confirm on Exit** option, ArialPhone asks for confirmation before shutting down.



ARIALPHONE MONITOR

12

WHAT DO I NEED TO KNOW?

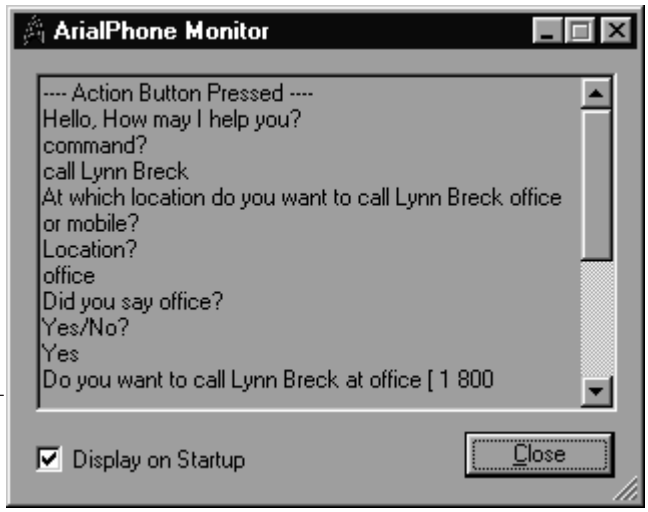
- The ArialPhone Monitor displays a record of your interaction with ArialPhone. This record can be particularly helpful as you learn to use ArialPhone.
- The ArialPhone Monitor is displayed automatically when you start ArialPhone, unless you clear the **Display on Startup** box.

TO DISPLAY THE ARIALPHONE MONITOR—

1. Right-click in the system tray.
2. On the ArialPhone menu, click **ArialPhone Monitor.**

TO CLOSE THE ARIALPHONE MONITOR—

- Click CLOSE on the ArialPhone Monitor.



HOW CAN I IMPROVE ARIALPHONE'S PERFORMANCE?

Occasionally, you may find that ArialPhone isn't responding as effectively as you'd like or as we expect. While we can't predict every situation that might affect ArialPhone's performance, there are a few simple steps that you can take to increase ArialPhone's effectiveness.

- Pause for a moment after you press the **Action Button•**. Then state the command.
- Speak clearly and distinctly, but use a natural tone of voice. Don't talk too loudly or too softly.
- Don't interrupt ArialPhone. Pause for a moment before responding to a question or providing clarification.
- If you are using the Earhook, make sure that the speaker is centered in your ear canal. Adjust the wire and stabilizers to fit the Earhook comfortably and securely on your ear. Refer to the CD **Getting Started** for a video demonstration about fitting the Earhook if you need more help.
- Position the microphone to point at the corner of your mouth or slightly above your mouth.
- Swap the Earset battery when the power is low. Although you have 15 minutes of talk time after ArialPhone first signals you that the battery power is weak (and several hours in standby mode), ArialPhone's performance may not be as effective as it is when the battery is fully charged.
- Keep one battery in the charging slot of the Base Station so that a fully charged battery is always available. You can't overcharge the batteries and you'll have virtually unlimited talk time.
- Although ArialPhone has a sophisticated noise-canceling microphone, it may interpret loud sounds as commands.
- Make sure that you remain within the operating range of the Base Station. ArialPhone signals you with beep-beep when you move out of range.
- If you remain out of range for more than 35 seconds and are on the phone, ArialPhone drops its link with you. If you are on a call, you can re-establish the link by pressing the **Action Button•** and saying **Answer** when you are again within range.

- If you experience problems issuing a complete command, break it up. The example describes a call that the caller breaks into three separate sections and assumes that **Tell Me** confirmation is set for names.

  Press the **Action Button•**.
  Listen for the Ready Tone.
  Call.
  Whom would you like to call?
  Tom Jennings.
  At which location would you like to call Tom Jennings—home, office, or mobile?
  Office.
  Calling Tom Jennings at office.
  Connect to Tom Jennings.

INTERPRETING ARIALPHONE TONES

- ArialPhone sends audio tones through the Earset to alert and inform you of system actions.
- Depending on the voice response settings that you specified, ArialPhone may respond to your commands with tones only. For detailed information on specifying voice response settings, refer to page 14.

If you hear...	It means...	Take this action...
do-doot	ArialPhone is ready to accept commands.	You can place and receive calls when you're ready.
boop	ArialPhone didn't understand your command.	Repeat the command.
uh-oh	ArialPhone was unable to process your command.	Press the **Action Button•** and repeat the command.
bloop	ArialPhone has completed the action that you requested.	To issue another command, press the **Action Button•** and state the command.
honk-honk	Your command doesn't make sense in the current situation—for example, you said **Hang Up** when you're not connected.	Issue another command.
beep-beep	You are out of range.	Move within 150 feet of the Base Station.
beeeeeeep	You have remained out of range for more than 35 seconds. Your link to ArialPhone was terminated.	Move within 150 feet of the Base Station. Press the **Action Button•** and say **Answer** to reconnect to your call.
beep	The battery power is low.	Remove the battery from the Earset and replace it with a charged battery from the base station.

SPECIFYING ARIALPHONE CONFIGURATION SETTINGS

WHAT DO I NEED TO KNOW?

- There are three types of configuration settings: voice response settings, dialing settings, and diagnostic logging settings.
  - **Voice response settings** determine the level of response you receive when you interact with ArialPhone.
  - **Dialing settings** specify how ArialPhone interacts with your phone system to dial a call to another area code or to access an outside phone line.
  - **Diagnostic logging** creates a detailed log file with information that ArialPhone Technical Support uses to diagnose any issues you have while using ArialPhone. Because call logging can affect ArialPhone's performance, you should enable this option only while working with an ArialPhone Technical Support representative.
- You can change voice response and dialing settings at any time. If you change the diagnostic call logging setting, you must exit ArialPhone and restart it before the change is effective.

TO SPECIFY ARIALPHONE VOICE RESPONSE SETTINGS—

1. Right-click in the system tray.
2. On the ArialPhone menu, click **Options.**
3. On the Configuration Options box, click the **Voice** tab.
4. Under **Confirmation Options,** click the slider and drag it to the level of confirmation that ArialPhone provides when you call by name or dial by number:
   - **Ask Me.** ArialPhone confirms its interpretation of your command by asking *Do you want to...?* and then repeating your command—for example, *Do you want to call Tim Adams?*

     Ask Me is the highest level of confirmation. You must answer **Yes** when ArialPhone asks for confirmation before it performs the action. If ArialPhone misinterprets your command, answer **No** when ArialPhone asks for confirmation. Then repeat the command when ArialPhone asks you to.
   - **Tell Me.** ArialPhone states in advance the action that it will perform—for example, *Calling 800 555 1200.*

     If ArialPhone misinterprets your command, press the **Action Button•** and say **Cancel**. Then begin a new command sequence.
   - **No Confirmation.** ArialPhone performs the action. You hear a tone when the action is completed.

   You must specify a separate confirmation level for names and digits.
5. Under **More Confirmation Options,** select or clear these boxes:
   - **Action Button Welcome.** If this box is checked, ArialPhone greets you when you press the **Action Button•:** *Hello. How may I help you?*

     If you clear this box, ArialPhone responds with the Ready Tone when you press the **Action Button•.**
   - **Text Option.** If this box is checked, ArialPhone responds with a tone and states the non-calling action that it will perform, such as *Raising volume.*
     If you clear this box, ArialPhone responds with a tone only.
6. Under **Voice Options,** select a voice for ArialPhone.
7. Click **APPLY** to save the voice response settings that you specified.
8. To close the Configuration Options box and save the voice response settings that you specified, click **OK**.

TO SPECIFY ARIALPHONE DIALING SETTINGS—

1. Right-click in the system tray.
2. On the ArialPhone menu, click **Options**.
3. On the Configuration Options box, click the **Dialing** tab.
4. Specify the following information.
   - **To answer a call, dial.** If you must dial a number to be connected to an incoming call, type it here.
   - **Default Call Location.** To specify the phone number that ArialPhone automatically dials when you call a contact with more than one phone number listed in your phone book, select it from the list.
5. Click **EDIT DIALING PROPERTIES** to set telephone options that specify your location and area code, how you access an external phone line to make and receive calls, and other properties that affect calls made through ArialPhone.
6. Click **APPLY** to save the dialing settings that you specified.
7. To close the Configuration Options box and save the dialing settings that you specified, click **OK**.

TO SPECIFY ARIALPHONE LOGGING SETTINGS—

1. Right-click in the system tray.
2. On the ArialPhone menu, click **Options**.
3. On the Configuration Options box, click the **Logging** tab.
4. Only if instructed to do so by your ArialPhone Technical Support representative, select the Diagnostic Logging box.
5. Click **APPLY** to save the logging settings that you specified.
6. To close the Configuration Options box and save the logging settings that you specified, click **OK**.
7. Close ArialPhone and restart it to make the logging settings that you specified active.

RECHARGING AND REPLACING THE BATTERIES

WHAT DO I NEED TO KNOW?

- ArialPhone comes with two lithium ion polymer batteries.
- The ArialPhone Base Station provides two charging slots. Do not insert the battery into the parking slot to charge it.
- ArialPhone batteries provide about two hours of continuous talk time.
- In stand-by mode—when you're not talking on the phone or interacting with ArialPhone—battery life is about four days.
- Because recharging a battery takes about one and one-half hours, you have virtually unlimited talk time with ArialPhone.
- You can change a battery while you're on a call. Before you change the battery, let the other party to the call know that there will be a short interruption to the call. Although you remain connected even while you're changing the battery, the other party to the call may think that the call was lost.
- The Base Station battery lights indicate the battery's status:

When the battery light is...	The battery is...
Red	Charging.
Green	Fully charged and ready for use.
Flashing red	Not in full contact with the charging contacts.

- ArialPhone signals you when the battery power is low with a single beep tone. It repeats this beep every 60 seconds until the battery's power is completely out.
- Charge both batteries every night.

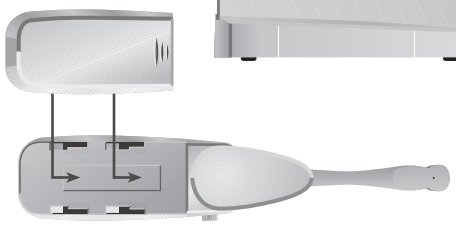
TO RECHARGE A BATTERY—

1. Remove the battery from the ArialPhone Earset.
2. Position the battery about two-thirds of the way down in one of the charging slots on the ArialPhone Base Station.
3. Push down to slide the battery in place.



TO REPLACE A BATTERY—

1. Remove the battery from the ArialPhone Base Station.
2. Position the battery so that the straight end covers the black bar on the Earset's battery slot.
3. Push the battery forward to slide it into place.



MANAGING YOUR PHONE BOOK

WHAT DO I NEED TO KNOW?

- ArialPhone can access Microsoft Outlook 98 or higher, Microsoft Outlook Express, or the Windows Address Book.
- You can import contact information from other contact managers, such as Act! or Goldmine. Refer to the product documentation for instructions on formatting data for export.
- You can specify phonetic spellings through ArialPhone's Manage Phone Book function. Phonetic spellings can increase the accuracy of ArialPhone's voice recognition engine when you call by name.
- ArialPhone dynamically updates its voice recognition engine when you add entries to your contact manager. This means that you can immediately make calls to new or updated contacts. However, if you use Microsoft Outlook 98 and make changes to your contact list, you must close and re-start ArialPhone before making any calls.
- ArialPhone can comfortably handle up to 500 entries in your contact manager.
- The greater the number of contacts listed, the longer the pattern matching process takes.
- Only contacts with a first name, last name, or nickname and a phone number are available to ArialPhone.
- If you provide honorifics for contacts, such as Mr,. Ms., and Dr., you must spell them out—Mister, Miss, Doctor.
- Similarly, if a contact's name includes an abbreviation, such as St, you must spell it out—Saint.
- If you list multiple numbers for contacts, you can specify a default location to call.
- If you don't specify a default location, ArialPhone asks you what location you want to call if the contact has multiple phone numbers listed and you don't state a location in your command.
- While you can append extension numbers to a phone number in your address book, ArialPhone does not dial phone extensions automatically. You must use the **Press** command to dial a phone extension. Refer to the section *Dialing an extension* on page 21 for complete information.

ENTERING AND MAINTAINING CONTACT INFORMATION

ArialPhone is not a contact manager. Instead, ArialPhone accesses the names stored in Microsoft Outlook, Microsoft Outlook Express, or the Windows Address Book when you issue the **Call** command. Therefore, any contacts that you want to call by name through ArialPhone must be listed in your contact manager.

ArialPhone dynamically updates its voice recognition engine when you add entries to your contact manager. This means that you can immediately make calls to new or updated contacts. However, if you use Microsoft Outlook 98 and make changes to your contact list, you must close and re-start ArialPhone before making any calls.

You can specify up to seven phone locations for each contact:

- **Business.** In ArialPhone, you can say **Business, Work,** or **Office** to dial the number specified here.
- **Business2.** In ArialPhone, you can say **Business two, Work two,** or **Office two** to dial the number specified here.
- **Home**.
- **Home2**.
- **Mobile.** In ArialPhone, you can say **Mobile** or **Cellular** to dial the number specified here.
- **Mobile2.** In ArialPhone, you can say **Mobile two** or **Cellular two** to dial the number specified here.
- **Pager.**

When you tell ArialPhone to call a name with multiple phone locations, you can say the location as part of your command. If you don't say a location, ArialPhone either asks you to select one, or, if you specified a default location, automatically dials the number associated with the default location. Refer to the section *Specifying ArialPhone configuration settings* on page 14 for complete information on specifying a default location.

Refer to the documentation provided with Microsoft Outlook, Microsoft Outlook Express, or the Windows Address Book for detailed information on adding and updating address book entries.

SPECIFYING PHONETIC SPELLINGS

WHAT DO I NEED TO KNOW?

- ArialPhone's voice recognition engine tries to match the sound of the names that you say with the way names are spelled in your address book. This process is called *pattern matching.*
- Names that are pronounced differently than the way that they're spelled can decrease the accuracy of voice recognition.
- Specifying phonetic spellings for names that are pronounced differently than the way that theyíre spelled can increase the accuracy of voice recognition.
- Phonetic spellings are just one step that you can take to improve the accuracy of voice recognition. Refer to the section *How can I improve the accuracy of voice recognition* on page 2 for more tips.
- ArialPhone automatically updates its voice recognition engine based on the phonetic spellings that you enter.

TO SPECIFY PHONETIC SPELLINGS—

1. Right-click in the system tray.
2. On the ArialPhone menu, click **Manage Phone Book.**
3. On the Manage Phone Book box, scroll through the names in your address book. You can advance to entries with last names that begin with the same letter by pressing that letter on your keyboard.

   For example, to move directly to the entries with last names that begin with **L,** press **L** on your keyboard. Press **L** again to scroll entry-by-entry through the list of last names that begin with **L.**
4. Click the last name of the person for whom you want to specify a phonetic spelling.
5. To hear how ArialPhone pronounces the name, click next to the name.
6. Type a spelling to match the way the name is pronounced. You can specify a phonetic spelling for the person's last name, first name, or nickname.



Some examples of phonetic spellings are listed below.

Contact name	Possible phonetic spelling
Laurie Phelan	Laurie Failin
Juan Sanchez	Whaan Sanchez
Felice Montgomery	Fuh-lees Montgomery
Geoff Pfingsten	Jeff Fingstun
Melanie Dubois	Melanie Doo-bwah
Ted Bruner	Ted Brooner

7. To save the new phonetic spelling, click **APPLY**.
   Repeat steps 3 through 6 for other names in your address book.
8. To close the Manage Phone Book box and save the phonetic spellings that you entered, click **OK**.

IMPORTING CONTACT LISTS

WHAT DO I NEED TO KNOW?

- If you currently use a contact manager other than Microsoft Outlook 98 or higher, Microsoft Outlook Express, or the Windows Address Book, you can import that contact list or address book into one of these programs.

  For example, if you use Goldmine or Act! as your contact manager, you can format your contact list for export and import the file to Microsoft Outlook, Microsoft Outlook Express, or the Windows Address Book.
- As you make changes in your contact manager, periodically export the new or updated entries to Microsoft Outlook, Microsoft Outlook Express, or the Windows Address Book.
- Before you import a file from another mail program or contact manager, exit ArialPhone. After the import process is complete and Microsoft Outlook, Microsoft Outlook Express, or the Windows Address Book is updated with the new information, you can re-start ArialPhone.
- Refer to the documentation for your contact management software for instructions on formatting a contact list for export.

ANSWERING CALLS

WHAT DO I NEED TO KNOW?

- The ArialPhone Earset rings just as your familiar phone does.
- As soon as you press the **Action Button•,** hear the Ready Tone, and say **Answer**, you're connected to the incoming call—you'll hear the sound of an open line.
- If you issued a command to ArialPhone, the Earset will not ring until ArialPhone completes the action associated with the command.
- If you're unavailable and have voice mail or an answering machine, your caller can leave a message.
- Your local phone company must support call waiting and you must subscribe to the service before you can use this function.
- You can access other services offered by your local phone company through ArialPhone. For example, to use the call back feature (*69), press the **Action Button•** and say **Dial star six nine.**

TO ANSWER AN INCOMING CALL—

1. When you hear the phone ring, press the **Action Button•**.
2. Listen for the Ready Tone.
3. Say **Answer.**
4. When you hear the sound of an open connection, you are connected to the caller and can begin talking.

TO USE CALL WAITING—

1. When you hear the call waiting beep, press the **Action Button•**.
2. Listen for the Ready Tone.
3. Say **Flash**.
4. Begin talking to the second caller.
5. To return to the original call:
   - Press the **Action Button•**.
   - Listen for the Ready Tone.
   - Say **Flash**.

PLACING CALLS

WHAT DO I NEED TO KNOW?

- When you dial by number, you can say numbers in the hundreds or thousands. For example:
  - Dial 555 twenty-two hundred
  - Dial 555 4 two hundred
  - Dial 555 three thousand
  - Dial eight hundred 555 one thousand.
- ArialPhone provides several ways for you to place a phone call:
  - By stating the name of a person in your phone book
  - By stating the name and location of a person in your phone book
  - By stating the phone number of the person you want to call.
- You can specify a location that ArialPhone automatically dials when you tell ArialPhone to call a name in your address book. Refer to the section *Specifying ArialPhone configuration settings* on page 14 for complete information.
- Depending on the voice response settings that you specified, ArialPhone provides confirmation of your commands. Refer to the section *Specifying ArialPhone configuration settings* on page 14 for complete information.
- You can access other services offered by your local phone company through ArialPhone. For example, to use the call back feature (*69), press the **Action Button•** and say **Dial star six nine.**

TO CALL BY NAME—

1. Press the **Action Button•.**
2. Listen for the Ready Tone.
3. Say **Call**. Then state the *name of the person* that you want to call.

   Call Chris Jenner.

   If the person you are calling has multiple numbers in your address book and you have not specified a default location, ArialPhone asks you to select a location.

Depending on your current voice response settings, ArialPhone confirms your command.

TO CALL BY NAME AND LOCATION—

1. Press the **Action Button•.**
2. Listen for the Ready Tone.
3. Say **Call** *name* at *location.*

Call Chris Jenner at home.

Depending on your current voice response settings, ArialPhone confirms your command.

TO DIAL BY NUMBER—

1. Press the **Action Button•**.
2. Listen for the Ready Tone.
3. Say **Dial**. Then state the phone number that you want to call.

Dial 8005551212.
Dial 555 two thousand.

Depending on your current voice response settings, ArialPhone confirms your command.

ENDING A CALL

1. When you are ready to hang up, press the **Action Button•**.
2. Listen for the Ready Tone.
3. Say **Hang up.**

DIALING AN EXTENSION

WHAT DO I NEED TO KNOW?

- Although you can append extension numbers to a phone number in your address book, ArialPhone does not automatically dial phone extensions.
- The **Press** command enables you to dial extensions up to five digits long.

TO DIAL AN EXTENSION WITH THE PRESS COMMAND—

1. Press the **Action Button•**.
2. Listen for the Ready Tone.
3. Say **Call** *name* or **Dial** *number* to place the call.
4. When you are connected, press the **Action Button•**.
5. Listen for the Ready Tone.
6. Say **Press** and the extension number that you want to dial. ArialPhone accepts up to five digits with the **Press** command.
7. If the extension is over five digits long, repeat steps 4 through 6 for the next series of numbers.

   ArialPhone dials the extension.

NAVIGATING AN INTERACTIVE VOICE RESPONSE (IVR) SYSTEM

ArialPhone can transmit up to five digits with the **Press** command. Refer to the section *Dialing an extension* on page 21 for complete information.

To navigate a complex phone tree or IVR system that requires a long string of digits—for example, a social security number—make the call with ArialPhone and then use another phone to dial the digits. Hang up the other phone when you're done.

MAKING A 3-WAY CALL

WHAT DO I NEED TO KNOW?

- Your local phone company must support three-way calling and you must subscribe to the service before you can use this function.
- You can call by name or dial by number.
- When you press the **Action Button•** and say **Hang up,** you disconnect from both of the other parties to the call.

TO MAKE A 3-WAY CALL—

1. Connect to the first person you want to call:
   - Press the **Action Button•**.
   - Listen for the Ready Tone.
   - Say **Call** *name* or **Dial** *number*.
2. After you're connected, call the second person:
   - Press the **Action Button•.**
   - Listen for the Ready Tone.
   - Say **Flash.**
   - Press the **Action Button•.**
   - Listen for the Ready Tone.
   - Say **Call** *name* or **Dial** *number*.
3. After you are connected to the second person, connect with both parties:
   - Press the **Action Button•**.
   - Listen for the Ready Tone.
   - Say **Flash**.

You are now connected to both of the people you called and can conduct your three-way call.

PLACING A CALL ON HOLD

1. Press the **Action Button•.**
2. Listen for the Ready Tone.
3. Say **Hold** to place the call on hold.
4. To re-connect to the call, press the **Action Button•.** When you hear the Ready Tone, say **Hold Off.**

ADJUSTING THE VOLUME

WHAT DO I NEED TO KNOW?

- There are three volume adjustments that affect ArialPhone. Each volume adjustment addresses a specific volume setting:
  - **Phone conversations.** The Earset volume level—what you and the other party to the call hear—is controlled by the **Volume Up** and **Volume Down** commands.
  - **Input volume.** The volume level of your commands and responses to ArialPhone is controlled by the Microphone Wizard settings.
  - **ArialPhone responses.** The volume level of ArialPhone responses and prompts is controlled by Windows Volume Control.
- ArialPhone's Earset volume provides eight volume levels.
- ArialPhone signals you with a single chirp when you raise or lower the Earset volume one level.
- When you reach the highest or lowest Earset volume level, ArialPhone signals you with a triple chirp.
- ArialPhone resets the Earset volume level when you replace the battery.
- Through Windows Volume Control, set the volume on your computer to a level that's comfortable for you.

TO CHANGE THE VOLUME OF PHONE CONVERSATIONS—

1. Press the **Action Button•.**
2. Listen for the Ready Tone.
3. Say:
   - **Volume Up** to raise the volume one level
   - **Volume Down** to lower the volume one level.

Depending on your current voice response settings, ArialPhone confirms your command with a tone or a spoken confirmation.

TO CHANGE THE INPUT VOLUME WITH THE MICROPHONE WIZARD—

1. Right-click  in the system tray and click **Close** on the ArialPhone menu.
2. On the **Start** menu, point to **Programs**, point to **ArialPhone**, and then click **ArialPhone Microphone Wizard.**
3. Follow the on-screen prompts to adjust the volume and position of the microphone.

TO CHANGE THE VOLUME OF ARIALPHONE RESPONSES—

1. On the **Start** menu, point to **Programs**, point to **Accessories**, point to **Entertainment**, and then click **Volume Control.**
2. Click the Volume Control slider and drag it to a level that's comfortable for you.
3. Click the Wave slider and drag it to a level that's comfortable for you
4. Click **OK** to save the volume control settings.

CANCELING A COMMAND

WHAT DO I NEED TO KNOW?

- You can end an interaction with ArialPhone at any time.
- The **Cancel** command won't disconnect you from a call.

TO CANCEL A COMMAND SESSION—

1. Press the **Action Button•.**
2. Listen for the Ready Tone.
3. Say **Cancel**.

ArialPhone confirms the end of this interaction with a tone. You can press the **Action Button•** to begin a new interaction.

PAGING THE EARSET

WHAT DO I NEED TO KNOW?

- Don't page the Earset when you are wearing it. Although the pager sound won't damage your hearing, it is uncomfortable.
- The battery in the Earset must be charged to respond to the page.
- The Earset must be within the operating range of the Base Station to respond to the page.
- The Earset rings for 30 seconds.

TO PAGE THE EARSET—

1. Right-click the ArialPhone icon in the system tray.
2. On the ArialPhone menu, click **Page Earset.**

   The Earset rings.
3. When you locate the Earset, press the **Action Button•** to silence the ring.

Troubleshooting

ARIALPHONE DOESN'T UNDERSTAND MY COMMANDS.

1. Is the battery dead or very low?
   Replace the current battery with a fully charged battery.
2. Are you issuing a valid command?
   Refer to page 28 for a list of valid commands.
3. Did you take steps to improve voice recognition?
   Refer to page 2 for tips on improving voice recognition.
4. Is the microphone volume level high enough to transmit commands effectively?
   Refer to page 23 for instructions on adjusting the microphone volume.
5. Are you within operating range of the ArialPhone Base Station?
   ArialPhone beeps when you are out of range.

ARIALPHONE DOESN'T RECOGNIZE NAMES.

1. Is the name listed as a contact in your address book? Does the entry contain at least one valid phone number?
   ArialPhone accesses Microsoft Outlook 98 or higher, Microsoft Outlook Express, and the Windows Address Book. Make sure that the name you say is listed in exactly the same way in your address book.
2. Did you specify phonetic spellings for names that are pronounced differently than they're spelled?
   ArialPhone's voice recognition engine matches sounds to an expected string of characters. Refer to page 18 for instructions on how to specify phonetic spellings so that names are spelled the same way that they're pronounced.
3. Did you take the appropriate steps to improve voice recognition?
   Refer to page 2 for tips on improving voice recognition.

ARIALPHONE CAN'T DIAL MY CALL.

1. Is the ArialPhone Base Station plugged into your phone jack?
   Make sure that the RJ-11 phone line is securely plugged into the ArialPhone Base Station and the phone jack.

I CAN'T HEAR MY PHONE CONVERSATIONS.

1. Is the volume level high enough?
   Raise the volume one level at a time. Refer to page 23 for more information.

I CAN'T HEAR ARIALPHONE PROMPTS.

1. Did you adjust the settings in Windows Volume Control?
   Refer to page 23 for more information.

MY CALL BREAKS UP.

1. Are you within range of the ArialPhone Base Station?
   - Stay within the operating range of the ArialPhone Base Station. ArialPhone beeps when you are out of range.
   - Move your head to change the orientation to the base station.

I'M LOSING MY CONNECTION WITH ARIALPHONE.

1. Are you within range of the ArialPhone Base Station?
   - Stay within 150 feet of the ArialPhone Base Station.
   - Move your head to change the orientation to the Base Station.

CONTACTING TECHNICAL SUPPORT

ArialPhone provides comprehensive technical support. If you need assistance, you can reach technical support in one of these ways:

- Call 847.968.5885, Monday-Friday from 8:00 am to 5:00 pm Central Time
- Email us at support@arialphone.com
- Visit our web site at www.arialphone.com for our online support center.

Safety Information

WHAT DO I NEED TO KNOW?

- ArialPhone operates in the 900 MHz band and employs a sophisticated digital spread spectrum scheme for maximum clarity, security, and resistance to interference.
- ArialPhone operates at a power level that is just 20% of the power emitted by a cell phone, so it is safe to use. In addition, ArialPhone does not use a microwave frequency for its radio transmitter.

CARING FOR YOUR PHONE

- Take care not to bend the Base Station antenna.
- Hang the Earset from the Base Station. Do **not** insert the Earset into the parking slot to store it.
- Do not insert any objects into the small hole on one side of the Earset or you may damage the equipment. This hole permits sound from the Earset's audio transducer to escape. It is **not** a reset button.
- Any changes that you make to the ArialPhone equipment that are not expressly approved in this guide could void your warranty for this equipment.
- Use approved hardware and accessories only. The use of any other type of hardware or accessories could damage ArialPhone and void your warranty for this equipment.

DISPOSING OF BATTERIES

- No special handling is required to dispose of ArialPhone batteries.
- Order replacement batteries from the ArialPhone web site.

FCC PART 68 AND IC CS-03

This equipment complies with Part 68 of the FCC rules and Industry of Canada IC CS-03. The Base Station bears a label on the bottom of the base which contains the FCC registration number and the ringer equivalence number (REN). If requested, this information must be provided to the telephone company.

This equipment uses the following standard jack types for network connection: RJ-11.

This equipment contains an FCC compliant modular jack. It is designed to be connected to the telephone network or premises wiring using compatible modular plugs and cabling which comply with the requirements of FCC Part 68 rules.

The Ringer Equivalence Number, or REN, is used to determine the number of devices which may be connected to the telephone line. An excessive REN may cause the equipment to not ring in response to an incoming call. In most areas, the sum of the RENs of all equipment on a line should not exceed five (5.0).

In the unlikely event that this equipment causes harm to the telephone network, the telephone company can temporarily disconnect your service. The telephone company will try to warn you in advance of any such disconnection, but if advance notice isn't practical, it may disconnect the service first and notify you as soon as possible afterwards. In the event such a disconnection is deemed necessary, you will be advised of your right to file a complaint with the FCC.

From time to time, the telephone company may make changes in its facilities, equipment, or operations which could affect the operation of this equipment. If this occurs, the telephone company is required to provide you with advance notice so you can make the modifications necessary to maintain uninterrupted service.

Warranty information may be obtained by calling: 847.968.5885.

External cables including only the USB and phone cable can be replaced by the user with UL approved cables.

The Earset is hearing aid compatible.

INDUSTRY CANADA

NOTICE: The Industry Canada label identifies certified equipment. This certification means that the equipment meets telecommunications network protective, operational and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirements documents. The department does not guarantee the equipment will operate to the user's satisfaction.

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. 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 coordinated by an ArialPhone representative by calling 847-968-5881. 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 protections 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.

RF EXPOSURE

Important!

NOTE: To comply with FCC RF exposure compliance requirements, the following antenna installation and device operating configurations must be satisfied—The antenna used for this transmitter (i.e., Base Station) must be installed to provide a separation distance of at least 20 cm from all persons and must not be co-located or operating in conjunction with any other antenna or transmitter.

APPENDIX: ARIALPHONE GRAMMAR

This section lists the commands in the ArialPhone grammar.

Say...	**To...**
Answer	Answer a call
Call	Begin a call to a contact in your address book
Call *name*	all a contact in your address book
Call *name* at *location*	Call a contact in your address book at a specific location
Cancel	Cancel a command
Cell	Call *name* at the Microsoft Outlook location Mobile
Cell2	Call *name* at the Microsoft Outlook location Mobile2
Cellular	Call *name* at the Microsoft Outlook location Mobile
Cellular2	Call *name* at the Microsoft Outlook location Mobile2
Dial	Begin a call to a phone number
Dial number	Dial a number
Flash	Change to a second virtual line
Goodbye	Disconnect from a call
Go Away	Cancel a command
Hang Up	Disconnect from a call
Hold Off	Remove a call from hold
Hold On or Hold	Place a call on hold
Home	Call *name* at the Microsoft Outlook location Home
Home2	Call *name* at the Microsoft Outlook location Home2
Lower Volume	Lower the volume one level
Mobile	Call *name* at the Microsoft Outlook location Mobile
Mobile2	Call *name* at the Microsoft Outlook location Mobile2
Never Mind	Cancel a command
No	Respond to a confirmation
Numbers—0, 1, 2, 3, 4, 5, 6, 7, 8, 9 Tens, Hundreds Thousands	Dial a number
Office	Call *name* at the Microsoft Outlook location Business
Office2	Call *name* at the Microsoft Outlook location Business2
Pager	Call *name* at the Microsoft Outlook location Pager
Pound	Simulate pressing the **#** key on a telephone keypad
Press *up to five digits*	Dial a *phone extension*
Raise Volume	Raise the volume one level
Star	Simulate pressing the ***** key on a telephone keypad
Volume Down	Lower the volume one level
Volume Louder	Raise the volume one level
Volume Softer	Lower the volume one level
Volume Up	Raise the volume one level
Work	Call *name* at the Microsoft Outlook location Business
Work2	Call *name* at the Microsoft Outlook location Business2
Yes	Respond to a confirmation

INDEX

29

A

abbreviations, in names....16
Answer command....19
answering calls....19
ArialPhone
- commands....28
- components....3
- configuration settings....14
- described....1
- FCC compliance information....27
- general information....1
- grammar, described....1
- hardware, assembling....5
- improving performance....12
- installation wizard....4
- installing....4
- interaction....1
- interpreting tones....13
- launching....10
- menu, described....11
- minimum requirements....2
- Monitor....12
- performance tips....12
- personality, selecting....14
- recommended configuration....2
- starting....10
- tray icon, described....10
- typical conversation....1
- voice recognition....1

Ask Me response setting....14

B

Base Station
- connecting to your PC....5
- setting up....5

batteries
- charge indicators....15
- charging....5, 15
- disposing....26
- inserting into Earset....16
- low battery indicator....16
- recharging....16
- replacing....16

C

Call command....20
call waiting....19
calling
- by name....20
- by name and location....20
- by number....20
- methods supported....20
- three-way calls....22

calls
- answering....19
- by name....20
- by name and location....20
- by number....20
- holding....22
- phone service access....20
- sample....1, 8
- three-way....22

Cancel command....24
canceling commands....24

INDEX

commands
- Answer 19
- Call 20
- Cancel 24
- Dial 20
- Flash 22
- Hang Up 21
- Hold 22
- Hold Off 22
- listed 28
- Press 21
- Volume Down 23
- Volume Up 23

components, of ArialPhone 3

configuration settings
- default call location 15
- dialing 15
- during installation 7
- initial 7
- outside line 15
- personality 14
- telephone options 15
- types available 14
- voice response 14
- welcome message 14

contact manager
- general information 16
- importing data into 19
- maintaing entries 17
- selecting 7
- specifying locations 16
- supported in ArialPhone 16

D

default call location 15

Dial command 20

dialing extensions 21

dialing settings 15

documentation
- finding information iv
- printing iv

E

Earhook
- adjusting fit 9
- assembling 9

Earset
- and Earhook 9
- and headband 5
- general information 5
- inserting batteries 16
- paging 24
- parking 5
- positioning microphone 5

extensions, dialing 21

F

FCC notice 27

finding information iv

Flash command 22

H

Hang Up command 21

hanging up 21

Hold command 22

Hold Off command 22

honorifics, in names 16

INDEX

I

input volume, adjusting 23

installing ArialPhone

- charging batteries 4
- configuring.....7
- contact manager 7
- Earset.....5
- inserting batteries.....5
- installation wizard 4
- manually 4
- order of process 4
- parking Earset 6
- phases, described.....4
- selecting contact manager.....7

Interactive Voice Response systems 21

interpreting ArialPhone tones 13

IVRs, navigating.....21

L

location

- default.....15
- specifying in Outlook.....16

logging, activating 15

M

making calls

- by name.....20
- by name and location.....20
- by number 20
- Call command 20
- requirements.....20

Microphone Wizard, described 7

microphone, correct position.....2

minimum requirements 2

Monitor 12

N

numbers, saying 20

O

outside line, obtaining 15

P

paging Earset 24

parking.....6

pattern matching.....1

performance tips 12

phone care tips.....26

phone service access 20

phonetic spellings.....18

Press command.....21

printing the User Guide.....iv

R

raising volume.....23

recommended configuration 3

S

safety information

- battery disposal.....26
- general information.....26
- phone care tips.....26

T

technical support, contacting.....25

Tell Me response setting.....14

three-way calling.....22

tones, interpreting.....13

troubleshooting

- contacting technical support.....25
- diagnostic logging.....15
- dialing 25

name recognition.....25
reception.....25
voice recognition.....25
volume.....25

V

voice recognition
improving accuracy.....2
pattern matching.....2
troubleshooting.....25
voice response settings.....14
volume
adjusting.....23
Microphone Wizard.....23
phone conversations.....23
settings in ArialPhone.....23