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BA-1000 Telecommunication Dialer Operation Manual

Version 3.01

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

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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.

❖ 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. If you wish to use the BA-1000 as an emergency dialer, the clock control can be disabled in the System Setup.

❖ 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 date and time 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 activation mode is also provided, in this mode, so the unit can be operated for manual soliciting.

❖ 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. This feature can be disabled in the System Setup.

❖ No Dial List Support

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

❖ 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.

❖ 32 Digit Pre-Dial String

The BA-1000 supports a pre-dial string of up to 32 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 for editing telephone numbers in the dialing files. It also has a duplicate delete feature that can remove duplicate numbers from within the same dialing file; and a search mode that lets you search for all entries that match a given pattern. The unit also has a fast scan

feature for a quick view of the numbers and dialing results.

❖ Computer Linkage

With the use of an 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. The software package can be used on PC's running Windows 95, 98 or ME with either an internal or external ZIP drive.

❖ 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:

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

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

❖ Power

The SYSTEM can be used on a three-prong grounded 110VAC power outlet. This is needed for proper protection of the unit's circuitry. Power circuits that are used for any heavy equipment such

as large freezers, blowers, heaters, copiers, or any electrical equipment that contains large motors, should be avoided. Heavy electrical equipment can cause power glitches over the power line which could interfere with the operation of the system. If your power lines are excessively noisy a power filter MIGHT solve the problem.

❖ Phone Connection

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

❖ Business Telephones

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

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.

❖ Initial ONE Time Setup

Enter:

4 # # * # (Your Area Code) #

❖ Make a Play Only Message

Enter:

8 # 1

Wait until it shows:

```
Mic in & Press 1
```

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 to get Name & Number

Enter:

8 # 1

Wait until it shows:

```
Mic in & Press 1
```

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 * #

❖ Dial a Range of Numbers

Enter:

2 # 1

Wait until it shows:

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

Enter:

* 8 #

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

7 8 6 0 0 0 0 # #

Wait until it shows:

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

Enter:

Escape 3 #

Wait until it shows:

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

Press:

#

It is done calling when it shows:

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

Press:

#

❖ Dialing Specific Phone Numbers

Enter:

Wait until it shows:

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

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

When done, enter:

Wait until it shows:

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

Press:

It is done calling when it shows:

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

Press:

❖ Delete Duplicate Phone Numbers

Enter:

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

```
0-Edit>
```

Press:

❖ Add Numbers to No Dial List

Enter:

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, enter:

❖ Remove a Number from No Dial List

Enter:

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):

```
N-Edit>
```

If it finds a match, it shows something like:

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

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

Now enter:

* * * * *
* * * * *

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

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

Enter:

Escape

Exit

Press:

Escape

Wait until it shows:

```
N-Menu-Ver 3.10A
11/01/01 08:00am
```

Enter:

4 # * Escape

❖ Erase No Dial List

Enter:

4 # * Escape
2 # 1 Escape

Wait until it shows:

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

Enter:

4 # 0 Escape

❖ Play your Responses

Enter:

9 #

Wait until it shows:

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

Press:

0

When it stops & beeps 4 times, enter:

Escape 1

❖ Resume a dialing session

Enter:

3 #

Wait until it look something like:

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

Press:

1

It will beep 4 times, then press:

* 1 #

❖ Disable Caller ID

Enter:

*

#

It should show:

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

Enter:

1 * 3 6 7
* 0 2 # 3 Escape

❖ Don't Dial Certain Days

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

Enter:

* # # 1 0 #

(The selects the day: for Sunday, for Monday, for Tuesday, etc.)

Enter:

Escape Escape

❖ Change Current Time

Enter:

Enter the number for the current day of the week; example - for Sunday, for Monday, for Tuesday, etc., then .

Enter the current month, day and year, then .

Enter the current time (in 24hr format), then .

Enter:

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.

Application 1 - Patient Reminder

This application focuses on using the BA-1000 as a patient reminder dialer for medical appointments. The dialer will be set up to call your patients and remind them of an upcoming appointment (with an optional, individual personal message for each patient). The reminder message, you record, will be played to live people or their answering machines.

This section is designed to get the system “On Line” fast! 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.

❖ Initial ONE Time Setup

Enter:

* # # # 1

Wait until it shows:

```
Load APP Presets
0 to 1    #=Next
```

Enter:

Escape

Now enter:

4 # # * #

Now enter your local area code followed by #, example – the line the dialer will be calling from is 916-786-6186, so the local area code is 916, so you would enter:

9 1 6 #

❖ Do a Basic Reminder Session

The basic reminder session simply tells each customer of an upcoming appointment, then it gives the patient a chance to respond with any changes.

Record The Reminder Message

Enter:

8 # 1

Wait until it shows:

```
Mic in & Press 1
```

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 * #

• Example Message

An example of a message would be: “**Hi, this is Doctor Jones’ office, we are calling to remind you of your appointment on Tuesday. If you need to make a change, or you need to talk with the Doctor, please leave your name and message after the tone.**” Escape * #

Enter Patient’s Phone Numbers

Enter:

2 # 1

Wait until it shows:

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

Enter each phone number, exactly as you would dial it, then # then 3, example - 786-0000 is entered:

7 8 6 0 0 0 0 # 3

• Call the Numbers

When done, enter:

Escape 3 #

Wait until it shows:

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

Press:

#

It is done calling when it shows:

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

Press:

Playing Patient Responses

Enter:

Wait until it shows:

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

Press:

You can restart playing the current message by pressing while the message is playing. You can skip to the next message by pressing while the current message is playing.

When it stops & beeps 4 times, enter:

❖ Do A Personalized Reminder Session

The personalized reminder message informs the customer of an upcoming appointment, plays an optional, personalized message for each number, then it gives the patient a chance to respond with any changes.

Record The Reminder Message

Enter:

Wait until it shows:

```
Mic in & Press 1
```

Plug microphone into **MIC IN** jack and press:

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

When finished, enter:

- **Example Message**

An example of a message would be: “**Hi, this is Doctor Jones’ office, we are calling to remind you of the following appointment.**”

Now finish the message: “**If you need to make a change, or you need to talk with the Doctor, please leave your name and message after the tone.**”

Enter Patient’s Phone Numbers

Enter:

Wait until it shows:

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

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

- **Record the personal message.**

Plug microphone into **MIC IN** jack and press:

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

When finished, enter:

- **Example Message**

An example of a personal message is: “**Bob Jones at 3 p.m. on Tuesday, January 16th.**”

- **Call the Numbers**

When done, enter:

Wait until it shows:

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

Press:



It is done calling when it shows:

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

Press:



Playing Patient Responses

Enter:



Wait until it shows:

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

Press:



You can restart playing the current message by pressing **[1]** while the message is playing. You can skip to the next message by pressing **[2]** while the current message is playing.

When it stops & beeps 4 times, enter:



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.