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BA-1000-A Office Communication System Operation Manual

Version 1.13

NOTE: This manual is designed for operating the system with the factory default settings and the most common operating modes; for more detailed information, you can view the PDF version of the Technical Reference Manual from our website at <http://www.skutchelectronics.com/manuals.htm> or copy it from the ZIP cartridge, that came with the system, as

\\MANUAL\BA-1000-A.PDF

BA-1000-A Quick Start Guide V1.13

Record an Outgoing Message

- 1- Connect the Microphone to the Mic jack on the rear of the BA1000A.
- 2- Press
- 3- Press and "Hold Down"
- 4- When "BEEP" stops, immediately start dictating your new Outgoing message. Release when finished.
- 5- Unplug the Microphone. That's it!

Sample 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."*

Test your Outgoing Message

- 1- Press .
- 2- Press and HOLD DOWN until unit BEEPS. Then release.

Note: To turn the volume UP, tap several times.

Tapping turns the volume DOWN.

Local Programming of Notification Numbers

- 1- Press , wait for BEEP. Wait 5 seconds.
- 2- Press .
- 3- Wait 5 seconds, press .

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

786-6100 (Home)

343-2234 (Pager) Pager to display 1234.

4- Press:

. Wait for BEEP.

5- Press:

. Wait for BEEP.

6- Press .

The Special Codes for dialing are:

= Next digit will be dialed for 5 sec.

= Variable Pause where x = sec 1-9

= Return Dial Tone Detect

= Wait for five Seconds of Silence

= Dial Touch Tone STAR

= Dial Touch Tone POUND

= Change to TONE Dial mode.

= Perform a Hook Flash.

Set to Auto Answer

- 1- Press .
- 2- Press and HOLD DOWN until you hear a BEEP, then release. To EXIT to IDLE mode, press .

Local Playback

- 1- Press , wait for BEEP!
- 2- Press and HOLD DOWN until unit BEEPS, then release.

Remote Playback

- 1- Call BA1000 from a touch tone telephone.
 - 2- During the message, press: .
- The system will playback URGENT messages first. When it is finished, it will **BEEP 3 TIMES** if there are other messages on the system. To hear the other messages press within 4 seconds.

• Remote Programming of Notification Numbers

- 1- Call BA1000 from a touch tone telephone.
 - 2- During the message, press:
.
- To exit, press .

• Remote Outgoing Message Record

- 1- Call BA1000 from a touch tone telephone.
 - 2- During the message, press:
.
- After BEEP, start dictating new Message. Press to end. (Must be at least 5 sec long).
- To exit, press .

• Remote Group Number Programming

- 1- Call BA1000 from a touch tone telephone.
 - 2- During the message, press:
.
- To exit, press .

Table Of Content

BA-1000-A QUICK START GUIDE

V1.13 2

- Record an Outgoing Message..... 2
- Test your Outgoing Message..... 2
- Local Programming of Notification Numbers..... 2
- Set to Auto Answer..... 2
- Local Playback..... 2
- Remote Playback..... 2
 - Remote Programming of Notification Numbers..... 2
 - Remote Outgoing Message Record..... 2
 - Remote Group Number Programming..... 2

TABLE OF CONTENT..... 3

SYSTEM OVERVIEW..... 4

- ❖ **Save Your Packing..... 4**
- ❖ **System Features 4**
 - Easy to use 4
 - Digitized Audio 4
 - Variable Size Outgoing Message..... 4
 - Three Hours of Messages 4
 - Time Stamp..... 4
 - Three Counters..... 5
 - Simple Playback 5
 - Playback Features 5
 - 4 Selectable Urgent Call Modes 5
 - 0 - EVERY VOICE MESSAGE 5
 - 1 – TONE..... 5
 - 2 – GROUP..... 5
 - 3 – CYCLE..... 5
 - Voice Confirmation 5
 - Dialing Sequence Reset..... 5
 - Remote Control Features 5
 - Power Fail Friendly 6
 - Other Features..... 6

INSTALLATION 6

- ❖ **Location 6**
- ❖ **Power..... 6**
- ❖ **Phone Connection 6**
- ❖ **Business Telephones 6**
- ❖ **Single Line Phones 6**
- ❖ **Order A Phone Jack 6**

POWER UP 7

CHANGE THE TIME..... 7

RECORD OUTGOING MESSAGE... 7

Sample Outgoing Message 7

TEST OUTGOING MESSAGE 7

LOCALLY PROGRAM NOTIFICATION PHONE NUMBERS 7

SET TO AUTO ANSWER..... 8

LOCAL PLAYBACK..... 8

REMOTE PLAYBACK..... 8

REMOTELY PROGRAM NOTIFICATION PHONE NUMBERS 8

REMOTELY RECORD OUTGOING MESSAGE..... 8

Sample Outgoing Message 9

REMOTE GROUP NUMBER PROGRAMMING..... 9

SUPPORT..... 9

- ❖ **Audio Quality Problems..... 9**
- ❖ **CODEC Initialize Error 9**
 - CODEC 2 error 9
 - CODEC 1 error 9
- ❖ **Customer Support..... 9**
- ❖ **Warranty Repair..... 10**
- ❖ **Non-Warranty Repair 10**
- ❖ **Service Warranty..... 10**

1 YEAR LIMITED WARRANTY 11

System Overview

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

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

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

NOTE: These instructions are written for the DEFAULT setup parameters in the BA-1000-A. The setup mode allows many of the features of the BA-1000-A to be customized for your specific

application, which will alter the operation of the system. See SETUP mode for more information.

❖ Save Your Packing

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

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

❖ System Features

Easy to use

Single button controls and voice instructions in remote playback.

Digitized Audio

Fully Digitized audio for both Incoming and Outgoing audio. The messages are stored on a standard ZIP 100 disk. These disks 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 to over eight hours with a ZIP 250 drive.

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, Saved Message Counter and a hidden Grand Total Counter.

Simple Playback

Single button local Playback for new messages.

Playback Features

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

4 Selectable Urgent Call Modes

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

- **0 - EVERY VOICE MESSAGE**

The BA-1000-A will notify you if any valid voice message is left. It will not notify you if no message is left. The minimum length that the message must be is user programmable from 1 to 60 seconds.

- **1 - TONE**

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

- **2 - GROUP**

In this mode, the calling party can press a single touch tone from **[1]-[4]**. This allows the user to select any one out of four different groups. If the caller dials **[8]**, then the group defined by the START GROUP parameter, in SETUP mode, will determine the group to be alerted. An example would be: *"Dial one for Sales, Two for Service, or three Shipping"*. The BA-1000-A can store up to

four different notification telephone numbers for each group.

- **3 - CYCLE**

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

Voice Confirmation

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

Dialing Sequence Reset

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

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

Remote Control Features

- **Verbal Message Counter.**
- **Automatic Message Playback with verbal Date and Time Stamp.**
- **User controllable functions: Message Skip, Repeat, Save, Erase, and auto Pause between messages.**
- **Programmable 4 digit access code (Changeable Locally Only).**
- **Remote Outgoing Message recording and playback.**
- **Remote Notification Number programming, enabling or disabling.**
- **Remote START GROUP programming.**

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 ACCESS code.**
- **Automatic clock control can be set to let the unit turn itself on during non-business hours.**
- **Sixteen, 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.

❖ Power

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

❖ Phone Connection

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

❖ Business Telephones

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

❖ Single Line Phones

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

❖ Order A Phone Jack

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

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

Power Up

- To power the unit up;
- 1) Make sure that the Microphone is disconnected from the BA-1000-A.
 - 2) Connect the supplied POWER ADAPTER to the POWER jack on the rear panel of the BA-1000-A. This MUST be done before the POWER ADAPTER is connected to 115VAC power.
 - 3) Now connect the POWER ADAPTER to a 115VAC 60Hz power outlet.

Change the Time

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

Press: Escape.

Wait 5 seconds.

Enter:

8 8 8

Wait 5 seconds.

Press: 1.

Enter the day of the week, then #; example:

1 = Sunday, 2 = Monday, etc.

Enter the new date then #.

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

0 1 3 2 #.

Wait 5 seconds then press Escape.

Record Outgoing Message

Plug microphone into MIC IN jack.

Press: Escape.

Now press and HOLD DOWN: 5.

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."

Test Outgoing Message

Press: Escape.

Press and HOLD DOWN the 6 until the unit Beeps.

Release the 6 to hear the message.

Locally Program Notification Phone Numbers

Press: Escape.

Wait 5 seconds.

Enter:

1 2 3

Wait 5 seconds.

Press: #.

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

786-6100 (Home)
343-2234 (Pager) - Pager to display 1234.

Enter:

1 3 7 8 6 6 1 0 0 #

Wait for the Beep then enter:

1 1 3 4 3 2 2 3 4
*** 2 1 2 3 4 #**

Wait for the Beep then press **Escape**.

Set to Auto Answer

Press: **Escape**.

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

Local Playback

Press: **Escape**.

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

Remote Playback

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

After the message starts to play, enter:

*** 1 2 3 4 #**

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

Remotely Program Notification Phone Numbers

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

After the message starts to play, enter:

*** 0 5 0 6 #**

Wait 1 seconds.

Press: **1**

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

786-6100 (Home)

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

Enter:

1 3 7 8 6 6 1 0 0 #

Wait for the Beep then enter:

1 1 3 4 3 2 2 3 4
*** 2 1 2 3 4 #**

To exit, enter: ***** *****.

Remotely Record Outgoing Message

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

After the message starts to play, enter:

*** 0 5 0 6 #**

Wait 1 seconds.

Press: **5**

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

Press the **[*]** to end.

To exit, press **[*]**.

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."*

Remote Group Number Programming

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

After the message starts to play, enter:

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

Wait 1 seconds.

Press: **[8]**

Enter the new **Group** number.

To exit, press **[*]**.

Support

❖ Audio Quality Problems

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

- **Hold the microphone so the head is at about chin level, approximately 3 inches from your chin.**
- **Speak your message in a loud clear voice.**
- **The audio quality through the speaker will never be as good as through the**

phone line; so have the system call some other phone you can listen to (make sure the volume on the system is all the way down).

❖ 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.

❖ Customer Support

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

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

❖ Warranty Repair

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

❖ Non-Warranty Repair

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

- 1) Follow the WARRANTY REPAIRS procedures.
- 2) The customer will pay 100% of all shipping charges to and from the **Customer Support Center**.
- 3) The customer will be charged for the following:
 - A flat rate labor charge.
 - All parts replaced.
 - Shipping charges
- 4) All repairs must be prepaid with Visa, Master Card, American Express, Cashiers Check or Money Order.

❖ Service Warranty

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

1 Year Limited Warranty

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

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

EXCEPT AS SPECIFICALLY PROVIDED IN THIS AGREEMENT, THERE ARE NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OR 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.