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BA-1000 Operation Manual for Basic Dialing

Version 4.04

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\BA1000.PDF`

Installation

❖ 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.

❖ Location

When selecting a location for the system, the following conditions MUST be avoided:

Temperatures above 95°F.
Temperatures below 65°F.
Carpeted areas that produce Static Electricity.
High dust/tobacco smoke areas.
Exposure to direct sunlight.

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

❖ Power

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

❖ 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.

❖ 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 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)

Operation

Each of these sections assumes you are starting from the main **MENU**. You can always return to the menu by pressing the **Escape** enough times.

* * *

❖ Connect it and Power Up

Connect our phone cord from the unit to your phone line jack on the wall. It will only work on a standard phone line, like your house phone line or a jack your FAX machine plugs in to.

Connect the supplied POWER ADAPTER to the POWER jack on the rear panel of the BA-1000-A. This MUST be done before the POWER ADAPTER is connected to 115VAC power.

Now plug the POWER ADAPTER to a 115VAC 60Hz power outlet.

* * *

❖ Enter the Area Code for the line it will use

NOTE: This is a ONE TIME setup process, then you are done.

Enter:

4 **#** **#** ***** **#** (Your Area Code) **#**

* * *

❖ Make a Message that will Only Play out, it won't record anything

Enter message record mode with:

8 **#** **1**

Wait until it shows:

Mic in & Press 1

To record, plug microphone into **MIC IN** jack and press:

1

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

When finished, enter:

Escape **9** **#**

* * *

❖ Make a Message that records the person's Name

Enter message record mode with:

8 **#** **1**

Wait until it shows:

Mic in & Press 1

To record, plug microphone into **MIC IN** jack and press:

1

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

When finished, enter:

Escape ***** **#**

* * *

❖ Call a General Range of Numbers

Enter the number entry mode with:

2 **#**

Erase any old numbers with:

1 **5**

Wait until it shows:

0-Entry> 00000 N

Enter a range of phone numbers with:

***** **8** **#**

Enter the starting phone number exactly as you would dial it, then #, #, example - 786-0000 is entered:

7 **8** **6** **0** **0** **0** **#** **#**

Wait until it shows:

0-Entry> 10000 N

Make the system start calling the numbers with:

Escape **3** **#**

Wait until it shows:

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

Press:

#

It is done calling when it shows:

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

Press:

* * *

❖ Call Individual Phone Numbers

Enter the number entry mode with:

Erase any old numbers with:

Wait until it shows:

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

Enter each phone number, exactly as you would dial it, then #, example - 786-0000 is entered:

Make the system start calling the numbers with:

Wait until it shows:

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

Press:

It is done calling when it shows:

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

Press:

* * *

❖ Erase all of the Duplicate Phone Numbers from your list

Start at the Edit mode with:

Make it mark the duplicate numbers with:

Wait until it shows the following (**this process takes a while**, you can abort by pushing for several seconds):

```
0-Edit>
```

Press:

* * *

❖ Add Numbers you Don't Want to Call, to the No Dial List

Select the No Dial list with:

Enter the number entry mode, to Add numbers, with:

Wait until it shows something like:

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

Enter each phone number, with the area code, then #, example - 916-786-0000 is entered:

When done, go back to your normal dialing file with:

* * *

❖ Erase a Number from the No Dial List

Select the No Dial list with:

Enter the Edit mode with:

Start the phone number search mode with:

It shows the following:

```
- Search Mode -
```

Enter the phone number you are looking for, then #, example - 786-0000 is entered:

The number doesn't exist if it beeps and shows the following (skip down to [Exit](#) below):

```
- Search 00000 -  
Entry Not Found!
```

If it finds a match, it shows something like:

```
1=Change 3=Next  
7860000
```

If it this is the number, press ; otherwise, press and it will keep looking.

To mark the number to be erased, enter:

```
  
       
     
```

The display will have a small "x" in the top right:

```
N-Edit> 00000 x  
7860000
```

To finish erasing the number, press:

Exit

To return to the Menu, press:

Wait until it shows:

```
N-Menu-v4.02--MO  
10/01/02 08:00am
```

Go back to your normal dialing file with:

```
   
```

* * *

❖ Erase ALL the Numbers from the No Dial List

Select the No Dial list with:

```
   
```

Enter the number entry mode with:

```
 
```

Erase any old numbers with:

```
 
```

Wait until it shows:

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

Now go back to your normal dialing file with:

```
    
```

* * *

❖ Listen to the Messages the system recorded

Enter the Playback mode with:

```
 
```

Wait until it shows:

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

To hear the messages, press:

The messages are done when it stops & beeps 4 times. To erase the messages, and get ready for the next session, enter:

```
 
```

* * *

❖ Resume the last calling session

To pick back up calling numbers, from where you left off on the last calling session, enter:

```
 
```

Wait until it look something like:

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

To start the calling, press:

* * *

❖ Turn off Caller ID, so the people you call won't see your number

First, enter the Setup mode, and go to the Pre-Dial String option, with:

```
    
```

```
    
```

It should show:

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

Change the Pre-Dial String with:

Enter the code to turn off Caller ID with:

```
        
```

Return to the Menu with:

Escape

* * *

❖ Make the system stop calling on Certain Days of the Week

Example: You don't want to call on Sunday's.

First, enter the Setup mode, and go to the Set Dialing Times option, with:

* # # 1

Now, select the day you want to stop calling, followed by the #. Enter the day of the week as follows: 0 for Sunday, 1 for Monday, 2 for Tuesday, etc.)

Set the start time for 9:00 a.m. as follows:

0 9 0 0

Press * if it shows pm as follows:

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

Set the end time for 9:00 a.m. also as follows:

0 9 0 0

Press * if it shows pm as follows:

```
Enter STOP Time
- # = 09:00 pm -
```

Save the time and return to the Menu with:

Escape Escape

* * *

❖ Change the Current Date or Time

First, enter the Setup mode, and go to the Set Current Times option, with:

* # 1

Now, select the current day of the week, followed by the #. Enter the day of the week as follows: 0 for Sunday, 1 for Monday, 2 for Tuesday, etc.)

Enter the current month, day and year, then #.

Enter the current time (* changes between am and pm), then #.

Return to the Menu with:

Escape Escape

Trouble shooting

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

❖ Audio Quality Problems

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

- **Hold the microphone so the head is at about chin level, approximately 3 inches from your chin.**
- **Speak your message in a loud clear voice.**
- **The audio quality through the speaker will never be as good as through the phone line; so have the system call some other phone you can listen to (make sure the volume on the system is all the way down).**

❖ CODEC Initialize Error

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

CODEC 2 error

If the following message appears:

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

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

CODEC 1 error

If the following message appears:

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

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

❖ Disconnect Issues

Disconnect methods

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

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

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

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

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

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

Disconnect problems

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

❖ Customer Support

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

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

❖ Warranty Repair

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

❖ Non-Warranty Repair

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

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

❖ Service Warranty

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

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.