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BA-1000

Telecommunication

Dialer

Manual

Version 2.90

Quick Start Sheet

This section is designed to get the system “On Line” fast! You will also find it helpful if you ever need to have someone else operate your system for you. Anyone should be able to get the system “On Line” and calling people, without help, if they follow these simple steps.

• Term Definitions

<PAUSE> = wait 2 seconds

• Initial Setup

- 1) Plug power adapter to 110VAC and into the BA-1000 and wait until it shows the following:

```
0-Menu-Ver 2.9-A
-Press a Number-
```

- 2) Enter: 4, # and it will show the following:

```
Current File = 0
#=Next 0-9 or *
```

- 3) Enter: #, <PAUSE>, *, #, <PAUSE>.
- 4) Now enter the default (local) area code the system will be calling FROM, then #.

• Record An Announce ONLY Message

To record a basic message, where you don't want any information from the people you are calling, do the following:

- 1) Press **Escape** and wait until it shows the following:

```
0-Menu-Ver 2.9-A
-Press a Number-
```

- 2) Enter: 8, #, <PAUSE>, 1.
- 3) Have your message ready and insert the Microphone when it shows the following:

```
Mic in & Press 1
```

- 4) Press **1** and start saying your message.
- 5) When you are done talking, press **Escape** and it will show the following:

```
Get Response
0-9 or *   #=Next
```

- 6) Enter: **9** then #; the system will now play your message back and return to **MENU**.

• Record A One Question Message

To record a basic message and ask for some information at the end, do the following:

- 1) Press **Escape** and wait until it shows the following:

```
0-Menu-Ver 2.9-A
-Press a Number-
```

- 2) Enter: 8, #, <PAUSE>, 1.
- 3) Have your message ready and insert the Microphone when it shows the following:

```
Mic in & Press 1
```

- 4) Now press **1** and immediately start saying your message.
- 5) When you are done talking, press **Escape** and it will show the following:

```
Get Response
0-9 or *   #=Next
```

- 6) Enter: * then #; the system will now play your message back and return to **MENU**.

• Dial A Range of Numbers

- 1) Press **Escape** and wait until it shows the following:

```
0-Menu-Ver 2.9-A
-Press a Number-
```

- 2) Enter: 2 then # and it will show the following:

```
1=NEW from Start
3=Add to End
```

- 3) Press **1** and it will show the following:

```
0-Entry> 00000 N
```

- 4) Enter: ***, 8, #** and it will show the following:

```
STARTING phone #
```

- 5) Enter the starting phone number exactly as you would dial it, then **#, #**, i.e. **7860000##**, and it will show the following:

```
0-Entry> 00000 N
Making Numbers
```

- 6) When it shows the following, press ***, 9, #**:

```
0-Entry> 10000 N
```

- 7) When it shows the following, press **#** and the system will start dialing:

```
0-Entry> 00000
---- #=Dial ----
```

- 8) The system will show the following when done:

```
End of Session
--- Press # ---
```

- 9) Press **#** to return to **MENU**.

• Dialing Specific Phone Numbers

- 1) Press **Escape** and wait until it shows the following:

```
0-Menu-Ver 2.9-A
-Press a Number-
```

- 2) Enter: **2** then **#** and it will show the following:

```
1=NEW from Start
3=Add to End
```

- 3) Press **1** and it will show the following:

```
0-Entry> 00000 N
```

- 4) Enter each phone number exactly as you would dial it, followed by **#**.
5) After you have entered the last number, enter: ***, 9, #**, and it will show the following:

```
0-Entry> 00000
---- #=Dial ----
```

- 6) Now press **#** and the system will call those numbers.
7) The system will show the following when done:

```
End of Session
--- Press # ---
```

- 8) Press **#** to return to **MENU**.

• Add #'s to No Dial List

To add phone numbers to the **Do Not Dial** list, so the unit won't call them, do the following:

- 1) Press **Escape** and wait until it shows the following:

```
0-Menu-Ver 2.9-A
-Press a Number-
```

- 2) Enter: **4** then **#** and it will show the following:

```
Current File = 0
#=Next 0-9 or *
```

- 3) Enter: ***** then **Escape** and it will show the following:

```
N-Menu-Ver 2.9-A
-Press a Number-
```

- 4) **NOTE:** The display now shows an **"N"** in the top left.

- 5) Enter: **2** then **#** and it will show the following:

```
1=NEW from Start
3=Add to End
```

- 6) Press **3** and it will show something like the following:

```
N-Entry> 0000 N
```

- 7) Enter each FULL phone number (including Area Code) to **NOT** dial, followed by #.
- 8) When finished entering numbers, press **Escape** and it will show the following:

```
N-Menu-Ver 2.9-A  
-Press a Number-
```

- 9) Enter: 4 then # and it will show the following:

```
Current File = N  
#=Next 0-9 or *
```

- 10) Enter: 0 then **Escape** and it will show the following:

```
0-Menu-Ver 2.9-A  
-Press a Number-
```

• Remove a # from No Dial List

To remove a phone number from the **Do Not Dial** list, do the following:

- 1) Press **Escape** and wait until it shows the following:

```
0-Menu-Ver 2.9-A  
-Press a Number-
```

- 2) Enter: 4 then # and it will show the following:

```
Current File = 0  
#=Next 0-9 or *
```

- 3) Enter: * then **Escape** and it will show the following:

```
N-Menu-Ver 2.9-A  
-Press a Number-
```

- 4) **NOTE:** The display now shows an “N” in the top left.
- 5) Enter: 0 then # and it will show the following:

```
N-Edit>
```

- 6) Enter: *, 3, # and it will show the following:

```
- Search Mode -
```

- 7) Now enter the phone number you are trying to find, then #. If it cannot find the number, it will show the following; then skip to step 14:

```
N-Edit>
```

- 8) If it finds the number, it will show the number in the following screen:

```
1=Change 3=Next  
19167866186
```

- 9) You can press 1 if this is the correct number to change, or 3 to keep looking.
- 10) After pressing 1 to change, it will show the following:

```
N-Edit> 0000 N  
19167866186
```

- 11) Press # and the “N” in the top right will be blinking.
- 12) Press/release the * ten times to change the “N” to an “x” as follows:

```
N-Edit> 0000 x  
19167866186
```

- 13) Press # and it will show the following:

```
N-Edit>
```

- 14) Press **Escape** to finish and return to **MENU** as follows:

```
N-Menu-Ver 2.9-A  
-Press a Number-
```

- 15) Enter: 4 then # and it will show the following:

```
Current File = N
#=Next 0-9 or *
```

- 16) Enter: **0** then **Escape** and it will show the following:

```
0-Menu-Ver 2.9-A
-Press a Number-
```

• Play your Responses

- 1) Press **Escape** and wait until it shows the following:

```
0-Menu-Ver 2.9-A
-Press a Number-
```

- 2) Enter: **9** then **#** and it will show the following:

```
0=Play <<00000>>
1=Back 2=Advance
```

- 3) From this screen, you can: play your responses by pressing **0**, skip a response by pressing **2**, or go back to the last response by pressing **1**. It will play each response, one after the other, until it has played all of them. The system will beep at you 4 times after playing the last response. You can stop the playback of any response by pressing **Escape**.

- 4) To exit, you need to be at the following screen:

```
0=Play <<00000>>
1=Back 2=Advance
```

- 5) Press **Escape** and it will show you the following:

```
Erase ALL Leads?
1=Yes 3=No
```

- 6) Press **1** to erase the leads, or **2** if you want to save them for later.
7) When the system is done, it will return to the **MENU**.

• Disable Caller ID

You can stop Caller ID information from being sent, using either of two ways: 1st way, call your local phone service provider and request to have a

“Permanent Caller ID Block” put on your line, 2nd way, do the following steps.

- 1) Press **Escape** and wait until it shows the following:

```
0-Menu-Ver 2.9-A
-Press a Number-
```

- 2) Enter: ***** then **#** And it will show the following:

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

- 3) Now, slowly **#** step (press **#**, wait 1 sec, then repeat) your way to the entry shown below.

```
Pre-Dial String
1=Change #=Next
```

- 4) Now press **1** then **<PAUSE>**.

- 5) Enter: *****, **3**, **6**, **7**, *****, **1**, **#**.

- 6) Now press **Escape** and you are done, it will automatically dial ***67** and wait for return dial tone before dialing each phone number.

• Stop Dialing For A Given Day

To keep the system from dialing on some day during the week, do the following:

- 1) Press **Escape** and wait until it shows the following:

```
0-Menu-Ver 2.9-A
-Press a Number-
```

- 2) Enter: ***** then **#** and it will show the following:

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

- 3) Press **#** and it will show the following:

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

- 4) Press **1** and it shows the following:

```
Enter day, 1 - 7
#=Sunday
```

- 5) Select the day you wish to change (1=Sunday, 2=Monday, etc.) then press # and the display will show the following:

```
Enter START Time
- # = 09:00 -
```

- 6) Press # and the display will show the following:

```
Enter STOP Time
- # = 21:00 -
```

- 7) Enter: 0, 9, 0, 0, #, **Escape** and the display will show the following:

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

- 8) Press **Escape** to return to MENU.

• Change Current Time

- 1) Press **Escape** and wait until it shows the following:

```
0-Menu-Ver 2.9-A
-Press a Number-
```

- 2) Enter: *, # and it will show the following:

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

- 3) Press 1.
- 4) If the day of the week shown is correct, press #, otherwise, choose the correct day (1=Sunday, 2=Monday, etc.) then press #.
- 5) If the date shown is correct, press #, otherwise enter the correct date then press #.
- 6) Now enter the current time in MILITARY format, i.e. 9:00 a.m. & 20 seconds = 09 00 20, 8:30 p.m. & 42 seconds = 20 30 42 (everything after 12 noon, add 12 to the hour), then press #.
- 7) Now press **Escape** and you are done.

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System Overview

• 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.

• Introduction

The BA-1000 is an automatic telecommunications dialing system. A list of phone numbers, or a range of phone numbers, is entered into the system and an outgoing message is recorded. The system then dials each number. When the call is answered, the BA-1000 carries on a two-way conversation, asks questions, and records the answers.

When the call is completed, the system immediately dials the next programmed number automatically. The BA-1000 can also be used in the **Order Taking** mode to answer incoming calls.

Clock Controlled

The BA-1000 is completely clock controlled. The system will only dial when you want it to. A different time period can be selected for each day of the week. The system can be programmed to dial only on selected days if desired. Set the clock to dial from 9:00 a.m. to 9:00 p.m. then let it run. The BA-1000 can keep calling people day after day, week after week. The BA-1000 is engineered for continuous operation.

The BA-1000 also has an important safety feature which prevents the system from dialing past 9:00 p.m. and before 9:00 a.m. This will prevent the system from calling potential prospects too late or too early in the day.

• System Features

Sequential Dialing

You simply enter the starting and ending number and the unit will dial all of the numbers in between. You may also omit blocks of numbers that you do not wish to dial. This allows you to skip over unused numbers in your exchange. 10,000 numbers can be programmed to dial in less than 20 seconds. The system can hold up to 100,000 phone numbers for a single dialing session.

Answer Mode

In answer mode the BA-1000 will answer incoming calls only. It can be setup to ask a series of questions and record the responses. The time and the day of each call is recorded after each message. The unit also features an adjustable ring delay that allows the user to control when the unit will answer the telephone. A manual mode is also provided in this mode so that the unit can be operated in a manual soliciting mode.

• 15 Minute Busy Re-Dials

If a number is **BUSY**, the system will add the number to the busy dial list and, after 15 minutes, go through and retry all the **BUSY** calls again.

• Multi-File Support

The system supports 10 dialing files; each dialing file can hold up to 100,000 phone numbers.

• No Dial List Support

The BA-1000 supports a 100,000 number, editable, **DO NOT DIAL** list that the unit cross references against the dialing list to be sure it doesn't dial people it shouldn't.

• Attended Dialing

The system normally works without an operator present; but it can alert an operator when the called party wants to talk with him. The unit can alert the operator before it plays the message, after it plays the message, both before and after playing the message and in an on-demand basis. The operator can decide whether to talk with the person or go on to the next call.

• Consent Feature

This feature allows you to ask for the called party's consent before playing the message. The person must dial a digit on his phone if he wants to hear the message; if he doesn't, the unit hangs up. This feature can be setup in two different modes, Dial to listen and Dial to disconnect. This is the most reliable form of disconnect available.

• 16 Digit Pre-Dial String

The BA-1000 supports a pre-dial string of up to 16 digits. The pre-dial string can contain touch tone digits and control codes that are dialed before each phone number; and it includes features such as variable pause, return dial tone detect, long touch tones and touch tone * and #.

• Full Number Editing

The BA-1000 has an edit mode which allows the user to edit telephone numbers in the dialing files. It also has a feature that will automatically delete duplicate numbers in memory, and a search mode that allows the user to search for a specific number. The unit also has a fast scan feature for a quick view of the numbers and their dialing results.

• Computer Linkage

With the use of our optional software package, telephone numbers can be converted and stored directly to the ZIP cartridge the BA-1000 uses. Then, just put the ZIP cartridge into the BA-1000 system and it is ready to call those numbers. This means that numbers from a database, or a purchased mailing list, can be transferred directly into the BA-1000 system.

• Text Printer Support

A printer can be directly connected to the BA-1000 to provide the ultimate in record keeping for your dialing sessions. The system will print the: entry position of the phone number, the phone number, the number of dialing attempts for that phone number, the number of times that phone number has been logged as a "LEAD", the date that phone number was last logged as a "LEAD", the date that phone number was last called, any polling question results and the call status of the phone number.

• Power Out Protected

The numbers stored on disk and the setup and clock information is backed up with a 10 year battery. If power fails at any time, the unit will remember if it was dialing or in answer mode, and it will pick up where it left off.

Installation

• Location

When selecting a location for the system, the following conditions **MUST** be avoided to stay within warranty:

| |
|---|
| 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 SYSTEM 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.

• 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) |

• Setup

- 1) Connect the cord from the POWER CUBE to the BA-1000.
- 2) Plug the POWER CUBE to a power outlet. The BA-1000 will turn on automatically.

CAUTION: Do NOT disconnect the POWER CUBE from the BA-1000 while it is performing disk access functions. Doing so will corrupt the data on the disk and will require that you reformat the disk before using it again.

- 3) Connect one end of the MODULAR CORD to the BA-1000 and the other end to your RJ-11 telephone jack.

• Diagnostic Test

Every time that the BA-1000 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 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 -
-- Zip Drive --
```

Then it will test the ZIP drive, showing:

```
Testing Zip Disk
- Please Wait -
```

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

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

Then it will test the LEAD files, showing:

```
Counting 0000
All Lead Files
```

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:

```
0-Menu-Ver 2.9-A
-Press a Number-
```

The Menu

When the BA-1000 is at the **MENU**, it will shut all power down after 5 minutes of inactivity. You can return the unit from power down by pressing any button. The **MENU** is the starting point of the system. If you press the **Escape** button enough times, the system will return to the **MENU**. All functions of the system are accessible from this point. At **MENU**, the display will look as follows:

```
0-Menu-Ver 2.9-A
-Press a Number-
```

The number on the top left is the current Dial File in use. Ver 1.0 is the current version of the program. The letter on the top right is the country code; A for American, J for Japan. To view the different choices that the **MENU** offers simply press each number one at a time. Once you have found the function you wish, press the # key. The **MENU** consists of the following items:

2 – NUMBER ENTRY = Used to enter telephone numbers into a dialing file.

3 – DIAL FILE = Dial a telephone number file.

4 – SELECT FILE = Select a telephone number file to dial and enter local area codes.

5 – DISK TOOLS = Disk formatting and file copy utilities.

6 – DIAL REPORT = Displays totals from the last dial session.

7 – ORDER TAKING = Answers incoming calls.

8 – OUT MESSAGES = Used to TEST or RECORD the outgoing messages.

9 – IN MESSAGES = Used to play back the recorded responses from a dial session.

* - **SYSTEM SETUP** = Used to change all clock information and the operating parameters of the unit.

0 – MEMORY EDIT = Used to inspect, change and delete phone numbers stored in a dial file.

– **ENTER BUTTON** = Throughout the operation of the BA-1000 the # button is used as the **ENTER BUTTON**. After entering phone numbers

or making any selections, the # button must be pressed.

• The Escape Button

The **Escape** button is used to abort/back out of most operations. If you press the button enough, it will return you to the **MENU**.

2 Number Entry

This mode is used to enter phone numbers into a dialing file. To enter this mode press **Escape**, <PAUSE>, **2**, #; the screen will look as follows:

```
1=NEW from Start
3=Add to End
```

Press **1** to erase the previous numbers and enter new ones, or press **3** to start adding numbers to the end of the file. Your current **ENTRY POSITION** is shown in the top right of the display, followed by the status of the phone number, as follows:

```
0-Entry> 00000 N
```

• Area Code Entry

If you enter this mode, and you have not entered the local area code, the system will first show the following:

```
Enter Local Area
Code, # =
```

You **MUST** enter the area code the system will be calling from, then #. You can enter * then # to remove an area code.

• Entering Numbers

Both local and long distance numbers may be entered as desired. The minimum length of each phone number is seven digits and the maximum is eleven digits (long distance digit, area code and phone number); an entry can hold up to 16 digits total. If you fill the dialing file with numbers, the system will beep, save the numbers and return you

to the **MENU**. Each dialing file will hold up to 100,000 phone numbers.

To enter numbers within your default (local) area code (see **4 Select File**), simply enter the number just like you would dial it on a phone on that line, then press #; i.e. 786-1234 would be entered as follows:

7 8 6 1 2 3 4 #

To enter other local area code numbers (see **4 Select File**), enter the area code, phone number then #; i.e. 916-786-1234 would be entered as follows:

9 1 6 7 8 6 1 2 3 4 #

Full long distance numbers, like 1-916-786-1234, would be entered as follows:

1 9 1 6 7 8 6 1 2 3 4 #

If you just enter a seven digit number, the system will add the default area code and long distance digit to complete the number; but, during dialing, these will be automatically removed. Likewise, if you enter a local area code number, the system will add the long distance digit; but, it will remove the digit when it dials the number.

• Chaining Entries

Chaining entries allows you to use special codes at the beginning of a phone number. You can chain as many entries together as you need to. If the last file entry is a chained entry, the system will not allow you to exit **NUMBER ENTRY** mode; you have to enter a regular number to exit. To chain an entry to the next one, enter a * as the last character in the entry string. If the entry is already 16 digits long, pressing * will save it and make it a chained entry.

Special Codes

Special Codes make the system perform different functions before dialing a normal phone number. Special codes **MUST** have their own entry, they cannot be part of a telephone number. The following is a list of the special codes the BA-1000 allows:

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

***01 to 09** – Pause for 1 to 9 seconds.

***1** – Wait for return dial tone.

***2** – Wait for 5 seconds of silence.

***3** – Dial a touch tone *.

***4** – Dial a touch tone #

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

• Exiting

To exit from this mode you can press *, **9**, #, <PAUSE>, # and the system will go directly to **DIAL FILE** mode, or you may press **Escape** to return to the main menu.

• Advanced Features

All of these advanced features are accessed from the main Number Entry screen; once you have entered **Number Entry** mode.

Backup

If you're entering numbers, and find that you made a mistake on a previous number, simply press *, **7**, # enough times to back up to the entry you want, then you can add to the end of the number or enter several digits to clear the display and enter a new number. When you press #, the new number will be saved and you will go to the end of the file.

Auto Fill Mode

You can have the system automatically generate a range of phone numbers by using the **AUTO FILL** mode. To use this feature press *, **8**, #. The display will show the following:

STARTING phone #

You enter a seven to eleven digit starting phone number (no *'s allowed), followed by #. The display will show the following:

END suffix (4)
9999

The system will use the default of **9999** if you press #; or you can press any digit to clear the display, then enter a new 4 digit end suffix (no *'s allowed), followed by #. The end suffix is the last four digits in the phone number that you don't want to go past. Once this is entered, the system will show the following:

0-Entry> 0000 N
Making Numbers

You can stop the auto-generation at any time by pressing the **Escape** button. The system will show the current entry number it is generating in the top right of the display. When finished, you will be at the end of the file and you can continue with regular number entry or use **AUTO FILL** mode again.

Dial Mode

You can go directly to **DIAL FILE** mode by pressing *****, **9**, **#**, **<PAUSE>**, **#**.

3 Dial File

Memory dialing allows the user to dial the phone numbers that are stored in the current dialing file. To enter this mode press **Escape**, **<PAUSE>**, **3**, **#**. The display will show the following:

```
0-Entry> 00000
----- #=Dial -----
```

• Area Code Entry

If you enter this mode, and you have not entered the local area code, the system will first show the following:

```
Enter Local Area
Code, # =
```

You **MUST** enter the area code the system will be calling from, then **#**. You can enter ***** then **#** to remove an area code.

• Variable Start Entry

You can press **#** to dial from the start of the file, or press any number and you can enter a different starting entry number followed by **#** (variable starting position). If you use the variable starting position, the dialing will start from the position you enter and continue dialing to the end of the file.

• No Answer Redials

When the system has dialed the entire file, it will start dialing at the beginning; dialing only **NO ANSWER** and **BUSY** calls. The **NO ANSWER**

redial feature is controlled by the **REDIALS** setting in the **SYSTEM SETUP** (see * System Setup).

• Do Not Dial List

During a dialing session, the system will not dial any phone numbers that match those entered into the **DO NOT DIAL** list.

• Dialing

On entering this mode, if you have not recorded an outgoing message Prompt, the system will beep 4 times and show the following before returning to Menu:

```
** No message **
prompt recorded!
```

If you haven't entered any phone numbers to dial, the system will beep 4 times and show the following before returning to Menu:

```
No numbers found
in current file!
```

Before the system calls each number, it will search for the next callable number and display the following during the search:

```
0-Entry 00000
Finding Entry
```

When the system finds a good entry, it tries to grab the line. If the line is in use, the system will wait for the line to become available and it will show the following:

```
Dial Tone Search
* Line In Use! *
```

Once the line is free, the system will search for a dial tone, and display the following:

```
Dial Tone Search
```

The system must receive 1 second of solid dial tone before it will start dialing. If it does not detect dial tone within 6 seconds the system will release the line and display the following:

```
- No Dial Tone -
```

After 6 seconds, the system will repeat the process until it gets dial tone, then it will dial the entry. After the system finishes the call, the system will release the line and display the result for one second, as follows:

```
0-Entry> 00000 C  
----- Lead -----
```

Pause During Dialing

While the system is showing the result, see above, you can press the # button to pause the dialing process and the display will show the following:

```
Paused-Continue?  
1=Yes      3=No
```

You can leave the system like this until you are ready to continue dialing, then just press **1** and the system will pick up where it left off; or you can press **3** or **Escape** to return to the **MENU**.

• End Of Session

When the system reaches the end of all the dialing, it will return to the **MENU**.

• 15 Minute Busy Redials

When busy numbers are encountered, the system will log them into a busy re-dial table and, after 15 minutes, call them at the next opportunity. If the system cannot get through to a busy number after 8 consecutive tries, it will remove the entry from the busy re-dial table.

• Volume Control

The volume on the BA-1000 can be increased by multiple pressing/releasing of the **9** button. You can decrease the volume by multiple pressing/releasing of the **7** button. At min volume, the speaker is completely off and trying to go lower does nothing. At max volume, trying to go higher does nothing. The volume control only adjusts the volume you hear over the speaker, not what the

called party hears, and it only adjusts the volume for Dial File and Order Taking modes. **NOTE: This volume can only be adjusted while the system is: waiting for an answer, playing the message or listening/recording user input, during a dial session.**

4 Select File

This mode is used to select the dialing file to use/edit and to enter the default area code and other local area codes. To enter this mode press **Escape**, **<PAUSE>**, **4**, **#**.

• Dial File Select

You can select a different file for number entry/editing by pressing **Escape**, **<PAUSE>**, **4**, **#**; the display will show the following:

```
Current File = 0  
#=Next 0-9 or *
```

Now you can change the dialing file, by entering a number from **0** to **9** followed by **#**. The default dialing file is **0**. If you press *****, you will select the **DO NOT DIAL** file, and the display will show an **N** for the file number in the top right; if you select this file, you can edit/add/delete it, but you will not be allowed to enter a dialing session with it. You can exit by pressing **Escape** or continue by pressing **#**.

• Area Code Entry

You must enter your local area code by pressing **Escape**, **<PAUSE>**, **4**, **#**, **#**; the display will show the following:

```
Enter Local Area  
Code, # =
```

You **MUST** enter the area code the system will be calling from, then **#**. You can enter ***** then **#** to remove an area code.

5 Disk Tools

The BA-1000 offers several basic disk utilities by pressing **Escape**, **<PAUSE>**, **5**, **#**. In this mode, you can format the disk to prepare it for operation, you can copy your phone number files, and you can copy your message files.

• Format Disk

This option allows you to format a ZIP 100 disk to prepare it for usage in the system. To enter this mode, press **Escape**, **<PAUSE>**, **5**, **#** and the display will show the following:

```
1=Format Disk
3=Next Option
```

Press **1** and the display will show:

```
1=Quick Format
3=Full Format
```

Normally you will press **1** for a quick format. If you suspect the disk may have bad spots, you can press **3** and the system will perform a complete format, erasing all data on the disk and swapping the bad spots for good ones. If you select the full format, the display will show:

```
Formatting Disk
- 00% Complete -
```

When the formatting completes, or you selected **1**, the display will show:

```
Formatting Disk
- Please Wait -
```

When the formatting is totally finished, the display will show:

```
Format Complete
--- Press # ---
```

When you press **#**, the system will go through the initial diagnostic testing, and test the newly prepared disk, then return you to the **MENU**.

• Copy Prompts

This option allows you to copy the outgoing message and TAD prompts from one disk to another disk. To enter this mode, press **Escape**, **<PAUSE>**, **5**, **#**, **3** and the display will show the following:

```
1=Copy Prompts
3=Next Option
```

Press **1** and the system will start copying the prompts from the current (**MASTER**) disk and prompt you for the **MASTER** and **SLAVE** disks as needed.

• Copy Do Not Dial List

This option allows you to copy the **DO NOT DIAL LIST** from one disk to another disk. To enter this mode, press **Escape**, **<PAUSE>**, **5**, **#**, **3**, **3** and the display will show the following:

```
1=Copy No List
3=Next Option
```

Press **1** and the system will start copying the **DO NOT DIAL LIST** from the current (**MASTER**) disk and prompt you for the **MASTER** and **SLAVE** disks as needed.

6 Dial Report

This mode allows you to view the basic breakdown of the calls from the last dial session. To enter this mode press **Escape**, **<PAUSE>**, **6**, **#**. To move through the report just press the **#** button at each new entry.

• Total Calls

This entry shows the total phone call attempts the system made during the last dial session. Press **#** to continue to the next entry, or press **Escape** to return to the **MENU**.

• Leads

This entry shows the total leads the system detected during the last session. A lead is our term for a completed call; a call where the person listens

to the entire message and responds where needed. Press # to continue to the next entry, or press **Escape** to return to the **MENU**.

• Hang Ups

This entry shows the total hang ups the system detected during the last session. Press # to continue to the next entry, or press **Escape** to return to the **MENU**.

• Buses

This entry shows the total busy calls detected during the last session. Press # to continue to the next entry, or press **Escape** to return to the **MENU**.

• No Answers

This entry shows the total unanswered calls the system detected during the last session. Press # to continue to the next entry, or press **Escape** to return to the **MENU**.

• Fax Machines

This entry shows the total fax machines detected in the last session. Press # to continue to the next entry, or press **Escape** to return to the **MENU**.

• Recorded Messages

This entry shows the total recorded messages the system detected during the last session. Press # to continue to the next entry, or press **Escape** to return to the **MENU**.

• Answering Devices

This entry shows the total answering machines the system detected during the last session. Press # to continue to the next entry, or press **Escape** to return to the **MENU**.

7 Order Taking

This mode allow you to make the system work as a multi-question answering machine. You enter this mode by pressing **Escape**, <PAUSE>, 7, #. On entering this mode, if you have not recorded an

outgoing message Prompt, the system will beep 4 times and show the following before returning to Menu:

```
No numbers found
in current file!
```

When you enter this mode the display shows:

```
Messages> 00000
```

The system will wait in this mode for a call to ring in. When the system detects an incoming call it will show the following during each ring:

```
<-Line-Ringing->
```

Once the number of rings is reached (see * System Setup), the system will activate and process the call. After the call finishes, the system will reset and wait for the next call.

• Manual Activation

You can manually activate the system by pressing # when the display shows the following:

```
Messages> 00000
```

The system will then process the call as if someone had called into the unit.

You can return to **MENU** by pressing **Escape**.

• Volume Control

The volume on the BA-1000 can be increased by multiple pressing/releasing of the 9 button. You can decrease the volume by multiple pressing/releasing of the 7 button. At min volume, the speaker is completely off and trying to go lower does nothing. At max volume, trying to go higher does nothing. The volume control only adjusts the volume you hear over the speaker, not what the caller hears, and it only adjusts the volume for Dial File and Order Taking modes. **NOTE: This volume can only be adjusted while the system is: playing the message or listening/recording user input, during an answered call.**

8 Out Messages

This mode allows you to record and play the outgoing message prompts. You enter this mode by pressing **Escape**, <PAUSE>, **8**, #. When you enter this mode the display shows:

```
1=Record  3=Play
2=Ans Device Msg
```

• Recording Prompts

This mode allows you to record new outgoing prompts. You enter this mode by pressing **Escape**, <PAUSE>, **8**, #, **1**, <PAUSE>; the display will show:

```
Erasing Prompts
- Please Wait -
```

When the old prompts have been completely erased, the display will show:

```
Mic in & Press 1
```

Now insert your microphone, make sure you have worked out your new message and practiced it, then press **1** to start recording; the display will show:

```
Recording Prompt
B#00 Escape=STOP
```

The 2 numbers on the bottom the left, above, indicate the current message branch file number. You must start dictating your message immediately when the above message appears. When you reach a question point in your message (you need to ask the called party for some information), press **Escape** to end the current prompt, or just be silent for the **Talk Pause** period. The display will then show:

```
Get Response
0-9 or *  #=Next
```

NOTE: If you record a message, and don't talk at the end so the system

stops on its own, the system will remove the silence at the end of the message.

Prompt Codes

Now you can choose one of the following prompt codes by pressing the corresponding number followed by #.

0 = Redo This Prompt – This allows you to redo the prompt if you make a mistake during recording it.

1 = Get Number Input – This code allows you to request a touch tone phone number to be input from the called party.

2 = Get Poll Input – This code allows you to poll the called party. A polling input can accept a touch tone digit from **0** to **9**. The system can ask up to 8 different polling questions per call.

3 = Get Branch Input – This code allows you to give the called party the option to branch from the current message prompt to any of up to 9 other prompts. The only limit on branching is the size of the disk.

4 = Get Response – This code allow you to request recorded audio from the called party.

5 = Voice Consent – This code allows the system to listen to the called party without recording anything; useful for the variable **No Response Hang Up** feature (see 0 System Setup).

6 = Tone Consent – This code allows the system to listen for a touch tone digit from the called party. See 0 System Setup for instructions on setting up how this feature is interpreted.

7 = Remove # Input – This code give the called party the option of having the system add their phone number to the **Do Not Dial** file, so the system will not call them again. This prompt does not impact the variable **No Response Hang Up** feature in any way.

8 = Get Alert Input – This code allow the called party to alert you when he wishes to talk with you. This is similar to attended mode, except that when you have finished with the called party, the system goes to the next call and does not play any more prompts to that called party.

9 = End of Prompt – This code tells the system to end the current message prompt.

*** = Response & End** – This code allow you to request recorded audio from the called party then it tells the system to end the current message prompt.

Once you have selected a transfer code, and pressed #, the system will start recording the next prompt (unless you chose 9 End of Prompt).

When you have finished recording your prompts, and have entered the **End of Prompt** or **Response & End** codes, the system will return you to **MENU** (if you didn't record any **Branch** codes) or have you start recording the **Branch** prompts in the order they were entered in the prompt file.

Branching

Branching allows the called party the opportunity to branch from the current prompt file to any of 9 other prompt files. You can also branch, from any of the other branches, to a new set of branches. You can branch up to 99 times; attempting to branch more than 99 times will cause the system to erase all the current prompts and return you to **MENU**. The first 2 digits to the right of **File**, below, tell you the current prompt file. As you progress to other branches, this number will increase.

```
Recording Prompt
B#00 Escape=STOP
```

Using Branches

When you select a Branch code, the unit will ask you for the number of branches you need.

```
Branches?      1-9
```

Remember, the file you are currently recording is the default, fall through; so, if the customer doesn't dial anything, the system will keep playing the current file. After you enter a number from 1 to 9, for how many branches you want off of the current file, the system will start recording the next message in the current file. When you end the current file, the system will have you record each branch file, one after the other, until all branches are finished.

NOTE: When you ask the customer, in your message, to dial a touch tone digit to go to a different branch, ask for the number directly related to the branch; i.e. 3 branches mean the message would say, dial a 1

for Branch 1, dial a 2 for Branch 2, dial a 3 for Branch 3 or just stay on the line to continue with this message.

• Playing Standard Prompt

This mode allows you to play the current outgoing prompts. You enter this mode by pressing **Escape**, <PAUSE>, 8, #, 3, 1; the display will show:

```
Playing Prompt
B#00 Escape=STOP
```

When the system reaches the end of the current message prompt, it will show the code in the bottom line as follows:

```
[Transfer Codes]
Get Number Input
```

The system will continue playing all the prompt files until the last one is finished, then it will return you to the **MENU**.

• Playing Answering Machine Prompt

This mode allows you to play the answering device prompt. You enter this mode by pressing **Escape**, <PAUSE>, 8, #, 3, 3; the display will show:

```
Playing Prompt
B#00 Escape=STOP
```

The system will return you to the **MENU** when it finishes playing the prompt.

• Record Answering Machine Prompt

This mode allows you to record the answering machine prompt that will play when the system calls an answering machine in **Normal Dialing** mode. You enter this mode by pressing **Escape**, <PAUSE>, 8, #, 2; the display will show:

```
Erasing Prompts
- Please Wait -
```

When the old prompt has been completely erased, the display will show:

```
Mic in & Press 1
```

Now insert your microphone, make sure you have worked out your new message and practiced it, then press **1** to start recording; the display will show:

```
Recording Prompt  
B#00 Escape=STOP
```

The right 5 digits show elapsed recording seconds. Start dictating your message when the above message appears. Press **#** to end the current prompt, then the system will play the prompt back to you and the system will return you to the **MENU**.

• Recording Answering Machine ONLY Prompt

The following steps allow you to record the outgoing prompt for Answering Machine Only Mode (Answer Detect Mode=2). You enter this mode by pressing **Escape**, **<PAUSE>**, **8**, **#**, **1**, **<PAUSE>**; the display will show:

```
Erasing Prompts  
- Please Wait -
```

When the old prompts have been completely erased, the display will show:

```
Mic in & Press 1
```

Now insert your microphone, make sure you have worked out your new message and practiced it, then press **1** to start recording; the display will show:

```
Recording Prompt  
B#00 Escape=STOP
```

Now, start by recording "Sorry, wrong number"; then press **Escape**, the display will show the following:

```
Get Response  
0-9 or * #=Next
```

Now, press **#** and record your main message, and the display will show the following:

```
Recording Prompt  
B#00 Escape=STOP
```

When you are done, press **Escape** to end the prompt, or just be silent for the **Talk Pause** period. The display will then show:

```
Get Response  
0-9 or * #=Next
```

Now, press **9** then **#**; the system will play the prompt back to you then return you to the **MENU**.

NOTE: If you record a message, and don't talk at the end so the system stops on its own, the system will remove the silence at the end of the message.

• Volume Control

The play volume on the BA-1000 can be increased by multiple press/release of the **9** button. You can decrease the volume by multiple press/release of the **7** button. At min volume, the speaker is completely off. This volume control only adjusts the playback volume you hear over the speaker, not the volume of Dial File or Order Taking modes. **NOTE: This volume can only be adjusted while the system is playing the message back.**

9 In Messages

This mode allows you to play the responses. You enter this mode by pressing **Escape**, **<PAUSE>**, **9**, **#**. If the system hasn't recorded any response prompts, it will **Beep** 2 times and return to the **MENU**. When you enter this mode the display shows the following:

```
Counting 0000  
All Lead Files
```

After the Lead Files have been checked and counted, the display will show the following:

```
0=Play <<00000>>
1=Back 2=Advance
```

The 5 digit number in the top right of the display shows the current response file to play.

• Playing Response Files

Pressing **0** will play all response files, one after the other, starting from the file indicated in the top right of the display. Before each file is played, the system will show the following screen:

```
Response 00000
Lead Total 00001
```

The top entry tells you which response is going to be played now, and the bottom entry tells you how many responses are on the drive.

When the system plays a response file recorded from **Dial File** mode, the screen will look as follows:

```
xxxxxxxxx Playing
7866186
```

The x's on the top left are place holders for the polling responses. When a polling question is asked, the system will replace the corresponding x with the number that was dialed; if no number was dialed, the display will keep the x. The bottom will show:

- The phone number dialed.
- Any numbers input from a **Get Number Input** code.
- At playback end, it shows the phone number dialed again.

When finished playing the response file, the system returns you to the initial playback mode screen. When you have played the last response file, the system will beep 4 time and reposition to the first response file.

When the system plays a response file recorded from **Order Taking** mode, the screen will look as follows:

```
xxxxxxxxx Playing
08:02 10/01
```

The x's on the top left are place holders for the polling responses. When a polling question is asked, the system will replace the corresponding x with the

number that was dialed; if no number was dialed, the display will keep the x. The bottom will show:

- The time the call came in (the 1st 5 digits are the hour, 08 = 8 o'clock, the : is a spacer, then the minute, 02 = 2 minutes after the hour), the last 5 digits are the month the call came in, the / is a spacer, then the day the call came in).
- Any other numbers input from a **Get Number Input** code.
- At playback end, it shows the time and date again.

When finished playing the last response file, the system will beep 4 times, reposition to the first response file and return you to the initial playback mode screen. You can stop the playback at any time by pressing **Escape**; this will set the system to play the response file you were just listening to.

• Play the Last Response File

If you play a response file, and didn't catch all the information the first time, you can press **1**, from the initial playback mode screen as follows, and the system will position to the previous response file so you can play the file again.

```
0=Play <<00000>>
1=Back 2=Advance
```

• Skip a Response File

If you want to skip over a response file, and not play it, you can press **2** from the initial playback mode screen, shown below, and the system will position to the next response file. If you were at the last file already, the system will return you to the first response file.

```
0=Play <<00000>>
1=Back 2=Advance
```

• Exit Playback Mode

When you are ready to return to the MENU, press **Escape** from the initial playback mode screen and the system will show the following:

```
Erase ALL Leads?
1=Yes 3=No
```

Pressing **1** will make the system erase all the response files and return you to **MENU**, pressing **3** will leave the files and return you to **MENU**.

• Volume Control

The play volume on the BA-1000 can be increased by multiple press/release of the **9** button. You can decrease the volume by multiple press/release of the **7** button. At min volume, the speaker is completely off. This volume control only adjusts the playback volume you hear over the speaker, not the volume of Dial File or Order Taking modes. **NOTE: This volume can only be adjusted while the system is playing the responses back.**

0 Memory Edit

This mode is used to edit the phone number entries of the current Dial file. You can also access special features such as: Duplicate Delete, File Restore, Computer Linkage and Print Memory. To enter this mode, press **Escape**, **<PAUSE>**, **0**, **#**, and the display will show the following:

```
0-Edit>
```

• Edit A Phone Number

From this point, you can enter any entry number, from 1 to 5 digits, followed by **#**; the display will look as follows:

```
0-Edit> 0000 N  
19167866186
```

The top left number is the current dialing file number, the 5 digits on the top right are the current entry number, the letter on the far right is the dialing status and the full phone number is displayed on the bottom. You can enter a new number by pressing enough digits to clear the current number, enter the new phone number and press **#**; or just press **#** if you don't want to change the number. Now you can change the dialing status by pressing ***** repeatedly, until the status you want appears, then press **#**; or just press **#** if you don't want to change the dialing

status. You can automatically advance to the next entry by pressing **#**. The different dialing status' are as follows:

Dialing Status

N = New number, never dialed.

L = Lead, a qualified lead response detected.

B = Busy number.

R = Recorded Message, operator recorded message.

U = Unanswered call.

A = Answering Machine.

F = Fax Machine.

H = Hang Up detected.

D = Do Not Dial, set for no dial.

C = Chained, this entry chained to the next one.

x = Delete, this **#** will be deleted on exiting **Edit Number** mode.

• Mark Deletes

This feature makes the system go through the entire file and mark all of the contacted phone numbers for deletion (Leads, Hang Ups, Recorded Messages, Answering Machines and Fax Machines). To use this feature, enter **Escape**, **<PAUSE>**, **0**, **#**, *****, **2**, **#**; the display will show the following:

```
0-Edit> 0000  
Marking Deletes
```

As the system marks the phone numbers, the entry number in the top right will change to show the current entry number.

• Search Mode

The system incorporates a progressive search mode that lets you enter a string, from 1 to 16 digits long, that the system will search the current dialing file for. To use this feature, enter **Escape**, **<PAUSE>**, **0**, **#**, *****, **3**, **#**; the display will show the following:

```
- Search Mode -
```

If the system finds an entry that matches the input number, you will see the following:

```
1=Change 3=Next
19167866186
```

When the system has found a match to your search string, it gives you the option to change the entry by pressing **1**, or to find the next match by pressing **3**.

• Duplicate Delete

This mode makes the system search through the current dialing file and mark all duplicates for deletion, so only one entry of each number stays in the file. To use this feature, enter **Escape**, **<PAUSE>**, **0**, **#**, *****, **4**, **#**, and the system will show the following:

```
0 Edit> 00000
Duplicate Delete
```

As the system marks the duplicates, the entry number in the top right will change to show the current entry number. Duplicate Delete can take some time to fully search the file and mark duplicates. If you need to stop this mode, press the **Escape** button.

• File Restore

This feature restores all of the phone numbers in a file, not marked for deletion, to **New** status. To use this feature, enter **Escape**, **<PAUSE>**, **0**, **#**, *****, **5**, **#**; the display will show the following:

```
0-Edit> 00000
Making #'s New
```

As the system restores the phone numbers, the entry number in the top right will change to show the current entry number.

• Exiting Edit Mode

To exit **Edit** mode, press **Escape** from the main edit screen. When you exit **Edit** mode, the system will show the following:

```
0-Edit> 00000..
Compressing File
```

The 5 digits on the top right will show the current entry number as the system compresses the number file and deletes all the entries marked for deletion.

* System Setup

The System Setup mode allows you to change the operating parameters of the BA-1000. To enter this mode, press **Escape**, **<PAUSE>**, *****, **#**. Following is a list of the setup options in the order you will encounter them. You can use the **#** button to advance to the next option, or you can change the option and then press **#** to proceed.

• Change The Time/Date

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 **1** to change the current time or **#** to proceed to the next option. You can press **Escape** to exit setup mode.

Set The Current Day

Press **1** to change the time; the display shows:

```
Enter day, 1 - 7
#=Monday
```

The current day will be shown in the bottom of the display. To change the day, press 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 --
# = 01/01/1999
```

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

Set the Current Time

Now the display will show:

```
Enter 24 hr Time
- # = 00:00:00 -
```

The current time will appear in the bottom of the display. You can enter a new time (in 24 hour format) followed by #, or just press # to keep the current time.

• Set The Dial Times

This option allows you to set the starting and stopping dialing times for each day of the week; the display will look as follows:

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

You can press **1** to change the dialing times or # to proceed to the next option. You can press **Escape** to exit setup mode.

Select The Day To Change

Press **1** to change the time; the display shows:

```
Enter day, 1 - 7
#=Sunday
```

To change the dialing times for a day, press the corresponding number followed #; i.e. **1** for Sunday, **2** for Monday, etc.

Set The Start Time

Now the display will show:

```
Enter START Time
- # = 09:00 -
```

Now you can enter a new start time (in 24 hour format) followed by #, or just press # to keep the current time. You cannot enter a time earlier than 9:00 a.m.

Set The Stop Time

Now the display will show:

```
Enter STOP Time
- # = 21:00 -
```

Now you can enter a new stop time (in 24 hour format) followed by #, or just press # to keep the current time. You cannot enter a time later than 9:00 p.m. Now the system will return you to the initial dialing times screen so you can select another day to adjust. To exit from this mode, press **Escape** from the initial dialing times screen.

• Load/Save Defaults

This option allows you to reset the system back to factory defaults, save the defaults in a file on the ZIP disk or load the defaults from a file on the ZIP disk. The display will look as follows:

```
SETUP Load/Save
1=Change #=Next
```

You can press **1** to load/save the defaults or # to proceed to the next option.

Factory Defaults

The display will now show:

```
1=Factory Reset
3=Load/Save File
```

Pressing **1** will make the system reset the defaults to the factory programmed values and show the following for 2 seconds:

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

The system will then return you to the initial load/save screen.

Load/Save To File

Pressing **3** will allow the system load/save the system setup parameters in a file on the ZIP disk; the display will show the following:

```
1=Load from Disk
3=Save to Disk
```

Pressing **1** will have the system load the setup defaults from a previously saved file on the ZIP disk, and the display will show the following:

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

Pressing **3** will have the system save the setup defaults to a file on the ZIP disk, and the display will show the following:

```
Saving Defaults
- Please Wait -
```

The system will then return you to the initial load/save screen when done.

• Line Feed

This option allows you to turn the automatic line feed option, for a connected printer, on/off. When **On**, the system will print a line of data, then send a carriage return and line feed. When **Off** it sends just a carriage return and relies on the printer to perform the line feed. The display looks as follows:

```
Printer LF= On
1=Change #=Next
```

Press **1** to toggle between **On** and **Off**; press **#** to go to the next option. You can press **Escape** to exit setup mode.

• Dial Mode

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 **1** to toggle between **Tone** and **Pulse**; press **#** to go to the next option. You can press **Escape** to exit setup mode.

• Consent Mode

This option allows you to change how the system uses the touch tone consent mode. When you make your outgoing message, one of the codes you can use is the **Tone Consent** code. When the system encounters a **Tone Consent** code during a call, it will wait for the called party to press a touch tone digit. With this option set for **Play** mode, the system will continue with the outgoing message when it receives a touch tone input; it will hang up if it doesn't. When set for **Stop** mode, the system will hang up if it receives a touch tone input; it will continue with the outgoing message if it doesn't. The display will look as follows:

```
Consent #= Play
1=Change #=Next
```

Press **1** to toggle between **Play** and **Stop**; press **#** to go to the next option. You can press **Escape** to exit setup mode.

• Transfer Beep Mode

This option allows you to turn the transfer beeps on/off. A transfer beep is a tone the system plays to the called party after each transfer code during message play out. When this option is **On**, the system will play a beep after each question. When **Off**, it won't beep at the called party; this makes it seem more like a live person is asking the questions. The display will look as follows:

```
Xfer Beeps= On
1=Change #=Next
```

Press **1** to toggle between **On** and **Off**; press **#** to go to the next option. You can press **Escape** to exit setup mode.

• Pulse Dial Rate

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 **1** to toggle between **Slow** and **Fast**; press **#** to go to the next option. You can press **Escape** to exit setup mode.

• Speaker Mirror

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 **1** to toggle between **On** and **Off**; press **#** to go to the next option. You can press **Escape** to exit setup mode.

• Mic AGC

This option allows you to turn the AGC for Mic/Line level inputs on/off. The AGC is the automatic gain control. When this option is **On**, the system will make quiet audio signals louder during outgoing message record; this is best when using a microphone. When this option is **Off**, the system will record the audio signals exactly as it hears them; this is best used when recording from an external audio source (like a tape). The display will look as follows:

```
Mic AGC= On
1=Change  #=Next
```

Press **1** to toggle between **On** and **Off**; press **#** to go to the next option. You can press **Escape** to exit setup mode.

• Mic AGC Compression

This option allows you to turn the silence compression for the Mic/Line level inputs on/off. The silence compression feature makes the system record silence when the incoming audio signal from the Mic/Line level inputs goes lower than the trigger threshold. When this option is **On**, the system will compress the input audio that is below the threshold. When this option is **Off**, the system will record the audio “as is”, even though it may be below the threshold. The display will look as follows:

```
Mic comp= On
1=Change  #=Next
```

Press **1** to toggle between **On** and **Off**; press **#** to go to the next option. You can press **Escape** to exit setup mode.

• Delete Hang up Files

This option allows you to turn the response file deletion on hang ups on/off. Normally the system will erase the current response file if it detects a hang up during the call. When this option is **Off**, the system will record all response files; even ones where the called party has hung up. This can potentially waste a lot of space on the drive with response files filled with silence or other disconnect signals; it also takes longer to get your messages off the system because there are a lot more files to go through. When this option is **On**, the system will only record the response files where the called party goes through all of the questions without triggering a hang up condition. The display will look as follows:

```
Delete HU= On
1=Change  #=Next
```

Press **1** to toggle between **On** and **Off**; press **#** to go to the next option. You can press **Escape** to exit setup mode.

• No Answer Rings

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

```
No Ans Rings= 5
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 # to go the next option. You can press **Escape** to exit setup mode.

• Answer Detect Mode

This option allows you to change the answer detect mode. The available answer detect modes are: Normal mode, Hello mode and Answering Machine Only mode.

0 = Normal Mode

Normal mode allows the system to activate on a “Hello” response, a “Business” intro and an “Answering Machine” message.

1 = Hello Mode

Hello mode makes the system activate only on a “Hello” response; any other responses causes the system to proceed to the next call.

2 = Answering Machine Only Mode

Answering Machine Only mode makes the system activate only to the message response period of an answering machine; any other response causes the system to proceed to the next call.

3 = HTAD Mode

Hello and Answering Machine mode makes the system give your normal message whenever someone responds with “Hello”; it will also give your answering machine message to any response longer than a “Hello”. Be aware that this will cause the system to activate on most recorded messages and business introductions as well.

The display will look as follows:

```
Answer Detect= 0
0 to 3      #=Next
```

Enter **0** for Normal mode, **1** for Hello mode, **2** for Answering Machine Only mode or **3** for HTAD mode; press # to go to the next option. You can press **Escape** to exit setup mode.

• No Response hang up

This option allows you to set how many unanswered questions the system will accept before considering the call a hang up. The display will look as follows:

```
Unanswer Ques= 1
1 to 9      #=Next
```

Enter from **1** to **9** to choose from 1 to 9 unanswered question before the call is a hang up; press # to go the next option. You can press **Escape** to exit setup mode.

• In Ring Delay

This option allows you to select how many in coming rings the system will wait before it activates, when in **Order Taking** mode. The display will look as follows:

```
InRing Delay= 2
1 to 9      #=Next
```

Enter from **1** to **9** to choose from 1 to 9 rings before the system grabs the in coming call; press # to go the next option. You can press **Escape** to exit setup mode.

• Attended Mode

This option allows you to use the system in an operator attended mode. Normally, the system makes the calls unattended and gets the responses; if you want a live operator to talk with the called party, you can use attended mode. When attended mode is enabled, the system will beep at you, when a response is detected, and wait for you to grab the line; it will show the following message:

```
Operator Request
Pick up Phone
```

When you grab the line, the system will wait for you to tell it what to do next; it will show the following message:

```
1=Play Message
3=Do Next Call
```

When the operator is done talking, he must hang up the phone and press **1** to play the message (only during front attended) or **3** to drop the call and proceed to the next call.

0 = Unattended

Unattended mode is used when you don't want an operator to talk with the called party.

1 = Front Attended

Front attended is used to have an operator talk with the called party before the message is played out.

2 = End Attended

End attended is used to have an operator talk with the called party after the message has played.

3 = Both Attended

Both attended is used to have an operator talk with the called party both before the message is played and after it is played.

The display will look as follows:

```
Attended=      Off
0 to 3      #=Next
```

Press **0** for Unattended, **1** for Front Attended, **2** for End Attended, **3** for Both Attended or press **#** to go to the next option. You can press **Escape** to exit setup mode.

• Redials

This option tells the system how many times it can re-call No Answers and Busies. The system only performs redials after it has called the last entry in the file. The display will look as follows:

```
Redials=      02
00 to 99      #=Next
```

Enter from **00** to **99**, **00** doesn't allow the system to do any redials; press **#** to go to the next option. You can press **Escape** to exit setup mode.

• Talk Limit

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 = 1 second. The display will look as follows:

```
Talk Limit=   30
00 to 99      #=Next
```

Enter from **01** to **99** then press **#** to go to the next option. You can press **Escape** to exit setup mode.

• Talk Pause

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:

```
Talk Pause=   20
00 to 99      #=Next
```

Enter from **01** to **99** then press **#** to go to the next option. You can press **Escape** to exit setup mode.

• Sense Level

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

```
Sense Level=  10
01 to 19      #=Next
```

Enter the level from **01** to **19** then press **#** to go to the next option. You can press **Escape** to exit setup mode.

• Pre-Dial String

This option allows you to enter a master dialing string that the system will dial before it dials each phone number. You cannot put a partial dialing code in the pre-dial string. The display will show the following for 1 second, show the string for 1 second and keep repeating.

```
Pre-Dial String
1=Change      #=Next
```

Press **1** to change the string, then enter the new string followed by #; press # to go to the next option. You can press **Escape** to exit setup mode.

• Total Calls

This entry shows the master total phone calls the system has processed. This can only be reset at the factory. The display will look as follows:

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

You can press # or **Escape** to return to **MENU**.

Appendix

• 24 hour time format

The system uses 24 hour time format for the internal clock.

| | |
|----------------|-------|
| ➤ 12:00 a.m. = | 00:00 |
| ➤ 1:00 a.m. = | 01:00 |
| ➤ 2:00 a.m. = | 02:00 |
| ➤ 3:00 a.m. = | 03:00 |
| ➤ 4:00 a.m. = | 04:00 |
| ➤ 5:00 a.m. = | 05:00 |
| ➤ 6:00 a.m. = | 06:00 |
| ➤ 7:00 a.m. = | 07:00 |
| ➤ 8:00 a.m. = | 08:00 |
| ➤ 9:00 a.m. = | 09:00 |
| ➤ 10:00 a.m. = | 10:00 |
| ➤ 11:00 a.m. = | 11:00 |
| ➤ 12:00 p.m. = | 12:00 |
| ➤ 1:00 p.m. = | 13:00 |
| ➤ 2:00 p.m. = | 14:00 |
| ➤ 3:00 p.m. = | 15:00 |
| ➤ 4:00 p.m. = | 16:00 |
| ➤ 5:00 p.m. = | 17:00 |
| ➤ 6:00 p.m. = | 18:00 |
| ➤ 7:00 p.m. = | 19:00 |
| ➤ 8:00 p.m. = | 20:00 |
| ➤ 9:00 p.m. = | 21:00 |
| ➤ 10:00 p.m. = | 22:00 |
| ➤ 11:00 p.m. = | 23:00 |

• Dialing Status Codes

The following are the dialing status codes the system displays in the top right during dialing and editing:

- **N** = New number, never dialed.
- L** = Lead, a qualified lead response detected.
- B** = Busy number.
- R** = Recorded Message, operator recorded message.
- U** = Unanswered call.
- A** = Answering Machine.
- F** = Fax Machine.
- H** = Hang Up detected.
- D** = Do Not Dial, set for no dial.
- C** = Chained, this entry chained to the next one.
- x** = Delete, this # will be deleted on exiting **Edit Number** mode.

• Special Entry Codes

The following are the special entry codes you can put in the **Pre-Dial String** and in entries that you want to chain to a phone number:

- ***00** – Dial the next touch tone digit for 5 seconds.
- ***01** to **09** – Pause for 1 to 9 seconds.
- ***1** – Wait for return dial tone.
- ***2** – Wait for 5 seconds of silence.
- ***3** – Dial a touch tone *.
- ***4** – Dial a touch tone #
- ***5** – Dial the rest of the phone number string as touch tones.

• Outgoing Prompt Codes

The following are the prompt codes available for your outgoing messages:

- 0** = Redo This Prompt.
- 1** = Get Number Input.
- 2** = Get Poll Input.
- 3** = Get Branch Input.
- 4** = Get Audio Input.
- 5** = Voice Consent.
- 6** = Tone Consent.
- 7** = Remove # Input.
- 8** = Get Alert Input.
- 9** = End of Prompt.
- * = Get Audio Input then End of Prompt

• 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.

• **Reset System Setup**

You can reset the system to the Factory defaults by entering the following string:

**Escape, <PAUSE>, *, #, #,
#, <PAUSE>, 1, 1**

When the display shows the following, you can press **Escape** to return to the **MENU**.



• **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.

The failure to detect a dialed digit within 5 seconds of a **Consent** code when in **Play** mode.

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 **Voice 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. See **8 – Out Messages** for detailed information on how to design your announcement.

• **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:

- 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.

One Year Limited 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, 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.