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BA-1000-A

Urgent Notification System Technical Manual

Version 6.XX

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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.

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 so you can: remotely listen to the messages left by the callers, remotely program the mail box messages and phone numbers.

In the Voice Mail mode, each caller will be greeted with an initial **Main Greeting Message** (that you record) and they will be able to choose which mail box they want to go to. If the caller doesn't choose a mail box, the system will automatically send them to the default mail box. After visiting a mail box, the caller will return to the Main Greeting Message where they can either go to another mail box or hang up. If the caller triggers the system for an urgent call, he will be told to hang up, then the system will call you to deliver his urgent message.

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 a Compact Flash card. These cards are readily available at all stores that carry computer supplies.

Variable Size Outgoing Message

The BA-1000A allows variable outgoing messages to be recorded from 4 seconds to 3 hours in length.

Three Hours of Messages

Can hold up to three hours of audio messages. Optionally can be expanded with larger size Compact Flash cards.

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](#).

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.

Voice Mail box mode

This mode allows the BA-1000-A to function as a true Voice Mail Box system. In this mode you can have from 1 to 16 boxes with up to 8 urgent numbers per box.

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.**

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. It should be noted that the POWER CUBE can get quite warm during operation. Make sure that both a three-prong power outlet and a proper telephone jack are within six feet of the installation site.

❖ 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. We also recommend installing our T-70 Busy Out modules with this unit, so that no calls go "Ring no answer".

❖ 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)

* * *

❖ Connect it and Power Up

Connect our phone cord from the unit, the jack labeled LINE, 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 CF Card into the back of the unit; the system **MUST** have the CF Card 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.

* * *

❖ Diagnostic Test

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

The display shows the initial splash screen:

```
Copyright 1999
Skutch Elec, Inc
```

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 the system will calibrate the microphone input. Make sure the no audio source or microphone is PLUGGED in while the system says:

```
Remove MIC While
Calibrating!
```

After 8 seconds, the system will show:

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

Then the system will show:

```
- Initializing -
-- IDE Drive--
```

Then it will test the IDE drive and show the following:

```
Testing IDE Disk
- Please Wait -
```

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

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

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-v6.10--Th
05/31/07 08:00am
```

Standard 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 CF Card into the back of the unit; the system MUST have the CF Card 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]**.

* * *

❖ Speaker Volume Adjust

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.

* * *

❖ 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.

* * *

❖ Change your Urgent Phone Numbers

This is how you can enter phone numbers, the system will call, when a caller leaves an Urgent message.

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: **[Escape] [Escape]**.

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: **[Escape] [Escape]**.

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: **[Escape] [Escape]**.

• 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 as touch tones.

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

❖ 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 #

* * *

❖ 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.

* * *

❖ 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.

* * *

❖ 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.

* * *

❖ 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

* * *

❖ Call in to hear your messages

This is how you can listen to the messages, that callers have left you, when 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.

* * *

❖ 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.

*** 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 as touch tones.

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

* * *

❖ Call in to Change Your Message

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

After the intro message starts to play, enter:

*** 0 5 0 6 #**

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.

* * *

❖ 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:

*** 0 5 0 6 #**

Wait 1 second.

Press: **0** to start the system to take calls.

To exit, press *****.

Vbox Operation

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 so you can: remotely listen to the messages left by the callers, remotely program the mail box messages and phone numbers.

In the Voice Mail mode, each caller will be greeted with an initial **Main Greeting Message** (that you record) and they will be able to choose which mail box they want to go to. If the caller doesn't choose a mail box, the system will automatically send them to the default mail box. After visiting a mail box, the caller will return to the Main Greeting Message where they can either go to another mail box or hang up. If the caller triggers the system for an urgent call, he will be told to hang up, then the system will call you to deliver his urgent message.

* * *

❖ 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**.

* * *

❖ ONE TIME Set up to turn on Voice Mail Box mode

NOTE: This is a ONE TIME operation. To set up for Voice Mail mode, do the following:

Press: **Escape**.

Wait 5 seconds.

Enter the Setup mode with:

8 8 8

Wait 5 seconds.

Enter the hidden Setup features with:

#

*** * * * #**

Go to the Vbox Flag option with:

#

#

Now turn the flag on and return to the Idle state with:

1 # Escape

* * *

❖ Change a Voice Mail box PIN

The Voice Mail box PIN is how each mail box user will access their messages and record a new outgoing message. The following steps let you review/change the PINs for the Voice Mail boxes:

Press: **Escape**.

Wait 5 seconds.

Enter the Setup mode with:

8 8 8

Wait 5 seconds.

Enter the hidden Setup features with:

#

*** * * * #**

Go to the Vbox Flag option with:

#

#

You are now at the PIN entry for Voice Mail box 1. This entry, and the next 15, are the PINs for the 16 Voice Mail boxes. You can change any PIN by entering: **1**, the new PIN, then **#**. All PINs must be different; if the system won't let you

change a PIN, then that PIN is being used somewhere else. The **[*]** is allowed in PINs, but not the **[#]**.

When finished, enter:

[]Escape []Escape

* * *

❖ Speaker Volume Adjust

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.

* * *

❖ Record the Main Greeting message for all of the Voice Mail boxes

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] [#]

This system can hold 2 main messages, an "A" and a "B" message. To record the "A" message, press and **HOLD DOWN [5]**, then start talking after the low tone; to record the "B" message, press and **HOLD DOWN [*]**, then 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 button to hear the message.

Unplug the microphone.

Sample Outgoing 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 Voice Mail box messages

This is how each Voice Mail box user records their message; they must know their PIN to do this.

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 number then **[#]**.

This system can hold 2 messages for each Voice Mail box, an "A" and a "B" message. To record the "A" message, press and **HOLD DOWN [5]**, then start talking after the low tone; to record the "B" message, press and **HOLD DOWN [*]**, then 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 button to hear the message.

Unplug the microphone.

Sample Outgoing 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 the Main Greeting or a Voice Mail box message

Press: **[]Escape**.

Wait 5 seconds.

Press and **HOLD DOWN the [6]**, then release it when it tells you to.

Enter your PIN number (or 0506 for the Main Greeting) then **[#]**. Only the currently selected message, "A" or "B", will be played.

* * *

❖ Switch between your “A” and “B” messages

You can only change between your “A” and “B” messages if you have already recorded both of them.

While the system is in ANSWER mode, waiting to take calls, do the following:

Enter:

***** ***** ***** *****

Wait 5 seconds.

Enter the PIN for the message you want to change, then

#.

Enter **1** for message “A” or **3** for message “B”.

* * *

❖ 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.

Enter your PIN number then **#**.

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: **Escape** **Escape**.

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: **Escape** **Escape**.

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: **Escape** **Escape**.

• 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 as touch tones.

***** **6** – Do a “Hook Flash” on the phone line.

* * *

❖ Change the Default Voice Mail box

This option lets you change which Voice Mail box will get the message (if a caller doesn’t choose a Voice Mail box). Any Voice Mail box user can do this.

Press: **[Escape]**.

Wait 5 seconds.

Enter the Setup mode with:

[8] [8] [8]

Wait 5 seconds.

Get to the entry with:

[#] [#] [#] [#] [#] [#]

You are now at the Default Box entry. You can change this entry by entering: **[1]**, the new Default Box number to use if callers don't select a Voice Mail box, then **[#]**. The Box number can be anything from 01 to 16.

To exit, press: **[Escape]**

* * *

❖ 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.

* * *

❖ 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 your PIN, 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.

* * *

❖ 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.

Enter your PIN, then **[#]**.

Now the system will play back **ALL** of your messages, starting with 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.

* * *

❖ Call in to hear your messages

This is how you can listen to the messages, that callers have left you, when you are away from the office; you must know your PIN to do this.

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

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

* * *

❖ 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; you must know your PIN to do this.

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

After the intro message starts to play, enter:

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

Wait 1 second.

Enter your PIN, then **#**.

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.

*** 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 as touch tones.

*** 6** – Do a “Hook Flash” on the phone line.

* * *

❖ Call in to Change Your Voice Mail box message

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

After the intro message starts to play, enter:

*** 0 5 0 6 #**

Wait 1 second.

Enter your PIN, then **#**.

Wait 1 second.

Press: **5**, to start the recorder, then start talking after the low beep. You can only change the currently selected message.

Press the ***** to stop recording.

To exit, press ***** again.

Sample Outgoing 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.”

* * *

❖ 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:

*** 0 5 0 6 #**

Wait 1 second.

Enter your PIN, then **#**.

Wait 1 second.

Press: **0** to start the system to take calls.

To exit, press *****.

* * *

❖ Call in to Change the Default Voice Mail box

This option lets you change which Voice Mail box will get the message (if a caller doesn't choose a Voice Mail box). Any Voice Mail box user can do this, but he must know his PIN.

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

After the intro 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 Voice Mail box.

To exit, press ***** again.

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 access code used to remotely retrieve messages left on the system. 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 Modes= Tone

This controls how the BA-1000-A defines an Urgent Call.

➤ 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=Group/OCall

In this mode, the BA-1000-A will Alert Dial only the designated group of numbers when the caller dial a touch tone **8**. 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 and dial 1 for Dr. Smith, 2 for Dr. Jones, 3 for Dr. Dover, or 4 for Dr. Hathaway. Thank you."

If the caller dials **8**, then the group defined by the START GROUP parameter, in SETUP mode, will determine the group to be alerted. Up to four Notification numbers can be dialed for each group.

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

When you play back messages, while in GROUP mode, the user must specify which group he wants to hear. Messages without tone responses are classified as group 0 calls.

➤ 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:

Start Group	Starting Notification Number
1	1
2	9
3	17
4	25
5	33
6	41
7	49
8	57
9	65
10	73
11	81
12	89
13	97
14	105
15	113
16	121

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 grouped 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.

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 **00** to **12** 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 **00** to **99** then press then release # to go to the next option. You can press then release **Escape** to exit setup mode.

Start Group= 1

This parameter is used in ALERT MODES [2](#) and [3](#). In either of these modes, if the caller dials **8**, then the group, defined by this parameter, will Alert dialed.

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
1 to 16  #=Next
```

Press then release **1** for group 1, **2** for group 2, etc., 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 resettable. The display will look as follows:

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

You can press then release **#** or **Escape** to return to **IDLE**. 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 second:

```
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 to 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 **05** to **15** 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= 12

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 **01** to **20** 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 **01** to **25** 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 **15** to **80** 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 **01** to **60** 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 **02** to **32** 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 **02** to **32** 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 turn Voice Mail box mode on/off. The display looks 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 [Total Calls](#) screen.

Vbox PINs

These next 16 entries are the PINs used to access the different Voice Mail boxes. The display will look as follows:

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

You can press then release **1** to change the PIN, 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](#).

Multi-type= off

This option lets you turn Multi-type on/off. Multi-type allows you to give a different ending to each message file you record. An example is: you record one message to just get the caller's information, and another message to alert on a Touch Tone **8**.

If Multi-type is turned ON, then, after you release the **5**, while recording your messages, the system will scroll between several options as follows:

➤ 1=Play Only

The message will play, but not record anything from the caller.

➤ 2=Record Only

The message will play, then record from the caller, but it will not trigger.

➤ 3=Play and Voice trigger

The message will play, then record from the caller, then it will Alert if it did record some audio.

➤ 4=Play and Tone trigger

The message will play, then record from the caller, then it will Alert if it did record some audio and the call dials a Touch Tone **8** after their message.

The display looks 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 [Total Calls](#) screen.

Ignore TT#= off

This option tells the system whether it should ignore looking for the **#** Touch Tone when it is playing messages. This is used mostly for trouble shooting by out techs. The display looks as follows:

```
Ignore TT#= 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.

Remote Erase= on

This option tells the system whether it should allow messages to be erased remotely (on) or silently save the messages when someone tries to erase them remotely (off). The display looks as follows:

```
Remote Erase= 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.

* * *

❖ 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.

* * *

❖ 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.
- 2) 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.
- 3) You are responsible for all shipping costs to the **Customer Support Center**.
- 4) 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:

- 5) Follow the WARRANTY REPAIRS procedures.
- 6) The customer will pay 100% of all shipping charges to and from the **Customer Support Center**.
- 7) The customer will be charged for the following:
 - A flat rate labor charge.
 - All parts replaced.
 - Shipping charges
- 8) 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 CF Card, 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 MERCHANTABILITY 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.