

Z-20

USER GUIDE



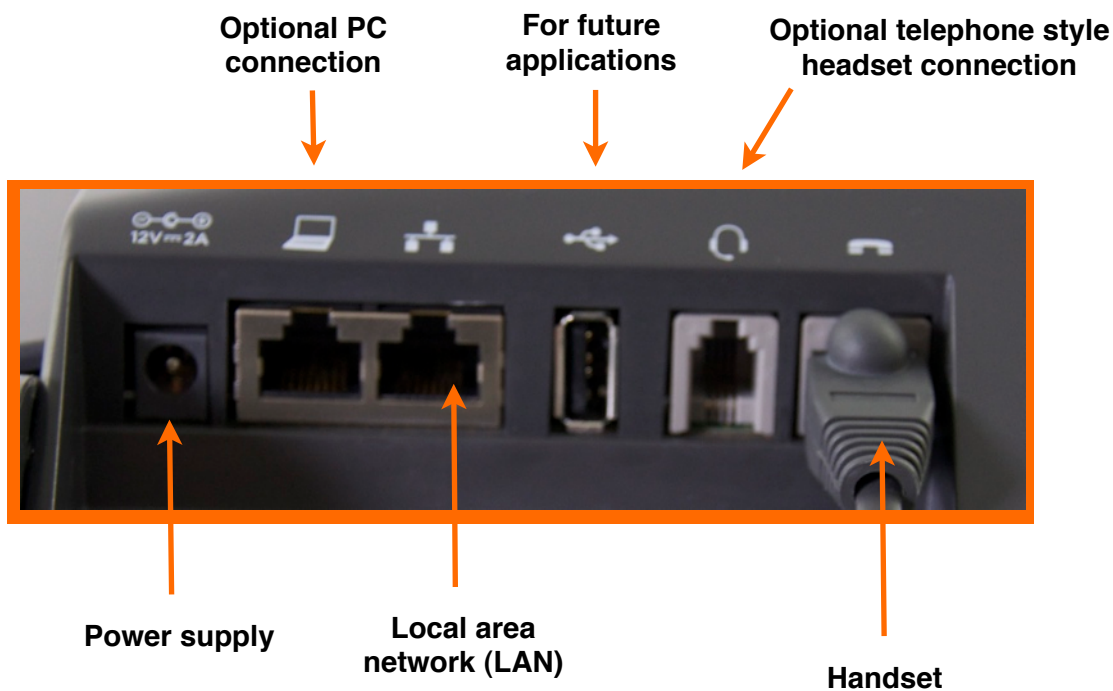
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Chapter 1: Getting Started

Connecting The Z-20

Connect the cables as shown below.

NOTE: If you have only one LAN connection, connect the Z-20 to the LAN connection, then connect your PC or Mac to the Z-20. Doing this allows your Z-20 and computer to share the LAN access.

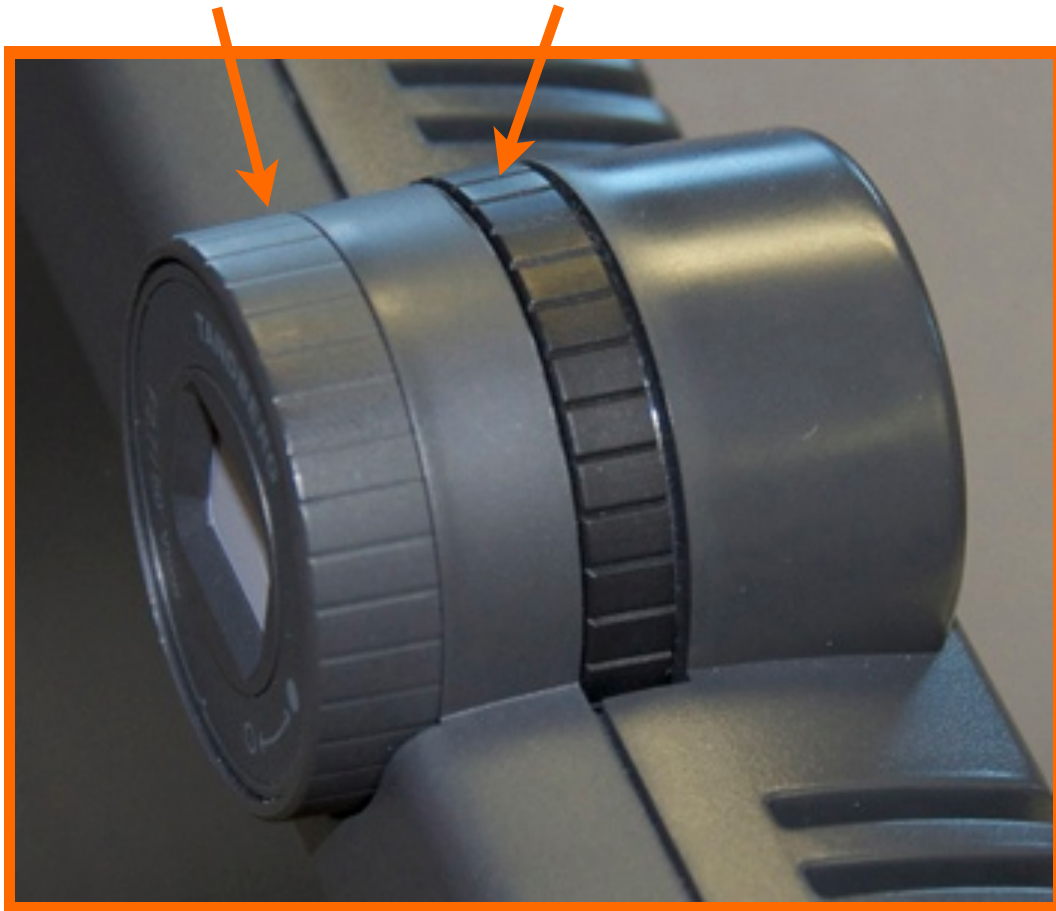


Chapter 2: Using The Z-20

Adjusting The Z-20 Camera

Privacy shutter open/close

Focus ring



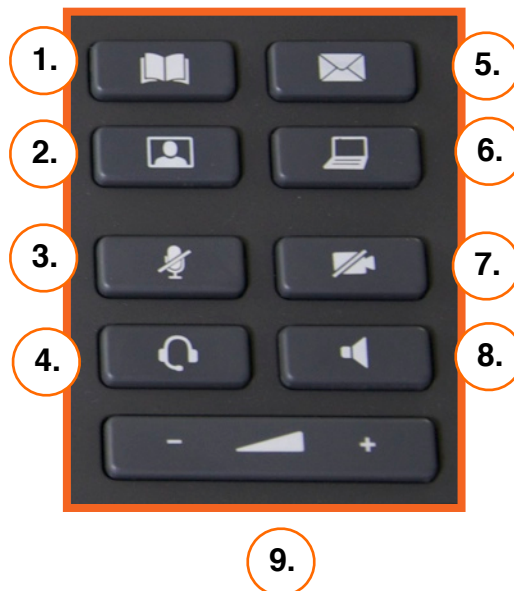
Before you start making video calls,
be sure your picture is displayed properly:

1. Open the privacy shutter by turning the front ring of the camera.
2. Display your own picture by pressing the “Self-view” key.
3. Adjust your picture vertically by using the UP and DOWN arrow key.
4. Adjust sharpness by turning the focus ring on the camera.

Overview of The Z-20 Keyboard



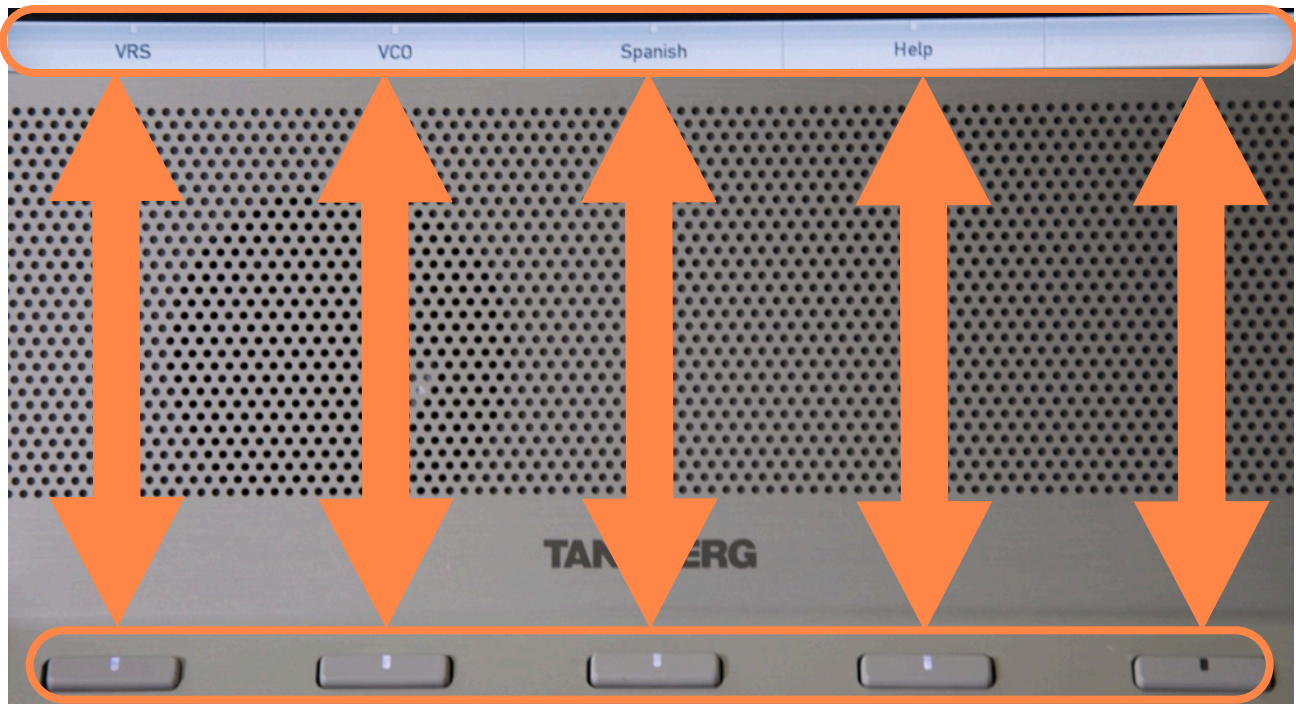
1. Softkey control buttons
2. Numeric Keypad
3. Navigation keys and "OK" key
4. "Show" and "Hide" main menu



1. Open the phone book
2. Display self-view or activate picture-in-picture (PIP)
3. Switch your microphone "ON" and "OFF"
4. Listen through headset
5. Video Mail
6. Not applicable
7. Switch your camera "ON" and "OFF"
8. Listen through built-in-speakerphone
9. Volume Control




Operating The Softkey Control Buttons

When you are preparing to make a call, several function options will appear along the bottom of the display screen. To use one of the functions, simply press the softkey control button directly below the function listed on the display screen.




Navigation Principles


The following navigation principles apply:




- Press the  key to show the “Main Menu” whenever there is no menu shown. When the menu is open, press the key again to remove the menu.
- Use the up and down keys to navigate inside a menu.
- Open a submenu by pressing  or the right arrow key. (*Repeat, if there are more submenu levels.*)
- Inside a submenu, press the left arrow key to go back one level.
- Inside a menu, use the  key to close all submenus and go directly back to the “Main Menu.”
- When entering information in a text or number field, use the “C” key to delete numbers/letters to the left of the current cursor position.
- To switch between numeric and alphanumeric settings, use the “abc/123/ABC” softkey.

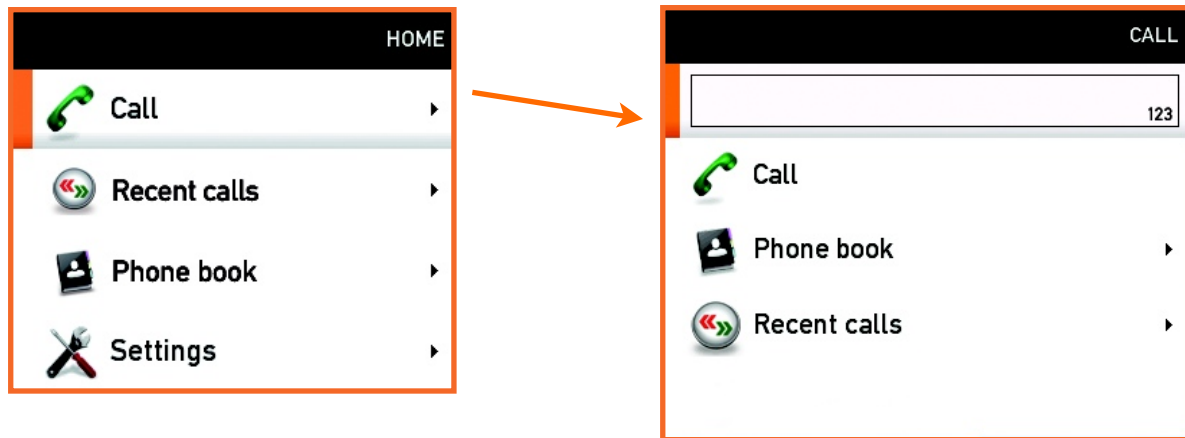
Self-View/Picture-In-Picture (PIP)

- Before making a call, you can press the  button to see what you look like to the other caller. This allows you to adjust the camera tilt, if needed.
- Press the button again to remove the self-view image.

Calling Someone Using Manual Dialing



Type in the phone number you wish to call and press the  button. For VCO Plus (voice carry-over) users, you can lift off the handset either before or after dialing.

Another option is to press  to show the “Call” menu. Position the cursor in the  field and press  to show the “Call” submenu. Type in the number to call and press twice to start the call.

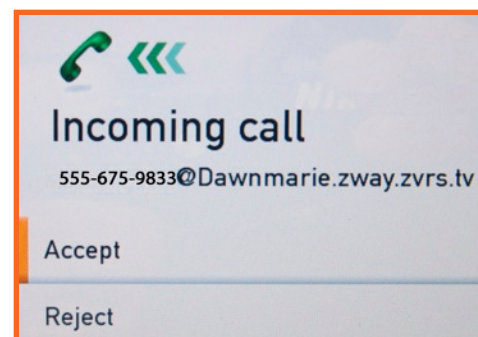


Answering An Incoming Call




There are two ways to answer an incoming call:

1. Move the cursor to “Accept” and press  to answer the call; **OR**
2. Press  to answer the call.

NOTE: To reject an incoming call press  to hang up.







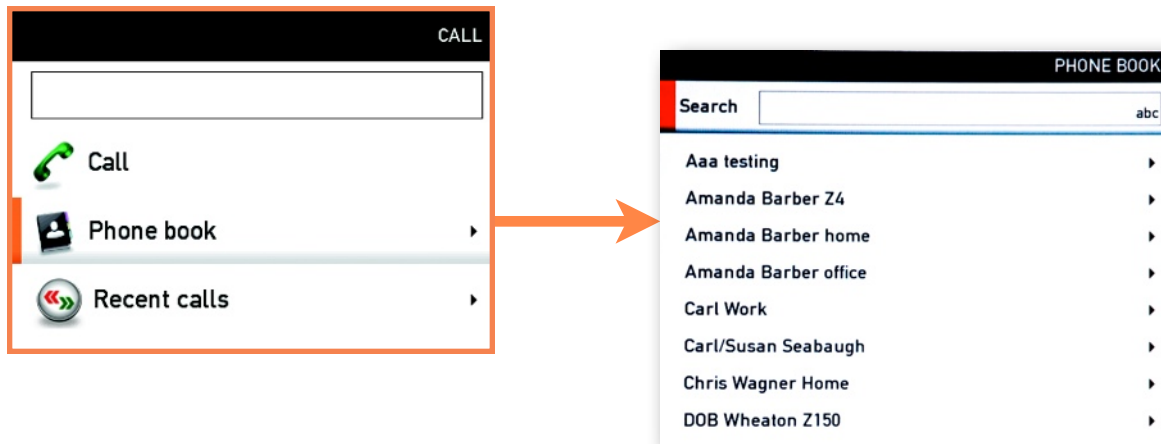
Switching Between Handset, Speakerphone And Headset


- To switch from handset to speakerphone without hanging up on the call, press the  button before putting the handset back in its cradle.
- To switch from speakerphone to handset, just lift the handset.
- To switch between speakerphone and headset, press the corresponding button:  or .

Calling Someone Using The Phone Book

You can open the “Phone Book” in one of two ways:

1. Press  to show the phone book; **OR**
2. Press  to show the “Call” menu. Position the cursor at  and press  to open it.



NOTE: Only the first eight contacts of your phone book will be shown. Use the up and down arrow keys to locate whom you would like to call and press  to place the call.

Searching In The Phone Book

To locate an entry in the “Phone Book” (My Contacts) you can use a quick search. To locate a specific contact, just type in the first letter of the contact’s name in the “Search” field at the top of any “Phone Book” page. After a few seconds, the search will list contacts with the first letter you have typed. (See below.)

You can narrow down your search list further by typing in a second and third letter and so on.

NOTE: The search query will take a few seconds to narrow down your search list.



Adding A Contact To My Phone Book

You are strongly recommended to add contacts for your Z-20 by using your computer. It’s much easier to type the contact information on a computer keyboard than use the phone’s keypad. Here’s what to do:

1. Go online to www.zvrs.com and click on “My Profile” at the top of the screen.
2. Enter your profile’s username and password to log in.
3. Click “Add New Contact” to add a contact, then type in the contact’s name, videophone number and choose the type of call (VRS, VCO, Spanish or point-to-point).
4. When you’re finished, click on the “Create” button to save the contact.

NOTE: All contact changes will automatically update on your Z-20, as well as ALL of the Z products tied to your profile.

Switching Between Two Calls

During a live call, you have the option to put the other party on hold in order to accept a second incoming call or make another call. You will then be able to switch back and forth between the two other parties but only one at a time.

During a live call, press the “Hold” softkey. The soft keys will now change to give you two options:

- “RESUME” = goes back to the original call you were in
- “NEW CALL” = lets you make a call someone else or accept a new incoming call, while at the same time keeping the first party on hold

You may switch back and forth between both parties by pressing the “RESUME” softkey.





NOTE: This works only with Z-150; Z-20; Z4 (Mac and PC); and all Tandberg, Polycom, and LifeSize products. All other products will disconnect when the call is placed on hold.

Chapter 3: The Settings Menu

Available Settings

NOTE: Z-20 is manufactured by Tandberg. We recommend you visit the Tandberg website regularly for feature and setting updates. Go to <http://www.tandberg.com/docs>.

To access the “Settings” menu, follow these steps:

1. Press the  key to open the menu. Use the arrow keys to navigate down to “Settings” and press either  or use the arrow keys to navigate to the right.
2. The menu contains the following topics:
 - Call forward
 - Ring tone
 - Ring tone volume
 - Key tone
 - System settings
3. Some of these menus have their own submenus. To navigate further down within the submenus repeat step 1 above.
4. To go one or more steps back in the menu/submenus, use the left arrow key to navigate to the left the appropriate number of times.
5. To close all menus, press the  key.
6. To select a settings option, press  as soon as the required setting has been selected.

Date And Time

Date and time can be set to either manual or automatic.

If set to manual, you have the flexibility to customize the date, month, year, time of day in hours and minutes, among others.


If you choose automatic, you will need to choose only the time zone and date/time format, and the phone will automatically configure the date and time.

System Settings

Do Not Disturb

If you wish to stop receiving incoming calls, you have the option to turn on the “Do Not Disturb” setting. The person calling will receive a “busy” signal and then automatically be transferred to your video answering machine (My Mail) to leave a message if they choose.

To activate the “Do Not Disturb” setting, follow these steps:

1. Press the  button.
2. Select “Settings.”
3. Select “Advanced.”
4. Select “Advanced Configurations.”
5. Select “Conference 1.”
6. Select “DoNotDisturb.”
7. Change mode from “OFF” to “ON.”

Standby

You have the option to decided whether or not you would like the Z-20 system to go into standby mode.

Control On: Means the system will go into standby mode when the system has been unused after a certain length of time. Use Standby Delay to set the amount of time.

Control Off: The system will not go into standby.

Delay: Sets how long (ranging from 1 to 480 minutes) the system will wait unused before it goes into standby mode. Requires the Standby Control to be turned on.

Restarting The Z-20

To restart your Z-20, go to “Settings”, then the “Advanced” menu and choose “Restart.”

Chapter 4: Product And Service Features

ZVRS

Place and receive telephone calls to and from any hearing person utilizing our top, nationally certified interpreters 24 hours a day, 7 days a week.

HolaVRS (Español)

You can communicate with hearing Spanish speakers—no barriers! With HolaVRS (Español), a video interpreter translates between ASL and spoken Spanish anywhere in the U.S. and over 45 countries.

VCO Plus

Voice carry-over (VCO) is perfect for those who prefer to speak for themselves! Our exclusive VCO Plus offers single-line technology for a smoother, more natural call process. No need for a second phone—simply speak directly into your Z videophone.

My Mail

Your free personal answering machine when you are unavailable to answer the phone. Get your video mail for VRS and point-to-point calls via email!

Z Alert

You don't have to worry about missing a call if you are in the next room, down the hall or anywhere in the vicinity of your videophone. Sign up for The Z's innovative notification service, Z Alert, and receive text message notification when your call is about to come through.

My Contacts

No more struggling to enter contacts on the videophone keypad! Use your computer keyboard to type in the numbers for family, friends and business contacts—both hearing and videophone numbers—on our secured website. Or, the next time you place a call to someone who is not listed, simply ask the video interpreter to save the contact to your My Contacts list for you. Best of all, you can access My Contacts to place ZVRS calls from any other VRS provider's videophone. Simply dial 888-888-1116 to connect through ZVRS and tell the interpreter whom you want to call. If the person is listed in your My Contacts list, the interpreter can connect you.

DTMF/Touch-Tone

The touch-tone feature allows you to enter your PIN, bank account or other numerical automated menu options directly. No need to sign the numbers to the video interpreter; you can type them in yourself on your videophone keypad.