⊘SKUTCH

BA-1000-A
Urgent Notification System
Operation Manual

Version 4.04

Installation

❖ Save Your Packing

You MUST save ALL packing material supplied with this unit. If the system must be sent in for any reason and you do not use the supplied packing material, you WILL be charged for the replacement of this material. This packing material has been designed to give the system maximum protection during the shipping process.

While every precaution has been taken in preparation of this OPERATION MANUAL, the manufacturer does not assume any liability for errors or omissions. The manufacturer reserves the right to make changes in the specifications of this unit at any time without notice.

❖ Location

When selecting a location for the system, the following conditions MUST be avoided:

Temperatures above 95°F.
Temperatures below 65°F.
Carpeted areas that produce Static Electricity.
High dust/tobacco smoke areas.
Exposure to direct sunlight.

The SYSTEM and the POWER CUBE should be located in a well ventilated area.

❖ Power

The SYSTEM can be used on a three-prong grounded 110VAC power outlet. This is needed for proper protection of the unit's circuitry. Power circuits that are used for any heavy equipment such as large freezers, blowers, heaters, copiers, or any electrical equipment that contains large motors, should be avoided. Heavy electrical equipment can cause power glitches over the power line which could interfere with the operation of the system. If your power lines are excessively noisy a power filter MIGHT solve the problem.

Power Fail Friendly

If the power fails, the BA-1000-A will remember its exact mode. So, when power is restored, the BA-1000-A will resume where it left off; whether dialing or waiting for calls to come in.

❖ Phone Connection

The system's telephone line requirements are the same as a standard telephone. Its connection to the telephone line is the same as any NORMAL single line telephone that you could buy at any department store.

❖ Business Telephones

This system is not compatible with modular jacks used for multi-line ELECTRONIC PHONE SYSTEMS. To connect the SYSTEM to this type of phone system, an RJ-11 jack must be ordered from your local telephone company. It should be noted that when the BA-1000-A is used, the line indicator lights on the phone system will not show the line as being used.

❖ Single Line Phones

If you have a single line phone it is probably connected to a small modular jack. Simply unplug the phone and plug the system in. If you wish to have both the phone and the system connected at the same time you can plug the phone into the PHONE jack on the back of the BA-1000-A.

❖ Order A Phone Jack

If you need to order a jack from the telephone company, you will need the following information:

FCC No: AP494N-64812-MA-E
RINGER EQ.:0.0B
USOC No (Jack type) RJ-11, RJ-12, or RJ-13 (See telephone connection)

Operation

In the standard mode, the BA-1000-A will answer calls, record the caller's information and, if the caller dials a touch tone 8, call the list of urgent phone numbers. When the system calls you with an urgent message, you simply enter your access code to hear the message and reset the system.

* * *

❖ Connect it and Power Up

Connect our phone cord from the unit to your phone line jack on the wall. It will only work on a standard phone line, like your house phone line or a jack your FAX machine plugs in to.

Insert the ZIP 250 cartridge into the back of the unit; the system MUST have the ZIP cartridge in the unit at all times to operate.

Connect the supplied POWER ADAPTER to the POWER jack on the rear panel of the BA-1000-A. This MUST be done before the POWER ADAPTER is connected to 115VAC power.

Now plug the POWER ADAPTER to a 115VAC 60Hz power outlet.

* * *

❖ Change the Time

To change the current time and/or date, do the following:

Press: [ ]**Escape**.

Wait 5 seconds.

Enter:

[8] [8] [8]

Wait 5 seconds.

Press: [1].

Enter the day of the week, then [#]; example: [1] = Sunday, [2] = Monday, etc.

Enter the new date then [#].

Enter the current time then [#]; you change between a.m. and p.m. with the [*]. Example: 1:32 is [0][1][3][2] [#].

Wait 5 seconds then press [ ]**Escape**.

* * *

❖ Record your Outgoing Message

Plug microphone into **MIC IN** jack.

Press: [ ]**Escape**.

Wait 5 seconds.

Now press and **HOLD DOWN**: [5], until it tells you to release the 5.

Now start talking after the low tone. For **BEST** audio quality, hold the microphone 3 inches away from your mouth; when tone stops, immediately dictate your message.

When finished, release the [5] to hear the message.

Unplug the microphone.

Sample Outgoing Message

"ABC Productions! I'm sorry but we are not available to answer your call at this time. If you need immediate assistance, please leave your message then dial [8] on your telephone and we will return your call very shortly. Thank you."

NOTE: If you do NOT record a message, the system will indicate that the Disk is Full; it needs a Good message before it will take messages.

* * *

❖ Test your Outgoing Message

Press: [ ]**Escape**.

Wait 5 seconds.

Press and **HOLD DOWN** the [6] until it tells you to release the 6.

Release the [6] to hear the message.

* * *

❖ Choose a different Outgoing Message

The system can hold up to 10 different Outgoing messages; so you could have a night message, a lunch message, a day message, etc. You can select any of these messages at any time, while in front of the system. To change the message, do the following:

Press: [ ]**Escape**.

Wait 5 seconds.

Press and **HOLD DOWN** the [7] until it tells you to release the 7.

Release the [7] and it will wait for you to choose which message to load.

Enter a digit, between 0 and 9, to select the corresponding message; [0] is message 0, [1] is message 1, etc.

The system will first erase the current message from the root (don't worry, it is backed up in a different place), then it will copy the new message to the root.

The current message number is shown in the top, left corner of the display when it shows "**Idle**".

NOTE: If you do NOT record a message, the system will indicate that the Disk is Full; it needs a Good message before it will take messages.

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❖ Change your Urgent Phone Numbers

This is how each voice mail box holder can enter phone numbers, the system will call, when a caller leaves an Urgent message; they must know their PIN to do this.

Press: [Escape].

Wait 5 seconds.

Enter:

[1] [2] [3]

Wait 5 seconds.

To see or change your Urgent phone numbers, press: [#].

You're now at the first Urgent number. You can press [3] to skip to the next number, or [7] to back up to the number you were just on.

To add or change a number:

For this example we are entering a home phone number, then a pager phone number.

EXAMPLE: 786-6100 (Home)

To add or change this number press [1].

Press [3] because it isn't a Pager.

Enter the number then #:

[7][8][6][6][1][0][0] [#]

After the Beep, the number has been stored and it is now on the next phone number spot.

EXAMPLE: 343-2234 (Pager) - Pager to display 1234.

To add or change the number press [1].

Press [1] because it is a Pager.

Enter the number then #:

[3][4][3][2][2][3][4] [✱][2] [1][2][3][4] [#]

In the example above, the [✱][2] is a special code that says wait for 5 seconds of silence.

After the Beep, the number has been stored and it is now on the next phone number spot.

To exit, enter: [✱][✱].

To turn a number on or off

This is an on/off option for the phone number; the default is enabled (on). When a number is enabled, it will be called when an Urgent message is recorded. When a number is disabled, it will be skipped over when the Urgent calls are made; the phone number, though, is still in the system.

To change between enabled/disabled, press [0].

To exit, enter: [✱][✱].

To erase a number

To erase an Urgent number, press [1].

Press [3] to get past the pager question.

Now press # to erase the Urgent number and move to the next phone number spot.

To exit, enter: [✱][✱].

• Some Special Codes for your Urgent Numbers

These are special codes that can be used when entering your Urgent numbers.

[✱][0][0] – Dial the next touch tone digit for 5 seconds.

[✱][0][1] to [0][9] – Pause for 1 to 9 seconds.

[✱][1] – Wait for return dial tone.

[✱][2] – Wait for 5 seconds of silence.

[✱][3] – Dial a touch tone *.

[✱][4] – Dial a touch tone #

[✱][5] – Dial the rest of the phone number string as touch tones.

[✱][6] – Do a "Hook Flash" on the phone line.

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❖ Make it start waiting for calls

This is how to make the system start waiting for callers.

Press: [Escape].

Wait 5 seconds.

Press and **HOLD DOWN** the [✱] until the unit Beeps, then release.

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❖ Answering an Urgent Call

When a caller signals the system that their call is Urgent, the system will start calling the list of Urgent phone numbers. When the system calls a voice number (like your home phone, cell phone, etc.), it will play the message: **"I have an urgent message from your office. Enter the access code."**

Enter the PIN (default is 1234), then [#].

Now the system will play back the **Urgent** messages. After each message, you can press: [1] to erase the message, [3] to save the message for later or [5] to replay the message and hear it again.

When finished, if you have some NON-Urgent messages on the system, it will **Beep 3** times; now enter a [0] within 4 seconds to hear these messages, or just hang up if you want to leave them for the next day.

Once you've gone through your Urgent calls, the system resets; so it won't call you again until the next Urgent call comes along.

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❖ Play the messages that came in

This is how you can play the messages that the callers have left you.

Press: [⬜]**Escape**.

Wait 5 seconds.

Press and **HOLD DOWN** [4] until you hear a Beep, then release.

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❖ Change your Access Code

Your Access Code is the 4 digit number you use to get your messages when the system calls you with an urgent message. The following steps let you review/change this Access Code:

Press: [⬜]**Escape**.

Wait 5 seconds.

Enter the Setup mode with:

[8] [8] [8]

Wait 5 seconds.

Go to the Access Code by entering:

[#]

You are now at the Access Code entry. You can change the Access Code by entering: [1], the new Access Code, then [#].

When finished, enter:

[⬜]**Escape**

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❖ Call in to hear your messages

This is how you can listen to the messages, that callers have left you, whey you are away from the office.

Call the system from a standard **Touch Tone** telephone.

After the intro message starts to play, enter [✱], your PIN (default is 1234), then [#].

Now the system will play back the **Urgent** messages. After each message, you can press: [1] to erase the message, [3] to save the message for later or [5] to replay the message and hear it again.

When finished, if you have some NON-Urgent messages on the system, it will **Beep 3** times; now enter a [0] within 4 seconds to hear these messages, or just hang up if you want to leave them for the next day.

If the system was trying to find you because of some Urgent messages, it will reset when you've handled all of the Urgent ones; so it won't call you again until the next Urgent call comes along.

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❖ Call in to Change your Urgent Phone Numbers

This is how you can call the system, from anywhere, to: change an Urgent number, add a new Urgent number, turn an Urgent number on/off or erase an Urgent number.

Call the system from a standard **Touch Tone** telephone.

After the intro message starts to play, enter:

[✱] [0] [5] [0] [6] [#]

Wait 1 second.

To hear or change your Urgent phone numbers, press:

[1]

You're now at the first Urgent number. You can press [3] to skip to the next number, or [7] to back up to the number you were just on.

To add or change a number:

For this example we are entering a home phone number, then a pager phone number.

EXAMPLE: 786-6100 (Home)

To add or change this number press [1].

Press [3] because it isn't a Pager.

Enter the number then #:

[7] [8] [6] [6] [1] [0] [0] [#]

After the Beep, the number has been stored and it is now on the next phone number spot.

EXAMPLE: 343-2234 (Pager) - Pager to display 1234.

To add or change the number press [1].

Press [1] because it is a Pager.

Enter the number then #:

[3] [4] [3] [2] [2] [3] [4] [✱] [2] [1] [2] [3] [4] [#]

In the example above, the [✱] [2] is a special code that says wait for 5 seconds of silence.

After the Beep, the number has been stored and it is now on the next phone number spot.

To exit, enter: ⊛⊛.

To turn a number on or off

This is an on/off option for the phone number; the default is enabled (on). When a number is enabled, it will be called when an Urgent message is recorded. When a number is disabled, it will be skipped over when the Urgent calls are made; the phone number, though, is still in the system.

To change between enabled/disabled, press ⓪.

To exit, enter: ⊛⊛.

To erase a number

To erase an Urgent number, press ①.

Press ③ to get past the pager question.

Now press # to erase the Urgent number and move to the next phone number spot.

To exit, enter: ⊛⊛.

- **Some Special Codes for your Urgent Numbers**

These are special codes that can be used when entering your Urgent numbers.

⊛⓪⓪ – Dial the next touch tone digit for 5 seconds.

⊛⓪① to ⓪⑨ – Pause for 1 to 9 seconds.

⊛① – Wait for return dial tone.

⊛② – Wait for 5 seconds of silence.

⊛③ – Dial a touch tone *.

⊛④ – Dial a touch tone #

⊛⑤ – Dial the rest of the phone number string as touch tones.

⊛⑥ – Do a "Hook Flash" on the phone line.

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❖ Call in to Change Your Message

Call the system from a standard **Touch Tone** telephone.

After the intro message starts to play, enter:

⊛ ⓪⑤⓪⑥ #

Wait 1 second.

Press: ⑤, to start the recorder, then start talking after the low beep.

Press the ⊛ to stop recording.

To exit, press ⊛ again.

Sample Outgoing Message

"ABC Productions! I'm sorry but we are not available to answer your call at this time. If you need immediate assistance, please leave your message then dial ⑧ on your telephone and we will return your call very shortly. Thank you."

NOTE: If you do NOT record a message, the system will indicate that the Disk is Full; it needs a Good message before it will take messages.

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❖ Call in to Make it Start Waiting for Calls

This option lets you set the system to take calls, if you forgot to set the system before you left the office.

Call the system from a standard **Touch Tone** telephone.

After about 10 rings, the system will ask for your access code, enter:

⊛ ⓪⑤⓪⑥ #

Wait 1 second.

Press: ⓪ to start the system to take calls.

To exit, press ⊛.

Support

❖ Audio Quality Problems

If the audio quality of your outgoing messages is poor, try the following:

➢ **Hold the microphone so the head is at about chin level, approximately 3 inches from your chin.**

➢ **Speak your message in a loud clear voice.**

➢ **The audio quality through the speaker will never be as good as through the phone line; so have the system call some other phone you can listen to (make sure the volume on the system is all the way down).**

❖ Customer Support

All operation or technical questions should be directed to the **Customer Support Center** at **916-786-6186**, between 7:30 a.m. and 4:30 p.m., Pacific time.

Before calling the **Customer Support Center**, we request that you have your system set up and within arm's reach of the telephone. This is essential for accurate diagnosis of the problem. If the **Customer Support Center** determines that the unit must be sent in for repair, the following procedures **MUST** be followed.

❖ Warranty Repair

1) You **MUST** call the **Customer Support Center** to report the problem the unit is experiencing and to provide us with the return shipping information and day time phone number.
1) Package the unit in the original box and packing material. If you do not ship your unit with the original packaging material you **WILL** be charged for the replacement of this material.
2) You are responsible for all shipping costs to the **Customer Support Center**.
3) The **Customer Support Center** will pay for UPS Ground shipping back to the customer **ONLY** during the first year of the warranty period, and only if the destination is within the USA. If the customer chooses any other form of shipment, or is located outside of the USA, the customer will incur all shipping charges.

❖ Non-Warranty Repair

If your unit should require Non-warranty service, follow these procedures:

1) Follow the WARRANTY REPAIRS procedures.
2) The customer will pay 100% of all shipping charges to and from the **Customer Support Center**.
3) The customer will be charged for the following:

   A flat rate labor charge.

   All parts replaced.

   Shipping charges

4) All repairs must be prepaid with Visa, Master Card, American Express, Cashiers Check or Money Order.

❖ Service Warranty

The **Customer Support Center** warrants all repairs for a period of 90 days from the date of the service invoice.

1 Year Limited Warranty

This SKUTCH PRODUCT is warranted against defects for a period of one (1) year from the date of the original invoice; excluding the ZIP disk, which is warranted for a period of 90 days from the date of the original invoice. Within this period, we will repair it without charge for parts and labor. To obtain warranty service the product must be returned, at the customer's expense, to SKUTCH Electronics along with a copy of the original invoice. After the unit has been repaired, SKUTCH will ship the PRODUCT back via UPS GROUND service at our expense. If any other form of return shipment is requested, the customer will pay for 100% of the shipping cost.

This Warranty does not apply if in the sole opinion of SKUTCH Electronics, the PRODUCT has been damaged by lightning, or any other Acts of God, or by accident, misuse, neglect, improper location (high dust or tobacco smoke prone areas), improper packing, shipping, modification or servicing by other than an authorized SKUTCH Service Center.

EXCEPT AS SPECIFICALLY PROVIDED IN THIS AGREEMENT, THERE ARE NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OR MERCHANTABILITIES OR FITNESS FOR A PARTICULAR PURPOSE AND IN NO EVENT SHALL SKUTCH ELECTRONICS BE LIABLE FOR LOSS OF PROFITS OR BENEFITS, INDIRECT, SPECIAL, CONSEQUENTIAL OR OTHER SIMILAR DAMAGES ARISING OUT OF ANY BREACH OF THIS WARRANTY OR OTHERWISE.