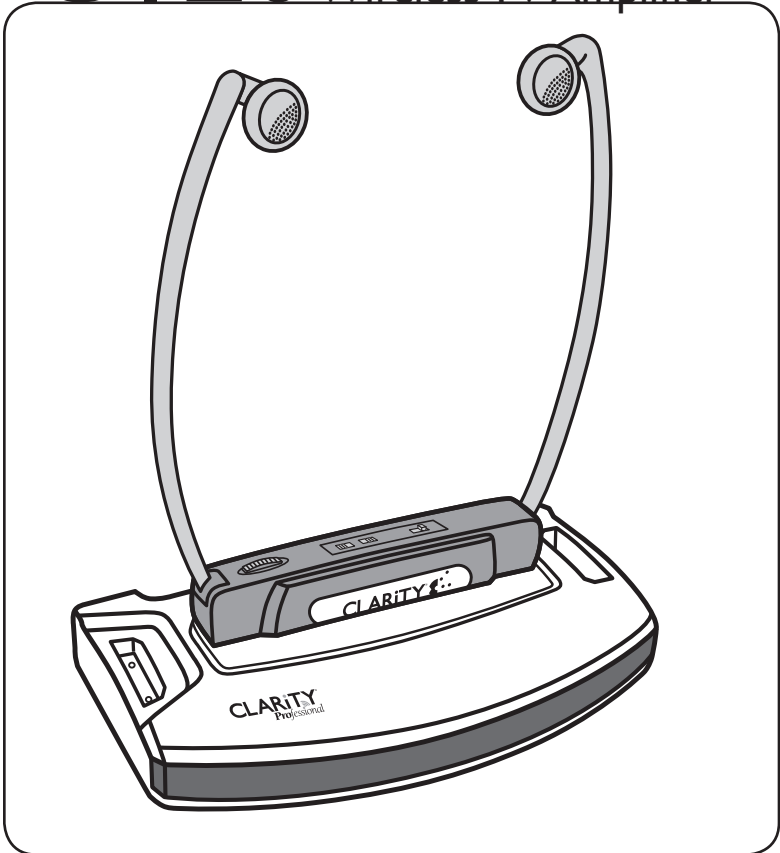


# C120<sup>™</sup> Wireless TV Amplifier



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## IMPORTANT SAFETY AND OPERATIONAL INFORMATION

Please read the following safety and operational instructions before using the CI20 Wireless TV Amplifier. Keep these instructions for your reference.

When using your CI20, these basic safety precautions and warnings should be followed to reduce the risk of fire, electric shock, injury to persons and damage to property.



### WARNINGS

- If you or a member of your household has a pacemaker or other medical device, consult your physician or the manufacturer of the pacemaker or medical device before using this product. The product should be used in accordance with the guidelines provided by your physician or the manufacturer of the pacemaker or medical device.
- Exposure to high volume sound levels may damage your hearing. Although there is no single volume setting that is appropriate for everyone, you should always use the headset with the volume set at moderate levels and avoid prolonged exposure to high volume sound levels. The louder the volume, the less time is required before your hearing could be affected. If you experience hearing discomfort, you should stop using the headset. To protect your hearing, some hearing experts suggest that you:
  1. Set the volume control in a low position before putting the headset on your ears and then adjust the volume to a comfortable level.
  2. Limit the amount of time you use the headset at high volume.
  3. Avoid turning up the volume to block out noisy surroundings.
  4. Turn the volume down if the sound from the headset prevents you from hearing people speaking near you.

See [www.plantronics.com/healthandsafety](http://www.plantronics.com/healthandsafety) for more information on headsets and hearing.

## IMPORTANT SAFETY AND OPERATIONAL INFORMATION

- **CHILDREN.** Never allow children to play with the product— small parts may be a choking hazard and the amplified volume may cause hearing damage.
- To reduce the risk of electric shock, explosion or fire, only use the supplied AC adapter. Do not disassemble the AC adapter as this may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock or fire when the product is subsequently used.
- Keep all products, cords, and cables away from operating machinery.
- Do not insert anything into the product because this may cause damage to the internal components or cause injury to you.
- Avoid contact with liquids. Do not locate this product near water, for example, near a bathtub, or sink, in a wet basement, or near a swimming pool.
- Discontinue use of product and contact Clarity if the product overheats, has a damaged cord or plug, if the product has been dropped or damaged, or if the product has come into contact with liquids.



### BATTERY WARNINGS

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

- Do not dispose of the product or battery in a fire. The battery cells may explode. Check local laws for disposal instructions.
- Do not open or mutilate the battery. There may be corrosive materials which can cause damage to eyes or skin and may be toxic if swallowed.

**RECYCLING:** The battery used in your headset must be recycled or disposed of properly. Contact your local recycling center for proper disposal of your headset.

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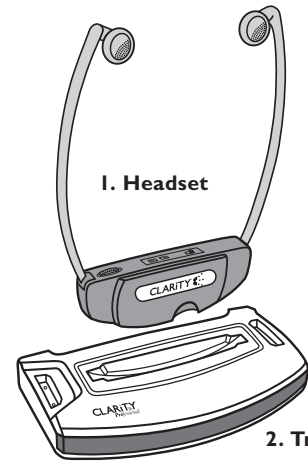
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# PARTS CHECKLIST



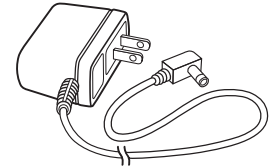
1. Headset
2. Transmitter
3. Headset Pouch
4. Microphone
5. AC Adapter
6. Rechargeable Batteries (2)
7. User Guide
8. Flathead Screwdriver
9. RCA Cable  
(dual red and white plugs)
10. RCA – 3.5mm Cable
11. Phone Line Cord



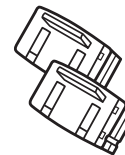
3. Headset Pouch



4. Microphone



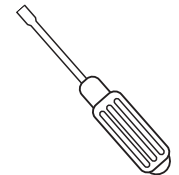
5. AC Adapter



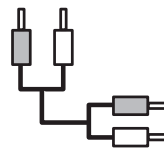
6. Rechargeable Batteries (2)



7. User Guide



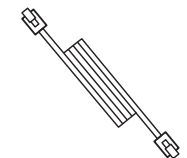
8. Flathead Screwdriver



9. RCA Stereo Cable



10. RCA 3.5 mm Stereo Cable



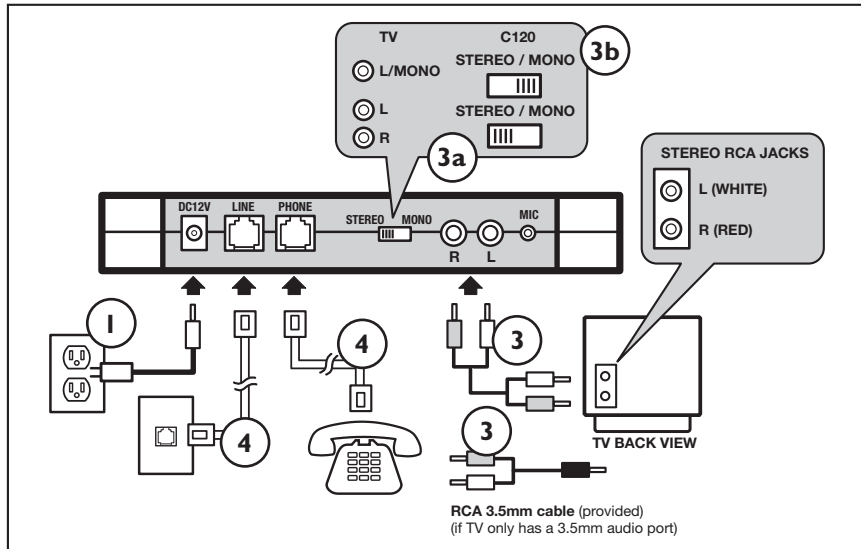
11. Phone Line Cord

## IMPORTANT SAFETY INFORMATION

### Hearing Safety

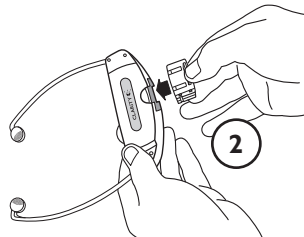
The C120 is intended to reproduce sounds at a high volume. Damage to your hearing is a possibility if used improperly. To prevent any possible damage to your hearing, please observe the following guidelines:

1. Turn the volume all the way down on the headset before putting it on.
2. When adjusting the volume to a comfortable level, start at the minimum volume and slowly turn the volume up. This will ensure the volume is set at the minimum level needed to hear clearly.

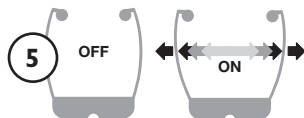
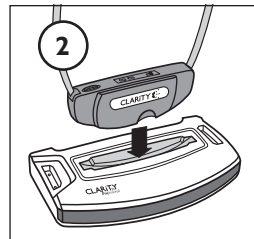


**QUICK START GUIDELINES**

1. Plug in AC adapter.
2. Place battery in headset and place headset in C120 base to charge battery overnight.
3. Connect RCA (red and white) cables.
  - a. IF the television has two RCA (red and white) ports labeled "OUT;" or a 3.5mm audio jack, set the "STEREO/MONO" switch to "STEREO."
  - b. IF the television has only one RCA (white) port, set "STEREO/MONO" switch to "MONO."
4. For telephone ring notification, connect the phone cord from the wall to "LINE" and connect cord from "PHONE" to telephone.
5. To POWER-ON headset, place on head. As the arms are spread apart, the unit powers on.



**STOP** The C120 must be fully charged for 8 hours before first use.



**C120 INTRODUCTION**

Thank you for purchasing the new and exciting C120 from Clarity. The C120 provides an enjoyable television viewing experience for people who have a hard time hearing the television.

The C120 uses infrared technology to wirelessly send signals from a sound source to the headset receiver. This means that this product does not require cords to connect to the headset and the user can be free to move around without the worry of tangling cords.

The C120 can be used with HDTV, Satellite, Digital, LCD and standard televisions. It can also be used to listen to other audio equipment, such as a stereo. The use of the product allows a user to listen to music or TV at a comfortable level without disturbing other viewers or others in the area. Multiple headsets may be used with a single base to accommodate more than one user.

**Note:** Additional headsets and batteries are available for purchase. For more information, please contact Clarity Customer Service at 1-800-426-3738. Also view products online at [www.clarityproducts.com](http://www.clarityproducts.com).

The C120 can not only be used at home, but also outside the home in places like the movies, conventions, museum tours, and sporting events (where a public infrared system is offered). Check with the site administration to see if infrared service is available.

**FEATURES**

**Clarity® Power Control™**

The Clarity Power Control improves the sound quality of an incoming audio signal for a better listening and viewing experience. The amplification of the audio will be increased and the frequency band from 2000 to 3000Hz will be specially enhanced to improve the speech discrimination clarity of audio.

**Telephone Ring Notification**

This feature will notify the user of an incoming telephone call through the C120 headset. An audible notification will be heard to notify the user that the phone is ringing.

## CI20 INTRODUCTION

### Public IR Address Usage

This feature allows the headset to be worn at public events where an infrared system is offered for those with a hearing impairment. Examples of such an area could be a movie theater, churches, or public areas. Check with site administration to see if infrared service is available.

## CI20 INSTALLATION

### SETTING UP THE CI20 TRANSMITTER

#### Important Setup Guidelines

The CI20 TV Amplifier transmitter may be placed on top of a television or shelf. Do not place objects in between the transmitter base and the headset receiver, as it will block the signal to the headset.

#### It is important to read the following guidelines to ensure the proper function of your headset.

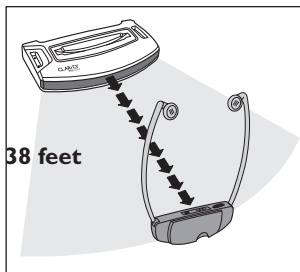


FIG. 1

**Note:** The CI20 is not compatible with Plasma televisions.

1. For the clearest signal, place the base at eye level or above. As illustrated in Fig. 1, the clearest signal emitted from the base is in a straight line, directly in front of the base. The base must be clearly visible from where you will be using the headset.
2. Sunlight can cause interference with the product and cause problems such as buzz, static, or hiss. As a result, this product cannot be placed in direct sunlight or be used outdoors.
3. The headset must be located in the same room as the base and no more than 38 feet from the base.

Multiple headsets may be used with a single base if they are set to the same frequency. However, if more than one base is being used at the same time, interference will occur.

## CI20 INSTALLATION

### CONNECTING THE CI20 TRANSMITTER

#### 1. Connect the Power

Connect the AC Adapter into the DC12V port located on the back of the base (Fig. 2). Plug the AC Adapter into a wall outlet.

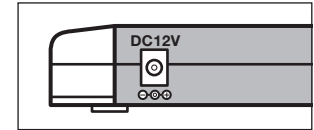


FIG. 2

#### 2. Select the Appropriate Audio Cord

**A. RCA Cord:** has red and white connectors on both ends. Used to connect stereo TV's, VCR's, or audio equipment to the CI20 base unit. See Figures 3 and 4.

**B. RCA to 3.5mm Cord:** has red and white connectors on one end and a 3.5mm headset plug on the other. Use this cord to connect to audio devices that only have a headset jack. See Figures 6 to 9 on page 9.

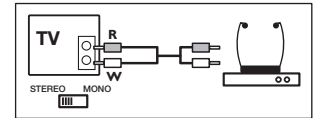


FIG. 3

#### 3. Configuring the Audio

##### A. RCA to RCA Mode

This is suggested for highest sound quality. This mode should be used if the television (or other audio equipment) has two RCA audio ports (red and white). See Figures 3 and 4.

There are two types of ports on the back of a television or other audio device, ones that receive incoming sound, and others that transmit outgoing sound. The CI20 needs to be plugged into the ports that transmit the outgoing sound.

To find the correct ports on the back of the television or other device, look on the back of the device for the red and white ports that are labeled "Audio Out." Most of the red and white ports on the television are labeled "IN" for input, and the CI20 needs to be connected to a port labeled "OUT" to receive the outgoing sound.

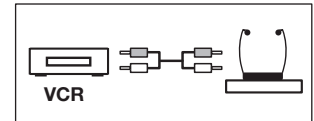


FIG. 4

**Note:** The television is the best solution because it is a source for all the audio from the DVD player, VCR, cable, and other devices. For example, if you plug into DVD's, only audio from DVD's will be heard.

## CI20 INSTALLATION

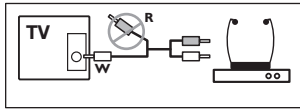


FIG. 5

If you have digital cable or satellite, plug the CI20 into the digital cable or satellite box if possible.

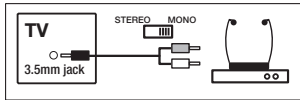


FIG. 6

Connect the RCA jacks to the output of the TV or VCR. Connect the other end of the cord to both the left and right RCA ports on the CI20 base. Next, select “STEREO” on the “MONO/STEREO” switch on the base.

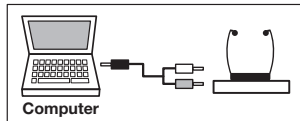


FIG. 7

If the television (or other audio equipment) has only one RCA port, connect the left (white) RCA jack from the output into the left (white) RCA port of the base. The right (red) jack should remain unplugged on both ends. Next, select “MONO” on the “MONO/STEREO” switch on the base. See Figure 5.

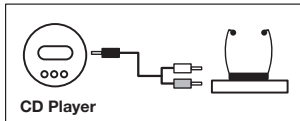


FIG. 8

### B. RCA – 3.5mm Mode

This should be used if the television (or other audio equipment) has only a 3.5mm jack.

This enables the CI20 to be used with computers, CD players, stereos, MP3 players, and other related products.

Use the cord with the RCA jacks on one end and the 3.5mm jack on the other. Plug the 3.5mm jack into the device and connect the RCA jacks in the CI20 base. See Figures 6 to 9. Next, select “STEREO” on the “MONO/STEREO” switch located on the CI20 base.

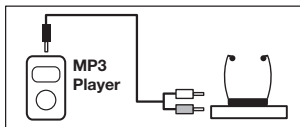


FIG. 9

## CI20 INSTALLATION

### C. Microphone Mode

Use this mode only if an RCA or headset port connection is not available; for example, older televisions that may not have audio outputs. Connect the supplied microphone into the “Mic” port on the back of the CI20 base. See Figure 10. Place the microphone near the speaker of the television or stereo. See Figure 11.

**Note:** The microphone will pick up any sound in the room, such as speech, the doorbell, or the telephone.

### Telephone

The CI20 has the ability to produce an audible tone heard through the headset when the telephone rings. The following step is necessary if telephone ring notification is desired.

First, plug the telephone cord coming from the wall into the “LINE” port at the rear of the CI20 base. A phone may be connected to the CI20 base by connecting a phone cord from the CI20 port labeled “PHONE” to your telephone. See Figure 12.

The CI20 allows you to use the same phone wall outlet for both your phone and CI20 TV Amplifier.

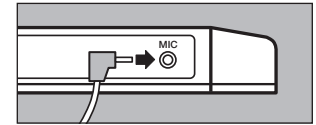


FIG. 10

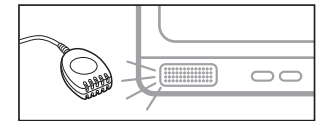


FIG. 11

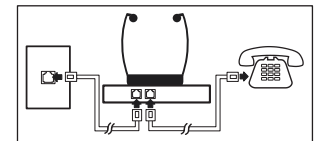


FIG. 12

## CI20 OPERATION

### SETTING UP THE CI20 HEADSET

#### Installing the Batteries

Install the supplied rechargeable battery in the bottom of the headset. Once you place the headset into the base (Figure 13) it begins to charge the battery. An LED light will illuminate on the front of the CI20 base to confirm the charging has begun. The light will stay on to notify that the battery is making contact with the charger. The battery is not charged when it comes out of the box. It must be charged overnight before usage.

Backup batteries may be bought and placed in the additional charging docks located on the base. The charging docks are labeled in Figure 14.

Having extra batteries on hand will enable you to easily swap batteries, without having to wait for your current battery to recharge. When the product is not in use, return the headset to the base to recharge the battery.

At full volume, the battery will last approximately four (4) hours. Using lower volumes will increase the length of the charge. An indication that the battery should be recharged might be the sound getting weak or noisy. The battery takes four (4) hours to fully charge and can be fully charged and depleted approximately five hundred (500) times before it should be replaced.

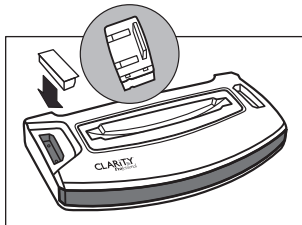


FIG. 13

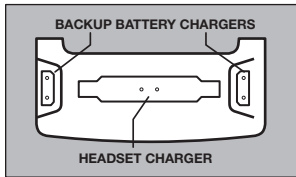


FIG. 14

**Note:** The battery is not charged when it comes out of the box. It must be charged overnight before usage.

## CI20 OPERATION

### ADJUSTING THE HEADSET

#### Public IR Usage

On the top of the headset (receiver) there is a switch labeled “HOME/AWAY.” When using the headset to listen to the television with the included base, set switch to “HOME.” For use with public infrared systems, set the switch to “AWAY.”

#### Volume Control

There is a volume control wheel on the top of the headset where the volume may be controlled easily. Turn the wheel in the direction of the “+” to increase volume and toward the “-” to decrease the volume. See Figure 19 on page 13.

**Note:** The volume may or may not be affected by the television volume controls. Please refer to the television manual or manufacturer for more information.

#### Powering On

When the headset arms are extended, the unit automatically powers on. See Figure 16. When the headset is removed from the head, the arms will return to the “off” position. If there is no audio signal being detected by the CI20 for ninety (90) seconds, it will power down.

**Note:** The infrared sensor that communicates with the transmitter base is on the front of the headset and should remain within sight of the CI20 base. See Figure 17.

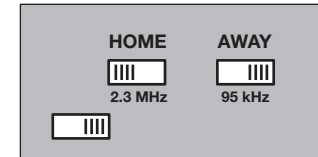


FIG. 15

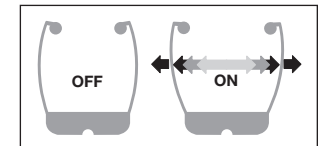


FIG. 16

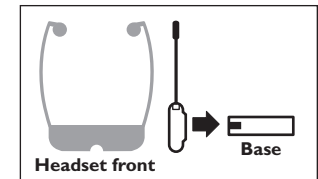


FIG. 17

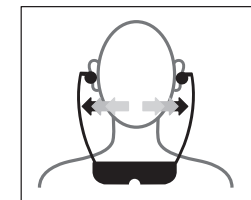


FIG. 18

## C120 OPERATION

### AUXILIARY HEADSET CONTROLS

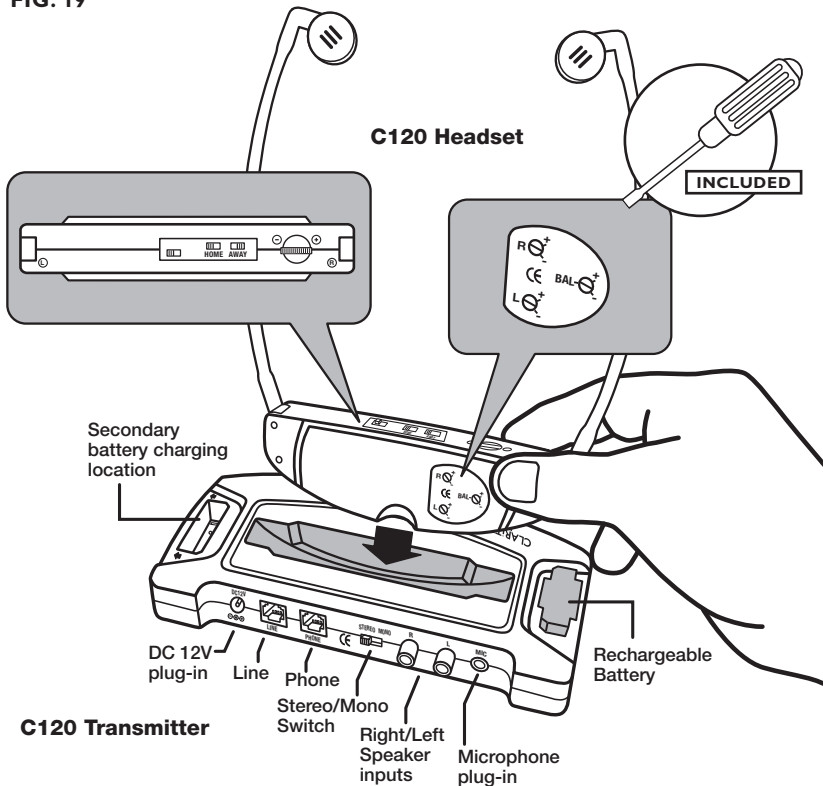
#### Balance Control

This adjusts the volume balance between the Left and Right earphones. The small supplied screwdriver will be needed to adjust this control.

#### Tone Controls

There are two controls for tone, one for each earphone (left and right). The small supplied screwdriver will be needed to adjust this control.

FIG. 19



## TROUBLESHOOTING

### If the C120 is producing no sound:

1. Ensure that proper installation and setup procedures were followed by reading the user guide carefully.
2. Check to see if all the equipment is turned on, including the television, stereo or VCR.
3. Look over all the cord connections (power, audio from television etc.), making sure none have become loose or disconnected.
4. Ensure that the line of sight from the C120 base to the headset receiver is clear.
5. Check to see if the infrared sensor on the base is facing the headset and make sure the headset sensor is facing the base.
6. If the microphone is being used, try either turning up the television or repositioning the microphone.
7. The volume may be controlled by the television or the audio outputs are turned off. Please refer to the television's manual or manufacturer for more information.

### If the sound produced by the C120 has static or is noisy:

1. If while in one mode (Stereo/Mono), static is experienced, switch the base to the other mode.
2. Check the level of direct sunlight in the room. Too much direct sunlight may cause interference.
3. Make sure the base is at the same height or above the level of the headset when being worn.
4. Ensure the C120 Headset battery is fully charged.
5. If you are trying to use the Away function at a public site, please check with the site administration to make sure the service is available.

### Still Not Working?

If, after going through this checklist, the C120 is still not functioning properly, call **Clarity at 1-800-426-3738**.



## TECHNICAL SPECIFICATIONS

### CI20 TRANSMITTER INFORMATION

**Dimensions:** 7 1/16”L x 3 5/8”W x 1 1/8”H, (17.9cm x 9.2cm x 2.8cm)

**Weight:** 5.2 oz (147g)

**AC Adapter:** 100-240V, 50/60 Hz, 0.15 Amps

**Charging Docks:** Charges one (1) CI20 headset and two (2) additional batteries in the auxiliary docks.

**Auto Off Power:** Transmitter turns off after it has not detected audio signal for 90 seconds.

**Transmitting Frequency:** 2.3MHz and 2.8MHz

**Transmitter Range:** Approx. 38ft

**Microphone Input:** 3.5mm jack for supplied TV microphone.

**Audio Cable Input:** One (1) RCA cable, one (1) RCA to 3.5mm cable

### CI20 HEADSET INFORMATION

**Weight:** 1.75 ounces (49g) without battery, 2.05 ounces (58g) including battery

**Frequency Received:** 2.3MHz and 2.8MHz from transmitter, 95kHz from public IR systems.

**Controls:** “Home/Away” switch to set the headset to proper frequency, volume wheel, tone and balance controls.

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

**Battery Type:** Nickel Metal Hydride (NiMH), Rechargeable, weight is 0.3 oz

**Battery Life:** Four (4) hour usage time, four (4) hour charge time, lasts 500 charges.

## REGULATORY COMPLIANCE

### Part 68 of FCC Rules Information

a) 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.

b) 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 this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

c) 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 this 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). For earlier products, the REN is separately shown on the label.

d) If this telephone 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.

e) 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.

f) If trouble is experienced with this telephone equipment, for repair or warranty information, please contact Clarity, 1-800-552-3368. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

## REGULATORY COMPLIANCE

g) This telephone equipment is not intended to be repaired and it contains no repairable parts. Opening the equipment or any attempt to perform repairs will void the warranty. For service or repairs, call 1-800-552-3368.

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

i) If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this telephone 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.

### 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.

### 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) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Your equipment has been tested and found to comply with the limits of a Class B digital device, pursuant to Part 15 of FCC rules. These limits are designed to provide reasonable protection against harmful interference in 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, you are encouraged to try to correct the interference by one of the following measures:

1. Where it can be done safely, reorient the receiving television or radio antenna.
2. To the extent possible, relocate the television, radio or other

## REGULATORY COMPLIANCE

receiver with respect to the telephone equipment. (This increases the separation between the telephone equipment and the receiver.)

3. Connect the telephone equipment into an outlet on a circuit different from that to which the television, radio, or other receiver is connected.
4. Consult the dealer or an experienced Radio/TV Technician for help.

**CAUTION:** Changes or modifications not expressly approved by the manufacturer responsible for compliance could void the user's authority to operate the equipment.

### Industry Canada Technical Specifications

**This product meets the applicable Industry Canada technical specifications.**

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. 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 to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect the equipment.

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.

**CAUTION:** 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.

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(The term “IC:” before the certification/registration number only signifies that the Industry Canada technical specifications were met.)

### **The party responsible for regulatory compliance:**

Clarity, a Division of Plantronics, Inc.  
4289 Bonny Oaks Drive, Suite 106  
Chattanooga, TN 37406  
Phone: 1-800-552-3368

## WARRANTY AND SERVICE

The following warranty and service information applies only to products purchased and used in the U.S. and Canada. 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.

## WARRANTY AND SERVICE

### **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, 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.

### **How to Obtain Warranty Service**

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

### **In the United States**

Clarity Service Center  
4289 Bonny Oaks Drive, Suite 106  
Chattanooga, Tennessee 37406  
Tel: (423) 622-7793 or (800) 426-3738  
Fax: (423) 622-7646 or (800) 325-8871

### **In Canada**

Plantronics Service Center  
8112 Trans-Canada Hwy.  
Ville St. Laurent, Que.  
H4S 1M5 Canada  
Tel: (800) 540-8363 (514) 956-8363  
Fax: (514) 956-1825

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:**

1. A proof-of-purchase indicating model number and date of purchase.
2. Bill-to address.
3. Ship-to address.
4. Number and description of units shipped.
5. Name and telephone number of person to call, should contact be necessary.
6. 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.