HD-70
High Definition Amplified Corded Telephone
Operating Guide

Model HD-70
Thank you for purchasing this High Definition amplified telephone.

Please read this operating guide carefully before use and keep it for future reference. If you have any questions, please contact our Customer Care Department.

Telephone: (562)-407-5400  Fax: (562)-483-2087
Toll-Free Help Line: (866)-376-9271  (8AM-5PM PST, M-F)

FOR BEST PERFORMANCE AND MAINTENANCE
IMPORTANT SAFETY INSTRUCTIONS:
Read all the instructions before using the telephone.

Warning:
When using telephone equipment or electric appliances, basic precautions should always be followed to reduce the risk of fire, electrical shock and injury to persons, including the following:

1. To ensure trouble-free service, the unit should always be treated with care. Do not drop or subject the unit to high impact.
2. To reduce the risk of injury, close supervision is necessary when a telephone is used near children.
3. Do not make contact with moving parts or any exposed metal surface of the telephone.
4. Only use attachments recommended or sold by the manufacturer.
5. Do not use outdoors. Do not use near water, for example, near a bath tub, wash bowl, kitchen sink or laundry tub, in a wet basement or near a swimming pool.
6. Keep the unit plugged into the electrical outlet at all times, except when cleaning.
7. Do not unplug by pulling on cord. To unplug, grasp the plug, not the cord.
8. Do not operate any appliance with a damaged cord or plug, or after the telephone malfunctions or is dropped or damaged in any manner. Return telephone to the nearest authorized service facility for examination, repair, or electrical or mechanical adjustment.
IMPORTANT SAFETY INSTRUCTIONS (CONT):

9. Use only the power cord and batteries indicated in the manual. Do not dispose of batteries in fire, they may explode. Check local codes for possible special disposal instructions.
   **Warning:** For safety consideration, before changing batteries, always disconnect telephone cord to wall jack.

10. Plug the power adapter to the socket-outlet that is near the equipment and easily accessible.

11. Avoid using any telephone product during an electrical storm. There may be a remote risk of electric shock from lightning.

12. Do not use the telephone to report a gas leak in the vicinity of the leak.

13. Use (4) AA size regular batteries (user provided) for AC power outage back-up purposes.

14. It is recommended to use a surge protector to prevent damage to the telephone in case of power surges or electrical storms.

“Save these instructions.”

PACKAGE CONTENTS:

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

Base Unit  
Handset  
Coil Cord  
Operating Guide  
Wall Mount Bracket  
Line Cord  
AC Adapter
CONNECTIONS:
Connect your telephone as shown. When finished, lift handset to test. If you hear a dial tone, your telephone is ready. If not, check all connections again.

PHONE LINES WITH DSL SERVICE:
Phone lines “Bundled” with Internet service

- The DSL signal may interfere with the operation of the speakerphone feature of this telephone.
- We recommend purchasing a DSL filter and inserting it into the wall jack to minimize signal interference. (DSL filters can be sourced through electronics stores.)
VOiP:
(Voice over Internet Protocol) Telephone Service:

All Serene telephones are compatible with typical VoIP services when used with an analog telephone terminal adapter provided by your VoIP service provider. However, you may occasionally encounter a rare voice quality problem where a VoIP call may not be as clear or as loud as you like. In this case, we recommend hanging up and recalling your party.

WALL MOUNTING:

1. Slide out the handset hook, turn it upside down and reinser. This hook keeps the handset in place when wall mounted.

2. Fit the wall mount bracket into the base of the telephone.

3. Connect a short telephone cord (user provided). Align and put the mounting holes over the heads of the wall plate screws (make sure the screw head protrudes enough, if not, use a screwdriver to adjust), and slide the telephone downward slightly to lock the telephone in place.
FEATURE IDENTIFICATION:

1. 12 One touch memory buttons
2. Soft-touch, large, talking backlit keypad speaks the numbers
3. HD-70 One touch Q&A button for customer support.
4. Mute button shuts off your microphone for added privacy
5. Missed Call button to review missed calls
6. Speaker button for loud, hands-free conversations
7. Missed call indicator light shows you have missed a call
8. Redial / Pause button to redial last number dialed or to insert a two second pause when in programming mode
9. Bluetooth button for On/Off and pairing functions.
10. 5 preset tone level settings to adjust tone on the handset
11. 5 volume loudness settings adjust handset or speaker volume
12. Amplifier button boosts handset sound
13. Low battery indicator light for battery replacement
14. Program/Flash button engages call waiting CID/CW functions
15. Bright visual flasher
16. Handset hook for wall mount
17. Battery compartment (Install 4 X AA non-rechargeable batteries for back-up power to operate all telephone functions during power outage.) If no batteries are installed and there is no AC power the telephone will function as a basic line-powered phone during power outage without speakerphone, back-lit keypad, extra loud incoming rings, talking caller id, talking keypad, missed call announcement & indicator light.
18. Hearing aid compatible audio output jack for connection to neck loop and other assistive listening devices
19. Ringer tone and ringer volume
20. Selectable function switches
21. Headset jack (2.5mm)
FACTORY PRESETS:

For your convenience, your model telephone comes with the following operating settings from the factory:

Ringer Tone and Ringer Volume - **HI**
Selectable Switches on the bottom:
Missed Call - **On**  
Auto-AMP - **Off**  
Talking Keypad - **On**
Talking CID - **On**
Backlit – **Blue**

* Caller ID is provided by your telephone company.
Service is required for these functions to work properly.

AMPLIFYING INCOMING SOUNDS AUTOMATICALLY:
(with Auto-Amp Set to **OFF**)

1. When you are on the telephone, press the **AMP** button to turn on the amplifier.

2. Press the **VOL** up/down button to reach a comfortable sound level.

3. Press the **TONE** button until you can hear the incoming voice clearly. This needs to be done the first time you use the telephone. You can leave this setting for all future calls.
AMPLIFYING INCOMING SOUNDS AUTOMATICALLY (CONT.)

AMPLIFYING INCOMING SOUNDS AUTOMATICALLY:
(with Auto-Amp Set to ON)

1. Slide the Auto-AMP switch on the underside to the ON position. The amplifier will turn on each time you use the telephone.

2. While on the phone, use the VOL up/down button to reach a comfortable sound level.

3. Press the TONE button until you can hear the incoming voice clearly. This needs to be done the first time you use the telephone. You can leave this setting for all future calls.

4. The telephone will return to the same amplifier setting automatically every time you use the telephone.

5. To turn off the amplifier (for the not hard-of-hearing user), just press the AMP button. To return to the previous setting, press the AMP button again.
PROGRAM ONE-TOUCH MEMORY BUTTONS TO ANNOUNCE WITH NAMES (VOICE TAG):

1. While the telephone is not in use, press and hold the Program/Flash button for 3 seconds until you hear the announcement “Program”. The keypad will light up.

2. Using the keypad, enter the telephone number you would like to store. (Up to 31 digits) Press a memory button (M1-M12) to save if (no voice tag) is desired.

3. To record a name (voice tag) for this number: press the Program/Flash button, you will hear the announcement. “Please record a name after the beep”.

4. Speak loudly and clearly into the telephone a name that will identify the telephone number you have just entered, for example, “John Smith”. The recording time is 2 seconds.
PROGRAM ONE-TOUCH MEMORIES WITH NAMES (CONT.):

5. Press a memory button (M1-M12) you wish to store the number and the recorded name. You will hear the announcement “Saved”. Repeat the steps for another memory button.

Please Note:
• The telephone will exit the program mode if no keypad is pressed for about 15 seconds. You will hear the announcement “Ready”, and the keypad lights will go out after about 5 seconds.
• Entering a new number into a memory button will clear the old number / name tag.

PAUSE FUNCTION:
A pause is needed to access an outside line on some business phone systems. During pre-dialing or one-touch memory programming, press the RDIAL/P button to insert a 3 second pause into the dialing sequence. For example, 9 P 7 2 2 8 8 5 0, where “P” represents a 3-second pause. A pause is needed to access an outside line on some business phone systems. You can add a second 3-second pause if needed.

REDIAL FUNCTION:
1. Lift the handset (or press the SPKR button) to go off-hook and then press RDIAL/P. The last dialed out telephone numbers will be dialed out.

2. To end the call, place the handset on cradle (or press the SPKR button again if in speaker mode).
ONE-TOUCH MEMORY DIALING:

There are two methods the telephone can make the one-touch memory dialing,

1. Lift the handset or press the SPKR button to get the dial tone, then press the desired memory button (M1- M12), the stored telephone numbers will be dialed out,

   OR

2. With the telephone on-hook, press desired memory button (M1-M12). The telephone will announce the recorded name (if no name has been recorded, it will announce the factory pre-recorded name of “Memory __”).

3. Lift up the handset or press the SPKR button to get the dial tone, the selected memory button telephone number will be dialed out.

SET LANGUAGE: (ENGLISH – FRENCH - SPANISH)

1. While on-hook, press and hold the MUTE button for 5 seconds.
2. The phone will announce the current language selection. Press MUTE once to select the next language.
3. If this is not the language you desire, press MUTE again to select the next language. Wait 15 seconds, or lift handset or press any button on the phone to complete to complete this action.

AUDIO OUTPUT JACK

The audio output can drive up to an 8 Ohm load for a headset, T-coil, or a neck loop. User must use the handset microphone for talking.
**TALKING KEYPAD:**

Set the Talking Keypad **ON/OFF** switch on the bottom of the telephone. The numbers will be announced in the language you have selected on the telephone as you press them on the keypad.

Please refer to the Language Selection section to select the desired language for the telephone.

**TALKING CALLER-ID:**

If you subscribe to a Caller ID service from your telephone company, turn the Talking CID **ON/OFF** switch on the bottom of the telephone to the **ON** position. The telephone will announce incoming Caller ID information over the speaker once.

*Caller ID from your telephone service provider is required.

**MISSED CALLS:**

1. A lighted **MISSED CALL** button alerts you that you have missed a call. The **MISSED CALL ON/OFF** switch on the bottom of the telephone must be in the **ON** position.
MISSED CALLS (CONT):

2. To hear your missed call numbers, press the MISSED button once to hear the most recent missed call. Press the MISSED button again to hear the next missed call. Continue to press the MISSED button until you have heard all of the missed calls in the log. To exit this mode, press the FLASH button at any time; OR lift the handset and then return it to the cradle. Also, if no buttons are pressed for 20 seconds, the mode will be exited.

Please Note: During the announcement of the missed call caller ID information, if the handset is lifted or the SPKR button is pressed, the telephone will dial that CID number. Press and hold the MISSED button for 3 seconds to clear all missed calls.

Q&A BUTTON:

Q&A Button for Live Customer Support (Monday-Friday 8A-5P PST)

Our Customer Care Department telephone number has been pre-programmed into the telephone. The Q&A button connects you with our Customer Care Representative, who will answer any questions and/or remotely diagnose/adjust to your telephone. Lift the handset or press the SPKR button, listen for the dial tone and then press the Q&A button to connect to our Customer Care Department.

Our Customer Care Representative may instruct you to press the Q&A button again to allow us access to evaluate the telephone during the call.
DIALING MODE SELECTION (Tone or Pulse): The telephone does not provide a separate Tone/Pulse selection switch. Changing the dialing mode from tone to pulse, or vice versa, is accomplished in software. Follow the steps below to change the mode as needed (the factory default is “Tone” dialing):

1. Phone must not be in use.
2. Remove all power and phone cord connections to the telephone and remove backup batteries.
3. Plug in the AC adapter power to the telephone only.
4. Press the TONE button ten (10) times and the unit will announce the dialing mode that is changed to.
5. Re-connect the phone cord connection and re-install any backup batteries.

BLUETOOTH® CONNECTIONS AND OPERATIONS:
The HD-70 telephone is designed with a Bluetooth® button allowing the user to make/answer calls with a Bluetooth® enabled cell phone when it is paired to your Bluetooth® cellphone. The HD-70 will ring when your cellphone rings.

Pairing:
1. Activate the Bluetooth feature of your cell phone.
2. While the HD-70 is in idle mode, press and hold the BT button for 4 seconds, until the unit beeps once and the button starts to blink.
3. Your cell phone will “search and find” a device “HD-70”. When your cell phone asks for a PIN number, enter “0000”.
4. If pairing is successful, the unit will announce “OK”, and the BT button will remain lit as long as the cell phone is in range.
5. If pairing is not successful, the BT button will turn off, and the user can repeat the above steps. The unit’s pairing process lasts for 2 minutes.

Note: To cancel the Bluetooth pairing process, press the BT button once; lift the handset, or press any of the buttons on the HD-70 at any time during the 2 minute pairing process.
**BLUETOOTH® CONNECTIONS AND OPERATIONS (CONT):**

**Clear Paired Devices:**
To clear all paired Bluetooth cell phones in the HD-70, press and hold the **BT** button for 15 seconds until the **BT** button flashes, beeps twice and announces “DELETE”.

**Answer A Call / End A Call:**
1. When your cell phone rings, your HD-70 will ring.
2. Lift the handset or press the **SPKR** button to answer the call. (You can also answer from your cell phone). **Note:** Use your cell phone to transfer the call from HD-70 back to your cell phone.
3. The **AMP**, **TONE** and **VOLUME** button functions work in the same manner as a regular amplified telephone.
4. To end the call, replace the handset to the cradle or press the **SPKR** button again if your are in speaker mode.

**Making A Call Via Cell Phone:**
1. Make sure your paired cell phone is in range, and the **BT** button is lit.
2. Lift the handset or press the **SPKR** button on the telephone unit, then press the **BT** button once. The **BT** button should show a faster “double blink,” indicating the cell phone is activated.
3. Press a **MEMORY** button, or dial the numbers directly on the HD-70 telephone keypad will dial out the call through the cell phone.
4. To end the call, replace the handset to the cradle or press the **SPKR** button again if your are in speaker mode. The **BT** button will remain steady on

**To Disconnect Bluetooth® from Mobile Phone:**
1. Move the paired cell phone out of range of the HD-70 unit; or
2. Disable (or de-activate) the Bluetooth feature on your cell phone. The **BT** button on the unit will turn off.

**Note:** When the cell phone is back in range with the HD-70 unit, and the Bluetooth feature is enabled (activated), the HD-70 unit will automatically be “re-paired” to the cell phone, and the **BT** button will be lit again.
TROUBLESHOOTING:
If you encounter any difficulties, please check the following before calling our Customer Care Department for assistance.

The phone does not ring or rings very soft on incoming calls
Ans. Check that the ringer volume switch on the side of the phone is set to HI or MED. If this switch is set to LO, the phone rings very softly.

No Dial Tone
A1. Check that all the phone cords are connected properly and securely.
A2. Make sure the phone wall outlet is working properly by connecting the phone to another wall outlet.
A3. If there is still no dial tone, there may be a problem with your phone line and you need to contact your telephone company.
A4. If there is dial tone on another telephone in your house, there may be a problem with this phone. Please contact our Customer Care Department for assistance.

No CID announcement on an incoming call
A1. Check your CID subscription with your phone company.
A2. Make sure the Talking CID feature is turned On.

No Keypad back-light
Ans. Make sure the AC adapter is connected to the power outlet.

Why do I need to put batteries in my phone?
Ans. Batteries are optional. They provide back up during a power outage. If there are no batteries or AC power the phone will perform as a simple phone and there will be no amplification during the power outage.

Static noise on the line
Ans. Your phone may be located near a touch lamp, microwave, or other appliance. If you have a DSL computer modem service, make sure you have installed a DSL filter to block the DSL noise.

Bluetooth® operations do not work
A1. The paired cell phone must be in range with the telephone.
A2. Check and re-pair the cell phone with the telephone.
CLEANING:
1. Disconnect telephone from electrical outlet before cleaning. Use only a soft, dry cloth (or damp cloth with a mild detergent) to clean this unit. Do not use any solvents, chemicals or cleaning solutions containing alcohol, ammonia or abrasives on this unit.

SPECIFICATIONS:
Amplified dB level (Amplify Off)....up to 12 dB
Amplified dB level (Amplify On)....up to 50 dB
Tone control settings......................5 (T1=lowest, T5=highest)
Talking CID / Keypad voice............English, French, Spanish
Flash Time..................................600 msec
Dimensions:
Handset size...............................8” x 2.1” x 2.5”
Base size....................................9.5” x 3.1” x 7.5”
Weight:
Handset.....................................5.7 oz. Base: 16 oz.
Temperature range......................Operating 0 to 30 C Storage -10 to 40 C
Power:
AC adapter..................................UL listed 9VDC 650mA(min)
Backup Battery............................Optional 4 AA size non-rechargeable batteries (user provided)

Specifications are subject to change without notice
WARRANTY SERVICE INFORMATION:

Your HD-70 High Definition Amplified Corded Phone comes with a two year limited warranty. We warrant during this warranty period from the date of purchase to the original consumer that these products will be free from defects in materials and workmanship under intended home use. In the event that these products fail to function properly within one year of original purchase due to defects in materials or workmanship, return the unit (freight prepaid) with proof of purchase (sales receipt or packing slip, no exceptions) to Serene Innovations, Inc. Serene Innovations, Inc. will either repair or replace the unit (with a refurbished unit or unit of equal condition) and return it to you (using UPS/USPS ground shipping) at no cost to you (there will be a nominal additional shipping charge if it is shipped to outside the 48 Continental U.S. states).

This warranty does not apply to any product that has been accidentally damaged due to: abuse, misuse, negligence, use on electrical frequency or voltage other than marked on product and/or described in this manual. Defects or errors caused by unauthorized alterations, repairs and/or tampering are also not covered by this warranty. This warranty gives you specific legal rights. You may have other legal rights that vary from state to state. If a defect covered by this warranty should occur, promptly contact a Customer Care Representative by phone or log on to www.sereneinnovations.com to obtain a Return Merchandise Authorization number and shipping instructions before returning the product to us. Any shipment without a RMA will not be accepted and will be returned to you at your expense.

Any authorized returned product must be accompanied with proof of purchase and a brief description of the problem. For out of warranty repair and service, please contact our Customer Care Department for directions.

FCC INFORMATION FOR USA CUSTOMERS ONLY:

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 of [US: XXXXXXXXX]. If requested, this number must be provided to the telephone company. If this 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 advanced 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. The telephone company may make changes in this facility’s equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advanced notice in order for you to make the necessary modifications to maintain uninterrupted service. If you experience trouble with this equipment, disconnect it from the network until the problem has been corrected or until you are sure that the equipment is not malfunctioning. Please follow instructions for repair, if any (e.g., battery replacement section); otherwise do not alternate or repair any parts of device except as specified. Connection to party line service is subject to state tariffs.
Contact the State Public Utility Commission, Public Service Commission or Corporation Commission for information. If the telephone company requests information on what equipment is connected to their lines, inform them:

A. The telephone number that this unit is connected to,
B. The ringer equivalence number [REN],
C. The USOC jack required [RJ11C], and
D. The FCC Registration Number [US: XXXXXXXX].

Items (B) and (D) are indicated on the label. The ringer equivalence number (REN) is used to determine how many devices can be connected to your telephone line. In most areas, the sum of the RENs of all devices on any one line should not exceed five (5.0). If too many devices are attached, they may not ring properly.

**This equipment complies with Part 68 of the FCC Rules.**

On the equipment is a label that contains, along with other information, the FCC Registration Number and Ringer Equivalence Number (REN) for this equipment. If requested, this information must be provided to your telephone company.

This equipment uses the following Universal Service Order Codes ("USOC") jacks: RJ-11. Connection to the telephone network should be made by using standard modular telephone jack type RJ11.

The REN is useful to determine the quantity of devices you may connect to your telephone line and still have all of those devices ring when your telephone number is called. In most, but not all areas, the sum of the RENs of all devices connected to one line should not exceed five (5.0). To be certain of the number of devices you may connect to your line, as determined by the REN, contact your local telephone company to determine the maximum REN for your calling area.

If your telephone equipment causes harm to the telephone network, the telephone company may discontinue your service temporarily. If possible, they will notify you in advance. But if advanced notice is not practical, you will be notified as soon as possible. You will be informed of your right to file a complaint with the FCC.

Your telephone company may make changes in its facilities, equipment, operations or procedures that could affect the proper functioning of your equipment. If they do, you will be notified in advance to give you an opportunity to maintain uninterrupted telephone service.

In the event this equipment should fail to operate properly, disconnect the unit from the telephone line. Try using another FCC approved telephone in the same telephone jack. If the trouble persists, call the telephone company repair service bureau.

If the trouble persists and appears to be with this unit, disconnect the unit from the telephone line and discontinue use of the unit until it is repaired. For repair or
FCC INFORMATION FOR USA CUSTOMERS ONLY (CONT):

warranty information, please contact Serene Innovations, Inc. at 562- 407 5400. Please note that the telephone company may ask that you disconnect this equipment from the telephone network until the problem has been corrected or until you're sure that the equipment is not malfunctioning.

There are no user serviceable parts in this equipment.

This equipment may not be used on coin service provided by the telephone company. Connection to party lines is subject to state tariffs. Contact the state Public Utility Commission, Public Service Commission for information.

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

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. This 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 may try one the following methods to correct the interference:
1. Where it can be done safely, re-orient the receiving television or radio antenna.
2. To the extent possible, relocate the television, radio, or other receiver, with respect to the cordless phone.
3. Connect the cordless phone AC adapter into a different electrical outlet.
4. Consult the dealer or an experienced radio/TV technician for help.
Modification: Any modification not expressly approved by the manufacturer of this device could void the user's authority to operate the device.
FCC INFORMATION FOR USA CUSTOMERS ONLY (CONT)*

NOTICE: The Industry Canada label identifies certified equipment. This certification means that the equipment meets telecommunications network protective, operational, and safety requirements as prescribed in the appropriate Terminal Equipment Technical Requirements document(s). The Department does not guarantee the equipment will operate to the user's satisfaction.

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. 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 coordinated by a representative 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 that the user 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 inspections authority, or electrician, as appropriate. The REN for this amplified telephone is stated on the IC regulatory label located on the bottom of the product.

NOTICE: The Ringer Equivalence Number (REN) assigned to each terminal device provides 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 5.

This Class B digital device complies with Canadian ICES-003.

*Bluetooth® is a trademark of Bluetooth SIG, Inc.