SKUTCH

BA-1000-A
Office Communication System
Technical Reference Manual

Version 4.04

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Test Equipment Depot - 800.517.8431 - 99 Washington Street Melrose, MA 02176
FAX 781.665.0780 - TestEquipmentDepot.com

System Overview

How many times have you lost business because you were not available when your customer needed you? The BA-1000-A allows you to keep in touch with your customers no matter where you are. You can leave your office knowing that, while you're out, you will be immediately notified if your customers need you, so you can respond quickly. Best of all, the BA-1000-A works 24 hours a day. Just think of the extra freedom you can enjoy knowing that, no matter where you go, your customers can always reach you when they need you.

The BA-1000-A is the ultimate answering system. It answers all of your calls, plays out your own prerecorded message, records your customers messages, and determines if the call is urgent. If the BA-1000-A detects the call as urgent, it will immediately hang up and start searching for you. It will call you at home, if not there it will call you on your cell phone, then on your pager. If it can't locate you it can be programmed to call your business partner at home, then on his cell phone. The BA-1000-A will keep calling until the urgent message is retrieved or until it has called all of the numbers 20 times each, whichever comes first. Once the system contacts you, it says; "**I have an urgent message from your office. Enter the access code**". Once you enter the access code, the BA-1000-A will play the urgent message to you. Once the urgent message is received, you call your customer and the cycle is complete.

If you are wearing a pager, you will receive a BEEP indicating that an important message is waiting on your BA-1000-A machine. You then simply call your system, enter the access code, and retrieve your messages over the phone. The BA-1000-A will automatically reset when you access your messages. If you happen to miss an alert call because you are in a bad reception area, don't worry; the BA-1000-A will automatically re-dial all of the numbers 20 times before it resets. With the BA-1000-A you will be able to return customer calls within as little as two minutes.

NOTE: These instructions are written for the DEFAULT setup parameters in the BA-1000-A. The setup mode allows many of the features of the BA-1000-A to be customized for your specific application, which will alter the operation of the system. See SETUP mode for more information.

❖ 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.

❖ System Features

Easy to use

Single button controls and voice instructions in remote playback.

Digitized Audio

Fully Digitized audio for both Incoming and Outgoing audio. The messages are stored on an internal ZIP 250 drive.

Can hold up to 10 standard Messages

The BA-1000-A can hold up to 10 different messages in the standard mode of operation; not voice box mode.

Variable Size Outgoing Message

The BA-1000-A allows variable outgoing messages to be recorded from 4 seconds to 7 ½ hours in length.

Seventy Hours of Messages

Can hold up to Seven and a half hours of audio messages.

Date & Time Stamp

The Date and Time stamp displays the date and time that each call was received during local playback. In remote playback, Date and Time are transmitted in voice.

Three Counters

New Message Counter (showing all new and urgent messages), Saved Message Counter (showing all reviewed messages) and a hidden Grand Total Counter (showing a count of all the messages the system has recorded).

Simple Playback

Single button local Playback for new messages.

Playback Features

Skip, Save, Erase, and Re-play, allows fast efficient playback of messages, both locally and remotely. Auto Stop between each message provides needed time to make necessary notes. Last message audio prompt for easy identification of last message.

4 Selectable Urgent Call Modes

Selectable URGENT CALL MODES allow immediate notification of **ONLY** your calls that need immediate attention. The BA-1000-A can call you on your home phone, your cell phone or even on your pager. The BA-1000-A is persistent. It knows that you need to be notified and it keeps working until the message is retrieved. The unit has adjustable redials and adjustable time between calls.

- **0 - EVERY VOICE MESSAGE**

The BA-1000-A will notify you only if any valid voice message is left. The minimum length that the message must be is user programmable from 1 to 60 seconds.

- **1 – TONE**

In this mode, the BA-1000-A will only notify you if the caller presses a touch tone EIGHT anytime during his/her message. This way the caller can determine if the call requires immediate attention or not.

- **2 – ON CALL**

In this mode, the calling party presses a touch tone 8, then the group defined by the START GROUP parameter, in SETUP mode, will determine the group to be alerted (the system will only dial the numbers within that group, the ON Call group). The BA-1000-A can store up to eight different notification telephone numbers for each group with up to 16 different groups.

- **3 – CYCLE**

This mode works the same as the TONE mode, except that the starting alert notification number is controlled by the START GROUP parameter, in the SETUP mode.

Voice Mail Box Mode

This mode allows the BA-1000-A to operate in a true voice mail box mode with up to 16 mail boxes. Each mail box has its own 4 digit pin for accessing the messages and for remote programming. Each mail box can handle up to 8 urgent alert telephone numbers.

Voice Confirmation

When the BA-1000-A has detected an urgent call, it will confirm the URGENT CALL, to the calling party, by saying: *"You'll be called as soon as possible. Please hang up now"*.

Dialing Sequence Reset

The BA-1000-A can be set up to keep calling you until the URGENT MESSAGE has been received. When the BA-1000-A calls you at home or on your cell phone, it will wait until the phone is answered, then it will play the following message: *"I have an URGENT message from your office. Enter the ACCESS CODE."* When the access code is entered, the message will be played back and the dialing sequence will be reset.

If the BA-1000-A is calling your pager, it will notify you by displaying a pre-programmed, user selectable number. In this case the user must call the BA-1000-A and, during the announcement, enter the access code. The URGENT message will be played back, once the access code is entered, and the dialing sequence is reset.

Remote Control Features

- ➢ **Verbal Message Counter.**
- ➢ **Automatic Message Playback with verbal Date and Time Stamp.**

- ➢ **User controllable functions: Message Skip, Repeat, Save, Erase, and auto Pause between messages.**
- ➢ **Programmable 4 digit access code (Changeable Locally Only).**
- ➢ **Remote Outgoing Message recording and playback.**
- ➢ **Remote Notification Number programming, enabling or disabling.**
- ➢ **Remote START GROUP programming.**
- ➢ **Change between Idle and Answer modes.**

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.

Other Features

- ➢ **Programmable Ring Delay from 1 to 12, or Toll Saver mode.**
- ➢ **Announce ONLY Mode.**
- ➢ **Voice Controlled Recording.**
- ➢ **Maximum Record Time Limit, adjustable from 10 seconds to 4 minutes, or unlimited.**
- ➢ **CPC Disconnect (ON/OFF).**
- ➢ **Dial Tone disconnect (ON/OFF)**
- ➢ **Auto Disconnect on Local Pick Up, the unit automatically disconnects when you pick up a local phone.**
- ➢ **Disk FULL message. A special message plays when the BA-1000-A runs out of message storage space:** *"System full please try again later".*
- ➢ **Four digit user programmable remote programming access code.**
- ➢ **Automatic clock control can be set to let the unit turn itself on during non-business hours.**
- ➢ **128, 32 digit, notification phone numbers can be user programmed.**

Installation

❖ 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.

❖ ZIP 250 Cartridge

The SYSTEM uses the supplied ZIP 250 Cartridge for storage of all information; so you MUST have this Cartridge inserted into the ZIP drive on the back of the system at ALL times for correct operation.

❖ 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.

❖ 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)

Power Up

To power the unit up;
1) Make sure that the Microphone is **disconnected** from the BA-1000-A.
2) 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.
3) Now connect the POWER ADAPTER to a 115VAC 60Hz power outlet.

❖ Diagnostic Test

Every time the BA-1000 is powered up, it performs a series of diagnostic tests as follows:

The display shows the initial splash screen:

```
- Initializing -
-- Ide  Drive --
```

The display shows the testing splash screen:

```
Testing  Media
- Please  Wait -
```

The display shows the copyright message:

```
Copyright 1999
      SEI
```

Then it sets up the phone line circuits, showing:

```
- Initializing –
Phone line CODEC
```

Then it sets up the mic circuits, showing:

```
- Initializing –
Microphone CODEC
```

Then it begins to power the system up, showing:

```
Now POWERING UP
primary systems.
```

Then the system will show:

```
- Initializing -
-- Ide  Drive --
```

The display shows the testing splash screen:

```
Testing  Media
- Please  Wait -
```

Then it will test all the files on the system, showing:

```
-Testing  Files-
- Please  Wait -
```

Then it will check the outgoing message, showing:

```
Checking
Outgoing Message
```

The system will update the number in the top right to show the current file being tested. When all tests are done the system will show the following:

```
>System On Line<
100% Functional!
```

Then the system will put you at the **MENU**, as follows:

```
0-Idle-v4.04--Mo
11/01/01 08:00am
```

Idle Mode

In this mode the BA-1000-A will not answer incoming telephone calls. You MUST be in IDLE mode to initiate any of the following:

➤ **To TEST or RECORD your outgoing message.**
➤ **To PLAY CALLS locally.**
➤ **To enter AUTO ANSWER mode.**
➤ **To enter POWER DOWN mode.**
➤ **To program NOTIFICATION Phone Numbers.**
➤ **To change the system SETUP parameters.**

To return the unit to IDLE mode from other modes simply press [ ]**Escape**.

While in **Idle Mode**, you can call the system to remotely change it to **Answer Mode**; the system will answer after the 10th ring, then just go into Remote Mode to change the state.

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**.

Turning the System Off

You can turn the system off when you don't need to use it for some period of time; this will reduce power usage & wear to the ZIP drive. To turn the system off, do the following:

Press [ ]**Escape**.

Wait 5 seconds.

Press and **HOLD DOWN** [0] until the unit BEEPS.

To turn the system back **ON**, press [ ]**Escape**.

Recording an Outgoing Message

This mode lets you record the message your callers hear; it must be within 4 seconds to 3 hours.

Plug microphone into **MIC IN** jack.

Press: [ ]**Escape**.

Wait 5 seconds.

Now press and **HOLD DOWN**: [5], and begin talking after the low beep.

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.

NOTE: Unplug the microphone when done.

Sample Outgoing Messages

• **Service Company**

"Hello, thank you for calling Bob's 24 Hour Plumbing Service. I'm sorry but we are not available to answer your call at this time. Please leave your name, phone number and a short message after the tone. If this is an URGENT call, please dial 8 after your message and we will call you back within 5 minutes. Thank you."

• **Doctor's Office**

"Dr. Smith's office. I'm sorry but we are not available to answer your call at this time. If you are experiencing a life threatening situation please hang up and dial 911; otherwise, please leave your name telephone number, and a short

message after the tone. If you need immediate assistance from the Doctor, please dial 8 after your message and we will call you back as soon as possible. Thank you."

Testing the Outgoing Message

This mode lets you test the message your callers hear. If no message has been recorded, the system will play the default, prerecorded, message.

Press: ⬜**Escape**.

Wait 5 seconds.

Press and **HOLD DOWN** the [6] until the unit BEEPS.

Release the [6] to hear the message.

Speaker Volume Adjustment

You can adjust the speaker volume for the two modes of operation: playing messages locally and while processing phone calls. Adjusting the speaker volume doesn't change the volume over the phone.

- **Turn volume up**

  Tap the [9] several times.

- **Turn volume down**

  Tap the [7] several times.

Local Programming of Notification Phone Numbers

In this mode the system allows you to enter the phone numbers, that you wish the system to call, when it detects an urgent call. From 1 to 128 telephone numbers can be entered. When an urgent call is detected the BA-1000-A will dial the first number. If the access code is not entered by the called party, the unit will hang up, and dial the next number. If the unit dials a pager, it will wait 5 minutes for the called party to call back in and retrieve the urgent message before dialing the next number. If the BA-1000-A dials all of the numbers, and the urgent message has not been received, the unit will start over and dial all of the numbers again. The BA-1000-A will dial all numbers 20 times before it automatically resets. This can be changed in the SETUP mode. The BA-1000-A will reset the dialing sequence as soon as the urgent message has been played.

Enter:

[1] [2] [3]

NOTE: When the unit is in **ON CALL** mode or voice mail box mode, it will require you to enter your PIN number then [#] in order to review/change the 8 phone numbers for your box.

Display shows current ALERT MODE. Press [#].

Display now flashes between the instructions, and the actual entry. To stop the display from switching press and **HOLD DOWN** [5].

The system displays the following instructions:

```
Entry=001:1=Chg,
7=Back Up,3=Skip
```

Entry: There are 128 notification numbers which you can program. This indicates which notification number you are looking at (1-128). When a "**D**" is displayed immediately following the **Entry** number, this indicates that the current entry is **DISABLED**.

Chg: Press [1] to erase the current entry and enter a new number.

Back Up: Press [7] to back up to the previous Entry.

Skip: Press [3] to skip to the next Entry.

Disable/Enable phone number: At this point you may toggle between Disabling or Enabling a phone number by pressing [O]. If the number is disabled it will have a "**D**" in the display directly after the **Entry** number. The following shows what the screen would look like if entry one is disabled.

```
Entry=001D1=Chg,
7=Back Up,3=Skip
```

❖ Dialing Codes

The following codes can be used in your notification phone numbers:

[✳][O][O] = Next Touch Tone will be dialed for 5 seconds.

[✳][O][x] = Variable Pause where [x]=1 to 9 seconds.

[✳][1] = Return Dial Tone Detect

⊛2 = Wait for five Seconds of Silence

⊛3 = Dial Touch Tone STAR

⊛4 = Dial Touch Tone POUND

⊛5 = Change to TONE Dial mode.

⊛6 = Perform a Hook Flash.

❖ Pager Samples:

The following shows two different ways to program for pagers. You are at the entry you want to change, the pager number is 786-1111 and you wish to display 6789 on the pager.

Example 1:

Enter:

1 1 7 8 6 1 1 1 1
⊛2 6 7 8 9 #

Example 2:

Enter:

1 1 7 8 6 1 1 1 1
⊛0 3 ⊛0 0
6 7 8 9 #

Pager with an Access Code

In the next example, you are at the entry you want to change, the pager requires that you dial 786-1111, then enter 5543# for your access code, then 6789# to be displayed.

Example:

1 1 7 8 6 1 1 1 1
⊛2 5 5 4 3 ⊛4
⊛0 3 6 7 8 9 #

❖ Pause before Next Dial

The default **PAUSE BEFORE NEXT DIAL** is, immediate (00) after a voice call, and 5 minutes (05) after a pager call. You can enter a user defined PAUSE by pressing ⊛ while the display reads:

```
-STORING   ENTRY-
- PLEASE   WAIT -
```

Enter the number of minutes you want the unit to wait, after it dials this notification number, before it dials the next notification number, then #.

Example:

5 minutes is entered as: 0 5 #.

Auto Answer Mode

In this mode the BA-1000-A will be set to answer incoming calls. The unit will answer at the end of the second ring. The display shows two different counters. It shows the total number of NEW CALLS (both URGENT and NON-URGENT calls that haven't been played back yet) and the total number of OLD calls (calls that were saved after they were listened to).

❖ Entering

Press and **HOLD DOWN** the ⊛ until the unit BEEPS, then release.

❖ Exiting Auto Mode

To exit Auto Answer mode, and return to IDLE mode, simply press the ⌷Escape.

Local Playback

This mode is used to play back all inbound messages. The unit will play back Urgent calls first, then new calls, followed by all saved calls.

Press: ⌷Escape.

Wait 5 seconds.

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

When the first message starts playing the display shows:

Type of call⌐   ⌐Message Number

```
New          00001
11/05  01:10 pm
```

Date received⌟   ⌞Time received

After the message has finished playing the display shows:

```
1=Erase Message,
3=Save, 5=Replay
```

At this point the system will wait until you select one of these functions or ⌷Escape to exit.

❖ Exiting Playback

After the last message has been played, the unit will return to the IDLE mode. You may also press the ⬜**Escape** to exit at any time.

Change the Current Message File

This mode lets you change which message file will be used in the standard mode. The message file number, currently in use, is shown in the top left corner of the display at the Idle screen.

Press: ⬜**Escape**.

Wait 5 seconds.

Press and **HOLD DOWN** [7] until you hear a Beep, then release the [7].

The display will show the following:

```
Select message
to use. (0 to 9)
```

Select the desired message file; if it doesn't exist, you will get the no message prompt.

At this point the system will wait until you select one of the files or ⬜**Escape** to exit.

Remote Playback

This mode is used to remotely access your messages from any touch tone telephone.

Call the BA-1000-A from a touch tone phone.

While the message is playing, enter [✱], then the **PIN** number then [#]. **NOTE**: When the unit is in **ON CALL** mode or voice mail box mode, it will require you to enter your PIN number then [#]; for all other modes, you enter the remote access PIN then [#].

The system will tell you how many Urgent messages you have, then it will play them back, one at a time. For each message, you will hear the date and time, the message came in (spoken to you), the message that was left, then instructions as follows: *"1 to Erase, 3 to Save, or 5 to Re-Play"*.

Now you can enter [1] to erase this message, [3] to save this message for later playback, [5] to play this same message again or [✱] to force the system to end the call without further changes.

After your command, the unit will play the next message. Once the system has played back all Urgent messages, the unit will say; *"All Messages reviewed"*. If the unit BEEPS after this statement, this indicates that the system currently has other New and/or Saved messages. You can review the New/Saved messages by pressing [0] within 5 seconds of the BEEP; if you don't, the system will hang up.

Remote Programming

This mode is used to remotely record or test your outgoing message, enter/erase/enable/disable your Notification phone numbers, or change your START GROUP parameter.

Call the BA-1000-A from a touch tone phone.

While the message is playing, enter the following:

[✱] [0] [5] [0] [6] [#]

NOTE: When the unit is in **ON CALL** mode or voice mail box mode, it will require you to enter your PIN number then [#] after the above code in order to access remote programming mode.

The system will respond by saying: *"Menu, enter number"*. At this point you have 6 MENU choices.

❖ Menu Choices

[1]=Enter a Notification Number

In this mode you can verify, change, disable, enable or erase any, or all, of the 16 alert notification numbers in the system.

The unit first states the entry number (1-16), followed by the TYPE (**Pager** or **Voice**), then it tells you the current number, followed by instructions, as follows:

"Entry 1, Voice, 7866186, 0 to Disable, 1 to Change, 3 to skip, 7 to Backup."

The system will indicate a blank number by saying *"New"*.

To **ERASE** a number, enter [1] [1] [#].

To **EXIT** back to the Remote Menu, press [✱].

The default PAUSE BEFORE NEXT DIAL is, immediate (00) after a voice call, and 5 minutes (05) after a pager call. You can enter a user defined PAUSE by pressing [✱] within 2 seconds after pressing the [#] on entering a new number. The entry is in minutes and MUST be 2 digits.

- **Example:**

5 minutes is entered as: 【0】 【5】 【#】.

【5】=Record a New Outgoing Message

After the tone, start dictating your new outgoing message. When you are finished press 【✱】 to stop. If the unit detects 4 seconds of silence, it will automatically end the recording. The system will play the message and return to the Remote Menu automatically. Pressing 【✱】 during the message playback will return the system to the Remote Menu.

【6】=Outging Message Test

The outgoing message will play back then return to the Remote Menu. Pressing 【✱】 during playback will return the system to the Remote Menu.

【8】=Start Group/Default Box

This parameter is used ONLY in On Call/Voice_Box and Cycle Alert Modes.

In On Call mode, if the caller dials an 【8】, then this parameter selects the group to be notified. This allows you to keep the same outgoing message, but allows you to change the person(s) who will be notified with one easy step.

In Voice Box mode, this parameter shows the default voice mail box that will be used if the caller doesn't select any option at the main message.

In Cycle mode, this parameter controls who is the FIRST to be called. If the message is not received, the system will continue dialing in sequence. In this mode the system will eventually call all programmed notification numbers until the message is received.

【0】=Answer Mode Toggle

This parameter lets you switch the system between **Idle Mode** and **Answer Mode**. **NOTE**: When the system is in voice box mode or On Call mode, you will only be allowed to remotely place the unit into **Answer Mode**, not to **Idle Mode**.

Pressing 【0】 toggles between the two modes; first press "**Enables**" (changes to **Answer Mode**), next press "**Disables**" (changes to **Idle Mode**).

【✱】=Disconnect

You can force disconnect by pressing 【✱】 from the Remote Menu. The unit will automatically disconnect on time out.

Notification Dialing

If the BA-1000-A detects a call to be Urgent, it will immediately hang up and start searching for you. It will start by dialing the first pre-programmed notification number, and will keep calling numbers until the Urgent call has been reviewed. The BA-1000-A will keep calling the list of notification numbers over and over until either: the urgent message is retrieved or it has called all of the numbers 20 times each, whichever comes first. Once the system contacts you, it says; *"I have an urgent message from your office. Enter the access code"*. Once you enter the access code the BA-1000-A will play you the urgent message.

Setup Mode

Setup Mode is used to set the clock and to change various system parameters of the BA-1000-A. It should be noted that changing the system parameters **WILL** effect the operation of the machine. You should not change any parameters that you do not understand or it might cause a malfunction in the operation. **Call technical support if you are not sure!**

Enter:

【8】【8】【8】

❖ Set CURRENT Time

The first option in System Setup is to set the current time. The display will show the following:

```
Set CURRENT Time
1=Change  #=Next
```

You can press then release 【1】 to change the current time or 【#】 to proceed to the next option. You can press then release 【Escape】 to exit setup mode.

Set The Current Day

If you press then release 【1】 to change the time; the display shows:

```
Enter day, 1 – 7
   #=Sunday
```

The current day will be shown in the bottom of the display. To change the day, press then release the corresponding number followed by 【#】; i.e. 【1】 for Sunday, 【2】 for Monday, etc.

Set The Current Date

Now the display will show:

```
-- Enter Date --
 # = 01/01/1980
```

The current date will appear in the bottom of the display. You can enter a new date followed by [#], or just press then release [#] to keep the current date.

Set the Current Time

Now the display will show:

```
-- Enter time --
- # = 12:00 pm -
```

The current time will appear in the bottom of the display. You can enter a new time followed by [#], or just press then release [#] to keep the current time. You can change between a.m./p.m. by pressing then releasing the [*].

❖ Access Code=1234

This is the general access code used to remotely retrieve messages left on the system, by modes 0, 1 and 3. The display will look as follows:

```
Access Code=1234
1=Change   #=Next
```

You can press then release [1] to change the access code, followed by the [#], or press then release [#] to proceed to the next option. You can press then release [Escape] to exit setup mode.

❖ Play Only=   Off

This controls Announcement Only mode. When **ON**, the unit will answer the phone, play the outgoing message, and will hang up without recording a response. The display will look as follows:

```
Play Only=    Off
1=Change   #=Next
```

Press then release [1] to toggle between **Off** and **On**, press then release [#] to proceed to the next option. You can press then release [Escape] to exit setup mode.

❖ Alert Mode=   Tone

This controls how the BA-1000-A defines an Urgent Call. The display will look as follows:

```
Alert Mode= Tone
0 to 3    #=Next
```

Press then release [0] for All voice calls, [1] for touch tone 8 calls, [2] for on call mode calls, [3] for cycle calls, or press then release [#] to proceed to the next option. You can press then release [Escape] to exit setup mode.

➤ **0=All**

In this mode, the BA-1000-A will Alert Dial on all calls that leave a voice message. Calls that have no voice will not be triggered.

➤ **1=Tone**

In this mode, the BA-1000-A will Alert Dial only if it detects that the calling party has dialed a touch tone [8].

➤ **2=OCall**

In this mode, the calling party presses a touch tone [8], then the group defined by the START GROUP parameter, in SETUP mode, will determine the group to be alerted (the system will only dial the numbers within that group, the **ON Call** group). The BA-1000-A can store up to eight different notification telephone numbers for each group with up to 16 different groups. The following outgoing message describes the operation the best:

"Thank you for calling the ABC Medical Group. I'm sorry but we are not available to answer your call at this time. Please leave your name, telephone number, and a short message and we will call you back as soon as possible. If you need immediate assistance please leave your message then dial an 8. Thank you."

The following shows the Notification Entries that are used for each Tone Response.

Group/Box #	Notification Entries
1	1-8
2	9-16
3	17-24
4	25-32
5	33-40
6	41-48
7	49-56
8	57-64
9	65-72
10	73-80
11	81-88
12	89-96
13	97-104
14	105-112
15	113-120
16	121-128

When you play back messages, while in OCALL mode, the user must specify which group he wants to hear by entering his specific PIN number specified in the Vbox PINS.

➤ **3=Cycle**

This mode works the same as the 2=Tone mode, except that the starting alert notification number is controlled by the START GROUP parameter in the SETUP mode as follows:

Group #	Notification Entries
1	1-8
2	9-16
3	17-24
4	25-32
5	33-40
6	41-48
7	49-56
8	57-64
9	65-72
10	73-80
11	81-88
12	89-96
13	97-104
14	105-112
15	113-120
16	121-128

❖ InRing Delay= 02

This controls how many rings it takes before the BA-1000-A answers the phone. The entry can be from 00 to 12. **00** is Toll Saver mode, which answers after the third ring if no Urgent or New messages are on the system, and answers after the first ring if the system has an Urgent or New message on it. The display will look as follows:

```
InRing Delay= 02
00 to 12  #=Next
```

Enter from [0][0] to [1][2] then press then release [#] to go to the next option. You can press then release [Escape] to exit setup mode.

❖ Redial Limit= 20

This is the number of redials that the system will attempt if the Urgent message has not been played. The selection can be from 00 to 99. **99** is Unlimited. The display will look as follows:

```
Redial Limit= 20
00 to 99  #=Next
```

Enter from [0][0] to [9][9] then press then release [#] to go to the next option. You can press then release [Escape] to exit setup mode.

❖ Start Group= 01

Also appears as **Default Box= 01**.

This parameter is used in ALERT MODE 2, Voice Mail Box mode and ALERT MODE 3. In either ALERT MODES 2 or 3, when the caller dials [8], then the group, defined by this parameter, will Alert dialed. In Voice Mail Box mode, the display will show **Default Box= 01**; and, if the caller doesn't select a mail box number at the main menu, he will be transferred automatically to the box specified by this number.

The following shows the Notification Entries that are used for each Tone Response.

Start Group	Notification Entries
1	1-8
2	9-16
3	17-24
4	25-32
5	33-40
6	41-48
7	49-56
8	57-64
9	65-72
10	73-80
11	81-88
12	89-96
13	97-104
14	105-112
15	113-120
16	121-128

This parameter can also be changed in remote mode. The display will look as follows:

```
Start Group=  01
01 to 16  #=Next
```

Enter the 2 digit group number, or press then release [#] to proceed to the next option. You can press then release [Escape] to exit setup mode.

❖ Total Calls

This is a inbound call counter. It shows the grand total number of inbound messages left on the system. This count is not resetable. The display will look as follows:

```
- Total  Calls -
----00000000----
```

You can press then release [#] or [Escape] to return to **MENU**. You can access the hidden setup, while it shows the Total Calls, by entering: [✱], [✱], [✱], [✱], [#].

Hidden Setup Options

The hidden setup contains settings that should only be changed by experienced users. It is entered, from the Total Calls window, in **Setup Mode**, by entering: [✱], [✱], [✱], [✱], [#].

❖ Set AUTO CLOCK

This option allows you to set the starting and stopping times, for each day of the week, that the system uses to enter/exit clock controlled auto answer mode; the display will look as follows:

```
Set AUTO CLOCK
1=Change   #=Next
```

You can press then release [1] to change the times or [#] to proceed to the next option. You can press then release [Escape] to return to Total Calls. The default times are to start at 5:00 p.m. and end at 8:00 a.m.

Select The Day To Change

Press then release [1] to change the time; the display shows:

```
Enter day, 1 – 7
   #=Sunday
```

To change the auto times for a day, press then release the corresponding number followed [#]; example, enter [1] for Sunday, [2] for Monday, etc.

Set The Start Time

This is the time you want the system to activate itself (normally this is your quitting time). Now the display will show:

```
Answering START
- # = 05:00 pm –
```

Now you can enter a new start time followed by [#], or just press then release [#] to keep the current time. You can change between a.m./p.m. by pressing then releasing the [✱].

Set The Stop Time

This is the time you want the system to return to Idle Mode (normally this is the time you start work). Now the display will show:

```
Answering STOP
- # = 08:00 am –
```

Now you can enter a new stop time followed by [#], or just press then release [#] to keep the current time. You can change between a.m./p.m. by pressing then releasing the [✱].

Now the system will return you to the initial dialing times screen so you can select another day to adjust (you will notice that it already shows the next day in the display). To exit from this mode, press then release [Escape] to return to Total Calls.

❖ Remote Code=0506

This is the access code used to remotely program the unit or record/test your outgoing message. The display will look as follows:

```
Remote Code=0506
1=Change   #=Next
```

You can press then release [1] to change the remote code, followed by the [#], or press then release [#] to proceed to the next option. To exit from this mode, press then release [Escape] to return to Total Calls.

❖ Factory Reset

This option is provided to restore all of the setup parameters back to the factory defaults. This should only be used when operation of the system has been messed up because the parameters were changed. The display will show the following:

```
Factory  Reset
1=Reset    #=Next
```

Press then release [1] and it will show the following for 1 seconds:

```
Loading Defaults
- Please  Wait –
```

The system will then show the following:

```
Factory  Reset
1=Reset    #=Next
```

You can press then release [1] to reload the defaults, or press then release [#] to proceed to the next option. To exit from this mode, press then release [Escape] to return to Total Calls.

❖ Auto Timed=   Off

This option turns the automatic auto answer clock control feature on/off. When **On**, the system will activate at the designated start times and deactivate at the designated stop times. The display will look as follows:

```
Auto Timed=  Off
1=Change   #=Next
```

Press then release **1** to toggle between **On** and **Off**; press then release **#** to go to the next option. You can press then release **Escape** to return to the Total Calls screen.

❖ Pulse Rate= Slow

This option allows you to change the system between slow pulses and fast pulses when it is in pulse dial mode. With the option set to **Slow**, the system will dial pulse digits at the standard 10 pulses-per-second rate. When set to **Fast**, the system dials pulse digits at 20 pulses-per-second; this makes for faster dialing, but not all phone companies accept this rate. The display will look as follows:

```
Pulse Rate= Slow
1=Change  #=Next
```

Press then release **1** to toggle between **Slow** and **Fast**; press then release **#** to go to the next option. You can press then release **Escape** to return to the Total Calls screen.

❖ Play Line= Off

This option allows you to choose whether the system mirrors the outgoing message, or the actual phone line input, to the speaker during message play out on each call. With this option set for **Off**, the system will mirror the outgoing message to the speaker; this makes the entire call sound clear. With this option set **On**, the system will mirror the phone line audio to the speaker; this allows you to actually hear what the called party is saying during message play out, but the outgoing message will sound a little distorted to you (rest assured, the called party hears a clear message). The display will look as follows:

```
Play Line=   Off
1=Change  #=Next
```

Press then release **1** to toggle between **On** and **Off**; press then release **#** to go to the next option. You can press then release **Escape** to return to the Total Calls screen.

❖ No Ans Rings=   6

This option allows you to set the number of rings the system accepts, before it considers the call a **No Answer**.

```
No Ans Rings=  6
1 to 9     #=Next
```

Enter from **1** to **9** to choose from 1 to 9 rings before the call becomes a No Answer, then press then release **#** to go the next option. You can press then release **Escape** to return to the Total Calls screen.

❖ Hello Pause=   05

This option lets you change the amount of silence needed, to activate the message, after someone says "**Hello**".

CAUTION: This value should **NOT** be adjusted unless instructed to by a Skutch Service Technician. For this option, **1** = **.1** seconds. The display will look as follows:

```
Hello Pause=  05
05 to 15  #=Next
```

Enter the level from **0** **5** to **1** **5** then press then release **#** to go to the next option. You can press then release **Escape** to return to the Total Calls screen.

❖ Sense Level=   15

This option lets you manually set the sensitivity level for the system's answer detect. **CAUTION:** This value should **NOT** be adjusted unless instructed to by a Skutch Service Technician.

```
Sense Level=  12
01 to 20  #=Next
```

Enter the level from **0** **1** to **2** **0** then press then release **#** to go to return to the Total Calls screen. You can press then release **Escape** to return to the Total Calls screen.

❖ Dial Mode= Tone

This option allows you to select touch tone dialing or pulse dialing. Some phone lines still only allow pulse dialing for outbound calls; in these areas you can change the system to pulse dial mode. The display looks as follows:

```
Dial Mode=  Tone
1=Change  #=Next
```

Press then release **1** to toggle between **Tone** and **Pulse**; press then release **#** to go to the next option. You can press then release **Escape** to return to the Total Calls screen.

❖ CPC Detect= On

This option allows you to disable the system's ability to detect the CPC disconnect pulse sent by some telephone companies. When set to On, the system will, on detecting a CPC pulse, hang up on the current phone call and log it as a Hang Up. When set to Off, it will ignore any CPC pulses sent. The display will look as follows:

```
CPC Detect=   On
1=Change  #=Next
```

Press then release **1** to toggle between **On** and **Off**; press then release **#** to go to the next option. You can press then release **Escape** to return to the Total Calls screen.

❖ Dial Tone HU= On

This option allows you to make the system hang up on any caller when it detect a return Dial Tone during the message record phase, when **On**. When set to **Off**, it will ignore any Dial Tone received. The display will look as follows:

```
Dial Tone HU= On
1=Change  #=Next
```

Press then release **[1]** to toggle between **On** and **Off**; press then release **[#]** to go to the next option. You can press then release **Escape** to return to the Total Calls screen.

❖ Talk Limit= 12

This option tells the system how many seconds of continuous talking it can accept, before it considers the call a Recorded Message. For this option, **1 = 10** second. A setting of **25** is unlimited talk time. The display will look as follows:

```
Talk Limit=  12
01 to 25  #=Next
```

Enter from **[0][1]** to **[2][5]** then press then release **[#]** to go to the next option. You can press then release **Escape** to return to the Total Calls screen.

❖ Pause Timeout=35

This option tells the system how many seconds of silence it needs in order to stop recording and continue with the outgoing message. For this option, **1 = .1** seconds. The display will look as follows:

```
Pause Timeout=35
15 to 80  #=Next
```

Enter from **[1][5]** to **[8][0]** then press then release **[#]** to go to the next option. You can press then release **Escape** to return to the Total Calls screen.

❖ Voice Trigger=02

This option tells the system how much time is needed to trigger a valid voice response. If the caller talks less than this setting, the system will not allow any alert trigger for this caller. For this option, **1 = 1** second. The display will look as follows:

```
Voice Trigger=02
01 to 60  #=Next
```

Enter from **[0][1]** to **[6][0]** then press then release **[#]** to go to the next option. You can press then release **Escape** to return to the Total Calls screen.

❖ TT On Time= 02

This option sets how long each touch tone, the system dials, stays on. Some paging systems require the touch tones to be longer so they can break the automated messages; this allows you to increase that time. For this option, **1 = 1** second. The display will look as follows:

```
TT On Time=   02
02 to 32  #=Next
```

Enter from **[0][2]** to **[3][2]** then press then release **[#]** to go to the next option. You can press then release **Escape** to return to the Total Calls screen.

❖ TT Off Time= 02

This option sets how long the system waits between each touch tone dialed. Some paging systems require longer delays before dialing the next touch tone, to allow the automated message system to catch up with the touch tones being entered; this allows you to increase that time. For this option, **1 = 1** second. The display will look as follows:

```
TT Off Time=  02
02 to 32  #=Next
```

Enter from **[0][2]** to **[3][2]** then press then release **[#]** to go to the next option. You can press then release **Escape** to return to the Total Calls screen.

❖ Init Pause= 4

This option sets the initial number of seconds the system will wait, without hearing any voice, before it is considered a no response. For this option, **1 = 1** second. The display will look as follows:

```
Init Pause=    4
4 to 9    #=Next
```

Enter from **[4]** to **[9]** then press then release **[#]** to go to the next option. You can press then release **Escape** to return to the Total Calls screen.

❖ Vbox Mode= Off

This option lets you enable/disable the Voice Mail Box mode. When turned **ON**, the system functions as a true voice mail box system, with up to 16 boxes, with 8 urgent phone number entries per box, and individual unique PIN numbers for each box. When turned **OFF**, the system operates in the normal alert modes as described in Alert Mode. The display will look as follows:

```
Vbox Mode=   Off
1=Change  #=Next
```

Press then release **[1]** to toggle between **On** and **Off**; press then release **[#]** to go to the next option. You can press then release **[□]Escape** to return to the <u>Total Calls</u> screen.

❖ Vbox 01 PIN>0101

These next 16 options are the voice mail box PIN numbers. Each PIN must be unique from all other PIN's in the system. These PIN's are used to access the remote message playback for OCALL mode and for Voice Mail Box mode. The display will look as follows:

```
Vbox 01 PIN>0101
1=Change  #=Next
```

You can press then release **[1]** to change the access code, followed by the **[#]**, or press then release **[#]** to proceed to the next option. You can press then release **[□]Escape** to return to the <u>Total Calls</u> screen.

❖ Multi Type=   Off

This option allows you to choose how the system will respond after each message. You MUST set the Play Only option to "Off" and the Alert Mode option to either "Tone" or "On Call/Vbox" in order for this mode to work. When **On**, after you record a new message, the system will let you select the action after the message will be played back. The available options are: 1=Play Only, 2=Play then Record Only, 3=Play then Record and Trigger from Voice Heard and 4=Play then Record and Trigger from dialing a Touch Tone **8**. When Off, the system will record messages normally and will respond based on the Play Only option and the Alert Mode option. The display will look as follows:

```
Multi Type   Off
1=Change  #=Next
```

Press then release **[1]** to toggle between **On** and **Off**; press then release **[#]** to go to the next option. You can press then release **[□]Escape** to return to the <u>Total Calls</u> screen.

Disk Utilities

These disk utilities are provided to give you basic formatting and copy capabilities. From the Idle State, enter: **[2][2][2]**

❖ Format Option

The first option is to format the disk. Care must be taken with this option, as it will erase all information on the disk (including all messages). You can enter **[1]** to format the disk or **[3]** to continue to the next option.

If you choose to format, you must then enter **[1]** to use the Quick format (clears the file structure and makes the disk like new, very quick) or **[3]** for the Full format (erases every part of the disk and clears the file structure, very slow, about 10 minutes). You will still be able to press **[□]Escape** to return to the <u>Idle State</u> without formatting; before you start the format process from here.

❖ Copy Message

This option allows you to copy your outgoing messages to another ZIP disk. The copy disk must have already been inserted into the BA-1000-A before starting this process; otherwise, your copying time will be wasted, because the BA-1000-A erases any new disk when it is first placed in the system. NOTE: This process takes a long time with a LOT of disk swapping; you should only use this option if you do not have access to a PC with a ZIP drive on it.

❖ Copy System

This option allows you to copy the current system settings to another ZIP disk. The copy disk must have already been inserted into the BA-1000-A before starting this process; otherwise, your copying time will be wasted, because the BA-1000-A erases any new disk when it is first placed in the system.

❖ Erase Messages

This option allows you to erase all leads from the system. This option does not erase your outgoing messages.

Trouble shooting

This section has been provided to help the user in case of problems. For best results, all of the following procedures should be read and followed. If after the following steps, you are still having problems, go to the **Customer Support** section.

❖ 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).**

❖ CODEC Initialize Error

When the system initially powers up, it must set up the phone line and local audio circuits. During this process, the following conditions may appear.

CODEC 2 error

If the following message appears:

```
CODEC Initialize
Error--> CODEC 2
```

Most likely the microphone is plugged into the system. The microphone **MUST** be unplugged whenever you are **NOT** recording, otherwise the system will, on power failure, lock up on this message. You can only correct this problem by removing the microphone, unplugging power, then reconnect power.

CODEC 1 error

If the following message appears:

```
CODEC Initialize
Error--> CODEC 1
```

Most likely some strange signal occurred on the phone line while the system was powering up. You can correct this problem by removing the phone line cord, unplugging power, then reconnect power; after the system is at Menu, you can reconnect the phone line cord.

❖ Disconnect Issues

Disconnect methods

Once the unit detects an answer condition, it activates the announcement portion of the system. The announcement will play until it detects a **Disconnect** condition. The following are the disconnect systems incorporated into the BA-1000-A.

The failure to detect a dialed digit within 5 seconds of a Consent code.

CPC disconnect. The unit will disconnect upon the detection of a CPC pulse that is detected over the phone line. The CPC pulse is generated by the telephone company and is not available in all areas. This is the **ONLY** form of disconnect that will give immediate disconnect once the called party hangs up.

The reception of 5 seconds of steady dial tone during an incoming response period.

The detection of a pre-determined amount of no response periods.

The detection of continuous speech for the length of time set by the Talk Limit parameter in the **System Setup** mode.

Disconnect problems

If the system is failing to disconnect when the called party is hanging up, you can use either the Tone Consent feature, or the No Response Hang Up feature to solve your problem.

❖ 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.

The Voice Mail Box Application

Voice Mail Mode makes the BA-1000-A work as a true Voice Mail system with 16 boxes and 8 urgent alert phone numbers per box. Each box has a unique PIN number for remote retrieval of caller messages and for remote programming of the mail box messages and phone numbers.

❖ Set up Voice Mail Mode

The one time setup for voice mail mode is as follows:

Press: ⬚Escape.

Wait 5 seconds.

Enter:

[8] [8] [8]

Wait 5 seconds.

Enter:

[#][#][#][#][#][#][#]
[*][*][*][*] [#]
[#][#][#][#][#][#][#][#][#]
[#][#][#][#][#][#][#][#][#]
[1] [#] ⬚Escape ⬚Escape

❖ Set up Voice Mail PIN's

The following steps let you review/change the PIN numbers for the voice mail boxes:

Press: ⬚Escape.

Wait 5 seconds.

Enter:

[8] [8] [8]

Wait 5 seconds.

Enter:

[#][#][#][#][#][#][#]
[*][*][*][*] [#]
[#][#][#][#][#][#][#][#][#]
[#][#][#][#][#][#][#][#][#]

You are now at the PIN entry for box 1. This entry, and the next 15, are the PIN numbers for the 16 voice mail boxes. You can change any PIN by entering [1], the new PIN, then [#]. All PIN's must be unique; if the system refuses to let you change a PIN, then that PIN is being used somewhere else. The [*] is allowed in PIN's.

When finished, enter:

⬚Escape ⬚Escape

❖ Record Introduction 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.

Enter:

[0][5][0][6] [#]

Now press and **HOLD DOWN**: [5], and 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 Sales Message

"You have reached the ABC Productions Voice Mail System! You may make your selection at any time from the following options. To leave a message for sales, dial 1, for service dial 2 or for accounting dial 3. If you do not have a touch tone phone, simply stay on the line and you will be able to leave a message in the sales voice mail box."

Sample Medical Message

"You have reached the ABC Medical Practice Voice Mail System! If this is an emergency, please hang up and dial 911. You may make your selection at any time from the following options. To leave a message for Dr. Williams, dial 1, for Dr. Jones dial 2 or for Dr. Sanders dial 3. If you do not have a touch tone phone, simply stay on the line and you will be able to leave a message for the doctor on call."

❖ Record Mail Box Messages

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.

Enter your PIN, then [#].

Now press and **HOLD DOWN**: [5], and 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 Mail Box Message

"You have reached Dr. Williams' voice mail. Just leave your name, number and a brief message, after the tone, and I will contact you as soon as possible. If this is an urgent call,

dial an 8 after your message and I will be notified immediately."

❖ Test an Outgoing Message

Press: ☐Escape.

Wait 5 seconds.

Press and **HOLD DOWN** the [6] until the unit Beeps.

Enter your PIN (to hear your mail box message) or [0][5][0][6] (to hear the introduction message), then [#].

❖ Locally Program Urgent Phone Numbers

Press: ☐Escape.

Wait 5 seconds.

Enter:

[1] [2] [3]

Wait 5 seconds.

Enter your PIN, then [#].

Wait 5 seconds.

Press: [#].

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

786-6100 (Home)

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

Enter:

[1][3] [7][8][6][6][1][0][0] [#]

Wait for the Beep then enter:

[1][1] [3][4][3][2][2][3][4] [*][2] [1][2][3][4] [#]

Wait for the Beep then press ☐Escape.

❖ Set to Auto Answer

Press: ☐Escape.

Wait 5 seconds.

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

❖ Answering Urgent Voice Calls

When the system calls an urgent voice number, it will play "I have an urgent message from your office. Enter the access code."

Enter your PIN, then [#].

The system will play back the **Urgent** messages. When finished, if you have more messages on the system, it will **Beep 3** times; now enter a [0] within 4 seconds to hear these messages.

When finished, it stops calling your urgent numbers until the next time someone triggers the system.

❖ Local Playback

Press: ☐Escape.

Wait 5 seconds.

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

Enter your PIN, then [#].

❖ Remote Playback

Call the BA-1000-A from a **Touch Tone** telephone.

After the message starts to play, enter [*], your PIN, then [#].

The system will play back the **Urgent** messages. When finished, if you have more messages on the system, it will **Beep 3** times; now enter a [0] within 4 seconds to hear these messages.

❖ Remotely Program Urgent Phone Numbers

Call the BA-1000-A from a **Touch Tone** telephone.

After the message starts to play, enter:

[*] [0][5][0][6] [#]

Wait 1 second.

Enter your PIN, then [#].

Wait 1 second.

Press: [1]

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

786-6100 (Home)

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

Enter:

[1][3] [7][8][6][6][1][0][0] [#]

Wait for the Beep then enter:

[1][1] [3][4][3][2][2][3][4] [*][2] [1][2][3][4] [#]

To exit, enter: [*][*].

❖ Remotely Record Your Mail Box Message

Call the BA-1000-A from a **Touch Tone** telephone.

After the message starts to play, enter:

[*] [0][5][0][6] [#]

Wait 1 second.

Enter your PIN, then [#].

Wait 1 second.

Press: [5], then start talking after the low beep.

Press the [*] to end.

To exit, press 【✱】 again.

Sample Mail Box Message

"You have reached Dr. Williams' voice mail. Just leave your name, number and a brief message, after the tone, and I will contact you as soon as possible. If this is an urgent call, dial an 8 after your message and I will be notified immediately."

❖ Remotely Change to Answer Mode

Call the BA-1000-A from a **Touch Tone** telephone. If the system is in **Idle Mode**, it will ring 10 times before answering.

After the message starts to play, enter:

【✱】【0】【5】【0】【6】【#】

Wait 1 second.

Enter your PIN, then 【#】.

Wait 1 second.

Press: 【0】 to change to Answer Mode; "**Enable**".

To exit, press 【✱】.

❖ Remote Default Box Programming

Call the BA-1000-A from a **Touch Tone** telephone.

After the message starts to play, enter:

【✱】【0】【5】【0】【6】【#】

Wait 1 second.

Enter your PIN, then 【#】.

Wait 1 second.

Press: 【8】

Enter the new **Default Box** to use for callers that don't select a mail box.

To exit, press 【✱】.

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.

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