

USING YOUR EZcom PRO™ TTY



Ultratec

Acknowledgement

In 1963, Dr. Robert H. Weitbrecht, an American physicist who was deaf, developed an acoustic coupler that could send and receive teletypewriter signals over the telephone lines. His invention, the Weitbrecht Modem, enabled people who are deaf to use the telephone for the first time.

While modern technology now makes it possible to build advanced microcomputer devices like your new Ultratec text telephone, the Weitbrecht modem remains the major technological breakthrough that began telecommunications for the deaf. Ultratec wishes to acknowledge the importance of Dr. Weitbrecht's contribution to the welfare of people who are deaf the world over.



**Dr. Robert H. Weitbrecht,
1920-1983, inventor of the
first text telephone modem.**

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Important Safety Instructions

General safety

When using your EZcom Pro, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and personal injury.

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on the EZcom Pro.
3. Unplug the EZcom Pro from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
4. Do not use the EZcom Pro near water—bath tub, wash bowl, kitchen sink, laundry tub, swimming pool, or in a wet basement.
5. Do not place the EZcom Pro on an unstable cart, stand, or table. The EZcom Pro may fall and become seriously damaged.
6. The EZcom Pro should be operated only from the type of power source indicated on its marking label. If you are not sure of the type of power supply to your home or business, consult your dealer or local power company.
7. Do not allow anything to rest on the power cord. Do not place the EZcom Pro where the power cord will be abused by people walking on it.
8. Do not overload wall outlets and extension cords. This overloading can result in a fire or electric shock.
9. To reduce the risk of electric shock, do not disassemble the EZcom Pro. Take it to a qualified service person when service or repair work is required. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when the EZcom Pro is subsequently used.
10. Ultratec recommends plugging your EZcom Pro into a surge-protected outlet. This will protect the TTY from damage caused by electrical surges due to lightning or other causes.

11. Unplug the EZcom Pro from the wall outlet and refer servicing to qualified service personnel under the following conditions:
 - a. If the power supply cord or plug is damaged or frayed.
 - b. If liquid has been spilled into the EZcom Pro.
 - c. If the EZcom Pro has been exposed to rain or water.
 - d. If the EZcom Pro does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions. Improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the EZcom Pro to normal operation.
 - e. If the EZcom Pro has been dropped and damaged.
 - f. If the EZcom Pro exhibits a distinct change in performance.
12. Avoid using the EZcom Pro during an electrical storm. There is a remote risk of electric shock from lightning.
13. Do not use the EZcom Pro or any telephone to report a gas leak in the vicinity of the leak.

Battery safety

CAUTION! To reduce the risk of fire or injury to persons, read and follow these instructions:

1. Use only the following type and size batteries: (4) AA alkaline batteries.
2. Do not dispose of the batteries in a fire. The cells may explode. Check with local codes for special disposal instructions.
3. Do not open or mutilate the batteries. Released electrolyte is corrosive and can cause damage to the eyes and skin. Electrolyte may be toxic if swallowed.
4. Use care in handling the batteries to avoid shorting them with conducting materials such as rings, bracelets, or keys. The batteries may overheat and cause burns.

Save these instructions!

INTRODUCTION

Welcome to the EZcom Pro™ TTY from Ultratec. The EZcom Pro is a direct connect TTY that can be installed by itself or can share a line with a telephone and a signaler.

The EZcom Pro makes TTY and Relay calling easy by providing the following features:

Turbo Code® communication protocol transmits and receives typed characters to other Turbo Code TTYs as fast as you type. Turbo Code also allows you to interrupt the other person while he or she is typing.

Dial-by-Name feature allows you to call a person by typing his or her name instead of the telephone number. The person's name and number must be saved in the directory before you can use this feature.

The **Directory** is your personal calling list that you save in the EZcom Pro memory. You can save up to 20 directory entries.

The **Relay Dial** key allows you to quickly dial your Relay service number by pressing one key. Your Relay service number must be saved before you can use this feature.

The **Greeting** key allows you to send a greeting message by pressing one key. The EZcom Pro is set to send **Hello ga**. You can change the greeting message to send your own personal message.

The **VCO Msg** key allows you to send a Voice Carry Over (VCO) request during your call. The EZcom Pro sends the text message **VCO please ga**.

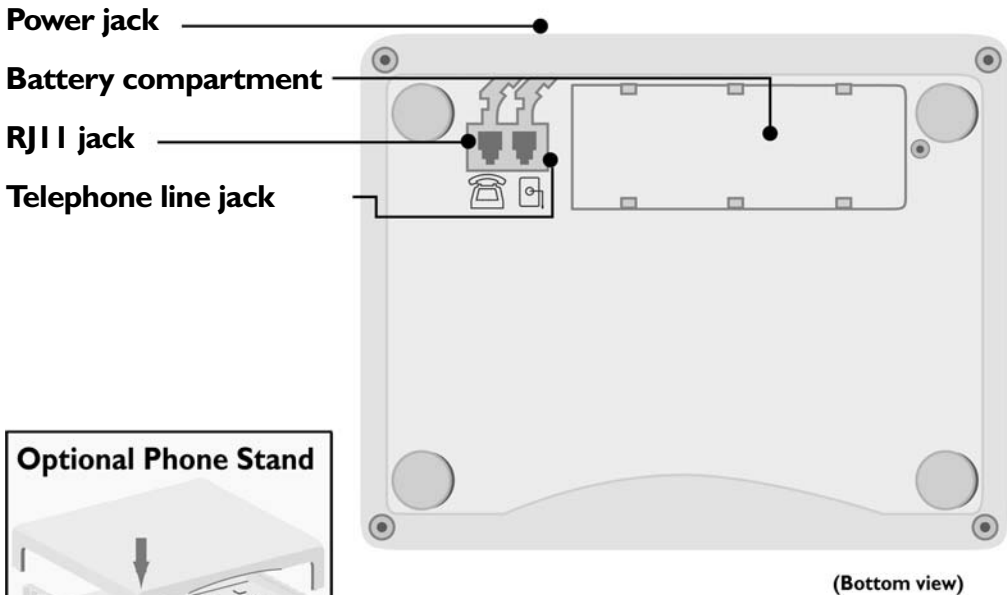
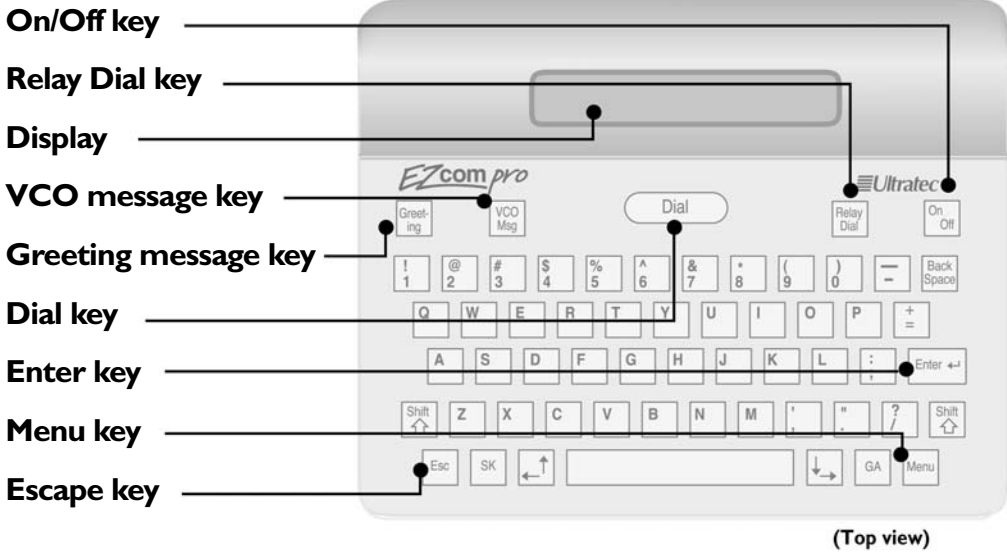
Auto ID™ alerting system automatically informs the person who is answering your call that you are using a TTY.

Installing **Batteries** allows you to use the EZcom Pro without the AC power adapter. The batteries also save your directory, greeting message, and Relay service number.

The optional **Phone Stand** saves desk or counter space by storing the EZcom Pro under your telephone. Simply slide out the EZcom Pro when you want to make or answer a TTY call.

TTY, TDD, and text telephone all refer to the same device.

Overview of the EZcom Pro





GETTING STARTED

The EZcom Pro™ is easy to install. Simply insert four AA alkaline batteries, plug in the AC adapter, and connect a telephone line. The box includes the following items:

- EZcom Pro TTY
- Telephone cord
- Warranty/Registration card
- Four (4) AA alkaline batteries
- Instruction manual
- AC adapter

For your convenience, an optional Phone Stand is available for storing your EZcom Pro. You may set a telephone on top of the Phone Stand to save counter space.

For more information about the Phone Stand, contact the dealer where you bought your EZcom Pro.

Plugging in the telephone line

The EZcom Pro uses a standard analog telephone line with either tone or pulse dialing. This type of line is commonly used in households. If you plan to use the EZcom Pro in an office that has a digital telephone system, a digital-to-analog converter must be used to allow the EZcom Pro to work. Contact your telephone company to ensure that your digital telephone system will support an analog line or the use of a digital-to-analog converter.

An analog telephone line is the same kind of line that is used in an office environment for many fax machines or computer modems.

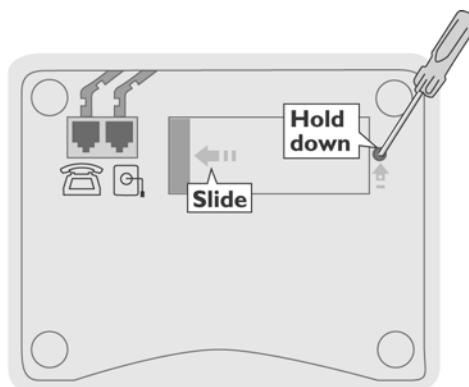
⚠ CAUTION! Plugging the EZcom Pro into a digital telephone line without the digital-to-analog converter may damage your telephone system or the EZcom Pro and will void your warranty.

Installing the batteries

The EZcom Pro uses four AA alkaline batteries.

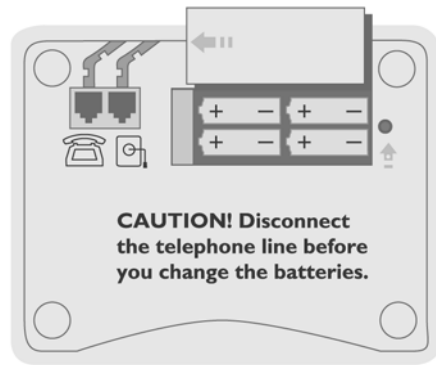
1. Turn over the EZcom Pro and remove the battery compartment door.

Gently hold down the door latch with a small screwdriver and slide the door over.




-
2. Install four AA alkaline batteries. Make sure that the **+** and **-** symbols are properly in line. Replace the door when you are finished.

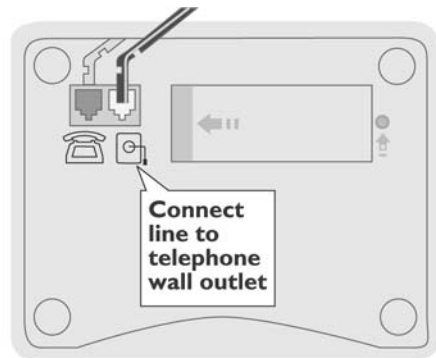
The batteries save any settings or messages when you are not using the AC adapter.



Setting up the EZcom Pro

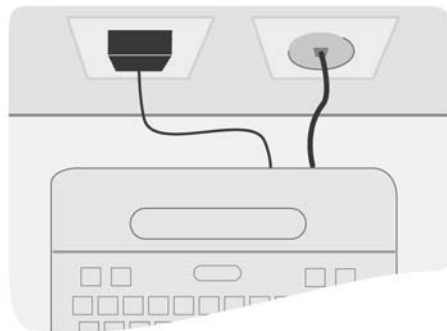
The EZcom Pro may be installed either by itself or with a telephone. These steps explain how to install the EZcom Pro by itself.

1. Connect one end of a telephone line to the jack marked with the  symbol and the other end to a telephone wall outlet.




2. Plug the AC adapter cord into the TTY and then plug the AC adapter into a wall outlet.


The EZcom Pro is now fully installed. You can begin making TTY calls.

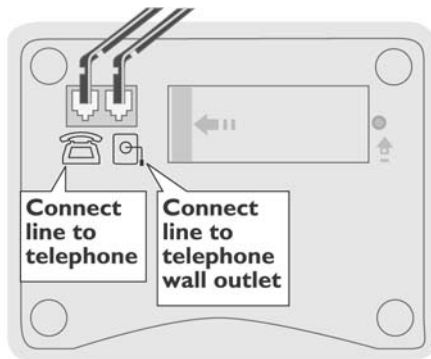


Setting up the EZcom Pro with a telephone

The EZcom Pro can share a line with a telephone. These steps explain how to install the EZcom Pro with a telephone.

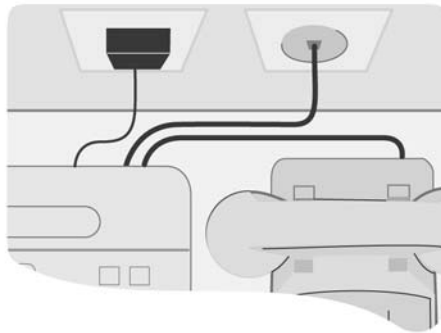
1. Connect one end of a telephone line to the jack marked with the  symbol and the other end to a telephone wall outlet.

Connect one end of a second telephone line to the jack marked with the  symbol and the other end to a telephone.





-
2. Plug the AC adapter cord into the TTY and then plug the AC adapter into a wall outlet.

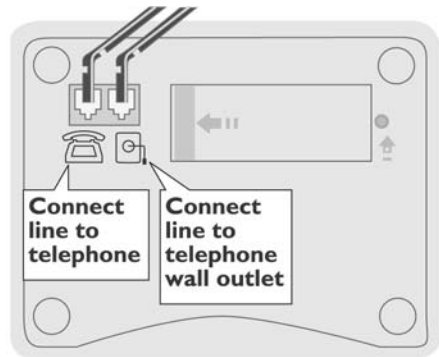
Set the telephone near the EZcom Pro. The EZcom Pro is now fully installed with a telephone. You can begin making TTY or voice calls.



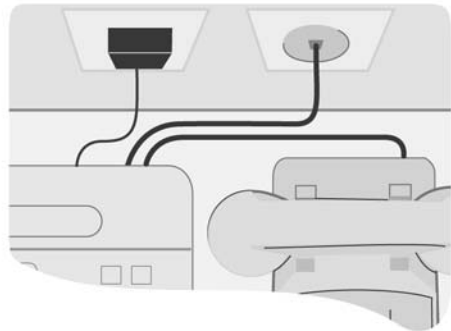
Setting up the EZcom Pro with the Phone Stand

The optional Phone Stand allows you to store the EZcom Pro when you are not using it. Save counter space by setting the telephone on top of the Phone Stand. These steps explain how to install the EZcom Pro with a telephone and the Phone Stand.

1. Connect one end of a telephone line to the jack marked with the  symbol and the other end to a telephone wall outlet. Connect one end of a second telephone line to the jack marked with the  symbol and the other end to a telephone.

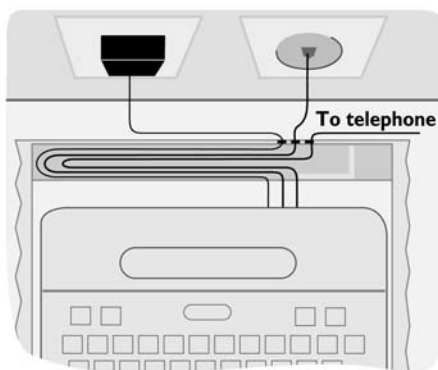


-
2. Plug the AC adapter cord into the TTY and then plug the AC adapter into a wall outlet. Set the telephone near the EZcom Pro.

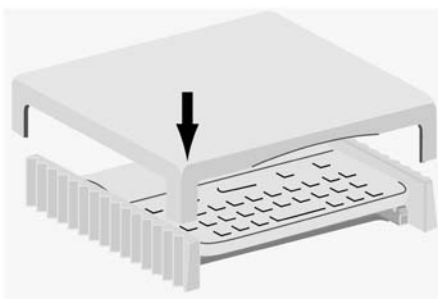


-
- 3.** Set the EZ*com* Pro on the Phone Stand base and measure enough telephone line and AC adapter cord so that the EZ*com* Pro can easily slide out.

Use the indented loop at the back of the Phone Stand base to measure the telephone lines and the AC adapter cord.

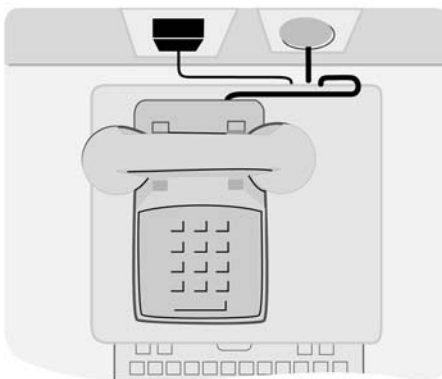


-
- 4.** Place the Phone Stand top over the EZ*com* Pro and the base.




-
- 5.** Place the telephone on top of the Phone Stand to save counter space.

You can begin making TTY calls by pulling out the EZ*com* Pro from the Phone Stand.



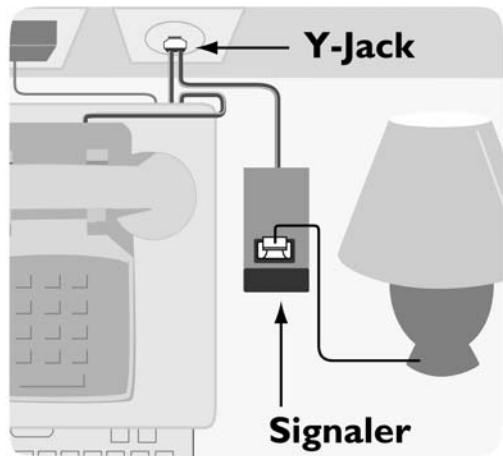
Using a signaler

To use a signaler with the EZ*com* Pro, plug the signaler's telephone connector into the jack marked with the  symbol. If you are using that jack for a telephone, plug the signaler into an unused telephone wall jack extension.

For homes or offices that have one telephone wall jack, use a Y-jack (also called a duplex jack). The Y-jack allows you to plug both the EZ*com* Pro and signaler into the same wall jack. Y-jacks are available at any store that sells telephone equipment.

This diagram shows the EZ*com* Pro and the signaler sharing the same line by using a Y-Jack.

Note: Each signaler is a little different. Read the instructions that came with your signaler to set it up with the EZ*com* Pro. Your set up may be different from this diagram.



Using the display backlight

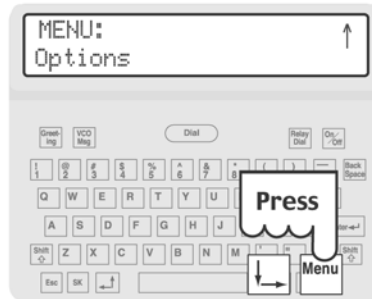
The backlight helps you see messages when lighting is poor. When the backlight is turned on, it comes on whenever you use the EZcom Pro. The backlight turns off when you press the **On/Off** key after a TTY call. It will also turn itself off after a few moments if no other key is pressed.

When the backlight is turned off, it stays off all the time until you turn it on again. The following steps explain how to turn the backlight on or off, depending on its current status.

1. Press the **On/Off** key.

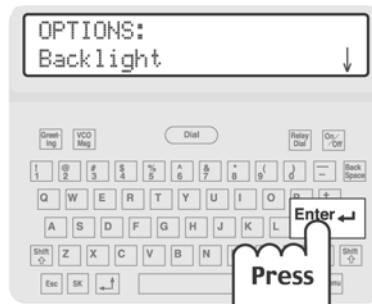


2. Press the **Menu** key and then press the **↓** key to scroll to **Options**.



3. Press the **Enter ↵** key to select **Options**.

You will see **Backlight** on the display screen.



-
4. Press the **Enter** key to select **Backlight**.



-
5. Press the **←** or **→** key to move the the brackets to either **On** or **Off**.






-
6. Press the **Enter** key to turn the backlight on or off.
Press the **Esc** key when you are finished.

Hot key tip: You may also turn the backlight on or off by using its hot key: **Menu** + **L**.











About the key

When using the menu procedures to change EZcom Pro directory information or feature settings, the  key, when pressed, will end the procedure and return the TTY to the ready screen or the conversation screen.


If you press the  key before completing a menu procedure, any newly typed information or changed feature setting will not be saved. However, any older information or feature setting will remain in the EZcom Pro memory. If you want to ensure that your changes are saved, press the  key at the end of a procedure.


Using Tone or Pulse dialing

The EZcom Pro is set to use tone dialing. If your telephone line uses pulse dialing, follow these steps to change the setting to pulse:

1. Press the  key to turn on the EZcom Pro.
2. Press the  key and then press the  key to scroll to **Options**.
3. Press the  key to select **Options**.
4. Press the  key to scroll to **Dial** and press the  key to select **Dial**.
5. Press the  key to move the brackets to **Pulse** and press the  key to select **Pulse**.

You will see **PULSE DIAL ON** appear on the display screen.

6. Press the  key when you are finished.

Note: Repeat these steps to change the dialing setting to tone by moving the brackets to **Tone** in step 5 and pressing the  key. You will see **tone DIAL ON** appear on the display screen.

About Turbo Code[®]

Turbo Code is an enhanced version of Baudot code. It sends and receives signals with other Turbo Code TTYs as fast as you type and allows you to interrupt the other person during a conversation. The EZcom Pro automatically connects in Turbo Code or Baudot code, depending on which code the other TTY is using. The EZcom Pro

uses Turbo Code when you connect with another Turbo Code TTY.

Turbo Code also allows you to use the special “shift” characters on the top row of your TTY keyboard (example: @ # % ^ & * _ <>). If your call is connected in Baudot, these characters cannot be received or printed at the other end of the line. This is yet another example of why Turbo Code is better for TTY communication than Baudot—especially in the day of sharing your email address.

Turbo Code indicator

When you see this indicator on the display screen, the EZ*com* Pro has connected in Turbo Code.



Turning Turbo Code on or off

The EZ*com* Pro comes with Turbo Code set to work automatically. However, you may turn off Turbo Code by doing the following:

1. Press the key to turn on the EZ*com* Pro.
2. Press the key and then press the key to scroll to **Options**.
3. Press the key to select **Options**.
4. Press the key to scroll to **Turbo Code** and press the key to select **Turbo Code**.
5. Press the key to move the brackets to **Off** and press the key to select **Off**.

You will see **TURBO CODE OFF** appear on the display screen.

6. Press the key when you are finished.

Note: Repeat these steps to turn on Turbo Code by moving the brackets to **On** in step 5 and pressing the key. You will see **TURBO CODE ON** appear on the display screen.

Using the interrupt feature

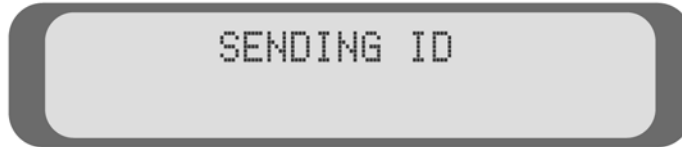
You can interrupt the other person while he or she is typing. To interrupt, hold down the `Shift` key and press the `I` key. You will see ****INTERRUPT REQUEST**** on your display screen. The other person will see **<**INTERRUPT**>** on his or her display screen. The other person can either stop typing and let you type or ignore your interruption request and continue.

If you see **<**INTERRUPT**>** on your display screen while you are typing, it means that the other person wants to interrupt you and start typing. You can either stop and let the other person type or continue typing.

The interrupt feature works only when the other person is typing continuously. If nothing happens when you request an interrupt, the other person may not be typing continuously or may not have the TTY interrupt feature.

About Auto ID™ (Sending ID)

Auto ID alerts a hearing person that you are using a TTY by sending several audible tones over the telephone line every few seconds. Auto ID automatically turns on after you dial a number and stays on until you start a TTY conversation. Auto ID helps emergency services, such as 911, detect that you are using a TTY. You will see **SENDING ID** on the display every time the EZ*com* Pro uses Auto ID.



Auto ID is not the same as Caller ID (a service offered by your telephone company).

The EZ*com* Pro comes with Auto ID set to work automatically. However, you may turn off Auto ID by following these steps.

IMPORTANT! When it is off, Auto ID will not send tones automatically. Emergency services will not hear the Auto ID tones that help detect that you are using a TTY.

1. Press the **On/Off** key to turn on the EZ*com* Pro.
2. Press the **Menu** key and then press the **↓** key to scroll to **Options**.
3. Press the **Enter ↵** key to select **Options**.
4. Press the **↓** key to scroll to **Auto-ID** and press the **Enter ↵** key to select **Auto-ID**.
5. Press the **→** key to move the brackets to **Off** and press the **Enter ↵** key to select **Off**.

You will see **AUTO-ID OFF** appear on the display screen.

6. Press the **Esc** key when you are finished.

Note: Repeat these steps to turn on Auto ID by moving the brackets to **On** in step 5 and pressing the **Enter ↵** key. You will see **AUTO-ID ON** appear on the display screen.



2 TTY CALLING

The *EZcom Pro* is a direct connect TTY. Direct connect means that you connect the *EZcom Pro* directly to the telephone line; you do not need a separate telephone to make a TTY call.

A TTY call requires two TTYs: one calling and one answering. During a TTY call, one person types and the other person reads what is being typed. The callers take turns typing and reading.

The *EZcom Pro* can also be used to make TTY calls through Relay, see *Relay Calling* on page 41 for more information.

To easily identify who is typing during a TTY conversation, the *EZcom Pro* displays the other person's typing in UPPER CASE LETTERS and displays your typing in lower case letters.

TTY etiquette

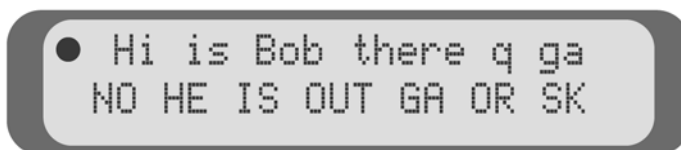
During a TTY call, there are four commonly used abbreviations that you and the other person can type to help your conversation along: **GA**, **Q**, **SK**, and **GA or SK**.

GA means “go ahead.” Type **GA** or press the **[GA]** key when you want the other person to begin typing. When you see **GA** on the display, it is your turn to type.

Q means “question.” Some people prefer to type **Q** instead of a question mark because it saves time and is easier to type.

SK means “stop keying.” Type **SK** or press the **[SK]** key when you want to end your conversation. When you see **SK** on the display, it means that the other person is finished with the conversation.

Type **GA or SK** when you are finished with the conversation but think the other person may have something to add. **GA or SK** is a convenient way to tell the other person that you are finished unless he or she has more to add.



For more TTY abbreviations that you can use during a conversation, see *TTY conversation etiquette* on the back cover of this manual.

Signal light and call progress

The signal light and display screen show you what is happening on the telephone line.

After you dial a telephone number, you will see the signal light (upper left corner), the telephone number that you dialed and either ***** RING ***** or ***** BUSY ***** on the display screen:



When the signal light...

- | | |
|----------------|---------------------------------------|
| Stays on | you have a dial tone. |
| Slowly blinks | the other telephone is ringing. |
| Quickly blinks | the other telephone is busy. |
| Flickers | the other person answered with voice. |

Dialing tips

- To re-dial the last number that you called, press the **Dial** key and then press the **Enter** key.
- In an office, use a (9) or another number to obtain an outside line. The exact method of dialing will depend on your telephone system. Dialing on a TTY should be the same as dialing on a telephone.
- Use a comma (,) to place a two-second pause during dialing.
- For long distance, include a 1 and the area code.
- Use an exclamation point (!) for a hook flash. A hook flash is used in some voice mail systems or to transfer a call.
- You cannot use * and # with pulse dialing.

Making a TTY call

1. Press the Dial key.



2. Dial the telephone number using the number keys.
Or, type the person's name. See *Adding a name to the directory* on page 34 for more information.



3. If you dial the wrong number, hang up and start again.
The EZcom Pro will dial the telephone number. Watch the display for call progress.



4. When you see an answer on the display, type a greeting and begin your conversation.



-
5. Press and hold the **On/Off** key to hang up when your conversation is finished.



Answering a TTY call

You will know that someone is calling when the signaler blinks (if one is installed) and the telephone rings if it is sharing the line with the EZcom Pro.

1. Press the **On/Off** key to turn on the EZcom Pro.



2. Press the **Greeting** key to send the greeting message.
Or, type your own greeting message.



-
3. Continue with your conversation.



-
4. Press and hold the **On/Off** key to hang up when your conversation is finished.




Reading the conversation memory


A conversation is everything typed during a TTY call. Conversations are automatically saved in the EZcom Pro conversation memory, which holds about 5000 typed characters. When the memory fills up, the EZcom Pro erases the oldest conversations to make room for the newer ones.

1. Press the **On/Off** key to turn on the EZcom Pro.




-
2. Press the  key to read back through the memory.

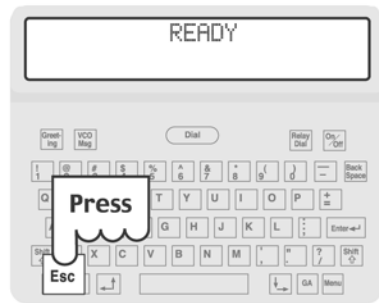


-
3. Press the  key to read forward through the memory.



-
4. Press the  key to return to the end of the conversation memory when you are finished.

Note: You can review conversations any time you are not receiving text, even during a conversation.



Clearing the conversation memory

If you do not want to save a conversation in memory, you may clear the conversation memory. Clearing the conversation memory erases all conversations. Your directory, greeting message, and Relay number information are not cleared. To clear the conversation memory, do the following:

1. Press the **On/Off** key to turn on the EZ*com* Pro.
2. Press the **Menu** key and press the **↓** key to scroll to **Clear Conversation**.
3. Press the **Enter ↵** key to select **Clear Conversation**.

The EZ*com* Pro will ask if you are sure that you want to clear the conversation memory.

4. Press the **Y** key to clear the conversation memory. You will see **CONVERSATION MEMORY CLEARED** on the display screen.
Or, press the **N** key if you decide not to clear the conversation memory.

The conversation memory will begin storing your TTY conversations again the next time you make or answer a TTY call.

Using the greeting message

Your EZcom Pro has a greeting message saved in memory that says, “Hello ga.” When you answer a call, turn on the EZcom Pro and press the **Greeting** key to answer your call. You will see **Hello ga** on the EZcom Pro display screen as the message is sent.

Personalizing the greeting message

You can change the greeting message to say anything you want (up to 240 characters). To change the greeting message, do the following:

1. Press the **On/Off** key to turn on the EZcom Pro.



2. Press the **Menu** key.



3. Press the **Enter** key to select **Greeting Message**.



-
4. Make sure that the brackets are around **Edit**.



-
5. Press the Enter ↵ key.



-
6. Type the your new greeting message.
Use the ← or → key to move the text cursor and the Backspace key to correct any typing errors or to clear a previously saved greeting message.



-
7. Press the Enter ↵ key when you are finished.



Deleting the greeting message

You may delete the greeting message. If you delete the greeting message, no message will be sent after you press the **[Greeting]** key. To delete the greeting message, do the following:

1. Press the **[On/Off]** key to turn on the EZ*com* Pro.
2. Press the **[Menu]** key.
3. Press the **[Enter ↵]** key to select **Greeting Message**.
4. Press the **[↵]** key to move the brackets to **Delete** and press the **[Enter ↵]** key to select **Delete**.

The EZ*com* Pro will ask if you are sure that you want to delete the greeting message.

5. Press the **[Y]** key to delete the greeting message. You will see **REETING MESSAGE DELETED** appear on the display screen.
Or, press the **[N]** key to keep the greeting message.

3

DIRECTORY

The directory stores the names and telephone numbers of the people whom you call. After you save a person's telephone number, the *EZcom Pro* makes calling by name easy and automatic. The *EZcom Pro* stores up to 20 directory entries.

Directory entries are numbered 1 through 20. Each directory entry contains the following information:

- Entry name—the person's name saved in memory
- Telephone number—the person's telephone number saved in memory

Dialing by name

After you have saved names and telephone numbers into the directory, you can make a call by typing the person's directory name. The EZcom Pro will dial the telephone number for you. To dial by name, do the following:

1. Press the **Dial** key.
2. Type the person's directory name or use the **↑** or **↓** key to scroll through the directory.
3. Press the **Enter** key to select the directory name.

The EZcom Pro dials the person's telephone number. See *Making a TTY call* on page 24 for more information.

Adding a name to the directory

The EZcom Pro allows you to save all the information needed for making a call.

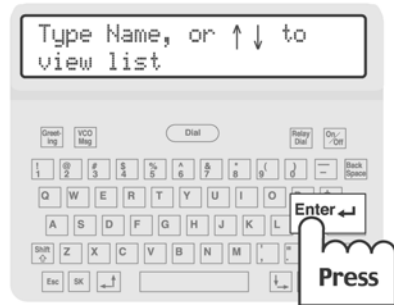
1. Press the **On/Off** key to turn on the EZcom Pro.



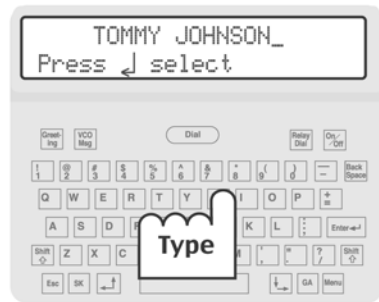
2. Press the **Menu** key and then press the **↓** key to scroll **Dialing Directory**.



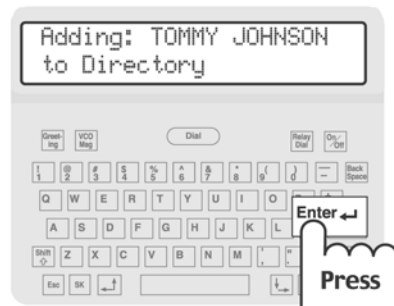
3. Press the **Enter** key to select **Dialing Directory**.



4. Type the person's name.
The name can be up to 14 characters long.

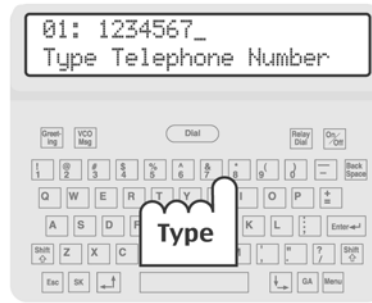


5. Press the **Enter** key.



-
6. Type the person's telephone number using the number keys.

Remember to include the area code or the number that gives you an outside line in an office setting.

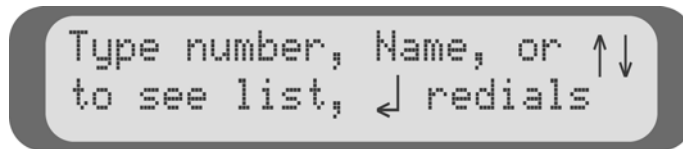


-
7. Press the **Enter** key to save the directory entry. Repeat steps 4-7 to save more directory entries. Press the **Esc** key when you are finished.



Finding a directory entry

After you have saved a directory entry, there are two ways to find it before making a call from the dialing screen:



- After you press the **Dial** key, type the person's entry name. You will not need to type the whole name. The *EZcom Pro* searches for a match in the directory as you type each letter; the entry name is identified before you type the whole name.
- Use the **↑** or **↓** key to scroll through the directory. Press the **Enter** key to select the entry name that you want.

Editing a name in the directory

Editing allows you to change the name or the telephone number of a directory entry. To edit an entry, do the following:

1. Press the **On/Off** key to turn on the EZ*com* Pro.
2. Press the **Menu** key and press the **↓** key to scroll to **Dialing Directory**.
3. Press the **Enter ↵** key to select **Dialing Directory**.
4. Type the person's name or use the **↑** or **↓** key to scroll through the directory. After you find the name, press the **Enter ↵** key to select the entry name.
5. Make sure that the brackets are around **Edit** and press the **Enter ↵** key to select **Edit**.
6. Type a new entry name and press the **Enter ↵** key. To keep the same entry name, press the **Enter ↵** key and continue editing.
7. Type the new telephone number and press the **Enter ↵** key. To keep the same telephone number, press the **Enter ↵** key and continue.
You will see **DIRECTORY ENTRY SAVED** appear on the display screen.
8. Repeat steps 4-7 to edit more dialing directory entries. Press the **Esc** key when you are finished editing entries.

Deleting a name from the directory

Deleting a directory entry removes the name and the telephone number from the EZ*com* Pro memory. To delete an entry, do the following:

1. Press the **On/Off** key to turn on the EZ*com* Pro.
2. Press the **Menu** key and press the **↓** key to scroll to **Dialing Directory**.
3. Press the **Enter ↵** key to select **Dialing Directory**.
4. Type the person's entry name or use the **↑** or **↓** key to scroll through the directory. After you find the name, press the **Enter ↵** key to select the entry name.
5. Press the **→** key to move the brackets to **Delete** and press the **Enter ↵** key to select **Delete**.

The EZ*com* Pro will ask if you are sure that you want to delete the directory entry.

6. Press the **Y** key to delete the directory entry. You will see the person's name with ****DELETED**** under it on the display screen.
Or, press the **N** key to keep the directory entry.
7. Repeat steps 4-6 to delete more directory entries.
Press the **Esc** key when you are finished deleting entries.

Dialing Prefix

The EZ*com* Pro allows you to save a dialing prefix, which can be used to obtain an outside line in an office setting. For example, in some office settings, you must dial the prefix “9” to obtain an outside line before you can make a call.

When you save a dialing prefix, the EZ*com* Pro automatically dials the prefix before each telephone number that you have saved in the directory. The dialing prefix will also be used before Relay calls.

If you need to move the EZ*com* Pro to a different telephone system, simply save the new dialing prefix rather than reprogramming all the telephone numbers saved in the directory. To save a dialing prefix, do the following:

1. Press the **On/Off** key to turn on the EZ*com* Pro.
2. Press the **Menu** key.
3. Press the **↓** key to scroll to **Options** and press the **Enter ↵** key to select **Options**.
4. Press the **↓** key to scroll to **Dialing Prefix** and press the **Enter ↵** key to select **Dialing Prefix**.
5. Type the dialing prefix. Use the **←** or **→** key to move the text cursor and the **Back Space** key to correct any typing errors.
6. Press the **Enter ↵** key to save the dialing prefix. You will see **DIALING PREFIX SAVED** on the display screen.
7. Press the **Esc** key when you are finished.



During a Relay call, Tommy calls the CA who places the call to Judy. When Tommy types to Judy, the CA speaks what Tommy types so that Judy can hear it. When Judy replies to Tommy, the CA types the conversation so that Tommy can read it on his TTY.

4 RELAY CALLING

In the United States, each state offers a Telecommunications Relay Service (TRS). This service allows you to call people who do not have a TTY.

When you call a Relay service, a Communications Assistant (CA) answers and dials the number that you want to call. The CA acts as an interpreter between you, the TTY user, and the other person, the telephone user. After dialing the telephone number, the CA tells the person who answered the telephone that this call is a Relay call.

During a Relay call, you type your conversation and the CA reads it aloud to the telephone user. Then, the CA types the telephone user's response for you to read on the EZ*com* Pro display screen.

Voice Carry Over (VCO) and Hearing Carry Over (HCO) calls can also be made through your Relay service. When you use Relay, you are in direct contact with the telephone user and the CA relays the text part of your conversation between you and the other person. See *Advanced Calling* on page 47 for more information about VCO or HCO calling.

By law, CAs must handle your call in the strictest confidence and with the greatest accuracy and sensitivity.

Your state's Relay service number can be found in the phone book.

Saving your Relay number

By pressing the **Relay Dial** key, the EZcom Pro will dial your Relay service number. You must save your Relay service number in memory before the EZcom Pro will dial the number for you. To save your Relay service number, do the following:

1. Press the **On/Off** key to turn on the EZcom Pro.



2. Press the **Menu** key and press the **↓** key to scroll to **Options**.



3. Press the **Enter** key to select **Options** and then press the **↓** key to scroll to **Relay Number**.



-
4. Press the **Enter** key to select **Relay Number**.
Your state's Relay service number can be found in the phone book.



-
5. Type your Relay number.
Use the **Left Arrow** or **Right Arrow** key to move the text cursor and the **Back Space** key to correct any typing errors or to clear a previously saved number.



-
6. Press the **Enter** key to save the Relay number.
To change the Relay number, repeat these steps.



-
7. Press the **Esc** key when you are finished.



Making a Relay call

The EZcom Pro will dial your Relay service automatically if you have your Relay number saved in the EZcom Pro memory. All you need to do is press the **Relay Dial** key. See *Saving your Relay number* on page 42 for more information.

If you want to use Relay for VCO or HCO calls, see *Advanced Calling* on page 47 for more information.

1. Press the **Dial** key to turn on the EZcom Pro.



2. Press the **Relay Dial** key. The EZcom Pro will dial your Relay service number.

Or, press the **Dial** key and dial the Relay number using the number keys.



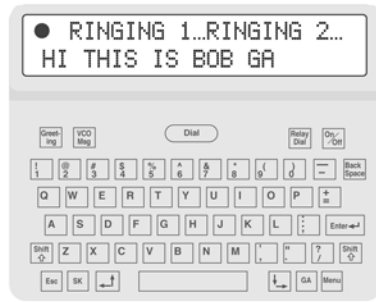
3. Watch the display screen for an answer from the Relay service CA.

After the CA answers, type the name and telephone number of the person you want to call.



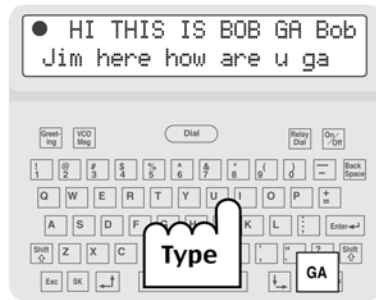
-
4. Wait while the CA dials the telephone number.

The CA will notify you when the other person is on the line.



-
5. Begin typing. The CA reads your message to the other person.

Press the **[GA]** key when you finish typing and want the other person to respond.

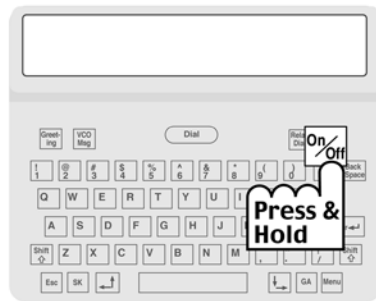


-
6. The CA will type the other person's response for you to read on the display screen.

Continue to take turns typing and reading until your conversation is finished.



-
7. Press and hold the **[On/Off]** key when your conversation is finished to hang up.





5 ADVANCED CALLING

This section explains how the EZ*com* Pro can be used to make Voice Carry Over (VCO) and Hearing Carry Over (HCO) calls.

Using Voice Carry Over (VCO)

People who cannot hear well but wish to speak for themselves can make VCO calls. A VCO call is a combination voice call and TTY call. You speak to the other person and he or she listens to you and types responses, which you can read on the EZ*com* Pro display screen. The EZ*com* Pro must be sharing the line with a telephone before you can use VCO. See *Setting up the EZcom Pro with a telephone* on page 10 for more information.

VCO calls can also be made through your Relay service. When you use Relay, you speak directly to the non-TTY user and the CA types the replies, which you can read on the EZ*com* Pro display screen.

Making a VCO call through Relay

The EZcom Pro must be sharing a line with a telephone before you can use VCO.

1. Press the **On/Off** key to turn on the EZcom Pro.
2. Press the **Relay Dial** key. The EZcom Pro will dial your Relay service number if you have it saved in memory. See *Saving your Relay number* on page 40 for more information.
Or, press the **Dial** key and dial the Relay number using the number keys.
3. When the Relay service CA answers, press the **VCO Msg** key to send a VCO request. You will see **VCO please ga** on the display screen.
4. After the CA notifies you when VCO is on, pick up the telephone handset and tell the CA the name and number of the person you want to call.
5. The CA will dial the number. Watch the display and wait until the CA tells you the call is connected.
6. Once you are connected, begin speaking to the person you are calling.
7. The CA will type the response when the other person answers. Read his or her response on the EZcom Pro display screen.
8. When you see **GA** at the end of a typed line, begin speaking again. Continue speaking and reading until your conversation is finished.
9. When your conversation is finished, replace the telephone handset and press and hold the **On/Off** key on the EZcom Pro.

Note: During the VCO call, you may hold the telephone handset for the entire conversation. You do not need to put the handset down each time you finish speaking.

About direct VCO

A direct VCO call means that you speak to the other person and he or she types responses to you. You do not use a Relay service. The person you call must have a Uniphone or a TTY with a telephone available before direct VCO will work.

Making a direct VCO call

The EZ*com* Pro must be sharing a line with a telephone before you can use VCO.

1. Press the key and dial the telephone number.
2. Watch the display screen for a greeting message.
3. When you see a greeting message, press the key to send your request for VCO. You will see **VCO please ga** on the display screen.
4. Pick up the telephone handset and begin speaking to the other person.
5. When you finish speaking, watch the EZ*com* Pro display to read the other person's responses, which he or she types directly to you. Continue speaking and reading until your conversation is finished.
6. When your conversation is finished, replace the handset on the telephone and press and hold the key to hang up the EZ*com* Pro.

Note: You do not need to put the handset down each time you finish speaking.

Answering a direct VCO call

The EZ*com* Pro must be sharing a line with a telephone before you can use VCO.

1. When the signaler flashes (if one is connected) and the telephone rings, press the **On/Off** key to turn on the EZ*com* Pro.
2. Press the **Greeting** key to send your greeting message.
3. After you or the other person requests VCO, pick up the telephone handset to speak.
4. Continue to speak to the other person and read his or her typed responses on the EZ*com* Pro display screen.
5. When your conversation is finished, replace the handset on the telephone and press and hold the **On/Off** key to hang up the EZ*com* Pro.

Using Hearing Carry Over (HCO)

For people who can hear but are speech impaired, the EZ*com* Pro can be used to make Hearing Carry Over (HCO) calls. HCO is the opposite of VCO. The HCO caller types to the other person (or Relay service CA) and then listens to the other person's reply.

The EZ*com* Pro must be sharing a line with a telephone before you can use HCO. Also, the person you call must have a Uniphone or a TTY with a telephone available before direct HCO will work.

Making an HCO call

The EZ*com* Pro must be sharing a line with a telephone before you can use HCO.

1. Press the **[Dial]** key and dial the telephone number.
2. Pick up the telephone handset and listen for a response.
3. After someone answers, press the **[Greeting]** key to send your greeting message.
Or, type a greeting message using the EZ*com* Pro keyboard.
4. Listen for the other person to respond to your typed message.
5. Continue to type to the other person and listen to his or her response until your conversation is finished.
6. When your conversation is finished, replace the handset on the telephone and press and hold the **[On/Off]** key to hang up the EZ*com* Pro.

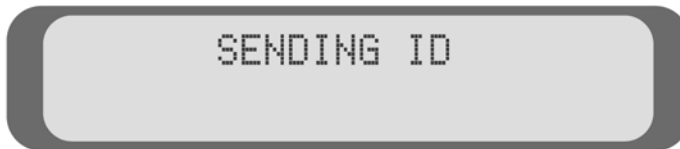
Answering an HCO call

The EZ*com* Pro must be sharing a line with a telephone before you can use HCO.

1. When the signaler flashes (if one is connected) and the telephone rings, press the **[On/Off]** key to turn on the EZ*com* Pro.
2. Press the **[Greeting]** key to send your greeting message.
Or, type a greeting message using the EZ*com* Pro keyboard.
3. After you or the other person requests HCO, pick up the telephone handset to listen.
4. Continue to listen to the other person and type responses to him or her on the EZ*com* Pro keyboard.
5. When your conversation is finished, replace the handset on the telephone and press and hold the **[On/Off]** key to hang up the EZ*com* Pro.

TROUBLESHOOTING

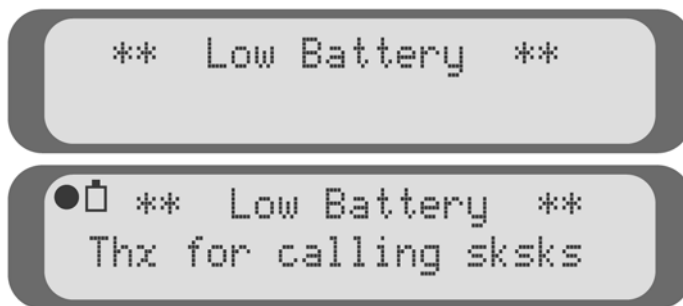
The EZcom Pro displays the SENDING ID indicator screen.



The SENDING ID message displays when the EZcom Pro is using Auto ID. See *About Auto ID (Sending ID)* on page 19 for more information.

The EZcom Pro displays one of the following

**** Low Battery **** indicator screens:



The **** Low Battery **** message displays when it is time to change the batteries or if you do not have batteries installed while using the AC adapter.

Replace the four AA alkaline batteries when this display screen appears. See *Installing the batteries* on page 8 for more information.

The display shows all numbers and punctuation marks instead of words.

Press the . The numbers and punctuation marks should change to words.

Some characters are not being sent.

Because Baudot code does not support special characters, it does not recognize some of the “shift” characters on the top row of a TTY keyboard (**example: @ # \$ % ^ & * _ < >**). To type these characters (such as in an email address) make sure your call is connected in Turbo Code (see *About Turbo Code*® on page 16).

The display is blank and the EZcom Pro has power (batteries installed and AC adapter is plugged in).

The EZcom Pro automatically turns off to save battery power. Press the **On/Off** or **Dial** key to turn on the TTY.

Also, even though the display screen is blank, you will not miss calls. The EZcom Pro automatically turns on when it detects an incoming call.

Resetting the EZcom Pro

Resetting the EZcom Pro erases the memory and returns all settings to their defaults. To reset the EZcom Pro, do the following:

IMPORTANT! Resetting the EZcom Pro erases the entire EZcom Pro conversation memory, telephone directory, Relay number, and resets the greeting message. Erased items can not be retrieved.

1. Press the **On/Off** key to turn on the EZcom Pro.
2. Hold down both **Shift** keys and then press the **Enter** key.
The EZcom Pro asks you if you are sure that you want to reset the memory.
3. Press the **Y** key to reset the EZcom Pro. You will see **RESET** on the display screen.

Or, press the **N** key if you decide not to reset the EZcom Pro.

Repair

If your *EZcom Pro* is not working properly, we can help you solve the problem over the telephone. Call the Ultratec Customer Service Department at (608) 238-5400 (V/TTY).

Sending the *EZcom Pro* for repair

If you need to send the *EZcom Pro* to our repair center, do the following:

1. Pack it in the original shipping carton or a similar sturdy box.
2. Include a note that describes the problem you are having. The note will help the technicians find the problem. Include a daytime telephone number where you can be reached.
3. Insure the *EZcom Pro* for shipment. Ultratec or an authorized Ultratec Repair Center is not responsible for damage during shipping to our service center.
4. Send the *EZcom Pro* to the following address:

Ultratec National Service Center
5901 Research Park Blvd.
Madison, WI 53719
(608) 238-5400 (Voice/TTY)
(608) 238-3008 (Fax)
service@ultratec.com

SPECIFICATIONS

Physical dimensions

EZcom Pro:

Size: 7.3" w x 8.3" d x 1.3" h
Weight: 1 lb. 4 oz. (including batteries)

Phone Stand:

Size: 9.5" w x 9.2" d x 2.0" h
Weight: 13 oz.

Power

AC adapter: 3V, 300-500 ma
Adapter is UL/CSA listed
4 AA alkaline batteries

Keyboard

Standard 58 key qwerty keyboard

Display

2-line LCD (2 x 24, 48 characters)

Character set

Full ASCII character set in Turbo Code only

Communication codes

Automatic code detection on incoming and outgoing calls (Turbo Code or Baudot code)

Baudot Code:

45.5 baud
Sensitivity = -45 dbm
Output = -10 dbm

Turbo Code:

100 baud (average)
7 data bits

Memory

20 Programmable dialing directory entries
5K Conversation memory

Connectors

Telephone line: USOC RJ11 modular
Dual RJ11C on the product for telephone line and telephone (optional)

Telephone line

Plugs into a standard (analog) telephone line
Plugs into a digital telephone line only when a digital-to-analog converter is used
Pulse or tone dialing

Operating temperature

0-40° C

Approvals

FCC part 68: D8KUSA-30823-DT-E
FCC part 15: Verified to comply with FCC Part 15 Class B operation
IC-Approved
CSA-Approved: LR 80395
REN: load number-0.0B

FCC information

The *EZ.com* Pro has been tested and found to comply with the specifications for a Class B digital device pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates and uses radio frequency energy and if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the *EZ.com* Pro and the receiver.
- Connect the *EZ.com* Pro to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. A label is located on the underside of the *EZ.com* Pro containing, among other information, an FCC registration number, D8KUSA-30823-DT-E. If requested, this number must be provided to the telephone company.

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

The REN is used to determine the quantity of devices which may be connected to the telephone line. Excessive RENs on the line may result in the devices not ringing in response to an incoming call. In most, but not all, areas the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as

determined by the total RENs, contact the local telephone company. The REN for this product is 0.0B.

Should you experience trouble with this telephone equipment, please contact:

Ultratec National Service Center
5901 Research Park Blvd.
Madison, WI 53719
email: service@ultratec.com

For repair or warranty information, please contact Ultratec Inc. Customer Service at (608) 238-5400 (V/TTY). If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

This equipment cannot be used on public coin phone service provided by the telephone company. Connection to party line service is subject to state tariffs.

If the *EZ.com* Pro causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But, if advance notice is not practical, the telephone company will notify you as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

Occasionally, your telephone company may make changes in its facilities, equipment, operation, or procedures that could affect the operation of your equipment. If so, you will be given advance notice of the change to give you an opportunity to maintain uninterrupted service.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of the *EZ.com* Pro does not disable it. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

Other than replacing the batteries, the *EZ.com* Pro does not have any user-serviceable parts. Modification or changes to the *EZ.com* Pro not expressly approved by Ultratec, Inc. can void your authority to operate the TTY.

Industry Canada information

NOTICE: This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation, IC, before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

NOTICE: The Ringer Equivalence Number (REN) for this terminal equipment is 0.0 B. The REN assigned to each terminal equipment provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalence Numbers of all the devices does not exceed five.

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TTY conversation etiquette

GA When you talk with another person by TTY, you type while the other person reads. When you want the other person to respond, type GA for “Go ahead.”

GA OR SK To say goodbye, type GA OR SK. This gives the other person a chance to say any last words before ending the conversation.

SKSK Type SKSK to end the conversation.

Q Some people prefer to type Q instead of a question mark because it saves time and is easier to type.

You can use punctuation marks such as commas and periods, although many people choose to omit them. You may also abbreviate words, such as:

GA	go ahead	OPR	operator
SK	stop keying	PLS	please
CD	could	Q	question mark
CUL	see you later	R	are
CUZ	because	SHD	should
HD	hold	THX	thanks
MTG	meeting	TMW	tomorrow
NBR	number	U	you
OIC	oh, I see	UR	your