



ClearLink[®] Cordless



User Guide

For Internal Use Only

ClearLink® *Cordless* User Guide

ClearLink® *Cordless* is CyraCom's patented, dual-handset phone specifically designed for medical interpretation in environments where mobility and hands-free communication are critical to the patient care process. With ClearLink *Cordless*, you can easily connect to a medical interpreter to communicate with your Limited English Proficient patients while moving freely.

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Features

ClearLink® Cordless is CyraCom's dual-handset cordless phone.



Durable Carrying Case

Makes moving the phone trouble-free

2.4 GHz Digital Phone

Connects to standard analog telephone lines

Cordless Dual-Handsets

Enables natural, continuous and mobile face-to-face communication

Pre-Programmed Buttons

Fast, easy access to trained medical interpreters

Individual Volume Controls

Adjust to individual preferences

Smooth Surface

Allows for easy cleaning

Headset Jacks

Accommodate any standard 2.5 mm headset

Speakerphone

Located on both base and handsets to enable hands-free communication or multiple participants in the interpretation session

Pager

Allows you to page the handsets from the base, making them easy to locate

Indicator LEDs

Show battery, charging and in-use status

Ringer Volume Controls

Different levels (off, low, medium, high), with blinking light in the off-position



Belt Clip and Headset

Provides convenience and hands-free communication



Setting Up ClearLink[®] Cordless

To begin use of your ClearLink[®] Cordless phone follow these steps:

- 1) Choose a location
- 2) Install handset batteries
- 3) Connect the base unit
- 4) Place the handsets on the base unit
- 5) Check the programming and range
- 6) Mount the base unit on a wall (optional)

Choosing a location

To ensure the best connection and ease of use consider these guidelines when selecting a location for your ClearLink[®] Cordless phone.

- Place the phone at a location where it can be easily accessed
- Choose a location for the base unit to be near an electrical outlet and an analog telephone jack
- Place the phone at an area where there is supervision and thus theft is less likely (e.g. Nurses station)
- Place the phone at a central location so that range is optimal
- Install the phone away from Wi-Fi access points, personal computers and microwave ovens
- Install the phone away from heat sources and sunlight
- Avoid areas with excessive moisture, dust or extreme cold

Installing Handset Batteries

Each handset comes with its own rechargeable battery that is designed to give you up to 6 hours of talk time.

To install the handset batteries follow these steps:

- 1) Open up the cover on the back side of each handsets by sliding it down.
- 2) Align the socket pins with the two holes in the plug (B: Black, R: Red), then snap the plug into place.
- 3) Place the battery in the compartment.
- 4) Replace the cover by sliding it into place.

NOTE: Use only the CyraCom rechargeable battery pack supplied. Batteries should be charged initially for 24 hours. Afterwards, a maintenance charge of 10 hours is sufficient.

NOTE: Make sure that the charging lights on the base unit come on every time you place the handsets on the base unit. A green light indicates handsets with a full charge.



Connecting the Base Unit

Your ClearLink® *Cordless* must be connected to an electrical outlet and an analog telephone jack. Phone lines in patient rooms are typically analog. Fax machines and insurance card verification lines are also typically analog lines. Please check with your telecommunications department if you are not sure if an analog line is available in your department.

To connect the base unit follow these steps:

- 1) Connect the AC-DC adaptor into the back of the base unit (labeled DC 12V).
- 2) Plug the AC-DC adaptor into the electrical outlet. A green light will indicate that there is power.
- 3) Connect the blue phone line into the back of the base unit labeled LINE.
Special note: If you do not see the jack labeled LINE but instead see a jack labeled USB, please slide the blue plastic cover piece that is to the right of the USB jack to the left and this will reveal the LINE jack.
- 4) Plug the phone line into the analog telephone jack on the wall.

NOTE: Be sure the phone is plugged into an analog phone line. Connecting the phone into a digital/multi-line phone line could damage to your telephone system and/or the phone.

Placing the Handsets on the Base Unit

To ensure maximum daily performance the handsets should be placed on the base unit after every use to allow for the battery to charge.

To ensure the handsets are properly placed in the base unit follow these steps:

- 1) Remove the optional belt clips before placing the handsets in the cradle.
- 2) Place the handsets face-up (buttons showing) in either cradle.
- 3) Push down on the handsets after placing them into the cradle.
- 4) Make sure you hear a beep indicating proper placement and that the red charging lights on the base unit come on. A green light on the handset indicates a full charge.

NOTE: It doesn't matter on which side to place the main and secondary handsets.

Checking the Programming and Range

A special feature of ClearLink® *Cordless* is the pre-programmed buttons. The main handset and the base unit are pre-programmed with your account information for fast and easy access to trained medical interpreters. There is no need to memorize numbers or have your account information readily available.

Before initial use of the phone you must first ensure proper programming by following these steps:

- 1) Pick up the main handset and press TALK to get a dial tone.
- 2) Press the blue button labeled ACCESS.
- 3) When prompted, press the white button labeled ACCT/PIN. If you hear the prompt that asks for your language selection your phone is programmed correctly. If you do not hear this prompt, contact your CyraCom account representative or call Client Services at 800-481-3289.



To ensure you have sufficient range with your ClearLink® Cordless follow these steps:

- 1) Pick up the main handset and press TALK. Walk to all areas where you would like to use ClearLink® Cordless. Make sure that the dial tone is not breaking up. Alternatively, call another person and conduct the same test.

Mounting the Base Unit on a Wall (Optional)

ClearLink® Cordless is wall mountable. Please use a standard wall mounting kit or request one from your CyraCom account representative.

To mount your ClearLink® Cordless follow these steps:

- 1) Drill two holes in the wall according to wall mounting kit.
- 2) Attach the base unit to the wall.
- 3) Lift up the clips in the middle of both handset cradles.
- 4) Place the handsets into the base unit.

NOTE: Make sure that the clips are in a upright position every time you place the handsets in the cradle.

Basic Operation

Accessing an Interpreter Using ClearLink® Cordless

You can easily connect to a medical interpreter using ClearLink® Cordless to have hands-free, mobile communication with your Limited English Proficient patients. You can access the interpreter from either the base unit or the cordless dual handsets.

To access an interpreter from the cordless dual handsets follow these steps:

- 1) Pick up the main handset and press TALK to get a dial tone.
- 2) Press the blue button labeled ACCESS.
- 3) When prompted, press the white button labeled ACCT/PIN.
- 4) Follow the voice prompts to connect to a medical interpreter.
- 5) When the interpreter comes on the line, pick up the second handset, press TALK.
- 7) Pass the second handset to the patient.
- 8) To disconnect from the call, press TALK on the main handset.
- 9) Return both handsets to the base to charge.

Using the Speakerphone

A speakerphone is located on both the base unit and handsets to enable hands-free communication or multiple participants in the interpretation session. The handsets can also be taken into patient rooms and put on speakerphone to be used at a patient's bedside to allow for hands-free communication.

To access an interpreter from the base unit follow these steps:

- 1) Press the button labeled SPEAKER to get a dial tone.
- 2) Press the blue button labeled ACCESS.



- 3) When prompted, press the white button labeled ACCT/PIN.
- 4) Follow the voice prompts to connect to a medical interpreter.
- 5) To disconnect from the call, press SPEAKER.

To use the speakerphone on the cordless dual handsets follow these steps:

- 1) Connect to an interpreter
- 2) When the interpreter comes on the line, press the button labeled SPEAKER on either handset to put the call on speakerphone.

NOTE: Only one handset should be used on speakerphone during an interpretation session. Using both handsets may cause interference.

NOTE: You can adjust the volume by using the volume control buttons on the side of the handset.

Using Headsets

ClearLink® *Cordless* comes equipped with two headsets to accommodate hands-free communication.

To use headsets from the handsets:

- 1) Plug back headset cover located on the side of the handset
- 2) Plug-in headset
- 3) Connect to an interpreter

Using Belt Clips

ClearLink® *Cordless* comes equipped with two belt clips that can be attached to the handsets for mobile and hands-free communication. This is ideal for areas such as physical therapy, NICU and Out-Patient settings or any other area.

To connect your belt clip to a handset

- 1) Place the belt clips near the top of each handset.
- 2) Belt clip will click into place.

NOTE: Remove the optional belt clips before placing the handsets in the cradle after each use.

Making and Receiving Calls

In addition to connecting you to a medical interpreter, ClearLink® *Cordless* also operates as a standard phone. You can make a call or answer a call from either the handset or the base unit.



Paging

The ClearLink® *Cordless* handsets can be paged in the event that it is misplaced. You can page each handset from the other, or directly from the base unit.

From Base Unit

- 1) Press PAGE + "1" to page main handset.
- 2) Press PAGE + "2" to page secondary handset.
- 3) Answer page by pressing TALK on the handset.
- 4) Turn off the page from the base unit by pressing PAGE.

From Main Handset

- 1) Press PAGE + "0" to call the base unit.
- 2) Press PAGE + "2" call the secondary handset.
- 3) Answer page by pressing SPEAKER on the base unit.

From Secondary Handset

- 1) Press PAGE to call the main handset.
- NOTE: Only the main handset can be paged.

Volume Control

ClearLink® *Cordless* has volume control settings that can be adjusted to allow each participant to listen and talk comfortably to the interpreter.

Base Unit	Volume can be adjusted through a slider at the front of the base unit.
Handset	Volume can be adjusted through the volume control setting on the side of the handset. Both handsets can regulate the volume independently from each other. There are 6 volume levels on the handsets.
Ringer	There is a switch at the back of the base unit with 4 ringer volume settings: (high, medium, low, off). The base unit ringer will adjust according to the setting. NOTE: If the handsets are not placed on the base unit they will ring (regardless of the ringer volume).
Keypad Sound	The keypad sound adjusts to the ringer volume. If the ringer is off, no sound will be heard. The keypad sound on the handsets cannot be adjusted.



LED Light Indication

To ensure proper charging and use, ClearLink® Cordless has LED lights to alert you to its status.

Charging	<p>On the base unit there are two red lights labeled CHARGE. These lights indicate that the handsets are charging.</p> <p>A red light indicates when the handsets are correctly placed in the cradle. When the phones are removed the LED will turn off.</p> <p>Both handsets will show a green light when fully charged and in the base unit.</p> <p>If the battery is not fully charged the handset lights will be off.</p>
Battery Level	<p>If the handsets are fully charged and in the cradle the lights on both handsets will be green.</p> <p>If handsets are taken out of the cradle the light will turn off.</p> <p>If the battery is low, the light on the handset will blink red every 5 seconds.</p> <p>If the phone is in use a warning beep will sound every 15 seconds until the phone turns off.</p>
In Use	<p>If the phone is in use the IN USE light on the base unit will constantly be green.</p> <p>On both handsets the light will be green for 10 seconds at the start of using the phone and then turn off.</p>



CyraCom Internal Section

Manual Programming

In order to manually program your ClearLink® *Cordless* you will need a tool to assist with pushing the programming buttons such as a paper clip or push pin. THIS IS DIFFERENT PROGRAMMING INSTRUCTIONS FROM CLEARLINK.

To manually program ClearLink® *Cordless* follow these steps:

- 1) Phone must be in standby mode:
 - Power supply plugged in
 - No dial tone
- 2) Make sure the IN USE light on the base unit is NOT on.
- 3) Remove the faceplate on the base unit (both the plastic and the paper). You will see two holes to the left side of the blue button. The top button is STORE, the lower button is PAUSE.
- 4) Enter the digits to be stored (Access, ACCT/PIN, or Client Services).
- 5) Press the STORE button with a paper clip (this needs to be done within 15 seconds after having entered the last digit).
- 6) A single beep will confirm that the STORE button has been pressed. Three tones in succession will indicate failure.
- 7) Press respective "memory" button within 15 seconds after having pressed the "Store" button. A confirmation tone with confirm success. Three tones in succession will indicate failure.

For example: Enter 50101XXXX1234, STORE, ACCT/PIN.

NOTE: The handsets do NOT need to be programmed. The base will transfer saved data to the handset. The handsets will confirm the transmission of the data through a quick appearance of the green LED.

Pairing Handsets

ClearLink® *Cordless* will be paired prior to shipping. It is possible for the handsets to loose their pairing. "Pairing" refers to programming each handset to correspond with the base unit. It is necessary to do this with ClearLink® *Cordless* because it has two handsets that need to communicate with the base and with each other.

To test proper pairing, follow these steps to page the handset:

- 1) Press PAGE on the base unit then "1" to page the main handset. The base and handset should emit a ring tone. Press PAGE on the base unit to cancel the page.
- 2) Press PAGE on the base unit then "2" to page the secondary handset. The base and handset should emit a ring tone. Press PAGE on the base unit to cancel the page.

If the base unit emits a failure tone (three quick beeps) after pressing either "1" or "2", the pairing has been lost. If the pairing is lost you will also get the failure tone on the handsets when pressing TALK instead of getting a dial tone.



To pair the handsets with the base unit you must first follow these steps:

- 1) Unplug the power cord from the back of the phone.
- 2) Wait ten seconds.
- 3) Plug the power cord back in and ensure that both handsets are in the base unit and the CHARGE lights are lit.
- 4) Remove both handsets from base.

To pair the main (provider) handset:

- 1) Phone must be in standby mode:
 - Power supply plugged in
 - No dial tone
- 2) Press and hold the CODE button on the base until you hear a beep.
- 3) Press and hold the "1" on the base until you hear a beep.
- 4) Press and hold the PAGE button on the main handset until you hear two beeps. The LED light on the main handset will begin blinking after the first beep. Continue to hold the PAGE button until the second beep occurs and the LED light stops blinking. NOTE: This may take 30-60 seconds – DO NOT release until you hear the second beep!
- 5) Confirm pairing of handset by paging handset (see instructions above).
- 6) DO NOT place handsets back on base.

To pair the secondary (patient) handset:

- 1) Phone must be in standby mode:
 - Power supply plugged in
 - No dial tone
- 2) Press and hold the CODE button on the base until you hear a beep.
- 3) Press and hold the "2" on the base until you hear a beep.
- 4) Press and hold the PAGE button on the main handset until you hear two beeps. The LED light on the main handset will begin blinking after the first beep. Continue to hold the PAGE button until the second beep occurs and the LED light stops blinking. NOTE: This may take 30-60 seconds – DO NOT release until you hear the second beep!
- 5) Confirm pairing of handset by paging handset (see instructions above).



Troubleshooting

Why am I not getting a dial tone with my ClearLink® Cordless phone?

First, make sure that the ClearLink® Cordless is plugged into an analog phone jack and that the power cord is connected. Check to see if you get a dial tone on the base unit by pressing SPEAKER and on the main handset by pressing TALK. If you press TALK on the main handset and there is no dial tone, the batteries may need to be recharged.

Why is my ACCESS or ACCT/PIN button not working?

The ACCESS button may have been deprogrammed. You can still access an interpreter by manually dialing 800-481-3293 and entering your account number and PIN. Contact Client Services for assistance with reprogramming the button.

What if I cannot hear the interpreter?

First, adjust the volume on the side of the handset. Also be sure the handsets are not near metal objects or appliances and that you are not too far from the phone's base unit.

What if there is noise interference or the conversation is breaking up?

Keep the handset away from computers, intercoms, fluorescent lights and other cordless/wireless appliances. Make sure that you are not too far from the phone's base unit.

How do I locate a misplaced handset?

Use the phone's paging feature by pressing PAGE followed by "1" to make the main handset ring or by pressing PAGE followed by "2" to make the second handset ring.

What if the handsets are not charging?

Make sure that the red charge light is illuminated. If it is not, check if the power cord is connected, the handsets are properly seated in the cradle and the batteries are properly attached inside the battery unit of the handsets.



Safety Instructions

Maintenance

- Taking care of your telephone: your cordless telephone contains sophisticated electronic parts, so it must be treated with care.
- Cleaning your telephone: your telephone has a durable plastic casing that should retain its luster for many years. Clean it with disinfecting wipes, or a soft cloth slightly dampened with water or a mild soap. Do not use excess water or cleaning solvents of any kind.
- Avoid rough treatment: place the handset down gently.
- Avoid water: your telephone can be damaged if it gets wet. Do not use the handset outdoors in the rain, or handle it with wet hands.
- Electrical storms: electrical storms can sometimes cause power surges harmful to electronic equipment. For your own safety, use caution when using electric appliances during storms.

Important Safety Instructions

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury, including the following:

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on the product.
3. Unplug this product from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
4. Do not use this product near water (for example, near a bathtub, kitchen sink, or swimming pool).
5. Do not place this product on an unstable surface, such as a table, shelf or stand. The product may fall, causing serious damage.
6. Slots and openings in the back or bottom of the base unit and handset are provided for ventilation. To protect them from overheating, these openings must not be blocked by placing the product on a soft surface such as a bed, sofa, or rug. This product should never be placed near or over a radiator or heat register. This product should not be placed in any area where proper ventilation is not provided.
7. This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply in your home, consult your dealer or local power company.
8. Do not allow anything to rest on the power cord. Do not install this product where the cord may have anyone walking on it.
9. Never push objects of any kind into this product through slots in the base or handset as they may touch dangerous voltage points or short out parts that could result in a risk of fire or electric shock.
10. Never spill liquid of any kind on the product.
11. To reduce the risk of electric shock, do not disassemble this product, but take it to an authorized service facility. Opening or removing parts of the base or handset other than specified access doors may expose you to dangerous voltages or other risks. Incorrect reassembling can cause electric shock when the product is subsequently used.
12. Do not overload wall outlets and extension cords as this can result in the risk of fire or electric shock.
13. Unplug this product from the wall outlet and refer servicing to an authorized service facility under the following conditions:
 - When the power supply cord or plug is damaged or frayed.



- If liquid has been spilled onto the product.
 - If the product has been exposed to rain or water.
 - If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions, as improper adjustment of other controls may result in damage and often requires extensive work by an authorized technician to restore the product to normal operation.
 - If the product has been dropped and the base and/or handset has been damaged.
 - If the product exhibits a distinct change in performance.
14. Avoid using a telephone (other than cordless) during an electrical storm. There is a remote risk of electric shock from lightning.
15. Do not use the telephone to report a gas leak in the vicinity of the leak.
16. Only put the handset of your telephone next to your ear when it is in normal talk mode.

Battery

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

- Use only the battery(ies) specified.
- Do not dispose of the battery(ies) in a fire. They may explode.
- Check with local waste management codes for special disposal instructions.
- Do not open or mutilate the battery(ies).
- Released electrolyte is corrosive and may cause burns or injury to the eyes or skin. The electrolyte may be toxic if swallowed.
- Exercise care when handling the battery(ies). Do not allow conductive materials such as rings, bracelets or keys to touch the battery(ies), otherwise a short circuit may cause the battery(ies) and/or the conductive material to overheat and cause burns.
- Charge the battery(ies) provided with or identified for use with this product only in accordance with the instructions and limitations specified in this manual.

FCC Information

FCC Part 15

This device complies with Part 15 of the FCC Rules. 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.

This equipment has been tested and found to comply with the requirements for a Class B digital device under Part 15 of the Federal Communications Commission (FCC) rules. These requirements are intended 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. Changes or modifications to this equipment not expressly approved by the party responsible for compliance could void the user's authority



to operate the equipment.

To ensure safety of users, the FCC has established criteria for the amount of radio frequency energy that can be safely absorbed by a user or bystander according to the intended usage of the product. This product has been tested and found to comply with the FCC criteria. The handset may be safely held against the ear of the user. The base unit shall be installed and used such that parts of the user's body other than the hands are maintained at a distance of approximately 20 cm (8 inches) or more. If you choose to use a clipping device, please make sure to only use the supplied belt clip.

Warning: Changes or modifications to this unit not expressly approved by the party responsible for compliance could void the user authority to operate the equipment.

SAR

1. The equipment complies with FCC RF radiation exposure limits set forth for an uncontrolled environment, under 47 CFR 2.1093 paragraph (d)(2).
2. This Transmitter must not be co-located or operating in conjunction with any other antenna or transmitter

The 2.4 GHz EDCT CORDLESS PHONE has been tested to the FCC exposure requirements (Specific Absorption Rate).

FCC Part 68 and ACTA

This equipment complies with Part 68 of the FCC rules and with technical requirements adopted by the Administrative Council for Terminal Attachments (ACTA). The label on the back or bottom of this equipment contains, among other things, a product identifier in the format US:AAAEQ##TXXXX. This identifier must be provided to your local telephone company upon request.

The plug and jack used to connect this equipment to premises wiring and the telephone network must comply with applicable Part 68 rules and technical requirements adopted by 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. An RJ11 jack should normally be used for connecting to a single line and an RJ14 jack for two lines. See Installation Instructions in the user's manual.

The Ringer Equivalence Number (REN) is used to determine how many devices you may connect to your telephone line and still have them ring when you are called. The REN for this product is encoded as the 6th and 7th characters following the US: in the product identifier (e.g., if ## is 03, the REN is 0.3). In most, but not all areas, the sum of all RENs should be five (5.0) or less. For more information, please contact your local telephone company.

This equipment may not be used with Party Lines. If you have specially wired alarm dialing equipment connected to your telephone line, ensure the connection 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.

If this equipment is malfunctioning, it must be unplugged from the modular jack until the problem has



been corrected. Repairs to this telephone equipment can only be made by the manufacturer or its authorized agents. For repair procedures, follow the instructions outlined under the Limited Warranty.

If this equipment is causing harm to the telephone network, the telephone company may temporarily discontinue your telephone service. The telephone company is required to notify you before interrupting service. If advance notice is not practical, you will be notified as soon as possible. You will be given the opportunity to correct the problem and the telephone company is required to inform you of your right to file a complaint with the FCC. Your telephone company may make changes in its facilities, equipment, operation, or procedures that could affect the proper functioning of this product. The telephone company is required to notify you if such changes are planned.

If this product is equipped with a corded or cordless handset, it is hearing aid compatible. If this product has memory dialing locations, you may choose to store emergency telephone numbers (e.g., police, fire, medical) in these locations. If you do store or test emergency numbers, please:

- * Remain on the line and briefly explain the reason for the call before hanging up.
- * Perform such activities in off-peak hours, such as early morning or late evening.



