

User Guide

**clarity**<sup>®</sup>  
SMART FOR SENIORS

*Alto*<sup>™</sup>

**Amplified Telephone with DCP<sup>™</sup> and  
Speakerphone**





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## **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 to persons, including the following:

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on the telephone.
3. Do not use this telephone near a bathtub, wash basin, kitchen sink or laundry tub, in a wet basement, near a swimming pool or anywhere else there is water.
4. Avoid using a telephone (other than a cordless type) during a storm. There may be a remote risk of electrical shock from lightning.
5. Do not use the telephone to report a gas leak in the vicinity of the leak.
6. Unplug this telephone from the wall outlets before cleaning. Do not use liquid cleaners or aerosol cleaners on the telephone. Use a damp cloth for cleaning.
7. Place this telephone on a stable surface. Serious damage and/or injury may result if the telephone falls.
8. Do not cover the slots and openings on this telephone. This telephone should never be placed near or over a radiator or heat register. This telephone should not be placed in a built-in installation unless proper ventilation is provided.
9. Operate this telephone using the electrical voltage as stated on the base unit or the owner's manual. If you are not sure of the voltage in your home, consult your dealer or local power company.
10. Do not place anything on the power cord. Install the telephone where no one will step or trip on the cord.
11. Do not overload wall outlets or extension cords as this can increase the risk of fire or electrical shock.
12. Never push any objects through the slots in the telephone. They can touch dangerous voltage points or short out parts that could result in a risk of fire or electrical shock. Never spill liquid of any kind on the telephone.

**SAVE THESE INSTRUCTIONS**

## **IMPORTANT SAFETY INSTRUCTIONS**

13. To reduce the risk of electrical shock, do not take this phone apart. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when the appliance is subsequently used.
14. Unplug this product from the wall outlet and refer servicing to the manufacturer under the following conditions: when the power supply cord or plug is frayed or damaged; if liquid has been spilled into the product; if the telephone has been exposed to rain or water; if the telephone has been dropped or the case has been damaged; if the telephone exhibits a distinct change in performance; if the telephone does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions. Improper adjustment may require extensive work by a qualified technician to restore the telephone to normal operation.
15. Never install telephone wiring during a lightning storm.
16. Never install telephone jacks in wet locations unless the jack is specifically designed for wet locations.
17. Never touch uninsulated telephone wires or terminals unless the telephone line has been disconnected at the network interface.
18. Use caution when installing or modifying telephone lines.

### **BATTERY SAFETY**

***IMPORTANT: Dispose of used batteries according to the instructions.***

1. Do not dispose of the battery in a fire as it may explode. Check with local codes for possible special disposal instructions.
2. Do not open or mutilate the battery. Released electrolyte is corrosive and may cause damage to the eyes and skin. Additionally, it may be toxic if swallowed.
3. Exercise care in handling batteries in order not to short the battery with conducting materials such as rings, bracelets and keys. The battery or conduction material may overheat and cause burns.

**SAVE THESE INSTRUCTIONS**

## Introduction to ClarityLogic

ClarityLogic is the name of our simplified and easy-to-use customer support service. When you use the ClarityLogic button to contact Clarity's Customer Support representatives, and authorize Clarity to receive information specific to your phone, Clarity may access information about your phone such as the phone's model name and settings. The representative is immediately aware of the type and current settings of the phone. This will allow any troubleshooting call to be quick and simple, helping you find exactly what you are looking for. Just use the pre-programmed ClarityLogic button on the Fortissimo speakerphone or call 1-877-LOGIC24 (1-877-564-4224) to find out how Clarity is there to make life easier.

## ClarityLogic® Memory Dial

For your convenience, Clarity has pre-programmed the customer support number into your phone's blue ClarityLogic button.

**Note:** *ClarityLogic has been designed to work with the Plain Old Telephone Service (POTS). If your phone service is provided by a broadband service provider, ClarityLogic may not work. ONLY CLARITYLOGIC MAY BE DISABLED. ALL OTHER FEATURES WORK AS DESCRIBED IN THIS USER GUIDE.*

## INTRODUCTION

**Thank you for purchasing your new ALTO from Clarity** – providing a superior experience by offering clear and loud audio, to ensure you never miss a word again. Please read these instructions to ensure you take advantage of the complete set of rich features that this product offers.



### **Our Company**

*Clarity, a division of Plantronics (NYSE: PLT), creates smart communication solutions that help seniors live richer, more engaged lives. Founded more than 40 years ago, Clarity is a leader in amplified telephones, notification systems and assistive listening devices.*

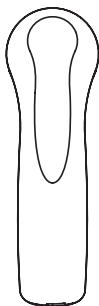
*Clarity produces seven distinct lines of products and services: Clarity,<sup>®</sup> Clarity Professional,<sup>®</sup> ClarityLife<sup>®</sup>, Clarity AlertMaster,<sup>®</sup> ClarityLogic<sup>®</sup>, Ameriphone<sup>®</sup>, and Walker<sup>™</sup> handset / test sets.*

*The company's innovative communication products are all designed to help people with hearing loss, low vision, limited mobility, dexterity issues and other health challenges.*

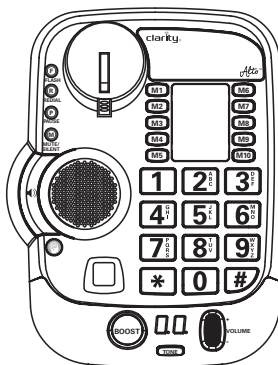
## PACKAGING CONTENTS

Your package includes all the items as shown below. If there is anything missing, please contact our Customer Care Department immediately.

**NOTE: Please retain a copy of proof of purchase for your records.**



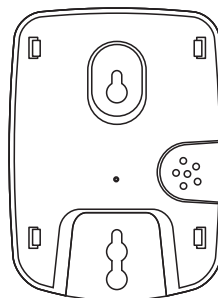
Handset



Base unit



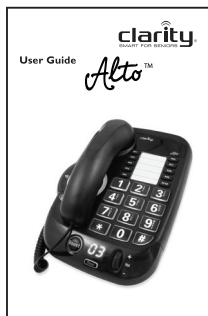
Telephone line cords  
(one long cord and  
one short cord)



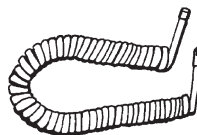
Mounting bracket



DC adapter



User Guide and  
Warranty/FCC Regulations



Handset coil cord



# ALTO INSTALLATION

## Basic Installation

**Step 1:** Install the backup batteries (optional) by removing the battery cover as shown in **Figure 1**. Use **ONLY** alkaline batteries. **DO NOT** use rechargeable batteries.

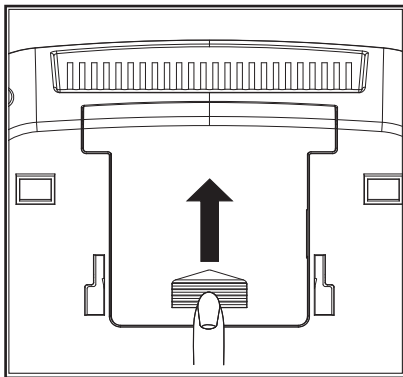
**Step 2:** Pull the ends of the phone cord to untangle the cord; connect the loose end of the phone cord into your wall telephone outlet.

**Step 3:** Place handset in cradle.

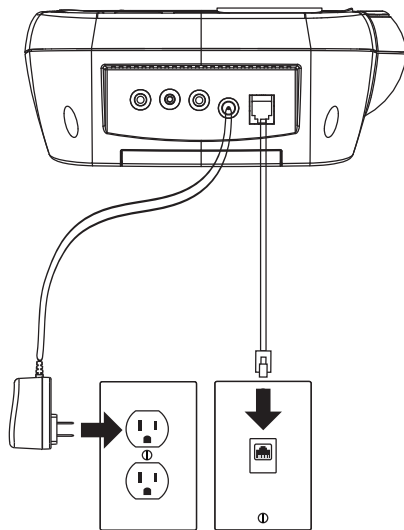
**Step 4:** Pull the ends of the power cord apart to untangle the cord; plug the adapter into your wall's electrical outlet.

**IMPORTANT:** Use only with Class (Classe) 2 power source, provided with your product.

**Step 5:** When finished, lift handset to test. If you hear a dial tone, your telephone is ready for use. If not, check all connections again.



**Figure 1**



**Figure 2**

If there is a power outage, the ALTO will maintain its full amplification for up to 48 hours with four AA alkaline backup batteries (not included).

The phone operates as a regular phone if there is no power or backup batteries. In this case, the indicator lights, the loud ringer, the lighted keypad and the amplification will be disabled; you will still be able to make and receive phone calls, but the extra amplification will not be engaged.

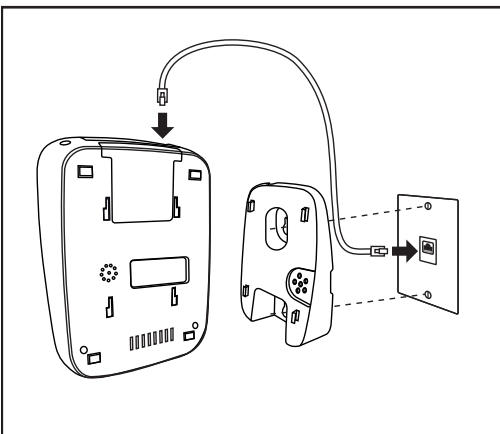
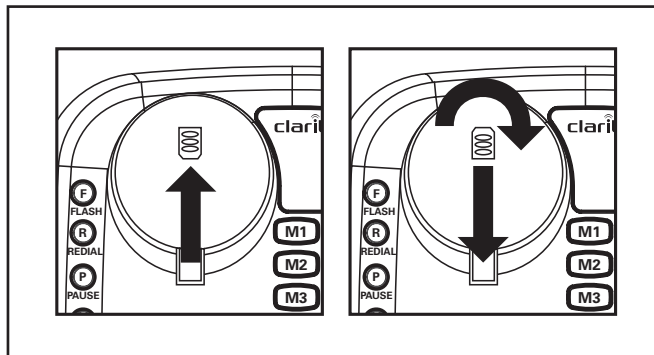
We recommend installing batteries if you live in an area with frequent power outages.

# ALTO INSTALLATION

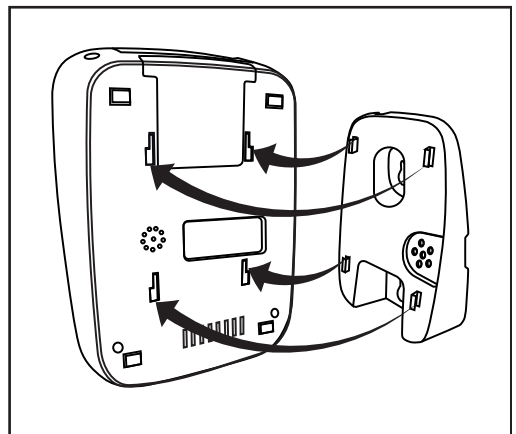
## Wall Mount Installation

- Step 1:** Pull the handset hook out of the base and reverse its position so that the hook points up and will hold the handset when you hang up. **(See Figure 3)**
- Step 2:** Pull the ends of the phone cord to untangle the cord; run the cord through the groove on the back of the phone. Insert the tabs of the mounting bracket into the slots in the back of the phone. Push the mounting bracket in and down firmly until it snaps into place. **(See Figure 4)**
- Step 3:** Plug the flat telephone line cord into the wall plate jack, then align the mounting bracket's keyhole slots with the wall plate studs and slide the base of the phone downward to secure it on the wall. **(See Figure 5)**

**Figure 3**

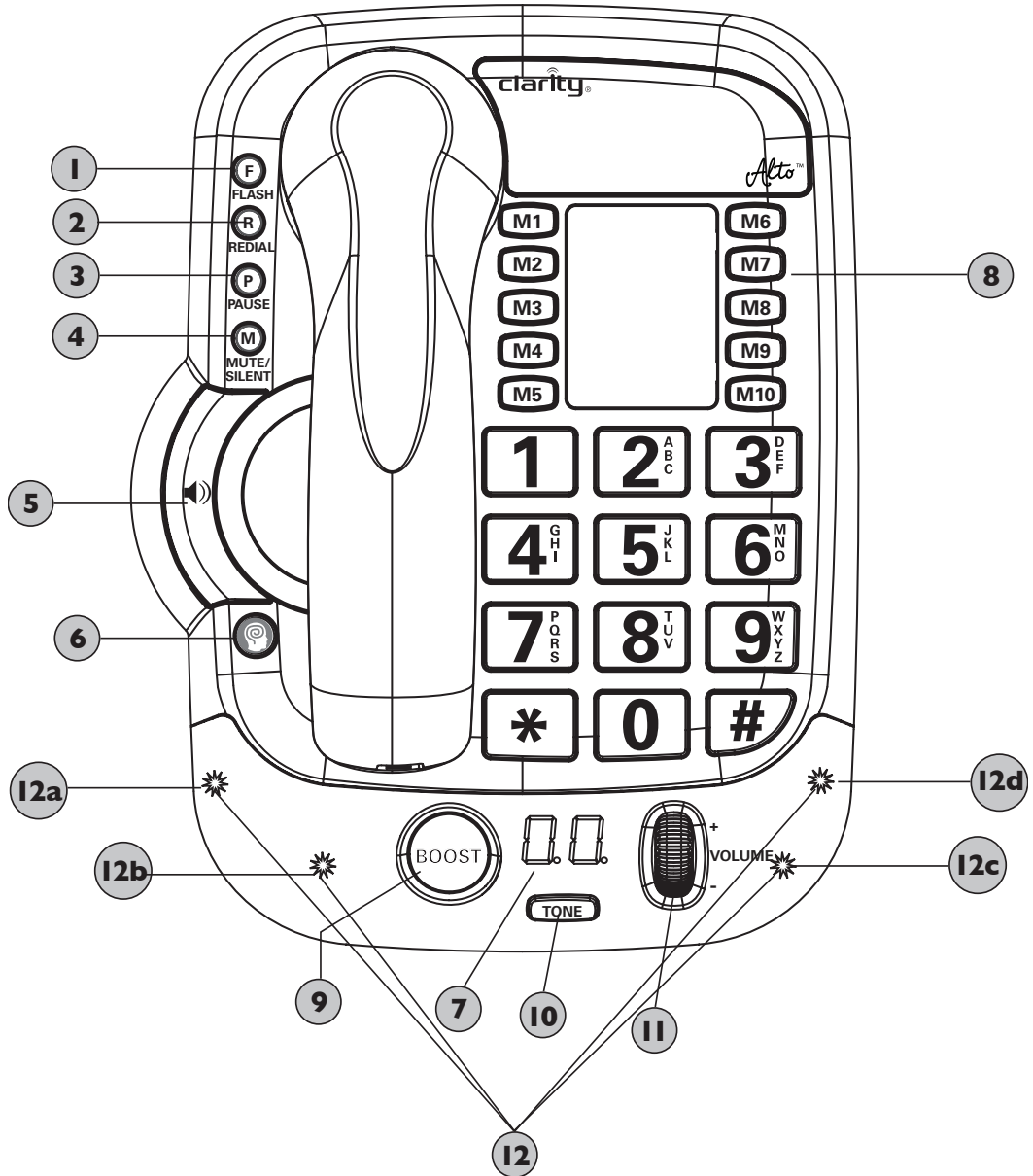


**Figure 4**



**Figure 5**

# ALTO FEATURE LIST



## ALTO FEATURE LIST

1. **FLASH** button: use this button to engage the Call Waiting/Call Waiting Caller ID function (feature provided by local phone company).
2. **REDIAL** button: use this button to redial the last number dialed (up to 32 digits).
3. **PAUSE** button: when in programming mode, press this button to insert a two second pause.
4. **MUTE/SILENT** button:
  - a. **During a call:** press **MUTE/SILENT** to silence your side of the conversation, for added privacy; button will blink red to indicate that you are in MUTE mode; press **MUTE** again to disable the function and return to your call.
  - b. **During idle mode:** press **MUTE/SILENT** to turn off the ringer; button will turn red backlit when the ringer is off.
  - c. **During incoming ring:** press **MUTE/SILENT** to turn off the ringer for only that call; phone will ring when the next call is received.
5. **(Speakerphone)** button: press this button to engage the speakerphone function; press again to turn the feature off. When the speakerphone is active, the button is backlit red.
6. **ClarityLogic** button: press the blue button for direct access to a Customer Care Representative.
7. **2-digit LED** display: shows the loudness (for incoming voice and for the ringer); when TONE button is pressed during a call, it briefly shows the current tone setting of the phone; press TONE button while displaying the tone setting, and the display shows the new tone setting as the phone toggles through its available tonalities.
8. **MEMORY** buttons (**MI – MI0**): for saved numbers (see **MEMORY STORAGE**).
9. **BOOST** button: press **BOOST** to engage the extra amplification. In Boost On mode, the phone has a volume range covering 50dB of amplification. When active, the **BOOST** button is backlit red. Press **BOOST** again to turn off the extra amplification.
  - a. Press and hold the **BOOST** button (5 seconds) to engage the OSA (Outgoing Speech Amplification) feature. **Please read the OSA section before turning on this feature.**

## ALTO FEATURE LIST

### 10. **TONE** button:

- a. **During a call:** press the **TONE** button to toggle between the preset tone settings on your unit, and choose the best setting for your needs. There are five preset tone settings available on your unit, ranging from emphasizing low frequencies to emphasizing high frequencies; the settings are specifically designed to ensure the best audio experience during your phone calls. One of the tone settings is recommended for Hearing Aid users, as it provides superior audio performance while taking the presence of the device into account. The tone setting is displayed on the screen during the time you are toggling the different settings.
  - i. Press and hold the **TONE** button to enter the Custom mode, allowing for fine-tuning of the incoming voice. See section **Boost Function – Amplifying incoming sounds**.
- b. **During idle mode:** press the **TONE** button to toggle between the available ringer tone settings. There are six ringer tones to choose from, which cover a variety of tonalities, to ensure that you will always hear the ring of an incoming call.

### 11. **VOLUME** wheel

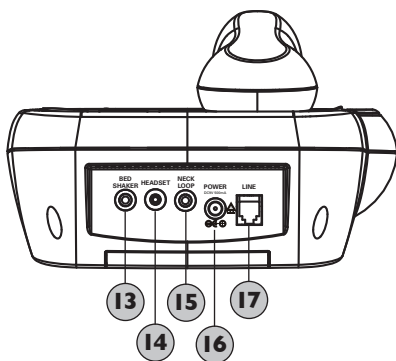
- a. **During a call:** scroll the volume wheel to turn the volume of the incoming call up or down. As you raise the volume, you will notice that the **BOOST** button light turns on when you transition into Boost On mode.
- b. **During idle mode:** scroll the volume wheel to turn the ringer volume up or down. The ringer will sound during this mode.

### 12. **Visual ringer** lights: there are four lights that turn on (in a flashing pattern) when the phone rings. Additionally, these lights indicate different functions (if the features are enabled – listed below from left to right under the visual ringer lens):

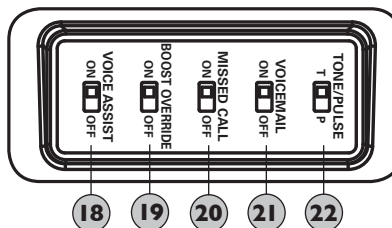
- a. **Missed Call** light: turns on when you have the **MISSED CALL** switch set to ON and there have been at least one unanswered incoming call.
- b. **Voicemail** light: turns on when you have the **VOICEMAIL** switch set to ON and there is a voicemail waiting to be retrieved (separate service, purchased from your phone service provider).
- c. **OSA** light: turns on when the OSA (Outgoing Speech Amplification) function is enabled.
- d. **Low Battery** light: turns on when your backup batteries need to be replaced.

# ALTO FEATURE LIST

## BACK VIEW



## BOTTOM VIEW



- 13. BEDSHAKER** port: insert the optional bedshaker (sold separately, model C2210). It will vibrate to indicate incoming rings. For more information on purchasing please contact Clarity at 1 800 426 3738.
- 14. HEADSET** port: insert a standard headset (2.5mm plug) to use instead of handset. For more information on purchasing please contact Clarity at 1 800 426 3738.
- 15. NECKLOOP** port: insert a standard neckloop (mono, 3.5mm plug) to use with your T-coil equipped hearing aid. We recommend the Clarity CE30 neckloop. For more information on purchasing please contact Clarity at 1 800 426 3738.
- 16. POWER** port: (for power adapter)
- 17. LINE** port: (for phone cord)
- 18. VOICE ASSIST** switch: set to ON if you wish to hear the numeric keys pressed during dialing – both in handset and speakerphone.
- 19. BOOST OVERRIDE** switch: set to ON if you wish for the Boost function to be enabled at the beginning of all calls.
- 20. MISSED CAL** switch: set to ON if you wish for the Missed Call light to turn on when you have at least an unanswered call.
- 21. VOICEMAIL** switch: set to ON if you wish to have the VoiceMail light enabled (service from your phone service provider). When you have a voicemail waiting for you, the Voicemail light turns on under the visual ringer lens.
- 22. TONE/PULSE** switch: set this switch to the desired dialing method.

## OPERATIONS

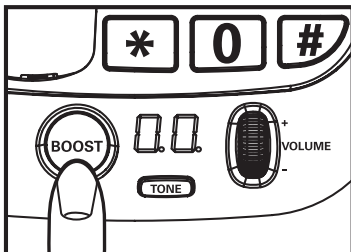
Your unit is designed to adhere to the new TIA-4953 standard, which defines the specific audio performance that compensates for audio loss, across mild to severe categories. Your Alto has superior audio performance and ringer loudness, to ensure that you never miss a call or a spoken word again.

### Boost function – Amplifying incoming sounds

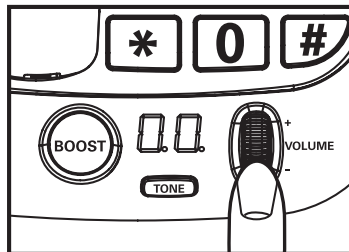
1. While on a call, **press the BOOST button** to engage the amplifier. The ALTO has a **BOOST** button and a **VOLUME** control wheel that control the loudness of the receiver. (See **Figure 6**). Once the **BOOST** button is pressed or the **VOLUME** control wheel is rolled up past level 9), an extra level of amplification is added over the entire range of the Volume Control. During a call, the **BOOST** button can toggle the Clarity Power amplifier function on or off according to your needs. The **BOOST** button will reset automatically every time the phone is hung up. The **BOOST** light will illuminate (red) while the Boost function is activated.

**WARNING: LOUD VOLUME.** To protect hearing, lower the volume before engaging the Boost function.

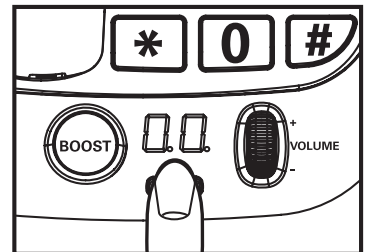
2. Adjust the **VOLUME** wheel to achieve the desired sound level (to 50dB of amplification). The **VOLUME** control wheel adjusts the level of volume in the handset both in Boost Off and Boost On modes. Once the **BOOST** mode, the Alto provides up to 50dB of gain. (See **Figure 7**)
3. Press the **TONE** button to customize your hearing experience. Since we all have different hearing preferences, we suggest exploring each setting to find the one most comfortable for you. These five preset settings, along with the custom setting and the volume amplification, are part of the Digital Clarity Power (DCP™) technology. (See **Figure 8**)



**Figure 6**



**Figure 7**



**Figure 8**

# OPERATIONS

## The available settings are:

**t1** - Low frequency emphasis: best used to hear low pitched sounds;

**t2** - Flat frequency response: best if you need all audible range of voice to be amplified;

**t3-t4** - High frequency emphasis: two settings, to best fit most people's levels of hearing loss.

**ha (Hearing Aid)** - this setting is recommended for Hearing Aid users – to ensure best audio performance while accounting for the presence of the hearing aid near the handset

**Custom (tc)** - in addition to the preset settings, the Alto has a Custom mode, which can be accessed by pressing and holding the **TONE** button until the numeric keypad flashes once and you hear a beep; the display shows a blinking number (indicating the tone setting); roll the **VOLUME** wheel up and down (range: 0-60 settings) until you have reached the best setting for your hearing. To save this setting, release the volume wheel and wait until the display shows the volume level again, OR press **TONE** quickly – you will see “tc” briefly displayed on your screen. You now have a sixth tone setting – customized to your needs. You can toggle through all presets and the new custom setting by pressing the **TONE** button during your calls.

## NOTES:

- 1. The Custom tone mode is available only after it is enabled (by pressing and holding the TONE button during a call).***
- 2. Boost button is not active in speakerphone mode.***

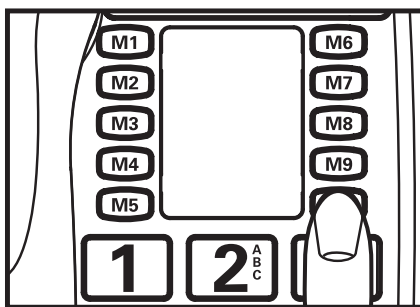
## Boost Override

On the bottom of the ALTO, there is a **BOOST OVERRIDE** switch. When this is set to on the Boost function is automatically enabled every time the phone is picked up. In standard use, when the **BOOST OVERRIDE** switch is set to OFF, the Boost function turns off after the phone is hung up. Setting this switch to ON is suggested if all the users of the phone need the amplification. Setting this switch to OFF is useful when people with varying hearing ability use the phone.

**WARNING: LOUD VOLUME. Enable the BOOST OVERRIDE function only when all users of the phone require the Boost function to be active at the beginning of all calls.**



## OPERATIONS



**Figure 9**

### **Programming/Editing Memory Dial Buttons**

This feature allows you to program or edit numbers in the ten memory locations or make changes to the currently programmed numbers.

#### **To program the memory keys:**

1. Press and hold the desired memory location (for example, **M10**) to store the number. The phone will beep and the keypad will start blinking to confirm you are in memory programming mode. **(See Figure 9)**
2. Enter the telephone number you wish to store (up to 31 digits). If no button is pressed within 30 seconds, the phone will time out and go back to idle or talk mode.
3. Press and release the same memory button (**M10**) again. You will hear three beeps, the keypad will stop blinking and your memory button is now programmed with the phone number you entered during the previous step.

**To edit the memory keys:** repeat the programming sequence again.

**NOTE:** programming a location overwrites the previously saved number at that location.

#### **To dial the saved numbers:**

1. Handset mode, lift the handset and press the appropriate memory button.
2. Speakerphone mode, press the appropriate memory button with the handset in the cradle.

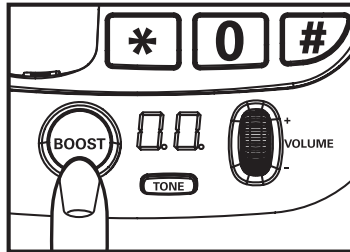
#### **During Talk Mode**

While on a call, the 2-digit display will show the volume level; if you wish to see the current tone setting, press **-tone** button briefly during a call.

## OPERATIONS

### Outgoing Speech Amplification (OSA)

This function amplifies your speech so it becomes louder to the person on the other end of the call. To enable this function, **press and hold** the **BOOST** button for five seconds. The phone beeps; the function can be enabled/disabled while on a phone call or in standby mode. The OSA light (part of the visual ringer) turns on when this function is enabled.



**Figure 10**

To return to the default setting for your voice volume level, press and hold the **BOOST** button again for five seconds. You will hear a beep confirming that the function is disabled.

**NOTE: In order to experience the best audio quality for both parties during a call, we recommend you turn on this function only if your voice is too quiet. OSA is not active in speakerphone mode.**

## TECHNICAL SPECIFICATIONS

**Amplified dB Level:** 50dB/124 dBSPL

**Tone control range:** From 300 to 3000Hz

### Dimensions:

**Size:** 10" x 7.67" x 4.4" (25.4cm X 19.5cm x 11.2cm)

**Weight:** 2.45 lbs (1.113kg)

### Power Requirements:

**DC Adapter:** 9VDC, 800 mA

**Batteries:** 4 AA alkaline batteries (not included)

## **TROUBLESHOOTING**

### **No Dial Tone/Phone Will Not Operate**

1. Check all phone cords and connections. Make sure they are plugged-in securely.
2. Plug unit into a different phone jack to help determine if the difficulty is with the phone or the phone jack.
3. Switch out handset or telephone line cords.
4. Disconnect any other equipment that may be attached to the phone.

### **Unable To Dial Out**

1. Make sure the **TONE/PULSE** switch is set correctly.
2. Phone may be at the end of a long line of phones (loop). Phone may not be getting enough power from the phone line. It may be necessary to wait for a few seconds after lifting the handset to begin dialing.
3. The ALTO is not compatible with Digital PBX Systems. If a standard, single line phone works on the system, your ALTO should as well.
4. There is an advanced computer running inside the ALTO. Sometimes after the handset is picked up, it will take a little less than a second to engage the phone. Since it is not immediate, if you dial a number before the computer engages, it will not receive the entire phone number that is dialed.

### **The Person On The Other End Cannot Hear You**

1. Too many phones or phone devices on the line may affect your phone's transmission. As a guideline, more than five phones or phone devices may over load the phone line. Disconnect one or two devices to see if that eliminates the problem. If not, contact your local phone company for load guidelines.
2. You may not be speaking directly into the transmitter. Always speak directly into the mouthpiece in your normal tone of voice.

### **Unable To Hear Phone Ringer**

1. Too many phone or phone devices on a line may cause your phone to not ring. Disconnect one or two of the devices to see if the problem is eliminated. If not, contact your local phone company for load guidelines.
2. If power is not being supplied to the phone, the extra loud ringer will not work.

## **TROUBLESHOOTING**

3. Check the MUTE/SILENT light in idle mode - if it is on, the ringer is silent (it is turned off). Press the MUTE/SILENT button to turn the light off - the ringer should now be audible.

### **Volume Control Does Not Work**

1. **BOOST** must be activated to turn on the additional amplification.
2. Check power connections. BOOST will not work without power or backup batteries.

### **Unable To Access Automated Systems**

Automated systems used by banks, long distance voicemail and other applications require that a phone be set to TONE dialing. Check the switch on the bottom of the phone labeled **TONE/PULSE** and set to "T". This will enable the phone to be compatible with these automated systems.

If the power goes out, or the AC Adapter is not properly connected to the phone, the amplification, extra loud ringer and the lighted keypad will not work. If you have backup batteries installed, amplification will still work, but the phone will drain the backup batteries very quickly. This will cause the need for the batteries to be changed frequently and the Low Battery indicator light to constantly illuminate.

### **Do I Need to Install Batteries?**

Batteries are optional. They provide backup in case of a power outage. They are recommended in areas of frequent power outages. This phone uses four alkaline batteries. When installed and fully charged, the batteries maintain the high amplification for your telephone.

### **Still Not Working?**

**If, after going through this checklist, the ALTO is still not functioning properly, call ClarityLogic at 1-877-LOGIC24 (1-877-564-4224).**