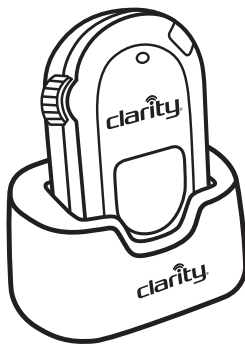




# User Guide

## ***Pendant***

Remote Controller  
for Fortissimo and Sempre





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## **IMPORTANT SAFETY INSTRUCTIONS**

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



### **WARNINGS**

#### **Power connection**

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

**SAVE THESE INSTRUCTIONS**

## **IMPORTANT SAFETY INSTRUCTIONS**

### **Installation**

- To prevent the risk of fire or electrical shock, do not expose the product to rain or any type of moisture.
- Do not place or use this product near automatically controlled devices such as automatic doors and fire alarms. Radio waves emitted from this product may cause such devices to malfunction resulting in an accident.
- Do not allow the AC adaptor to be excessively pulled, bent or placed under heavy objects.

### **Operating safeguards**

- Unplug the product from power outlets before cleaning. Do not use liquid or aerosol cleaners.
- Do not disassemble the product.

### **Medical**

- Consult the manufacturer of any personal medical devices, such as pacemakers or hearing aids, to determine if they are adequately shielded from external RF (radio frequency) energy. (The product operates in the frequency range of 1.92 GHz to 1.93 GHz, and the RF transmission power is 115 mW (max.)) Do not disassemble the product.
- Do not use the product in health care facilities if any regulations posted in the area instruct you not to do so. Hospitals or health care facilities may be using equipment that could be sensitive to external RF energy.

**SAVE THESE INSTRUCTIONS**

## **IMPORTANT SAFETY INSTRUCTIONS**

### **Installation and location**

- The AC adaptor is used as the main disconnect device. Ensure that the AC outlet is installed near the product and is easily accessible.

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

- Do not use this product near water for example, near a bathtub, washbowl, kitchen sink, or laundry tub, in a wet basement or near a swimming pool.
- Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
- Do not use the telephone to report a gas leak in the vicinity of the leak.
- Use only the power cord and batteries indicated in this manual.
- Exercise care when handling the batteries. Do not allow conductive materials such as rings, bracelets, or keys to touch the batteries, otherwise a short circuit may cause the batteries and/or the conductive material to overheat and cause burns.

**SAVE THESE INSTRUCTIONS**

## **IMPORTANT BATTERY SAFETY INSTRUCTIONS**

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

- Do not dispose of the battery in a fire as it may explode. Check with local codes for possible special disposal instructions.
- Do not open or mutilate the battery. Released electrolyte is corrosive and may cause damage to the eyes and skin. It may be toxic if swallowed.
- Your product has an embedded, non-replaceable battery, it is designed to last the lifetime of the product. Do not attempt to open the product or remove the battery as this may cause injury and damage the product. Please contact the local recycling facility for removal of the battery.
- Do not allow any battery or its holder to contact metal objects such as keys or coins.
- Keep batteries out of the reach of children.

**SAVE THESE INSTRUCTIONS**

## **CARE AND MAINTENANCE**

### **FOR BEST PERFORMANCE**

#### **Base unit location/avoiding noise**

The base unit and other compatible Clarity units use radio waves to communicate with each other.

- For maximum coverage and noise-free communications, place your base unit at a convenient, high, and central location with no obstructions between the handset and base unit in an indoor environment.
  - a. away from electronic appliances such as TVs, radios, personal computers, wireless devices, or other phones.
  - b. facing away from radio frequency transmitters, such as external antennas of mobile phone cell stations. (Avoid putting the base unit on a bay window or near a window.)
- Coverage and voice quality depends on the local environmental conditions.
- If the reception for a base unit location is not satisfactory, move the base unit to another location for better reception.

#### **Environment**

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

**SAVE THESE INSTRUCTIONS**



## **CARE AND MAINTENANCE**

- When you leave the product unused for a long period of time, unplug the product from the power outlet.
- The product should be kept away from heat sources such as heaters, kitchen stoves, etc. It should not be placed in rooms where the temperature is less than 0 C (32 F) or greater than 40 C (104F). Damp basements should also be avoided.
- The maximum calling distance may be shortened when the product is used in the following places: Near obstacles such as hills, tunnels, underground, near metal objects such as wire fences, etc.
- Operating the product near electrical appliances may cause interference. Move away from the electrical appliances.

### **Routine care**

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

**SAVE THESE INSTRUCTIONS**

## TECHNICAL SPECIFICATIONS

**Dimensions:** 57.7mm x 90mm x 26.7mm

**Weight:** 60g (without charger and AC adapter)

**Standard:** DECT 6.0 (Digital Enhanced Cordless Telecommunications 6.0)

**Frequency range: 1.92 GHz to 1.93 GHz (DECT)**

**RF transmission power:** 110 mW (peak)

**Power specifications:**

**AC Adapter:**

Input: 100V-240V AC, 50-60Hz

Output: 7.5V DC, 500mA

Use ONLY the power adapter supplied with your unit; using a different adapter may render your unit unusable and voids the warranty.

Power consumption (during charging): 1.35W

**Battery:** internal, non replaceable; type: rechargeable, Lilon

**Charge time:** 3 hours (if temperature between 32F and 50F, charging time is 6 hours)

**Standby time:** Approx. 24 hours.

**Talk time:** Approx. 4 hours

Operating conditions: 32F – 104F, 20% - 80% relative air humidity (dry)

## INTRODUCTION

**Thank you for purchasing your new pendant for Fortissimo from Clarity** – the best accessory for the top home speakerphone in its class. 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 the world 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.*

## PACKAGE CONTENTS

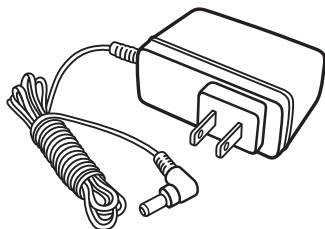


Pendant

**Pendant  
User  
Guide**



Charger



AC Power Adapter

### **Recommended Accessories** *(Optional purchase)*

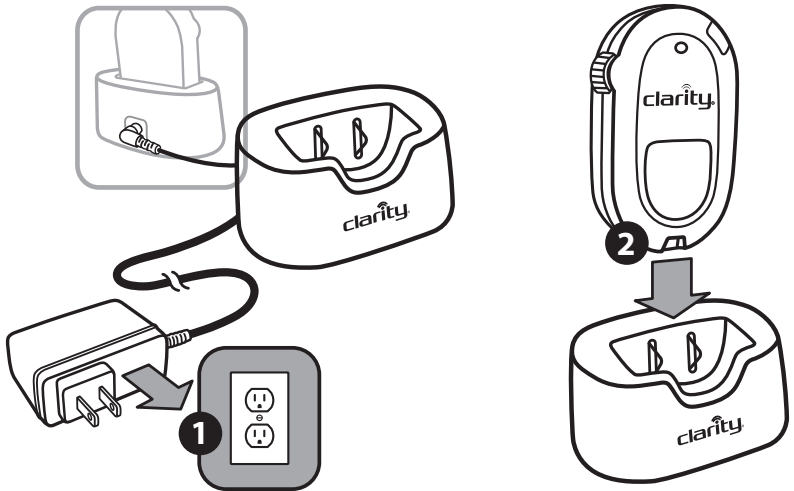
- AS100 Air Switch (61563.000)
- PS500 Pillow Switch (61561.000)

## INSTALLATION

*Your product comes assembled as you take it out of the box.*

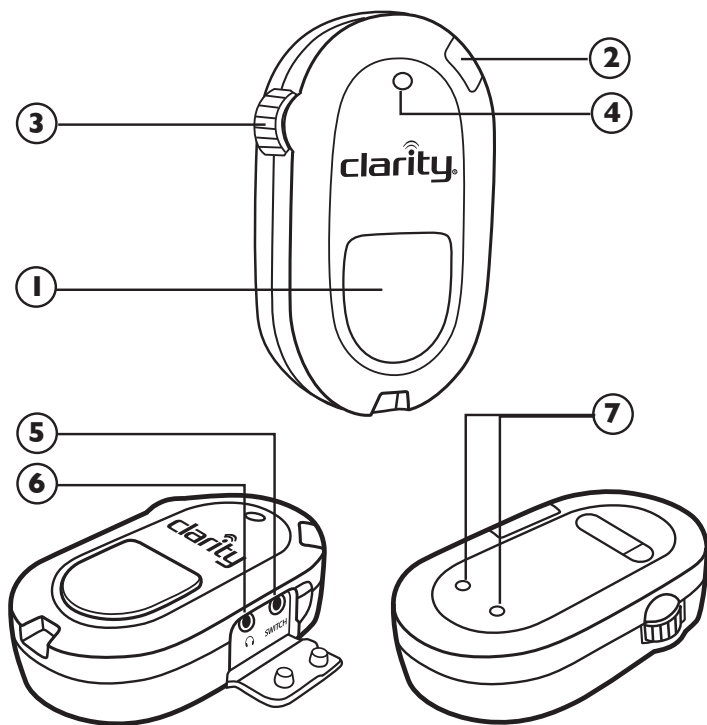
**Step 1:** Locate an electrical outlet; pull the ends of the power cord to untangle the cord; plug the power supply in the electrical outlet.

**Step 2:** Place pendant in charger; the side red light turns on to indicate charging.



## GETTING TO KNOW YOUR PENDANT

Please take a moment to review your new pendant and its features.



## GETTING TO KNOW YOUR PENDANT

### 1 PENDANT BUTTON

**During ringing** – press button to answer the call by using the pendant microphone (for increased range of use from main unit)

**During a call** – press to transfer the call from the main unit to pendant and back.

**During idle mode** – press and hold to enable Sick Bell mode or Quick Dial mode (after setting up your main unit)

### 2 SIDE LIGHT INDICATOR

(see *lighting patterns section for details*)

### 3 VOLUME WHEEL

**During a call** – move wheel to adjust the volume/loudness of your main unit; if you have headphones/neckloop plugged into the pendant, the wheel adjusts the loudness of these accessories.

### 4 MICROPHONE

**During a call** – your voice will be transmitted through this microphone (if the main unit's screen displays "PD"unit); keep this area of the pendant free of any obstacles.

### 5 SWITCH JACK

**3.5mm jack** – use this jack for switch accessories, according to your needs; we recommend the Pillow Switch or the Air Switch from Clarity.

### 6 AUDIO JACK

**3.5mm jack, mono** – use this jack to plug in an audio accessory, such as headphones or a neckloop; we recommend the CE30 neckloop from Clarity

### 7 CHARGING CONTACTS

## **REGISTERING YOUR PENDANT**

Your pendant can be registered to your Fortissimo or Sempre, to allow remote control of your main unit.

You can have up to 4 devices connected to your speakerphone:

- 4 spare handsets (XLC3.5HS) maximum
- 1 pendant + 3 (up to) spare handsets
- 2 pendants + 2 (up to) spare handsets

***Place your pendant or handset in registration mode, and then start the registration mode on your speakerphone.***

- To start registration mode on the pendant, press and hold the button on the pendant until you hear the third beep, and both the red lights under the button and the side green LED start flashing together; release the button. The green/red lights will keep flashing during the registration process.
- To start the registration mode on your main unit, press and hold the FIND button until you see the message “Registering...” on your screen; release the FIND button.
- Allow the registration process to complete, as it takes a few minutes. When registration is complete, the screen on the main unit displays “Registration successful” and the lights on the pendant will stop flashing together.

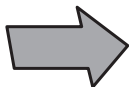
Once the pendant is registered, the green light on the side of the unit will slowly blink (in standby mode), and the lights for the main button will turn off within 15 seconds after the completion of the registration process.



## REGISTERING YOUR PENDANT



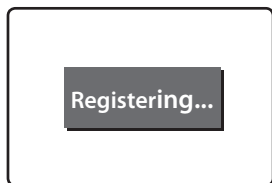
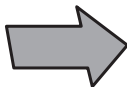
Press and hold button...



Release button; red lights and green light flash during registration

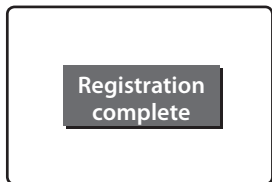


Press and hold FIND button...



Release FIND button

## WAIT...



Green light flashes slowly 17

## USING YOUR PENDANT

You can use your pendant to access additional features for your speakerphone.

**NOTE:** Every time the main button is pressed, the red lights under the button turn on for 15 seconds.

### ***During a call - using the pendant***

You can use your pendant during a call, which allows you to be as far away from the unit as you need to be (while still being able to hear the incoming voice).

To use a pendant with your unit during a call – allowing you to use it at maximum volume while being farther away from Fortissimo:

1. Start a call from Fortissimo (by dialing out or by answering a call from the main unit) – OR – dial from your phonebook – see section Pendant mode. Note: If you are using your pendant to dial out from the Phonebook (in pendant mode), the default active microphone is on the pendant.
2. Press the button on the pendant to enable the pendant's microphone; you will see the text PD displayed on the screen; this means that the microphone on the pendant is active, which allows you to be farther away from the unit. If the active microphone is on the pendant, your pendant's green light will be solid.
3. To transfer the call back to Fortissimo, press the TALK button; the text PD will be removed from your screen.
4. To transfer the call again to the pendant, press the button on the pendant again.
5. The call is terminated from the device with the active microphone; if the active microphone is on the pendant, press the button on the pendant to end the call; if the active microphone is on Fortis-

## USING YOUR PENDANT

simo, press the TALK button to end the call.

You can remotely adjust the volume of your unit using the wheel on the pendant.

### **End a call**

To end a call while using the pendant, press the pendant button.

### **Pendant features**

Your pendant has several unique features that enhance the functionality of your speakerphone. You can have two pendants registered to your speakerphone; however, only one pendant will be active at one time (while the other is charging in its charger).

To switch to the other (already registered) pendant, press the button on the pendant you want to use; now the new pendant has control of the unit. Pressing the button on the previous pendant will give control back to that pendant.

### **Pendant mode**

Works with your Phonebook (for better performance, set your Phonebook to Priority mode).

- Press pendant button
- Screen displays your phonebook records (in priority mode – if set); each record is displayed for 3 seconds, accompanied by a “beep”.

When the record that you wish to call is displayed, press the pendant button again; the phone dials out the phone number for that record.

- To end the call, press the pendant button again.

## USING YOUR PENDANT

### **Additional features:**

1. Your pendant is equipped with a headphone/neckloop jack; use headphones/neckloop to add privacy for your call; when headphones are used, the speakerphone speaker is disabled.
  - a. We recommend the Clarity neckloop model CE30.
2. Your pendant is equipped with a local microphone, to ensure your voice is transmitted properly during a call.
3. Your pendant is equipped with a volume control that controls the volume of the speakerphone audio.
4. Your pendant is equipped with a switch jack – use an external switch (3.5mm plug, purchased separately) to replace the button on your pendant.
5. Your pendant has additional modes that can be enabled from your main unit (Fortissimo or Sempre), after your pendant is registered to your unit (to be activated by press-and-hold the pendant button for 3 seconds); you can only choose one option at a time. (Both cannot be active at the same time.)

### **Sick bell mode**

Default setting is OFF.

This enables your pendant to transmit a message towards the speakerphone. (In case it is in a different location)

- Press and hold the button on your pendant for 3 seconds, then say “I need help” (or any type of voice messages) to transmit this message to the speakerphone. Anyone in the vicinity of the speakerphone can hear your message and provide the help you need.

**Note:** This mode does NOT enable a two-way conversation; it is for the wearer of the pendant to transmit a message towards the person

## USING YOUR PENDANT

near the speakerphone.

**Note:** You cannot use the “Sick Bell” or “Quick Dial” modes if you have a switch plugged into your pendant.

### **Quick Dial mode**

Default setting is OFF.

If a pendant is registered to your speakerphone, one of the Phonebook records can be set as your “Quick Access” contact. (This is part of the Additional Features associated with your phonebook records – accessible during Edit or Add modes for your phonebook records).

- Press and hold the pendant button for 3 seconds to activate this mode.

The speakerphone dials out the phonebook record associated with the “Quick Dial” feature; upon answering the call, you can start a conversation with the contact in your phonebook that is associated with this feature; press the button again to end the conversation.

- In case you are unable to end the call, the person contacted via this feature can end the conversation by pressing twice the “5” key on their phone.

## **USING YOUR PENDANT**

### ***Pendant lights – lighting patterns***

- Main button press – button lights up for 15 seconds
- Not registered – red LED, flash quickly
- During talk – side green light flashes slowly, 1 second on/1 second off
- During registration process – both the side green light and the main button red lights flash quickly (0.5 seconds on, 0.5 seconds off)
- Standby (pendant registered to a main unit)
  - Good battery – side green LED flashes slower, 1 second on/5 seconds off
  - Low battery – side LED flashes amber, 1 sec on/5 sec off
  - Very low battery – needs recharging – side LED flashes red, 1 sec on/5 sec off
- Incoming ring – side red LED flashes quickly during ringing; repeat pattern during incoming ring
- During charging in charger base – side LED turns solid red
- During FIND (paging from the base) – side LED flashes amber at a quick pace

## TROUBLESHOOTING

- ***When I use a pendant, my phonebook records are shown in alphabetical order, but I assigned priority levels to each record.***

Your phonebook is shown in alphabetical by default; go to Menu/Advanced Menu/Phonebook order and change to Priority.

- ***I turned both the Sick Bell feature and the Quick Dial feature to on, but one of them doesn't work.***

You can't have both features active at the same time. You need to pick one to be active, and make sure that the other is set to off.

- ***I have Sick Bell (or Quick Dial) feature enabled, but I cannot enable them using the switch plugged into the pendant.***

If you have a switch plugged into your pendant, the pendant and the switch only work in pendant mode. Unplug the switch from the pendant to access the Sick Bell (or Quick Dial) mode.

- ***I press the button on the pendant, but nothing happens.***

Make sure your pendant is registered to the main unit (Fortissimo or Sempre). If you have two pendants registered to your main unit, only one can control your main unit at any given time.

- ***I do not know why the light(s) on my pendant blink in this particular pattern***

Please review the section describing the lighting patterns for your pendant.

## FCC REQUIREMENTS AND REGULATIONS

### PART 15 OF FCC RULES INFORMATION

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions:(1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation. Privacy of communications may not be ensured when using this phone.

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

**NOTE:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Some cordless telephones operate at frequencies that may cause interference to nearby TVs and VCRs. To minimize or prevent such inter-



## **FCC REQUIREMENTS AND REGULATIONS**

ference, the base of the cordless telephone should not be placed near or on top of a TV or VCR. If interference is experienced, move the cordless telephone further away from the TV or VCR. This will often reduce or eliminate interference.

### **FCC RF Exposure Warning:**

This product complies with FCC radiation exposure limits set forth for an uncontrolled environment.

To comply with FCC RF exposure requirements, the base unit must be installed and operated 20 cm (8 inches) or more between the product and all person's body (excluding extremities of hands, wrist and feet).

This product may not be collocated or operated in conjunction with any other antenna or transmitter.

For body worn operation, this pendant has been tested and meets the FCC RF exposure guidelines when used with the Clarity and Plantronics accessories supplied or designed for this product. Use of other accessories may not ensure compliance with FCC RF exposure guidelines.

### **Warning**

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.

### **Notice**

FCC ID can be found inside the battery compartment or on the bottom of the units.

## **FCC REQUIREMENTS AND REGULATIONS**

### **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.

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

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

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

6131 Preservation Drive

Chattanooga, Tennessee 37416

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

## WARRANTY AND SERVICE

### Incidental or Consequential Damages:

Neither Clarity nor your retailer 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.

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

#### Clarity Service Center

6131 Preservation Drive

Chattanooga, Tennessee 37416

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

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

#### Plantronics Service Centre

151 Hymus

Point Claire, Quebec H9R 1E9

Tel: 800-540-8363 or 514-956-8363

Fax: 514-956-1825



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

Tel: 800-426-3738 Fax: 800-325-8871  
E-mail: [claritycs@plantronics.com](mailto:claritycs@plantronics.com)  
Website: [www.clarityproducts.com](http://www.clarityproducts.com)

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Rev. A (11-12)  
Printed in USA