Blue Install Checklist

Unpacking your Blue™ caption phone and Installation Accessory Kit

BLUE PHONE PACKAGE CONTENTS

1 — "Start Here" envelope containing a Quick Start Guide, Easy Reference pamphlet and Warranty Information

1 — ClearCaptions Blue phone

1 — Blue phone AC power adapter

1 — Blue phone handset and cord

1 — Blue phone stand

1 — Set of wall-mount instructions with hardware

INSTALLATION ACCESSORY KIT PACKAGE CONTENTS

1 — 14' RJ-11 modular telephone cable

1 — Line splitter

2 — DSL filters

1 — Ethernet cable

1 — Installation guide

1 — User Consent Form

1 — Medical Release Form (MRF)

1 — Business reply envelope

Installing your ClearCaptions Blue Phone

1. Place for your new ClearCaptions Blue phone in a spot where you prefer to have conversations and that is near a wall power outlet, a wired or wireless internet access point and an active phone jack.

2. Attach the phone stand to the back of your Blue phone. (Note: There are two tilt positions to choose from for the stand.)

3. Plug the white phone cord into the back of the phone where it says **Phone**. Insert the other end into a live wall jack or into the telephone port on a (VoIP) modem or router.

4. If the ClearCaptions phone is located near a modem or router, use the included Ethernet cord for the most reliable internet connection. Insert one end of the Ethernet cord into the **Ethernet** port on the back of the Blue phone. Insert the other end into an available "Ethernet/ LAN" port on your modem or router.

NOTE:
If you cannot use the Ethernet cord, you can connect to your home Wi-Fi network when prompted later during the Setup Wizard procedure (see below). You will need your Wi-Fi network password to complete this step.

5. Feed the black power cord of the included AC power adapter through the phone stand and plug it into the back of the Blue phone where it says **Power**. Plug the AC adapter into a nearby electrical outlet.

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CAUTION!
After completing the above installation steps, take care to secure any loose cords that could create a tripping hazard.

Completing your Blue setup

After connecting and plugging the included power adapter into a wall outlet, your Blue phone will automatically initiate its Setup Wizard.

This Wizard will display a list of tasks to complete for your Blue phone installation:

NETWORK:

If your Blue phone does not detect a live connection to the internet, a red exclamation mark [!] will be displayed next to the Network item on the Setup Wizard checklist.

If you connected an Ethernet cord to your phone, be sure it's securely plugged into the phone as well as into your modem or router. When properly connected, the phone will display a blue checkmark at this step.

If you choose to use Wi-Fi to connect your Blue phone to the internet, tap **Wi-Fi** on the "Select Network" screen, then follow these steps:

1. The Wizard will display a list of available Wi-Fi networks it detects.

2. Tap the name of your Wi-Fi network (SSID) from the list.

3. Enter your Wi-Fi network password when prompted on the screen.

NOTE:
You can often locate your network/SSID name printed on a white or silver sticker affixed to your modem or router. Look for the SSID (Network Name) and Password.

4. The Wizard will display a **green checkmark** upon successful connection to your Wi-Fi network.

5. Tap **Next** on the screen to continue with the Setup Wizard.

SOFTWARE:

The Setup Wizard will check the software version of your Blue phone, ensuring it is operating from the most recent version available:

1. If the Wizard detects that a software update is available, it will provide an on-screen prompt, **Update Now?**

2. Tap **Yes** to initiate the update.

3. The Wizard will begin the update process.

4. When the update is complete, the phone will automatically restart.

REGISTRATION:

The registration process will connect your Blue phone to your ClearCaptions account. You received your free account **username** and **password** when you contacted ClearCaptions to request your call captioning service. Use that username and password to complete the registration process.

NOTE:
If you've forgotten your account username and/or password, call Customer Support at 866-868-8695 for assistance.

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1. When the Wizard prompts, enter your ClearCaptions account username and password.

2. Tap **Login**.

3. Enter your Birth Date.

4. Enter the last four digits of your Social Security Number.

5. Read the Self-Certification acknowledgement/agreement. Tap **Accept** to confirm your hearing loss self-certification.

6. Read the ClearCaptions Terms & Conditions. Tap **Accept**.

7. Read the Customer Proprietary Network Information (CPNI) terms. Tap **Accept** to opt-in to CPNI or **Decline** to opt-out.

PHONE LINE:

Enter your active Home Phone Number which will now be used with your Blue phone.

The Blue phone will display **Success** and a **blue checkmark** upon completion of the registration steps.

After completing the installation steps, you can view a ClearCaptions Blue Tour video on the phone's screen. Just tap **TOUR** button on the screen or, to skip the Tour, tap **START** instead.

Viewing the Blue Tour video

If you chose to view the Tour video, you'll enjoy a brief overview of your Blue phone's functions and features.

When the video is over, the Blue Home screen will be displayed. The Home screen gives you access to all features and functions of your Blue phone.

NOTE:
If you skip the Tour video or simply wish to view it again, you can find it from the Home screen. Tap Help on the Home screen, then tap Overview to start the video.

Adjusting the sound settings

Your Blue Phone has many volume and sound control options so you may set it precisely to your needs and likes.

RINGER VOLUME:

1. Leave the phone handset in place on the phone.

2. Press the **+/-** volume rocker bar switch on the phone to change the ringer volume. Press the **+ (plus)** end of the rocker bar to increase the ringer volume or press the **– (minus)** end of the rocker bar to decrease the ringer volume.

3. Verify the illuminated lightbar next to the rocker bar is indicating you are increasing or decreasing the volume.

HANDSET VOLUME:

1. Adjust the handset volume during a call by pressing the **+/-** volume rocker bar. Press the **+ (plus)** end of the rocker bar to increase the handset volume or press the **– (minus)** end of the rocker bar to decrease the handset volume.

2. Verify the illuminated lightbar next to the rocker bar is indicating you are increasing or decreasing the volume.

   CAUTION!
   When the volume is increased to high levels, the phone's AMPLIFY light will illuminate and the lightbar will display in red, indicating volume is set to a very high level.

SPEAKER VOLUME:

1. Press the **Speaker** button to route call audio from the handset to the built-in speaker. The phone screen will indicate that the Speaker is on.

2. Press the **+/-** volume rocker bar switch on the phone to change the speaker volume. Press the **+ (plus)** end of the rocker bar to increase the speaker volume or press the **– (minus)** end of the rocker bar to decrease the speaker volume.

3. Verify the illuminated light display next to the rocker bar indicates you are increasing or decreasing the volume.

VOLUME AMPLIFY RESET:

For your safety, the Blue phone is enabled with an **Amplify Reset** function that resets any volume back to non-amplified levels.

If you choose, you can override this reset function:

1. On the Blue Home screen, tap **Settings**.

2. Tap **Sounds**.

3. Tap **Amplify Reset** to OFF.

Setting the Flasher

Your Blue phone has a built-in flasher that provides a visual alert that you have an incoming call, a voicemail message or a missed call. The flasher is already enabled to notify you of new messages, but you can turn the flasher off (or back on) by following these steps:

1. On the Blue Home screen, tap **Settings**.

2. Tap **Flasher**.

3. Tap the ON/OFF switch to disable or enable the flasher for **Incoming Calls**, **New Messages** and **Missed Calls**.

Adjusting the display timeout ("Sleep")

Your Blue phone has an automated "sleep" function to turn off the display screen after a determined time of inactivity. You can adjust how long the screen remains active (that is, lit) before it goes to sleep:

1. On the Blue Home screen, tap **Settings**.

2. Tap **Display**.

3. Tap the left or right arrow on the **Sleep Timeout** setting to change the time duration before the display goes to sleep (from 1 to 20 minutes).

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Adjusting the captions settings

You can change the size and color of the captions displayed on your Blue phone:

1. On the Blue Home screen, tap **Settings**.

2. Tap **Phone**.

3. Tap **Caption Settings**.

4. Tap **Caption Display**.

5. Touch and drag the **Caption Font Size** slider to change the caption size, left for smaller and right for larger.

6. Tap the arrows on the **Invert Color Setting** to change the caption background display. Choose from black captions on a white background or white captions on a black background.

Changes you make to the caption display will be saved automatically and can be adjusted again at any time.

Setting up the Answering Machine

Your Blue phone has a built-in answering machine to receive calls in your absence. It is already enabled to receive calls you miss. While it's already enabled for you, you can customize the answering machine settings to your personal preferences:

1. On the Blue Home screen, tap **Settings**.

2. Tap **Phone**.

3. Tap **Answering Machine Settings**

4. Notice that the **Answering Machine** setting is already enabled to "ON."

PERSONAL GREETING:

1. The Blue Answering Machine includes a default greeting already enabled. To hear this greeting, tap **Listen**.

2. To record your own personal greeting message, tap **Record**.

3. Speak your personal greeting, then tap **Stop** when finished.

4. To review your recorded greeting, tap **Listen** in the next screen.

5. If you're satisfied with your recorded greeting, tap **Save** (or **Cancel** to record again).

After saving your recorded greeting, you can set the Flasher notification and the number of times your phone will ring before the Answering Machine answers the call:

1. Set the "Flash light when I have new messages" toggle to ON to enable.

2. Use the left and right arrows to set the number of rings, from 2 to 12, before the Answering Machine answers an incoming call.

NOTE:
If you have an existing voicemail service, you will want to contact your telephone service provider in order to have it deactivated so there are no conflicts with the Blue Answering Machine.

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Creating Contacts in your Blue phone

Contacts work like a personal phone book in your Blue phone. You can create Contacts in your phone for easy look-up and dialing:

1. On the Blue Home screen, tap **Contacts**.

2. Tap **Add Contact**.

3. Using the on-screen keyboard, tap in the First Name and Last Name in the labeled fields.

4. Tap in the Contact phone number.

Your list of Contacts will be alphabetized by Last Name for easy use.

Completing the Consent Form and Medical Release Form

If you're using your computer to follow and complete the steps in this electronic guide, you can easily complete two important forms online.

Follow these steps on your computer to submit your Consent Form and Medical Release Form prior to making your first test call:

NOTE:
If you're not using your computer to complete this installation flow, please look for the hard-copy Consent Form and Medical Release Form in the Installation Accessory Kit. Complete both forms, insert into the included pre-paid envelope and mail them to ClearCaptions.

COMPLETE THE CONSENT FORM AND MEDICAL RELEASE FORM (MRF):

1. Access the electronic customer consent form and MRF at this link: eSign Forms

2. Enter your name and email address where prompted on the screen.

3. Complete the Consent Form and the MRF, then tap or click the "Submit" button.

NOTE:
Complete the online forms or send the mail-in forms to ClearCaptions within 30 days of installing your phone, otherwise your captioning service could be disconnected.

Making a test call to register your phone

To complete the connection of your Blue phone, you need to make a test call to ClearCaptions Customer Support to properly register your phone to your ClearCaptions account. The number to call is pre-loaded into your phone and always available for your use for a test call or whenever you have questions about your Blue phone or call captioning service

1. On the Blue Home screen, tap **Favorites**.

2. Tap the **Customer Support** contact then lift the handset or press the Speaker button to initiate the call.

3. A ClearCaptions Customer Support team member will answer your call to verify your Blue phone installation and to answer any questions you might have.

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Learning more with Help videos

You'll find additional information and how-to guidance from help videos that are loaded for you in your Blue phone:

1. On the Blue Home screen, tap **Help**.

2. From the list of help topics displayed, tap the topic video you want to play.

Additional videos will be added to the Help video library, serving as a useful resource for you.

Getting additional assistance

Whenever you have questions or want to understand more about using your Blue phone and your ClearCaptions service, refer to these additional resources:

- Included with your Blue phone is the **Blue Easy Reference Guide**.

- Online, visit **clearcaptions.com/how-to**.

- Contact us by tapping the Customer Support **Call** icon displayed on most screens on your Blue phone.

- Call **866-868-8695 and press 1 for Customer Support,** or chat online at clearcaptions.com:

  Monday–Friday
  8:00 am – 10:00 pm ET

  Saturday and Sunday
  9:00 am – 7:00 pm ET

Thank you for choosing ClearCaptions and our Blue caption phone. We look forward to serving you and keeping you connected, every day.

And if you want to stay connected with captioned calls on the go with your iPhone® or iPad® device, visit clearcaptions.com/ mobile-phone to learn how to get our free ClearCaptions Mobile app.