



# DIALOGUE XL-50

The e**X**tra **L**oud & Clear amplified telephone  
with lighted keypad!



## Operating Instructions

©AMERIPHONE INC., 12082 Western Avenue, Garden Grove, CA 92841 (714) 897-1111 or (800) 772-2889 TTY/TDD  
(714) 897-0808 or (800) 874-3005 VOICE (714) 897-4703 FAX email: ameriphone@ameriphone.com web: www.ameriphone.com

## Important Safety Instructions

When using your telephone equipment, always follow basic safety precautions to reduce the risk of fire, electric shock, and injury to persons, including the following:

1. Read and understand all instructions. Observe all warnings and other markings on the product.
2. During thunderstorms, avoid using telephones except cordless models. There may be a slight chance of electric shock from lightning.
3. Do not use a telephone near a gas leak. If you suspect a gas leak, report it immediately, but use a telephone away from the area where gas is leaking.
4. Do not use this product near water, or when you are wet. For example, do not use it in a wet basement or shower, or next to a swimming pool, bathtub, kitchen sink or laundry tub. Do not use liquids or aerosol sprays for cleaning. If the product comes in contact with any liquids, unplug any phone line or power cord immediately. Do not plug the product back in until it has dried thoroughly.
5. Install this product in a protected location where no one can trip over any phone line or power cord. Protect cords from damage or abrasion.
6. If this product does not operate normally, review the "Troubleshooting" section. If you cannot resolve the problem, or if the product is damaged, refer to the Ameriphone Warranty. Do not open this product except as may be directed in this owner's manual. Opening this product or reassembling it incorrectly may expose you to hazardous voltages or other risks. Opening this product automatically voids the warranty.
7. If this product uses batteries as power back-up during power outages, replace batteries only as described in this owner's manual. Do not burn or puncture used batteries — they contain caustic chemicals.
8. Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
  - A. When the power supply cord or plug is damaged or frayed.
  - B. If liquid has been spilled on the product.
  - C. If the product has been exposed to rain or water.
  - D. If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions because improper adjustment of other controls may result in further damage.
  - E. If the product has been dropped or appears damaged.
  - F. If the product exhibits a distinct change in performance.

9. If this product has a polarized plug with one wide prong, it may not fit in non-polarized outlets. Do not defeat the purpose of these plugs. If they do not fit in your outlet, the outlet should be replaced by an electrician.

### 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, 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 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 to be connected to a telephone loop which is used by the device, to prevent overloading. The termination on a loop may consist of any combination of devices subject only to the requirement that the sum of the load numbers of all devices does not exceed 100.

### SAVE THESE INSTRUCTIONS

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## Introducing the Dialogue XL-50

Thank you for selecting the amplified telephone Dialogue XL-50 from Ameriphone. These Operating Instructions and the associated Quick Operating Guide provide you with the information you need to use your Dialogue XL-50 effectively and safely. Read this manual thoroughly before using your telephone. Keep the manual near the telephone for easy reference.

### Warranty Service

Your telephone is designed to provide years of quality service. But, should the phone malfunction and the Troubleshooting Chart on page 11 not resolve the problem, follow the Warranty procedure on page 12.

### Sales Receipt

Be sure to save your sales receipt as proof of purchase date should you need warranty service.

### Help from Ameriphone

For help with using your Dialogue XL-50, call our Customer Relations department at 714-897-0808.

Please make sure your Dialogue XL-50 package includes the items shown in Figure 1.

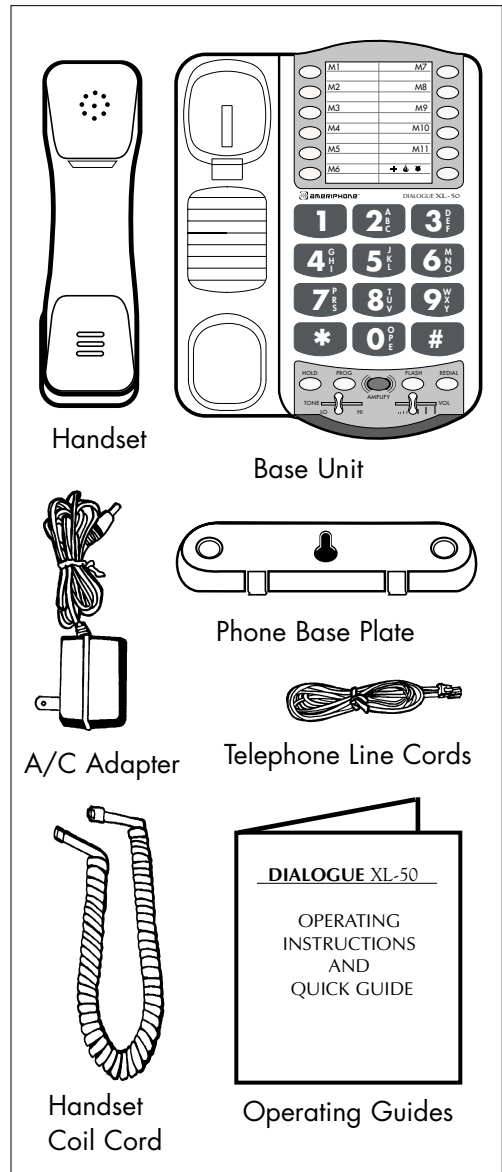


Figure 1 - Package Components

# Features on the Dialogue XL-50

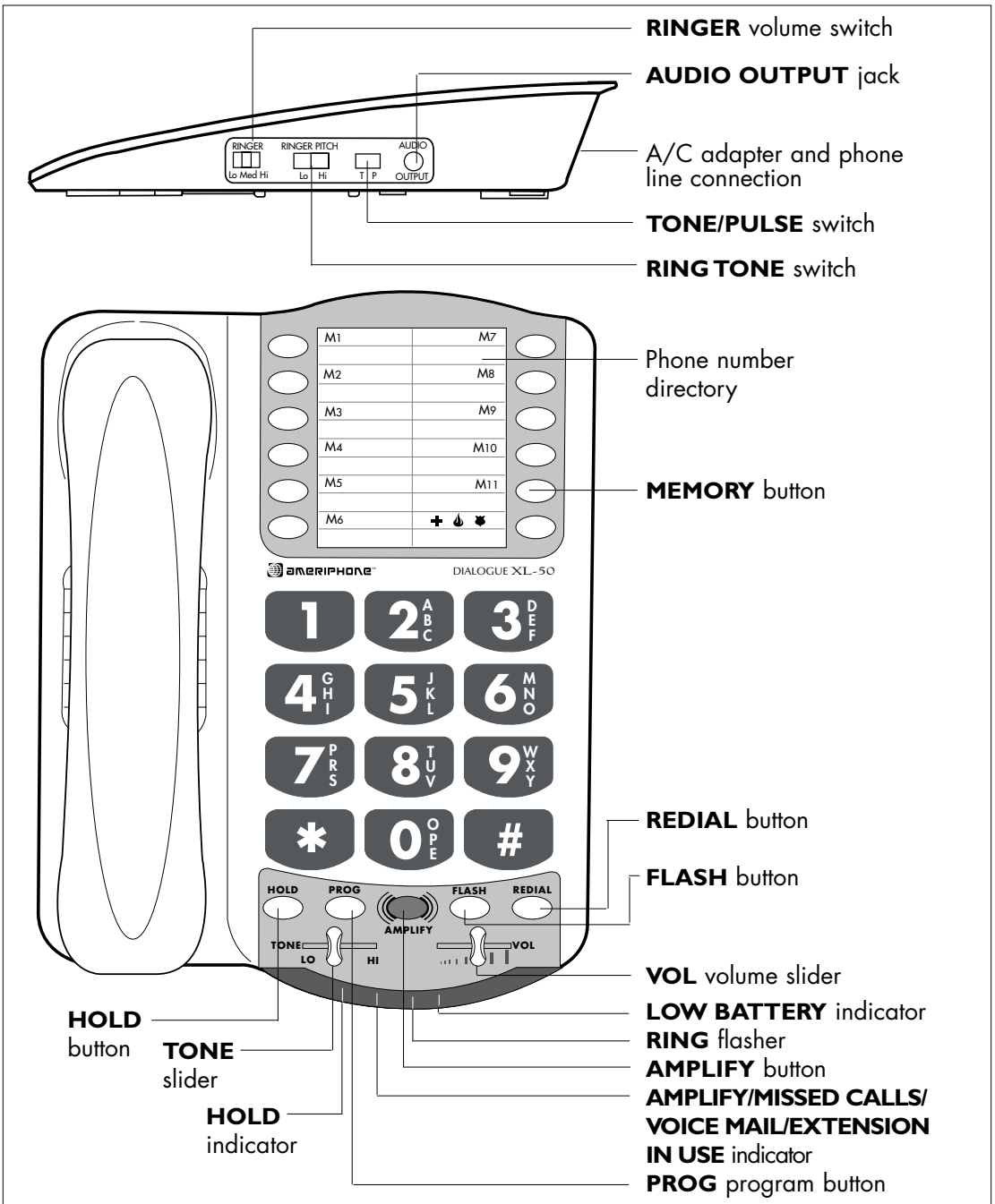


Figure 2 - Base Unit Controls

## Setting up Your Dialogue XL-50

There are five steps involved in setting up your Dialogue XL-50.

- Insert four AA alkaline batteries for back-up in case of AC power outage.
- Decide if you want the phone to sit on a desk or hang on the wall.
- Connect the telephone components.
- Program up to to 12 telephone numbers to call with the press of a memory button.
- Setup special features

### Installing the Backup Batteries

If there is a power outage, the Dialogue XL-50 will operate for up to 48 hours with four AA alkaline back-up batteries (not included). If the phone is not in use, the batteries will stay charged for several months.

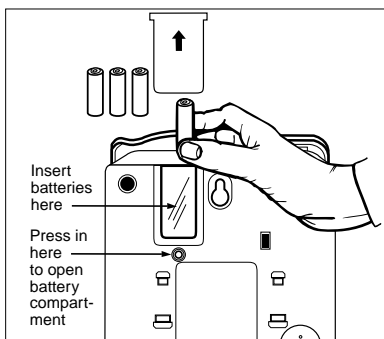


Figure 3 - Accessing the Batteries

### To install new batteries:

1. Slide open the battery compartment cover on the bottom of the telephone (Figure 3).
2. Install four fresh batteries. Be sure to observe battery polarity as imprinted on the base of the compartment. The battery indicator on the top panel will light up if the batteries are running low.

The phone operates as a regular phone if there is no power or battery.

### XL-50 Low Battery Indicator

If the batteries in the are weak or not installed the low battery indicator will light up. Install fresh batteries according to the directions above.

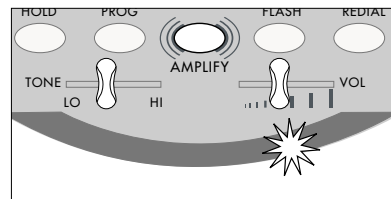


Figure 4 - Low Battery Indicator

### Connecting for Desk or Wall Mount

Set the dial mode switch to **T** (tone) if you have touch tone service. Set the switch to **P** (pulse) if you have rotary dialing.

## Setting up Your Dialogue XL-50 (continued)

### Desktop Use

1. Connect the telephone line cord and the handset cord to the telephone as shown in Figure 4.

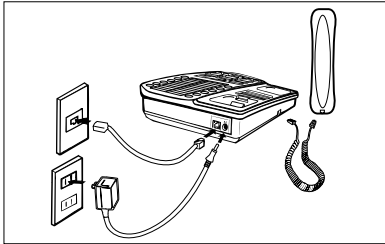


Figure 4 - Connecting the Components

2. Plug the AC adapter into an electric outlet and into the telephone as shown in Figure 4.
3. Lift the handset and listen for a dial tone.

The phone is ready to use.

### Wall Mount

1. Pull the handset hook out as shown in Figure 5 and reverse its position so that the hook points up and will hold the handset when you hang up.

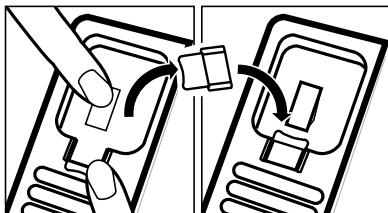


Figure 5 - Reversing the Hook

2. Insert the tabs of the phone base into the slots in the lower position of the base as shown in Figure 6. Push the phone base in and down firmly until it snaps into place.

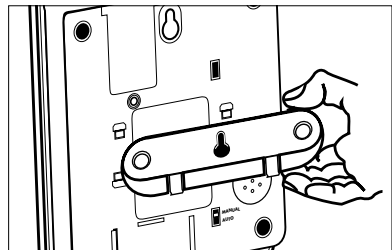


Figure 6 - Phone Base for Wall Mounting

3. Plug in the short phone line cord and mount the phone as shown in Figure 7.

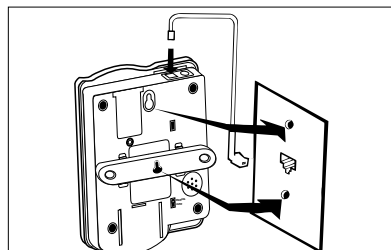


Figure 7 - Wall mounting installation

4. See Desktop Use section and follow steps 1 through 3.

## Incoming Voice Volume

You can adjust the volume of incoming calls by simply sliding the **VOL** control. This gives you up to 18 dB. If you want more amplification, follow the directions below.

1. Press the **AMPLIFY** button as shown in Figure 8 to turn the incoming voice amplifier on or off. When **AMPLIFY** is on, the **AMPLIFY** indicator comes on.

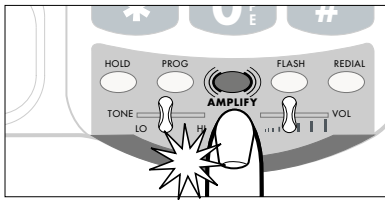


Figure 8 - AMPLIFY Button and Indicator

2. Adjust the volume in the ear piece by moving the **VOL** slide control in Figure 9. With **AMPLIFY** on, incoming volume will be up to 48dB louder.

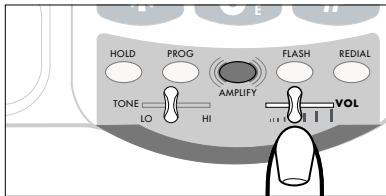


Figure 9 - Volume Slide Control

**Caution:** Repeated incremental exposure to amplification levels greater than 18 dB may be harmful to individuals without hearing disabilities. Therefore, do not remove the warning label attached to the back of the handset. If it is likely that a visually impaired person will use the telephone, securely attach the provided warning printed in Braille to the back of the handset (See, Diagram A).

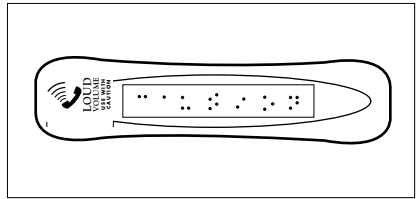


Diagram A.

**Note:** In standard use, the amplifier turns off whenever you hang up the telephone. This is a useful feature if many people use the phone. If you want the amplifier to always remain on, slide the Volume Reset Override switch on the back of the phone to **ON**, as shown in Figure 10.

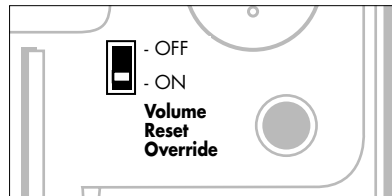


Figure 10 - Volume Reset Override On/Off



## Using Your Dialogue XL-50 (Continued)

### Incoming Voice Tone

The Dialogue XL-50 provides extra amplification at the sound frequency you need to boost. To identify the sound frequency range that best suits your needs, follow these steps:

1. When you hear a voice on the line, press the **AMPLIFY** button shown in Figure 8.
2. Adjust the **TONE** slide control in Figure 11 to suit your hearing.

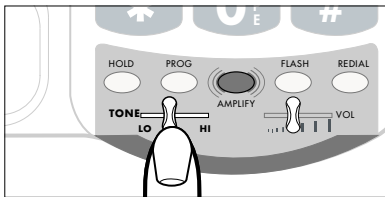


Figure 11 - Tone Slide Control

### Ringer Volume and Pitch

1. You can adjust the **RINGER VOLUME** as high as 95+ decibels. The settings available are **LO**, **MED** and **HI** as shown in Figure 12.

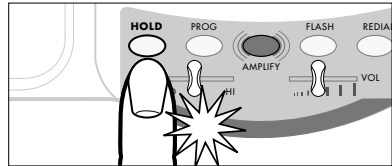


Figure 13 - Hold Button and Indicator

2. The **RING TONE** has two pitch settings: **LO** and **HI**.

### Hold

To put the line on hold, press the **HOLD** button and return the handset to its cradle. You will notice the **HOLD** indicator light comes on.

**Note:** If you pick up an extension phone on the same line when the Dialogue XL-50 is on **HOLD**, the Dialogue XL-50 will disconnect and you can continue your conversation on the extension phone.

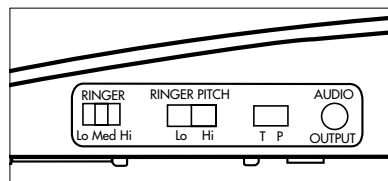


Figure 12 - Ringer Volume & Pitch

## Using Your Dialogue XL-50 (Continued)

### Last Number Redial

To redial the last number dialed with the Dialogue XL-50 phone, lift the handset and press **REDIAL**. The phone will redial up to 31 digits.

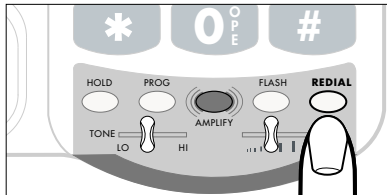


Figure 14 - Redial Button

### Flash

Press the **FLASH** button shown in Figure 15 to access special services available from your local phone company such as Call Waiting and 3-Way Calling.

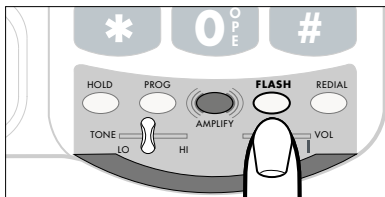


Figure 15 - Flash Button

## Special Features

### Unanswered Call/Voice Mail Message Light

If you subscribe to voice mail messaging with your telephone company, this light flashes if you have a message waiting.

**Note:** To turn on or off the Voice Mail feature, adjust the switch underneath the phone.

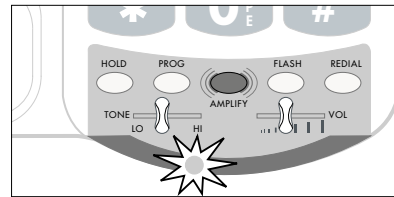


Figure 16 - Voice Mail Indicator

If you do not have voice mail service, the same indicator functions as a missed call indicator. It flashes if an incoming call is not answered by a person or an answering machine after 1 ring, provided that you set the switch underneath the phone on **Missed Calls**. The light will continue to flash until the handset is lifted or AC power is disconnected. This feature does not require any optional telephone company services. It is useful when you were away for a short time while expecting a call. If you don't want any notification, set the switch on **OFF**.

## Special Features (Continued)

### Programming the Memory Buttons

You can automatically dial twelve programmed telephone numbers using the memory buttons shown in Figure 17. Each button can be programmed (or reprogrammed using the same procedure) for a phone number up to 15 digits long.

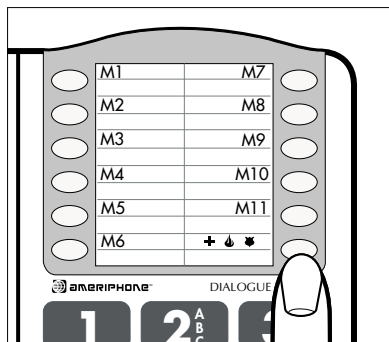


Figure 17 - Memory Buttons

To program a button, follow these steps:

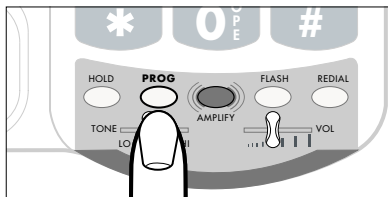


Figure 18 - PROG Button

1. Lift the handset and press **PROG** as shown in Figure 18.
2. Enter the phone number on the keypad (Figure 19) just as you would dial it normally.  
**Note:** Press **REDIAL** if you want to insert a brief pause between two numbers.



Figure 19 - Telephone Keypad

3. Press **PROG** (Figure 18) once again.
4. Press a memory button (Figure 17) to store this number on that button.
5. Immediately hang up the handset.  
**Note:** Any number previously stored at that button number will be overwritten.
6. To change a stored number, repeat the programming process starting with step 1.

**Note:** Please do not program 911 in any memory button.

## Special Features (Continued)

### Direct Audio Output

The **AUDIO OUTPUT** socket allows you to connect the Dialogue XL-50 to a hearing aid, neck loop, cochlear implant or other assistive listening devices.

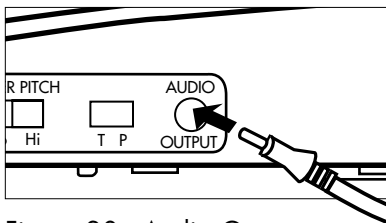


Figure 20 - Audio Output Socket

To use this port, plug in a compatible auxiliary cable and connect it to your assistive listening device. Speak into the handset when you use the Audio Output connection.

### Cochlear Implant Adapter Cord

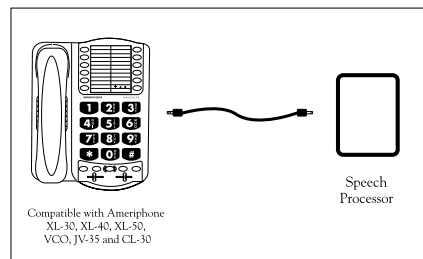
A cochlear adapter cord is available from Ameriphone that can be used to plug the Dialogue XL-50 directly into a speech processor.

**WARNING!** During thunderstorms, avoid using telephones, electric shock from lightning can occur. Before plugging any cord into your speech processor, you must consult your implant manufacturer.

### Connecting the Speech Processor:

Plug the mono end of the plug into the speech processor.

- Plug the mono end of the plug into the speech processor.
- Plug the stereo end of the plug into the Audio Output socket on the phone.
- Speak into the handset when using the Cochlear Implant Adapter Cord.



## Troubleshooting Chart

The chart below will help you solve most problems that may arise during operation of your telephone. Should the difficulty continue, contact Ameriphone or your authorized dealer for assistance.

| <b>SYMPTOM</b>                                    | <b>CAUSE AND CORRECTIVE ACTION</b>   |
|---|--|
| No dial tone                                      | Check all phone cord connections.  |
| No number dialed when memory button pressed       | No number stored in that memory button. See: "Programming the Memory buttons", P. 9.   |
| Call cannot be dialed, or dials very slowly       | See "Setting Up Your Phone" to reset the dial mode switch, P. 4, 5.  |
| An incoming call does not produce an audible ring | Make sure the ringer is not set to the OFF position.   |
| Phone locks-up. No functions operate              | <ol style="list-style-type: none"> <li>1. Unplug the AC adapter.</li> <li>2. Remove backup batteries.</li> <li>3. Then, plug in the AC adapter and reinstall batteries.</li> </ol> |

## FCC Statement

The DIALOGUE XL-50 has been registered with the Federal Communications Commission (FCC) and complies with the standards in Part 68 of the FCC Rules.

FCC compliant telephone cords and modular plugs are provided with this telephone. Your telephone company is required by the FCC to allow you to connect FCC registered telephone equipment to their telephone lines.

The FCC requires that upon request of your local telephone company, you provide the FCC registration number and Ringer Equivalence Number (REN) of your telephone equipment, both noted on the underside of the Dialogue XL-50.

Your Dialogue XL-50 has been tested and found to meet the standards for a Class B digital device, as specified in Part 15 of the FCC Rules. These specifications are designed to provide against interference with radio and television reception in a residential installation. There is no guarantee that interference will not occur in a particular installation. If your Ameriphone product causes interference with radio or television reception when in use, you might correct that interference with any one or all of these measures:

1. Where it can be done safely, reorient the receiving television or radio antenna.
2. To the extent possible, relocate the television, radio or other receiver with respect to the telephone equipment.
3. If your telephone product runs on AC power, plug it into an AC outlet that is not on the same circuit as the one used by your radio or television.

## Warranty

This warranty applies only to Ameriphone products that are purchased and used in the United States or Canada.

Ameriphone warrants the Dialogue XL-50 telephone against any defect in materials or workmanship for the period of one year from the date of purchase.

If your Ameriphone product is defective and returned within 30 days of the date of purchase, your Ameriphone dealer will replace it at no charge.

If returned after 30 days but within one year from the date of purchase, we will repair or replace it at no charge. In the repair of your Dialogue XL-50, we may use new or reconditioned replacement parts. If we elect to replace your Dialogue XL-50, we may replace it with a new or reconditioned product of the same or similar design. Repair or replacement will be warranted for either 90 days or the remaining time on the original warranty period, whichever is longer.

Implied warranties, including those of fitness for a particular purpose and merchantability (an unwritten warranty that the product is fit for ordinary use), are limited to one year from date of purchase. We will not pay for loss of time, inconvenience, loss of use of your Dialogue XL-50 phone, or property damage caused by your Dialogue XL-50 phone or its failure to work, or any other incidental or consequential damages. Some states do not allow limitations on how long an implied warranty lasts or the exclusion of incidental or consequential damages, so the above exclusions or

limitations may not apply to you.

To get warranty service for your Dialogue XL-50 phone, you must provide proof of the purchase date. Within 30 days of the date of purchase, return your Dialogue XL-50 to the place where you purchased it for immediate replacement. After 30 days, call Ameriphone at (800) 874-3005 voice or 800-772-2889 TTY for the authorized service center nearest you. You must prepay all shipping costs. We suggest you save the original package materials in the event you need to ship the Dialogue XL-50. When shipping for warranty repair, include your name, address, phone number, proof of date of purchase, and a description of the problem. After repairing the product, we, (or the service center) will ship it back to you at no cost within the United States and Canada. CANADIAN RESIDENTS: call ameriphone at 800-874-3005, 800-772-2889 TTY for instructions.

This warranty does not cover defects resulting from accidents, damage while in transit to our service location, alterations, unauthorized repair, failure to follow instructions, misuse, use outside the United States or Canada, fire, flood, and acts of God. Nor do we warrant the product to be compatible with any particular telephone equipment, party line, key telephone systems or more sophisticated switching systems. If your Dialogue XL-50 is not covered by this warranty, call us at (800) 874-3005 voice or 800-772-2889 TTY for advice as to whether we will repair your Dialogue XL-50 and other repair information. The repair shall be warranted for 90 days.

## Specifications

### Maximum gain

High frequency (3kHz): 48dB

Wide band (300 to 3000Hz): 36dB

### Tone control range

Full range: 300 to 3000Hz using one slide control.

### Dimensions

Size: 9 1/2" x 7" x 3 1/4"

Weight: 2.52 lbs.

### Power Requirements

AC adapter: 9 V, 300 mA

4 AA alkaline batteries (optional)

### CSA / NRTL Listed

### FCC and DOC Approved

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