

AS-101 Message Waiting Notification System

Version 5.11

Table of Contents

TABLE OF CONTENTS2

INTRODUCTION3

- **Features3**

INSTALLATION.....3

ALERT MODES.....3

- **Tone Trigger Mode.....3**
 - Change Trigger Tone 4
- **Tone/Pulse Mode.....4**
 - Change Trigger Tone 4
- **Every Call Mode4**
- **Voice Control Mode.....4**
 - Voice Trigger Window 4
 - False Trigger On Hangup 4
- **Specific Mode5**
- **Grouped Mode5**
 - Change 1st Trigger Tone 5
 - Change 2nd Trigger Tone 5
- **Change Trigger Mode5**

TURNING ON/OFF6

- **Changing Access Code6**

RESETTING THE UNIT6

- **Change Remote Reset digit.....6**

ENTER ALERT NUMBERS.....6

- **Change An Alert Number6**
- **Advanced Features7**
- **Erase a Phone Number.....7**
- **Disable a phone Number7**
- **Remote Programming7**
 - Remote Check a Number 7
 - Remote Erase a number 8
 - Example #18
 - Example #28
 - Example #38

- Example #4 8

ADVANCED SETUP 8

- **Changing_Setup.....8**

SYSTEM COUNTERS 9

SUPPORT 916-786-6186 10

WARRANTY..... 10

Introduction

How many times have you lost business because you were not available when your customer needed you? The AS-101 lets 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 AS-101 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.

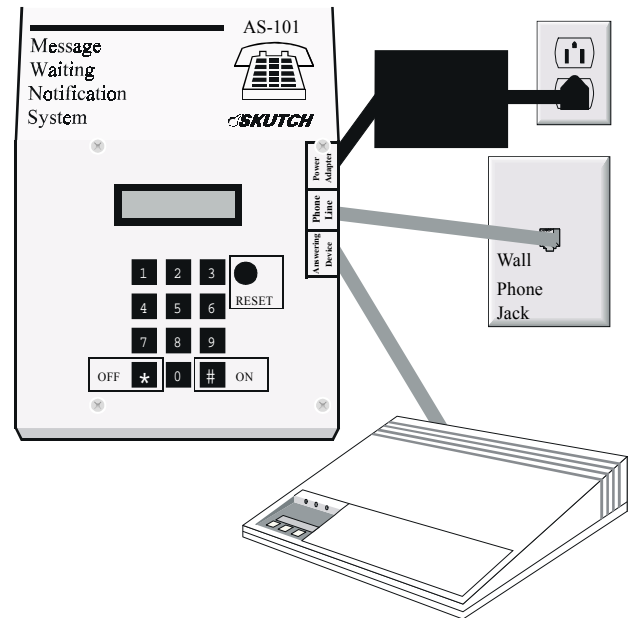
Here is how the system works. The AS-101 works with any standard answering machine. When your customer calls your office he will get your answering machine. The announcement on your answering machine will instruct the caller what to do if he needs immediate assistance. The AS-101 gives you any of five different ways to find out if it is an emergency for your customer. If the AS-101 sees that your customer wants immediate help, it will begin dialing up to six different phone numbers to reach you wherever you are.

If you are wearing a pager, you will receive a BEEP indicating that an important message is waiting on your answering machine. You then simply call your answering machine, retrieve your messages over the phone and reset the AS-101 for the next call. If you happen to miss an alert call, the AS-101 will automatically re-dial the alert up to 99 times. If the AS-101 is calling a voice number, you will get a distinct Alert Tone to let you know your customer need you. You will be able to return customer calls within as little as two minutes.

• Features

- **Up to 6 twenty-nine digit alert numbers can be programmed.**
- **You can program the unit while in front of it or over the phone.**
- **The unit has a three digit security access code for remote programming.**
- **Adjustable re-dials from 0 to 99.**
- **Adjustable time before dialing next number from 0 to 99 minutes.**
- **Six different operating modes.**
- **100 year Data Retention without power.**

Installation



Alert Modes

The AS-101 knows your customer wants immediate attention when it is triggered through one of the following modes: Tone Mode, Tone and Pulse Mode, Every Call Mode, Voice Mode, Specific Mode and Grouped Mode.

• Tone Trigger Mode

In this mode, the AS-101 will start ONLY when your customer dials a specific touch tone digit on their telephone (the TRIGGER TONE). This mode gives you the best protection against false triggers; but, anyone calling from an old ROTARY style phone will not be able to trigger the unit. To use this mode, record your answering machine message similar to the following:

Hello! This is the XYZ Company. I'm sorry, but there is no one available to answer your call at this time. Please leave your message after the tone. If you need immediate assistance, and are

calling from a touch tone phone, then dial an 8 on your phone, after your message, and we will contact you shortly. Here's your tone.

• **Change Trigger Tone**

The default TRIGGER TONE is 8; if you want to change this, do the following:

- 1) While the display shows IDLE STATE, enter 999.
- 2) Enter ##### 1.
- 3) Enter the new touch tone number to trigger on; you can use 0 through 9.
- 4) Enter #, then press the RESET button.

• **Tone/Pulse Mode**

In this mode, the AS-101 will start **ONLY** when your customer dials either a specific touch tone digit on their telephone (the TRIGGER TONE), or a pulse digit from 6 to 9. This mode gives you the best assurance, that you will be paged, if some of your customers have old ROTARY style phones. For this mode to work best, you need to set your TRIGGER TONE in the range of 6 to 9. To use this mode, record your answering machine message similar to the following:

Hello! This is the XYZ Company. I'm sorry, but there is no one available to answer your call at this time. Please leave your message after the tone. If you need immediate assistance, please dial an 8 on your phone, after your message, and we will contact you shortly. Here's your tone.

• **Change Trigger Tone**

The default TRIGGER TONE is 8; if you want to change this, do the following:

- 1) While the display shows IDLE STATE, enter 999.
- 2) Enter ##### 1.
- 3) Enter the new touch tone number to trigger on; you can use 0 through 9, but we recommend 6 through 9 for this mode.
- 4) Enter #, then press the RESET button.

• **Every Call Mode**

In this mode, the AS-101 will start when any incoming call starts your answering machine, regardless of whether the caller hangs up or not. To use this mode, record your answering machine message similar to the following:

Hello! This is the XYZ Company. I'm sorry, but there is no one available to answer your call at this time. Please leave your message after the tone and we will contact you shortly. Here's your tone.

• **Voice Control Mode**

In this mode, the AS-101 will start **ONLY** when it sees someone talking while your answering machine is recording their message. To use this mode, record your answering machine message similar to the following:

Hello! This is the XYZ Company. I'm sorry, but there is no one available to answer your call at this time. Please leave your message after the tone and we will contact you shortly.

After you have recorded your message, you must tell the AS-101 when to look for your customers' talking; do this next section.

• **Voice Trigger Window**

You need to teach the AS-101 when to look for your customers' messages; do the following:

- 1) While the display shows IDLE STATE, enter 123.
- 2) Enter 4.
- 3) Call your answering machine.
- 4) About 1 second after you hear the BEEP, so you can leave a message, dial a touch tone #.
- 5) The time is now recorded, you can hang up now.

• **False Trigger On Hangup**

You can do this by increasing the amount of voice the AS-101 needs for a trigger; do the following:

- 1) While the display shows IDLE STATE, enter 999.

- 2) Enter ##### 1.
- 3) Enter the length of audio (Voice Trig .1) you want for a trigger. This value is in .1 second units, so 1 second of audio is 10.
- 4) Enter # 1.
- 5) Enter the amount of time (Voice Win Sec) you want to look for the customers' audio. You can use 1 through 9; this is in seconds. You will generally want the window to be at least 4 seconds or about 2 times your Voice Trig .1 value; i. e. Voice Trig .1 value=3.4 seconds means a Voice Win Sec=8 seconds.
- 6) Enter #, then press the RESET button.

• Specific Mode

Specific Mode is typically used in doctor offices where there may be several doctors, but a customer may only want to reach their doctor in an emergency. Under Specific Mode, the AS-101 cannot be triggered by old ROTARY style phones. To use this mode, record your answering machine message similar to the following:

Hello! This is the XYZ doctors office. I'm sorry, but there is no one available to answer your call at this time. Please leave your message after the tone and we will contact you shortly. If you are calling from a touch tone phone, and need immediate assistance from doctor Jones, dial a 1 after your message, from doctor Davis, dial a 2 after your message, or from doctor Lewis, dial a 3 after your message. Here's your tone.

After recording your message, you would then enter doctor Jones' pager number in memory spot 1, doctor Davis' pager number in memory spot 2 and doctor Lewis' pager number in memory spot 3. NOTE: Did you notice the pattern, you asked the customer to dial a 1 for doctor Jones and doctor Jones' pager number is in memory spot 1.

• Grouped Mode

Grouped Mode gives your customer two groups of phone numbers to choose from. Group 1 dials the phone numbers in memory spots 1, 2 and 3, while Group 2 dials the phone numbers in memory spots 4, 5 and 6. Under Grouped Mode, the AS-101 cannot

be triggered by old ROTARY style phones. To use this mode, record your answering machine message similar to the following:

Hello! This is the XYZ Company. I'm sorry, but there is no one available to answer your call at this time. Please leave your message after the tone and we will contact you shortly. If you are calling from a touch tone phone, and need immediate assistance, you can have sales call you by dialing a 8 after your message, or you can have service call you by dialing a 5 after your message. Here's your tone.

• Change 1st Trigger Tone

The default TRIGGER TONE is 8; if you want to change this, do the following:

- 1) While the display shows IDLE STATE, enter 999.
- 2) Enter ##### 1.
- 3) Enter the new touch tone number to trigger Group 1 on; you can use 0 through 9.
- 4) Enter #, then press the RESET button.

• Change 2nd Trigger Tone

The default TRIGGER TONE is 5; if you want to change this, do the following:

- 1) While the display shows IDLE STATE, enter 999.
- 2) Enter ##### 1.
- 3) Enter the new touch tone number to trigger Group 2 on; you can use 0 through 9. NOTE: This number must NOT be the same as the number for Group 1.
- 4) Enter #, then press the RESET button.

• Change Trigger Mode

- 1) While the display shows IDLE STATE, enter 999.
- 2) Enter ##### 1.
- 3) Enter the number of the mode you want to use: 1 for Tone Mode, 2 for Tone and Pulse Mode, 3 for Every Call Mode, 4 for Voice Control Mode, 5 for Specific Mode or 6 for Grouped Mode.
- 4) Enter #, then press the RESET button.

Turning on/off

The AS-101 can be turned ON and OFF both locally and over the phone. The AS-101 will tell you it is off by making a short beep about 2 seconds after the answering machine answers.

To turn the AS-101 off when you are in front of the unit, press the * on the AS-101 keypad while the display shows IDLE STATE.

To turn the AS-101 on when you are in front of the unit, press the # on the AS-101 keypad while the display shows IDLE STATE.

To turn the AS-101 off over the phone, do the following:

- 1) Call your answering machine.
- 2) When you get to the spot in your message where you leave a message, enter the access code for the AS-101.
- 3) The AS-101 will beep four times.
- 4) Enter * # to change between ON and OFF. If the AS-101 is ON, this code will turn it OFF and you will hear the OFF tone; if the AS-101 is OFF, this code will turn it ON.
- 5) Enter * * to make the AS-101 hang up.

• Changing Access Code

- 1) While the display shows IDLE STATE, enter 999.
- 2) Enter 1.
- 3) Enter your new three digit access code. NOTE: The Access Code for the AS-101 must NOT be the same as the code for your answering machine.
- 4) Enter #, then press the RESET button.

Resetting The Unit

The AS-101 can be RESET both locally and over the phone.

To reset the AS-101 when you are in front of it, do the following:

- 1) Push and hold down the 1 on the AS-101 keypad.
- 2) While you are still holding the 1 down, press then release the RESET button.

- 3) Now release the 1 button.

To reset the AS-101 over the phone, do the following:

- 1) Call your answering machine.
- 2) Enter the RESET CHR two times. If the RESET CHR is *, then enter * *.
- 3) The AS-101 will stay reset throughout the call.

• Change Remote Reset digit

- 1) While the display shows IDLE STATE, enter 999.
- 2) Enter # # # 1.
- 3) Enter the new Reset Character you want to use. You can use 0 through 9 or *.
- 4) Enter #, then press the RESET button.

Enter Alert Numbers

The AS-101 can hold 6 different number strings from 7 to 29 digits long each. To put your alert phone numbers into the AS-101, do the following:

- 1) While the display shows IDLE STATE, enter 123.
- 2) If the top line in the display doesn't show <1>CHANGE - 1 --, then press #.

You are now at the first memory spot. These memory spots (6 in all) hold the phone number strings to dial. You can move down through memory by pressing the #. After the last memory spot (the 6th phone number), the AS-101 returns to IDLE STATE.

• Change An Alert Number

- 1) Go to the memory spot for the phone number you want to change, then press 1.
- 2) Enter the new phone number string. NOTE: The phone number must be entered exactly like you would dial it from that phone line; i.e. if you wouldn't dial a 1 or the area code, then you shouldn't enter a 1 or the area code.
- 3) Enter #.
- 4) Enter the number of minutes to wait before dialing the next number. You can enter any value from 0 to 99. A value of 0 will make the AS-101 go to the next number immediately.
- 5) Enter #.

- 6) If the number looks okay, press 4, otherwise press 6 and go back to step 2.
- 7) You will automatically be on the next memory spot, or at IDLE STATE if that was the last memory spot.

• Advanced Features

- **Simple Pager Feature**-Put a 0 at the very beginning of your phone number string to use the simple page feature for that number.
- **No Alert Tone**-Put a * at the very end of your phone number string to turn off the Alert Tone at the end for that number. The AS-101 will normally play the Alert Tone after each phone number string (a high beep followed by three low beeps).
- **5 Seconds Touch Tone**-Enter * 0 0 in your phone number string, before any touch tone digit, to make the unit dial that digit for 5 seconds.
- **Variable Pause**-Enter * 0 X in your phone number string to make the unit pause for X number of seconds. X can be any value from 1 to 9.
- **Return Dial Tone Wait**-Enter * 1 in your phone number string to make the unit wait for a return dial tone before continuing.
- **5 Seconds of Silence Wait**-Enter * 2 in your phone number string to make the unit wait for 5 seconds of silence before continuing.
- **Dial a Touch Tone ***-Enter * 3 in your phone number string to make the unit dial a touch tone *.
- **Dial a Touch Tone #**-Enter * 4 in your phone number string to make the unit dial a touch tone #.
- **Change to Tone Dialing**-Enter * 5 in your phone number string to make the unit change from Pulse dialing to Tone dialing. This is for times when you have old ROTARY style lines and your phone company doesn't accept touch tones; you can dial the number with Pulse dialing for your phone company, then switch to Tone dialing for your pager.

• Erase a Phone Number

- 1) Go to the memory spot for the phone number you want to erase, then press 1.
- 2) Enter # and the number is erased.
- 3) You will automatically be on the next memory spot, or at IDLE STATE if that was the last memory spot.

• Disable a phone Number

- 1) Go to the memory spot for the phone number you want to disable.
- 2) Enter * 6 and the number is disabled. Disabled numbers have a D in the top line of the display. This disable feature is a toggle, do it once to disable, do it again to enable.

• Remote Programming

The number strings in the AS-101 are completely programmable over the phone, just do the following:

- 1) Call your answering machine.
- 2) When you get to the spot in your message where you leave a message, enter the access code for the AS-101.
- 3) The AS-101 will beep four times.
- 4) The AS-101 will give you a decreasing stair step tone to indicate you are on position 1.
- 5) You are ready to go. NOTE: The only big difference in doing this over the phone is that you can start entering the number strings as soon as you are at the correct memory spot, you don't have to dial a 1 first.
- 6) You can advance through the numbers by pressing the #.
- 7) After the 6th number, the AS-101 will give you a disconnect tone, then it will hang up. You can also force the AS-101 to hang up by entering * *, at any memory spot, before you start to change it.

The number of decreasing stair step tone's you get is the same as the memory spot you are at; i.e. memory spot 2 gives you 2 sets of decreasing stair step tones.

If a phone number is disabled, you will get the decreasing stair step tones, then you will get a rapid series of beeps.

• Remote Check a Number

- 1) Go to the memory spot for the phone number you want to verify, then press * 9.
- 2) You will hear a series of beeps and pauses that are the phone number. Say the number was 786-0000, you would hear 7 BEEPS, pause, 8 BEEPS, pause, 6 BEEPS, pause, 10 BEEPS, pause, 10 BEEPS, pause, 10 BEEPS, pause and a Long Tone.

I made a mistake on the last number, how do I back up?

- 1) Enter * 8.

• Remote Erase a number

- 1) Go to the memory spot for the phone number you want to erase, then press * 7.

• Example #1

You want the pager to display the number 1234 when an alert condition has been detected by the AS-101. The local number of the pager service is 334-2554. Our pager service also requires that we dial a # after the phone number. The number string would be:

3 3 4 2 5 5 4 * 2 1 2 3 4 * 4 *

Here you have the pager phone number, the * 2 which makes the AS-101 wait for 5 seconds of silence, 1 2 3 4 which is our code, * 4 which dials a touch tone # and then * to end the call without dialing the Alert Tone (the pager didn't need the Alert Tone).

• Example #2

You want to fill your pager display with solid 5's when an alert condition has been detected by the AS-101. The local number of the pager service is 334-2554. The number string would be:

0 3 3 4 2 5 5 4

Here you a 0 which tells the AS-101 that this is a simple pager number, then we have the pager phone number. The AS-101 will dial just the pager phone number, then it will dial the PAGER CHAR many times in an attempt to fill your pager's display.

• Example #3

You want the pager to display the number 1234 when an alert condition has been detected by the AS-101. The local number of the pager service is 334-2554. The pager service requires us to call the pager number, wait for three beeps, then dial numbers we want displayed, followed by the #. You have tried EXAMPLE #1, but the pager service hangs up before we can enter anything. The number string might look like the following:

3 3 4 2 5 5 4 * 0 2 * 0 0 1 2 3 4 * 4 *

Here you have the pager phone number, the * 0 2 which makes the AS-101 wait for 2 seconds, the * 0 0 which makes the AS-101 dial the next digit (1) for 5 seconds, 2 3 4 which is the rest of our code, * 4 which dials a touch tone # and then * to end the call without dialing the Alert Tone (the pager didn't need the Alert Tone).

• Example #4

You want the AS-101 to call you at another office, in a different city, when it detects an alert condition. The phone number for the other office is a different area code, 1-825-662-3131. The number string might look like the following:

1 8 2 5 6 6 2 3 1 3 1

Here you have the phone number as you would call it from the same line the AS-101 is on. When you get the call, you will hear the following sequence repeated for about 20 seconds: a high single beep, then three low beeps.

Advanced Setup

Under setup, you can change your access code, dialing method, triggering characteristics and alert parameters.

• Changing_Setup

- 1) While the display shows IDLE STATE, enter 999.
- 2) Remote Code. You use this code to program the AS-101 over the phone. This code must NOT be the same as the code for your answering machine.

To change, enter 1 then enter your new three digit Remote Code, then enter #. You can enter 0 through 9 for each digit of the code. Default is 123.

To leave unchanged, enter #.

- 3) Dialing Method. This tells the AS-101 whether to use TONE dialing or PULSE dialing for your phone number strings (PULSE is used for old ROTARY style phones).

To change, enter 1, this is a toggle so you can enter 1 to change to PULSE, then you can enter 1 to change back to TONE. Default is Tone.

To leave unchanged, or to advance when finished, enter #.

- 4) Re-dials. This tells the AS-101 how many times it will recall the phone numbers before giving up.

To change, enter 1, then enter the new number of Re-dials you want, then enter #. You can enter 00 through 99. Default is 02.

To leave unchanged, enter #.

- 5) Reset Char. This is the touch tone digit you need to enter 2 times in order to reset the AS-101 over the phone.

To change, enter 1, then enter the new digit you want to use as the reset character, then enter #. You can enter 0 through 9 or *. Default is *.

To leave unchanged, enter #.

- 6) Trigger Tone. This is the touch tone digit the AS-101 looks for as the alert in modes 1 and 2, and the tone for Group 1 in mode 6.

To change, enter 1, then enter the new digit you want to use as the trigger tone, then enter #. You can enter 0 through 9 or *. Default is 8.

To leave unchanged, enter #.

- 7) Trigger Tone 2. This is the touch tone digit the AS-101 looks for as the alert tone for Group 2 in mode 6.

To change, enter 1, then enter the new digit you want to use as the trigger tone 2, then enter #. You can enter 0 through 9 or *. Default is 5.

To leave unchanged, enter #.

- 8) Pager Char. This is the touch tone digit that the AS-101 will use to fill your pager display in simple pager mode.

To change, enter 1, then enter the new digit you want to use as the pager character, then enter #. You can enter 0 through 9 or *. Default is 5.

To leave unchanged, enter #.

- 9) Mode. This selects which of the 6 operating modes to use.

To change, enter 1, then enter the number for the new mode you want to use, then enter #. You can enter:

- 1 for Tone Mode,
- 2 for Tone and Pulse Mode,
- 3 for Every Call Mode,
- 4 for Voice Control Mode,

5 for Specific Mode,

6 for Grouped Mode.

To leave unchanged, enter #.

- 10) Voice Trig .1. This is the amount of voice the AS-101 needs to see, in .1 second units, to trigger in Voice Control Mode.

To change, enter 1, then enter the new amount of voice, then enter #. You can enter 01 through 99, which is .1 seconds through 9.9 seconds. Default is 20, or 2.0 seconds.

To leave unchanged, enter #.

- 11) Voice Win Sec. This is the amount of time you want the AS-101 to look for the audio it needs in Voice Control Mode. You should try to make this value at least twice the Voice Trig .1 value.

To change, enter 1, then enter the new window length in seconds, then enter #. You can enter 1 through 9, which is 1 seconds through 9 seconds. Default is 4 seconds.

To leave unchanged, enter #.

- 12) Confirmation. This tells the AS-101 whether or not to play a confirmation signal to the call when the AS-101 gets triggered.

To change, enter 1, this is a toggle so you can enter 1 to turn confirmation off, then you can enter 1 to turn confirmation back on. Default is off.

To leave unchanged, or to advance when finished, enter #.

- 13) Alert Tone Len. This is the amount of time the AS-101 will play the Alert Tone for voice calls.

To change, enter 1, then enter the new length for the Alert Tone, then enter #. You can enter 00 through 99, which is 0 seconds through 99 seconds. Default is 20 seconds.

To leave unchanged, enter #.

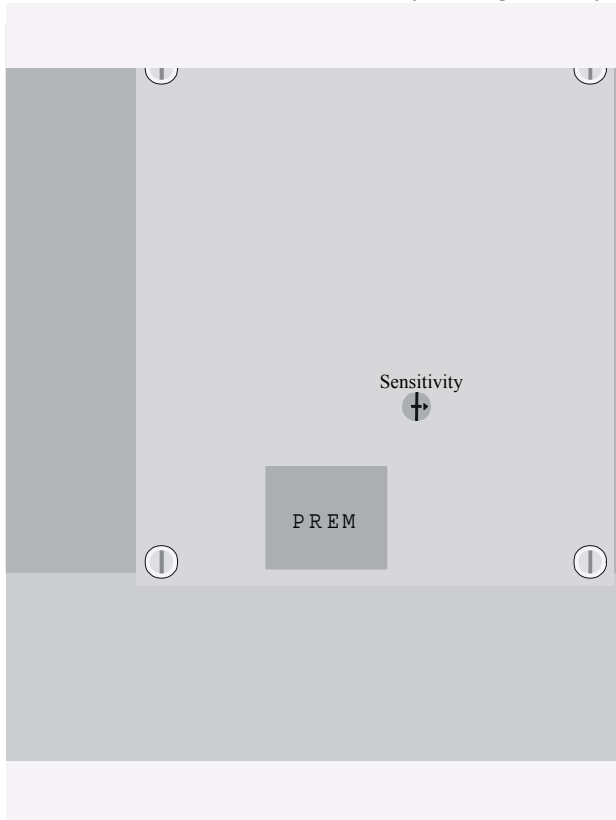
System Counters

The AS-101 has two independent 4 digit counters. The first counter is the TOTAL TRIGGER

counter. This counter keeps a running total of the total times that the AS-101 has been triggered. The second counter is the TOTAL CALLS counter. This counter keeps a running total of the number of times that the AS-101 has made outbound alert calls. To inspect the counters, press 7 7 7 while the display shows IDLE STATE. You may reset each individual counter to 0 by pressing the * when the counter is displayed. The first counter to be displayed is the TOTAL TRIGGERS counter. Press # to advance to the TOTAL CALLS counter. Press # to return to IDLE STATE.

Support 916-786-6186

If you have any problems getting the unit to work properly feel free to give us a call. Technical Support is available between the hours of 7:30 AM and 4:30 PM Pacific Time, Monday through Friday.



WARRANTY

This SKUTCH PRODUCT is warranted against defects for a period of one (1) year 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, or 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.