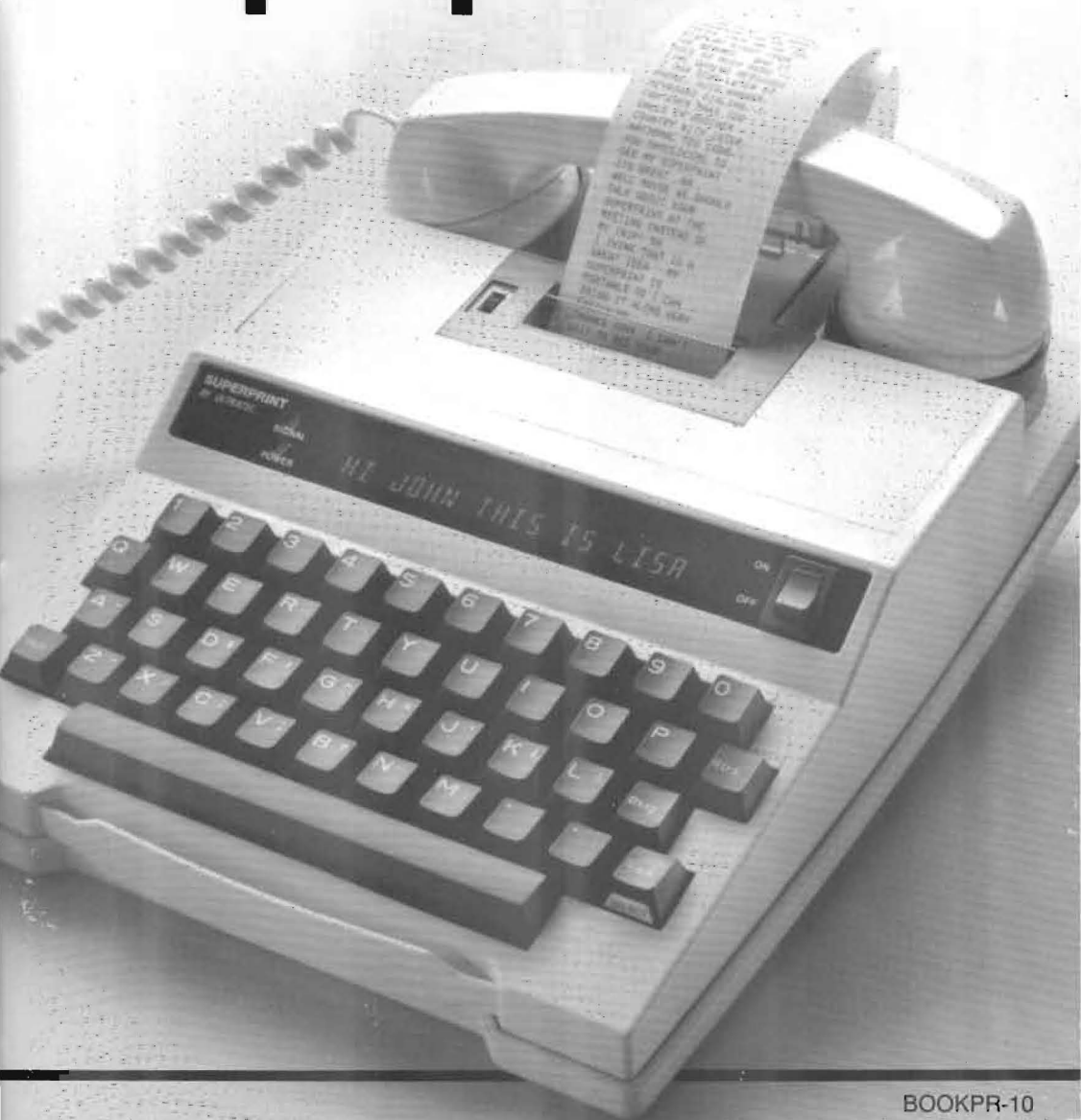

Telephoning

with your

Superprint



Federal Communications Commission

Required Information

All Superprint Models Generate and Use Radio Frequency Energy and May Cause Radio or Television Interference.

- 1 Your Superprint complies with the regulations for a Class B computing device as specified in Subpart J of Part 15 of FCC Rules.** These rules are designed to minimize radio frequency interference in residential installations. However, there is no guarantee that radio frequency interference will not occur in any particular installation.
- 2 Install and use your Superprint in strict accordance with the instructions in this manual.**
- 3 You can determine if your Superprint is causing interference to radio or television reception by turning your Superprint on and off.** Try to correct the interference:
 - Reorient the radio or television receiving antenna.
 - Move your Superprint away from the receiving antenna.
 - Move your Superprint away from the radio or television.
 - Plug your Superprint into another outlet so that it is on a different branch circuit from the radio or television.
 - If necessary consult an experienced radio/television technician for additional suggestions.

Superprint 400 Connects Directly to the Telephone Line

- 1 The Superprint 400 with direct connect complies with FCC Rules, Part 68.** These rules specify the regulations for devices that connect directly into the nationwide telephone network. You must, if requested, give the following information to your telephone company.
 - Your telephone number
 - Product name: Superprint 400
 - FCC registration number: D8K71B-15278-DT-R
 - Ringer equivalence number (REN): 0.5A
 - Jack: USOC -RJ11C
- 2 The direct connect feature on your Superprint may not be compatible with some privately owned office telephone systems.** Consult your telephone equipment supplier if you have any questions. Directly connecting your Superprint to anything other than standard telephone lines will void the warranty. Such use may cause damage to the telephone network or to your Superprint.
- 3 Use the Ringer Equivalence Number (REN) to determine how many devices (telephones, direct connect TDDs and signaling devices) you can plug into your telephone line.** In most, but not all cases, the sum of the RENs of all devices that you plug into your phone line should not exceed 5.0. Contact your local telephone company to determine the maximum REN in your calling area. If you plug too many devices into your phone line, some of them may fail to ring when someone calls you.
- 4 Use a telephone company registered jack (type USOC #RJ11C) to connect your Superprint to the nationwide telephone network.** This jack is a modular outlet that you can order from your local telephone company or telephone supply store.
- 5 Do not plug your Superprint directly into a pay telephone line.** Use the acoustic coupler. Connection to party lines is subject to state tariffs.

Know the Rights of Your Telephone Company.

- 1 If your Superprint causes harm to the telephone network, the telephone company may temporarily discontinue your service.** If possible, they'll notify you in advance. But if advanced notice is not practical, you will be notified as soon as possible. You will be given the opportunity to correct the situation, and you will be informed of your right to file a complaint with the FCC.
- 2 Your telephone company may make changes in its facilities, equipment, operations or procedures that could affect the proper functioning of your Superprint.** If changes occur, you will be notified in advance to give you an opportunity to maintain uninterrupted service.

Telephoning

with your

Superprint

User Manual

Ultratec, Inc.
6442 Normandy Lane
Madison, WI 53719-1119

Tenth Edition, March 1990

This instruction manual is intended to guide you, the user, in the use and care of your new Superprint TDD. It is not all-inclusive, cannot cover all situations or uses, and may contain technical inaccuracies or typographical errors.

The warranty for your Superprint is stated in full on a separate Warranty Registration Card. This manual contains no additional warranties. To register your Superprint warranty, complete the Warranty Registration Card and send it to Ultratec.

Technical improvements or changes in Superprint may be made by Ultratec, Inc. from time to time, and without notice. Ultratec also may make changes in this instruction manual. Your comments can help us improve our products, services, and instruction manuals. If you have an idea or suggestion, please write to us at the address below to tell us what you think.

Should you need any additional information about your Superprint, send your request to:

Communications Department
Ultratec, Inc.
6442 Normandy Lane
Madison, Wisconsin 53719-1119

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6442 Normandy Lane
Madison, WI 53719
(608) 273-0707

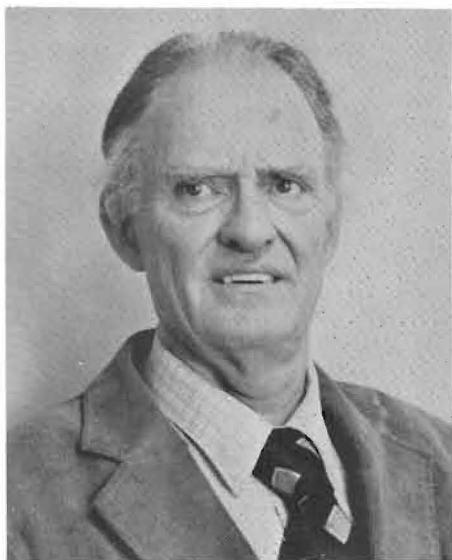
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Superprint[®] is a registered trademark of Ultratec, Inc.

Acknowledgement

In 1963, Dr. Robert H. Weitbrecht, a physicist with a profound hearing loss, made an exciting and important breakthrough for deaf people. He developed an acoustic coupler that could accurately transmit and receive TTY (Teletypewriter) signals over telephone lines. For the first time, by using the Weitbrecht coupler with a TTY, a deaf individual could communicate by telephone.

Now, in this age of microcomputer technology it is possible to build portable and versatile telecommunications devices such as your Superprint. However, the Weitbrecht modem was the technological innovation that marked the beginning of telecommunications for the deaf. Ultratec, Inc. wishes to acknowledge this fact, and the significance and importance of Dr. Weitbrecht's contribution to the welfare of deaf and hearing impaired people the world over.



Dr. Robert H. Weitbrecht
(1920-1983)



Preface

Congratulations

You've just purchased a Superprint TDD, the most versatile, fully portable TDD available today. You will want to use it right away, and this instruction booklet will help you get started.

How to Use this Book

This instruction book will show you all you need to know about your Superprint. **Read the "Introduction" first.** It describes the standard Superprint features, and the differences between the Superprint 100, Superprint 200 and Superprint 400.

To set up your Superprint 100, 200 or 400, read Part I, "Setting Up." In Part II, "Calling by TDD," you will learn how to use the many standard Superprint features. If Superprint is your first TDD, be sure to read "TDD Etiquette" in Part II.

Your Superprint comes with a 2048-character memory. Part III, "Memory," will show you how to save and send a message, and how to use the memory to review your TDD conversations. And if you want to take your Superprint with you to make phone calls away from home, refer to Part VI, "Going Places."

If you have purchased the Superprint 400 model, or have added the direct connect-auto answer module, Part V, "Direct Connect," will show you how to connect your Superprint to your phone line. You will learn how to use two special direct connect features — keyboard dialing and auto answer.

Part VI, "Care and Service," shows you how to take care of your Superprint, what to do if you have a problem, and how to get warranty or repair service if you need it.



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Introduction

About the Superprint Family

All Superprint TDDs come in the same attractive, compact, portable TDD case. At home or at work use your Superprint with the AC charger/adapter. For easy travel, the AC charger/adapter stores neatly inside your Superprint case, and the snap-on cover encloses the entire unit. The built-in acoustic coupler and rechargeable batteries let you make calls wherever there is a telephone. You can even place calls to other countries because all Superprints include International TDD Code.

And all Superprint TDDs include a 2048-character non-volatile memory. Non-volatile means that everything in the memory is saved, even when you turn your Superprint off. Use the memory to type a message before you place a call, and to save TDD conversations to read again later.



Superprint 100



Superprint 200, 400

The Three Superprint Models

Ultratec manufactures the Superprint in three models — the Superprint 100, Superprint 200 and Superprint 400. Each of the three Superprint models gives you all the standard Superprint features, and then adds additional features or equipment to make it unique.

Superprint 100

Superprint 100 gives you all the standard Superprint features. In addition, it includes a printer port so you can connect an external printer to print your TDD conversations.

Superprint 200

The Superprint 200 model gives you all the standard Superprint features plus a 24-character built-in printer. (A 20-character printer is also available.)

Superprint 400

Superprint 400 looks the same as the Superprint 200, but it's different. Superprint 400 gives you all the features of the Superprint 200, and adds a direct connect jack, keyboard dialing, and auto answer.

ASCII Option

You can add ASCII code to your Superprint 400. When your dealer installs ASCII code, you can call ASCII TTYs and computers. Call your friends who have computers, or even call computer networks that have important information for you.

PART



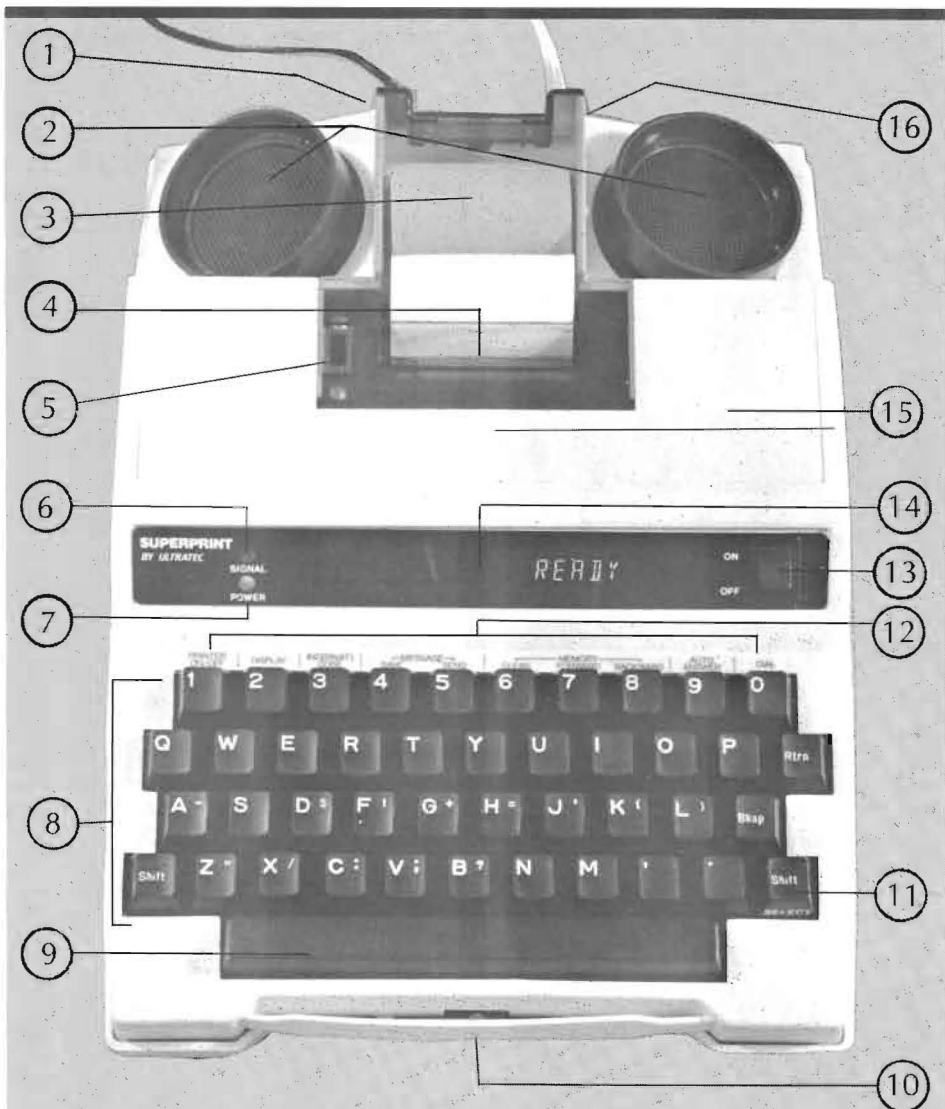
SETTING UP

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**100
200
400**

For Superprints 100, 200 and 400

- 1 How to Set Up Your Superprint**
- 2 How to Use the Built-In Printer**
- 3 How to Use the Printer Port**
- 4 How to Reverse the Display**



- 1. AC power jack
- 2. Acoustic cups
- 3. Printer cover*
- 4. Built-in printer module*
- 5. Printer switch*
- 6. Signal light
- 7. Power light
- 8. 4-row, 43-key keyboard

- 9. Space bar
- 10. Carrying handle
- 11. Select/Shift key
- 12. Function keys
- 13. On/Off switch
- 14. 20-character display
- 15. Top
- 16. Telephone direct connect jack**

*Superprints 200, 400

**Superprint 400

1

How to Set Up Your Superprint



1. Set up your Superprint near your telephone.

You will be using your Superprint often. So set it up in a comfortable place near your telephone. You will need an electrical outlet nearby.

If your Superprint has a direct connect jack, refer to Part V, "Direct Connect," to learn how to connect it directly to your phone line.



2. Remove the snap-on Superprint cover.

Lift the catch behind the handle.



3. Remove the AC charger/ adapter from inside your Superprint.

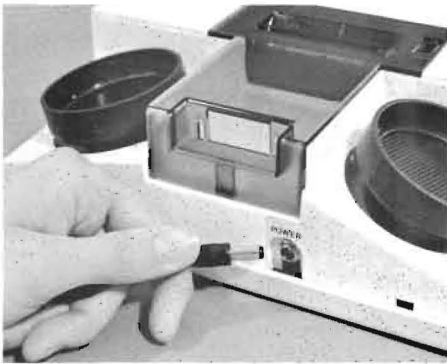
Remove the plastic printer cover. Lift the cover off by its back edge.



Remove the Superprint top. Grasp the top firmly along the edge of the opening left by the printer cover, and lift it toward you.

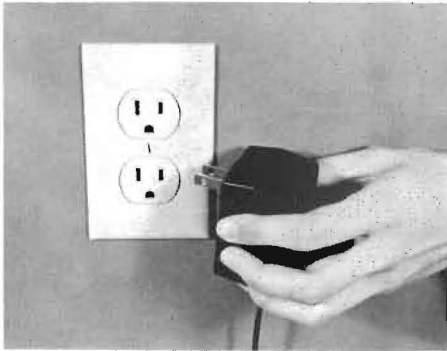


Lift the AC charger/adapter out of the case. Replace the Superprint top.



4. Connect the AC charger/adapter.

Plug the AC charger/adapter cord into the jack at the back of your Superprint.



Plug the AC charger/adapter into an electrical outlet near your telephone. Leave it plugged in as much as possible to keep the built-in batteries charged.



5. Turn your Superprint on.

The switch is at the right side of the display.

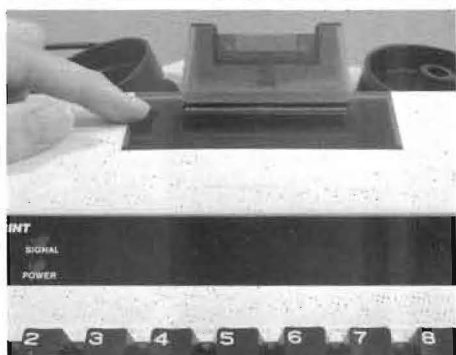
You will read "READY" on the display.



The power light at the left side of the display will glow red when your Superprint is on.

2

How to Use the Built-In Printer



1. Turn the printer switch on.

The printer switch is on the top of your Superprint.



2. Turn the printer on from the keyboard.

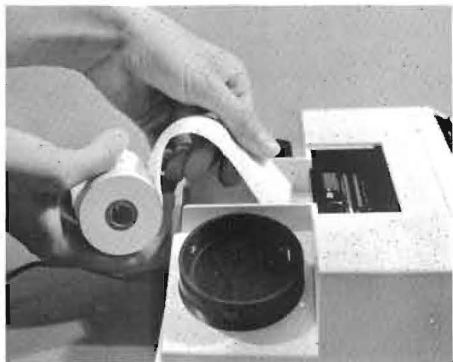
Hold down the **SELECT** key while you press **[1]** (Printer) once or twice until you read "PRINTER ON" on the display.

NOTE: Turn the printer on *before* you load a roll of paper.



3. Load a roll of printer paper into your Superprint.

Remove the clear plastic printer cover.



Hold the roll of printer paper so that the paper feeds from the bottom.

Push the end of the paper into the slot at the back of the printer.



Push the **RTRN** key several times until the paper comes out at the top of the printer. You can pull on the paper when it comes out at the top. You will not damage the printer.

NOTE: If the printer does not work, make sure you have turned it on. See items #1 and #2 on page 8.



Place the paper roll in the compartment behind the printer.

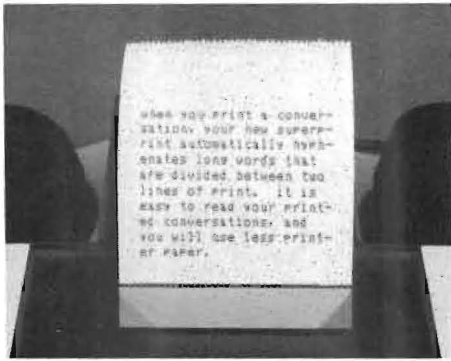
Feed the paper through the tear-off slot in the printer cover and snap the cover back on.



4. You can stop and start the printer from the keyboard.

Hold down the **SELECT** key while you press [1] (Printer) to stop or start your printer at any time during a TDD conversation.

NOTE: The printer switch must be ON.



5. The built-in printer automatically hyphenates long words.

Long words divided between two lines of print are automatically hyphenated (divided by a dash). Your printed TDD conversations are easier to read, and you use less printer paper.



6. Upper and lower case print shows you "who said what."

When you print your TDD conversations, everything you type is printed in lower case (small) letters. Everything typed by the person you are talking to is printed in upper case (CAPITAL) letters.



If the lower case (small) letters are hard for you to read, hold down the **SELECT** key while you press **[U]** (Upper/Lower Case). You will read "PRINT UPPER CASE" on the display. Now, your entire TDD conversation will be printed in CAPITAL letters.

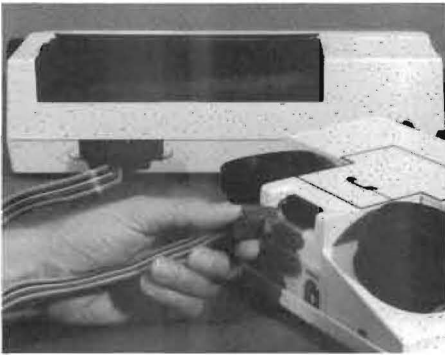


7. Press RTRN at the end of a TDD call.

Pressing **RTRN** at the end of a call prints the last line of your conversation, and moves the paper up one line.

3

How to Use the Printer Port



1. Connect your external printer to the Superprint printer port.

Plug one end of your printer cable into the printer port at the back of your Superprint. Plug the other end into your printer.



2. Hold down the SELECT key while you press [W] (Width).

You will read "LINE WIDTH 80" on the Superprint display. Your Superprint will print a full line (80 characters) on the external printer. ("LINE WIDTH 24" is the printer setting for the built-in printer.)



3. Turn the external printer's switch on. Turn your Superprint on.

If your external printer does not print when you type, hold down the **SELECT** key while you press **[1]** (Printer) once or twice until you read "PRINTER ON" on the display.

4

How to Reverse the Display



1. Turn your Superprint on. You will read "READY."

When you turn your Superprint on, messages move across the display from the right side to the left side. You can reverse the display so messages will move from left to right.



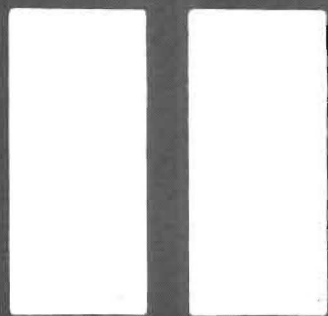
2. To reverse the direction of the display, hold down the SELECT key while you press [2] (Display).

A small circle will appear on the display. Your messages will follow the circle across the display from left to right.

3. To reverse the display again, you can hold down the SELECT key and [2] (Display) a second time.

Now, your TDD messages will move across the display from right to left.

PART



CALLING BY TDD

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For Superprint Models 100, 200, 400

- 1 How to Make a TDD Call**
- 2 How to Answer a TDD Call**
- 3 TDD Etiquette**
- 4 How to Make an International Call**

1

How to Make a TDD Call



1. Turn your Superprint on. You will read "READY" on the display.

If you have set up your Superprint to work on direct connect, you will read, "READY-D/C IS ON." If you want to use the acoustic cups, unplug the telephone wire from the direct connect jack.

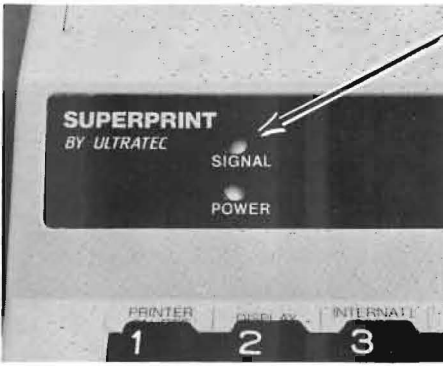


2. Get your telephone ready for your call.

Place the telephone handset in the Superprint acoustic cups. Make sure the cord is at your left.



Hold down the telephone receiver button for two or three seconds, then release it.



3. Watch the signal light for a dial tone.

The signal light shows you the sounds on your telephone line. When you have a dial tone, the light will glow steadily red.



4. Dial the number you want to call, and watch the signal light for a ring.

The signal light will flash slowly if the phone rings, and fast if the line is busy.



5. When the person you are calling answers, begin typing your conversation.

If you are calling a hearing person, push the space bar a few times when he or she answers to show you are calling from a TDD.

If an incoming message is unclear, see page 39.



6. When your call is finished, turn off your Superprint and hang up your telephone.

2

How to Answer a TDD Call



1. When your phone rings, place the telephone receiver in the acoustic cups and turn your Superprint on.

You will read "READY" on the display.

2. Begin your conversation.

Turn your printer on if you want to print your conversation. See items #1 and #2 on page 8.

If an incoming message is unclear, see page 39.



3. When your conversation is finished, turn your Superprint off and hang up your telephone.

3

TDD Etiquette

During a conversation, only one TDD at a time can send signals over a telephone line. You and the person you talk to need to take turns typing. The abbreviations GA, Q and SK are important signs to follow in a TDD conversation.



“GA” means GO AHEAD.

Type “GA” when you want the other person to start typing. When you read GA, it is your turn to type.

“Q” is the same as a QUESTION MARK (?).

When you ask a question, you can type Q instead of a question mark.

“SK” means STOP KEYING.

Type SK when you want to end your conversation. When you read SK type SKSK if you are finished talking. When both you and the person you are talking to have typed SK, your conversation is finished and you can turn your Superprint off.

“GA OR SK” is a short way to say, “Do you have anything else to say? I’m done.”

When you read GA or SK you can type another message, or finish with SKSK.

4

How to Make an International Call



1. Turn your Superprint on. You will read "READY" on the display.

If you want to place a call outside the United States or Canada, you may need to communicate in International TDD Code.

NOTE: International TDD Code is 50 baud Baudot code.



2. To turn on International TDD Code, hold down the SELECT key and press [3] (International).

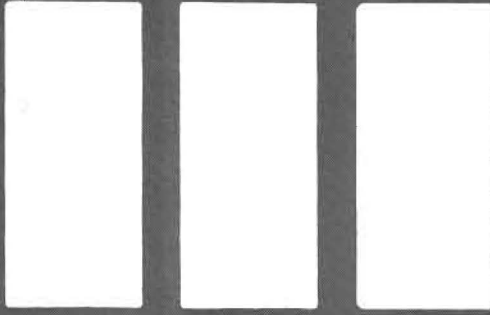
You will read "INTERNATIONAL CODE ON" on the display. Now your Superprint will send and receive messages in International TDD Code.



3. To go back to American TDD Code, again hold down the SELECT key while you press [3].

You will read "INTERNATIONAL CODE OFF." Some foreign TDDs use a different International TDD Code. If you have trouble, call Ultratec Customer Service.

PART



MEMORY

**M
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**100
200
400**

For Superprints 100, 200 and 400

- 1 How to Save a Message**
- 2 How to Send or Print a Message**
- 3 Reading from the Memory**

1

How to Save a Message



1. Turn your Superprint on. You will read "READY" on the display.

Every Superprint has a 2048-character memory. You can use part of the memory (about 1500 characters) to save a message before you place a TDD call. You can send or print the message later.



2. To begin saving a message, hold down the SELECT key while you press [4] (Message Save).

You will read "NEW MESSAGE? Y/N" on the display.



Type [Y] for Yes. You will read "TYPE NEW MESSAGE" on the display. Type [N] for No to keep your old message.

When you save a new message, all old messages and conversations are automatically erased from the memory.



3. Type the message you want to save.

Your message can be as long as you want, as long as there is space in the memory.

Press [Backspace] to go backward to correct your typing mistakes.



4. At the end of your message, hold down the SELECT key and press [4] (Message Save) again.

You will read "MESSAGE SAVED" on the display. Your message will stay in the memory, even when you turn your Superprint off.



5. When you are typing a message to save, you can find out how much memory space is free.

Hold the **SELECT** key down while you press **[R]** (Remain). A number flashes briefly on the display to tell you how many characters (letters, numbers, or spaces) are free.



6. If you read "MEMORY FULL" on the display when you are typing your message:

You have used up all the space in the memory.

2

How to Send or Print a Message

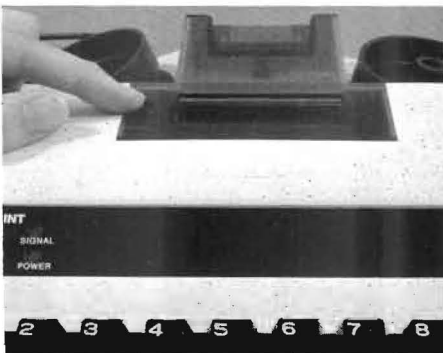


1. To send the message you have saved in the memory, hold down the SELECT key while you press [5] (Message Send).



You can send your message anytime during a TDD conversation. When you send your message, you will read it on the display.

Send the same message to several friends quickly and easily by TDD. Save messages before you dial to save time on long distance calls.



2. To print the message you have saved in the memory, turn your printer on and then send your message.

See page 8 for how to turn your printer on and off.

3

Reading from the Memory



1. When your Superprint is on, it automatically saves your TDD conversation in the memory.

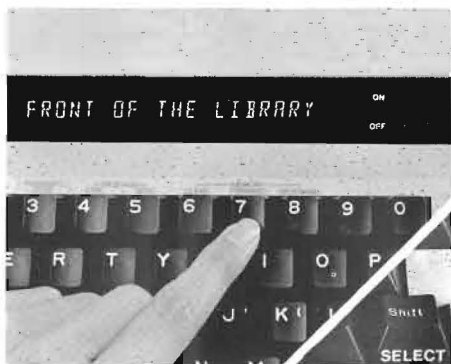
Even when you use some of the memory to save a message, your Superprint will use the remaining memory space to save your TDD conversations.



2. To read your last TDD conversation, hold down the SELECT key and press [8] (Memory Backward).

Keep holding the **SELECT** key down. Your conversation will go backwards across the display. Let go of **[8]** (Memory Backward) to slow the display down; press it again to make it go faster.

To stop the display, let go of both the **SELECT** key and **[8]** (Memory Backward).



3. To go forward through the memory, hold down the SELECT key and press [7] (Memory Forward).

Let go of [7] (Memory Forward) to make the display go slower; press it down again to go faster.



4. To clear the memory, hold down the SELECT key while you press [6] (Memory Clear).

The display will go blank, and all TDD conversations in the memory will be erased. You will not erase the message you saved with the [4] (Message Save) key. If you have auto answer, you will not erase your auto answer message.

If you want to read a very long TDD call from the memory, the beginning part might be missing. This happens when there is not enough memory space to save your whole conversation. Only the last part is saved in the memory.

PART

IV

**GOING
PLACES**

For Superprints 100, 200 and 400

- 1 How to Pack Up Your Superprint**
- 2 How to Use the Built-In Batteries**

**GOING
PLACES**

**100
200
400**

1

How to Pack Up Your Superprint



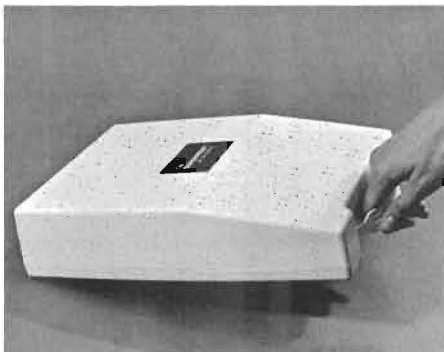
1. Remove the Superprint printer cover and top.

It is easy to take your Superprint with you. The case is designed to carry a roll of printer paper and the AC charger/adapter. The snap-on cover and carrying handle make it completely portable.



2. Store the AC charger/adapter inside the Superprint case.

Disconnect the AC charger/adapter from the wall outlet and then from your Superprint.



3. Snap on the Superprint top, the printer cover and the case cover.

Pick up the handle, and take your Superprint with you wherever you want to go.

2

How to Use the Built-In Batteries



1. Disconnect the AC charger/adapter from your Superprint.

When the AC charger/adapter is unplugged, your Superprint automatically uses the built-in batteries for power.



2. Turn your Superprint on. It works the same on battery power as it does when it is plugged into the wall.

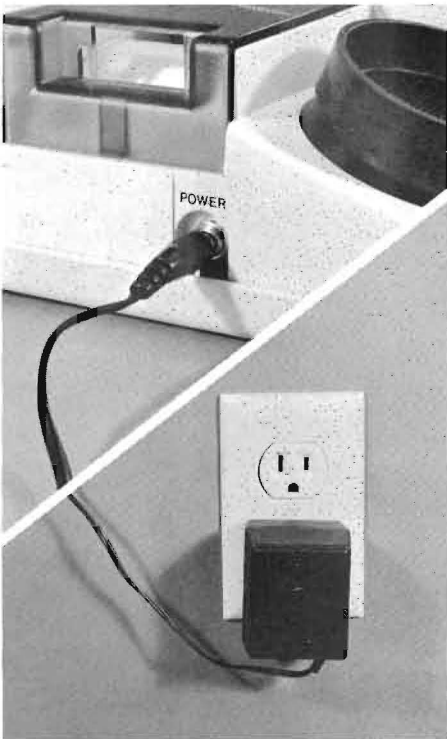
You can use your Superprint on battery power to make telephone calls wherever electrical outlets are not available.

Your batteries will work whether you are using direct connect or the acoustic cups. When the batteries are fully charged, your Superprint will operate continuously for about 40 minutes to one hour.



3. The power light will blink if the batteries are running down.

Your Superprint will continue to operate on battery power for about 5 to 10 minutes after the power light starts blinking.



4. To completely recharge the batteries, turn your Superprint off and connect the AC charger/adapter for 12 to 14 hours.

Recharging continues as long as your AC charger/adapter is connected and your Superprint is turned off. Leaving the AC charger/adapter plugged in for a long time will not harm the batteries.

You can use your Superprint during the time you are recharging the batteries. Just remember to turn it off after your call so recharging can continue.

NOTE: It is good to use your Superprint on battery power. Rechargeable batteries work best when they are used and recharged regularly.

PART

V

DIRECT CONNECT

For Superprint 400

- 1 Setting Up with Direct Connect**
- 2 How to Dial from the Keyboard**
- 3 Answering a Call with Direct Connect**
- 4 Auto Answer with Direct Connect**

Your Superprint 400 Works with Standard Telephone Lines.

Superprints with direct connect may not be compatible with some privately owned office telephone systems. Consult your telephone equipment supplier if you have any questions. Directly connecting your Superprint to anything other than standard telephone lines will void the warranty. Such use may cause damage to the telephone network or to your Superprint.

1

Setting Up with Direct Connect



1. Connect your Superprint to your telephone line.

Plug one end of your telephone wire into the jack at the back of your Superprint. Plug the other end into your telephone wall outlet. (Use a "Y-jack" to connect both your Superprint and your telephone to the same wall outlet.)



2. Turn your Superprint on. You will read "READY--D/C IS ON."

When your Superprint is connected to the phone line, it sends and receives TDD signals through the phone wire instead of through the acoustic cups. Turning your Superprint on is just like taking your phone off the hook.

NOTE: If you do not read "D/C IS ON" when you turn your Superprint on, make sure the telephone wire is plugged firmly into your Superprint and the telephone wall jack.

2

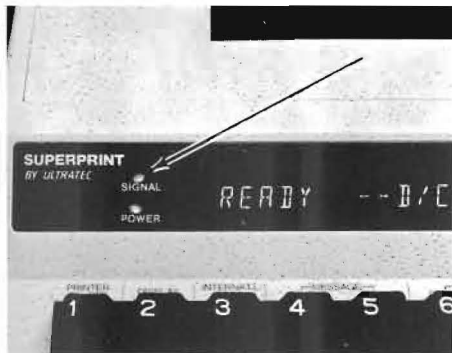
How to Dial from the Keyboard



1. Turn your Superprint on.

With direct connect, turning your Superprint on is just like taking your telephone off the hook. You will read "READY-D/C IS ON" on the display.

NOTE: If you read "READY" check the telephone wire. Make sure it is plugged in firmly.



2. Watch the signal light on the display. It will glow red to show you there is a dial tone.

The signal light shows you the sounds on the telephone line. When it glows steadily red there is a dial tone.



3. Now, hold down the SELECT key while you press [0] (Dial).

You will read "TYPE PHONE NUMBER" on the display.

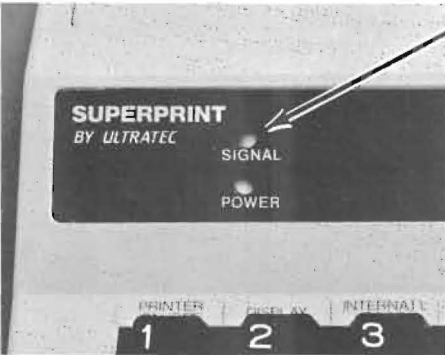


4. Type the telephone number you want to call. Then press the RTRN key.

Use the number keys on your Superprint keyboard to type the phone number. The number appears on the display as you type.

When you press **RTRN** your Superprint dials the number you typed using the pulse dialing system—the same system used by rotary dial telephones.

If you make a mistake when you dial, hold down the **SELECT** key while you press **[0]** (Dial) to start dialing over again. The **BKSP** key will not work to correct typing errors when you are dialing.



5. Watch the signal light on the display.

It will blink on and off slowly when the telephone you are calling rings. It will blink fast if the line is busy.



6. When the person you are calling answers, begin your conversation. When you are finished, turn your Superprint off.

Turning your Superprint off is like hanging up your telephone.

3

Answering a Call with Direct Connect



1. When your telephone rings, turn your Superprint on.

This is just like taking your phone off the hook. You will read "READY — D/C IS ON."

NOTE: If you read "READY," check the telephone wire. Make sure it is plugged in firmly.



2. Start typing your conversation.

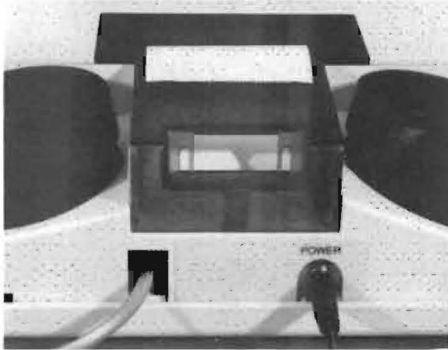
If an incoming message is unclear, see page 39.

3. Turn your Superprint off when your conversation is finished.

When direct connect is on, turning your Superprint off is like hanging up your telephone.

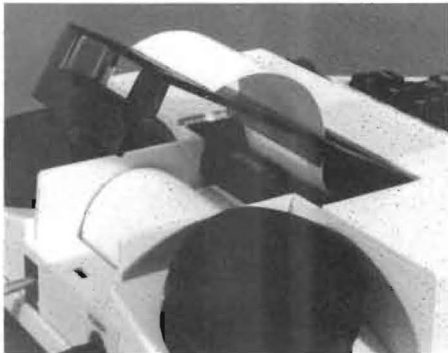
4

Auto Answer with Direct Connect



1. Set up your Superprint to work on auto answer.

- Connect the AC charger/adaptor.
- Connect your Superprint to the telephone line. (See page 30.)
- Turn the printer on. (See items #1 and #2 on page 8.)
- Check to make sure there is plenty of paper on the paper roll. You don't want to run out of paper in the middle of an auto answer conversation.



2. Turn your Superprint on. You will read "READY — D/C IS ON" on the display.



3. Start auto answer. Hold down the SELECT key while you press [9] (Auto Answer).

You will read "READ MESSAGE? Y/N" on the display.

Type **[N]** for No if you do not want to read the auto answer message that is currently in the memory.



To read the auto answer message that is currently in the memory type **[Y]** for Yes. Your auto answer message will move across the display. At the end you will read "New Message? Y/N."



4. To save a new answer message, type [Y] for Yes when you read "NEW MESSAGE?"

You will read "TYPE NEW MESSAGE" on the display.

Type **[N]** for No to keep your old message.



Type your auto answer message—ask your callers to leave their name, phone number, and a message for you to read when you return. The auto answer message you type is saved in its own part of the memory. It will not be erased when you clear the memory (page 24) or when you save a new message to send by TDD (pages 20 and 21).



5. At the end of your auto answer message, hold down the SELECT key and press [9] (Auto Answer) again.

You will read "RINGS (1-9)?" on the display.



6. Type a number to set the number of times you want your phone to ring before it is answered.

You will read "AUTO ANSWER ON."

Leave your Superprint turned on while you are away from your phone. Your incoming calls will be answered with your auto answer message. Your Superprint will print out all TDD messages you receive while you are gone.



7. To turn auto answer off, hold down the SELECT key and press [9] (Auto Answer).

Or, with auto answer on, start typing on the keyboard. You will read "AUTO ANSWER OFF" on the display.

PART

VI

**CARE AND
SERVICE**

For Superprints 100, 200 and 400

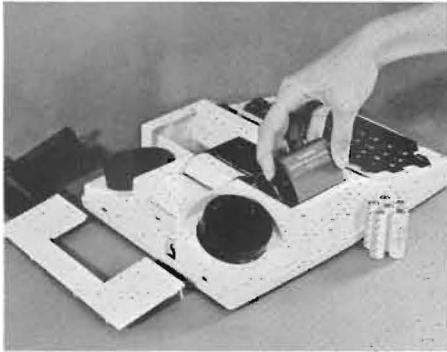
- 1 How to Replace the Built-in Batteries**
- 2 If You Have a Problem**
- 3 Service Information**
- 4 Optional Features and Equipment**
- 5 Superprint Specifications**

CARE
SERVICE

100
200
400

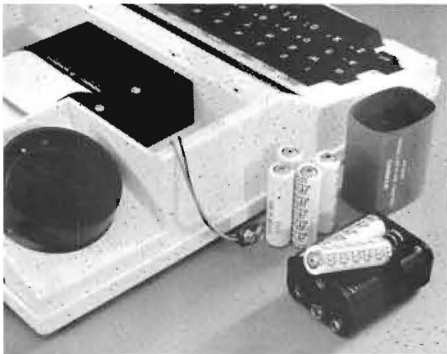
1

How to Replace the Built-In Batteries



1. When your Superprint batteries wear down, you can replace them yourself.

Remove the Superprint printer cover and top. Lift the battery pack out of the case. Unsnap the connector, slip off the paper sleeve, and remove the old batteries.



2. Insert six new NiCad size AA rechargeable batteries into the holder.

Be careful to put the batteries into the holder with the + and - ends going the right way. Replace the paper sleeve and snap the connector back on.



3. Put the battery pack back into the case.

Make sure the connector is at the bottom toward the back of the case.

2

If You Have a Problem

Take good care of your Superprint. When you are not using it, snap on the case cover to protect it from dust and dirt. And be especially careful never to spill liquids on your machine. If the case gets dirty, use a damp cloth to wipe it clean.

If you do have a problem with your Superprint, first make sure that you have followed the instruction book carefully. Read the following list of problems and solutions for some suggestions. Then, if you still have a problem, contact your nearest authorized Ultratec repair center, or the Ultratec National Service Center for additional help.

1. An incoming message is all numbers and punctuation marks instead of words.

Press the **Space Bar**. The incoming message will change to words that you can read.

2. Sometimes the message someone types to me does not make sense. Some of the letters in the message are missing or are wrong.

Garbled TDD messages happen when you have a weak telephone connection, or when the person calling you has a TDD that is "out of tune." When you receive a garbled message, turn up your Superprint's sensitivity to incoming TDD signals.*

Select high sensitivity when you receive a garbled message:

Hold down the **SELECT** key while you press **[S]** (for Sensitivity). You will read "HIGH SENSITIVITY" on the display.

To return to normal sensitivity:

Hold down the **SELECT** key while you press **[S]** again. You will read "NORMAL SENSITIVITY" on the display. When you turn your Superprint off, it returns automatically to normal sensitivity.

*E.A.R.S.TM (Enhanced Acoustic Reception SystemTM) is Ultratec's name for the Superprint function that lets you select high or normal sensitivity to incoming TDD signals.

3. When I use my Superprint on battery power, the printer prints slowly or lightly.

Your Superprint batteries are low. Recharge them, following the instructions in Part IV, "Going Places."

4. The batteries run down very soon after recharging.

This may happen if you do not use your Superprint regularly on battery power, or if the batteries are old.

First, give the batteries some "exercise." Completely discharge the batteries. Disconnect the AC charger/adaptor, turn your Superprint on, and let it stand for an hour or more. Then, recharge the batteries overnight, following the instructions in Part IV, "Going Places." Repeat this two or three times.

If your batteries still run down quickly, they may be worn out. Replace the batteries following the instructions in the previous section, "How to Replace the Built-In Batteries."

5. When I use the AC charger/adaptor the power light blinks OR my Superprint does not turn on.

Check first to make sure your electrical outlet is working. If it is, your AC charger/adaptor may be defective OR there may be a problem with your Superprint. Send your Superprint and AC adaptor to your nearest authorized Ultratec repair center.

6. The built-in printer stopped working.

Make sure the printer switch is turned on. Make sure the printer is turned on from the keyboard — hold down the **SELECT** key while you press **[1]** (Printer) once or twice until you read "PRINTER ON." (See items #1 and #2 on page 8.)

Make sure you are using thermal paper. Load it into the printer so that your Superprint prints on the shiny side.

Now, reset your printer by turning your Superprint off then on again. Then, push down gently on the top of the printer module to make sure the connections are snug.

If the printer still doesn't work, remove it, and send it to your nearest authorized Ultratec repair center for repair. You can still make calls with your Superprint after you have removed the printer.

3

Service Information

If your Superprint should need repair or warranty service, send it to your nearest authorized Ultratec repair agent, or to the Ultratec National Service Center at the address below. Be sure to include a note that describes the problem you are having. The note will help our technicians complete your repair quickly. Ultratec is not responsible for any damage to your unit that occurs during shipping. So we suggest that you insure your Superprint when you send it to us.

NATIONAL SERVICE CENTER

Ultratec, Inc.

6442 Normandy Lane

Madison, Wisconsin 53719-1119

(608) 273-0707 (Voice/TDD)



CARE
SERVICE

100
200
400

4

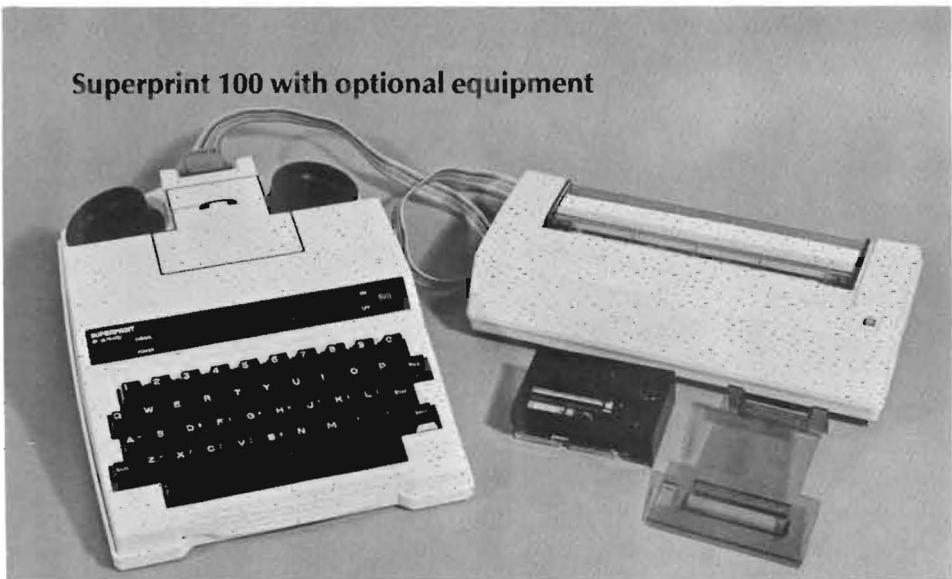
Optional Features and Equipment

Printer port

Purchase the optional printer port and a cable to connect a full-size printer to your Superprint 200 or 400. (The printer port is standard equipment in all Superprint 100s). The printer port fits into the space used by the built-in printer module. You can easily install it yourself.

Printer and Cable

You can purchase a printer and cable from your Ultratec dealer. Or if you already have a printer, you can order a cable to fit it. Your printer must be a parallel Centronics-standard printer to work with your Superprint. Be sure to specify the make and model number of your printer when you order your cable.



Superprint 24-Character Printer Module

You can purchase the Superprint 24-character printer module as optional equipment for your Superprint 100. (The printer module is standard equipment in Superprints 200 and 400). It is a compact unit that slides quickly and easily into the printer compartment of your Superprint 100. You can install it yourself. When you add the printer module, your Superprint 100 becomes a portable printing TDD.

The Direct Connect-Auto Answer Module

The direct connect module includes auto answer, keyboard dialing, and a built-in telephone jack. You can purchase the direct connect module for Superprint models 100 and 200. (It is standard equipment in the Superprint 400). This option must be installed by Ultratec, Inc. or by your Ultratec dealer.

The Computer ASCII Code Module

The word ASCII stands for American Standard Code for Information Interchange. ASCII is a special communication code used by computers. ASCII code can be used at different speeds, called baud rates. Most computers and computer networks use the standard 300 baud ASCII code. Some TTYs use a special slower speed called 110 baud ASCII code.

The computer ASCII code module must be installed at Ultratec, Inc. or by your Ultratec dealer. The ASCII option includes both 110 baud and 300 baud ASCII codes. With the ASCII code module; you can use your Superprint to communicate with computers, computer networks, and ASCII TTYs.

5 Superprint Specifications

Physical Dimensions

Size: 12.5" x 9" x 3"
(317.5mm x 228.6mm
x 76.2mm)
Weight: 4.75 lbs. (2.2kg)
including batteries

Power

AC charger/adaptor: 9VDC,
650 ma (Barrel is positive)
Adaptor fits inside the case
UL/CSA listed
NiCad rechargeable batteries
(uses 6 size AA)

U.L. Listed

U.L. File Number E82068

Keyboard

4 row keyboard
43 easy touch keys
12 special function keys
Character set: A-Z, 0-9, Bksp,
Rtrn/LF, Space, + - = \$ ' () / ; : , .

Display

Blue/green vacuum fluorescent
20-character
0.25" (6mm) character height

Telecommunications

Baudot (45.5 baud) code
International (50 baud) code
Sensitivity: -45dbm, 67dBSP(Lmin.)*
Output: -12dbm, 100dBSP(Lmin.)*
Coupler accepts both circular
and square handsets
FCC Approved

*Subject to changes in communications standards.

Memory

2k (2048) character memory
Non-volatile
Stores conversations
Stores and sends TDD messages

Printer-Port

Parallel (Centronics) interface
Pin Assignments:

1 NOT USED	6 D3	11 $\overline{\text{ACK}}$
2 DATA STROBE	7 D4	12 GROUND
3 D0	8 D5	13 NOT USED
4 D1	9 D6	14 NOT USED
5 D2	10 D7	15 NOT USED

Printer Module

24-column thermal printer
Prints 0.8 lines per second
Uses 2¼" thermal paper
Inserts without tools
Automatically hyphenates long
words

Direct Connect-Auto Answer Module

Plugs into telephone line
Automatically answers calls
Changeable answer message
Keyboard dialing (pulse)

Computer (ASCII) Code Module

Allows communication with
computers and ASCII TTYs
ASCII/TTY character set
110 and 300 Baud
Answer/Originate
Full/Half Duplex
Automatic code detection on
incoming calls

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ULTRATEC

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