USING YOUR
SUPERPRINT *PRO80*™

Superprint *Pro80*™
≡Ultratec

| Esc | Options | Printer | Auto-Answer | Caller ID | Clear | Relay Voice | Send Memo | Greeting | Emergency | Relay | Dial | Signal | On/Off |

Directory
Power

| ~ ` | ! 1 | @ 2 | # 3 | $ 4 | % 5 | ^ 6 | & 7 | * 8 | (9 |) 0 | _ - | + = | Back Space |

| Interrupt | Q | W | E | R | T | Y | U | I | O | P | { [| }] | | \ |

| Caps Lock | A | S | D | F | G | H | J | K | L | : ; | " ' | Enter |

| Shift | Z | X | C | V | B | N | M | < , | > . | ? / | Shift |

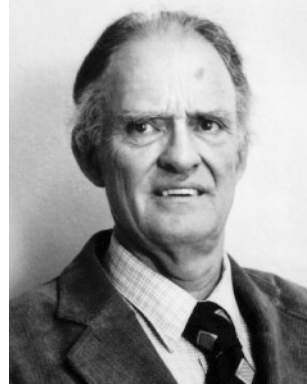| Ctrl | SK | ← ↑ | | → ↓ | GA | Program |

≡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 micro-computer devices like your new Ultratec text telephone, the Weitbrecht

Dr. Robert H. Weitbrecht, 1920–1983, inventor of the first TTY modem.

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.

TABLE OF CONTENTS

SAFETY INSTRUCTIONS

General Precautions

- **SAVE THESE INSTRUCTIONS!**
- Read and understand all instructions.
- Follow all warnings and instructions on the Superprint *Pro80* .
- Unplug the Superprint *Pro80* from the wall outlet and refer servicing to qualified service personnel under the following conditions:
  - ✔ When the power supply cord or plug is damaged or frayed.
  - ✔ If liquid has been spilled into the TTY.
  - ✔ If the TTY has been exposed to rain or water.
  - ✔ If the TTY does not operate normally when the operating instructions are followed.
  - ✔ If the TTY has been dropped and/or damaged.
  - ✔ If the TTY exhibits a distinct change in performance.
- Adjust only those controls that are covered by the operating instructions. Improper adjustment of other controls may damage the Superprint *Pro80* .
- To clean: Unplug the Superprint *Pro80* from the wall outlet. Use a damp cloth. Do not use liquid or aerosol cleaners.
- Do not use the Superprint *Pro80* near water, for example, near a bath tub, wash bowl, kitchen sink, laundry tub, in a wet basement or near a swimming pool.
- Always place the Superprint *Pro80* on a stable phone stand, table or other secure surface. Dropping the Superprint *Pro80* can result in serious damage to the equipment.
- The Superprint *Pro80* should be operated only from the type of power source indicated on the label. If you are not sure of the type of power supply to your home, consult your dealer or local power company.l Do not allow anything to rest on the power cord. Do not position the Superprint *Pro80* where people can walk on the cord.

- Do not overload wall outlets and extension cords. This overloading can result in a fire or electric shock.
- Never attempt to open, disassemble or service the Superprint *Pro80* . All repairs should be performed by an authorized service center. Opening or removing covers exposes you to the risk of dangerous voltages and other hazards. If reassembled incorrectly, the Superprint *Pro80* can become an electrical shock hazard.
- Avoid using a telephone (other than a cordless type) during an electrical storm. There is a remote risk of electric shock from lightning.
- Do not use the Superprint *Pro80* to report a gas leak in the vicinity of the leak.
- Ultratec recommends plugging your Superprint *Pro80* into a surge-protected outlet. This will protect the TTY from damage caused by electrical surges due to lightening or other causes.

Battery Precautions

- Use only the type and size battery specified in the instructions for your unit. NEVER USE NiMH OR ALKALINE RECHARGEABLE BATTERIES.
- Do not dispose of the batteries in a fire. Cells may explode. Check local codes for possible special disposal instructions.
- Do not open or mutilate the batteries. Battery electrolyte is corrosive and may cause damage to the eyes or skin. It may be toxic if swallowed.
- Exercise care in handling batteries in order not to short them with conducting materials such as rings, bracelets, and keys. The battery or conductor may overheat and cause burns.

> **CAUTION:**
>
> To reduce the risk of fire, electrical shock and personal injury, always follow these basic safety precautions when using the Superprint *Pro80*.

1

INTRODUCTION

FEATURES

Ring Flasher

This bright light flashes to let you know when someone is calling.

Special Function Buttons

The Superprint *Pro80* has 12 specially designed buttons that let you use common functions quickly and easily. The labels on top of the buttons tell you which function it performs. To use one of these functions, just press the appropriate button.

Some of the functions can be personalized. For example, the Auto-Answer function can be personalized with a message that you type in. To personalize a function, hold down the `Program` key then press the special function button. For more details on personalizing functions, see the chapter for that function.

Turbo Code® Communication Protocol

The Superprint *Pro80* uses this communication code to transmit what you type through the phone line instantly. When your Superprint *Pro80* connects to another TTY that uses Turbo Code, your conversation occurs as fast as you type. This means that your conversation happens in "real time" without annoying delays. For more information, see "*Turbo Code*" on page 49.

Caller ID

If you have this optional service, which is available through your phone company, you can view identification information about callers on the Superprint *Pro80* display. A record of calls, including hang-up calls, is saved in your TTY while you are away. You can later review this record.

Auto ID™ Alerting System

This audible signal is automatically sent to alert the person you are calling that you are using a TTY.

E-Turbo™

This technology makes calling through compatible relay services faster and easier by automatically taking care of the details. For more

---

Congratulations!

Ultratec thanks you for purchasing the Superprint *Pro80*. Your new TTY takes advantage of state-of-the-art technology to bring you a variety of useful features.

TTY, TDD and text telephone

Please note that, in this manual, TTY, TDD and text telephone all refer to the same device.

Take advantage of Caller ID.

If you have Caller ID service through your phone company, you can see who is calling you right on the Superprint *Pro80* display. No separate Caller ID box is needed!

information about E-Turbo, see *"Relay Dial with E-Turbo"* page 22.

Relay Voice Announcer

This pre-recorded voice message says, "Please use text telephone or dial relay," and it can be programmed to also provide the telephone number of your relay service.

Auto-Answer

This feature answers calls while you are away from your TTY and prints and saves TTY messages. You can read your messages when you return or access them with your password by calling from another TTY.

Call Progress

These messages, such as LINE IS RINGING, indicate the status of the call you are placing.

Keyboard Dialing and Redialing

This feature allows you to dial using the TTY keyboard or the telephone numbers you have saved in the Directory. You can also choose to automatically redial the last number dialed.

Special Calling Options

These features include: Call Transfer, 3-Way Calling, and Credit Card Calling.

Memory

With 32K of built-in memory, your TTY can store conversations, hundreds of Memos and up to 99 telephone numbers.

Special Printing Options

These features include your choice of three print sizes (normal, bold or wide) and the ability to print specific blocks of memory.

Extra Telephone Jack

This jack located on the back of the TTY allows you to share the phone line with a voice telephone or to attach a signaler.

80-Column Printer

This wide printer means easier reading and handling of conversation printouts. Even when printing in the largest print size, the text flows naturally across the page.

Extra Wide Display

The bright letters and wide window display 32 characters at a time, making your conversations easy to read.
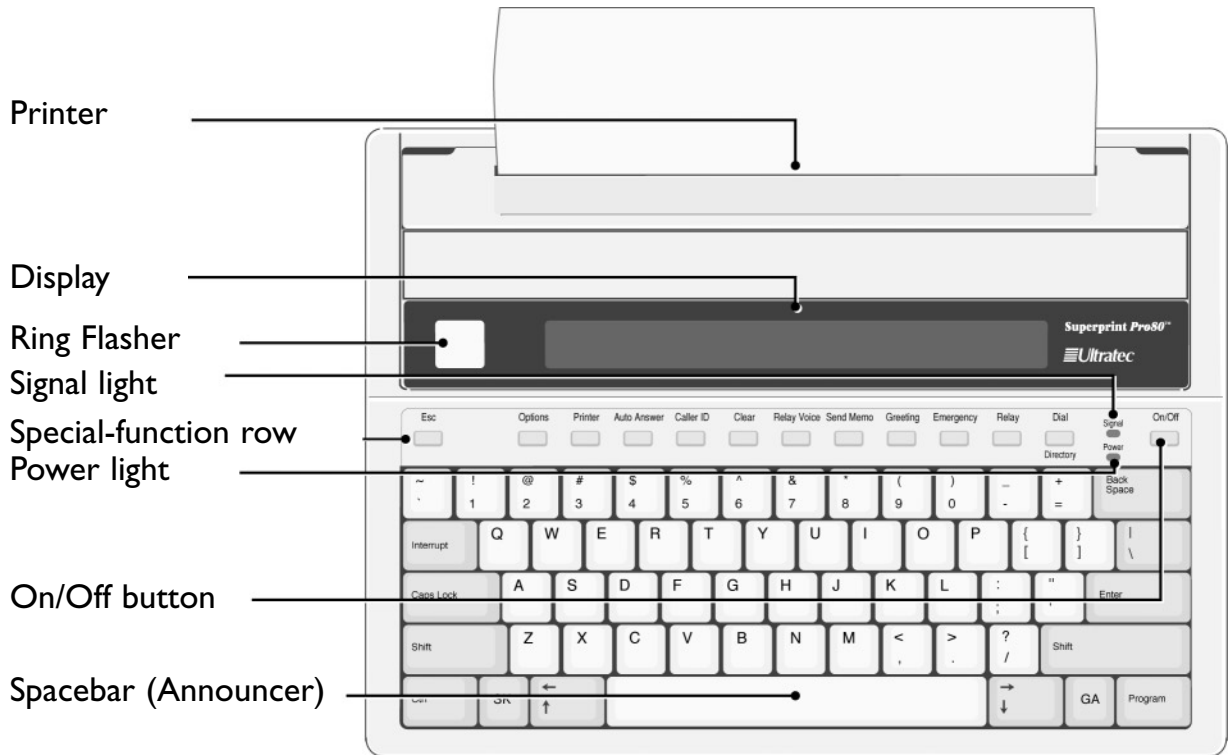
Computer-Style Keyboard

This full-size keyboard makes typing comfortable.

I want to use my own voice.

If you wish to speak to the person on the other end of the line using your own voice but still read his or her responses, you can with Voice Carry Over (VCO). See Chapter 9 for more information on VCO.

OVERVIEW OF THE SUPERPRINT *PRO80*

Front View

Printer

Display

Ring Flasher

Signal light

Special-function row

Power light

On/Off button

Spacebar (Announcer)

Back View

Telephone-line jacks

AC-Adapter jack

Battery compartment
   (underneath)

SPECIAL FUNCTION BUTTONS

Press this button...		...to do this.
Dial Dial Button	TYPE NAME OR NUMBER> _	
	Press the Enter key.	**Redial the last telephone number that was dialed.**
	Type a number and press the Enter key.	**Dial a telephone number that you type in.**
	Type the name of the person you wish to call. Press the Enter key.	**Dial a telephone number that is stored in the Directory.**
Relay Relay Dial Button	DIALING...1 <800> 555-1234	**Place a call through your Relay service.**
Emergency Emergency Dial Button	** DIALING EMERGENCY NUMBER **	**Dial the telephone number for an emergency.**
Greeting Send Greeting Button	HELLO GA	**Send the Greeting message.**
Send Memo Send Memo Button	SEND MEMO>	
	Press ⬆ or ⬇ until the name of the Memo you wish to send is displayed. Press the Enter key.	**Send a Memo that is stored in the Memo directory.**

Press this button...		...to do this.

Relay Voice

Relay Voice Announcer Button

> PLEASE USE TEXT TELEPHONE OR DIA

Plays a voice message that tells the caller to use a text telephone or dial the Relay service.

Clear

Clear Button

> CLEAR   < CONVERSATION >

Press ⬆ or ⬇ until the name of the Memory you wish to clear is displayed. Press the Enter key.

Clear the Memory of one function or all functions.

Caller ID

Caller ID Button

> 508 555-1234   11/12 12:13 PM

Review Caller ID entries (if available).

Auto-Answer

Auto-Answer Button

> AA ON   0 NEW MSGS

Turn Auto-Answer on or off.

Printer

Printer On/Off Button

> ** PRINTER OFF **

Turn the printer on or off.

Options

Options Button

> CODE   < AUTOMATIC >

Press ⬆ or ⬇ until the option you wish to change is displayed.

Change personalized options.

Esc

Escape Button

> TTY ON

Exit current menu and return to Standby mode.

2

SETUP

CONNECTING POWER & PHONE LINE

1. If you are setting up a new Superprint *Pro80* for the first time, pull the plastic tab out of the battery compartment and gently pull the printer guard out of the printer compartment.

2. Plug the AC adapter into an electrical outlet.
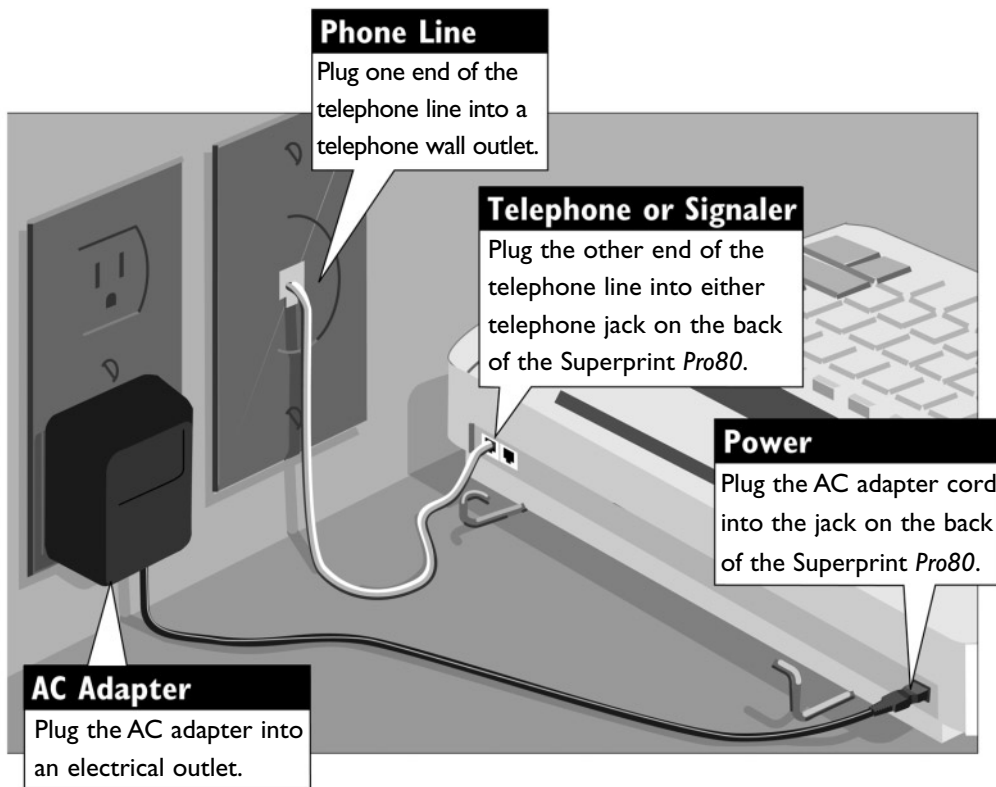
CAUTION:

To avoid damaging your TTY or telephone system, plug the Superprint *Pro80* into only a standard telephone line. Do NOT plug the TTY into a digital telephone system. Improper connection may damage the TTY and void your warranty.

Phone Line
Plug one end of the telephone line into a telephone wall outlet.

Telephone or Signaler
Plug the other end of the telephone line into either telephone jack on the back of the Superprint *Pro80*.

Power
Plug the AC adapter cord into the jack on the back of the Superprint *Pro80*.

AC Adapter
Plug the AC adapter into an electrical outlet.

3. Plug the AC adapter into the round jack on the back of the TTY. Leave the AC adapter plugged in at all times.

4. Plug one end of the cord into one of the telephone jacks on the back of the TTY. (The second jack may be used for a telephone or signaler).

5. Plug the other end of the telephone cord into a standard telephone wall outlet.

Determining Telephone Line Type

The Superprint *Pro80* requires a standard (analog) telephone line with either pulse or tone (also called touchtone) dialing. Some businesses use digital telephone systems. To use the TTY in these businesses, some modifications to the telephone line are required. If you are unsure of the type of telephone line you are using, contact your telephone installer to verify that your line supports a standard, single-line telephone. This is the same kind of line required by many fax machines and computer modems.

Setting Pulse or Tone Dialing

The Superprint *Pro80* is preset to use tone dialing because this is used by most telephone lines. If your line uses pulse dialing, you can change this setting (see "*Dial Using*" on page 45).

Connecting a Telephone

The Superprint *Pro80* can share a telephone line with a voice telephone. This allows for both voice and TTY calls on the same line. This feature is also helpful for using Voice Carry Over (see Chapter 9). To connect a telephone on the same line as your TTY, simply connect the telephone cord into the second phone jack on the back of the Superprint *Pro80*.

Connecting a Signaler

A signaler can be used with the Superprint *Pro80* to help alert you to incoming calls. You can connect a signaler to the second phone jack on the back of the TTY.

INSTALLING PRINTER PAPER

The printer uses high-quality thermal paper. Use the order card that comes with the TTY to order more paper. If you do not have the card, contact your dealer or Ultratec (the address is on the inside front cover of this manual).

1. Take off the printer cover by lifting the back edge of the cover up toward the keyboard then lifting the cover off. A new unit may not have the cover installed, in which case you will find it elsewhere inside the box.

2. With the paper coming off the bottom of the roll, facing the back of the Superprint *Pro80*, feed the edge of the paper into the slot on the back until it stops.

3. Turn the Superprint *Pro80* on, then press the `Enter` key several times until the rollers grab the paper and feed it through the printer.

4. Feed the paper through the slot in the printer cover and replace the printer cover.

5. The two open ends of the paper holder fit into the holes on each side of the paper roll. Pull the two ends apart in order to fit the paper roll between them. The spring action of the holder will keep the paper on it. You may need to remove the paper holder from the Superprint *Pro80* in order to install the roll of paper. To replace the paper holder, snap it back onto the bottom of the TTY.

Paper Holder

When opening a new roll of paper.

New rolls of paper may may have some glue on the first few inches. This glue, which helps keep the paper rolled during shipment, can interfere with printing. Make sure paper that has glue on it is fed past the printer and is not used for printing.

Step 5
Put the paper on the metal holder and snap the holder onto the bottom of the Superprint *Pro80*.

Step 1
Take off the printer cover: Lift the back edge up toward the keyboard. Then, lift the cover off.

Step 4
Feed the paper through the slot in the printer cover. Put the cover back on.

Step 3
Turn on the Superprint *Pro80* and press the `Enter` key several times until the rollers grab the paper and feed it through the printer.

Step 2
With the paper coming off the bottom of the roll, facing the back of the Superprint *Pro80*, feed the edge of the paper into the slot on the back until it stops.

SETTING THE DATE & TIME

Why are Date & Time important?

Date and time are printed and saved at the beginning of each Conversation and Auto-Answer message. It gives you a record of when a call was placed or received.

You can view and print the date and time by holding down the `Ctrl` key and pressing `T`.

1. Make sure the Superprint *Pro80* is on. The Power light is lit.

2. Press the `Options` button. The first menu item is displayed.
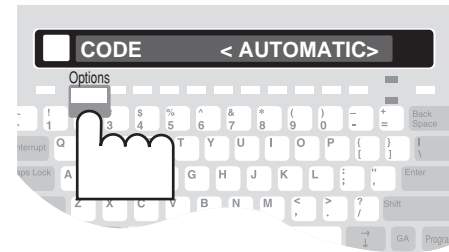
CODE   < AUTOMATIC>

3. Press `↕` until **SET THE CLOCK <NO>** is displayed.
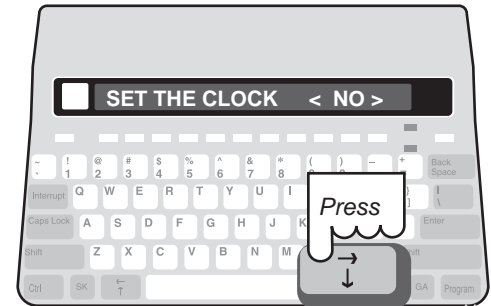
SET THE CLOCK   < NO >

Press

4. Press the `Spacebar` to change the option to **<YES>**. Then, press `Enter`. The date and time are displayed with the first number flashing.

01/01/02 12:00 AM

Press 2nd..

Press 1st...
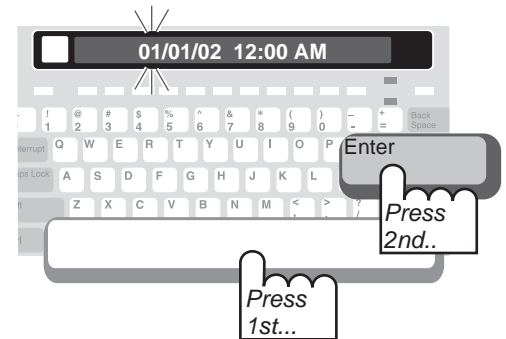
5. Type each number, it will automatically advance to the next number.

To change the **AM** or **PM** setting, type either `A` or `P`.

09/01/02 12:00 AM

Type

6. Press `Enter` when the date and time are correct. **** TIME AND DATE SAVED **** is displayed.

7. After saving the date and time, press `Esc` to exit the Options menu.
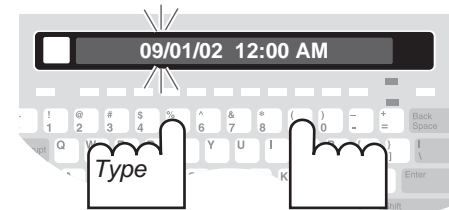
CALLING & ANSWERING

PLACING A CALL

Dial a Number that You Type

1. Make sure the Superprint *Pro80* is on. The Power light should be lit.

2. Press the Dial button. **TYPE NAME OR NUMBER** is displayed.

TYPE NAME OR NUMBER> _

You have three options with the Dial button:

• Type the number of the person you are calling.

• Use a number that is stored in the Directory.

• Redial the last number that was dialed.

3. Type the number you are calling. Use the Back Space key to correct mistakes.

4. Press Enter to dial the number. **DIALING…** is displayed followed by the telephone number.

DIALING...5551234

Type...

Enter

...Then press

5. When the other TTY starts ringing, the Signal light flashes slowly and **LINE IS RINGING** is displayed.

If the other TTY is busy, **LINE IS BUSY** is displayed. Try again later to place the call or see "*Automatically Redial a Busy Number*" on page 14.

... LINE IS RINGING ...

How do I use the Emergency button?

See Chapter 4, "*Advanced Calling,*" to learn how to use the Emergency button.

Program this button now so that you will be ready in an emergency (see "*Programming the Emergency Number*" on page 22).

6. When the other person answers the call, his or her Greeting is displayed on your TTY. Type a reply to continue your conversation.

7. When your conversation is over, press On/Off . The screen is blank.

You can also hold down the Ctrl key and press the Esc button. This will hang up the call without turning off the Superprint *Pro80*.

Dial a Number that is Saved in the Directory

You must save numbers in the Directory before you can use this function. To save numbers in the Directory, see Chapter 6.

1. Make sure the Superprint *Pro80* is on. The Power light should be lit.

2. Press the Dial button. TYPE NAME OR NUMBER is displayed.

3. Begin typing the first few letters of the name for the number you want. When you have typed enough letters, the name is displayed.

If you don't remember what name is used for the number, you can use the ↑ ↓ keys to look through the names in the Directory.
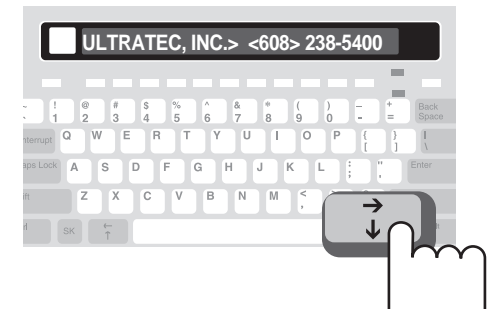
4. Press Enter to dial the number. DIALING… is displayed followed by the telephone number.

5. When the other TTY starts ringing, the Signal light flashes slowly and **LINE IS RINGING** is displayed.

   If the other TTY is busy **LINE IS BUSY** is displayed. Try again later to place the call or see *"Automatically Redial a Busy Number"* on page 14.

6. When the other person answers the call, his or her Greeting is displayed on your TTY. Type a reply to continue your conversation.

7. When your conversation is over, press `On/Off`. The screen is blank.

   You can also hold down the `Ctrl` key and press the `Esc` button. This will hang up the call without turning off the Superprint *Pro80*.

Redial the Last Number

1. Make sure the Superprint *Pro80* is on. The Power light should be lit.

2. Press the `Dial` button. **TYPE NAME OR NUMBER** is displayed.

3. Press `Enter` to dial the number. **REDIALING...** is displayed followed by the telephone number.
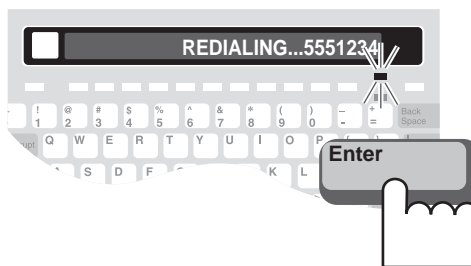
4. When the other TTY starts ringing, the Signal light flashes slowly and **LINE IS RINGING** is displayed.

   If the other TTY is busy, **LINE IS BUSY** is displayed. Try again later to place the call or see *"Automatically Redial a Busy Number"* on page 14.

5. When the other person answers the call, his or her Greeting is displayed on your TTY. Type a reply to continue your conversation.

6. When your conversation is over, press `On/Off`. The screen is blank.

   You can also hold down the `Ctrl` key and press the `Esc` button. This will hang up the call without turning off the Superprint *Pro80*.

Automatically Redial a Busy Number

When you place a call and reach a telephone that is "busy," the Superprint *Pro80* lets you automatically redial the number. The Auto Redial function dials the number up to 15 times and notifies you when the other phone rings by flashing the Ring Flasher.

1. The number you have dialed is "busy."

2. Press Enter. The message, AUTOMATICALLY REDIAL <YES> is displayed.
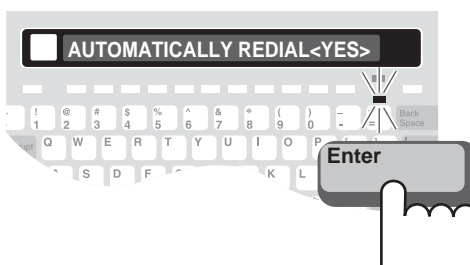
3. Press Enter. ** AUTO REDIAL ON ** is displayed briefly. Then, AUTO REDIAL 00 is displayed.

Every minute, the Superprint *Pro80* redials the number. If the other TTY starts to ring, the Ring Flasher flashes.

If the other TTY is still busy after 15 tries, Auto Redial quits. You can also press Esc at any time to stop.
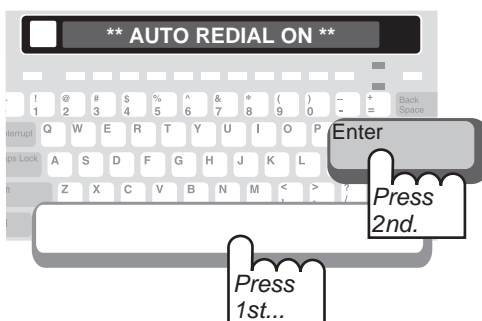
4. When the Ring Flasher starts flashing, watch the display. When the other person answers the call by typing a greeting, you can type a response and continue the conversation.
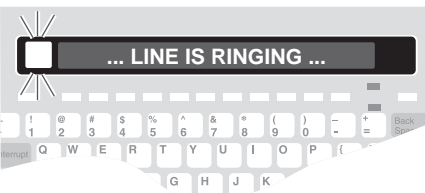
Call Progress

Signal light is...	The Display shows this...	This is the call progress...
Steadily on	(blank)	Dial tone (phone line working)
Flashing slowly	LINE IS RINGING	Telephone/TTY ringing
Flashing quickly (regular pattern)	LINE IS BUSY	Telephone/TTY busy
Flickering (irregular pattern)	(blank)	Person picking up handset or speaking.

Special Dialing Requirements

I need an "outside line."

You may need to type a "9" or other number to reach an outside line if you are calling from an office building (see "*Dialing Prefix*" on page 45). The exact method of dialing will depend on the telephone system, but will be the same as any other telephone used on that system.

I need to "pause" while dialing.

Type a comma (,) to pause for two seconds while dialing. For example (9, 222 5555). This might be used when dialing an outside line with some office telephone systems.

I need to call long distance.

When dialing, type a "1," the area code and the number before pressing Enter .

I need to dial special symbols.

In order to dial the pound sign (#) or the asterisk symbol (*), you must be using tone dialing (see "*Dial Using*" on page 45). These might be used with automated touchtone answering systems or with office telephone systems. Be sure to hold down the Shift key while pressing the number key with the desired symbol.

I need to dial a "hook flash."

Press the Dial button then type an exclamation point (!). This might be used for transferring a call. If more numbers are required after the hook flash, these should be typed while you are still in Dial mode, before pressing Enter .

ANSWERING A CALL

1. The Ring Flasher flashes slowly and the display says **LINE IS RINGING** when the Superprint *Pro80* receives a call.

2. Type a greeting and wait for a reply.

3. When your conversation is over, press $\boxed{\text{On/Off}}$. The screen is blank.

You can also hold down the $\boxed{\text{Ctrl}}$ key and press the $\boxed{\text{Esc}}$ button. This will hang up the call without turning off the Superprint *Pro80*.
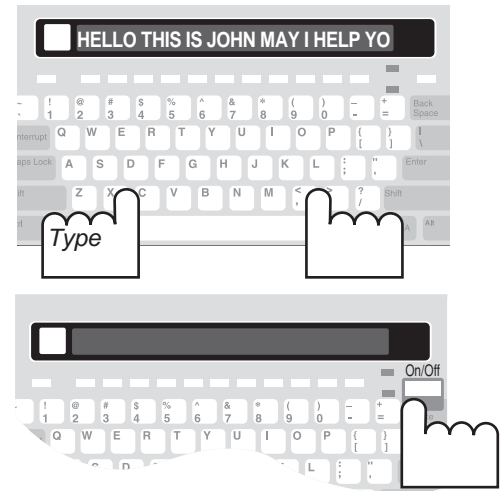
CONVERSATION ETIQUETTE

Below are some procedures, shortcuts and abbreviations that are commonly used in TTY conversations.

GA "go ahead."

When you are done typing, type "GA" (or press $\boxed{\text{GA}}$) to let the other person know you are done and that they can start typing.

GA OR SK "go ahead or stop keying"

When you are ready to end the conversation, "GA OR SK" lets the other person know you are finished but that they can add any last words before ending the conversation.

SKSK "stop keying, stop keying."

Type "SKSK" (or press $\boxed{\text{SK}}$ twice) and wait for the other person to type "SK" before hanging up.

CD	"could"	**PLS**	"please"
CUL	"see you later"	**Q**	"?" (question mark)
CUZ	"because"	**R**	"are"
HD	"hold"	**SHD**	"should"
MTG	"meeting"	**THX**	"thanks"
NBR	"number"	**TMW**	"tomorrow"
OIC	"oh, I see"	**U**	"you"
CA	"communication assistant"	**UR**	"your"

CONVERSATION MEMORY

About Conversations

Everything typed during a call is automatically saved in memory. These are called conversations. A conversation includes the date and time stamp and everything sent and received during a call.

Reviewing Conversations

1. Turn on the Superprint *Pro80*, the Power light should be lit.

2. Press ⬆. The previous conversations are scrolled backwards across the display. You can tell when you have reached the beginning of a conversation because you will see five dashes
(- - - - -) followed by the date and time that the conversation started.

3. To scroll forward, press ⬇. To scroll faster, press and hold the `Shift` key while scrolling. Then, let go of the ⬇ key.

4. Press `Printer` to print the conversation you are currently reviewing.

5. Press the `Esc` button when you are finished reviewing Conversations.

Clearing Conversation Memory

To clear all conversations:

1. Turn on the Superprint *Pro80*, the Power light should be lit.

2. Press `Clear`. **CLEAR <CONVERSATION>** is displayed.

3. Press `Enter`. **CLEAR CONVERSATION <NO>** is displayed.

4. Press the `Spacebar` to change the option to **<YES>**. Then, press `Enter`. **** CONVERSATION CLEARED **** is displayed.

Printing Conversations

If you have the printer on, all conversations are printed as they occur.

To print one conversation that is currently in memory, review it at a time when you are not currently having a TTY conversation. Press ⬆ to scroll backward through the conversations that are in memory. Press `Printer` to print the conversation that is currently being reviewed on the display. The printout begins back at the date and time and continues until the beginning of the next conversation.

To print all conversations that are currently in memory, hold down the `Program` key and press `Printer`. The last five items in this menu allow you to print "blocks" of memory (see "*The Printer Button*" on page 46).

INTERRUPTING

Interrupting During a Conversation

1. Look for the Turbo Code dot on the display to verify that the TTYs have connected using Turbo Code. This dot looks like a period and is found on the left side of the display.

2. While the other person is typing, press the Interrupt key. The Superprint *Pro80* displays **INTERRUPT REQUESTED**. The other TTY displays **INTERRUPT** and flashes the Ring Flasher (this function may vary on other TTYs).

3. The other person may stop typing and allow you to go ahead or may choose to ignore your interruption.

Responding to an "INTERRUPT" Message

If **INTERRUPT** is displayed and the Ring Flasher flashes, the other person wants to interrupt you. Come to a good stopping point and type "GA" to allow the other person to type. You may also choose to ignore the interruption.

Turning off Interrupt

Turning off Interrupt prevents the person you are calling from interrupting you. You can still use the Interrupt key to interrupt the other person.

1. Press the Options button. **CODE <AUTOMATIC>** is displayed.

2. Press ↓ until **INTERRUPT <ON>** is displayed.

3. Press the Spacebar to change the setting to **<OFF>**.

4. Press Enter to save this setting. **** INTERRUPTS ARE OFF **** is displayed.

4

ADVANCED CALLING

GREETING

Using the Greeting to Answer a Call

1. When you receive a call the Ring Flasher flashes slowly and the display says **LINE IS RINGING**.

2. Press Greeting. **HELLO GA** is sent as your Greeting. The time and date is also displayed at the beginning of every conversation.

> ☐ **HELLO GA**
>
> Greeting

Editing the Greeting Message

1. Turn on the Superprint *Pro80*.

2. Hold down the Program key and press Greeting. **GREETING> HELLO GA** is displayed.

3. Press Clear to delete the preprogrammed message.

4. Type your Greeting.

5. Press Enter to save the Greeting and exit the menu. **** MEMO SAVED **** is displayed.
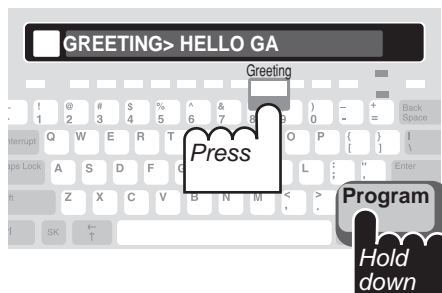
> ☐ **GREETING> HELLO GA**
>
> Greeting
>
> *Press*
>
> **Program**
>
> *Hold down*

Personalize your Greeting

Your TTY has a prepro-grammed message that is sent when you press Greeting that says "**HELLO GA**."

You can edit this mes-sage to include your name or anything else you want by holding down the Program key and pressing the Greeting button.

THE VOICE ANNOUNCER

1. Turn on the Superprint *Pro80*.

2. Press ⬚Dial⬚. **TYPE NAME OR NUMBER** is displayed.

3. Type or select the number you wish to dial and press ⬚Enter⬚. **DIALING...** followed by the number is displayed.

4. When the other person's telephone starts ringing, the Superprint *Pro80* Signal light flashes slowly and **LINE IS RINGING** is displayed.

5. Hold down the ⬚Ctrl⬚ key and press the ⬚Announcer⬚ key. A voice recording that says, "TTY CALL, PLEASE USE TEXT TELEPHONE" is played and repeats continuously. This message is also displayed on your TTY.

If the person you are calling answers with a telephone, he or she will hear this message.

6. Watch the display. When the other person has answered by TTY, the conversation can proceed and the announcer will stop.

THE RELAY VOICE ANNOUNCER

Answering a Call with the Relay Voice Announcer

1. When you receive a call the Ring Flasher flashes slowly.

2. Type a greeting or press ⬚Greeting⬚.

3. Watch the Signal light. If the person who is calling is using a telephone and is speaking into the handset, the Signal light blinks erratically.

4. Press ⬚Relay Voice⬚. A voice recording that says, "PLEASE USE TEXT TELEPHONE OR DIAL RELAY" is played and repeats continuously. This message is also displayed on your TTY.
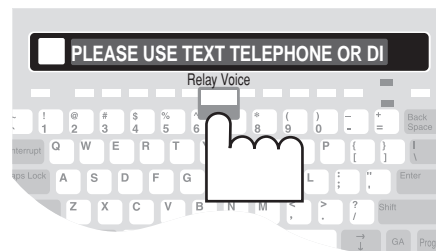
If you have programmed the relay service's phone number, this will be spoken as part of the message.

5. Let the message play a few times then press ⬚On/Off⬚ to hang up. This allows the person to call back using a TTY or a relay service.

Programming the Relay Voice Announcer Phone Number

1. Turn on the Superprint *Pro80*, the Power light should be lit.

2. Hold down the Program key and press Relay Voice . VOICE NUMBER is displayed.

3. Type the number that a hearing person can call to reach your local TRS.

4. Press Enter . ** RELAY VOICE NUMBER SAVED ** is displayed.

SEND MEMO

1. At any point during a conversation when it is your turn to type, press Send Memo . SEND MEMO is displayed (see Chapter 5 for more information on Memos).

2. Begin typing the first few letters of the name of the Memo you want to send. When you have typed enough letters, the whole Memo name is displayed.
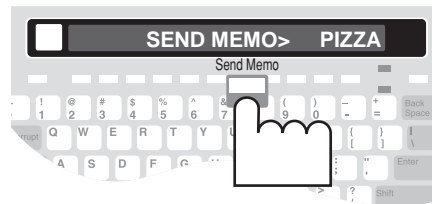
If you don't remember what name is used for the Memo, you can use the ⇑ ⇓ keys to look through the list of Memos.

3. Press Enter when the name of the desired Memo is displayed.

The Memo is sent and displayed the same way it would be if you were typing the message during the conversation.

4. Continue the conversation.

EMERGENCY DIAL

Calling an Emergency Number

1. Make sure the Superprint *Pro80* is on. The Power light should be lit.

2. Press the Emergency button. ** DIALING EMERGENCY NUMBER ** is displayed briefly. After a short pause, DIALING...911 is displayed.

3. When the other TTY starts ringing, the Superprint *Pro80* Signal light flashes slowly and LINE IS RINGING is displayed.

4. When the other person answers the call, his or her Greeting is displayed on your TTY. Type a reply to continue your conversation.

What is a Memo?

A Memo is a short message that you save in the Superprint *Pro80* memory and later send to someone during a conversation.

For information on saving and editing Memos, see Chapter 5.

You may choose what number is saved for the Emergency button.

You may choose to save an emergency telephone number for the Emergency button. However, this button is provided only as a convenience. Ultratec assumes no responsibility for customer reliance upon this memory feature.

This button is preprogrammed with "911."

Programming the Emergency Number

1. Turn on the Superprint *Pro80*, the Power light should be lit.

2. Hold down the `Program` key and press `Emergency`. **EMERGENCY NUMBER** is displayed.

3. Press `Clear` to clear the preprogrammed number.

4. Type the number you wish to call in an emergency such as the local police or fire department.

5. Press `Enter`. **** EMERGENCY NUMBER SAVED **** is displayed.

RELAY DIAL WITH E-TURBO

This section is for people whose Telecommunications Relay Service (TRS) supports E-Turbo technology. Please refer to the next section, *"Relay Dial (without E-Turbo),"* if E-Turbo is not available in your area.

Turning E-Turbo On

1. Press `Options`.

2. Press `↓` until **E-TURBO** is displayed.

3. Press the `Spacebar` to select **<ON>**.

4. Press `Enter`. ****E-TURBO ON**** is displayed briefly.

5. Press `Esc` to exit the Options menu.

Programming the E-Turbo Relay Phone Number

1. Check with your TRS for the best number to use for E-Turbo calls.

2. Turn on the Superprint *Pro80*.

3. Hold down the `Program` key and press `Relay`. **RELAY NUMBER** is displayed.

4. Type the access number of your TRS. There is space for up to 22 characters. Use the `Back Space` key to correct mistakes.

5. Press `Enter`. **** RELAY NUMBER SAVED **** is displayed briefly.
Then, **USER PREF** is displayed.

6. Type the letter(s) of the relevant setting from the following chart.
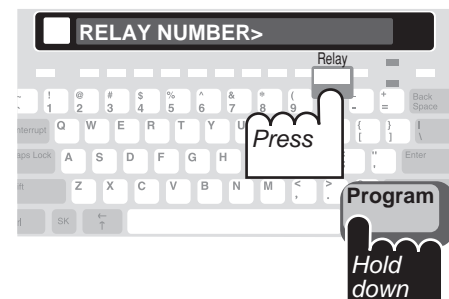
Available User Preference Settings:

D	Do not dial thru	**Z**	Do not type recordings verbatim
V	VCO on	**H**	HCO on
M	Male CA	**F**	Female CA
B	Braille	**A**	Do not announce Relay
X	Do not explain Relay	**C**	Request calling card
E	English language	**G**	German language
R	French language	**S**	Spanish language
2	2-line VCO		

For example: If VCO will be used when placing calls through Relay, type the letter, "V" in this menu. Then, the TRS will recognize calls as being VCO calls.

5. Press ⌷Enter⌷ to move to the next menu option. **CARRIER** is displayed.

6. If you do not wish to specify a long distance provider, press ⌷Enter⌷. **USER ID** is displayed.

If you wish to specify a long distance provider, you may fill in the carrier-of-choice option. To do this, contact your TRS for the code for your preferred long distance provider. Type this code and press ⌷Enter⌷. **USER ID** is displayed.

You may also select a carrier of choice on a call-by-call basis by using a 10-10-XXX number. Simply type the desired 10-10-XXX prefix before the number of the person you are trying to call. This overrides any preset carrier-of-choice setting.

7. Do NOT make any changes to the **USER ID** setting unless told to do so by your TRS. Press the ⌷Esc⌷ button to exit this menu.

Placing a Call Using Relay Dial with E-Turbo

1. Make sure the Superprint *Pro80* is on. The Power light should be lit.

2. Press the ⌷Relay⌷ button. **TYPE NAME OR NUMBER** is displayed.

3. Type the number of the person you wish to call and press ⌷Enter⌷.

4. **DIALING RELAY...** is displayed followed by the number of the TRS that you have programmed for this button.

The call is automatically placed through the TRS. You may see some messages such as the CA's greeting or the status of your call being dialed.

5. When the person you are calling answers the phone, continue your conversation as you would with any relay call.

RELAY DIAL (without E-Turbo)

Programming the Relay Phone Number

Place a Relay call with one button.

When you program the `Relay` button, you save time whenever you place a relay call. With one touch, you can automatically dial the phone number of your relay service.

1. Turn on the Superprint *Pro80*.
2. Hold down the `Program` key and press `Relay`. **RELAY NUMBER** is displayed.

```
┌─────────────────────────────┐
│ ■ RELAY NUMBER>             │
└─────────────────────────────┘
```
Press **Program** *Hold down*
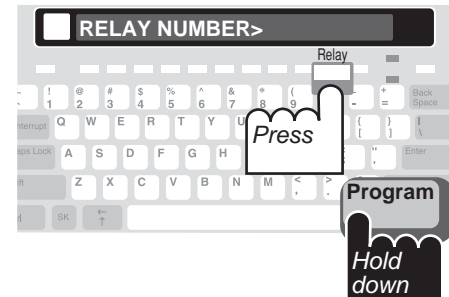
3. Type the telephone number for your local Telecommunications Relay Service (TRS).

   You may use punctuation such as dashes. There is space for up to 20 characters. Use the `Back Space` key to correct mistakes.

```
┌─────────────────────────────┐
│ ■ RELAY NUMBER> 1 <800> 555-1234 │
└─────────────────────────────┘
```
Type

4. Press `Enter`. **** RELAY NUMBER SAVED **** is displayed.

```
┌─────────────────────────────┐
│ ■ ** RELAY NUMBER SAVED **  │
└─────────────────────────────┘
```
Enter *Press*
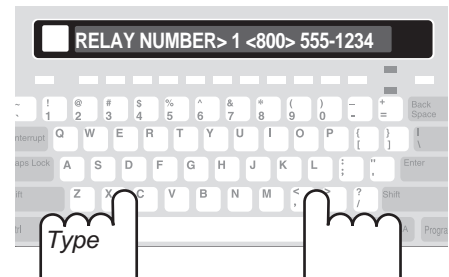
Placing a Call Using Relay Dial

1. Make sure the Superprint *Pro80* is on. The Power light should be lit.
2. Press the `Relay` button. **DIALING...** is displayed followed by the number of the TRS that you have programmed for this button.
3. When the Relay service TTY starts ringing, the Superprint *Pro80* Signal light flashes slowly and **LINE IS RINGING** is displayed.
4. When the Communications Assistant (CA) answers the call, his or her greeting is displayed on your TTY. Type instructions for the CA such as the number and the name of the person you wish to call. The CA will dial the number of the person you are calling and type information such as whether the phone is ringing or busy.
5. When the person answers the phone, the CA will introduce the call and begin typing everything that the other person says.
6. When the other person says GA, begin typing what you want to say. The CA will read what you type to the person you are calling.
7. Continue your conversation.

3-WAY CALLING

If your telephone service includes conference calling capabilities, the Superprint *Pro80* allows you to carry on a conversation with two other people.

1. Call the first person you wish to talk to.
2. When the first person answers the call, ask him or her to hold.
3. Hold down the `Ctrl` and `Shift` keys then press `F`. HOOK FLASH is displayed briefly. Then, TYPE NAME OR NUMBER is displayed.
4. Type the phone number of the second person and press `Enter`.
5. When the second person answers the call, ask him or her to hold while you reconnect the first person.
6. Hold down the `Ctrl` and `Shift` keys then press `F`. You now have a 3-way conversation.
7. Take turns as you would during a two-person conversation.

WAIT FOR RESPONSE

1. When someone asks you to hold during a conversation, hold down the `Ctrl` key and the `Shift` key then press `W`. WAITING is displayed.
2. The Ring Flasher flashes when the other person starts typing again. Continue your conversation.

TRANSFERRING CALLS

Use the following steps as a guide for transferring calls. Telephone systems can vary, so you may need to contact your system administrator for additional instructions.

1. If you are talking to someone on the Superprint *Pro80* and you need to transfer the call press `Dial` to go into Dialing mode. TYPE NAME OR NUMBER is displayed.
2. Type an exclamation point (`Shift` + `1`) followed by the number of the new extension to which you are transferring the call.
   For example: ! 3333
3. Press `Enter` to dial the number.
4. When the second person answers the call, inform him or her that you are transferring a call and ask him or her to hold while you transfer the call.
5. Press `On/Off` to hangup your Superprint *Pro80* and complete the transfer.
   You can also hold down the `Ctrl` key and press the `Esc` button. This will hang up the call without turning off the Superprint *Pro80*.

Use Baudot code for 3-way calling.

Whenever you use 3-way calling, be sure that all three TTYs are using Baudot code (see "*Code*" on page 43). To change to Baudot, hold down the `Ctrl` and `Shift` keys then press `B`.

What is Wait for Response?

This function frees you from having to stare at the display when the person on the other end of the line asks you to hold. If someone asks you to hold during a conversation, turn on Wait for Response. Now, the Ring Flasher will flash when the other person starts typing again.

Most systems require a "hook flash" to transfer calls.

Office telephone systems vary widely but most will require the hook flash. To dial a hook flash on the Superprint *Pro80*, dial an exclamation point (!).

5

USING MEMOS

SAVING A NEW MEMO

1. Turn on the Superprint *Pro80*.

2. Hold down the `Program` key and press `Send Memo`. **EDIT MEMO** is displayed.

3. Type a name for your new Memo (8 characters maximum).

The name cannot be the same as any other Memo name already stored.

4. Press `Enter`. The name of the new Memo is displayed.

5. Type the message you want to save for this Memo.

You can use the `↑` `↓` keys to move around in the message and the `Back Space` key to delete parts of the message.

6. Press `Enter` . **** MEMO SAVED **** is displayed.

USING MEMOS

1. At any point during a conversation when it is your turn to type, press `Send Memo`. **SEND MEMO** is displayed.

2. Begin typing the first few letters of the name of the Memo you want to send. When you have typed enough letters, the whole name is displayed.

If you don't remember what name is used for the Memo, you can use the `↑` `↓` keys to look through the list of Memos.

3. Press `Enter` when the name of the desired Memo is displayed.

The Memo is sent and displayed the same way it would be if you were typing the message during the conversation.

4. Continue the conversation.

What is a Memo?

A Memo is a short message that you save in the Superprint *Pro80* memory and later send to someone during a conversation.

This can save time typing durig a call because you save Memos ahead of time. Some examples of Memos might be a list of your favorite toppings for ordering pizza or a message you need to send to several different people.

EDITING A MEMO

1. Hold down the `Program` key and press `Send Memo`. **EDIT MEMO** is displayed.

2. Begin typing the first few letters of the name of the Memo you wish to edit. When you have typed enough letters, the whole name is displayed.

If you don't remember what name is used for the Memo, you can use the `↑` `↓` keys to look through the list of Memos.

3. Press `Enter`. The name of the Memo is displayed followed by the message.

4. Edit the message as needed.

You can use the `↑` `↓` keys to move around in the message, the `Back Space` key to delete parts of the message or the `Clear` button to delete the entire message.

5. Press `Enter`. **** MEMO SAVED **** is displayed.

PRINTING A MEMO

1. Hold down the `Program` key and press `Send Memo`. **EDIT MEMO** is displayed.

2. Press `↓` to look through the list of Memos.

3. When the desired Memo is displayed, press `Printer`. The Memo is printed.

4. Press `Esc` to leave the Memo menu.

CLEARING A MEMO

1. Hold down the `Program` key and press `Send Memo`. **EDIT MEMO** is displayed.

2. Press the `↑` `↓` keys to look through the list of Memos.

3. Press `Clear`. **CLEAR MEMO <YES>** is displayed.

4. Press `Enter`. **** MEMO CLEARED **** is displayed.

5. Press `Esc` to leave the Memo menu.

You can print all of the Memos at once.

Hold down the `Program` key and press `Printer`. Press `↓` to scroll down. The last five options allow you to print all the items of a particular type (see *"The Printer Button"* on page 46).

USING THE DIRECTORY

SAVING A NEW TELEPHONE NUMBER

1. Hold down the `Program` key and press `Directory`.
TYPE NAME, OR UP/DOWN TO SEARCH is displayed.

2. Type a new name and press `Enter`. PHONE NUMBER is displayed
with a blinking cursor where you can begin to type the number.

A name can be up to 16 characters long including letters, spaces and
numbers.

3. Type the number. There is room for up to 20 characters.

You can insert dashes, parentheses or spaces, but they are not
required.

You can also use the corresponding letters from a standard telephone
keypad. For example, some company publishes its phone number as:

1 (800) 555-HEAR

When dialed on a telephone, the number turns out to be:

1 (800) 555-4327

You can type the number either way on the Superprint *Pro80*.

You can use the following keys while typing or editing numbers:

● The `↑` and `↓` keys to move through the number without
deleting.

● The `Back Space` key to erase characters.

● The `Clear` button to erase the entire number.

4. Press `Enter`. ** DIRECTORY ENTRY SAVED ** is displayed.

5. Press `Esc` to exit the Directory.

> **How many telephone numbers can I store in the Directory?**
>
> The Superprint *Pro80* will store 99 numbers. When saving numbers remember that each entry must be given a unique name.

EDITING A NUMBER

1. Hold down the Program key and press Directory.
TYPE NAME, OR UP/DOWN TO SEARCH is displayed.

2. Type the name for the number you want to edit. If you do not remember what name is used for the number, you can use the ⬆ ⬇ keys to look through the list of numbers in the Directory.

3. Press Enter. The number is displayed.

4. Use the following keys while editing numbers:
The ⬆ and ⬇ keys to move through the number without deleting.
The Back Space key to erase characters.

5. Press Enter to save the number or press Esc to exit this menu.

PRINTING A DIRECTORY ENTRY

1. Press Dial. TYPE NAME OR NUMBER is displayed.

2. Press ↕ to scroll through the list of numbers in the Directory.

3. When the desired entry is displayed, press Printer. The name and number are printed.

CLEARING A DIRECTORY ENTRY

1. Hold down Program and press Directory. TYPE NAME, OR UP/DOWN TO SEARCH is displayed.

2. Type the name for the number you want to clear. If you do not remember what name is used for the number, you can use the ⬆ ⬇ keys to look through the list of numbers in the Directory.

3. Press the Clear button. CLEAR JOHN SMITH <YES> is displayed.

4. Press Enter. ** CLEARED ** is displayed.

5. Press Esc to exit the menu without making any changes.

CLEARING THE DIALING DIRECTORY

1. Press the Clear button. CLEAR <CONVERSATION> is displayed.

2. Press the ↕ key until CLEAR <DIRECTORY> is displayed.

3. Press Enter. CLEAR DIRECTORY <NO> is displayed.

4. Press the Spacebar to change the option to <YES>.

5. Press Enter . ** DIRECTORY CLEARED ** is displayed.

USING AUTO-ANSWER

HOW AUTO-ANSWER WORKS

You can turn on Auto-Answer when you are going to be away from your Superprint *Pro80* and unable to answer calls. It will answer the call and record text messages for you. When the Superprint *Pro80* answers calls, it sends both the Relay Voice Announcer message and the Auto-Answer memo.

The Relay Voice Announcer is a recording of a woman's voice that says, "Please use text telephone or dial relay." If you programmed in the Relay number, it also reads the telephone number for the local relay service. For more information, see *"The Relay Voice Announcer"* on page 20.

Auto-Answer sends a message that reads, "YOU HAVE REACHED AN ANSWERING MACHINE, PLEASE LEAVE A MESSAGE, GA." To change what is sent, see *"Editing the Outgoing Message"* on page 32.

After the outgoing message has been sent, the caller can type a message for you to read. The Superprint *Pro80* saves the message in memory, prints the message and adds 1 to the number of calls which is displayed. The Superprint *Pro80* hangs up when nothing has been received for 45 seconds.

AUTO-ANSWER MEMORY

The Superprint *Pro80* will store approximately 100 short messages. The exact number of messages depends on the amount of space available in shared memory. If the memory does get full, "MESSAGE MEMORY FULL" is added to the last entry and the Superprint *Pro80* stops saving messages. However, it continues to answer calls as long as the printer is on. The total number of calls is still counted and all messages are printed. If the printer is off and the memory is full, then the Superprint *Pro80* stops answering calls.

Auto-Answer does not record voice messages.

If a someone calls you by voice and reaches your Superprint *Pro80* while Auto-Answer is on, he or she will hear the Relay Voice Announcer message. This message explains that the caller should either use a TTY or call using a relay service.

TURNING AUTO-ANSWER ON

1. Press Auto-Answer.

If a new message has been saved that has not been reviewed, **AA ON   1 NEW MSG** is displayed. If there aren't any new messages, **AA ON   0 NEW MSGS** is displayed.

2. Leave the Superprint *Pro80* on to answer calls while you are away.

3. If the Superprint *Pro80* receives a call while you are away from home, **AA ON   1 NEW MSG** will be displayed when you return.

TURNING AUTO-ANSWER OFF

Press Auto-Answer. ****AUTO ANSWER OFF**** is briefly displayed.

You can also press On/Off to turn off the Superprint *Pro80*.

REVIEWING MESSAGES

1. When Auto-Answer is on, the **AA ON** message is displayed.

If a new message has been left for you that has not been reviewed, **AA ON   1 NEW MSG** is displayed. If there aren't any new messages, **AA ON   0 NEW MSGS** is displayed.

2. Press ⬍ to begin reviewing your messages.

The display will tell you how many messages are saved and how much memory is remaining. Then, each Auto-Answer message scrolls across the display. Each message begins with five dashes (- - - - -) and the date and time that it was received.

3. To pause at any time while reviewing messages, press the Spacebar. Press the Spacebar again to continue reviewing the messages.

4. To stop reading messages, press Esc. **CLEAR MESSAGES <NO>** is displayed. Go to step 7.

5. When finished, the Superprint *Pro80* displays, **<END OF MESSAGES>**.

6. Press Esc. **CLEAR MESSAGES   <NO>** is displayed.

7. To clear messages, press Spacebar to change the setting to **<YES>** and press Enter. **** MESSAGES CLEARED **** is displayed.

EDITING THE OUTGOING MESSAGE

1. Hold down the Program key and press Auto-Answer. **AUTO ANSWER RINGS   <2>** is displayed.

2. Press ⬍ until **CHANGE AA GREETING <NO>** is displayed.

3. Press the Spacebar to change the option to **<YES>**. Then, press Enter. **ANSWER> YOU HAVE REACHED AN ANS** is displayed.

4. Edit the message as needed.

You can use the ⬆ ⬇ keys to move around in the message, the Back Space key to delete parts of the message and the Clear button to delete the whole message and start over.

5. Press Enter to save this message and exit this menu. **** MEMO SAVED **** is displayed.

SETTING THE NUMBER OF RINGS

1. Hold down the `Program` key and press `Auto-Answer`. **AUTO ANSWER RINGS <2>** is displayed.

2. Type the number of desired rings or "T" for Toll Saver. You can also press the `Spacebar`. The number of rings (**<2>** through **<9>**) or **<TS>** is displayed.

3. Press `Enter` to save this setting. **** AUTO ANSWER RINGS SAVED **** is displayed.

TURNING OFF THE AUTO-ANSWER RELAY VOICE ANNOUNCER

1. Hold down the `Program` key and press `Auto-Answer`. **AUTO ANSWER RINGS <2>** is displayed.

2. Press `↕` until **AUTO ANSWER VOICE < ON>** is displayed.

3. Press the `Spacebar` to change the option to **<OFF>**. Then, press `Enter`. **** AUTO ANSWER VOICE OFF **** is displayed.

THE REMOTE MESSAGE RETRIEVAL OPTION

Saving a Password

1. Hold down the `Program` key and press `Auto-Answer`. **AUTO ANSWER RINGS <2>** is displayed.

2. Press `↕` until **CHANGE AA PASSWORD < NO>** is displayed.

3. Press the `Spacebar` to change the option to **<YES>**. Then, press `Enter`. **TYPE AA PASSWORD** is displayed.

4. Type your password. Your password can be up to 8 characters long and can include letters and numbers only. There is room for only one password.

5. Press `Enter` to save this setting. **** AA PASSWORD SAVED **** is displayed.

Reading Auto-Answer Messages Remotely

1. Before you leave, press `Auto-Answer` to turn Auto-Answer on and make sure you have saved a password.

2. Call your Superprint *Pro80* from a different TTY.

3. Wait for the Superprint *Pro80* to answer the call and send the Auto-Answer message.

4. Type a slash followed by your password like this:
    /MYPASS

5. Press `Enter`. The Superprint *Pro80* sends all of the Auto-Answer information. When all of the messages have been sent, **<END OF MESSAGES>** is briefly displayed followed by **CLEAR MESSAGES Y/N**.

6. Press `Y` to clear messages. **MESSAGES CLEARED** is displayed

---

What does Toll Saver do?

Toll Saver saves you the cost of a call when checking your Auto-Answer messages remotely. You can tell if you have any new messages because Auto-Answer picks up the call after two rings. If you do not have new messages, Auto-Answer waits for five rings. So, you can hang up after three rings without being charged for the call.

Can I check messages when I am away from home?

Yes, remote message retrieval allows you to use another TTY when you are away from your Superprint *Pro80* to check your Auto-Answer messages.

In order to use this function you must first save a password in your Superprint *Pro80*. You will be able to read your messages from another TTY location only if a password has been saved.
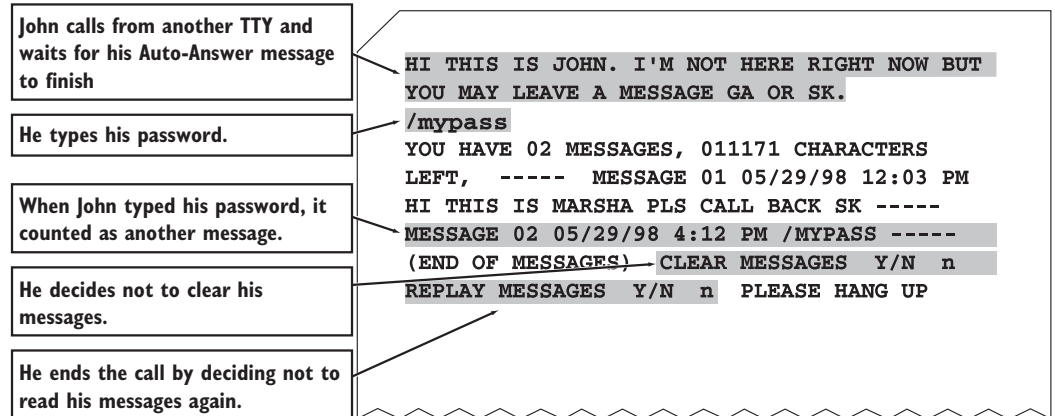
and the Superprint *Pro80* hangs up.

Press N to skip clearing messages. **REPLAY MESSAGES Y/N?** is displayed.

7. Press Y to replay messages. Go to step 5.

Press N to skip replaying messages. **PLEASE HANG UP** is displayed and the Superprint *Pro80* hangs up.

HERE IS A SAMPLE:

John calls from another TTY and waits for his Auto-Answer message to finish	HI THIS IS JOHN. I'M NOT HERE RIGHT NOW BUT YOU MAY LEAVE A MESSAGE GA OR SK.
He types his password.	/mypass YOU HAVE 02 MESSAGES, 011171 CHARACTERS LEFT, ----- MESSAGE 01 05/29/98 12:03 PM HI THIS IS MARSHA PLS CALL BACK SK -----
When John typed his password, it counted as another message.	MESSAGE 02 05/29/98 4:12 PM /MYPASS -----
He decides not to clear his messages.	(END OF MESSAGES) CLEAR MESSAGES Y/N n REPLAY MESSAGES Y/N n PLEASE HANG UP
He ends the call by deciding not to read his messages again.	

USING CALLER ID

ABOUT CALLER ID

If you have subscribed to Caller ID service from your telephone company, you can view the information right on the Superprint *Pro80* display. No additional hardware is required!
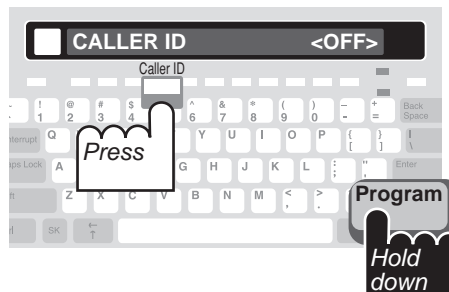
When you subscribe to Caller ID service, information about the people who call you is displayed while the Superprint *Pro80* ring flasher flashes, before you answer a call. Then, this information is saved along with the date and time of the call so you can review it later. Up to 99 Caller ID entries are saved. When more calls are received, the oldest entries are erased to make room for the new ones.

Caller ID information includes the phone number of the caller. Phone companies offer different options for Caller ID. Some Caller ID services provide the caller's name. The Superprint *Pro80* is compatible with both options. Because different Caller ID services are available, check with your telephone company if you have questions about what is included with your service.

Caller ID is available from your telephone company.

The Superprint *Pro80* allows you to view Caller ID information only if you subscribe to the service through your telephone company.

TURNING ON CALLER ID

Once you have subscribed to Caller ID service, turn on Caller ID to begin displaying and saving Caller ID information.

1. Hold down the ⌷Program⌷ key and press the ⌷Caller ID⌷ button. **CALLER ID <OFF>** is displayed.

2. Press the ⌷Spacebar⌷ to change the option to **<ON>**. Then, press ⌷Enter⌷. **** CALLER ID IS ON **** is displayed.

Why does my display look different?

If you have Auto-Answer on in addition to Caller ID, you will see more information on your display. The display might look like this: **AA ON 1 NEW CALL 0 NEW MSGS**. For more information on Auto-Answer, please see Chapter 7.

VIEWING CALLER ID INFORMATION

When Receiving Calls

1. The Ring Flasher flashes slowly when the Superprint *Pro80* receives a call. LINE IS RINGING is displayed one time.

```
... LINE IS RINGING ...
```

2. While the line is ringing, the Caller ID information is displayed. If you choose to answer the call, you may do so.
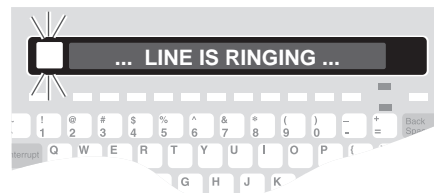
```
ULTRATEC INC 2385400
```

If your Caller ID service includes both name and number, both are displayed. If your service includes number only, the number is displayed along with the date and time of the call.

```
2385400 11/03 9:30AM
```
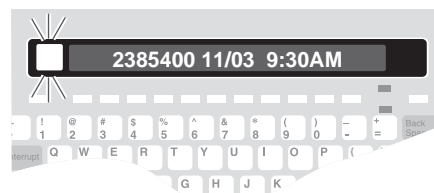
3. The Caller ID information is displayed for eight seconds after the line stops ringing. If you do not pick up the call, 1 NEW CALL is displayed.

```
1 NEW CALL
```

Reviewing Caller ID Entries

1. Make sure Caller ID is on. X NEW CALLS should be displayed. You can still review previous Caller ID entries even if 0 NEW CALLS is displayed.

2. Press ↕ to begin reviewing Caller ID entries.

The Caller ID information from the most recent call is displayed. Each call is numbered on the left side of the display.

```
1 ULTRATEC INC  2385400
```

If your Caller ID service includes both name and number, both are displayed. If your service includes number only, the number is displayed along with the date and time of the call.
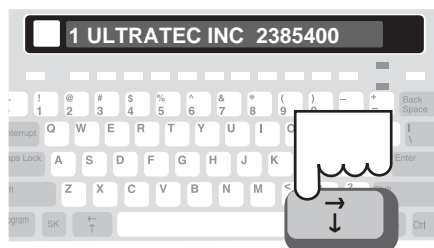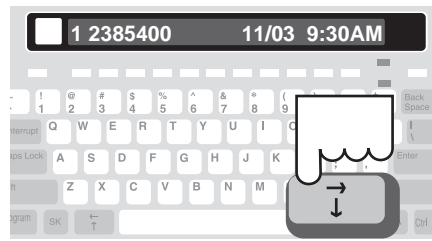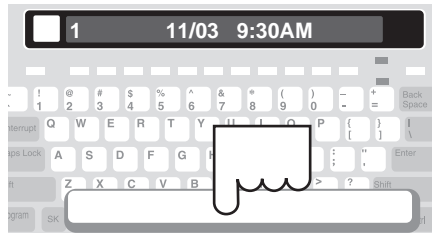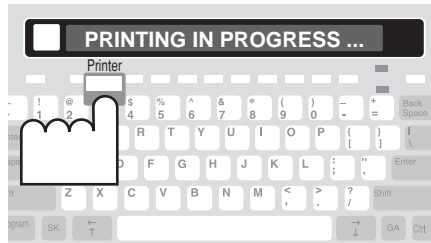
`1 2385400        11/03  9:30AM`

3. With name and number service, you can view the date and time on a second display. Press the `Spacebar` to view the date and time of the call. Press the `Spacebar` again to view the name and number.

`1              11/03  9:30AM`

4. Continue to press `↕` to scroll backwards through the Caller ID entries. To view an entry that is more recent, press `↑`.

5. To print a Caller ID entry, press `Printer`.

`PRINTING IN PROGRESS ...`

6. To clear a Caller ID entry, press the `Clear` button. **CLEAR 238-5400 <NO>** is displayed.

`CLEAR 238-5400          <NO>`

7. Press the `Spacebar` to change the option to **<YES>**. Then, press `Enter`. ****CLEARED**** is displayed.

`** CLEARED **`

Press 2nd.

Press 1st...

Caller ID Displays

The Display shows this...	This is the meaning...
TTY ON	Caller ID is not on. To turn it on, hold down the Program key and press the Caller ID button.
... LINE IS RINGING ...	Incoming call. If Caller ID is on, this is displayed only for the first rings.
CALLER NAME 6085551234	Caller ID display for name and number service. This is the caller's name followed by the caller's phone number. Displayed while line is ringing.
6085551234 11/03 9:30AM	Caller ID display for number only service. This is the caller's phone number followed by the date and time of the call. Displayed while line is ringing.
NUMBER UNAVAILABLE	The telephone company does not have Caller ID information for this caller.
NUMBER BLOCKED	The caller has used Caller ID blocking when placing this call.
2 NEW CALLS	There are two Caller ID entries that have not been reviewed.
1 ULTRATEC INC 2385400	The number of the call and the name and number of caller. This the first of two possible displays when reviewing Caller ID entries with both name and number. The second shows the date and time.
1 2385400 11/03 9:30AM	The number of the call, the phone number of the caller, and the date and time the call was received. This display is seen when reviewing Caller ID entries with number only.

9

USING VOICE CARRY OVER (VCO)

WHAT IS REQUIRED?

You will need:

✔ Superprint *Pro80* connected to a telephone (see "*Connecting Power & Phone Line*" on page 7).

The person you are calling (or who calls you) will need one of the following:

✔ A telephone if the call is placed through a Telecommunications Relay Service (TRS).

✔ Other TTY and a telephone both directly connected to the same phone line.

✔ Other TTY with acoustic cups and a telephone.

What is VCO?

VCO stands for "Voice Carry Over." Ultratec developed this technology to allow you to use your own voice during a conversation. You speak using a telephone and read responses using your Superprint *Pro80*.

VCO calls can be made directly between two TTY users or placed through your Relay service.

HOW TO PLACE A VCO CALL

Using the Telecommunications Relay Service (TRS)

If the following is true, use these instructions.

The person I am calling does not have a TTY.

1. Press ⌑Relay⌑ to dial the TRS number (to program this button, see *"Programming the Relay Phone Number"* on page 24).

2. Wait for the Communication Assistant (CA) to answer. Then, type the message, "VCO PLS GA" on the keyboard.

3. Pick up the telephone handset.

4. When you see the message VCO ON on the Superprint *Pro80* display, tell the CA by voice the number you want to call. The CA dials the number of the person you are calling.

5. When the person answers, the CA types the person's greeting so that you can read it on your Superprint *Pro80*.

6. When you see "GA," you can begin speaking directly into the telephone handset and read the replies that the CA types.

Calling Directly

If the following is true, use these instructions.

The person I am calling is a hearing person who has a phone/TTY combination.

1. Dial the phone number of the person you are calling on the Superprint *Pro80*.

2. Wait for the person to answer and look at your Signal light and display to determine if he or she is speaking or using a TTY.

3. If the person is speaking, pick up the telephone handset and speak into it to tell him or her that you would like to use VCO.

   If the person is typing on a TTY, type on your Superprint *Pro80* that you would like to use VCO.

4. When the other person is ready to use VCO, you can begin your conversation by speaking into the phone and reading what the other person types on your Superprint *Pro80* display.

VCO INFORMATION

This section contains answers to frequently asked questions about VCO.

How does the Telecommunications Relay Service (TRS) relay my VCO call?

Every state in the U.S. has a TRS which links TTY users with those who do not have TTYs. With the TRS, VCO calls are made with the help of an operator called a Communications Assistant (CA). You can speak directly to the person you are calling. That person speaks his or her reply which the CA types for you to read on your TTY. This service is available 24 hours, 7 days a week.

By law, all relay calls are kept strictly confidential. You may find your state's toll-free TRS number in the front of your local telephone book.

Does VCO automatically translate between voice and text?

No. VCO requires the use of a TTY or TRS. During a VCO call through the TRS, the CA types the other person's spoken words and you can read what is said on your display. During a direct VCO call, the other person types the message on a TTY.

Is there an additional charge for using VCO and TRS?

No. VCO does not cost anything! The TRS service is provided toll-free. Local calls are free. Long distance calls incur the same charges as standard voice conversations of the same duration, distance and time of day. Some TRS providers also offer reduced rates for long distance.

Where can I learn more about VCO?

Contact your state's TRS and ask them about the specific VCO options available to you, such as 2-line VCO and user profiles. Your state's TRS number can be found in the front of your local telephone directory.

What is HCO?

Hearing Carry Over (HCO) is similar to VCO, in that it combines voice telephone calling with TTY calling. The difference is that instead of speaking for yourself and reading the reply, HCO lets you hear for yourself and then type the reply.

10 PERSONALIZING GENERAL OPTIONS

THE OPTIONS BUTTON

Code

TTYs communicate with each other using a "language" which is called a "code." The Superprint *Pro80* uses three different communication codes: Turbo Code, Baudot and ASCII (optional). Please see Chapter 11, "*Using Codes*" for more information.

1. Press ⌷Options⌷. **CODE < AUTOMATIC>** is displayed. This is the default setting which allows the Superprint *Pro80* to automatically determine the best code to use for each call. With this setting, the Superprint *Pro80* detects which codes the other TTY uses and selects the most appropriate one.

2. Press the ⌷Spacebar⌷ to change the setting to the code you prefer.

3. Press ⌷Enter⌷ to save this setting or press ⌷Esc⌷ to exit the Options menu without making any changes.

Depending on the code that you select, other options may become available. For more information on these settings, see Chapter 11.

Set the Clock

1. Press ⌷Options⌷. **CODE < AUTOMATIC>** is displayed.

2. Press ⌷↕⌷ until **SET THE CLOCK <NO >** is displayed.

3. Press the ⌷Spacebar⌷ to change the option to **<YES>**. Then, press ⌷Enter⌷ . The date and time are displayed with the first number flashing.

4. Type each number, it will automatically advance to the next number.

5. Press ⌷Enter⌷ when the date and time are correct, or press ⌷Esc⌷ to exit the Options menu without making any changes.

There are several features programmed by the Options button.

The ⌷Option⌷ button lets you customize certain features of the Superprint *Pro80* to your preferences. There are several features listed in this menu. Directions for customizing them are given in this chapter.

Turbo Code®

For this option, it is recommended that you leave the setting as **TURBO CODE < ON>**. This allows the Superprint *Pro80* to use Turbo Code when it connects to another TTY that has this capability. Remember that when the Code option is set to **CODE <AUTOMATIC>**, the Superprint *Pro80* will automatically select the best code to use for each call. For more information on Turbo Code, please see Chapter 11.

If you do choose to turn off Turbo Code follow these steps:

1. Press Options . **CODE < AUTOMATIC>** is displayed.

2. Press ⬍ to scroll through the options until **TURBO CODE < ON>** is displayed.

3. Press the Spacebar to change the option to **<OFF>**.

4. Press Enter to save this setting and move to the next option in the menu, or press Esc to exit the Options menu without making any changes.

E-Turbo™

Enhanced Turbo Code (or E-Turbo) technology enables your TTY and your relay service to work together, streamlining your relay calls. Relays that offer E–Turbo provide calls that are more "functionally equivalent" to traditional voice calls than ever before. With E-Turbo, many of the details of a relay call are automatically handled for you:

● You dial the phone number of the person you are calling. Your Superprint *Pro80* automatically connects to your TRS.

● Your interaction with the CA is reduced.

● Your preferences are automatically sent to the TRS such as your preference for a male or famale CA.

To turn E-Turbo on:

1. Press Options . **CODE < AUTOMATIC>** is displayed.

2. Press ⬍ until **E-TURBO** is displayed.

3. Press the Spacebar to select **<ON>**.

4. Press Enter . ****E-TURBO ON**** is displayed briefly.

5. Press Esc to exit the Options menu.

You will also need to program the access telephone number for your E-Turbo compatible TRS. Please see page 22 for more information about setting up and using E-Turbo.

Auto ID™

The Auto ID feature alerts a hearing person that you are calling from a TTY. It automatically sends a series of audible tones over the telephone line every few seconds. This helps people like 911 operators quickly recognize a TTY call.

The tones are sent if someone picks up your call but no one begins typing. **SENDING AUTO ID** is displayed each time the tones are sent. Tones are also sent if no one types for a few minutes during a conversation. Auto ID turns off whenever you start typing.

> **NOTE:** If the message, **SENDING AUTO ID** appears on your display, you may still do any of the Superprint *Pro80*'s functions.

It is recommended that you leave Auto ID on all the time so it will always be available in the event of an emergency. To turn off the Auto ID feature:

1. Press Options. **CODE < AUTOMATIC>** is displayed.

2. Press ⬍ to scroll through the options until **AUTO ID < ON>** is displayed.

3. Press the Spacebar to change the setting to **<OFF>**.

4. Press Enter to save this setting and move to the next option in the menu, or press Esc to exit the Options menu without making any changes.

Dial Using

The Superprint *Pro80* is set for touchtone dialing, which is correct for almost all telephone lines. With the Dial option, you can change the setting to pulse dialing if needed.

1. Press Options. **CODE < AUTOMATIC>** is displayed.

2. Press ⬍ to scroll through the options in the Setup menu until **DIAL USING < TONE>** is displayed.

3. To change the setting to <PULSE>, press the Spacebar .

4. Press Enter to save this setting and move to the next option in the menu, or press Esc to exit the Options menu without making any changes.

Dialing Prefix

A dialing prefix can be handy if you frequently have to type a series of numbers before dialing a phone number. This is common in office settings where a code such as "9" is required to obtain an "outside line." When a Dialing Prefix is saved, the Superprint *Pro80* will always dial the prefix before dialing a number from the Dialing Directory. The Dialing Prefix is not used when dialing from the keyboard.

1. Press Options. **CODE < AUTOMATIC>** is displayed.

2. Press ⬍ to scroll through the options until **EDIT DIALING PREFIX <NO>** is displayed.

3. Press the Spacebar to change the setting to **<YES>**.

4. Press Enter. **DIALING PREFIX** is displayed.

5. Type the prefix. There is room for up to 29 characters.

6. Press Enter to save this setting and move to the next option in the menu, or press Esc to exit the Options menu without making any changes.

All of the settings that affect how your print-outs look are programmed with the ⌷Printer⌷ button. You have choices about the size of the font and the way conversations are printed.

With this button, you can also choose to print all the items of a particular type such as all the Auto-Answer messages currently in memory.

Interrupt

If you turn Interrupt off, you will not receive Interrupt request messages. Your ⌷Interrupt⌷ key will still send the interrupt message while someone else is typing.

1. Press ⌷Options⌷. CODE < AUTOMATIC> is displayed.

2. Press ⌷↕⌷ to scroll through the options until INTERRUPT <ON> is displayed.

3. Press the ⌷Spacebar⌷ to change the setting to <OFF>.

4. Press ⌷Enter⌷ to save this setting and move to the next option in the menu, or press ⌷Esc⌷ to exit the Options menu without making any changes.

THE PRINTER BUTTON

Print Font

Usually, the Superprint *Pro80* prints everything in bold letters. With the Print Font option you can choose between normal, wide or bold letters.

1. Hold down the ⌷Program⌷ key and press ⌷Printer⌷. PRINT FONT <BOLD> is displayed.

2. Press the ⌷Spacebar⌷ to change the setting.

3. Press ⌷Enter⌷ to save this setting and move to the next option in the menu, or press ⌷Esc⌷ to exit the Print Setup menu without making any changes.

Print Case

Usually, what you type is printed in all lower case letters and what is typed by the person on the other end of the line is printed in upper case letters. With the Print Case option you can choose to have all printing appear in upper case.

1. Hold down the ⌷Program⌷ key and press ⌷Printer⌷. PRINT FONT <BOLD> is displayed.

2. Press ⌷↕⌷ to scroll through the options until PRINTER CASE <UPPER/LOWER> is displayed.

3. Press the ⌷Spacebar⌷ to change the setting to <ALL UPPER>.

4. Press ⌷Enter⌷ to save this setting and move to the next option in the menu, or press ⌷Esc⌷ to exit the Print Setup menu without making any changes.

Print all Auto-Answer Messages

1. Hold down the ⌷Program⌷ key and press ⌷Printer⌷. PRINT FONT <BOLD> is displayed.

2. Press ⌷↕⌷ to scroll through the options until PRINT ALL AA MESSAGES <NO> is displayed.

3. Press the `Spacebar` to change the option to **<YES>**. Then, press `Enter`. A list of every Auto-Answer message and the time it was received is printed.

4. Press `Esc` to stop printing, if needed.

Print all Caller ID Entries

1. Hold down the `Program` key and press `Printer`. **PRINT FONT <BOLD>** is displayed.

2. Press `↕` to scroll through the options until **PRINT CALLER-ID MESSAGES <NO>** is displayed.

3. Press the `Spacebar` to change the option to **<YES>**. Then, press `Enter`. A list of every Caller ID entry is printed.

4. Press `Esc` to stop printing, if needed.

Print Dialing Directory

1. Hold down the `Program` key and press `Printer`. **PRINT FONT <BOLD>** is displayed.

2. Press `↕` to scroll through the options until **PRINT DIALING DIRECTORY <NO>** is displayed.

3. Press the `Spacebar` to change the option to **<YES>**. Then, press `Enter`. A list of all the names and numbers in the Directory is printed.

4. Press `Esc` to stop printing, if needed.

Print all Conversations

1. Hold down the `Program` key and press `Printer`. **PRINT FONT <BOLD>** is displayed.

2. Press `↕` to scroll through the options until **PRINT ALL CONVERSATIONS <NO>** is displayed.

3. Press the `Spacebar` to change the option to **<YES>**. Then, press `Enter`. All the conversations in memory are printed.

4. Press `Esc` to stop printing, if needed.

Print all Memos

1. Hold down the `Program` key and press `Printer`. **PRINT FONT <BOLD>** is displayed.

2. Press `↕` to scroll through the options until **PRINT ALL MEMOS <NO>** is displayed.

3. Press the `Spacebar` to change the option to **<YES>**. Then, press `Enter`. A list of every Memo name and the contents is printed.

4. Press `Esc` to stop printing, if needed.

STICKY KEYS

There are some characters and functions that require you to hold down one key while pressing another button or key. For example, in order to type the "$" symbol, you need to hold down the `Shift` key while pressing the `4` key. Other examples are the Special Function buttons. In order to program some of the Special Function buttons, you need to hold down the `Program` key then press the desired Special Function button.

If you wish to use just one hand to type symbols or to use the Special Function buttons, you can turn on "Sticky Keys" mode. When Sticky Keys mode is on, you can type special symbols like the question mark by pressing `Shift` and then pressing the desired key. In this mode you can program the Special Functions by pressing `Program` and then pressing the desired Special Function button.

To turn on Sticky Keys mode, press the `Shift` key 5 times. ** STICKY KEYS ON ** is briefly displayed.

You can also lock down the `Shift` or `Program` key by pressing the `Shift` key twice while Sticky Keys mode is on. Now every key or button press is affected by the locked down key. To unlock the key, press the `Shift` key again.

To turn off Sticky Keys mode, press the `Shift` key 5 times again. ** STICKY KEYS OFF ** is briefly displayed.

Sticky Keys mode stays on even if you press the `On/Off` button.

11

USING CODES

COMMUNICATION CODES

TTYs communicate with each other using a kind of "language" which is called a "communication protocol" or "code." The Superprint *Pro80* uses three different communication codes: Turbo Code®, Baudot and ASCII (optional).

The Superprint *Pro80* automatically decides which code to use while communicating with other TTYs. It can tell what codes the other TTY uses and selects the most appropriate code.

For various reasons, you can set the Superprint *Pro80* to use only the code that you tell it to.

TURBO CODE

About Turbo Code

When your Superprint *Pro80* connects to another TTY that uses Turbo Code, your conversation occurs as fast as you type. This means that your conversation happens in "real time" without annoying delays. Plus, Turbo Code allows you to interrupt the other person.

The Turbo Code Dot

You can tell when the TTY has connected using Turbo Code because a small dot, like a period, is displayed on the left side of the display.

Turbo Code also allows you to use the special "shift" characters on the top row of your TTY (**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.

If you need to turn off Turbo Code, see "*Turbo Code*" on page 44.

Selecting Turbo Lock

To make sure that you are using Turbo Code with a call, select Turbo Lock:

1. Press `Options`. CODE < AUTOMATIC> is displayed.

2. Press the `Spacebar` to change the option to <TURBO LOCK>. Then, press `Enter`. TURBO LOCK <OFF> is displayed.

3. Press the `Spacebar` to change the option to <ON>. Then, press `Enter`. ** TURBO LOCK ON ** is displayed.

4. Press `Esc` to exit the Options menu.

BAUDOT CODE

1. Press `Options`. CODE < AUTOMATIC> is displayed.

2. Press the `Spacebar` to change the setting to <BAUDOT>.

3. Press `Enter`. ** BAUDOT CODE ON ** is displayed briefly. Then, the Baudot baud rate option is displayed.

4. Press the `Spacebar` to select either <45> or <50>. Then, press `Enter` to save it.

Select <45> to use only 45.5 baud Baudot. Most Baudot TTYs use this setting.

Select <50> to use only 50 baud Baudot. TTYs purchased in Australia, New Zealand or South Africa use 50 baud.

5. Press `Esc` to exit this menu.

ASCII (OPTIONAL)

About ASCII

ASCII stands for American Standard Code for Information Interchange. Some TTYs and all computers in the United States and Canada use ASCII. If your Superprint *Pro80* has ASCII, you may need to change some options.

Changing ASCII Options

1. Press `Options`. CODE < AUTOMATIC> is displayed.

2. Press the `Spacebar` to change the setting to <ASCII>.

3. Press `Enter`. ** ASCII CODE ON ** is displayed briefly. Then, the first of the ASCII options is displayed.

4. Press `↕` to scroll through the options. These described in the next section, "ASCII Options."

5. For each option, you can press the `Spacebar` to change the setting. Then, press `Enter` to save it. The next option will be displayed.

6. Press `Esc` to exit the ASCII Options at any time.

ASCII Options

ASCII (ORIGINATE/ANSWER)

Determines which machine is calling and which one is answering. This usually happens automatically. However, if you are manually setting up ASCII, select ORIGINATE if you are going to be the person placing the call and select ANSWER if you are going to be receiving ASCII calls. The default is ORIGINATE.

Baud Rate (110/300)

Determines how fast the signals travel through the phone lines. You can choose 110 or 300 baud, but 110 is rarely used. The default baud rate is 300.

Duplex (HALF/FULL)

Controls how characters are displayed. If you get double characters (lliikkee tthhiiss) or none at all, change the option between half duplex and full duplex. The default is half duplex.

Parity (8N1/7E1)

Controls error-checking. You can choose 8N1 or 7E1. The first number is data bits. The middle letter means: "N" for No parity or "E" for Even parity. The last number is stop bits. The default is 8N1 parity.

Return Sequence (CR/CR + LF)

Determines what the Superprint *Pro80* sends when you press the key. You can choose CR or CR + LF. CR stands for "carriage return" and CR + LF stands for "carriage return plus line feed." A carriage return goes to the beginning of the current line. A carriage return plus a line feed goes to the beginning of the next line. The default is CR + LF.

To connect your Superprint *Pro80* to a computer, the other person should have the computer set to use 300 baud, half duplex, 8N1 parity and CR.

ASCII Seek Time (3)

Sets the length of time during which the Superprint *Pro80* sends out an ASCII seek tone. The normal TTY seek time is 3 seconds. You may need more time if you often connect to computers. Six seconds is recommended. **Selecting 0 turns off ASCII code and your Superprint Pro80 will not try to use it even if the other TTY is using ASCII.**

Troubleshooting ASCII Calls

If you do not receive a clear message during an ASCII call, try:

- Changing the parity setting to correct garbled strings of text.
- Changing the duplex setting to correct no characters or double characters appearing when you type.
- Changing the baud rate (110 or 300).
- Changing the ASCII (ORIGINATE/ANSWER) setting.

If the code option is set to automatic and your Superprint *Pro80* loses the ASCII connection, NO ASCII CONNECTION is displayed and Baudot is used.

If the code option is set to ASCII and your Superprint *Pro80* loses the ASCII connection, it waits until the other person changes to ASCII or until you change the code option setting to automatic or Baudot.

If you are unable to make an ASCII connection, check to make sure your ASCII seek time is set to at least 3. You can also try increasing the seek time.

12

CARE & REPAIR

Ordinary care of your Superprint *Pro80* includes replacing the printer paper and replacing the batteries. If you have any other problems, you may be able to solve them by reading the Troubleshooting section of this manual.

Besides the printer paper and batteries, the Superprint *Pro80* has no other user-serviceable parts. Any repair work should be done by a qualified service person. If you try to repair the TTY yourself, you may damage the Superprint *Pro80* and you will void your warranty.

BATTERY CARE

The Superprint *Pro80* will run on batteries for short periods of time such as if the power fails or if the power adapter is unplugged. Fully-charged, the six, AA rechargeable NiCad batteries will provide approximately 15 minutes of normal use.

When the Power light blinks, you have about 5 minutes of battery power left. The batteries will last longer if you turn off the printer when you use battery power.

Checking the Batteries

Over time, with normal use, the batteries lose their ability to hold a full charge. To be sure that the batteries are fully charged, check them once a month.

1. Unplug the AC adapter.

2. Turn on the Superprint *Pro80* for 15 minutes (you can still use it for calls during this time).

3. If the Power light still glows steadily after 15 minutes, then the batteries are fine. If the Power light begins to blink during this time, it is time to "exercise" the batteries (see the next section).

CAUTION:

✔ Adjust only those controls that are covered by the operating instructions. Improper adjustment of other controls may damage the Superprint *Pro80*.

✔ To clean: Unplug the Superprint *Pro80* from the wall outlet. Use a damp cloth. Do not use liquid or aerosol cleaners.

✔ Never attempt to open, disassemble or service the Superprint *Pro80*. All repairs should be performed by an authorized service center. Opening or removing covers exposes you to the risk of dangerous voltages and other hazards. If reassembled incorrectly, the Superprint *Pro80* can become an electrical shock hazard.

✔ Avoid using a telephone (other than a cordless type) during an electrical storm. There is a remote risk of electric shock from lightning.

✔ Do not use the telephone to report a gas leak in the vicinity of the leak.
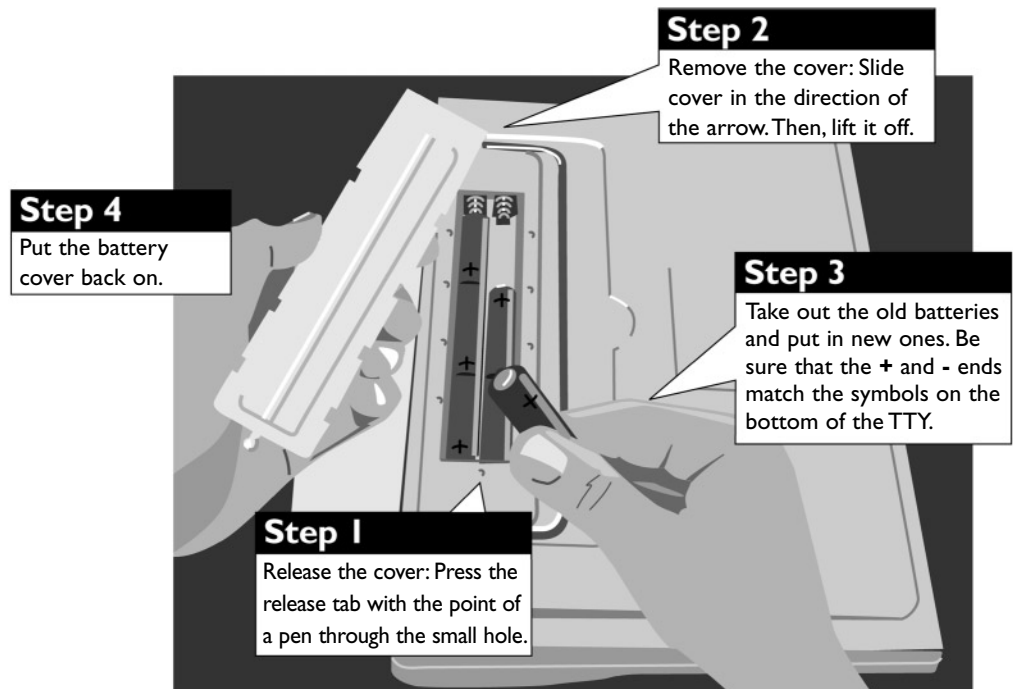
Exercising the Batteries

1. Unplug the Superprint *Pro80* and turn it on.
2. Leave the Superprint *Pro80* this way until the Power light flashes.
3. Turn the power off and plug the Superprint *Pro80* back in for at least 24 hours.
4. Unplug the Superprint *Pro80* and turn it on.
5. Leave the Superprint *Pro80* this way for 15 minutes.
6. Repeat steps 1 through 5 until the Power light does not blink after 15 minutes of being on without the power adapter plugged in.
7. Plug in the Superprint *Pro80*. It is now ready for use.

Replacing the batteries

Replace the batteries every two or three years, or when they run down in less than 15 minutes and exercising them does not help.

Use only AA, NiCad rechargeable batteries. NiMH and alkaline rechargeable batteries will damage the Superprint *Pro80* if it is plugged in. These batteries require their own recharger.

If you unplug the Superprint *Pro80* and remove the batteries for more than 12 hours, all memory will be erased. The Greeting, Auto-Answer message and other personalized settings will go to the factory default values.

Step 2
Remove the cover: Slide cover in the direction of the arrow. Then, lift it off.

Step 4
Put the battery cover back on.

Step 3
Take out the old batteries and put in new ones. Be sure that the **+** and **-** ends match the symbols on the bottom of the TTY.

Step 1
Release the cover: Press the release tab with the point of a pen through the small hole.

CLEARING ALL MEMORY

You can clear all conversations, memos, Directory entries, and Auto-Answer messages at one time. Follow these steps to clear all memories:

1. Press `Clear`. **CLEAR <CONVERSATION>** is displayed.

2. Press `Spacebar` to change the option to **<ALL>**.

3. Press `Enter`. **CLEAR ALL <NO>** is displayed.

4. Press `Spacebar` to change the option to **<YES>**.

5. Press `Enter`. **** ALL MEMORY CLEARED **** is displayed.

RESETTING THE SUPERPRINT PRO80

Resetting the Superprint *Pro80* returns all options to their original settings. It also clears all Conversations, Auto-Answer messages, Memos and Directory entries.

Follow these steps to reset the Superprint *Pro80*:

1. Press the left `Shift` key, the right `Shift` key, and the `Ctrl` key (`Shift` + `Shift` + `Ctrl`) all at the same time. You will see a version number and **RESET Y/N?** on the display.

2. Press `Y` to reset. **** RESET **** is displayed briefly.

   Press `N` if you change your mind and decide not to reset the Superprint *Pro80*.

CLEANING

To clean:

1. Unplug the Superprint *Pro80* from the wall outlet.

2. Use a damp cloth. Do not use liquid or aerosol cleaners.

REPAIR

If your Superprint *Pro80* is not working, we may be able to help you solve the problem over the telephone. Call Ultratec at the number on the inside front cover.

Follow these steps if you need to send the Superprint *Pro80* to our repair center:

1. Pack it in the original shipping carton or a similar sturdy box.

2. Include a note that describes the problem. The note will help our technicians find the problem.

3. Insure the Superprint *Pro80* for shipment. Ultratec or an authorized Ultratec repair center is not responsible for damage during shipping to the center.

4. Send the Superprint *Pro80* to the Ultratec National Service Center at:

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

TROUBLESHOOTING

Dialing Problems

Dialing does not work.

Make sure you have the right tone or pulse setting for your telephone system (see "*Dial Using*" on page 45).

The display says ** NO DIRECT CONNECT **.

The Superprint *Pro80* is not properly connected to the telephone line or the line may be in use. Be sure the cord is firmly plugged into the Superprint *Pro80* and the telephone wall jack. You can also try using a different telephone cord or wall jack.

Display/Connection Problems

The display shows all numbers, symbols, or unreadable characters instead of words.

Press the Spacebar. If that does not help and you have a Turbo Code connection, try changing from Turbo Code to Baudot code. Hold down the Ctrl and Shift keys and press the B key to change to Baudot code.

If the symbols are scrolling across the display very fast, hang up the call and try again. This could be a bad connection.

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 (**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 49).

Printer Problems

The printer does not work.

Be sure the printer is on by pressing ⌐Printer⌐. If it is, try resetting the printer by turning the Superprint *Pro80* off and on again.

The printer works, but it prints too lightly or not at all.

Make sure you have high-grade thermal printer paper and it is correctly installed. (See "*Installing Printer Paper*" on page 9).

The printer only prints the bottom half of characters.

The print head should be replaced. Contact your dealer or Ultratec.

On battery power, the printer prints too slowly or lightly.

The batteries are low. Connect the AC adapter for 24 hours to recharge the batteries. The Superprint *Pro80* is not designed for continued use on battery power.

The printer prints over the same line so the print is not readable.

The paper may be sticking. Make sure the roll of paper on the paper holder is pulled out away from the Superprint *Pro80* as far as it can go. The paper holder should snap into place when it is fully extended. Also, make sure that no cords or other item is touching the paper.

Power Problems

The batteries run down too soon.

You may not be regularly using your Superprint *Pro80* on battery power, or the batteries are old (see "*Battery Care*" on page 53).

The Superprint Pro80 does not turn on when you press the On/Off switch, or the Power light blinks even when the AC adapter is plugged in.

Be sure the electrical outlet is working. Be sure you are using the correct AC adapter—it should be a 10VDC, 1500 mA adapter. If you still have a problem, contact your dealer or Ultratec.

The Superprint Pro80 works fine in the evening, but does not work during the day.

You may have plugged the AC adapter into a switch-controlled outlet. Try a different outlet that you are sure is not controlled by a switch.

CHAPTER

13

SPECIFICATIONS

Physical Dimensions
Size - 12.25" x 9.25" x 2.5"

Weight - 3.5 lbs. with batteries

Power
AC adapter - 10VDC, 1500 mA

AC adapter is UL/CSA listed

The six, AA NiCad rechargeable batteries are user-replaceable. They power the unit for approximately 15 minutes.

Keyboard
Full size, computer style

11 special, one-touch function buttons

Sticky keys for single-handed typists

Character set: A-Z, 0-9, Backspace, Enter/LF, Space, +=-$'()"/:;?,.*#%

Display
Blue/green vacuum-fluorescent
Bidirectional
32 characters
Character Height - 0.25" (6 mm)

Direct Connect
Pulse or tone dialing

Communication Codes
Automatic code detection on outgoing calls (Turbo Code, ASCII or Baudot)

Baudot Code:
45.5 and 50 baud
Sensitivity: -45 dbm
Output: -10 dbm

Turbo Code:
100 baud (average)
7 data bits

ASCII Code (optional):
7N1, 8N1, 7E1, and 7O1
110 and 300 baud
Answer and originate
Full and half duplex
Compatible with Bell 103 modems

Memory
32K total

Memory edit functions: insert, clear

Memo/Directory Memory:
9,500 characters
Stores and sends over 100 named memos

Stores and dials up to 99 Directory entries

Auto-Answer/Conversation Memory:
22,000 characters maximum capacity

Stores recent TTY conversations

Stores over 100 Auto-Answer messages

Printer
Prints 80 characters per line

Uses 8.5" (216mm) thermal paper

Automatically divides long words

Auto-Answer
Saves and prints messages

Personalizable message

Selectable number of rings before answer

Remote message retrieval

Caller ID
Demodulates Bell 202 and V.23 1200 Baud PSK asynchronous data as specified in the CLASS (Customer Local Area Signalling Service) specification.

Approvals
FCC approved. FCC Registration No. (Part 68): D8KUSA-40006-DT-E

REN: 0.6B

CSA certified: LR 80395

FCC Information

The Superprint *Pro80* 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 Superprint *Pro80* and the receiver.
- Connect the Superprint *Pro80* 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 Superprint *Pro80* containing, among other information, an FCC registration number, D8KUSA-40006-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 0.6B.

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 Superprint *Pro80* 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 Superprint *Pro80* 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 Superprint *Pro80* does not have any user-serviceable parts. Modification or changes to the Superprint *Pro80* 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 0.6B. 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.

INDEX

QUICK REFERENCE

CONVERSATION ETIQUETTE

Below are some procedures, shortcuts and abbreviations that are commonly used in TTY conversations.

GA "go ahead."

When you are done typing, type "GA" (or press GA) to let the other person know you are done and that they can start typing.

SKSK "stop keying, stop keying."

Type "SKSK" (or press SK twice) and wait for the other person to type "SK" before hanging up.

GA OR SK "go ahead or stop keying"

When you are ready to end the conversation, this lets the other person know you are finished but that they can add any last words before ending the conversation.

CA	"communication assistant"	**MTG**	"meeting"	**R**	"are"
		NBR	"number"	**SHD**	"should"
CD	"could"	**OIC**	"oh, I see"	**THX**	"thanks"
CUL	"see you later"	**OPR**	"operator"	**TMW**	"tomorrow"
CUZ	"because"	**PLS**	"please"	**U**	"you"
HD	"hold"	**PPL**	"people"	**UR**	"your"
MSG	"message"	**Q**	"?" (question mark)		

THE PROGRAM KEY

Use the Program key with the Special Function buttons to personalize your Superprint Pro80. Most of the Special Function buttons at the top of the keyboard have special menus for programming. You access these menus with the Program key: