

# starplus STANDARD<sup>TM</sup>



## INSTRUCTION MANUAL

3rd Edition

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## **SAFETY INSTRUCTIONS**

When using your StarPlus Standard, you should always follow these basic safety precautions to reduce the risk of fire, electric shock and injury.

1. Read all instructions carefully before operating the unit
2. Unplug the unit from the adapter and the telephone cord before installing or replacing backup batteries. Do not dispose of the batteries in a fire; follow your local code to properly dispose batteries.
3. Do not open the cabinet of the unit except for the battery cover. You may be exposed to a dangerous voltage or electric shock. Unauthorized opening this product automatically voids any and all Manufacturer's warranties. If you think that the unit is damaged or is in need of repair, please contact Krown Manufacturing, Inc.
4. Avoid using this unit during thunderstorms: there maybe a change of electric shock from lightening.
5. Use only a damp cloth to clean the outside of the unit. If the unit comes in contact with any liquid source, unplug the adapter and the telephone cord from the wall before touching the unit. If the unit is damaged, contact Krown Manufacturing, Inc.
6. The StarPlus Standard is designed to work only with the power source indicated on the provided adapter. If you are not sure about the power source in your home, please consult your electric company or service provider before use.
7. Pressing the "Amplify" button my subject the user to dangerous sound levels.
8. Unplug the StarPlus Standard from the wall outlet or surge protector and contact Krown Manufacturing, Inc. if any of the following conditions occur:
  - i. The power cord becomes damaged or frayed
  - ii. Liquid has been spilt on or in the telephone
  - iii. The telephone has been exposed to rain or water
  - iv. The unit does not operate normally when following the provided user manual.
  - v. The product has been dropped or appears damaged
  - vi. The unit exhibits a distinct change in performance.

## **ADDITIONAL SAFETY NOTES FOR CANADIAN USERS**

### **NOTICE:**

The Canadian Department of Communications label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational, and safety requirements. The department does not guarantee the equipment will operate to the user's satisfaction. Before installing the equipment, the user should ensure that it is permissible to be connected to the facility of the local telecommunication company. The equipment must also be installed using an acceptable method of connection. 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 alteration 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 electric inspection authority, or electrician, as soon as possible.

**Notice:** The LOAD NUMBER (LN) assigned to each terminal device denotes the percentage of the total load be connected to a telephone loop which is used by the device to prevent overloading. The termination on a loop may consist of a any combination of devices subject only to the requirement the sum of the load numbers of all devices does not exceed 100.

**SAVE THESE INSTRUCTIONS**

## INTRODUCTION

Congratulations on your purchase of the Krown Manufacturing StarPlus Standard Amplified Telephone. This phone is designed for those individuals with mild to severe hearing loss, vision loss and the entire family. While using your new StarPlus Standard telephone, you are able to adjust not only the volume of the incoming sound but also adjust the clarity of the incoming sound to achieve the best possible listening experience.

Please read this manual carefully before using your StarPlus Standard and retain it for future reference. Please staple the sales receipt to this booklet, to assist you should you need to contact Krown Manufacturing for any future warranty concerns or questions regarding your purchase.

If you have any questions about your StarPlus Standard this manual did not cover, please call the Krown Manufacturing technical staff at 1-800-366-9950 or 817-738-2485.

PLEASE NOTE: FOR YOUR CONVENIENCE, ALL BUTTON'S NAMES WILL APPEAR IN CAPITAL LETTERS AND BOLD FACE TYPE.

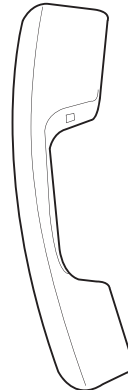
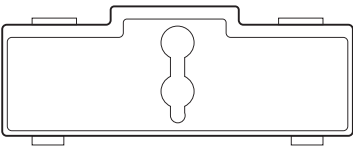
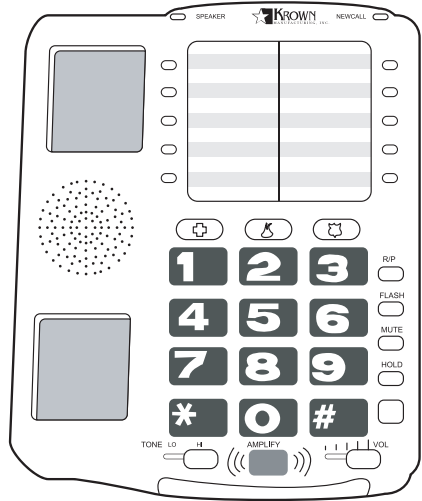
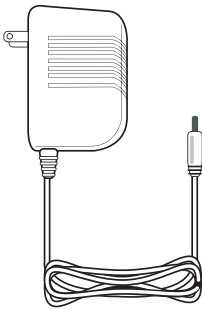
# CHAPTER 2

## THE BASICS

StarPlus Standard package check list, please locate the items below to ensure that you have received a complete package.

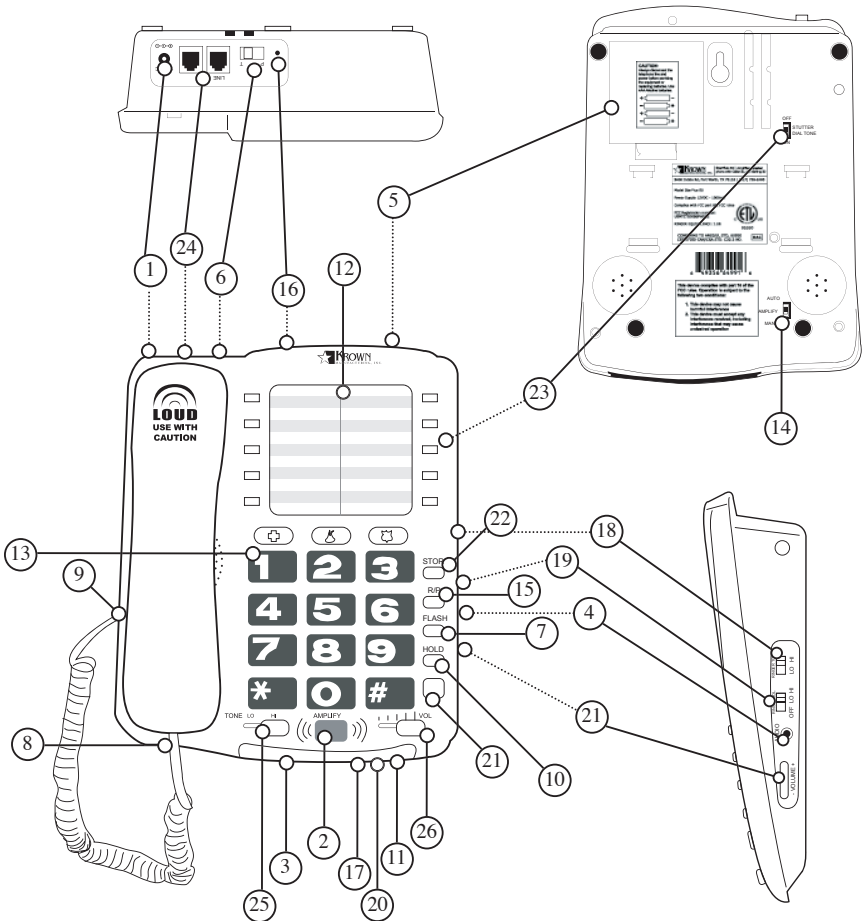
Your StarPlus Standard telephone includes the following:

- StarPlus Standard Amplified Speakerphone
- Handset
- Handset cord
- AC Adapter
- 7 foot telephone cord
- 6 inch telephone cord for use with wall mount attachment
- Wall Mount attachment



## FEATURE IDENTIFICATION

### StarPlus Standard Feature Identification



- |                           |                               |
|---------------------------|-------------------------------|
| 1 12Vdc power jack        | 14 Override Amplify Switch    |
| 2 Amplify button          | 15 Redial button              |
| 3 Amplifier LED           | 16 Reset hole                 |
| 4 Audio jack              | 17 Ring flasher               |
| 5 Battery cover           | 18 Ringer tone                |
| 6 Dial mode selector      | 19 Ringer volume              |
| 7 Flash button            | 20 Speaker indicator          |
| 8 Handset hook            | 21 Speaker phone volume       |
| 9 Handset jack            | 22 Store button               |
| 10 Hold button            | 23 Stutter dial tone selector |
| 11 Hold LED               | 24 Telephone jack             |
| 12 Memory 1-10 speed-dial | 25 Tone control               |
| 13 Numeric keypad         | 26 Volume control             |

# CHAPTER 4

## SETTING UP YOUR STARPLUS STANDARD

Setting up your StarPlus Standard includes installing both the optional backup batteries and connecting the phone and installing the wall mount attachment.

### 1. Installing optional backup batteries

The StarPlus Standard utilizes 4 AA alkaline (not included) optional backup batteries. Make sure that the telephone cord and AC Adapter are both unplugged before installing or replacing the optional backup batteries.

1. Insert a coin into the latch and press toward the topside to release the battery cover on the underneath side of the unit as shown in Figure 4.1 and 4.2
2. Remove the battery cover
3. Place 4 AA alkaline batteries into the compartment following the directional markings.
4. Replace the battery cover and press down to close the cover.

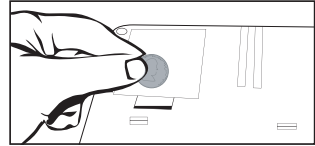


FIGURE 4.1

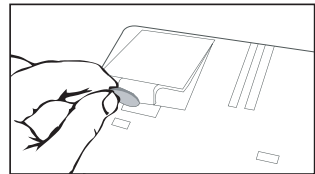


FIGURE 4.2

In the event of a power outage the StarPlus Standard will continue to function but will **not** maintain the amplification. The optional backup batteries are designed to maintain the numbers stored in the directory not to maintain the amplification of the phone during power outages. Krown Manufacturing suggests that the optional backup batteries be replaced after each power outage. Krown also suggests the StarPlus Standard's AC Adapter be plugged into a surge protector and not directly into a wall outlet, this will help to protect your telephone from electrical surges during severe weather.

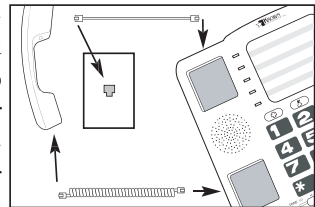


FIGURE 4.3

### 2. Installing the StarPlus Standard

1. Install the telephone cord to the wall outlet and to the telephone as shown in Figure 4.3
2. Install the handset cord into the telephone and handset as shown in Figure 4.3
3. Set the dial mode selector to P (pulse) if you have pulse dialing or a rotary line. If you have tone dialing, do not change the dial mode selector, the manufacture default setting is set to tone dialing.
4. Plug the AC adapter into the telephone inserting the end of the adapter cord into the power jack located on the back of the telephone. Plug the AC adapter into a standard 120VAC wall outlet.
5. Pick up the handset or press SPEAKER button and listen for a dial tone.  
Your StarPlus Standard is now ready to use.

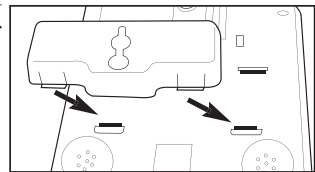


FIGURE 4.4



### 3. Installing the wall mount attachment

- Install the wall mount attachment plate as shown in Figure 4.4
- Remove the handset hook from the handset rest and flip it into the reverse position as shown in Figure 4.5 This will hold the handset in its cradle when the phone is in a vertical position.
- Install the provided 6 inch telephone cord as shown in Figure 4.6
- Follow the steps under Installing the StarPlus Standard on the previous page to complete set up.

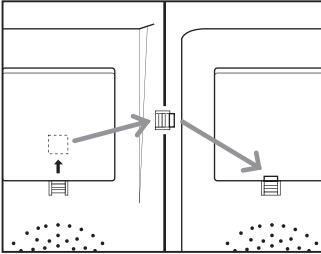


FIGURE 4.5

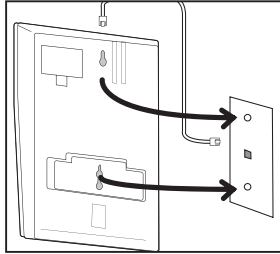


FIGURE 4.6

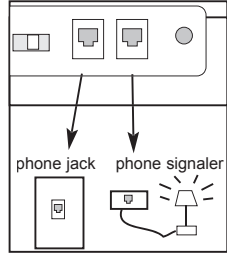


FIGURE 4.7

### 4. Setting up an external telephone signaller

Install the telephone cord for the external telephone signaller into the second phone jack, located on the back of the telephone as shown in Figure 4.7

### 5. Connecting an assistive listening device

The StarPlus Standard includes a built-in 3.5mm audio jack to allow for the use of assistive listening devices, the audio jack is not designed for standard hands-free headsets.

# CHAPTER 5

## STARPLUS STANDARD OPERATION

Making and Receiving Calls on your StarPlus Standard:

	HANDSET	SPEAKERPHONE
<i>Making a call</i>	1. Pick up the handset from the base. 2. Dial desired number. 3. Hang up upon completion of the call.	1. Press the <b>☎</b> button. 2. Dial desired number. 3. To hang up, press the <b>☎</b> button.
<i>Receiving a call</i>	1. Pick up the Handset from the base. 2. Speak. 3. Hang up upon completion of the call.	1. Press the <b>☎</b> button. 2. Speak 3. To hang up, press the <b>☎</b> button.

### 1. Voice Amplification and Tone

The StarPlus Standard is equipped with special features that allow you to adjust both the incoming voice volume and to target the tone (sound frequency) that best fits your individual hearing needs. Adjustments can be made during calls to achieve the best listening experience.

#### Adjusting the Volume:

To adjust the volume of an incoming call, locate the **VOL** slide on the lower right of the telephone and slide the **VOL** slide to the right to increase the incoming volume. This allows for a maximum of 20dB without using the additional **AMPLIFY** feature button. If you need more amplification follow these steps.

1. Slide the **VOL** to minimum, or far left, pick up the handset and press **AMPLIFY** to turn the incoming voice amplifier on or off. When **AMPLIFY** is activated the **AMPLIFY LED**, located along the red **RING INDICATOR** bar, appears lit.
2. Adjust the volume in the handset by moving the **VOL** slide control. When using the **AMPLIFY** button the incoming volume allows for a maximum of 53dB. Once the call has been completed and the handset is returned to its cradle **AMPLIFY** turns off and automatically resets.
- c. To override the reset feature located the **AMPLIFY** switch on the under side of the phone. The **AMPLIFY** switch allows for either manual or automatic amplification. When using the **AMPLIFY** switch in the automatic position the phone does not reset when the call is completed and the handset returned to the handset rest.

### Adjusting tone:

- a. Ensure the **AMPLIFY** feature has been activated by looking to see if the **AMPLIFY LED** is lit.
- b. Adjust the **TONE** slide control on the lower left of the telephone until you have located your preferred setting.

### 2. Using the Speakerphone

Placing a call using the speakerphone feature

1. Press (insert symbol) button wait for a dial tone. When the speakerphone is activated the **SPEAKER INDICATOR** light, located on the red **RING INDICATOR** bar is lit.
2. Key in the number
3. To end conversation press (insert symbol) or pick up handset and return the handset to its cradle.

Transferring between the speakerphone and handset

1. To transfer a call to the speakerphone during a call, press the (insert symbol) and continue call
2. To transfer a call from the speakerphone to the handset during a call, pick up handset and continue call.

The speakerphone volume control is located on the right hand side of the phone. Using the **-VOLUME+** button you can adjust the speakerphone volume to your preferred level. The maximum volume when using the speakerphone is 25dB if additional amplification is needed switching to the handset is suggested.

### 3 . Setting Ringer Preferences

#### 1. Adjusting the ringer volume

To adjust the volume of your telephone's ringer locate the **RINGER VOL.** switch on the right hand side of the telephone. Set the **RINGER VOLUME** to the desired **OFF/LO/HI** position, in the **HI** position the ringer volume will be at a maximum of 95+dB.

#### 2. Adjusting the ringer tone

To adjust the tone of your telephone's ringer locate the **RINGER TONE** switch on the right hand side of the telephone. Set the **RINGER TONE** to the desired **HI/LO** frequency position.

#### 3. Visual ring indicator

While the telephone is ringing, the large, red **RING INDICATOR**, located on the front of the telephone will flash.

## **CHAPTER 5 (CONT.)**

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### **4. Placing a Call on Hold**

To place a call on hold, press the HOLD button and return the handset to its cradle. To return to the call pick up the handset.


### **5. Call Waiting**

Call waiting allows you to be alerted to a second incoming call while on a call. In order to utilize the Call Waiting or FLASH feature, you must subscribe to Call Waiting through your local telephone service company. There are fees associated with the Call Waiting service and vary by company, service may not be available in all areas. Contact your local telephone service company for rates and services.

During a call you may hear a series of audible beeps alerting you to a second call

1. If you choose to answer the second call press the FLASH button to switch to the second call placing the current call on hold.
2. To switch back to the original call press FLASH again.

### **6. Last Number Redial**

Redial- If you wish to call the last number you dialed, simply pick up the handset or press the speakerphone button . Press the R/P button, located next to number 6, and the telephone will automatically redial the last number dialed.

### **7. Using tone service on a pulse line**





If you still have pulse (rotary) service, you can utilize automated service menu that require tone signals, such as bank-by-phone services by following these steps.

1. Be sure T/P (tone/pulse) switch, located on the back of the phone is set to P (pulse)
2. Dial the services main number
3. When the service answers, press \* or #, any additional numbers you enter are sent as tone signals.
4. After completing the call and returning the handset to the handset rest, the phone automatically returns to pulse dialing setting.

### **8. One-Touch Memory Dial Numbers**

The StarPlus Standard allows for 13 programmable numbers, 3 emergency locations and 10 Memory Dial locations. The 10 Memory Dial Locations include a plastic covered Memory Dial directory. To use Remove the plastic cover and record the name or phone number stored in each of the 10 Memory Dial locations.








### Programming One-Touch Memory Dial Numbers

1. Pick up the handset or press the speakerphone button 
2. Press STORE, located next to number 3
3. Press the Memory Dial location (M1-M10) or Emergency button location    is which you wish to store the telephone number
4. Enter the telephone number you wish to store using the keypad
5. Press STORE, you should hear an audible short beep confirming the telephone number has been stored to memory

Note: Sometimes the number you wish to store requires a pause between numbers. To do this press the (R/P) button, located next to number 6, to inset a brief pause between numbers in one Memory Dial location.

### Dialing Using One-Touch Memory Dial Number

There are 2 ways to dial using the Memory Dial numbers

1. Pick up the handset and press the desired Memory Dial location (M1-M10) or Emergency button location   .
2. Press the speakerphone button  and press the desired Memory Dial location (M1-M10) or Emergency button location   .

# CHAPTER 6

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## TAKING CARE OF YOUR STARPLUS STANDARD

The StarPlus Standard is designed for indoor use only.

### Cleaning:

Unplug the StarPlus Standard and use a damp cloth to clean up the outside of the housing. Never use liquid or spray aerosol cleaner directly on the phone. Keep the StarPlus Standard away from dust or moisture.

### Batteries:

Krown Manufacturing suggests replacing the 4 AA optional backup batteries annually or after a power outage.

### Troubleshooting:

Q: My StarPlus Standard does not ring.

A: Check the **RINGER VOL**, located on the right hand side of the phone. If the switch is in the **OFF** position the telephone will not ring.

Q: My Memory Dial Numbers have been erased.

A: The Memory Dial Numbers are maintained by the power of the telephone cord. If an interruption in the power either at the telephone center or if your telephone has been disconnected from the telephone line for longer than 30 minutes the Memory Dial Numbers will erase. To prevent this, install the optional backup batteries or if using the optional backup batteries and the Memory Dial Numbers are erased replace the optional backup batteries.

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## SPECIFICATIONS

<b>Physical dimensions</b> .....	7' X 9.1' X 2 1/8'
<b>AC Adapter</b> .....	12VDC 500mA
<b>Batteries</b> .....	4 AA Alkaline (not included)
<b>Keypad</b> .....	1 1/16' lgaer, back-lighted, high contrast keys
<b>Ringer volume</b> .....	95dB
<b>Incoming volume</b> .....	53dB
<b>Handset</b> .....	hearing aid compatible
<b>Memory</b> .....	10 memory numbers 3 emergency speed dial buttons
<b>Connections</b> .....	RJ11 modular jacks to connect to a standard analog phone line or compatible line. 3.5mm audio listening assistive device.
<b>Approval</b> .....	FCC approved