

clarity

HELLO!



Let's get started

Easy, worry-free and dependable, your Clarity Ensemble is much more than just a telephone. It's your communications center in a familiar shape that can help bring your family and friends closer to you with the photos and videos they share. And, a touchscreen that makes it easy to keep in touch.

We're right here!

If something doesn't make sense or you get in a jam, call us toll-free:

1-866-525-2748

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Your Ensemble is nearly ready to go right out of the box. The stand snaps into two slots on the back. Use the lower slots to hold the phone more upright; the upper slots hold it a little more horizontal. The power cord and the telephone cord on the back unwind with a tug. Plug the power cord into any wall socket or extension cord, and you're ready to proceed.





The stand snaps into either of two pairs of slots on the back of the Ensemble.

Need help? Call us! 1-866-525-2748

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Save these instructions

To prevent severe injury and loss of life/property, read this section carefully before using the product to ensure proper and safe operation of your product.

Important safety instructions

Power connection

- Use only the power source marked on the product.
- Do not overload power outlets and extension cords. This can result in the risk of fire or electric shock.
- Completely insert the AC adapter/power plug into the power outlet. Failure to do so may cause electric shock and/or excessive heat resulting in a fire.
- Regularly remove any dust, etc. from the AC adapter/power plug by pulling it from the power outlet, then wiping with a dry cloth. Accumulated dust may cause an insulation defect from moisture, etc. resulting in a fire.
- Unplug the product from power outlets if it emits smoke, an abnormal smell, or makes an unusual noise. These conditions can cause fire or electric shock. Confirm that smoke has stopped emitting and contact Clarity Customer Service at 800-426-3738.
- Unplug from power outlets and never touch the inside of the product if its casing has been broken open.
- Never touch the plug with wet hands. Danger of electric shock exists.

Installation

- To prevent the risk of fire or electrical shock, do not expose the product to rain or any type of moisture.
- Do not place or use this product near automatically controlled devices such as automatic doors and fire alarms. Radio waves emitted from this product may cause

Save these instructions

such devices to malfunction resulting in an accident.

- Do not allow the AC adapter or telephone line cord to be excessively pulled, bent or placed under heavy objects.

Operating safeguards

- Unplug the product from power outlets before cleaning. Do not use liquid or aerosol cleaners.
- Do not disassemble the product.
- Do not spill liquids (detergents, cleansers, etc.) onto the telephone line cord plug, or allow it to become wet at all. This may cause a fire. If the telephone line cord plug becomes wet, immediately pull it from the telephone wall jack, and do not use.

Medical

- Consult the manufacturer of any personal medical devices, such as pacemakers or hearing aids, to determine if they are adequately shielded from external RF (radio frequency) energy. Do not disassemble the product.
- Do not use the product in health care facilities if any regulations posted in the area instruct you not to do so. Hospitals or health care facilities may be using equipment that could be sensitive to external RF energy.

Installation and Location

- Never install telephone wiring during an electrical storm.
- Never install telephone line jacks in wet locations unless the jack is specifically designed for wet locations.

Save these instructions

For Best Performance

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- Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.
- Use caution when installing or modifying telephone lines.
- The AC adapter is used as the main disconnect device. Ensure that the AC outlet is installed near the product and is easily accessible.
- This product is unable to make calls when there is a power failure.
- When using your product, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:
 - Do not use this product near water, for example, near a bathtub, washbowl, kitchen sink, or laundry tub, in a wet basement or near a swimming pool.
 - Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
 - Do not use the telephone to report a gas leak in the vicinity of the leak.
 - Use only the power cord provided with your Ensemble and indicated in this manual.

Environment

- Keep the product away from electrical noise generating devices, such as fluorescent lamps and motors.
- The product should be kept free from excessive smoke, dust, high temperature, and vibration.
- The product should not be exposed to direct sunlight.

- Do not place heavy objects on top of the product.
- When you leave the product unused for a long period of time, unplug the product from the power outlet.
- The product should be kept away from heat sources such as heaters, kitchen stoves, etc. It should not be placed in rooms where the temperature is less than 0 °C (32 °F) or greater than 40 °C (104 °F). Damp basements should also be avoided.
- Operating the product near electrical appliances may cause interference. Move away from the electrical appliances.

Routine care

- Wipe the outer surface of the product with a soft, moist cloth.
- Do not use benzene, thinner, or any abrasive powder to clean this product.

Notice for product disposal, transfer, or return

The Ensemble phone can store sensitive private information about you, so when it's time to dispose of it, transfer it, or return it, you'll want to reset it to erase that personal data. Contact your Ensemble's Manager (see page 8) or call Clarity Customer Service toll-free at 1-866-525-2748 for assistance.

This product is designed for use in the United States of America. Sale or use of this product in other countries may violate local laws.

Save these instructions

Technical Data

Power supply:

Input: 100-220V AC

Output: 12V DC, 1.5A

Headset port: 2.5mm

(use Plantronics M155, optional)

Neckloop port: 3.5mm,

mono (use Clarity CE-30, optional)

THE
INTERNET

↓

The
MANAGER



YOU

8

The Manager

(a son, daughter, grandchild or friend)

Even if you have limited experience with technology, the Ensemble makes it easy for you to enjoy the benefits of the Internet.

The family member or close friend who purchased the Ensemble and had it delivered to your home will serve as the **Manager**. He or she has likely taken steps to ensure that you have Internet access in your home and, of course, a standard telephone jack and service. If not, you (or the Manager) must get that set up before you can use all of the Ensemble's features.

If you purchased the Ensemble yourself, ask a computer-savvy friend or family member to take the role of Manager.

Your Manager can customize your Ensemble, over the Internet, to fit your communication needs, whatever you wish them to be.

The Manager also serves as a gatekeeper, controlling who has access to your Ensemble and protecting your privacy.

The Touchscreen

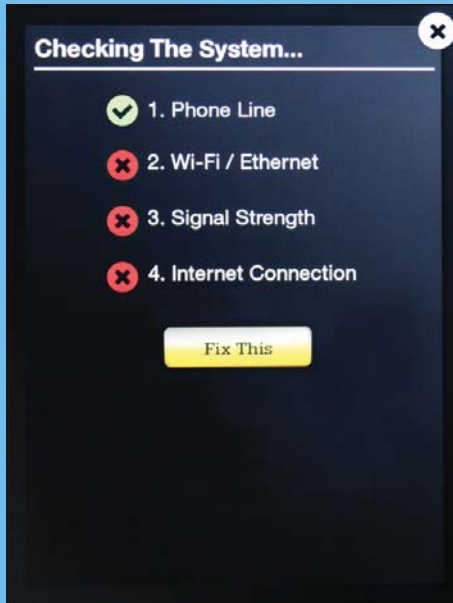


The Ensemble touchscreen works like a computer tablet screen. It is sensitive to your touch. You'll notice a click sound when you touch a button. Most of what you do with the Ensemble requires that you touch a button.

But as you fill up the digital phonebook or look at websites, for example, you'll have to navigate around the display using your fingers. Just touch the screen, and then drag your finger upward or downward, left or right, and the content will move with your finger in the display.

Need help? Call us! 1-866-525-2748

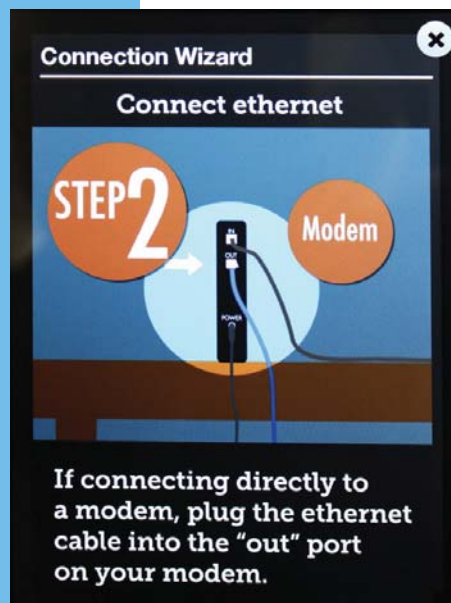
Get Connected



Don't be alarmed. The Connectivity Wizard will help you change all those red X's to green checkmarks.

Once your Ensemble is plugged in, the touchscreen displays a **Connectivity Wizard** that will direct you through a few easy steps to connect your unit to telephone service and the Internet.

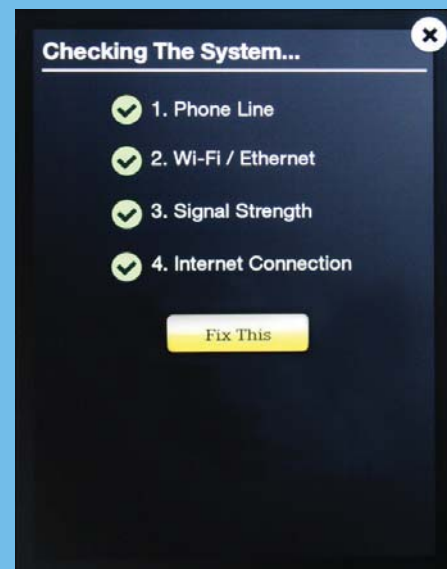
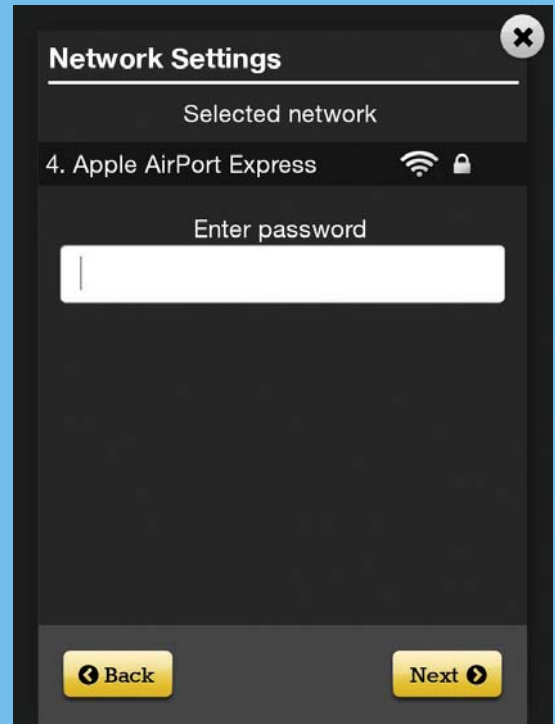
The Wizard starts with plugging in the telephone cord. You can watch a little video if you like.



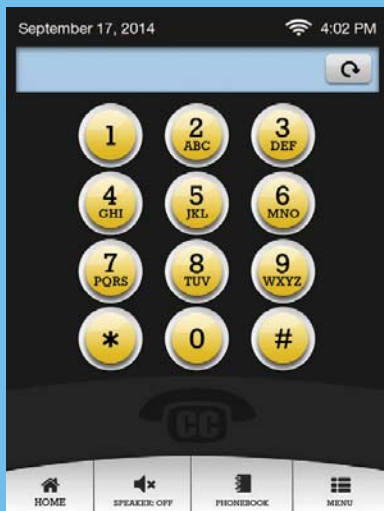
Next is connecting to the internet. Your Ensemble will connect in one of two ways: wired (via Ethernet cable) or wirelessly (Wi-Fi). If you're using Ethernet, there's a short video to help you determine where to plug in the free end of your cable.

For Wi-Fi connections, press the Wi-Fi button, highlight your network by touching its name (you may see more than one — call The Manager to identify which to use) and then touch “next” to enter your password. Touch the password field to pull up the touchscreen keyboard. To access numbers and symbols, press the “123” key in the bottom row. Press the “ABC” key to return to letters. When finished, hide the keyboard by touching the keyboard button (at bottom left), then touch next.

The Wizard will check the strength of the Wi-Fi signal. If it’s too weak, you’ll have to move your Ensemble closer to the router.



**All green checks marks!
Congratulations!**



“Phone” screen



The Manager will customize your “home” screen, but it will look similar to this.

Phone & Home Screens

After you’ve connected your Ensemble, you’ll see that it’s displaying a familiar telephone keypad. This **phone screen** provides access to all the features you expect, plus extra amplification and tone controls that you’ll be able to adjust as you like.

There’s another screen, the **home screen**, that uses “ClarityLife” to bring ease and intuition to Internet-based communications. You’ll use this home screen as the starting point to look at family photos, check your schedule, read messages, and check in with the people important to you.

Switching from the phone screen to the home screen couldn’t be easier. Just push the “home” button at the bottom left of the screen. To return to the phone screen, touch the “phone” button or just lift the handset.

After a minute or two, the Ensemble will automatically revert to the home screen.

GO!

Your Ensemble is now connected to the Internet, and has already sent an e-mail to the **Manager** (your son, daughter, grandchild or friend), who can begin to customize your device with new buttons and photos. If you see something that interests you, or that you're curious about, just touch the button.

The Manager will invite your family and friends to contribute to your Ensemble. When there's a new photo for you to see or a new message to read, the Ensemble will play a short alert tone to call your attention to it.

The Ensemble can also remind you of upcoming events and appointments, help you to remember to take medications, and reach out to friends and family.

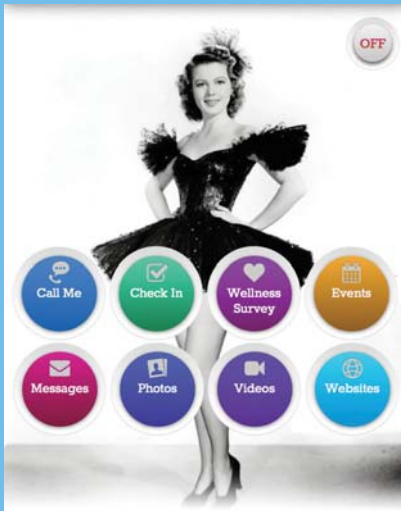
For you, it's as easy as touching a button.

Need help? Call us! 1-866-525-2748



NOTE: It may take The Manager some time to set up your Ensemble over the Internet. Until then, you can explore how it functions as a telephone, beginning on page 17.

Lots of ways to communicate . . .



. . . or not so many.
You decide.

The Manager can make the Ensemble do as much (or as little) as you like.

The Manager can customize your Ensemble **just the way you want it** remotely via the Internet. The whole point of the Ensemble is to make it easier to communicate, so if there's some way to make the experience better, communicate that to the Manager.

Your Ensemble's home screen could be filled up with buttons, or it could have just a couple. And there are reminders that the Manager can set up to remind you to take your medicines or to attend appointments, but if you don't want to be reminded, **just let the Manager know**. There may be a point when you want to ease off and communicate less. So make yourself heard.

The Ensemble is so easy to use, and so helpful, you'll probably want to make it part of your daily routine. But there's no hurry. Take your time getting to know what it can do for you, and keep the Manager in the loop.

Need help? Call us! 1-866-525-2748

Here are just a few of the buttons and functions you can have added to your Ensemble.

Your family and friends can easily share with you their **Photos**. Everybody's smart phone has a camera, so if you don't see any family photos, let the Manager know how disappointed you are!

If you'd like to speak with somebody, but don't want to disturb or interrupt, touch **Call Me** and a list of contact names appears (these will be set up by the Manager). Just touch the appropriate button, and the Ensemble will ask that person, via email or text message, to give you a call. Let the Manager know if you'd like to add more names.

The **Check In** button does just that. Touch it, and it sends an alert to the Manager via email or text message that you checked in.

The Ensemble can show you websites, videos, text messages, emails, calendars and more. And it's all intuitive and easy. Talk with the Manager to set it up just the way you like.



Explore!

You'll learn a great deal about your Ensemble by using it. It's designed to be sensible, intuitive, and simple. But it is, in fact, a highly sophisticated and powerful computer in disguise. The good news is that you can't break it by pushing buttons on the touchscreen. As with any computer, you may occasionally experience sluggish performance. If that happens you can "reboot" it by pressing the reset button on the top right hand side for four to six seconds, and then releasing it. Be patient while it restarts.

**RESET
BUTTON**



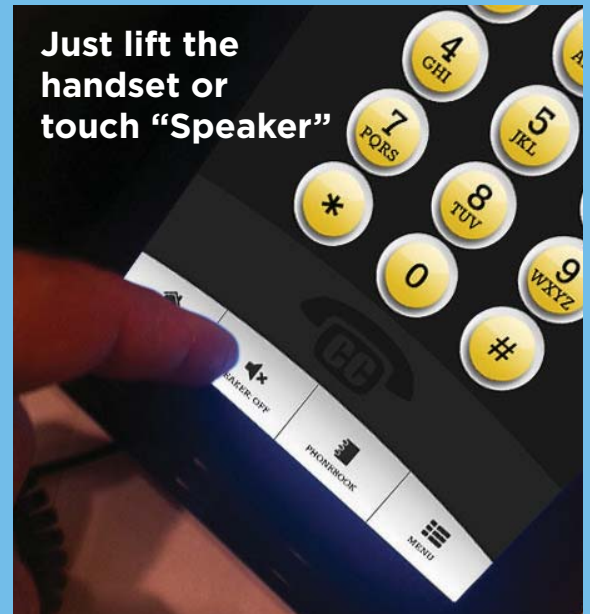
You can use the Ensemble to "surf" the Internet. Ask the Manager to add that functionality.

The Telephone

MAKE OR TAKE A CALL

To make a call, simply pick up the handset, and “dial” the number on the telephone keypad. The field at the top of the touchscreen shows the number as you enter it. Or you can leave the handset on the hook and access the telephone keypad by touching the “Phone” button from the “Home” screen. Enter the number you’d like to call and then lift the handset, and the Ensemble places the call.

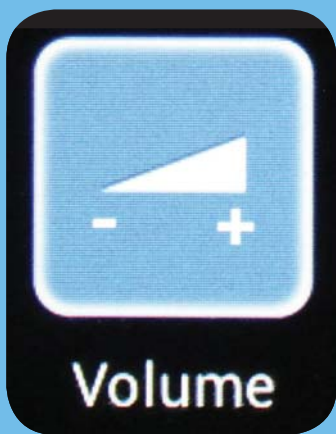
If you want to make a hands-free call, touch the “Speaker” button at the bottom of the touchscreen. You’ll hear the dial tone through the phone’s speaker, and then you can enter the number with the handset still on the hook.



An incoming call will make the touchscreen flash, and the caller’s number will appear. You can answer calls in the same two ways — by lifting the handset or touching the speaker button.

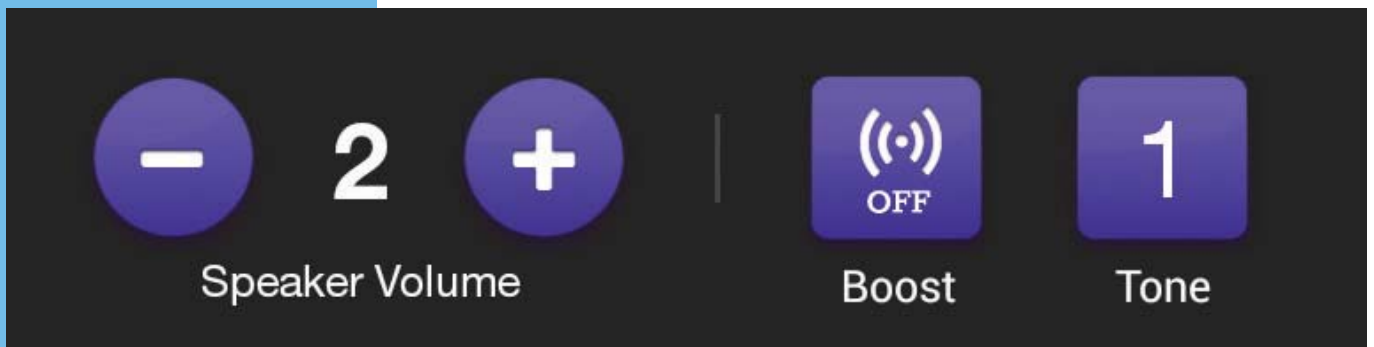
**Need help? Call us!
1-866-525-2748**

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CUSTOMIZE YOUR VOLUME AND TONE SETTINGS

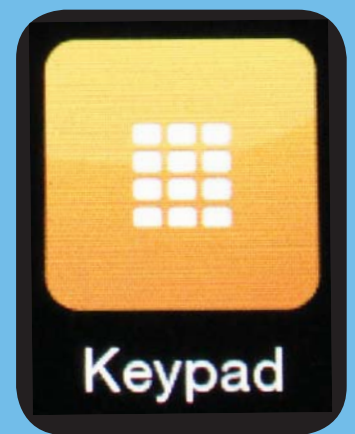
You can customize the volume of the speakerphone and of the handset during a telephone call. Touch the blue “Volume” button and then + or - to increase or decrease the sound. You’ll also note that a “Tone” button appears. Touch that button to select one of four settings that best suits your hearing. When you’ve got it set just the way you like it, touch the “Volume” button again. The Ensemble will sound the same next time you use it.



The “Boost” button will provide an extra degree of volume. Use it if the other party on your call isn’t speaking loudly enough, or if there’s a lot of background noise to overcome.

USE THE KEYPAD TO ENTER NUMBERS

If you make a call that's answered by a machine and you have to enter a number to connect to a particular department, press the "Keypad" button at lower right (It only appears when you're on a call), and use that to enter the appropriate digits.



If you know the extension of the party you are trying to reach, just touch the "keypad" button at bottom right.

PHONEBOOK

You can add telephone numbers to your Ensemble's digital phonebook, and then make calls simply by touching a name.



To enter a name and number, go to the phone screen and touch "Phonebook" in the bottom row of buttons.

Press "New Entry." Now you can enter a first name, last name and phone number.

When you've finished, hide the keyboard, then press "save." Use the "Create Speed Dial" button to add names to your Favorites list (look for the star atop the Phonebook screen).

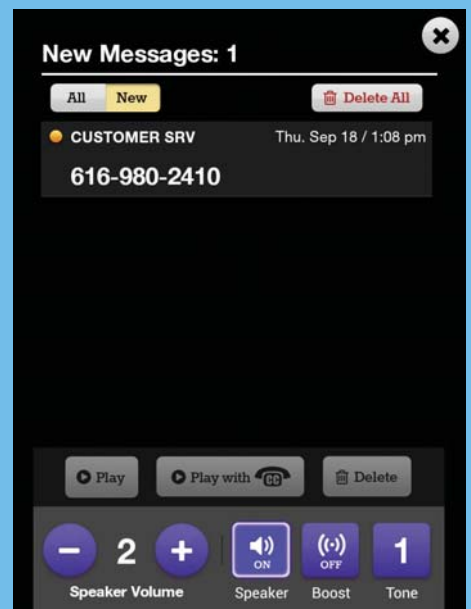
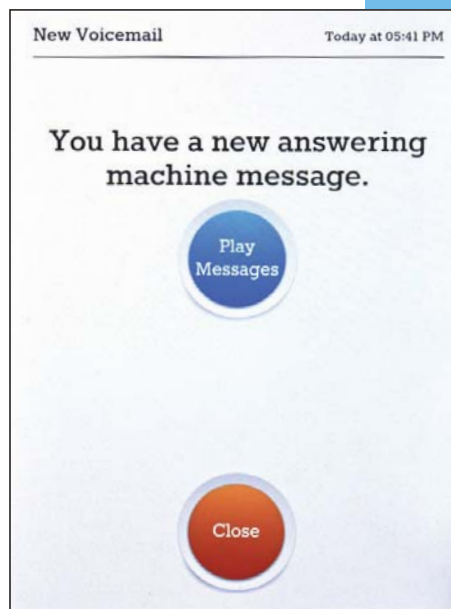
To make a call using the Phonebook, press the "Phonebook" button, touch the name of the person you'd like to call, and lift the handset or press the speaker button.

The Manager can also add numbers to your phonebook remotely, so ask for help if you need it.

ANSWERING MACHINE

Callers can leave voice messages on the Ensemble if you're unavailable, or when you don't care to answer the phone.

The Ensemble will alert you to each new voice message, and you can listen right away. Or you can close the window and listen later by pressing the "Menu" button on the Phone screen, and then "Answering Machine." You'll see a list of who called and at what time. Touch the message you'd like to hear, then "Play." You can delete the message once you've listened to it, or save it to listen to again later.



If you've enabled captioning on your Ensemble (see page 22), you can play your messages with live captioning.

Captioning through the Clear Captions service requires that you set up an account. It's free. If you have an email address, you can take care of it yourself. If not, ask The Manager for help.

Captioning

If you sometimes have difficulty hearing a telephone conversation, even with the volume and tone controls adjusted just the way you like, you can turn on the Ensemble's captioning feature. This permits a live communications assistant to listen to the other party on the line and provide text that you can read on your screen. It's like live TV captions for your phone calls.

The Manager can activate the Ensemble's captioning features remotely, if you like. Remember, the captioner is listening in and typing, so a captioned phone call isn't as instantaneous as an ordinary call. Let the other party on the line know that captioning is engaged, and that there may be a slight delay.

Need help? Call us! 1-866-525-2748



There is no fee for using the Clear Captions service on your Ensemble. It's paid for by the Telecommunications Relay Service fund via the Federal Communications Commission (FCC) of the United States. Captioning is only available within the United States.



You can adjust how captions appear on the Ensemble's screen. These buttons adjust the size of the caption text.

This button toggles the display. Choose black text on white or white text on black.



We can help!

If you need some assistance with your Ensemble,
or if you get in a jam, call us toll-free:

1-866-525-2748



6131 Preservation Drive • Chattanooga, TN 37416 • 1-800-426-3738



Regulatory Compliance and Warranty Information

FCC REQUIREMENTS AND REGULATIONS

PARTY RESPONSIBLE FOR REGULATORY COMPLIANCE:

Clarity, a Division of Plantronics, Inc.
6131 Preservation Drive
Chattanooga, TN 37416
Phone: 800-426-3738

PART 68 OF FCC RULES INFORMATION

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the bottom of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX.

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, RJ11C USOC, is provided with the 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 number of devices that may be connected to a telephone line. Excessive RENs on a telephone 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. For products approved after July 23, 2001, the REN for the product is part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g., 03 is a REN of 0.3).

If this equipment 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 isn't practical, the telephone company will notify the customer 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.

The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service. If trouble is experienced with this equipment, for repair or warranty information, please contact a Factory Service Center or other Authorized Servicer. If the equip-

FCC REQUIREMENTS AND REGULATIONS

ment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

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

This equipment is hearing aid compatible as defined by the FCC in 47 CFR Section 68.316.

When you hold the phone to your ear, noise might be heard in your Hearing Aid. Some Hearing Aids are not adequately shielded from external RF (radio frequency) energy. If noise occurs, use an optional headset accessory or the speakerphone option (if applicable) when using this phone. Consult with your audiologist or Hearing Aid manufacturer about the availability of Hearing Aids, which provide adequate shielding to RF energy commonly emitted by digital devices.

WHEN PROGRAMMING EMERGENCY NUMBERS AND (OR) MAKING TEST CALLS TO EMERGENCY NUMBERS:

- 1) Remain on the line and briefly explain to the dispatcher the reason for the call.
- 2) Perform such activities in the off-peak hours, such as early morning or late evenings.

Customer-Owned Coin/Credit Card Phones

To comply with state tariffs, the telephone company must be given notification prior to connection. In some states, the state public utility commission, public service commission or corporation commission must give prior approval of connection.

FCC REQUIREMENTS AND REGULATIONS

PART 15 OF FCC RULES INFORMATION

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: (1) These devices may not cause harmful interference, and (2) these devices must accept any interference received, including interference that may cause undesired operation.

CAUTION: Privacy of communication may not be ensured when using this phone.

CAUTION: Any changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user's authority to operate this device.

NOTE: This equipment has been tested and found to comply with the limits 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, uses, and can radiate 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 equipment and receiver.
- Connect the equipment into 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.

FCC RF Exposure Warning:

- This product complies with FCC radiation exposure limits set forth for an uncontrolled environment.
- To comply with FCC RF exposure requirements, the base unit and the wireless access point must be installed and used such that parts of the user's body other than the hands are maintained at a distance of approximately 20cm (8 inches) or more.
- These products may not be collocated or operated in conjunction with any other antenna or transmitter.

FCC REQUIREMENTS AND REGULATIONS

NOTICE

- FCC ID can be found on the labels placed on the bottom/back of the unit.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the company's inside wiring associated with a single line individual service may be extended by means of a certified connector assembly (telephone extension cord).

The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Users should ensure for their own protection that the electrical ground connections of the power utility, telephone lines and internal metallic water pipe system, if present, are connected together. This precaution may be particularly important in rural areas.

WARNING: Users should not attempt to make such connections themselves, but should contact the appropriate electrical inspection authority, or electrician, as appropriate.

The Ringer Equivalence Number is 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 (5.0).

Industry Canada

This device complies with Industry Canada licence-exempt RSS standard(s).

Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Privacy of communications may not be ensured when using this phone.

This product meets the applicable Industry Canada technical specifications.

WARRANTY AND SERVICE INFORMATION

The following warranty and service information applies only to products purchased and used in the U.S.. For warranty information in other countries, please contact your local retailer or distributor.

Limited Warranty: Clarity, a division of Plantronics, Inc. (“Clarity”) warrants to the original consumer purchaser that, except for limitations and exclusions set forth below, this product shall be free from defects in materials and workmanship for a period of one (1) year from the date of original purchase (“Warranty Period”). The obligation of Clarity under this warranty shall be at Clarity’s option, without charge, of any part or unit that proves to be defective in material or workmanship during the Warranty Period.

Exclusions from Warranty: This warranty applies only to defects in factory materials and factory workmanship. Any condition caused by accident, abuse, misuse or improper operation, violation of instructions furnished by Clarity, destruction or alteration, improper electrical voltages or currents, or repair or maintenance attempted by anyone other than Clarity or an authorized service center, is not a defect covered by this warranty. Telephone companies manufacture different types of equipment and Clarity does not warrant that its equipment is compatible with the equipment of a particular phone company.

Implied Warranties: Under state law, you may be entitled to the benefit of certain implied warranties. These implied warranties will continue in force only during the warranty period. Some states do allow limitations on how long an implied warranty lasts, so the above limitation may not apply to you.

Incidental or Consequential Damages: Neither Clarity nor your retail dealer or selling distributors has any responsibility for any incidental or consequential damages including without limitation, commercial loss or profit, or for any incidental expenses, loss of time, or inconvenience. Some states do not allow exclusion or limitation of incidental or consequential damage, so the above limitation or exclusion may not apply to you.

Other Legal Rights: This warranty gives you specific legal rights and you may also have other rights which vary from state to state.

WARRANTY AND SERVICE INFORMATION

To obtain warranty service, please prepay shipment and return the unit to the appropriate facility listed below.

Clarity Service Center

Clarity, a Division of Plantronics, Inc.

6131 Preservation Drive

Chattanooga, TN 37416

Tel: 423-629-3500 or 800-426-3738

Fax: 423-622-7646 or 800-325-8871

Please use the original container, or pack the unit(s) in a sturdy carton with sufficient packing material to prevent damage.

Include the following information:

- A proof-of-purchase indicating model number and date of purchase;
- Bill-to address;
- Ship-to address;
- Number and description of units shipped;
- Name and telephone number of person to call, should contact be necessary;
- Reason for return and description of the problem.

Damage occurring during shipment is deemed the responsibility of the carrier, and claims should be made directly with the carrier.



Clarity, a Division of Plantronics, Inc.
6131 Preservation Drive
Chattanooga, TN 37416

Tel: 800-426-3738 Fax: 800-325-8871
E-mail: claritycs@plantronics.com
Website: www.clarityproducts.com

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