

# USING YOUR SUPERPRINT 4425™

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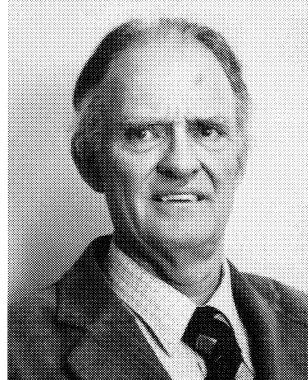
**Ultratec**

305-013600

# Acknowledgement

In 1963, Dr. Robert H. Weitbrecht, an American physicist who was deaf, developed an acoustic coupler that could send and receive teletypewriter signals over the telephone lines. His invention, the Weitbrecht Modem, enabled people who are deaf to use the telephone for the first time.

While modern technology now makes it possible to build advanced microcomputer devices like your new Ultratec text telephone, the Weitbrecht modem remains the major technological breakthrough that began telecommunications for the deaf. Ultratec wishes to acknowledge the importance of Dr. Weitbrecht's contribution to the welfare of people who are deaf the world over.



**Dr. Robert H. Weitbrecht,  
1920-1983, inventor of the  
first text telephone modem.**

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Seventh edition  
September 2002

Thirteenth printing

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# Important safety instructions

When using your Superprint 4425, basic safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons.

1. Read and understand all instructions.
2. Follow all warnings and instructions on the Superprint 4425.
3. Unplug the Superprint 4425 from the wall outlet before cleaning. Do not use liquid or aerosol cleaners. Use a damp cloth for cleaning.
4. Do not use the Superprint 4425 near water, for example, near a bath tub, wash bowl, kitchen sink, laundry tub, in a wet basement, or near a swimming pool.
5. Do not place the Superprint 4425 on an unstable cart, stand, or table. The Superprint 4425 may fall, causing serious damage to the Superprint 4425.
6. The Superprint 4425 should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply to your home, consult your dealer or local power company.
7. Do not allow anything to rest on the power cord. Do not locate the Superprint 4425 where people can walk on the cord.
8. Do not overload wall outlets and extension cords. This overloading can result in a fire or electric shock.
9. To reduce the risk of electric shock, do not disassemble the Superprint 4425, but take it to a qualified service person when service or repair work is required. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect re-assembly can cause electric shock when the Superprint 4425 is subsequently used.
10. Avoid using a telephone (other than a cordless type) during an electrical storm. There is a remote risk of electric shock from lightning.

11. Unplug the Superprint 4425 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 into the Superprint 4425.
  - c. If the Superprint 4425 has been exposed to rain or water.
  - d. If the Superprint 4425 does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions. Improper adjustment of other controls may result in damage and will often require extensive work by a qualified technician to restore the Superprint 4425 to normal operation.
  - e. If the Superprint 4425 has been dropped and/or damaged.
  - f. If the Superprint 4425 exhibits a distinct change in performance.
12. Do not use the Superprint 4425 to report a gas leak in the vicinity of the leak.
13. Ultratec recommends plugging your Superprint 4425 into a surge-protected outlet. This will protect the TTY from damage caused by electrical surges due to lightning or other causes.

## **Battery safety**

**Caution:** To reduce the risk of fire or injury to persons, read and follow these instructions:

1. Use only the type and size battery specified in the battery instructions for your unit.
2. Do not dispose of the batteries in a fire. Cells may explode. Check local codes for possible special disposal instructions.
3. Do not open or mutilate the batteries. Released electrolyte is corrosive and may cause damage to the eyes or skin. It may be toxic if swallowed.
4. Exercise care in handling batteries in order not to short them with conducting materials such as rings, bracelets, and keys. The battery or conductor may overheat and cause burns.

**Save these instructions**

# INTRODUCTION

Welcome to the Superprint 4425™ TTY from Ultratec. Your new TTY has the following special features:

A **ring flasher** that tells you when someone is calling.

**Turbo Code®** communication protocol. This feature transmits signals to other Turbo Code TTYs as fast as you type. Turbo Code also lets you interrupt the other person's typing.

**E-Turbo™** simplifies calling through relay services that support E-Turbo, letting you directly dial the person you want to call.

A **relay voice announcer** that sends a voice message saying, "Please use text telephone or dial relay," followed by the number of your relay service.

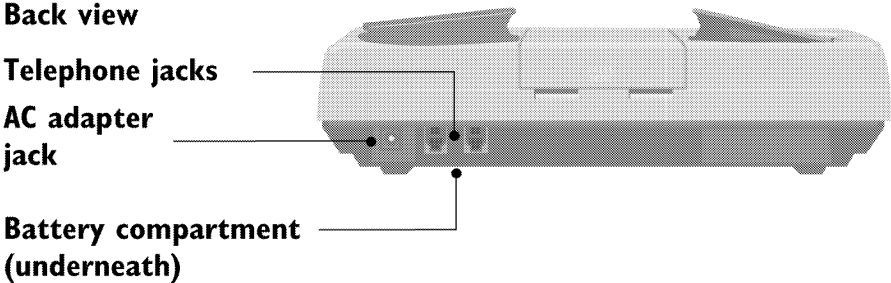
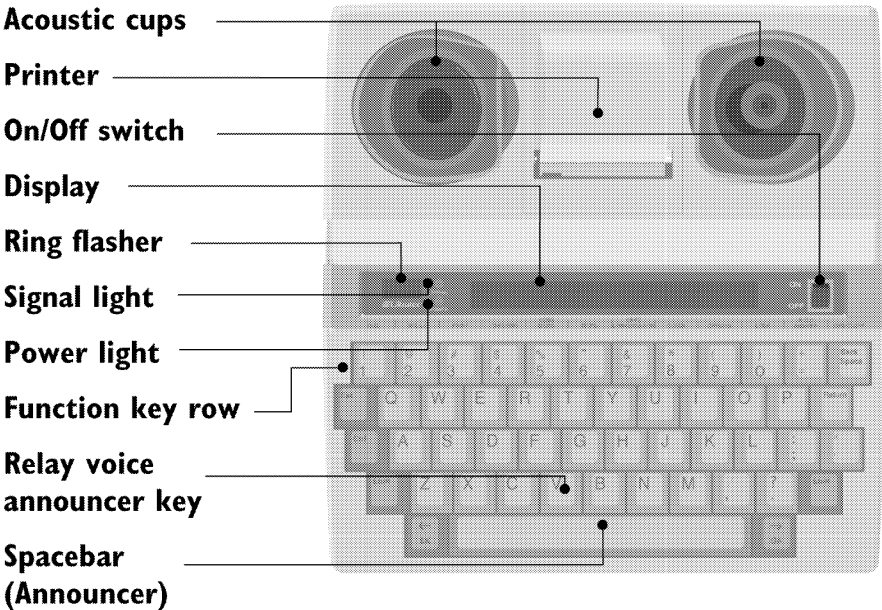
Other features that make calling quick and easy are:

- **Auto-answer** answers calls while you are gone and plays back messages when you return or when you call from another TTY.
- **Call progress** displays ringing or busy status of the telephone line.
- **Keyboard dialing** from the keyboard or memory, and redialing of the last number called.
- **Relay dial** automatically dials your relay service.
- **32k memory**—enough to save hundreds of memos and telephone numbers.
- **Normal, bold, or wide print sizes.**
- **Automatic printing of the date and the time** on conversations.
- An **extra telephone jack** for a signaler or telephone.
- **Sticky keys** allows typing with only one finger if necessary.
- **Auto ID™** alerts people that you are calling by TTY.

Please note that in this manual TTY, TDD, and text telephone all refer to the same device.



# Overview of the Superprint 4425™














# SET-UP

All you need to do to set up the Superprint 4425 is plug it in! You have to plug in the AC adapter for 24 hours to charge the batteries. The ring flasher will not work properly until the batteries are fully charged. After that, leave the AC adapter plugged in all the time unless you need to use the batteries during a power outage or while traveling.

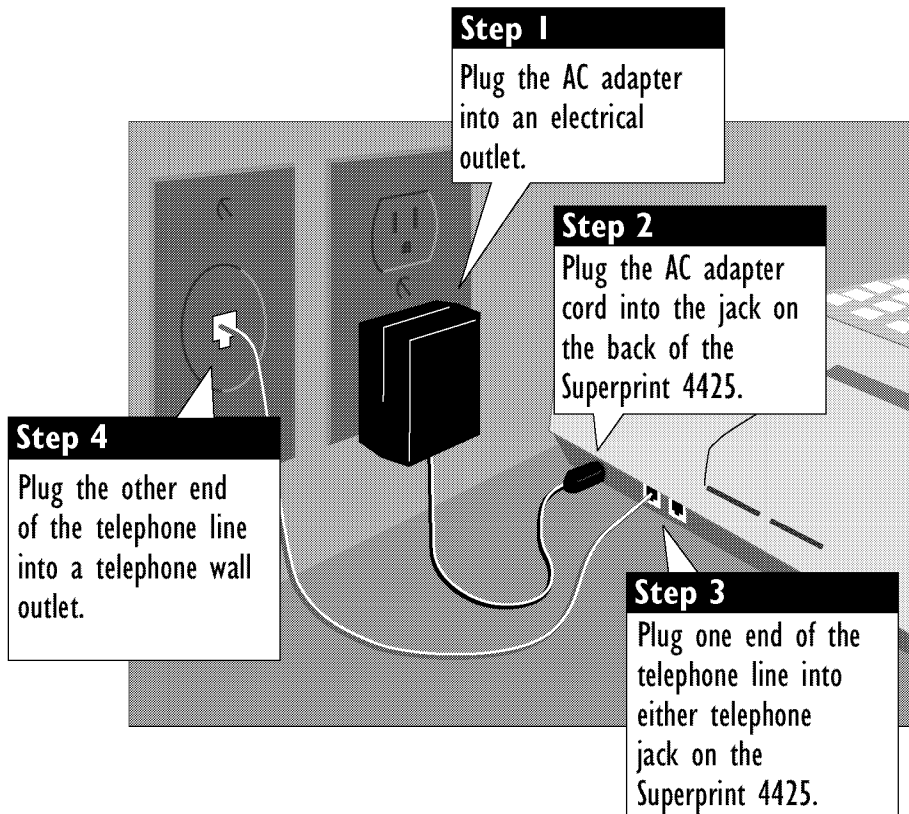
The best way to use the Superprint 4425 is to plug in a telephone line. This is called direct connect. But if you cannot plug in a telephone line, you can also make and answer calls by putting a telephone handset in the Superprint 4425 acoustic cups.

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<b>About the control key</b> 	<b>p. 12</b>
<b>About the clock</b>  + 	<b>p. 12</b>
<b>Setting the clock</b>  + 	<b>p. 13</b>
<b>Superprint 4425 function keys</b>	<b>p. 14</b>
<b>About Auto ID™</b>	<b>p. 17</b>
<b>About the printer</b>  + 	<b>p. 18</b>

# Plugging in power and a telephone line

Be sure to pull the plastic tab out of the battery compartment on the bottom of the Superprint 4425 before you plug in the AC adapter.

**Caution!** Do not plug the Superprint 4425 into any line other than a standard telephone line. If you do, you may damage your telephone system or the Superprint 4425, and you will void your warranty.



The picture above shows how to set up for direct connect use. Direct connect means that the telephone line is plugged directly into the Superprint 4425. You do not need a telephone. When you use direct connect, you can dial directly from the keyboard and use auto-answer.

You can also connect by putting a telephone handset in the acoustic cups if for some reason you cannot plug a telephone line into the Superprint 4425. See *Acoustic calling and answering* on page 26 for more information.

## **Charging the batteries**

The AC adapter supplies electricity to the Superprint 4425 and charges the batteries. Leaving the AC adapter plugged in will not harm the Superprint 4425 or the batteries.

Leave the AC adapter plugged in for 24 hours to charge the batteries when you set up your Superprint 4425. You can use the Superprint 4425 at the same time. Fully-charged batteries will provide 45 to 60 minutes of normal use. For more information on using battery power, see *About the batteries* on page 81.

## **What kind of telephone line?**

When the telephone line is directly connected to the Superprint 4425, you need a standard (analog) telephone line with either pulse or tone dialing. If you plan to use the Superprint 4425 in an office, the line may need modification because many offices have digital telephone systems. Contact your telephone installer to insure your line supports a standard single-line telephone. This is the same kind of line you need for many fax machines or computer modems.

## **Setting pulse or tone dialing**

Your Superprint 4425 comes set for tone dialing, which is used by most telephone lines. If your line uses pulse dialing, make sure the Superprint 4425 is set to use pulse dialing. For more information, see *Setting pulse dialing* on page 69.

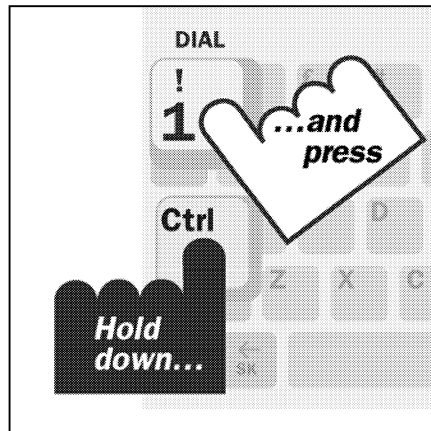
## **Connecting a signaler or telephone**

The Superprint 4425 has an extra jack for a telephone or a signaler. You can use either jack for the telephone line.

## About the control key **Ctrl**

The control key **Ctrl** gives instructions to the Superprint 4425 when you hold it down and press a function key. Most of the function keys are on the top row of the Superprint 4425. See *Superprint 4425 function keys* on pages 14-16 for a complete list.

You must **hold down** the **Ctrl** key and then press the other key. For example, to dial a telephone number you must hold down the **Ctrl** key while you press the **1** key.



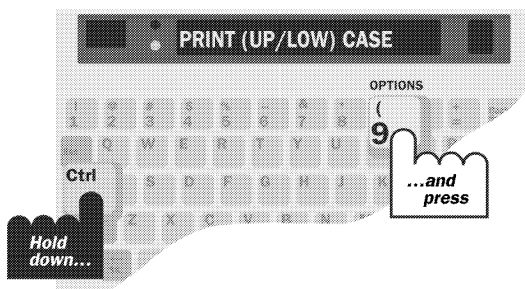
When you use a function, you can use the **escape key** **Esc** to quit whatever you are doing and save changes.

## About the clock **Ctrl** + **T**

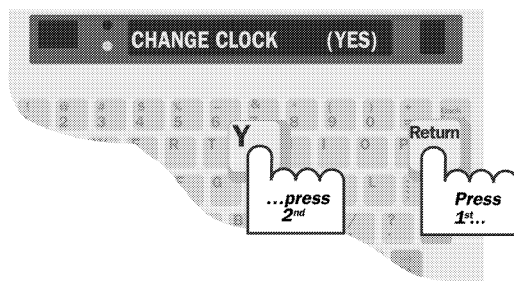
The clock feature displays and prints the date and time at the beginning of each conversation, at the beginning of each auto-answer message, and whenever you press the time key **Ctrl** + **T**. You must set the clock after you plug in the Superprint 4425 to display and print the correct date and time.

# Setting the clock **Ctrl** + **9**

1. Press the options key (hold down the **Ctrl** key and press the **9** key).



2. Press the **Return** key until you see the change clock option on the display, then press the **Y** key to change the display to YES.

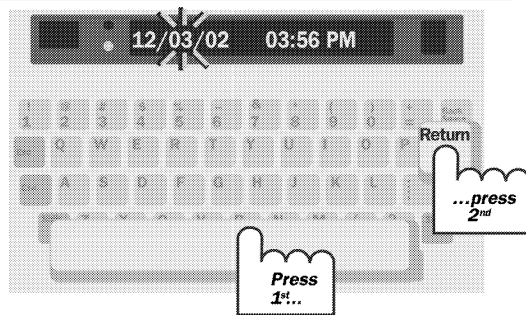


3. Press the **Return** key. The display shows the date and time with the month flashing.



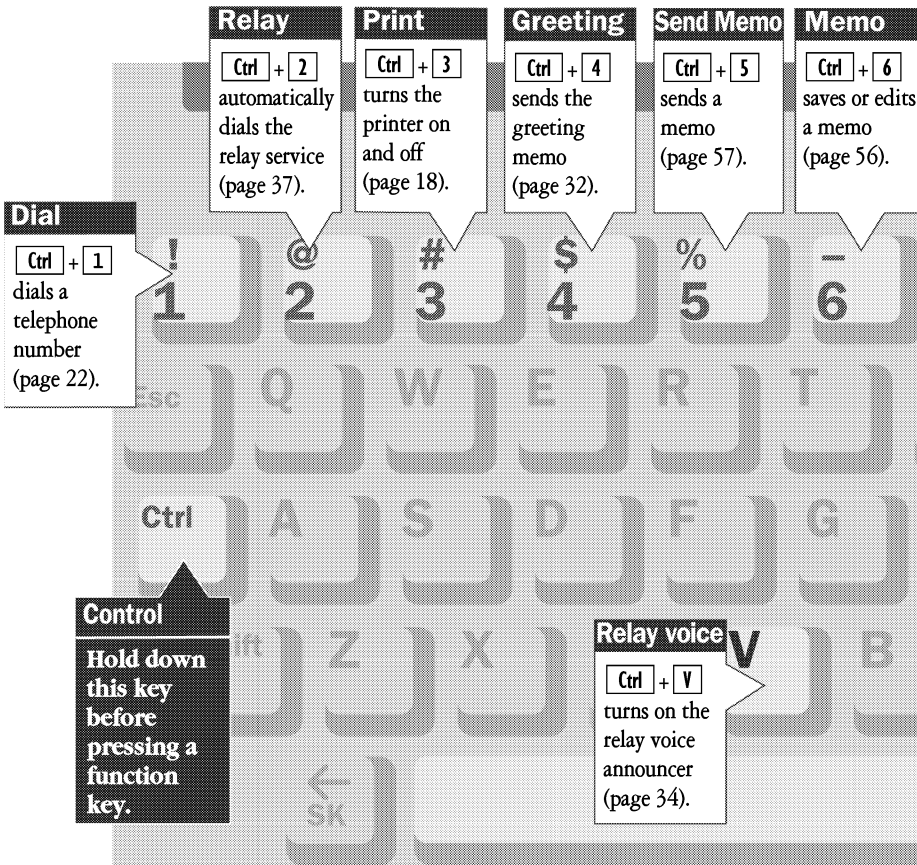
4. Press the **Spacebar** or the **Backspace** key to set the month, then press the **Return** key to move to the next setting.

Press the **Esc** key when you finish.



# Superprint 4425 function keys

This diagram shows the most important Superprint 4425 functions. Functions tell the Superprint 4425 to do something or change a setting. For example, the auto-answer function turns on auto-answer. Or, use the options function to change the print size.





All functions begin by pressing and holding the **Ctrl** key. The chart on the next page lists all of the Superprint 4425 functions. Use the page numbers to find more information about each function.

The diagram shows a portion of a keyboard with callout boxes for the following functions:

- Save Conv.**: **Ctrl** + **7** saves last conversation as a memo (page 60).
- Clear**: **Ctrl** + **8** clears memory (page 30, 51, 58, 65, 85).
- Options**: **Ctrl** + **9** changes settings (page 67).
- Code**: **Ctrl** + **0** changes codes (page 87).
- Auto-ans.**: **Ctrl** + **±** turns on auto-answer (page 45).
- Directory**: **Ctrl** + **Bksp** saves telephone numbers (page 62).
- Announcer**: **Ctrl** + **Space** turns on the TTY Announcer (page 33).

# Complete list of function keys

Dial	<b>Ctrl</b> + <b>1</b>	Dials a telephone number	p. 22
Relay Dial	<b>Ctrl</b> + <b>2</b>	Automatically dials the relay service	p. 37
Print	<b>Ctrl</b> + <b>3</b>	Turns the printer on and off	p. 18
Greeting	<b>Ctrl</b> + <b>4</b>	Sends the greeting memo	p. 32
Send memo	<b>Ctrl</b> + <b>5</b>	Sends a memo	p. 57
Memo	<b>Ctrl</b> + <b>6</b>	Saves, edits, or clears a memo	p. 56
Save conversation	<b>Ctrl</b> + <b>7</b>	Saves a conversation as a memo.	p. 60
Clear	<b>Ctrl</b> + <b>8</b>	Clears all or part of memory	p. 30
Options	<b>Ctrl</b> + <b>9</b>	Changes settings	p. 67
Code	<b>Ctrl</b> + <b>0</b>	Changes codes	p. 87
Auto-answer	<b>Ctrl</b> + <b>±</b>	Turns on auto-answer	p. 45
Directory	<b>Ctrl</b> + <b>Backspace</b>	Saves telephone numbers	p. 62
Relay voice	<b>Ctrl</b> + <b>V</b>	Turns on the relay voice announcer	p. 34
Announcer	<b>Ctrl</b> + <b>Spacebar</b>	Turns on the TTY Announcer	p. 33
Interrupt	<b>Ctrl</b> + <b>I</b>	Interrupts the other person's typing	p. 28
Time	<b>Ctrl</b> + <b>T</b>	Displays/prints the date and time	p. 12
Auto busy redial	<b>Ctrl</b> + <b>Shift</b> + <b>Return</b>	Redials a busy number up to 15 times	p. 42
Wait for response	<b>Ctrl</b> + <b>Shift</b> + <b>W</b>	Flashes ring flasher when on-hold ends	p. 34
Three-way calling	<b>Ctrl</b> + <b>Shift</b> + <b>F</b>	Uses three-way calling telephone service	p. 43
Change to Baudot	<b>Ctrl</b> + <b>Shift</b> + <b>B</b>	Changes from Turbo Code to Baudot code	p. 27
Remain	<b>Ctrl</b> + <b>R</b>	Shows space in memo or directory memory	p. 57
Change to other TTY	<b>Ctrl</b> + <b>Shift</b> + <b>C</b>	Puts call on hold to change to other TTY	p. 42

# About Auto ID™

The Auto ID™ feature alerts a hearing person that you are calling from a TTY. It alerts the person by sending several audible tones over the telephone line every few seconds. Auto ID helps emergency services such as 911 detect that you are calling by TTY.

Auto ID comes on when you turn on your Superprint 4425 and continues until you start a conversation. If you are on-line, you will see SENDING AUTO ID on the display every time the Superprint 4425 sends out tones.

Auto ID will also begin sending tones whenever no one types for a few minutes during a conversation. It continues until someone starts typing.

**Note:** Auto ID is not the same as Caller ID, which is a separate service provided by your telephone company.

## Turning off Auto ID Ctrl + 9

You can turn off Auto ID by following these steps:

1. Press the options key (Ctrl + 9). You will see PRINT (UP/LOW) CASE on the display.
2. Press the Return key until you see AUTO ID (ON) on the display.
3. Press the Spacebar to change the setting to OFF.
4. Press the Esc key to save the new setting and leave options.

**Note:** When you turn off Auto ID, it stays off and will not send tones until you turn it on again. This means that an emergency service center such as 911 cannot use Auto ID tones to detect your TTY call.

## About the printer **Ctrl + 3**

The printer is on when you turn on your Superprint 4425 for the first time. Press the print key (**Ctrl + 3**) to turn off the printer. The display says PRINTER OFF. Press the print key again to turn the printer back on. You can turn the printer on or off at any time, including during a call.

The printer starts a new line after 24 characters are typed. If a word is too long to fit at the end of a line, the printer divides it with a dash. You can also start a new line yourself by pressing the **Return** key. Often the last line will not be printed at the end of a conversation unless you press the **Return** key before you turn off the machine.

## Setting the print case **Ctrl + 9**

The Superprint 4425 prints everything you type in lowercase (small) letters and everything the other person types in uppercase (CAPITAL) letters. You can change this setting so that everything is printed in uppercase letters by following these steps:

1. Press the options key (**Ctrl + 9**). The display says PRINT (UP/LOW) CASE.
2. Press the **Spacebar** to change the setting to UPPER.
3. Press the **Esc** key to save the setting and leave the options.

This option stays changed until you change it again or you reset the Superprint 4425.

## Setting the print size **Ctrl + 9**

Your Superprint 4425 is set to print 24 characters on each line (normal). You can change this setting and print 19 characters (bold) or 14 characters (wide) per line. Follow these steps to change the print size:

1. Press the options key (**Ctrl + 9**). You will see PRINT (UP/LOW) CASE on the display.

2. Press the **Return** key until you see PRINT SIZE (NORMAL) on the display.
3. Press the **Spacebar** to change the setting to BOLD or WIDE.
4. Press the **Esc** key to leave the options.

The print size stays set until you change it again or reset the Superprint 4425.

## Turning off printing of the date and time

**Ctrl** + **9**


You can stop the Superprint 4425 from printing the date and time on conversations and messages by following these steps:

1. Press the options key (**Ctrl** + **9**). You will see PRINT (UP/LOW) CASE on the display.
2. Press the **Return** key until you see PRINT DATE/TIME (ON) on the display.
3. Press the **Spacebar** to change the setting to OFF
4. Press the **Esc** key to save the new setting and leave options.



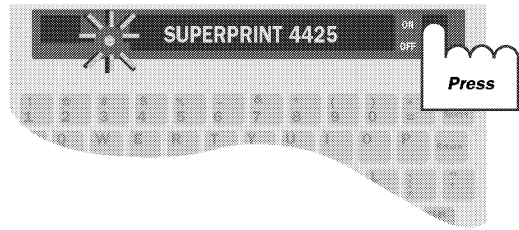
# 2 CALLING



This chapter covers the basics of making and receiving TTY calls and how to review a conversation after you finish a call. It also explains Turbo Code and how Turbo Code allows you to interrupt the other person while he or she is typing.

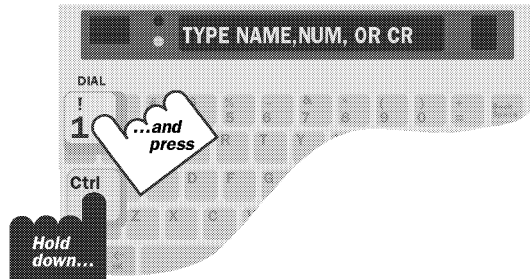
<b>Making a call in direct connect</b>	<b>Ctrl + 1</b>	<b>p. 22</b>
<b>Dialing tips</b>		<b>p. 23</b>
<b>Answering a call in direct connect</b>		<b>p. 25</b>
<b>Acoustic calling and answering</b>		<b>p. 26</b>
<b>About Turbo Code®</b>		<b>p. 27</b>
<b>Turning off Turbo Code</b>	<b>Ctrl + Shift + B</b>	<b>p. 27</b>
<b>Using Turbo Code interrupt</b>	<b>Ctrl + I</b>	<b>p. 28</b>
<b>Reading conversation memory</b>	<b>Ctrl + </b>	<b>p. 29</b>
<b>Clearing conversations</b>	<b>Ctrl + 8</b>	<b>p. 30</b>



# Making a call in direct connect +

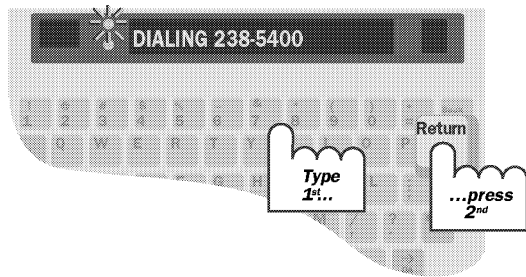
1. Turn on the Superprint 4425.



- 
2. Press the dial key (hold down the  key and press the  key).



- 
3. Type the telephone number you are calling. Use the  key to correct mistakes. Press the  key to dial the number.



- 
4. When you see an answer on the display, type a greeting.  
Turn off the Superprint 4425 when you finish.
-



## Signal light and display

The signal light (and display in direct connect) show what is happening on the telephone line in the following ways:

Signal light	Display	Telephone line
Steadily on		Dial tone
Flashing slowly	RINGING	Telephone ringing
Flashing quickly	BUSY	Telephone busy
Flickering		Person picking up telephone or speaking

## Dialing tips

You may need to type a 9 or other number to reach an outside line if you are using the Superprint 4425 in an office. The exact method of dialing will depend on your local telephone system. Dialing a TTY call should be the same as dialing a voice call.

Use a comma to put in a one-second pause. For example: 9,222 5555.

For long distance, include a 1 and the area code.

Use an ! for a hook flash. A hook flash is used in a voice mail system or to transfer a call.

You cannot use \* and # with pulse dialing.





## Redialing the same number Ctrl+1

Follow these steps to redial the last number you dialed:

1. Press the dial key (hold down the Ctrl key and press the 1 key). You will see TYPE NAME, NUM, OR CR on the display.
2. Press the Return key.

## Dialing from the directory +

You can dial from the directory if you have numbers saved. Follow these steps to dial from the directory:

1. Press the dial key (hold down the  key and press the  key). You will see TYPE NAME, NUM, OR CR on the display.
2. Type a name or press the  to review the list of directory names.
3. Press the  key when you find the name you want.





## Using a telephone to dial

If you have a telephone connected to the telephone line along with your Superprint 4425, you can use the telephone to dial by following these steps:

1. Dial the number on the telephone.
2. Turn on the Superprint 4425.
3. Press any key on the Superprint 4425 to go on-line.
4. Hang up the telephone.

## Selecting a carrier of choice

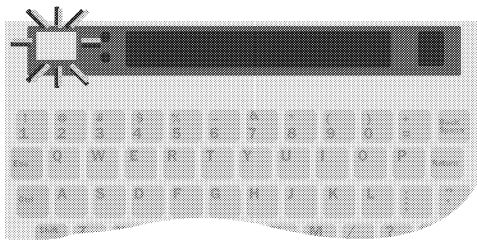
You may also select a long distance carrier of choice on a call-by-call basis by using a 10-10-XXX number.

1. Press the dial key (hold down the  key and press the  key).
2. Type the 10-10-XXX prefix of your desired carrier of choice.
3. Type the telephone number you are calling. Use the  key to correct mistakes. Press the  key to dial the number.
4. When you see an answer on the display, type a greeting.

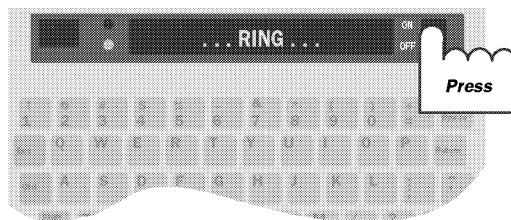
Turn off the Superprint 4425 when you finish.

# Answering a call in direct connect

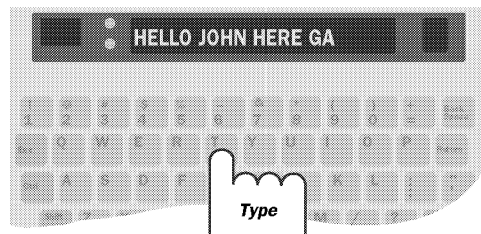
1. The ring flasher flashes when the telephone rings.



- 
2. Turn on the Superprint 4425. You will see RING on the display.



- 
3. Type a greeting and wait for an answer.



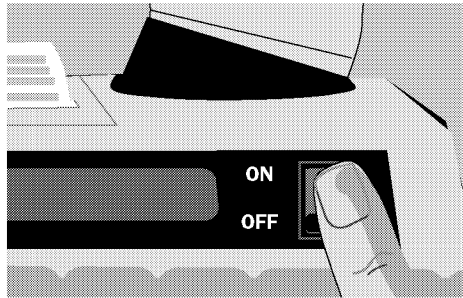
- 
4. Turn off the Superprint 4425 when you finish.
-

# Acoustic calling and answering

1. Put the telephone handset in the acoustic cups on the Superprint 4425. Make sure the telephone cord is on the left side.



2. Turn on the Superprint 4425. If you are answering a call, type a greeting. If you are making a call, go on to Step 3.



3. Dial the number on the telephone.



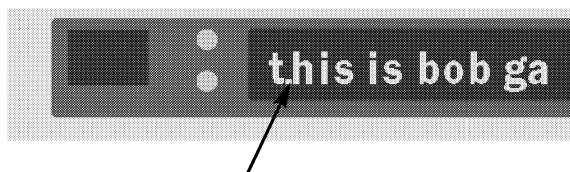
4. When you see an answer on the display, type a greeting.  
  
Hang up the telephone and turn off the Superprint 4425 when you finish.

# About Turbo Code®

Turbo Code is an improved version of Baudot code. It sends signals to other Turbo Code TTYs as fast as you type and allows you to interrupt the other person at any time during a conversation. The Superprint 4425 takes care of connecting in Turbo Code or Baudot code, depending on which code the other TTY is using. It only uses Turbo Code when you connect with another Turbo Code TTY. You can also “lock” Turbo Code to be always on during a call. See *Turbo Code lock* on page 91.

Turbo Code also allows you to use the special “shift” characters on the top row of your TTY keyboard (example: @#% - & \*). If your call is connected in Baudot, these characters cannot be received or printed at the other end of the line. This is yet another example of why Turbo Code is better for TTY communication than Baudot—especially in the day of sharing your email address.

You know you are connected in Turbo Code if a dot appears in the lower left corner of the display.



This is how the Turbo Code dot looks on the display.

## Turning off Turbo Code Ctrl + Shift + B

You can switch to Baudot code at any time by pressing Ctrl + Shift + B. The Superprint 4425 will return to using either Turbo Code or Baudot code when you turn the unit off.

# Using Turbo Code interrupt **Ctrl**+**I**

You can interrupt the other person when he or she is typing by following these steps:

1. Be sure you see the Turbo Code dot in the lower left corner of your display.
2. Press the interrupt key (**Ctrl** + **I**) while the other person is typing. You will see INTERRUPT REQUESTED on the display.
3. The other person will see “Interrupt” on their display. He or she can choose to stop typing and let you go ahead or ignore your interruption and continue.

If you see INTERRUPT on your display while the ring flasher flashes, it means that the other person wants to interrupt you and start typing. You can choose to stop and let the other person go ahead or continue typing yourself. You may also see INTERRUPT on your display even when you are not connected in Turbo Code if the other person taps the spacebar a few times.





## Turning off Turbo Code interrupt **Ctrl**+**9**

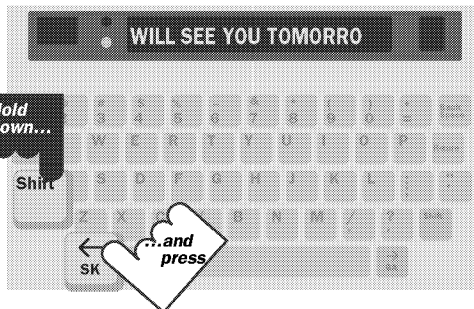
You can turn off interrupt so that the other person cannot send an interrupt to you. Turning off interrupt does not affect outgoing interrupts. You can still send an interrupt to the other person. Follow these steps to turn off interrupt:



1. Press the options key (**Ctrl** + **9**). You will see PRINT (UP/LOW) CASE on the display.
2. Press the **Return** key until you see INTERRUPT (ON) on the display.
3. Press the **Spacebar** to change the setting to OFF.
4. Press the **Esc** key to save the new setting and leave options.

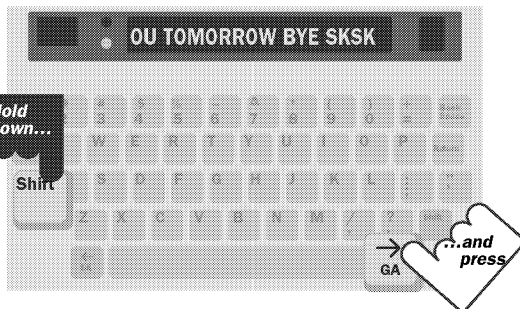
# Reading conversation memory +

A conversation is everything you and the other person type during a call. Conversations are saved one after another in the conversation memory until the memory fills up. When the memory is full, the Superprint 4425 starts clearing the oldest conversations to make room for new ones.

1. Press the left arrow key (hold down the  key and press the  key) to move back in memory. To move faster, hold down the  key and press the  key.



2. Press the right arrow key (hold down the  key and press the  key) to read forward. If you do not want to print what you read, turn off the printer before pressing the right arrow key.



3. Press any key to return to the end of memory when you finish.

If necessary, turn the printer back on.

# Clearing conversations **Ctrl** + **8**

If, for some reason, you do not want to leave a conversation in memory, you can clear the conversation memory yourself. This erases all conversations, but does not clear memos, directory entries, or auto-answer messages.

Follow these steps to clear all conversations:

1. Press the clear key (**Ctrl** + **8**). You will see CLEAR (CONVERSATION) on the display.
2. Press the **Return** key.
3. Press the **Y** key when you see CLR CONVERSATION Y/N.  
Press the **N** key if you decide not to clear.



## 3

ADVANCED  
CALLING

This chapter describes Superprint 4425 features that can make your calling easier and more enjoyable. Several of these features enable you to take advantage of your telephone's advanced calling capabilities. For the basics of making and answering calls, see Chapter 2.

<b>Using the greeting memo</b>	<b>Ctrl + 4</b>	<b>p. 32</b>
<b>Using the TTY Announcer™</b>	<b>Ctrl + Spacebar</b>	<b>p. 33</b>
<b>Wait for response</b>	<b>Ctrl + Shift + W</b>	<b>p. 34</b>
<b>Using the relay voice announcer</b>	<b>Ctrl + V</b>	<b>p. 34</b>
<b>Saving relay information</b>	<b>Ctrl + 9</b>	<b>p. 35</b>
<b>Relay dialing</b>	<b>Ctrl + 2</b>	<b>p. 37</b>
<b>About E-Turbo™</b>		<b>p. 38</b>
<b>Relay dialing with E-Turbo</b>	<b>Ctrl + 2</b>	<b>p. 41</b>
<b>Auto busy redial</b>	<b>Ctrl + Shift + Return</b>	<b>p. 42</b>
<b>Change to other TTY</b>	<b>Ctrl + Shift + C</b>	<b>p. 42</b>
<b>Three-way calling</b>	<b>Ctrl + Shift + F</b>	<b>p. 43</b>
<b>Transferring a call</b>	<b>Ctrl + 1</b>	<b>p. 44</b>

# Using the greeting memo **Ctrl**+**4**

Your Superprint 4425 comes with a greeting memo already saved in the list of memos. The memo says HELLO GA. Follow these steps to answer a call with the greeting memo:

1. Turn on the Superprint 4425.
2. Press the greeting key (hold down the **Ctrl** key and press the **4** key). You will see HELLO GA on your display while the memo is sent over the telephone line.

## Changing the contents of the greeting memo **Ctrl**+**6**

You can change what the greeting memo says by following these steps:

1. Press the memo key (**Ctrl** + **6**). You will see EDIT MEMO> on the display.
2. Type GREETING and press the **Return** key. This tells the Superprint 4425 that you want to edit the memo named "Greeting."
3. Press the clear key (**Ctrl** + **8**). You will see CLEAR CONTENTS Y/N on the display.
4. Press the **Y** key to erase the contents of the memo.
5. Type the new message you want to send as a greeting.
6. Press the **Esc** key to save the new message.

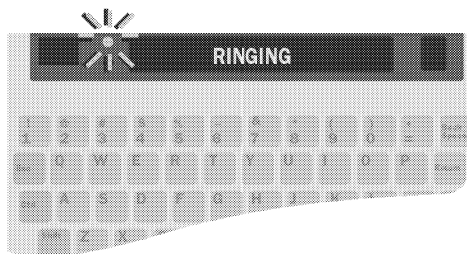
If you want to test your new message, press the greeting key (**Ctrl** + **4**).

You can also change the memo you send when you press the greeting key to any other memo you have saved in the list of memos by following the steps on page 71. See the *Memos* chapter on page 55 for information on how to create a memo.

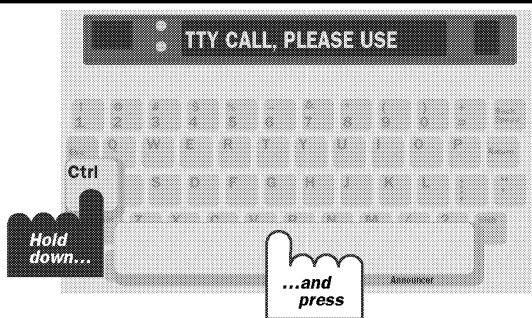
# Using the TTY Announcer™ Ctrl + Spacebar

The TTY Announcer message is a recording of a woman's voice that says, "TTY call, please use text telephone." Each time the voice speaks, the message is also displayed. Use the TTY Announcer when you think the person you are calling is expecting a voice call and may hang up if no one responds after they say hello.

1. Dial a number (see pages 22-24, and 26 for more information on dialing). If you are using direct connect, watch the signal light and display for a ring signal.



- 
2. Press the Announcer key (hold down the Ctrl key and press the Spacebar ).



- 
3. The announcer stops when you start your conversation. You can also turn it off by pressing any key.
-

## Wait for response **Ctrl** + **Shift** + **W**

Use the wait for response feature when the other person tells you to hold. The Superprint 4425 will flash the ring flasher when the other person starts typing again. Follow these steps to turn on wait for response:

1. When the other person types, “Hold please,” or something similar, hold down the **Ctrl** and **Shift** keys and press the **W** key (**Ctrl** + **Shift** + **W**). The display says WAITING.
2. When you see the ring flasher flashing, the other person is typing. Continue your conversation. The ring flasher will stop when you start typing.

## Using the relay voice announcer **Ctrl** + **V**

The relay voice announcer is a recording that tells a hearing person you use a TTY and that the call should go through a relay service.

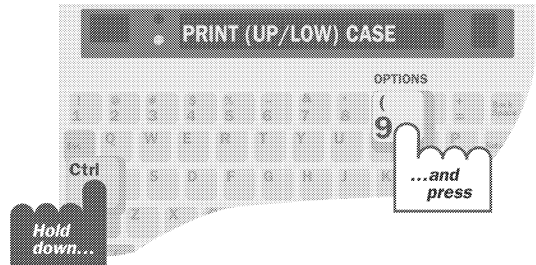
When the signal light flickers, telling you that someone is speaking instead of typing, press **Ctrl** + **V** to turn on the relay voice announcer.

A woman’s voice repeats “Please use text telephone or dial relay.” You will see the message on the display at the same time. The message stops when someone starts typing.

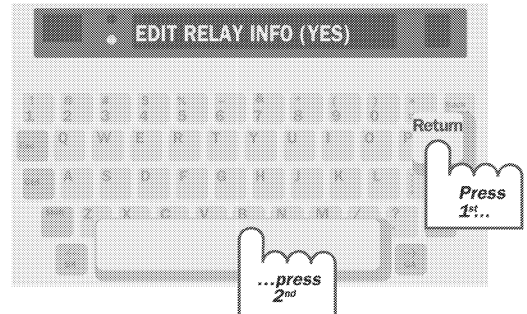
The relay voice announcer is programmable. It will tell the caller what number to dial if you type in your relay service’s telephone number by following the instructions *Saving relay information* on the next page.

# Saving relay information **Ctrl** + **9**

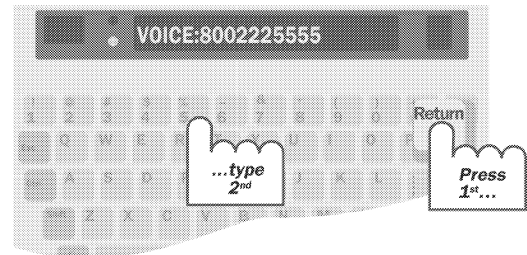
1. Press the options key (hold down the **Ctrl** key and press the **9** key).



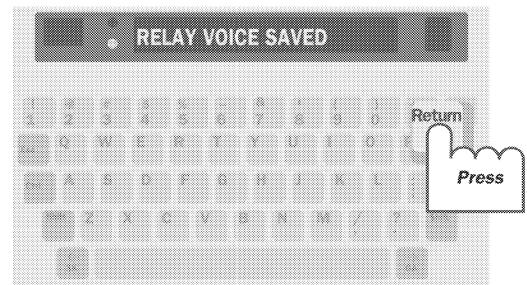
2. Press the **Return** key until you see EDIT RELAY INFO (NO) on the display. Press the **Spacebar** to change the setting to YES. Press **Return**.



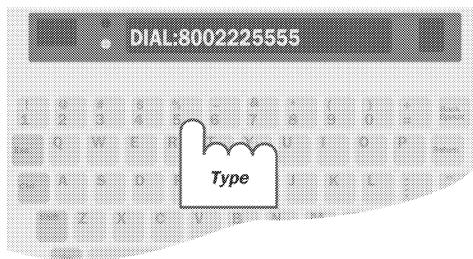
3. Type the voice relay service telephone number. This is the number the relay voice announcer will tell people to use. For more information about the relay voice announcer, see page 34.



4. Press the **Return** key to save the number. RELAY VOICE SAVED is briefly displayed. Then you will see DIAL.



5. Type the telephone number of your preferred relay service. Your TTY is preprogrammed with 711, which will reach your state relay service.



This number is automatically dialed when you press **Ctrl** + **2**, saving time whenever you place a relay call. For more information about dialing relay, see page 37.

**Note:** *If you are in an office, remember to include the appropriate dialing prefix to dial out, such as 9.*

- 
6. Press the **Esc** key to save the number and leave options or press the **Return** key to save the setting and go to the next option.



# Relay dialing **Ctrl** + **2**

Relay dialing lets you quickly dial your Telecommunications Relay Service (TRS) with the relay key (**Ctrl** + **2**). You can program your Superprint 4425 with the telephone number of your relay service (see *Saving relay information* on page 35).

## Placing a call using relay dial

1. Make sure the Superprint 4425 is on and directly connected to your phone line. The Power light should be lit.
2. Press the relay key (hold down the **Ctrl** key and press the **2** key). CHECKING DIAL TONE is briefly displayed. DIALING is displayed followed by the number of the TRS that you have programmed for this key. (The preprogrammed relay number is 711.)
3. When the relay service starts ringing, the Superprint 4425 signal light flashes slowly and LINE IS RINGING is displayed.
4. When the Communications Assistant (CA) answers the call, his or her greeting is displayed on your TTY. Type instructions for the CA such as the number and the name of the person you wish to call. The CA will dial the number of the person you are calling and type information such as whether the phone is ringing or busy.
5. When the person answers the phone, the CA will introduce the call and begin typing everything that the other person says.
6. When the other person says GA, begin typing what you want to say. The CA will read what you type to the person you are calling.
7. Continue your conversation.

# About E-Turbo™

E-Turbo™ stands for “Enhanced Turbo Code,” an Ultratec technology that simplifies calling through relay services. E-Turbo eliminates most of the interaction between the caller and the Communications Assistant (CA) by automatically passing on the details of the call to the relay service.

## What are the benefits of E-Turbo?

- Allows TTY users to dial the phone number of the person they are calling directly, instead of first dialing the relay service.
- Eliminates the need for interaction between the CA and the TTY caller at the start of the call.
- Automatically sets up relay calls to the TTY user’s individual wishes.
- Makes relay calls faster and more efficient by automatically handling the details.
- Allows the TTY user to control the speed at which text is displayed.

**Note:** The Superprint 4425 only uses E-Turbo when the following are true:

1. The Superprint 4425’s E-Turbo option is on.
2. The Telecommunications Relay Service (TRS) supports E-Turbo technology. (Contact your TRS to determine if it supports E-Turbo.)
3. The Superprint 4425 is directly connected to the phone line.

## Turning E-Turbo On

1. Press the options key (hold down the  **Ctrl** key and press the  **9** key).
2. Press the  **Return** key until you see ETURBO (OFF) displayed.
3. Press the  **Spacebar** to select ETURBO (ON).
4. Press  **Return**.



5. You may either continue *Programming E-Turbo relay preferences* (see page 39) or press  to exit the options menu.

## Programming E-Turbo relay preferences

*Note: You must turn E-Turbo on before you can program your user preferences.*

When E-Turbo enabled, your Superprint 4425 will automatically use your relay preferences to set up the call.

1. Press the options key (hold down the  key and press the  key).
2. Press the  key until you see RELAY PREFS displayed, plus the letter(s) of any preferences that have been programmed.
3. Type the letter(s) of the relevant setting from the following chart. You can select as many preferences as you want.

### Available User Preference Settings:

<b>D</b> Do not dial thru	<b>Z</b> Do not type recordings verbatim
<b>V</b> VCO on	<b>H</b> HCO on
<b>M</b> Male CA	<b>F</b> Female CA
<b>B</b> Braille	<b>A</b> Do not announce Relay
<b>X</b> Do not explain Relay	<b>C</b> Request calling card
<b>E</b> English language	<b>G</b> German language
<b>R</b> French language	<b>S</b> Spanish language
<b>2</b> 2-line VCO	

**For example:** If VCO will be used when placing calls through Relay and you prefer to explain relay yourself, type the letters “VX” in this menu. Then, the TRS will recognize calls as being VCO calls and will not explain relay.

Use the  key to correct mistakes or to remove previously programmed preferences.

4. Press the **Return** key to move to the next menu option. CARRIER is displayed. If you wish to specify a long distance provider, you may fill in the carrier-of-choice option. To do this, contact your TRS for the code for your preferred long distance provider. Type this code and press **Return**.

If you do not wish to specify a long distance provider, press the **Return** key. USER ID is displayed.

**Note:** You may also override any preset carrier-of-choice setting on a call-by-call basis by following the steps in *Selecting a carrier of choice* on page 24.

6. Leave the USER ID setting blank unless told otherwise by your TRS. Press the **Esc** key to exit this menu.

## Controlling the speed of text with E-Turbo

When connected in E-Turbo, you may adjust the speed that the Superprint 4425 displays text. If you prefer the words to be displayed slower, hold down the **Ctrl** key and press the **←sk** key. If you want the words to be displayed faster, hold down the **Ctrl** key and press the **→sk** key.

The default setting at which E-Turbo displays text is the fastest speed. You can decrease the speed by four levels.

# Relay dialing with E-Turbo **Ctrl** + **2**

You can benefit from E-Turbo if your state or national Telecommunications Relay Service (TRS) provider offers E-Turbo technology. Please refer page to 37, *Relay dialing*, if E-Turbo is not available in your area.

## Placing a call using relay dial with E-Turbo on

1. Make sure the Superprint 4425 is on and directly connected to your phone line. The Power light should be lit.
2. Press the relay key (hold down the **Ctrl** key and press the **2** key). DIALING THRU RELAY is briefly displayed. TYPE DIAL THRU NUM is displayed.
3. Type the number of the person you wish to call and press **Return**.
4. CHECKING DIAL TONE is briefly displayed. DIALING is displayed followed by the number of the TRS that you have programmed for this key.

The call is automatically placed through the TRS. You may see some messages such as the CA's greeting or the status of your call being dialed.

5. When the person you are calling answers the phone, continue your conversation as you would with any relay call.

## Auto busy redial **Ctrl** + **Shift** + **Return**

When a number is busy, the Superprint 4425 can redial the number by itself up to 15 times. It will let you know when it makes a connection by flashing the ring flasher. You must be using direct connect to use this feature. Follow these steps to turn on auto busy redial:

1. Dial a number. If the number is busy, the display says BUSY.
2. Hold down the **Ctrl** key and the **Shift** key and press the **Return** key (**Ctrl** + **Shift** + **Return**). The display says AUTO REDIAL 01. The Superprint 4425 will redial each minute. The display shows how many times the Superprint 4425 has redialed.
3. The ring flasher flashes when the line is ringing. When you see an answer message on the display, type a greeting.

Press the **Esc** key to stop auto busy redial.

## Change to other TTY **Ctrl** + **Shift** + **C**







If you want to change TTYs in the middle of a conversation, you can put the call on hold, go to another TTY, and tell the Superprint 4425 to hang up. You must be using direct connect to use this feature.

1. Hold down the **Ctrl** and **Shift** keys and press the **C** key (**Ctrl** + **Shift** + **C**) to put the call on hold. Leave the Superprint 4425 on.
2. Go to another TTY connected to the same telephone line (either direct connect or acoustic), turn the TTY on and type three periods. The Superprint 4425 will hang up.
3. Continue your conversation from the second TTY.




**Note:** This feature is useful for changing telephone extensions in your home. For information about transferring calls in an office, see *Transferring a call* on page 44.

# Three-way calling + +

If your telephone service includes three-way calling, the Superprint 4425 three-way calling feature lets you put one call on hold, call another number, and carry on a conversation among three people. Follow these steps to use the three-way calling feature:




1. Call the first number and begin your conversation.
2. Place the first person on hold by pressing the  key, the  key, and the  key ( +  + ).

You will see HOOK FLASH on the display followed by TYPE NAME, NUM, OR CR.

3. Dial the second number and begin your conversation.
4. Press  +  +  to reconnect to the first person. You now have a three-way calling conversation.

If the second number is busy, press  +  +  to reconnect with the first person.

*You must have three-way calling service from your telephone company to use this feature.*

**Note:** If someone calls you to set up a three-way conversation, you should press  +  +  to be sure that you are using Baudot (45) code. You may have originally connected in Turbo Code and all three people in a three-way conversation must be using Baudot (45) code.

# Transferring a call **Ctrl** + **1**

Office telephone systems vary widely and specifics of how to transfer a call will be different for each system. Most telephone systems require a hook flash to transfer a call. On the Superprint 4425, typing an ! when you are dialing sends a hook flash. Here is an example of the steps required to transfer a call while you are on the line with another person:

1. Press the dial key (**Ctrl** + **1**). You will see TYPE NAME, NUM, OR CR on the display.
2. Type an ! (hold down the **Shift** key and press the **1** key).
3. Type the number of the extension to which you are transferring the call.
4. Press the **Return** key.
5. Turn off your Superprint 4425 to hang up when you see the last number you dialed appear on the display.

The exact steps you need to follow will depend on your local telephone system. Transferring a TTY call will require the same steps as transferring a voice call.

# 4

# AUTO-ANSWER

Use auto-answer when you want the Superprint 4425 to answer TTY calls and take messages when you are busy or away. You can also use auto-answer when you are working around your home or office to make sure you do not miss calls. You must be using direct connect to turn on auto-answer.

<b>How auto-answer works</b>	<b>p. 46</b>
<b>Turning on auto-answer</b> <span>Ctrl</span> + <span>±</span>	<b>p. 47</b>
<b>Turning off auto-answer</b> <span>Esc</span>	<b>p. 47</b>
<b>Interrupting auto-answer</b> <span>Esc</span>	<b>p. 47</b>
<b>Reading auto-answer messages</b> <span>Esc</span>	<b>p. 48</b>
<b>Changing the contents of the pre-programmed auto-answer memo</b> <span>Ctrl</span> + <span>6</span>	<b>p. 49</b>
<b>Changing to a different auto-answer memo</b> <span>Ctrl</span> + <span>±</span>	<b>p. 50</b>
<b>Auto-answer options</b>	<b>p. 50</b>
<b>Remote message retrieval</b>	<b>p. 52</b>

# How auto-answer works

The Superprint 4425 answers a call by sending the relay voice announcer message and the out-going auto-answer memo.

The relay voice announcer message says, "Please use text telephone or dial relay." It also says the relay number if you have saved one. See *Using the relay voice announcer* on page 34 for more information about the relay voice announcer message.

The out-going auto-answer memo is a short text message which says, "You have reached an answering machine, please leave a message, GA." You can change this message to say anything else you want or you can choose any of your other memos to use as your out-going auto-answer memo.

If the caller leaves a TTY message, the Superprint 4425 saves the message, prints it if the printer is on, and adds 1 to the number of messages. The Superprint 4425 hangs up after 45 seconds of silence.

**Note:** Auto-answer cannot record voice messages.

## About auto-answer memory

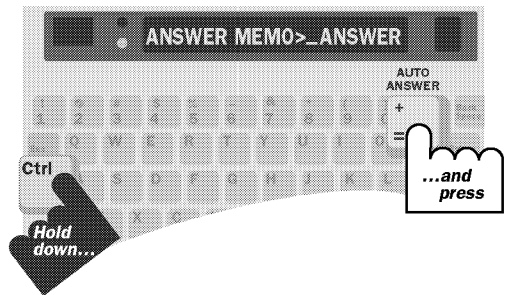
Auto-answer memory has enough room for at least 100 short messages. The only limit to the number of auto-answer messages that can be saved is the size of auto-answer memory, which is 21,000 characters.

If the memory does fill up, MESSAGE MEMORY FULL is added to the last message and no more messages are saved. The Superprint 4425 will still answer the telephone when memory is full if the printer is on. It will still count messages and print them. If auto-answer memory fills up and the printer is off, the Superprint 4425 stops answering the telephone.

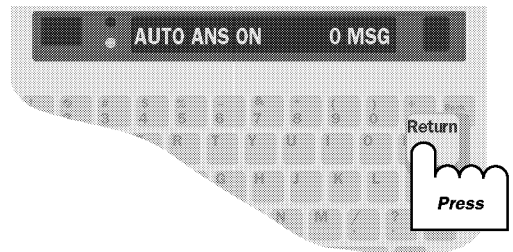


## Turning on auto-answer **Ctrl** + **+**

1. Press the auto-answer key (hold down the **Ctrl** key and press the **+** key). If you see REVIEW MESSAGES Y/N on the display, press the **Y** key to read messages or press the **N** key if you decide not to read them.



2. Press the **Return** key. Auto-answer is on. Be sure to leave the Superprint 4425 on.



## Turning off auto-answer **Esc**

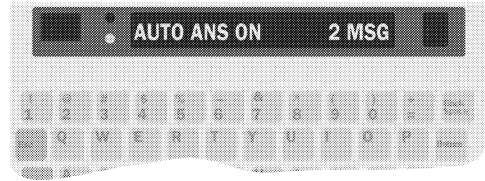
Press the **Esc** key or turn off the Superprint 4425 to turn off auto-answer. If you see REVIEW MESSAGES Y/N on the display when you press the **Esc** key, press the **Y** key to read your messages or press the **N** key if you decide not to read them.

## Interrupting auto-answer **Esc**

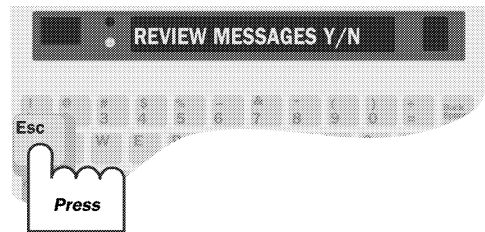
If you see the Superprint 4425 sending your out-going auto-answer memo or receiving a message and you want to answer the call yourself, press the **Esc** key. Auto-answer will go off. If you see REVIEW MESSAGES Y/N on the display, press the **N** key. You will be in conversation mode and you can start typing.

# Reading auto-answer messages Esc

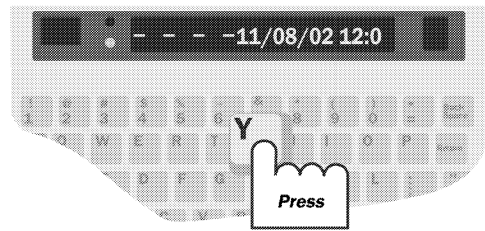
When auto-answer is on, the display shows how many messages you have received.



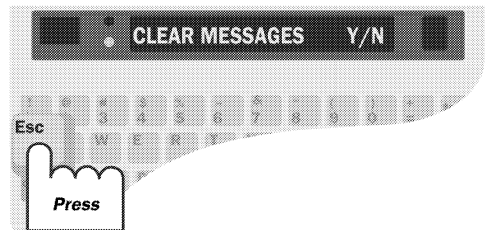
1. Press the Esc key to turn off auto-answer.



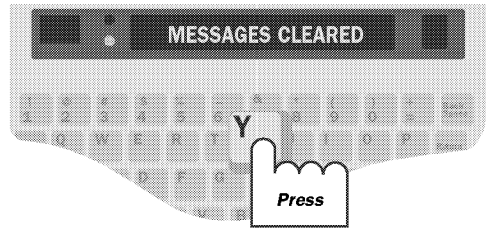
2. Press the Y key to read your messages. Each message begins with 5 dashes and the date and time of the call. Press the Spacebar to pause. Press the Spacebar again to continue.



3. To stop reading messages, press the Esc key.



- 
4. Press the **Y** key to clear your auto-answer messages. Press the **N** key if you decide not to clear them.



---

Hold down the **Shift** key and the **↔** key to read messages at normal speed. Keep holding down the **Shift** key but let go of the **↔** key to go faster. Hold down the **↔** key again to return to normal speed. Hold down the **Shift** key and the **↩** key to read back through messages.

If you do not want to read messages when you turn off auto-answer, you can do so later. Messages stay in memory until you clear them. The Superprint 4425 will ask again if you want to read messages the next time you turn off auto-answer.

## Changing the contents of the pre-programmed auto-answer memo **Ctrl + 6**

You can change what the preprogrammed auto-answer memo says by following these steps:

1. Press the memo key (**Ctrl + 6**). You will see EDIT MEMO on the display.
2. Type ANSWER and press the **Return** key to tell the Superprint 4425 that you want to edit the memo named "Answer."
3. Press the clear key (**Ctrl + 8**). You will see CLEAR CONTENTS Y/N on the display.
4. Press the **Y** key to erase the contents of the memo.
5. Type the new message you want to send as your outgoing auto-answer message.
6. Press the **Esc** key to save the new message.

# Changing to a different auto-answer memo

**Ctrl** + **+ =**

You can change to a different auto-answer memo by typing a new memo name (and contents if necessary) when you turn on auto-answer. Follow these steps to change your auto-answer memo:

1. Press the auto-answer key (**Ctrl** + **+ =**). You will see ANSWER MEMO and the name of your answer memo on the display.
2. Type a new name and press the **Return** key.
3. If the new memo does not already exist, type the contents of the memo and press the **Esc** key. Auto-answer is on.
4. If you do not want auto-answer on right away, press the **Esc** key again or turn off the Superprint 4425.

**Note:** An auto-answer memo is the same as any other memo. It is saved in memo memory and you will see its name when you read through the list of memos. See the *Memos* chapter on page 55 for more information about memos.

## Auto-answer options

### Setting the number of telephone rings **Ctrl** + **9**

You can set the Superprint 4425 so that it waits between 2 and 9 rings before answering, or you can use the TS (Toll Saver) setting. The TS setting tells the Superprint 4425 to answer after 2 rings if you have messages or 5 rings if you do not. This saves the cost of a call when you call from another TTY to read your messages, because you can hang up after 3 rings if you have none. Follow these steps to change the number of rings:

1. Press the options key (**Ctrl** + **9**).
2. Press the **Return** key until the display says auto-anstw RINGS (2). The original setting is 2.
3. Press the **Spacebar** to choose a number between 2 and 9 or TS.
4. Press the **Esc** key to leave options.

## Turning off the auto-answer relay voice announcer **Ctrl + 9**

When the Superprint 4425 answers the telephone, it sends out the relay voice announcer message before it sends your auto-answer memo. If you do not want the Superprint 4425 to send the message, follow these steps to turn it off:

1. Press the options key (**Ctrl + 9**). You will see PRINT (UP/LOW) CASE on the display.
2. Press the **Return** key until you see AUTO ANSW VOICE (ON) on the display.
3. Press the **Spacebar** to change the setting to OFF.
4. Press the **Esc** key to leave options.

## Clearing auto-answer messages **Ctrl + 8**

Most of the time you will clear messages after you read them, but you can also clear them by following these steps:

1. Press the clear key (**Ctrl + 8**). You will see CLEAR (CONVERSATION) on the display.
2. Press the **Spacebar** to change the setting to AA MESSAGES.
3. Press the **Return** key. You will see CLEAR MESSAGES Y/N.
4. Press the **Y** key. You will see MESSAGES CLEARED on the display. (Press the **N** key if you decide not to clear messages.)

# Remote message retrieval

Remote message retrieval allows you to use another TTY when you are away from home or work to call your Superprint 4425 and read your auto-answer messages. You must enter and save a password before you can use remote message retrieval. The password prevents others from reading your messages. You can only have one password per household or office.

## Saving a password **Ctrl** + **9**

Follow these steps to save a password:

1. Press the options key (**Ctrl** + **9**).
2. Press the **Return** key until you see CHANGE AA PSWD (NO) on the display.
3. Press the **Spacebar** to change the setting to YES.
4. Press the **Return** key. You will see: **PASSWORD: /**
5. Type a password using up to 8 characters (you cannot use @ # % & or \* symbols). The / character is part of your password.
6. Press the **Return** key.
7. Press the **Esc** key to leave the options.

## Changing your password

To change your password, choose a new one. If you forget your password, the Superprint 4425 cannot show it to you. You must enter a new one by following the steps above.

## Reading messages while you are away

Follow these steps to use remote message retrieval:

1. Call your Superprint 4425. Your Superprint 4425 must have auto-answer turned on when you call.
2. Wait for the auto-answer memo to end.
3. Press the **Return** key.

4. Type / and your password, like this:  
/PASSWORD

5. Press the  key again.

Your Superprint 4425 sends the number of messages you have and the number of free characters in auto-answer memory. After a pause, it sends the first message. The Superprint 4425 pauses briefly after each message. It sends (END OF MESSAGES) at the end.

6. When your Superprint 4425 asks CLEAR MESSAGES Y/N, press the  key to clear them. Your Superprint 4425 sends MESSAGES CLEARED and hangs up to wait for the next call.

If you decide not to clear your messages, press the  key. Your Superprint 4425 will ask REPLAY MESSAGES Y/N? Press the  key to replay messages. Press the  key if you decide not to replay them. If you press the  key, the Superprint 4425 sends PLEASE HANG UP and hangs up.

Here is a sample call:

### Sample Call

John calls from another minicom and waits for his answer message to finish.

He types his password to retrieve his messages.

When John typed his password, it counted as another message.

He decides not to clear his messages.

He ends the call by deciding not to read his messages again.

```
HI THIS IS JOHN. I'M NOT
HERE RIGHT NOW BUT YOU
MAY LEAVE A MESSAGE GA
OR SK.
/password
YOU HAVE 2 MESSAGES,
22175 CHAACTERS LEFT,
----- MESSAGE 1 10/10/02
11:45 AM HI THIS IS MAR-
SHA PLS CALL BACK SK
----- MESSAGE 2 10/10/02
4:57 PM /PASSWORD
----- (END OF MESSAGES)
CLEAR MESSAGES Y/N n
REPLAY MESSAGES Y/N n
PLEASE HANG UP
```





## 5

## MEMOS

A memo is a short message that you save in the Superprint 4425 memory and later send to someone during a conversation.

Examples of memos are:

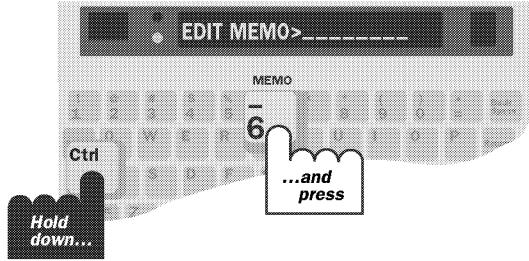
- The auto-answer memo that the Superprint 4425 sends out when you are away.
- The greeting memo that you can send when you answer the telephone.
- The memo that you create when you save a conversation.
- A memo that contains a message, perhaps about an upcoming meeting, that you want to send to several people.

There is no limit to the number of memos you can save as long as the total number of characters in all memos and directory entries is less than 9,400. Each memo must have a different name.

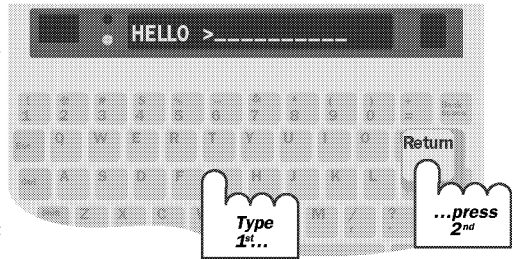
<b>Saving a memo</b> <code>Ctrl + 6</code>	<b>p. 56</b>
<b>Sending a memo</b> <code>Ctrl + 5</code>	<b>p. 57</b>
<b>Editing or clearing a memo</b>	<b>p. 58</b>
<b>Printing memos</b> <code>Ctrl + 6</code>	<b>p. 59</b>
<b>Saving a conversation as a memo</b> <code>Ctrl + 7</code>	<b>p. 60</b>

# Saving a memo **Ctrl** + **6**

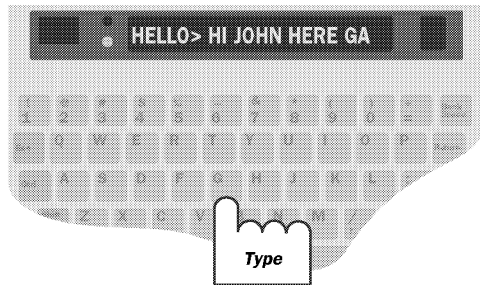
1. Press the memo key (hold down the **Ctrl** key and press the **6** key). The display will ask for a memo name.



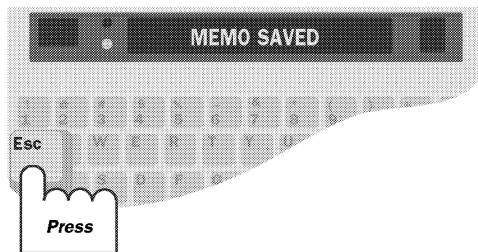
2. Type a name and press the **Return** key. Names can be up to 8 letters, numbers, or spaces. The display shows the memo name with space to type the memo. (This example uses the name "Hello.")



3. Type the memo.



4. Press the **Esc** key when you finish.

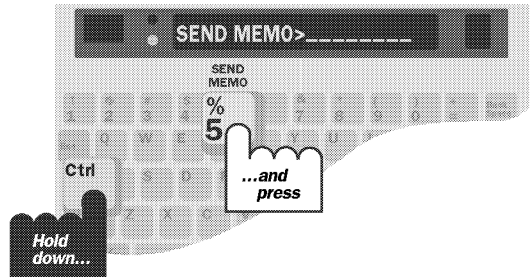


Use these function keys when you type your memo:

- The left arrow key (**Shift** + **←**) and the right arrow key (**Shift** + **→**) move the memo back and forth across the display.
- The **Backspace** key erases characters.
- The **Return** key starts a new line when the memo is printed.
- The remain key (**Ctrl** + **R**) shows free space in memory.
- The clear key (**Ctrl** + **8**) erases the memo contents.

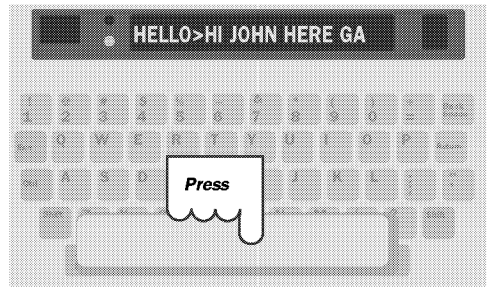
## Sending a memo **Ctrl** + **5**

1. Press the send memo key (hold down the **Ctrl** key and press the **5** key).



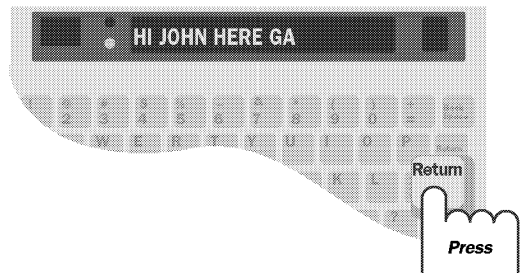
2. Press the **Spacebar** until you see the name of the memo you want to send.

You can type the name instead of pressing the **Spacebar** if you wish.



3. Press the **Return** key. The Superprint 4425 sends the memo.

Press the **Esc** key if you want to stop sending the memo before it ends.



# Editing or clearing a memo

## Editing a memo **Ctrl + 6**

1. Press the memo key (**Ctrl** + **6**). You will see EDIT MEMO on the display.
2. Press the **Spacebar** until you see the memo name on the display.
3. Press the **Return** key. Use these function keys to edit the memo:
  - The left arrow key (**Shift** + **←**) and the right arrow key (**Shift** + **→**) move the memo back and forth across the display.
  - The **Backspace** key erases characters.
  - The **Return** key starts a new line when the memo is printed.
  - The remain key (**Ctrl** + **R**) shows the amount of free space in memory.
  - The clear key (**Ctrl** + **8**) clears the memo contents.
4. Press the **Esc** key when you finish.

## Clearing a memo **Ctrl + 6**

1. Press the memo key (**Ctrl** + **6**). You will see EDIT MEMO on the display.
2. Press the **Spacebar** until you see the memo name on the display.
3. Press the clear key (**Ctrl** + **8**). You will see REMOVE MEMO Y/N on the display.
4. Press the **Y** key to clear the memo. (Press the **N** key if you decide not to clear it.)
5. Press the **Esc** key to leave the list of memos.

## Clearing all memos **Ctrl + 8**

1. Press the clear key (**Ctrl** + **8**). You will see CLEAR (CONVERSATION) on the display.

2. Press the **Spacebar** to change the setting to MEMOS.
3. Press the **Return** key. You will see CLEAR MEMOS Y/N on the display.
4. Press the **Y** key to clear all memos. (Press the **N** key if you decide not to clear all memos.)

## Printing memos **Ctrl**+**6**

### Printing one memo

1. Press the memo key (**Ctrl** + **6**). You will see EDIT MEMO on the display.
2. Type the name of the memo or press the **Spacebar** to read through the list of memos.
3. Press the **Return** key when you see the name of the memo you want to print.
4. Press the print key (**Ctrl** + **3**). The Superprint 4425 prints the memo. Press any key to stop printing before the end of the memo.

If you move the cursor before you press the print key, you will only print from the cursor position to the end of the memo.

### Printing a list of memo names

1. Press the memo key (**Ctrl** + **6**). You will see EDIT MEMO on the display.
2. Press the **Spacebar**. The display shows the first memo name. If you only want to print part of the list, keep pressing the **Spacebar** until you see the first name you want to print.
3. Press the print key (**Ctrl** + **3**).
4. Press the print key again to stop printing before the end of the list.
5. Press the **Esc** key to leave the list of memos.

# Saving a conversation as a memo **Ctrl**+**7**

You can save your conversation as a memo at any time during or after a call, but you must do it before you turn off your Superprint 4425. The conversation is recorded from the beginning of the conversation until you hang up or tell the Superprint 4425 to stop. The memo stays in memory until you clear it. The memo can be edited, sent, or printed in the same way as any other memo. Follow these steps to record a conversation:

1. Press the save conversation key (**Ctrl** + **7**).
2. Type a new memo name and press the **Return** key. The display returns to the conversation. You are now recording.
3. To stop recording at any time, press the **Esc** key. The display returns to the conversation.

Your conversation is now saved in memo memory and you will see the name of the memo in the list of memos. Even if you clear conversation memory, you will still be able to read the conversation in the memo memory.

**Note:** If memo memory does not have room for the whole conversation, it saves as much of the most recent part as it can and stops recording.

## 6

## DIRECTORY

The directory lets you dial a number by typing the name of an entry. This makes dialing the number much faster and easier. There is no limit to the number of telephone numbers you can save as long as the total number of characters in all directory entries and memos is less than 9,400.

<b>Saving a telephone number</b> <input type="text" value="Ctrl"/> + <input type="text" value="Backspace"/>	<b>p. 62</b>
<b>Dialing from the directory</b> <input type="text" value="Ctrl"/> + <input type="text" value="I"/>	<b>p. 64</b>
<b>Editing or clearing a telephone number</b>	<b>p. 64</b>
<b>Printing directory numbers</b> <input type="text" value="Ctrl"/> + <input type="text" value="Backspace"/>	<b>p. 65</b>

# Saving a telephone number **Ctrl** + **Backspace**

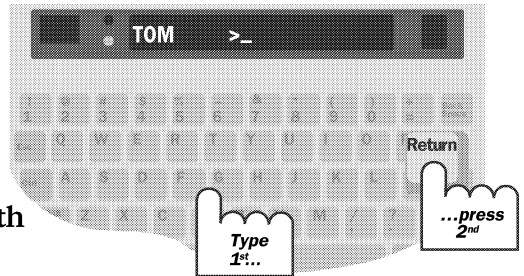
You can save as many telephone numbers as memory will allow—up to 9,400 total characters for telephone numbers and memos.

1. Press the directory key (hold down the **Ctrl** key and press the **Backspace** key).

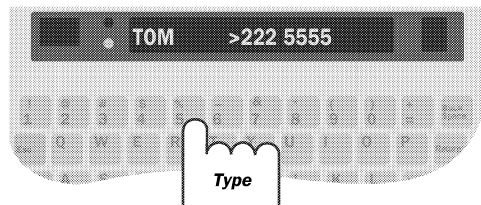


- 
2. Type a name and press the **Return** key. Names can be up to 8 letters, numbers, or spaces, but must start with a letter.

The name is displayed with space for a number.

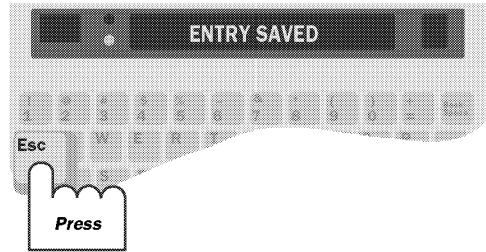


- 
3. Type the number.





- 
4. Press the **Esc** key when you finish.



---

Use these function keys when you type the number:

- The **Backspace** key erases characters.
- The **Return** key starts a new line when the memo is printed.
- The remain key (**Ctrl** + **R**) shows free space in memory.
- The clear key (**Ctrl** + **8**) erases the whole number.
- The left arrow key (**Shift** + **←**) and the right arrow key (**Shift** + **→**) move the number back and forth across the display.

## Dialing tips:

- In an office, you may need a 9 or other number at the beginning to reach an outside line.
- Use a comma to add a one-second pause.
- Use a 1 and an area code for long distance.
- Use spaces, parentheses, and dashes to make numbers easier to read.
- Use an ! to put a hook flash into numbers you dial during a call. A hook flash is used in a voice mail system or to transfer a call.
- You cannot use the \* and # symbols with pulse dialing.
- Here is an example of an entry for calling Ultratec long distance from an office telephone:  
ULTRATEC>9,1 608 238-5400

# Dialing from the directory **Ctrl**+**I**

You can dial from the directory if you have numbers saved. Follow these steps to dial from the directory:

1. Press the dial key (hold down the **Ctrl** key and press the **I** key). You will see TYPE NAME, NUM, OR CR on the display.
2. Type a name or press the **Spacebar** to review the list of directory names.
3. Press the **Return** key when you find the name you want.

# Editing or clearing a telephone number

## Editing a number **Ctrl**+**Backspace**

1. Press the directory key (**Ctrl**+**Backspace**). You will see DIR NAME on the display.
2. Press the **Spacebar** until you see the number you want to change on the display.
3. Press the **Return** key. Use the following function keys to make your changes:
  - The left arrow key (**Shift**+**←**) and the right arrow key (**Shift**+**→**) move the number back and forth across the display.
  - The **Backspace** key erases characters.
  - The remain key (**Ctrl**+**R**) shows the amount of free space in memory.
  - The clear key (**Ctrl**+**8**) clears the whole number.
4. Press the **Esc** key twice to leave the directory list.

## Clearing a number **Ctrl** + **Backspace**

1. Press the directory key (**Ctrl** + **Backspace**). You will see DIR NAME on the display.
2. Press the **Spacebar** until you see the number you want to clear on the display.
3. Press the clear key (**Ctrl** + **8**). You will see REMOVE DIR ENTRY Y/N on the display. Press the **Y** key to clear the entry. Press the **N** key if you decide not to clear it.
4. Press the **Esc** key to leave the directory.

## Clearing all telephone numbers **Ctrl** + **8**

1. Press the clear key (**Ctrl** + **8**). You will see CLEAR (CONVERSATION) on the display.
2. Press the **Spacebar** to change the setting to DIRECTORY.
3. Press the **Return** key. You will see CLEAR DIRECTORY Y/N on the display.
4. Press the **Y** key to clear all entries. Press the **N** key if you decide not to clear them.

## Printing directory numbers **Ctrl** + **Backspace**

### Printing one number

1. Press the directory key (**Ctrl** + **Backspace**). You will see DIR NAME on the display.
2. Press the **Spacebar** until you see the number that you want to print on the display.
3. Press the **Return** key.
4. Press the print key (**Ctrl** + **3**) The entry is printed.

## Printing a list of numbers in the directory

1. Press the directory key (`Ctrl` + `Backspace`). You will see DIR NAME on the display.
2. Press the `Spacebar`. The display shows the first number in the directory. If you only want to print part of the directory, keep pressing the `Spacebar` until you see the first number you want to print.
3. Press the print key (`Ctrl` + `3`).
4. Press the print key again to stop printing before the end of the list.
5. Press the `Esc` key to leave the directory.

## 7

## OPTIONS

This chapter describes all of the settings you can change with the options key. They are listed in the order they appear on the display when you press the options key (**Ctrl** + **9**) and then the **Return** key. Use the **Spacebar** to show the different settings for each option. Use the **Return** key to select a setting.

<b>Setting the print case</b> <b>Ctrl</b> + <b>9</b>	p. 68
<b>Setting the print size</b> <b>Ctrl</b> + <b>9</b>	p. 68
<b>Setting the display mode</b> <b>Ctrl</b> + <b>9</b>	p. 68
<b>Setting pulse dialing</b> <b>Ctrl</b> + <b>9</b>	p. 69
<b>Setting the number of auto-answer rings</b> <b>Ctrl</b> + <b>9</b>	p. 69
<b>Setting the out-going auto-answer memo</b> <b>Ctrl</b> + <b>9</b>	p. 70
<b>Changing the auto-answer password</b> <b>Ctrl</b> + <b>9</b>	p. 70
<b>Changing the greeting memo</b> <b>Ctrl</b> + <b>9</b>	p. 71
<b>Turning off printing of the date and time</b> <b>Ctrl</b> + <b>9</b>	p. 71
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<b>Relay User ID</b> <b>Ctrl</b> + <b>9</b>	p. 75
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<b>Turning off the auto-answer relay voice announcer</b> <b>Ctrl</b> + <b>9</b>	p. 77

## Setting the print case **Ctrl**+**9**

Follow these steps to print in all uppercase letters:

1. Press the options key (**Ctrl**+**9**). You will see PRINT (UP/LOW) CASE on the display.
2. Press the **Spacebar** to change the setting to UPPER.
3. Press the **Esc** key to save the setting and leave options or press the **Return** key to save the setting and go to the next option.

## Setting the print size **Ctrl**+**9**

Follow these steps to print either 14 or 19 characters on a line instead of 24 characters:

1. Press the options key (**Ctrl**+**9**). You will see PRINT (UP/LOW) CASE on the display.
2. Press the **Return** key until you see PRINT SIZE (NORMAL) on the display.
3. Press the **Spacebar** to change the setting to BOLD or WIDE.
4. Press the **Esc** key to save the setting and leave options or press the **Return** key to save the setting and go to the next option.

## Setting the display mode **Ctrl**+**9**

The display mode sets the direction in which text moves across the display. When you turn on your Superprint 4425, the display mode is always right to left. This is the best mode for TTY conversations.

You can also set the display mode to left to right. In this mode, a small circle appears at the left side of the display and leads text from left to right across the display. When the display fills up, the circle returns to the left side and starts a new line. Follow these steps to change the display mode:

1. Press the options key (**Ctrl**+**9**). You will see PRINT (UP/LOW) CASE on the display.
2. Press the **Return** key until you see DISPLAY (RT TO LFT) on the display.
3. Press the **Spacebar** to change the setting to LFT TO RT.

4. Press the **Esc** key to save the setting and leave options or press the **Return** key to save the setting and go to the next option.

## Setting pulse dialing **Ctrl**+**9**

The Superprint 4425 is set for tone dialing, which is correct for almost all telephone lines. You can, however, change the setting to pulse dialing if your line does not accept tone dialing. This setting remains changed until you change it again or reset the Superprint 4425 or lose power. Follow these steps to set pulse dialing:

1. Press the options key (**Ctrl**+**9**). You will see PRINT (UP/LOW) CASE on the display.
2. Press the **Return** key until you see USING (TONE) DIAL on the display.
3. Press the **Spacebar** to change the setting to PULSE.
4. Press the **Esc** key to save the setting and leave options or press the **Return** key to save the setting and go to the next option.

## Setting the number of auto-answer rings **Ctrl**+**9**

Follow these steps to change the auto-answer rings setting to any number between 2 and 9 or TS:

1. Press the options key (**Ctrl**+**9**). You will see PRINT (UP/LOW) CASE on the display.
2. Press the **Return** key until you see AUTO ANSWER RING (2) on the display.
3. Press the **Spacebar** to change the setting to a number between 2 and 9 or TS.
4. Press the **Esc** key to save the setting and leave options or press the **Return** key to save the setting and go to the next option.

# Setting the out-going auto-answer

## memo **Ctrl** + **9**

Follow these steps to choose any memo as your out-going auto-answer memo:

1. Press the options key (**Ctrl** + **9**). You will see PRINT (UP/LOW) CASE on the display.
2. Press the **Return** key until you see ANSWER MEMO on the display.
3. Type a memo name or press the **Spacebar** to read through the list of memos. Use the **Backspace** key to move back through the list.
4. Press the **Return** key when the display shows the name of the memo you want to use.
5. Press the **Esc** key to leave options or press the **Return** key to go to the next option.

# Changing the auto-answer

## password **Ctrl** + **9**

Follow these steps to change your password:

1. Press the options key (**Ctrl** + **9**). You will see PRINT (UP/LOW) CASE on the display.
2. Press the **Return** key until you see CHANGE AA PSWD (NO) on the display.
3. Press the **Spacebar** to change the setting to YES.
4. Press the **Return** key.
5. Type a password. You can use up to 8 characters. You cannot use the @ # % & or \* symbols.
6. Press the **Return** key to save the new password.
7. Press the **Esc** key to leave options.



## Changing the greeting memo **Ctrl** + **9**

Follow these steps to change the memo that the Superprint 4425 sends when you press the greeting key (**Ctrl** + **4**):

1. Press the options key (**Ctrl** + **9**). You will see PRINT (UP/LOW) CASE on the display.
2. Press the **Return** key until you see GREET MEMO>GREETING on the display.
3. Either type a new name or press the **Spacebar** to find the name of a different memo in the list of memos.
4. Press the **Return** key to save the setting.
5. Press the **Esc** key to leave options.

## Turning off printing of the date and time **Ctrl** + **9**

Follow these steps to turn off printing of the date and time on conversations or auto-answer messages:

1. Press the options key (**Ctrl** + **9**). You will see PRINT (UP/LOW) CASE on the display.
2. Press the **Return** key until you see PRINT DATE/TIME (ON) on the display.
3. Press the **Spacebar** to change the setting to OFF.
4. Press the **Esc** key to save the setting and leave options or press the **Return** key to save the setting and go to the next option.

## Setting the date and time **Ctrl** + **9**

Follow these steps to set the clock:

1. Press the options key (**Ctrl** + **9**). You will see PRINT (UP/LOW) CASE on the display.
2. Press the **Return** key until you see CHANGE CLOCK (NO) on the display.
3. Press the **Spacebar** key to change the setting to YES, then press the **Return** key. The display shows the date and time, with the month blinking.
4. Press the **Spacebar** or the **Backspace** key to change the month.
5. Press the **Return** key to move to the day.
6. Repeat steps 4 and 5 to change the day, year, and time.

If you only want to change part of the setting, you can press the **Esc** key twice at any time to leave options.

## Editing relay information **Ctrl** + **9**

Follow these steps to add relay service telephone numbers to the relay voice announcer message and allow for automatic dialing when you use the relay key (**Ctrl** + **2**):

1. Press the options key (**Ctrl** + **9**). You will see PRINT (UP/LOW) CASE on the display.
2. Press the **Return** key until you see EDIT RELAY INFO (NO) on the display.
3. Press the **Spacebar** to change the setting to YES.
4. Press the **Return** key. You will see VOICE on the display.
5. Type your relay service voice telephone number that you want the relay voice announcer to give to callers. Use the **Backspace** key to correct typing mistakes.
6. Press the **Return** key. You will see RELAY VOICE SAVED briefly displayed.

7. You will see DIAL on the display. Type the telephone number of your preferred relay service provider. (711 is the default.) The TTY will automatically dial this number when the relay key is pressed. Use the **Backspace** key to correct typing mistakes.
8. Press the **Return** key. You will see RELAY DIAL SAVED briefly displayed.
9. Press the **Esc** key to leave options or press the **Return** key to save the setting and go to the next option.

## Turning off Turbo Code **Ctrl**+**9**

Follow these steps to turn off Turbo Code:

1. Press the options key (**Ctrl**+**9**). You will see PRINT (UP/LOW) CASE on the display.
2. Press the **Return** key until you see TURBO CODE (ON) on the display.
3. Press the **Spacebar** to change the setting to OFF.
4. Press the **Esc** key to save the setting and leave options or press the **Return** key to save the setting and go to the next option.

## Turning on E-Turbo **Ctrl**+**9**

**Note:** *This option will not be displayed if Turbo Code is off.*

Follow these steps to turn on E-Turbo:

1. Press the options key (**Ctrl**+**9**). You will see PRINT (UP/LOW) CASE on the display.
2. Press the **Return** key until you see ETURBO (OFF) on the display.
3. Press the **Spacebar** to change the setting to ON.
4. Press the **Esc** key to save the setting and leave options or press the **Return** key to save the setting and go to the next option.

# Setting relay preferences

**Note:** *You must turn E-Turbo on before you can program your relay preferences.*

1. Press the options key (**Ctrl** + **9**). You will see PRINT (UP/LOW) CASE on the display.
2. Press the **Return** key until you see RELAY PREFS displayed, plus the letter(s) for any preferences that have been programmed.
3. Type the letter(s) of the relevant setting from the following chart. You may type more than one letter.

## **Available User Preference Settings:**

<b>D</b> Do not dial thru	<b>Z</b> Do not type recordings verbatim
<b>V</b> VCO on	<b>H</b> HCO on
<b>M</b> Male CA	<b>F</b> Female CA
<b>B</b> Braille	<b>A</b> Do not announce Relay
<b>X</b> Do not explain Relay	<b>C</b> Request calling card
<b>E</b> English language	<b>G</b> German language
<b>R</b> French language	<b>S</b> Spanish language
<b>2</b> 2-line VCO	

**For example:** If VCO will be used when placing calls through Relay and you prefer to explain relay yourself, type the letters “VX” in this menu. Then, the TRS will recognize calls as being VCO calls and will not explain relay.

Use the **Backspace** key to correct mistakes or to remove previously programmed preferences.

4. Press the **Esc** key to save the setting and leave options or press the **Return** key to save the setting and go to the next option.

## Setting relay carrier of choice **Ctrl + 9**

**Note:** *You must turn E-Turbo on before you can set your relay carrier of choice.*

1. Press the options key (**Ctrl + 9**). You will see PRINT (UP/LOW) CASE on the display.
2. Press the **Return** key until you see CARRIER displayed.
3. Enter the code of your preferred long distance carrier. If you do not know the code of your preferred long distance provider, contact your TRS for the appropriate code to use.
4. Press the **Esc** key to save the setting and leave options or press the **Return** key to save the setting and go to the next option.

## Relay User ID **Ctrl + 9**

Leave the USER ID setting blank unless told otherwise by your Telecommunications Relay Service.

**Note:** *You must turn E-Turbo on before you can set USER ID.*

1. Press the options key (**Ctrl + 9**). You will see PRINT (UP/LOW) CASE on the display.
2. Press the **Return** key until you see USER ID displayed.
3. Enter your User ID.
4. Press the **Esc** key to save the setting and leave options or press the **Return** key to save the setting and go to the next option.

## Turning off Auto ID **Ctrl**+**9**

Follow these steps to turn off Auto ID:

1. Press the options key (**Ctrl**+**9**). You will see PRINT (UP/LOW) CASE on the display.
2. Press the **Return** key until you see AUTO ID (ON) on the display.
3. Press the **Spacebar** to change the setting to OFF.
4. Press the **Esc** key to save the setting and leave options or press the **Return** key to save the setting and go to the next option.

## Turning off interrupt **Ctrl**+**9**

Follow these steps to turn off incoming interrupts:

1. Press the options key (**Ctrl**+**9**). You will see PRINT (UP/LOW) CASE on the display.
2. Press the **Return** key until you see INTERRUPT (ON) on the display.
3. Press the **Spacebar** to change the setting to OFF.
4. Press the **Esc** key to save the setting and leave options or press the **Return** key to save the setting and go to the next option.

## Changing ASCII seek time **Ctrl**+**9**

This option is available only if you have ASCII code. Follow these steps to change the ASCII seek time:

1. Press the options key (**Ctrl**+**9**). You will see PRINT (UP/LOW) CASE on the display.
2. Press the **Return** key until you see ASCII SEEK TIME (3) on the display.
3. Type a number to change the setting to 0 or any number between 2 and 9.
4. Press the **Esc** key to save the setting and leave options or press the **Return** key to save the setting and go to the next option.

## Turning off the auto-answer relay voice announcer **Ctrl**+**9**

Follow these steps to stop auto-answer from sending out the relay voice announcer message:

1. Press the options key (**Ctrl**+**9**). You will see PRINT (UP/LOW) CASE on the display.
2. Press the **Return** key until you see AUTO ANSW VOICE (ON) on the display.
3. Press the **Spacebar** to change the setting to OFF.
4. Press the **Esc** key to save the setting and leave options or press the **Return** key to save the setting and go to the next option.





# 8

## CARE & REPAIR

Ordinary care of your Superprint 4425 requires changing the printer paper when the paper runs out and replacing the batteries when they no longer hold a full charge. If you have any other problems, you may be able to solve them by reading the troubleshooting section.

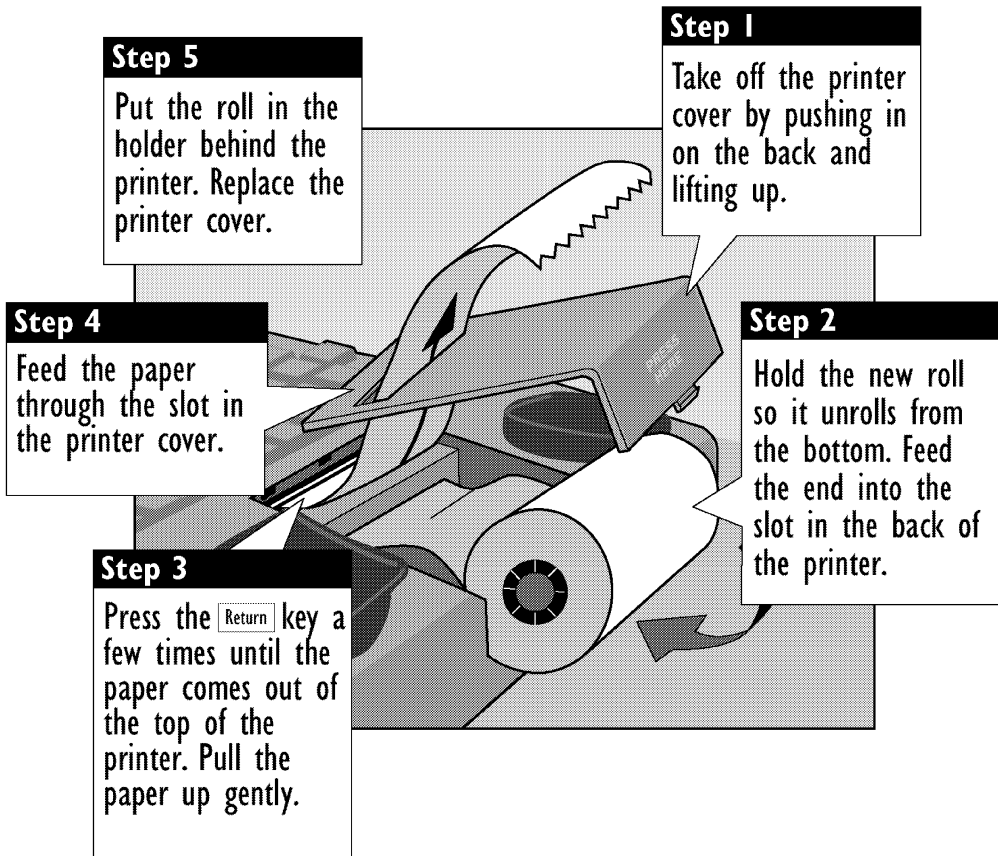
Besides the printer paper and battery compartments, the Superprint 4425 has no other user-serviceable parts. Any repair work should be done by a qualified service person. If you try to repair the unit yourself, you may damage the Superprint 4425 and you will void your warranty. The repair section explains how to get help.

<b>Replacing the printer paper</b>	<b>p. 80</b>
<b>About the batteries</b>	<b>p. 81</b>
<b>Replacing the batteries</b>	<b>p. 82</b>
<b>Troubleshooting</b>	<b>p. 83</b>
<b>Repair</b>	<b>p. 86</b>

# Replacing the printer paper

The printer uses high-quality thermal paper. Use the order card that comes with the Superprint 4425 to order paper. If you do not have a card, contact your dealer or Ultratec (the Ultratec address is on the inside front cover of this manual).

Turn the Superprint 4425 on and be sure the printer is on, then follow these steps to put in a new roll of paper:



# About the batteries

The Superprint 4425 runs on batteries when you unplug the AC adapter or when the power fails. Fully-charged, the six AA rechargeable NiCad batteries will provide 45 to 60 minutes of normal use.

When the power light blinks, you have about 5 minutes of battery power left. The batteries will last longer if you turn off the printer when you use battery power.

## Checking the batteries

The batteries lose their ability to hold a full charge if you keep the Superprint 4425 plugged in all the time. If you want to be sure the batteries stay fully-charged, check them once a month. Follow these steps to check the batteries:

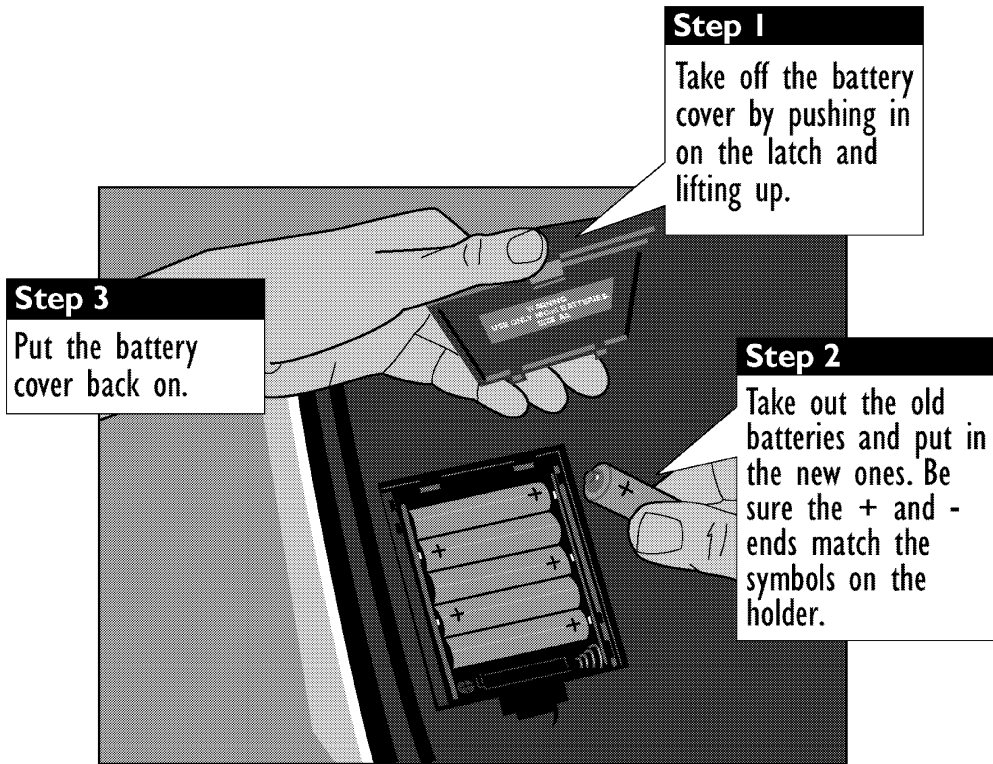
1. Unplug the AC adapter.
2. Turn on the Superprint 4425 for 30 minutes. (You can still use it for calls during this time).
3. The batteries are fine if the power light still glows steadily after 30 minutes. If the power light blinks within 30 minutes, exercise the batteries.
4. Plug the AC adapter back in and turn off the Superprint 4425.

## Exercising the batteries

1. Leave the Superprint 4425 on with the AC adapter unplugged until the power light flashes.
2. Turn the unit off and plug in the AC adapter for 24 hours (you can use the Superprint 4425 for calls during this time).
3. Unplug the AC adapter and leave the Superprint 4425 on for 30 minutes.
4. Repeat steps 1 to 3 until the power light glows steadily after 30 minutes without the AC adapter.

# Replacing the batteries

Replace the batteries every two or three years, or when they run down in less than 30 minutes and exercising them does not help. Use only AA NiCad rechargeable batteries. Turn over the Superprint 4425 and follow these steps to change batteries:



## CAUTION!

The rechargeable batteries contain nickel and cadmium. Do not burn or puncture them. If you do, they could release toxic material that could injure you. Do not dispose of them in household trash. For information about recycling or proper disposal, consult your local trash collection or disposal organization.

# Troubleshooting

## Direct connect

### **Dialing does not work.**

Make sure you have the right tone or pulse setting for your telephone system.

### **The display says NO DIRECT CONNECT.**

The Superprint 4425 is not properly connected to the telephone line. Be sure the cord is firmly plugged into the Superprint 4425 and the telephone wall jack. You can also try using a different telephone cord or wall jack.

## Reception

### **The display shows all numbers, symbols, or unreadable characters instead of words.**

Press the Spacebar. If that does not help and you have a Turbo Code connection, try changing from Turbo Code to Baudot code. Hold down the Ctrl and Shift keys and press the B key to change to Baudot code.

### **An incoming message does not make sense.**

If you have a handset in the acoustic cups, press it firmly. The telephone connection may be weak or the other TTY may be sending the wrong signals.

## Transmission

### **Some characters are not being sent.**

Because Baudot code does not support special characters, it does not recognize some of the “shift” characters on the top row of a TTY keyboard (example: @ # \$ % - & \*). To type these characters (such as in an email address) make sure your call is connected in Turbo Code. See *About Turbo Code* on page 27.

## Printer

### **The printer does not work.**

Be sure the printer is on. If it is, try resetting the printer by turning the Superprint 4425 off and on again.

### **The printer works, but it prints too lightly or not at all.**

Make sure you have high-grade thermal printer paper and it is correctly installed. See *Replacing the printer paper* on page 80.

### **The printer only prints the bottom half of characters.**

The print head should be replaced. Contact your dealer or Ultratec.

### **On battery power, the printer prints too slowly or lightly.**

The batteries are low. Connect the AC adapter for 24 hours to recharge the batteries.

## Power

### **The ring flasher does not work.**

Be sure the plastic tab has been pulled out of the battery compartment and that you have plugged in the Superprint 4425 for at least 14 hours.

### **The batteries run down too soon.**

You may not be regularly using your Superprint 4425 on battery power, or the batteries are old. See *About the batteries* on page 81.

### **The Superprint 4425 does not turn on when you press the On/Off switch, or the power light blinks even when the AC adapter is plugged in.**

Be sure the electrical outlet is working. Be sure you are using the correct AC adapter—it should be a 9VDC, 650 mA adapter. If you still have a problem, contact your dealer or Ultratec.

### **The Superprint 4425 works fine in the evening, but does not work during the day.**

You may have plugged the AC adapter into a switch-controlled outlet. Try a different outlet that you are sure is not controlled by a switch.

## Clearing all memories

You can clear all conversations, memos, directory entries, and auto-answer messages at one time. Follow these steps to clear all memories:

1. Press the clear key (**Ctrl** + **8**). You will see CLEAR (CONVERSATION) on the display.
2. Press the **Spacebar** to change the setting to ALL MEMORY.
3. Press the **Return** key.
4. Press the **Y** key to clear all memories. Press the **N** key if you decide not to clear them.

## Resetting the Superprint 4425

Resetting the Superprint 4425 returns all options to their original settings and clears all conversations, auto-answer messages, memos, and directory entries. Follow these steps to reset the Superprint 4425:

1. Press the left **Shift** key, the right **Shift** key, and the **Ctrl** key (**Shift** + **Shift** + **Ctrl**) all at the same time. You will see a version number and RESET Y/N on the display.

**Important!** After the next step, everything in all memories will be cleared. There is no way to get the contents back after you reset the Superprint 4425.

2. Press the **Y** key to reset. The display says SUPERPRINT 4425 IS RESET! Press the **N** key if you change your mind and decide not to reset the Superprint 4425.

# Repair

If your Superprint 4425 is not working, we may be able to help you solve the problem over the telephone. Call Ultratec at the number on the inside front cover.

## **Sending the Superprint 4425 for repair**

Follow these steps if you need to send the Superprint 4425 to our repair center:

1. Pack it in the original shipping carton or a similar sturdy box.
2. Include a note that describes the problem. The note will help the technicians find the problem.
3. Insure the Superprint 4425 for shipment. Ultratec or an authorized Ultratec repair center is not responsible for damage during shipping to the center.
4. Send the Superprint 4425 to the *Ultratec National Service Center* at the address below.

**Ultratec National Service Center  
5901 Research Park Blvd.  
Madison, WI 53719**

**email: [service@ultratec.com](mailto:service@ultratec.com)**



# 9

## CODES

ASCII code is an optional part of the Superprint 4425. To find out if your Superprint 4425 has ASCII code, press the code key (**Ctrl** + **0**), then press the **Spacebar**. If the display says CODE (ASCII), you have ASCII code. Press the **Esc** key.

**Setting the Baudot code baud rate** **Ctrl** + **0**

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**Optional ASCII code** **Ctrl** + **0**

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**Turbo Code lock** **Ctrl** + **0**

**p. 91**

# Setting the Baudot code

## baud rate **Ctrl** + **0**

The Superprint 4425 is set to use whichever code it needs to answer a call, but you can set the unit so that it will only use Baudot code. When you do, the Superprint 4425 will not try to use other codes. Follow these steps:

1. Press the code key (**Ctrl** + **0**). You will see CODE (AUTOMATIC) on the display.
2. Press the **Spacebar** to change the setting to BAUDOT.
3. Press the **Return** key. You will see BAUDOT (AUTO) BAUD on the display.
4. Press the **Spacebar** to choose one of the following settings:
  - AUTO to automatically use either 45.5 baud or Turbo Code. This setting will use Turbo Code if the other machine is equipped with Turbo Code.
  - 45 to use only 45.5 baud Baudot. Most Baudot TTYs use 45.
  - 50 to use only 50 baud Baudot. TTYs purchased in Australia, New Zealand, or South Africa use 50 baud.
5. Press the **Return** key. You will see BAUDOT CODE ON on the display.

Both the code and the Baudot baud rate return to automatic when you hang up or turn off the Superprint 4425.

## Optional ASCII code **Ctrl** + **0**

ASCII stands for American Standard Code for Information Interchange. Some TTYs and all computers in the United States and Canada use ASCII code. If you use ASCII, you may need to change some options. The options you can change are as follows:

**Originate/answer** determines which machine is calling and which one is answering. This usually happens automatically. If the connection is difficult to make, you can change the option yourself. The default is originate.

**Baud rate** is how fast characters travel. You can choose 110 or 300 baud, but 110 is rarely used. The default baud rate is 300.

**Duplex** controls how characters are displayed. If you get double characters (l1iikkee tthhiiss) or none at all, change the option between half duplex and full duplex. The default is half duplex.

**Parity** controls error-checking. You can choose 7N1, 8N1, 7E1, or 7O1. The first number is data bits. The middle letter means (N)o parity, (E)ven parity, or (O)dd parity. The last number is stop bits. 8N1 and 7E1 are used most often. The default is 8N1 parity.

**Return** determines what the Superprint 4425 sends when you press the  key. You can choose CR or CR/LF. CR (carriage return) goes to the beginning of the current line. CR/LF (carriage return plus line feed) goes to the beginning of the next line. The default is CR.

To connect your Superprint 4425 with a computer, the other person should use 300 baud, half duplex, 8N1 parity, and CR settings.

## Turning on ASCII code and changing options

The Superprint 4425 is set to automatically use the code it needs to answer a call, but you can set the unit to only use ASCII code at any time. When you do, the Superprint 4425 will not try to use other codes. Follow these steps to turn on ASCII code:

1. Press the code key ( + ). The display says CODE (AUTOMATIC).
2. Press the  to change the setting to ASCII.
3. Press the  key to use the current ASCII options or press the  key to change options.

Use the following keys to change settings:

The  chooses a setting.

The  key continues to the next setting.

The  key saves the option and returns to your conversation.

The code always returns to automatic when you hang up or turn off the Superprint 4425.

## Changing ASCII seek time **Ctrl**+**9**

This option sets the length of time during which the Superprint 4425 sends out an ASCII seek tone. The normal TTY seek time is three seconds. You may need more time if you often connect to computers. Six seconds is recommended. Follow these steps to change the setting:

1. Press the options key (**Ctrl** + **9**). You will see PRINT (UP/LOW) CASE on the display.
2. Press the **Return** key until you see ASCII SEEK TIME (3) on the display.
3. Type a number to change the setting to 0 or any number of seconds between 2 and 9.
4. Press the **Esc** key to leave options.

**Note:** Selecting zero will turn off ASCII code and your Superprint 4425 will not try to use it even if the other TTY is using ASCII code.

## Making an ASCII call

An ASCII conversation begins when your TTY's code option is set to ASCII originate, and the person you call answers in ASCII code. If you are having problems connecting in ASCII code, see *Turning on ASCII code and changing options* on page 89 or *Changing ASCII seek time* on page 90 for more information.

## Answering an ASCII call

When the code setting is automatic and someone calls using ASCII code, your Superprint 4425 answers in ASCII code. If it cannot make an ASCII connection, it changes to Baudot.

## During an ASCII call

If you do not receive a clear message during an ASCII call, try:

- Changing the parity setting
- Changing the duplex option.
- Using the other baud rate (110 or 300).

If the code option is set to automatic and your Superprint 4425 loses the ASCII connection, the Superprint 4425 will display NO ASCII CONNECTION! and change to Baudot code. To return to ASCII code, you must turn on ASCII yourself. See *Turning on ASCII code and changing options* on page 89.

If the code option is set to ASCII and your Superprint 4425 loses the connection, it waits until the other person changes to ASCII or you change the code option setting to automatic or Baudot with the code key (Ctrl + 0).

## Turbo Code lock **Ctrl + 0**

Turbo Code lock ensures that a call remains in Turbo Code under the following conditions:

1. Both people have already established a phone connection.
2. Both people have TTYs with Turbo Code lock and they agree to activate it on each TTY.





To select Turbo lock:


1. Press the code key (Ctrl + 0). The display says CODE (AUTOMATIC).
2. Press the **Spacebar** to change the setting to TURBO LOCK.






When the call has been completed, return to automatic mode:





1. Press the code key (Ctrl + 0). The display says CODE (TURBO LOCK).
2. Press the **Spacebar** to change the setting to AUTOMATIC.





# STICKY KEYS


Ordinarily, when you use the  or  keys, you must hold down either key while you press another key. If you have trouble pressing two keys at one time, the sticky keys feature lets you use the  and  keys by pressing one key at a time.

Press either  key five times to turn on sticky keys. You will see STICKY KEYS ON on the display.

Now you can dial by pressing the  key and then pressing the  key. You do not need to hold down the  key. Or, you can type a \$ by pressing the  key and then the  key.

When sticky keys is on, you can also lock down the  key or the  key so that it affects every key you press after that until you unlock it. To lock the  key or the  key, press the key twice. To unlock, press the key one more time.

For example, to read conversation memory, press the  key twice to lock it. Press the  key to move backward through memory. Press the  key to move forward. Press the  key once more to unlock it.

Press either  key five more times to turn off sticky keys. The display says STICKY KEYS OFF.

If you use sticky keys all the time, you do not need to turn it on each time you turn on the Superprint 4425. After you turn on the sticky keys feature, it stays on until you turn it off or reset the unit.

# SPECIFICATIONS

## Physical Dimensions

*Size—10" x 9.5" x 3" (25.4 cm x 24.1 cm x 7.6 cm)*

*Weight—3.6 lbs (1.7 Kg) with batteries*

## Power

*AC adapter—9VDC, 650 mA (barrel is positive)*

*AC adapter is UL/CSA listed*

*The six AA NiCad rechargeable batteries are user-replaceable. They power the unit for 45 to 60 minutes.*

## Keyboard

*50 ergonomic keys in 5 rows*

*Control key plus 24 function keys*

*Sticky keys for single-handed typists*

*Character set: A-Z, 0-9, Backspace, Return/LF, Space, += - \$'O'/:;? ,\*#%*

## Display

*Blue/green vacuum-fluorescent*

*Bidirectional*

*20 characters*

*0.25" (6mm) character height*

## Acoustic Coupler

*Accepts both circular and square telephone handsets*

## Communication Codes

*Automatic code detection on outgoing calls (Turbo Code, E-Turbo, ASCII or Baudot)*

*Baudot Code:*

*45.5 and 50 baud*

*Sensitivity: -45 dbm, 67 dBSPL (min)*

*Output: -10 dbm*

*Turbo Code & E-Turbo:*

*100 baud (average)*

*7 data bits*

*ASCII Code (optional):*

*7N1, 8N1, 7E1, and 7O1*

*110 and 300 baud*

*Answer and originate*

*Full and half duplex*

*Compatible with Bell 103 modems*

## Memory

*32K total, non-volatile*

*Memory edit functions: insert, clear*

*Memo/Directory Memory:*

*9,400 characters*

*Stores and sends over 100 named memos*

*Stores and dials as many named directory numbers as memory will hold*

*Auto-answer/Conversation Memory:*

*21,000 characters*

*Stores recent TTY conversations*

*Stores over 100 auto-answer messages*

## Printer

*Prints 24, 19, and 14 characters per line*

*Uses 2.25" (58mm) thermal paper*

*Automatically divides long words*

## Direct Connect/Auto-answer Module

*Plugs into standard (analog) telephone line*

*Automatically answers calls*

*Changeable answer message*

*Pulse or tone keyboard dialing*

## Approvals

*FCC approved.*

*FCC Registration No. (Part 68): D8KUSA-*

*18408-DT-E*

*Verified to comply with FCC Part 15, Class B Operation*

*REN: 1.2B*

*CSA Certified: LR80395*

*IC: 721 4085A*

# FCC Information

The Superprint 4425 has been tested and found to comply with the specifications 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 and uses 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 Superprint 4425 and the receiver.
- Connect the Superprint 4425 to 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.

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. A label is located on the underside of the Superprint 4425 containing, among other information, an FCC registration number, D8KUSA-18408-DT-E. If requested, this number must be provided to the telephone company.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

The REN is used to determine the quantity of devices which may be connected to the telephone line. Excessive RENs on the line may result in the devices not ringing in response to an incoming call. In most, but not all, areas the sum of RENs should not exceed five (5.0). To be certain of the number of devices that

may be connected to a line, as determined by the total RENs, contact the local telephone company. The REN for this product is 1.2B.

Should you experience trouble with this telephone equipment, please contact:

Ultratec National Service Center  
5901 Research Park Blvd.  
Madison, WI 53719  
email: [service@ultratec.com](mailto:service@ultratec.com)

For repair or warranty information, please contact Ultratec Inc. Customer Service at (608) 238-5400 (V/TTY). If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

This equipment cannot be used on public coin phone service provided by the telephone company. Connection to party line service is subject to state tariffs.

If the Superprint 4425 causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But, if advance notice is not practical, the telephone company will notify you 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.

Occasionally, your telephone company may make changes in its facilities, equipment, operation, or procedures that could affect the operation of your equipment. If so, you will be given advance notice of the change to give you an opportunity to maintain uninterrupted service.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of the Superprint 4425 does not disable it. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

Other than replacing the batteries, the Superprint 4425 does not have any user-serviceable parts. Modification or changes to the Superprint 4425 not expressly approved by Ultratec, Inc. can void your authority to operate the TTY.



# Industry Canada Information

**NOTICE:** This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation, IC, before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

**NOTICE:** The Ringer Equivalence Number (REN) for this terminal equipment is 0.5B. The REN assigned to each terminal equipment 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 five.

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# Conversation Etiquette

- GA** When you talk with another person by TTY, you type while the other person reads. When you want the other person to respond, type GA for “Go ahead.”
- GA OR SK** To say goodbye, type GA OR SK. This gives the other person a chance to say any last words before ending the conversation.
- SKSK** Type SKSK to end the conversation.
- Q** Some people prefer to type Q instead of a question mark because it saves time and is easier to type.

You can use punctuation marks such as commas and periods, although many people choose to omit them. You may also abbreviate words, such as:

<b>GA</b>	go ahead	<b>OPR</b>	operator
<b>SK</b>	stop keying	<b>PLS</b>	please
<b>CD</b>	could	<b>Q</b>	question mark
<b>CUL</b>	see you later	<b>R</b>	are
<b>CUZ</b>	because	<b>SHD</b>	should
<b>HD</b>	hold	<b>THX</b>	thanks
<b>MTG</b>	meeting	<b>TMW</b>	tomorrow
<b>NBR</b>	number	<b>U</b>	you
<b>OIC</b>	oh, I see	<b>UR</b>	your