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Hear how good life can be

ENGLISH

ESPAÑOL

FRANÇAIS



**Operating Manual**

**ClearSounds® CSC500  
Amplified Spirit Phone™**

# TABLE OF CONTENTS

## PRIOR TO USE

- Pg. 3 Congratulations
- Pg. 3 Important Safety Instructions
- Pg. 5-6 Location of Controls
- Pg. 7-8 Installation Steps

## BASIC TELEPHONE FUNCTIONS

- Pg. 9-10 Amplification
- Pg. 10 Ringer Setting
- Pg. 11 Hearing Aid and Cochlear Implant Users
- Pg. 11 Speakerphone
- Pg. 11 Answer a Call
- Pg. 12 Make a Call

## TELEPHONE SETTINGS

- Pg. 13 Dialing Mode
- Pg. 13 One-Touch Memory
- Pg. 14 Inserting Photos
- Pg. 14-15 Mute, Redial and Call Waiting

## TROUBLESHOOTING GUIDE

## TECHNICAL SPECIFICATIONS

## REGULATORY COMPLIANCE

Important FCC Information for Customers

## INDUSTRY CANADA

## WARRANTY POLICY

## PRIOR TO USE

Congratulations on your purchase of the CSC500 phone from ClearSounds Communications®. Please read this User Manual carefully in order to get the best use out of your new telephone. This phone is designed for individuals with mild to severe hearing loss. Keep this manual near the telephone for easy reference.

Please visit our website at [www.clearsounds.com](http://www.clearsounds.com) to register your product, download additional manuals and review troubleshooting tips.

Be sure to save your sales receipt as your proof of purchase should you need warranty service.

**Warranty Service** – This product is designed to provide years of quality service. However, if there is a malfunction and the troubleshooting recommendations on pages 15-16 do not resolve the problem, follow the warranty procedure on pages 18-19.

## IMPORTANT SAFETY INSTRUCTIONS

Read and understand the Installation Guide and User Manual. When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to person, including the following:

**WARNING:** The CSC500 Phone is capable of amplifying sounds to a loud volume. It is important to instruct all potential users of its proper operation. It is advised to adjust the volume control to the minimum level (Low) when not in use and alert other users that hearing damage can potentially result from misuse.

**WARNING:** To avoid the possibility of electrical shock, do not use this product near water (For example, near a bathtub, wash basin, kitchen sink or laundry tub, in a wet basement or near a swimming pool) while in the bathtub or shower or when you are wet. If the phone becomes submerged in water, do not

attempt to retrieve it until after you have unplugged the line cord from the modular wall jack. Do not plug the phone back in until it has dried completely.

**WARNING:** Avoid using the telephone during electrical storms. There may be a remote risk of electric shock from lightning. If the electrical storm is present in your immediate area, possibility of electrical shock exists.

**WARNING:** Do not use the phone if you suspect a gas leak in the area. The phone's electrical contact could create a spark, which could ignite any heavy concentration of leaking gas.

**WARNING:** When cleaning, unplug the phone first, and then use a damp cloth to wipe. Do not use liquid cleaners or aerosol cleaners on the telephone.

**WARNING:** No telephone should ever be placed near an open radiator or heating register.

**WARNING:** Never push any object through the slots in the telephone. They can touch dangerous voltage points or short out parts that could result in risk of fire or electrical shock.

**WARNING:** Do not cover slots and openings on the units, they are needed for ventilation and protection against overheating.

**WARNING:** Stop using the telephone if dropped or if it becomes damaged.

**WARNING:** Ring volume is very loud and can damage your hearing. Never put your ear close to the ringer.

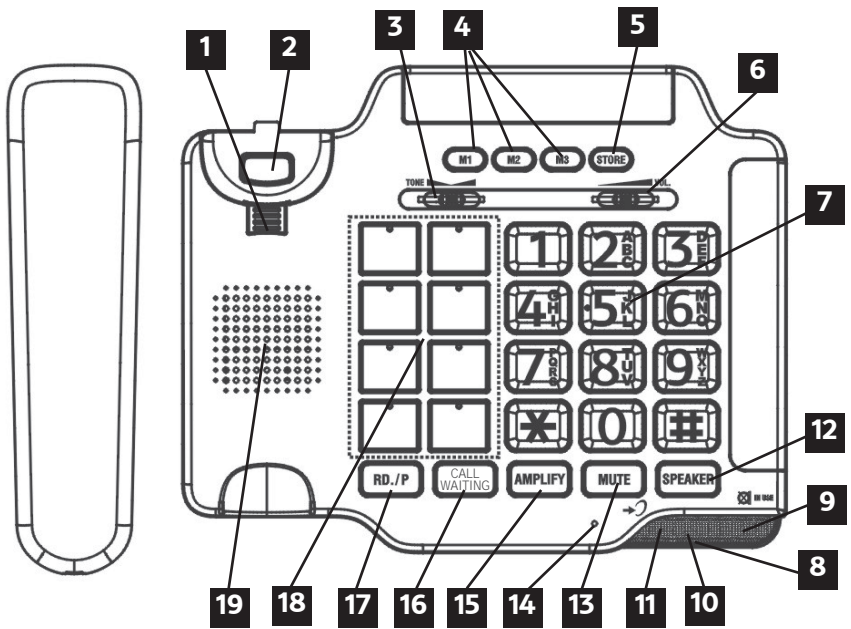
### **Hearing Aid Compatibility (HAC)**

This telephone meets the FCC standards for Hearing Aid Compatibility.

**IMPORTANT:** YOUR RECEIPT IS PART OF YOUR WARRANTY AND MUST BE RETAINED AND PRODUCED IN THE EVENT OF A WARRANTY CLAIM.

**PLEASE SAVE THESE INSTRUCTIONS**

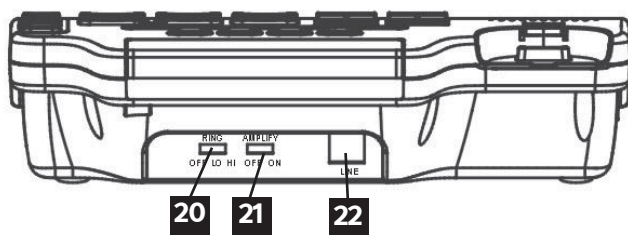
# LOCATION OF CONTROLS



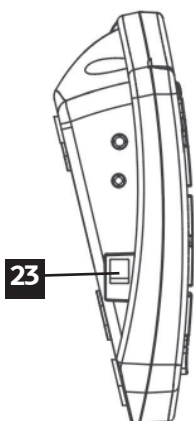
- 01. Handset Hanger Tab
- 02. Hook Switch
- 03. Handset Tone Control
- 04. (3) 1-Touch Memory Dial Keys
- 05. Store Key
- 06. Handset Volume Control
- 07. Large Keypad
- 08. Visual Phone Ringer
- 09. In Use LED Indicator
- 10. Mute LED Indicator
- 11. Amplify LED Indicator
- 12. Speakerphone Key
- 13. Mute Key
- 14. Microphone
- 15. Amplify Activation Key
- 16. Call Waiting Key
- 17. Redial/Pause Key
- 18. (8) 1-Touch Photo Memory Dial Keys
- 19. Speaker

# LOCATION OF CONTROLS (continued)

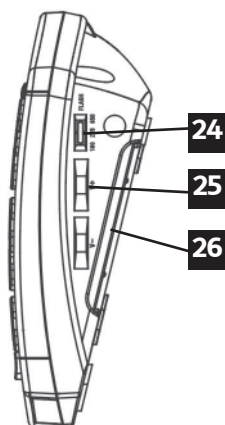
## BACK SIDE



## LEFT SIDE



## RIGHT SIDE



## BACK SIDE

20. Ringer Volume Switch

21. Amplification Reset Override Switch (ON/OFF)

22. Phone Line Cord Jack

## LEFT SIDE

23. Handset Cord Jack

## RIGHT SIDE

24. Flash Time Switch

25. Speakerphone Volume Control

26. Memory Card (Record Photo Speed Dial Names/Numbers)

## ■ INSTALLATION STEPS

Installation of your **ClearSounds® CSC500 Amplified Spirit Phone™** is easy. There are some basic steps you need to take when you set-up your phone for the first time.

1. Check parts list
2. Pre-select auxiliary features:
  - a. AMPLIFICATION: Amplify Override ON / OFF
  - b. RINGER: High, Low or Off
3. Installation

*If at any time you have questions about your telephone after reading this manual, please contact our ClearSounds® Customer Service Department at 1-800-965-9043.*

### 1. PARTS CHECKLIST

Check the contents of the box - The CSC500 should contain:

1. Handset and handset cord
2. Phone base
3. Telephone line cords (one 6 inch and one 6 ft cord)
4. Wall plate adapter
5. User's Manual
6. Photo Template

**2. PRE-SELECT AUXILIARY FEATURES:** If you plan on mounting your phone on the wall, you may want to consider setting up the Amplification Override Switch (page 9-10) and Ringer Switch (pages 10).

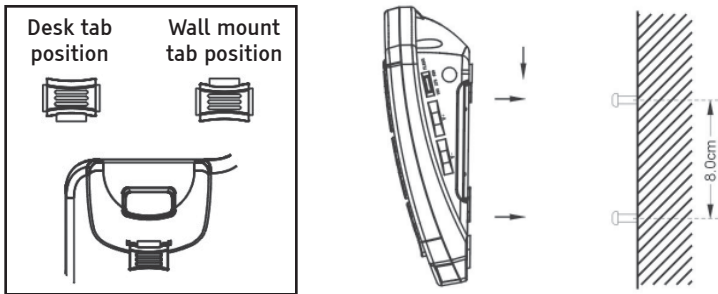
### 3. PHONE INSTALLATION

The phone should be located in an area where it is easy to see the lighted ringer and choose an area near a telephone wall jack (RJ11C). The telephone may be placed on a shelf or table or may be fixed to the wall using the wall plate adapter (mounting bracket). To avoid potential interference, the phone should not be located near electronic equipment, such as personal computers, television or microwave ovens.

## Desk / Table Mounting

1. Connect one end of the 6 ft telephone cord to the line jack on the back of the phone and connect the other end to a modular phone jack.
2. Connect one end of the coiled handset cord to the handset and the other end to the phone base.
3. Lift the handset and listen for the dial tone. If you don't hear a dial tone, re-check all the installation steps.

## Wall Mounting



1. Slide the handset hanger tab out and reverse its position (rotate it 180 degrees). Slide it back into place so that the hook points up. This will keep the handset from falling out of the cradle when it is mounted on the wall.
2. Plug the 6-inch short phone cord into the telephone jack on the phone, run the phone cord underneath the wall plate adapter and through the opening. The excess telephone line can be positioned into the recessed area on the bottom of the mounting plate.
3. Insert the wall plate adapter by holding the wall plate adapter so that the raised mounting pins line up with the phone's keyholes on the back. Once the holes are lined up, push the wall plate adapter in towards the phone and then slide the plate upwards until it is securely seated on the phone.
4. With the wall plate adapter installed, plug the 6-inch short phone cord into the jack on the wall.



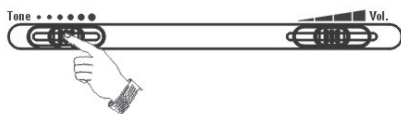
5. Holding the phone slightly above the mounting screws on the wall jack, push the phone against the mounting screws so they are hooked into upper and lower keyhole slots on the back of the phone. Slowly slide the phone down until it snaps into place.
6. When mounting the phone on dry wall without a standard telephone wall plate, install 2 self-tapping screws (not supplied) at a distance of 80 mm (3.15 inches) from each other and located on a vertical line. Place the phone onto the screw-heads and slide down to secure.
7. Connect the handset using the coiled handset cord and listen for a dial tone. If you hear a dial tone, your phone is ready to use. If there is no dial tone, check all your cords to make sure they are plugged in securely and re-check installation steps.

## BASIC TELEPHONE FUNCTIONS

### Using the Amplification Function

Your **ClearSounds® CSC500** is equipped with a specialized amplification function designed to adjust to your needs.

You may press the **Amplify** key to temporarily increase the volume of the handset during a call. To return to normal, press the key again. Volume levels will also return to normal when the handset is replaced on the base after the call. Once the **Amplify** key is pressed, an extra level of amplification and tone enhancement is added. During a call, adjust the **Volume** control and **Tone** control on the front panel of the phone to fit the levels to your hearing requirements. The volume control provides up to 15 dB of volume before the **Amplify** key is activated. Once the **Amplify** key activated, the phone will provide up to 30 dB of amplification and tone adjustment.



**Please Note:** The **Amplify** key controls both the loudness & tone frequency of the handset.

## ■ Amplification Function (continued)

### Using the Amplification Reset Override Switch (location #21)

The ClearSounds® CSC500 is designed with unique features to protect users from being exposed to dangerous sound levels. You are able to switch between automatic or manual amplification, and you should select the setting that best suits your needs.

**Set ON** – When the Amplification Reset Override Switch is set to ON, the amplify function will be ON every time a call starts. The user will no longer need to remember to press the **Amplify** key with every telephone conversation. When the phone hangs up, the amplify setting will remain ON.

**Set OFF** – When the Amplification Reset Override Switch is set to OFF, the amplify function will be OFF every time a call starts. This allows people who do not require the level of amplification offered on the phone to use it. Every time a call starts, the user will need to press the **Amplify** key in order to gain the extra level of amplification and tone control. When the phone hangs up, the **Amplify** key will reset to OFF.

**Important:** You may manually turn ON and OFF the amplify function during a conversation by simply pressing the **Amplify** key. When the **Amplify** key is pressed to turn the amplification ON, the Amplify LED light will go on and when the amplification is turned OFF, the Amplify LED light will go off.

**NOTE:** Your ClearSounds® CSC500 comes from the factory preset in the OFF position. If you would like to override the factory preset, simply change the selection on the back of the phone to ON.

## ■ Ringer Setting

You can adjust the ringer of your phone as high as 85 dB. The ringer volume level can be adjusted by sliding the switch on the back side of the phone. Ringer options include HI, LO and OFF.

**Please Note:** Your phone is also equipped with a visual flasher that automatically flashes when the phone rings.

## ■ Using your Phone with Hearing Aids and Cochlear Implants

Your phone can be used with hearing aids and cochlear implants equipped with a telecoil (T-coil). Adjust your hearing aid “T-switch” to the “T” position. Make sure to hold the handset close to your T-coil.

## ■ Using your Speakerphone

For optimal speakerphone performance, avoid the following:

- Areas with high background noise (The microphone might pick up these sounds and prevent the speakerphone from going into the receiving mode when you finish talking).
- Surfaces affected by vibration.
- Recessed areas such as in a corner, under a cupboard, or next to a cabinet, which can generate an echo effect.

## ■ Answering a Call

**NOTE:** Make sure the ringer switch is set to HI or LO to hear the audible ring. If you have selected OFF, the visual flasher will be your only ring notification.

### Using the Handset

1. To answer a call, lift the handset and speak. You will see the In Use LED indicator light up.
2. Adjust your volume and tone settings if needed.
3. To end the call, replace the handset on the base.

### Using the Speakerphone

1. To answer a call, press the **Speaker** key on the base. You will see the In Use LED indicator light up.
2. Adjust your volume by using the volume control V- or V+ located on right side of the phone.
3. To end the call, press the **Speaker** key again on the base.

# ■ Making a Call

## Using the Handset

1. To make a call, lift the handset and listen for a dial tone. You will see the In Use LED indicator light up.
2. You can dial a number manually or press one of the memory dial keys once programmed.
3. Adjust your volume and tone settings if needed.
4. When finished, hang up the handset.

## Using the Speakerphone

1. Press the **Speaker** key on the base and listen for a dial tone. You will see the In Use LED indicator light up.
2. You can dial a number manually or press one of the memory dial keys once programmed.
3. Adjust your volume by using the volume control V- or V+ located on right side of the phone.
4. When finished, press the **Speaker** key to hang up.
5. To change back from speakerphone to handset use, simply pick up the handset to disable the speakerphone.
6. To change back from handset to speakerphone, simply press the **Speaker** key and then hang up the handset.

# TELEPHONE SETTINGS

## Dialing Mode

Your ClearSounds® CSC500 comes from the factory with touch-tone service only.

## One-Touch Memory Setting & Dialing

Your phone allows you to program 11 frequently dialed numbers: **8 photo dials** and **3 standard memory dials**. Each memory key can store up to 32 digits. You can insert a 3 second pause into dialing or memory storage in order to access custom and telebanking services, long distance, calling cards, etc. Press the **RD./P** button at the desired point in the number to insert the pause.

### Storing Memory Numbers (while the telephone is not in use)

1. Lift the handset or press the speakerphone key (you will continue to hear dial done throughout the process. This is normal).
2. Press the **Store** key and enter the number you want to store.
3. Press the desired memory key.
4. Press the **Store** memory key again and the number is now saved.
5. Repeat for each Memory dial key you want to use (you do not need to hang up between each new number you are storing).

After storing the 8 Photo Memory Numbers, you may want to utilize the Memory Card to write down the name or phone number that corresponds with each Photo Key. The Memory Card is located on the right side of the phone.

## Dialing from Memory Numbers

1. Lift the handset or press the speakerphone key.
2. Press one of the memory dial keys and the phone will begin to dial.

**NOTE:** Entering a new number in the same location will automatically erase the previous number. To “erase” a current memory key number, store “1” in the memory location.

## **Inserting Photos in Memory Buttons**

1. Cut your photo using the template provided as a guide.
2. Remove the transparent cover of the memory key and insert the photo and replace the cover or slide the photo in the top slot of the cover.

## **Mute Setting**

During a conversation, you can temporarily switch your phone’s microphone off to have a private, off-line conversation by using the MUTE feature. The party on the telephone cannot hear you but you can hear them. A conversation can be muted while using the speakerphone or handset.

To mute your call any time during the conversation:

1. Press the **Mute** Key once to activate the mute function and the mute LED light will go on.
2. Press the **Mute** key again to cancel and return to your phone conversation and the mute LED light will go off.

**NOTE:** You can switch between speakerphone and handset and without canceling your mute selection.

## **Redial Function**

The **Redial** key is used to quickly redial the last number you dialed.

1. Lift the handset or press the **Speaker** key and listen for the dial tone.
2. Press the **Redial** key. The phone will redial up to 32 digits automatically.

## **Call Waiting Button (Flash)**

Your ClearSounds® CSC500 comes from the factory preset for Flash Time to 650ms. The Flash setting can be adjusted by sliding the switch on the right side of the phone. Flash Time options include 100 ms, 300 ms or 650 ms.

If you subscribe to Call Waiting service from your local telephone provider, during a phone call you will hear a beep to indicate another call is waiting on the line.

1. To connect to the waiting call, press the **Call Waiting** key, and your original call is put on hold.
2. To switch between the two calls, press the **Call Waiting** key.

## **TROUBLESHOOTING**

### **No dial tone**

1. Check that all phone cord connections (including the curly cord) are securely plugged into the telephone jack.
2. Plug another phone into the wall jack to make sure your phone service is working.

### **No audible ringer**

1. Make sure the ringer is not turned off (page 10).
2. Check the volume level of the ringer (page 10).
3. You may have too many extensions on your line. Try unplugging a few devices.

### **No amplification**

1. Check to see if the Amplify button is ON. The Amplify In Use Indicator light should be lit (page 9-10).

### **Low handset or speaker volume**

1. Check the receiver or speaker volume settings (page 9).

### **Can't be heard by other party**

1. Check that all phone cord connections are securely plugged into the telephone and wall jack.
2. Make sure extension phones are on the hook at the same time you're using the phone. It is normal for the volume to drop when additional extension phones are used at the same time.

## **Noise, Static, Interference while using the phone**

1. A filter may be required for home with DSL line or near Radio towers.
2. Try relocating the phone to another location.

## **No numbers dialed when memory button is pressed**

1. No number stored in that memory button (page 13).
2. Make sure phone number was programmed and saved (page 13).

## **TECHNICAL SPECIFICATIONS**

General Number: CSC500

Amplification: Up to 30 dB incoming

*Features and Specifications subject to change without notice.*

**To learn more, call ClearSounds at 1-800-965-9043 or visit [www.clearsounds.com](http://www.clearsounds.com)**

## **FCC WANTS YOU TO KNOW**

1. 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. If requested, this number must be provided to the telephone company.
2. If the **ClearSounds® CSC500 Amplified Spirit Phone™** 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.
3. 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 modification to maintain uninterrupted service.
4. If you experience trouble with this equipment, you should disconnect it from the network until the problem has been corrected or until you are sure that the equipment is not malfunctioning.



5. Please follow instructions for repairing if any (e.g. battery replacement section); otherwise do not alternate or repair any parts of device except as specified.
6. Connection to party line service is subject to state tariffs. Contact the state public utility commission, public service commission or corporation commission for information.
7. If the telephone company requests information on what equipment is connected to their lines, inform them of:
  - a) The telephone number that this unit is connected to,
  - b) The ringer equivalence number
  - c) The USOC jack required [RJ11C], and
  - d) The FCC Registration NumberItems (b) and (d) are indicated on the label. The ringer equivalence number (REN) is used to determine how many devices can be connected to your telephone line. In most areas, the sum of the RENs of all devices on any one line should not exceed five (5.0). If too many devices are attached, they may not ring properly.

### Service Requirements

In the event of equipment malfunction, all repairs should be performed by our Company or an authorized agent. It is the responsibility of users requiring service to report the need for service to our Company or to one of our authorized agents. Service can be facilitated through our office at:

ClearSounds Communications, Inc.  
PO Box 2970, Wimberley, TX 78676

## INDUSTRY CANADA CS03 STATEMENT

This product meets the applicable Industry Canada technical specification. 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.

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 connections. The customer

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

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user of this equipment, or equipment malfunctions, may give the telecommunication company cause to request the user to disconnect the equipment.

**WARNING!** Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or an electrician, as appropriate.

**CAUTION:** The Ringer Equivalence Number (REN) assigned to each terminal device 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 5. An alternative indication of the REN is the Load Number (LN); this number should be divided by 20 to approximate the equivalent REN. The REN Number of this unit is indicated on the bottom of your phone.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of the CSC500 does not disable alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone provider or a qualified installer.

This Class B digital apparatus complies with Canadian ICES-003.

## **LIMITED ONE-YEAR WARRANTY**

The product is warranted by ClearSounds against manufacturing defect in material and workmanship under normal use for one (1) year from the date of purchase. Should you experience a problem, contact our customer service department or visit our website at [www.clearsounds.com](http://www.clearsounds.com).

Be sure to save your sale receipt as proof of purchase date should you need warranty service.

Your CSC500 Phone comes with a (1) year limited warranty from the date of purchase. This product is warranted by ClearSounds against manufacturing defect in material and workmanship under normal use. In the event that this product fails to function properly within one year of the original purchase due to defects in materials or workmanship, return the unit (freight prepaid) with proof of purchase (sales receipt or packing slip, no exceptions) to ClearSounds Communications. ClearSounds Communications will either repair or replace the unit (with a refurbished unit or unit of equal condition) and return it you (using UPS/USPS ground shipping) at no cost to you. The warranty replacement or repair will be warranted for a period of 90 days or the remainder of the original warranty period (from original purchase date); whichever is longer.

The warranty does not cover accidents, negligence or breakage to any parts. This includes shipping damage, failure to follow instructions, misuse, fire, floods, use of incompatible accessories, Acts of God or failure in your phone service carrier's line service. The product must not be tampered with or taken apart by anyone who is not an authorized ClearSounds Communications® representative. Tampering with the phone will void any written or implied warranties.

If a defect covered by this warranty should occur, promptly contact a Customer Service Representative by phone or log onto [www.clearsounds.com](http://www.clearsounds.com) to obtain a Return Merchandise Authorization number and shipping instructions before shipping the product to us. Any shipment without a (RMA) Return Merchandise Authorization number will not be accepted and will be returned to you at your expense. All authorized returned products must be accompanied with proof of purchase and a brief explanation of the problem.

For out of warranty repairs and service, please contact our Customer Service Department for directions. The repair shall be warranted for 90 days.

**IMPORTANT: YOUR RECEIPT IS PART OF YOUR WARRANTY AND MUST BE RETAINED AND PRODUCED IN THE EVENT OF WARRANTY CLAIM.**

**Service in United States and Canada, contact:**

ClearSounds Communications

Attention: Repair Center

PO Box 2970

Wimberley, TX 78676

USA

800-965-9043

Check our website [www.clearsounds.com](http://www.clearsounds.com) for additional  
information and to  
download additional manuals and information.