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**BA-1000**  
**Telecommunication**  
**Dialer**  
**Technical**  
**Reference**  
**Manual**

Version 4.00

# Table Of Content

<b>TABLE OF CONTENT</b> .....	<b>2</b>
<b>SYSTEM OVERVIEW</b> .....	<b>5</b>
❖ <b>Save Your Packing</b> .....	<b>5</b>
❖ <b>Introduction</b> .....	<b>5</b>
Clock Controlled .....	5
❖ <b>System Features</b> .....	<b>5</b>
Sequential Dialing .....	5
Answer Mode .....	5
❖ <b>15 Minute Busy Re-Dials</b> .....	<b>5</b>
❖ <b>Multi-File Support</b> .....	<b>5</b>
❖ <b>No Dial List Support</b> .....	<b>5</b>
❖ <b>Attended Dialing</b> .....	<b>5</b>
❖ <b>Consent Feature</b> .....	<b>6</b>
❖ <b>32 Digit Pre-Dial String</b> .....	<b>6</b>
❖ <b>Full Number Editing</b> .....	<b>6</b>
❖ <b>Computer Linkage</b> .....	<b>6</b>
❖ <b>Power Out Protected</b> .....	<b>6</b>
<b>INSTALLATION</b> .....	<b>6</b>
❖ <b>Location</b> .....	<b>6</b>
❖ <b>Power</b> .....	<b>6</b>
❖ <b>Phone Connection</b> .....	<b>6</b>
❖ <b>Business Telephones</b> .....	<b>6</b>
❖ <b>Single Line Phones</b> .....	<b>7</b>
❖ <b>Order A Phone Jack</b> .....	<b>7</b>
❖ <b>Setup</b> .....	<b>7</b>
❖ <b>Diagnostic Test</b> .....	<b>7</b>
<b>THE MENU</b> .....	<b>7</b>
❖ <b>The Escape Button</b> .....	<b>8</b>
<b>2 NUMBER ENTRY</b> .....	<b>8</b>
❖ <b>Area Code Entry</b> .....	<b>8</b>
❖ <b>Entering Numbers</b> .....	<b>9</b>
Recording Personal Messages .....	9
❖ <b>Chaining Entries</b> .....	<b>9</b>
Special Codes .....	9
❖ <b>Exiting</b> .....	<b>10</b>

Return to MENU .....	10
Start dialing the numbers.....	10
❖ <b>Advanced Features</b> .....	<b>10</b>
Back Up.....	10
Auto Fill Mode .....	10
Time Saver Entry Mode .....	11
• Example .....	11
<b>3 DIAL FILE</b> .....	<b>11</b>
❖ <b>Area Code Entry</b> .....	<b>11</b>
❖ <b>Variable Start Entry</b> .....	<b>11</b>
❖ <b>No Answer Redials</b> .....	<b>12</b>
❖ <b>6pm Redials</b> .....	<b>12</b>
❖ <b>15 Minute Busy Redials</b> .....	<b>12</b>
❖ <b>Do Not Dial List</b> .....	<b>12</b>
❖ <b>Dialing</b> .....	<b>12</b>
Pause During Dialing .....	12
❖ <b>End Of Session</b> .....	<b>13</b>
❖ <b>Manual Call Abort</b> .....	<b>13</b>
❖ <b>Volume Control</b> .....	<b>13</b>
<b>4 SELECT FILE</b> .....	<b>13</b>
❖ <b>Dial File Select</b> .....	<b>13</b>
❖ <b>Area Code Entry</b> .....	<b>13</b>
<b>5 DISK TOOLS</b> .....	<b>13</b>
❖ <b>Format Disk</b> .....	<b>14</b>
Quick Format.....	14
Full Format .....	14
❖ <b>Copy Prompts</b> .....	<b>14</b>
❖ <b>Copy System</b> .....	<b>15</b>
❖ <b>Copy Do Not Dial List</b> .....	<b>15</b>
❖ <b>Prepare to Copy</b> .....	<b>15</b>
<b>6 DIAL REPORT</b> .....	<b>15</b>
❖ <b>Total Calls</b> .....	<b>15</b>
❖ <b>Leads</b> .....	<b>16</b>
❖ <b>Hang Ups</b> .....	<b>16</b>
❖ <b>Busies</b> .....	<b>16</b>
❖ <b>No Answers</b> .....	<b>16</b>
❖ <b>Fax Machines</b> .....	<b>16</b>
❖ <b>Recorded Messages</b> .....	<b>16</b>
❖ <b>Answering Devices</b> .....	<b>16</b>



❖ Pers. Msg.= Off.....	31
❖ Xtone Det= Off.....	31
❖ HU Redial= Off.....	32
❖ 6pm Redials= Off.....	32
❖ Post Pound= Off .....	32
❖ TAD Hangup= Off.....	32
❖ No Ans Rings= 5 .....	32
❖ Hello Pause= 05.....	32
❖ Dial Pause = 02.....	33
❖ Talk Pause= 20.....	33
❖ Redial Pause= 00.....	33
❖ Sense Level= 11.....	33
<b>REMOTE OPERATION .....</b>	<b>33</b>
❖ Access Unit Remotely .....	33
❖ Remote Record a Play Only Message	34
❖ Start Dialing File 9 .....	34
<b>APPENDIX .....</b>	<b>34</b>
❖ Dialing Status Codes .....	34
❖ Special Entry Codes .....	34
❖ Outgoing Prompt Codes .....	34
<b>TROUBLE SHOOTING.....</b>	<b>35</b>
❖ Reset System Setup.....	35
❖ Audio Quality Problems .....	35
❖ CODEC Initialize Error .....	35
CODEC 2 error.....	35
CODEC 1 error.....	35
❖ Disconnect Issues .....	36
Disconnect methods .....	36
Disconnect problems .....	36
❖ Customer Support .....	36
❖ Warranty Repair .....	36
❖ Non-Warranty Repair.....	36
❖ Service Warranty .....	36
<b>1 YEAR LIMITED WARRANTY....</b>	<b>37</b>

# 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. 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.

### ❖ 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, the unit will cross reference 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.

## ❖ 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.

## ❖ Diagnostic Test

Every time 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 it sets up the phone line circuits, showing:

```
- Initializing -
Phone line CODEC
```

Then it sets up the mic circuits, showing:

```
- Initializing -
Microphone CODEC
```

Then the system will calibrate the microphone input. Make sure there is 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 and show the following:

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

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

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

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, as follows:


```
0-Menu-Ver 3.12
11/01/01 08:00am
```

# The Menu














When the BA-1000 is at the MENU, it will shut all power down after 15 minutes of inactivity. You can return the unit from power down by pressing then releasing any button. The MENU is the starting point of the system. If you press then


release 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 3.12
11/01/01 08:00am
```


The number on the top left is the current Dial File in use. Ver 3.12 is the current version of the program. To view the different choices that the **MENU** offers simply press then release each number one at a time. Once you have found the function you wish, press then release the  key.

The **MENU** consists of the following items:


-  – **UNUSED** = This function is currently unused.
-  – **NUMBER ENTRY** = Used to enter telephone numbers into a dialing file.
-  – **DIAL FILE** = Dial a telephone number file.
-  – **SELECT FILE** = Select a telephone number file to dial and enter local area codes.
-  – **DISK TOOLS** = Disk formatting and file copy utilities.
-  – **DIAL REPORT** = Displays totals from the last dial session.
-  – **ORDER TAKING** = Answers incoming calls.
-  – **OUT MESSAGES** = Used to TEST or RECORD the outgoing messages.
-  – **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.
-  – **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 then released.

## ❖ The Escape Button

The  **Escape** button is used to abort/back out of most operations. If you press then release 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 then release  **Escape**, it will show the following:



```
0-Menu-Ver 3.12
11/01/01 08:00am
```

Enter:  then  and it will show the following:

```
Phone #'s= 0000
1=NEW or 3=Add
```

Press then release  to erase the previous numbers and enter new ones, or press then release  to start adding numbers to the end of the file. If you pressed , you will see the following:

```
Erase 0000 #'s?
5=YES Escape=No
```

Now you can press  to erase all the numbers or  **Escape** if you don't want to. 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> 0000 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.

**NOTE: If you are entering phone numbers, and lose power while doing so, the numbers you have entered will be lost; so make sure you exit now and then, or connect the system to a backup power supply.**

Enter phone numbers, exactly as you would call them yourself, followed by the **#**; i.e. if you only dial 7 digits to reach someone, then you only enter 7 digits, 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.

## Recording Personal Messages

This feature give you the option to record a personal message for each phone number entered. This feature will only work when manually entering phone numbers, one at a time, on the BA-1000. To use this feature, make sure the [Pers. Msg.](#) setting is “On” in \* **System Setup**. Now, after you enter a phone number, followed by the **#**, it will show the following:

1=Record Message  
3=Next Number

Press then release **3** if you want to enter the next phone number and not record a personal message for the phone number you just entered.

Press then release **1** if you want to record a personal message; then start talking after the longer, low beep and press then release **Escape** when you are finished with the message. It will show the following while recording:

-- Talk Now--  
press ESCAPE=end

## ❖ 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 then releasing **\*** 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:

**\*000** – 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.

**\*60** – End the call, as a Response, without doing anything else (like playing a message).

## ❖ Exiting

To exit this mode, you can return to the **MENU** or go directly to **DIAL FILE** mode from the following screen:

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

## Return to MENU

To return to the **MENU**, press then release **Escape** while it shows the following:

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

## Start dialing the numbers

To start dialing the numbers, enter **\***, **9**, **#** and it will show the following:

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

Press then release # and the system will go start calling the numbers.

## ❖ Advanced Features

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

## Back Up

If you're entering numbers, and find that you made a mistake on a previous number, enter **\***, **7**, **#** enough times to back up to the entry you want. Then just enter the correct number. When you press then release **#**, 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. **NOTE: You cannot use this mode when the Do Not Dial file is selected.** To use this feature press then release **\***, **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 starting phone number can end with **0000**; i.e. **7860000** is a valid start number. The display will show the following:

```
END suffix (4)  
9999
```

The system uses the default of **9999** if you press then release **#**; or press then release 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; i.e. the end suffix of **7866186** is **6186**. Once this is entered, the system will show the following:

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

You can stop the auto-generation at any time by pressing then releasing 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 current list of numbers and you can continue with regular number entry or use **AUTO FILL** mode again.

## Time Saver Entry Mode

This mode lets you enter the common beginning for your phone numbers once, then it automatically puts it in for you so you only have to enter the last part of each phone number. You turn this feature on by entering the common part of the phone number then **\***, **0** and **#**. This mode stays on until you exit number entry mode, or turn it back off by entering **\***, **0** and **#**.

- **Example**

You need to enter: 7860020, 7860022, 9167860030, 19167860040, 7730050, 7730060, you would do the following:

Display shows:

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

Enter:

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

Display shows:

```
0-Entry> 00000 N
786
```

Enter:

**0****0****2****0****#**  
**0****0****2****2****#**  
**\*****0****#**

Display shows:

```
0-Entry> 00002 N
```

Enter:

**9****1****6****7****8****6****0****0****3****0****#**  
**1****9****1****6****7****8****6****0****0****4****0****#**

Display shows:

```
0-Entry> 00004 N
```

Enter:

**7****7****3****\*****0****#**

Display shows:

```
0-Entry> 00004 N
773
```

Enter:

**0****0****5****0****#**

**0****0****6****0****#**

**Escape**

## 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 then release

**Escape**, it will show the following:

```
0-Menu-Ver 3.12
11/01/01 08:00am
```

Enter: **3** then **#** and it will show the following:

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

By default, if you enter a **#** at this point, the system will resume calling from where it left off at the last calling session (on a new list of numbers, it starts at the first entry).

## ❖ 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

The variable start entry lets you force the BA-1000 to start calling from any entry position you

choose. To access this feature, press then release **1** when it shows the following:

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

This will clear the entry position, as follows:

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

Now enter the position of the phone number you want to start dialing with, followed by **#**. 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 [Redials](#)).

## ❖ 6pm Redials

The system now has the ability to stop its current dialing at 6pm and begin calling, from the start of the file, all the No Answers and Busies. This feature is off by default and can be enabled by turning [6pm Redials](#) on in **0 System Setup**.

## ❖ 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. You can now disable this feature through [Busy Disable](#) in **0 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:

```
* Testing Line *
* 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 the Dial Pause number of seconds, as follows:

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

## Pause During Dialing

You can pause the dialing by pressing, and holding down, the **#** button while it shows the following:

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

Once the system has paused, it will show the following:

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

Now you can release the **#** button. You can leave the system like this until you are ready to continue dialing, then just press then release **1** and the system will pick up where it left off; or you can press then release **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**.

## ❖ Manual Call Abort

You can force the system to abort the current call by pressing then releasing **5**; the system will indicate the call is a hang up.

## ❖ Volume Control

The volume on the BA-1000 can be increased by multiple pressing then releasing of the **9** button. You can decrease the volume by multiple pressing then 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 then release **Escape**, it will show the following:

```
0-Menu-Ver 3.12
11/01/01 08:00am
```

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

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

## ❖ Dial File Select

You can select a different file for number entry/editing by entering a number from **0** to **9** followed by **#**. The default dialing file is **0**. If you press then release **\***, you will select the **DO NOT DIAL** file, and the display will show an **N** for the file number in the top right, as shown below:

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

If you select the **DO NOT DIAL** 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 then releasing **Escape** or continue by pressing then releasing **#**.

## ❖ Area Code Entry


After pressing then releasing **#**, you will be at the local area code screen as follows:

```
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 for setting up the ZIP disk and copying files. To



enter this mode press then release  **Escape**, it will show the following:

```
0-Menu-Ver 3.12
11/01/01 08:00am
```


Enter:  then  and it will show the following:

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




## ❖ Format Disk

This screen lets you format a ZIP 100 disk to prepare it for usage in the system. You can press then release  to Format the ZIP disk, or  to go to the next screen.

## Quick Format

If you press then release  it will show the following:


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

You can press then release  to quick format (reset the basic file structure, about 3 seconds) or  to fully format (erase and initialize the entire disk surface, about 10 minutes). If you press then release  for quick formatting, it will show the following:


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

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

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

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

## Full Format

If you press then release  it will show the following:


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

When the formatting completes, it will show the following:

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

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



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


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

## ❖ Copy Prompts

This screen lets you copy the outgoing message and TAD prompts from one disk to another disk; it will show the following:

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

**NOTE:** Make sure you have already formatted the **COPY** ZIP disk (See [Prepare to Copy](#)). You can press then release  to copy the prompts, or  to go to the next screen.

If you press then release  it will show the following:

```
Put COPY into
-- Zip Drive--
```

Now take that **MASTER** disk out and insert the **COPY** disk. After some initial setup, it will show the following:

```
Put MASTER into
-- Zip Drive--
```

Now take the **COPY** disk out and put (**MASTER** disk back in and keep swapping disks, as indicated, until it finishes copying.

## ❖ Copy System

This screen lets you copy the system information settings from one disk to another disk; it will show the following:

```
1=Copy System
3=Next Option
```

**NOTE:** Make sure you have already formatted the **COPY** ZIP disk (See [Prepare to Copy](#)). You can press then release **[1]** to copy the prompts, or **[3]** to go to the next screen.

If you press then release **[1]**, it will show the following:

```
Put COPY into
-- Zip Drive--
```

Now take that **MASTER** disk out and insert the **COPY** disk. After some initial setup, it will show the following:

```
Put MASTER into
-- Zip Drive--
```

Now take the **COPY** disk out and put the **MASTER** disk back in and keep swapping disks, as indicated, until it finishes copying.

## ❖ Copy Do Not Dial List

This screen lets you copy the **DO NOT DIAL LIST** from one disk to another disk; it will show the following:

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

**NOTE:** Make sure you have already formatted the **COPY** ZIP disk (See [Prepare to Copy](#)). You can press then release **[1]** to copy the prompts, or **[3]** to go to the next screen.

If you press then release **[1]**, it will show the following:

```
Put COPY into
-- Zip Drive--
```

Now take that **MASTER** disk out and insert the **COPY** disk. After some initial setup, it will show the following:

```
Put MASTER into
-- Zip Drive--
```

Now take the **COPY** disk out and put (**MASTER** disk back in and keep swapping disks, as indicated, until it finishes copying.

## ❖ Prepare to Copy

First, press **[Escape]** to return to the **MENU**.

Now, eject your current disk; during this copy process, it will be referred to as the **MASTER** disk throughout this process.

Insert a new blank ZIP 100 disk and wait until it comes up to the **MENU**; it will be referred to as the **COPY** disk throughout this process.

Now, eject the **COPY** disk and re-insert the **MASTER** disk and continue at the beginning, [5 Disk Tools](#).

# 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 then release **[Escape]**, it will show the following:

```
0-Menu-Ver 3.12
11/01/01 08:00am
```

Enter: **[6]** then **[#]** and it will show the following:

```
- Total Calls -
00000 --- #=Next
```

To move through the report just press then release 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 then release **[#]** to continue to the next entry, or **[Escape]** to return to the **MENU**.

```
- Total Calls -  
00000 --- #=Next
```

## ❖ Leads

This entry shows the total leads the system detected in 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 then release  to continue to the next entry, or  to return to the MENU.

```
----- Lead -----  
00000 --- #=Next
```

## ❖ Hang Ups

This entry shows the total hang ups the system detected in the last session. Press then release  to continue to the next entry, or  to return to the MENU.

```
--- Hang Up ---  
00000 --- #=Next
```

## ❖ Buses

This entry shows the total busy calls detected in the last session. Press then release  to continue to the next entry, or  to return to the MENU.

```
----- Busy -----  
00000 --- #=Next
```

## ❖ No Answers

This entry shows the total unanswered calls the system detected in the last session. Press then release  to continue to the next entry, or  to return to the MENU.

```
-- No Answer --  
00000 --- #=Next
```

## ❖ Fax Machines

This entry shows the total fax machines detected in the last session. Press then release  to continue to the next entry, or  to return to the MENU.

```
- Fax Machine -  
00000 --- #=Next
```

## ❖ Recorded Messages

This entry shows the total recorded messages the system detected in the last session. Press then release  to continue to the next entry, or  to return to the MENU.

```
Recorded Message  
00000 --- #=Next
```

## ❖ Answering Devices

This entry shows the total answering machines the system detected in the last session. Press then release  or  to return to the MENU.

```
Answering Device  
00000 --- #=Next
```

# 7 Order Taking

This mode lets you make the system work as a multi-question answering machine. To enter this mode press then release , it will show the following:

```
0-Menu-Ver 3.12  
11/01/01 08:00am
```

Enter:  then  and it will show the following:

```
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 In Ring Delay](#) in \* **System Setup**), the system will activate and process the call. After the call finishes, the system will reset and wait for the next call.

On entering this mode, if you haven't recorded an outgoing message, the system will beep 4 times and show the following before returning to **MENU**:

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

## ❖ Manual Activation

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

```
Messages> 0000
```

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

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

## ❖ Volume Control

The volume on the BA-1000 can be increased by multiple pressing then releasing of the **9** button. You can decrease the volume by multiple pressing then 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 lets you record and play the outgoing message prompts. To enter this mode press then release **Escape**, it will show the following:

```
0-Menu-Ver 3.12  
11/01/01 08:00am
```

Enter: **8** then **#** and it will show the following:

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

## ❖ Recording Standard Prompts

You can record new prompts by pressing then releasing **1** from the following screen:

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

It will erase the old prompts and show the following:

```
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 then release **1** to start recording; the system will give you a low, longer tone, then you can start talking and the display will show:

```
-- Talk Now--  
B#00 Escape=STOP
```

The 2 numbers on the bottom the left indicate the current message branch file number. When you reach a question point in your message (you need to ask the called party for some information), press then release **Escape** to end the current prompt, or just be silent for the [Talk Pause](#) period (see \* **System Setup**). 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 then releasing 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.

This code is changed when the [Pers. Msg.](#) option is enabled (see \* **System Setup**). This code then becomes: **2** = **Do Personal Msg.**

**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 \* **System Setup**).

**6** = **Tone Consent** – This code allows the system to listen for any touch tone digit from the called party. See [Consent mode](#) in **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, by dialing any touch tone. 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 by dialing a touch tone **0**. 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 then released **#**, the system will start recording the next prompt (unless you chose [9 = End of Prompt](#) or [\\* = Response & End](#)).

When you have finished recording your prompts, and entered the **End of Prompt** or **Response & End** codes, it will play the prompts back then return you to **MENU**; or, if you recorded a Get Branch Input code, it will have you record the **Branch** prompts.

## Branching

Branching lets the called party 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 number digits, in the bottom left of the screen shot below, tell you the current prompt file. As you progress to other branches, this number will increase.

```
-- Talk Now--
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
```

**NOTE:** 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.

## ❖ Record Answering Device Prompt

You can record the answering device prompt by pressing then releasing **(2)** from the following screen:

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

It will erase the old answering device prompt and show the following:

```
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 then release **(1)** to start recording; the system will give you a low, longer tone, then you can start talking and the display will show:

```
-- Talk Now--
B#00 Escape=STOP
```

When you finish the message, press then release **(Escape)** to end the prompt, or just be silent for the Talk Pause period (see \* **System Setup**). The display will then play the prompt back and show the following:

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

When finished, the system will return you to the MENU.

## ❖ Playing Prompts

This mode lets you play either the standard prompts, or the answering device prompts. You get to this mode by pressing then releasing **(3)** from the following screen:

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

Now it will show the following:

```
1=Standard Msg
3=Ans Device Msg
```

## Standard Msg Playback

You can play the standard prompts by pressing then releasing **(1)** from the following screen:

```
1=Standard Msg
3=Ans Device Msg
```

The system will then play all of the standard prompt files, starting from 00, until it reaches the end. It will show the following while playing each file:

```
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
```

When finished, the system will return you to the MENU.

## Answer Device Msg Playback

You can play the answering device prompt by pressing then releasing **(3)** from the following screen:

```
1=Standard Msg
3=Ans Device Msg
```

The system will then play the answering device prompt until it reaches the end. It will show the following while playing the file:

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

When the system reaches the end of the prompt, it 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](#) in \* **System Setup**). You can record new prompts by pressing then releasing **(1)** from the following screen:

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

It will erase the old prompts and show the following:

```
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 then release **(1)** to start recording; the system will give you a low, longer tone, then you can start talking and the display will show:

```
-- Talk Now --
B#00 Escape=STOP
```

Now, start by recording “**Sorry, wrong number**”; then press then release **(Escape)**, the display will show the following:

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

Now, press then release **(#)** and record your main message after the low, longer tone, and the display will show the following:

```
-- Talk Now --
B#00 Escape=STOP
```

When you are done, press then release **(Escape)** to end the prompt, or just be silent for the Talk Pause period (see \* **System Setup**). The display will then show:

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


Now, press then release **(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 pressing then releasing the **(9)** button several times. You can decrease the volume by pressing then releasing the **(7)** button several times. 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. To enter this mode press then release  **Escape**, it will show the following:





```
0-Menu-Ver 3.12
11/01/01 08:00am
```

Enter:  then ; 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:

```
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 then releasing  will play all response files, one after the other, starting from the file indicated in the top right of the display. Playback can be stopped at any time by pressing then releasing the  **Escape** button. You can replay the current response by pressing then releasing  while it is playing. You can skip the rest of the current response, and start playing the next one, by pressing then releasing  while it is playing. 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.

## Play Dial File Responses

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 last response file, the system will beep 4 times and show the following:

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

## Play Order Taking Responses

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 1<sup>st</sup> 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 and show the following:

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

## ❖ Play The Previous Response

To play the response you just finished listening to (if it wasn't the last response recorded), just press then release  when the following screen is shown:

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

## ❖ Skip a Response File

To skip the current response, press then release **[2]** from the following screen (or while the response is playing back):

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

## ❖ Exit Playback Mode

When you are ready to return to the MENU, press then release **[Escape]** from the following screen:

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

The system will give you the option to erase the responses by pressing then releasing **[1]**, or to save them by pressing then releasing **[3]**, as follows:

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

If you chose to erase the responses, by pressing then releasing **[1]**, it will show the following:

```
Erasing> 00000
- Please Wait -
```

When finished, the system will return you to MENU.

## ❖ Volume Control

The play volume on the BA-1000 can be increased by pressing then releasing the **[9]** button several times. You can decrease the volume by pressing then releasing of the **[7]** button several times. 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 then release **[Escape]**, it will show the following:

```
0-Menu-Ver 3.12
11/01/01 08:00am
```

Enter: **[0]** then **[#]** and it will show the following:

```
0-Edit>
```

## ❖ Reviewing Phone Numbers

You can review the phone numbers in the file by pressing then releasing **[#]** while in [Edit Mode](#). You can exit review mode at any time by pressing then releasing **[Escape]**. You can edit any phone number (while it is being displayed) by proceeding to [Edit the Current Number](#).

## ❖ Edit A Phone Number

All phone numbers are stored in the files with individual “**Entry Positions**”. To edit a phone number, you can start with the Entry Position, or use the Search Mode to locate the number, while in [Edit Mode](#).

## Edit From An Entry Position

Get into [Edit Mode](#), then, at the following screen, enter the Entry Position of the phone number, you want to change, followed by **[#]**:

```
0-Edit>
```

The system will go to that Entry Position (or the last entry if that position doesn't exist) and show the following:

```
0-Edit> 00000 N
19167866186
```

The top left number is the current dialing file number, the 5 digits on the top right are the Entry

Position, the letter on the far right is the dialing status and the full phone number is displayed on the bottom.

### • Edit the Current Number

You can edit the phone number record by enter a **[\*]**. Now you can enter a new number followed by the **#** or you can leave the number unchanged by just pressing then releasing **#**. Once you change the phone number, the status will automatically change to “N”.

The dialing status can only be changed after you have either: entered a new number followed by **#**, or pressed then released **#** to leave the number unchanged. You can change the dialing status by pressing then releasing **[\*]**, repeatedly, until the status you want appears, then press then release **#**. You can leave the status as is by pressing then releasing **#**.

The different dialing status' are as follows:

### Dialing Status

- N = New number, never dialed.
- L = Lead, a qualified “Hello” response detected.
- B = Busy number.
- R = Recorded Message, called party talked too long when answering the phone.
- U = Unanswered call.
- A = Answering Machine.
- F = Fax Machine.
- D = Do Not Dial, set for no dial.
- C = Chained, this entry chained to the next one.
- O = Reorder Disconnect, like a fast busy, indicates the number hung up.
- S = SIT, recorded operator message with 3 increasing tones at the front.
- I = Industry, a qualified Business introduction detected.
- 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 the response type, you select, for deletion, while in [Edit Mode](#). To use this feature, enter: **[\*]**, **[2]**, **#** at the following screen:

```
0-Edit>
```

The system will show the following for 2 seconds:

```
0-Edit> 00000
Delete Numbers
```

The system will then show the following:

```
Enter Type = 0-9
#=New Number
```

The available types are as follows:

- **[0]** = New Number, never called numbers.
- **[1]** = Hello Response, numbers with a valid “Hello” response.
- **[2]** = Busy Number, busy numbers.
- **[3]** = No Answer, several rings & no one answered.
- **[4]** = Fax Machine, fax machine.
- **[5]** = Recorded Msg., operator recorded message.
- **[6]** = Reorder Signal, operator disconnect signal like a fast busy.
- **[7]** = SIT Signal, operator recorded message with three increasing tones at the front.
- **[8]** = Answer Machine, answering machine.
- **[9]** = Business Intro, numbers with a valid business introduction.

Once you have selected the response type, press **#** the system will show the following:

```
Are you Sure?
1=Yes ----- 3=No
```

Press **[1]** and the system will mark all of those numbers for deletion, or press **[3]** or **[Escape]** to abort that operation. 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, while in [Edit Mode](#). To use this feature, enter: , ,  at the following screen:

```
0-Edit>
```

The system will display the following:

```
- Search Mode -
```

Now, enter from 1 to 16 of the phone number digits you are trying to find, then press then release . If the system finds an entry that matches the input number, you will see the following (with that phone number in the bottom of the display):

```
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 then releasing , to find the next match by pressing then releasing  or to exit back to the main Edit screen by pressing then releasing . If you press then release , it lets you edit the number as described under [Edit the Current Number](#).

If the system doesn't find any more matching entries, it will show the following:

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

## ❖ Duplicate Delete

This mode makes the system search through the current dialing file and mark all duplicates for deletion; this way, only one entry of each number stays in the file, while in [Edit Mode](#). To use this feature, enter: , ,  at the following screen:

```
0-Edit>
```

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. **NOTE:** Duplicate Delete can take a **long time** to fully search the file and mark duplicates. If you need to stop this mode, press then release the  button.

## ❖ File Restore

This feature restores all of the phone numbers in a file, not marked for deletion, to **New** status, while in [Edit Mode](#). To use this feature, enter: , ,  at the following screen:

```
0-Edit>
```

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 then release  from the main edit screen:

```
0-Edit>
```

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 then release , it will show the following:

```
0-Menu-Ver 3.12
11/01/01 08:00am
```

Enter: **[\*]** then **[#]** and it will show the following:

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

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 then release **[#]** to proceed. You can use **[Escape]** to back out/exit this mode at any time.

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

## Set The Current Day

If you press then release **[1]** to change the time; the display shows:

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

The current day will be shown in the bottom of the display. To change the day, press then release 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 --
# = 01/01/1980
```

The current date will appear in the bottom of the display. You can enter a new date followed by

**[#]**, or just press then release **[#]** to keep the current date.

## Set the Current Time

Now the display will show:

```
-- Enter time --
- # = 12:00 pm -
```

The current time will appear in the bottom of the display. You can enter a new time followed by **[#]**, or just press then release **[#]** to keep the current time. You can change between a.m./p.m. by pressing then releasing the **[\*]**.

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

## Select The Day To Change

Press then release **[1]** to change the time; the display shows:

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

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

## Set The Start Time

Now the display will show:

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

Now you can enter a new start time followed by **[#]**, or just press then release **[#]** to keep the current time. You cannot enter a time earlier than

9:00 a.m. You can change between a.m./p.m. by pressing then releasing the **[\*]**.

## Set The Stop Time

Now the display will show:

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

Now you can enter a new stop time followed by **[#]**, or just press then release **[#]** to keep the current time. You cannot enter a time later than 9:00 p.m. You can change between a.m./p.m. by pressing then releasing the **[\*]**.

Now the system will return you to the initial dialing times screen so you can select another day to adjust (you will notice that it already shows the next day in the display). To exit from this mode, press then release **[Escape]** to return to the main System Setup path.

## ❖ Answer Detect= 0

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.

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 then release **#** to go to the next option. You can press then release **[Escape]** to exit setup 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 normal message play when someone says “Hello”; it also gives 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.

## ❖ Attended= Off

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. The display will look as follows:

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

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

## ❖ Unanswer Ques= 1

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 then release **#** to go the next option. You can press then release **Escape** to exit setup mode.

## ❖ InRing Delay= 2

This option allows you to select how many incoming 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 incoming call; press then release **#** to go the next option. You can press then release **Escape** to exit setup mode.

## ❖ Redials= 02

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 then release **#** to go to the next option. You can press then release **Escape** to exit setup mode.

## ❖ Talk Limit= 30

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 then release **#** to go to the next option. You can press then release **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. You would typically use the pre-dial string to dial the Per Call Blocking code to disable Caller ID. The display will show the following for 1 second, show the string for 1 second and keep repeating.

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

The pre-dial string consists of 2 strings, 16 digits in length, each; this string was expanded due to customer input on the need to dial special long distance service codes. You can press **#** to go to the next option, or press then release **1** to change the string, and it will show the following:

Enter NEW String

Enter the new string followed by **#**, and it will show the following:

1=Add 2<sup>nd</sup> String  
3=Next option

Now you can press **1** to add a 2<sup>nd</sup> string, up to 16 digits, or press **3** to continue. You can press then release **Escape** to exit setup mode.

## Special Entry Codes

The following are the special entry codes you can put in the **Pre-Dial String**:

**\*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.

**\*60** – End the call, as a Response, without doing anything else (like playing a message).

## ❖ 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 then release **#** or **Escape** to return to **MENU**. You can access the secondary

setup, while it shows the Total Calls, by entering:

**\* \* \* \* #**

# Secondary Setup

The secondary setup contains setting that should only be changed by experienced users. It is entered, from the [Total Calls](#) window in **\* System Setup**, by entering: **\* \* \* \* #**

## ❖ Load APP Presets

This option allows you to reset the system back to factory defaults or load the settings for a predefined application. The display will look as follows:

Load APP Presets  
0 to 1   #=Next

You can press then release **0** to load the defaults, **1** to load the Patient Reminder application settings or **#** to proceed to the next option. You can press then release **Escape** to return to the [Total Calls](#) screen.

## Factory Defaults

The display will show the following:

Load APP Presets  
0 to 1   #=Next

Press then release **0** and it will show the following for 2 seconds:

Loading Defaults  
- Please Wait -

The system will then show the following:

Load APP Presets  
0 to 1   #=Next

## Load Application 1

The display will show the following:

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

Press then release **[1]** and it will show the following for 2 seconds:

```
Loading APP # 1
- Please Wait -
```

The system will then show the following:

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

## ❖ Remote Code= 0506

This option allows you to change the access code used in Remote Mode. The display looks as follows:

```
Remote Code=0506
1=Change    #=Next
```

Press then release **[1]** to let you change this code, then enter the new code followed by **[#]**; press then release **[#]** to go to the next option. You can press then release **[Escape]** to return to the [Total Calls](#) screen.

## ❖ Dial Mode= Tone

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 then release **[1]** to toggle between **Tone** and **Pulse**; press then release **[#]** to go to the next option. You can press then release **[Escape]** to return to the [Total Calls](#) screen.

## ❖ Consent #= Play

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 then release 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 then release **[1]** to toggle between **Play** and **Stop**; press then release **[#]** to go to the next option. You can press then release **[Escape]** to return to the [Total Calls](#) screen.

## ❖ Xfer Beeps= On

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 then release **[1]** to toggle between **On** and **Off**; press then release **[#]** to go to the next option. You can press then release **[Escape]** to return to the [Total Calls](#) screen.

## ❖ Pulse Rate= Slow

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 then release **[1]** to toggle between **Slow** and **Fast**; press then release **[#]** to go to the next option. You can press then release **[Escape]** to return to the [Total Calls](#) screen.

## ❖ Mic AGC= On

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 then release **[1]** to toggle between **On** and **Off**; press then release **[#]** to go to the next option. You can press then release **[Escape]** to return to the [Total Calls](#) screen.

## ❖ Mic comp= On

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 then release **[1]** to toggle between **On** and **Off**; press then release **[#]** to go to the next option. You can press then release **[Escape]** to return to the [Total Calls](#) screen.

## ❖ Play Line= Off

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 then release **[1]** to toggle between **On** and **Off**; press then release **[#]** to go to the next option. You can press then release **[Escape]** to return to the [Total Calls](#) screen.

## ❖ Delete HU= On

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 then release **[1]** to toggle between **On** and **Off**; press then release **[#]** to go to the next option. You can press then release **[Escape]** to return to the [Total Calls](#) screen.

## ❖ CPC Detect= On

This option allows you to disable the system's ability to detect the CPC disconnect pulse sent by some telephone companies. When set to On, the system will, on detecting a CPC pulse, hang up on the current phone call and log it as a Hang Up. When set to Off, it will ignore any CPC pulses sent. The display will look as follows:

```
CPC Detect=  On
1=Change  #=Next
```

Press then release **[1]** to toggle between **On** and **Off**; press then release **[#]** to go to the next option. You can press then release **[Escape]** to return to the [Total Calls](#) screen.

## ❖ TAD Redial= Off

This option allows you to enable redialing of answering machines. By default, answering machines are not included in the Redials option; this option allows you to include them. The display will look as follows:

```
TAD Redial=  Off
1=Change  #=Next
```

Press then release **[1]** to toggle between **On** and **Off**; press then release **[#]** to go to the next option. You can press then release **[Escape]** to return to the [Total Calls](#) screen.

## ❖ Clock Skip= Off

This option allows you to bypass the system's dialing clock control, so you can make the system immediately begin dialing at any time of the day or night. When set to On, the system will ignore dialing start/stop times. When set to Off, it will only dial within the normal dialing start/stop times. The display will look as follows:

```
Clock Skip=  Off
1=Change  #=Next
```

Press then release **[1]** to toggle between **On** and **Off**; press then release **[#]** to go to the next

option. You can press then release **[Escape]** to return to the [Total Calls](#) screen.

## ❖ Busy Dials= On

This option allows you to disable the 15 minute busy redial option in Dial File mode. When this option is **On**, the system will redial each number, in the Busy list, at 15 minutes between attempts. When this option is **Off**, the system will not do the 15 minute Busy redials. The display will look as follows:

```
Busy Dials=  On
1=Change  #=Next
```

Press then release **[1]** to toggle between **On** and **Off**; press then release **[#]** to go to the next option. You can press then release **[Escape]** to return to the [Total Calls](#) screen.

## ❖ Pers. Msg.= Off

This option allows you to record a personal message, individually, for each phone number you hand enter into the system. This feature is primarily intended for medical professionals that need to contact their patients with reminder calls of upcoming appointments. When this option is On, the system will lock out access to all number files except File 0, it sets the current file to File 0 and it will enable the personal message record feature in 2 Number Entry. When this option is Off, the system functions without recording or playing any personal messages, it restores the active file to the file in use before the mode was activated and access is restored to all files. The display will look as follows:

```
Pers. Msg.=  Off
1=Change  #=Next
```

Press then release **[1]** to toggle between **On** and **Off**; press then release **[#]** to go to the next option. You can press then release **[Escape]** to return to the [Total Calls](#) screen.

## ❖ Xtone Det= Off

This option allows the system to detect the transfer tones from tapes made for the CBC 7000, 8000 and 9000, during a local record session, when

the Mic AGC is turned off. When set to On (with the Mic AGC is turned off), the system will detect any older transfer tones and insert the corresponding prompt codes into a prompt being recorded. When set to Off, it will ignore any older transfer tones. The display will look as follows:

```
Xtone Det= Off
1=Change #=Next
```

Press then release **(1)** to toggle between **On** and **Off**; press then release **(#)** to go to the next option. You can press then release **[Escape]** to return to the [Total Calls](#) screen.

## ❖ HU Redial= Off

This option allows system to call a number that was previously logged as a hang up, when the Redials option is set to 00 and the Answer Detect mode is set to 2. When this option is **On**, the system will allow a previous hang up number to be called. When this option is **Off**, the system will not re-call any previously called numbers. The display will look as follows:

```
HU Redial= Off
1=Change #=Next
```

Press then release **(1)** to toggle between **On** and **Off**; press then release **(#)** to go to the next option. You can press then release **[Escape]** to return to the [Total Calls](#) screen.

## ❖ 6pm Redials= Off

This option allows you to enable the 6p.m. redial feature. This feature will make the system stop the current dialing at 6p.m., and start calling from the beginning (only No Answers and Busies). The display will look as follows:

```
6pm Redial= Off
1=Change #=Next
```

Press then release **(1)** to toggle between **On** and **Off**; press then release **(#)** to go to the next option. You can press then release **[Escape]** to return to the [Total Calls](#) screen.

## ❖ Post Pound= Off

This option allows you to enable automatic dialing of a touch tone **(#)** after it dials each phone number. This feature is used when using certain long distance calling plans. The display will look as follows:

```
Post Pound= Off
1=Change #=Next
```

Press then release **(1)** to toggle between **On** and **Off**; press then release **(#)** to go to the next option. You can press then release **[Escape]** to return to the [Total Calls](#) screen.

## ❖ TAD Hangup= Off

This option allows you to force the system to hang up the instant it detects an answering machine.

```
TAD Hangup= Off
1=Change #=Next
```

Press then release **(1)** to toggle between **On** and **Off**; press then release **(#)** to go to the next option. You can press then release **[Escape]** to return to the [Total Calls](#) screen.

## ❖ No Ans Rings= 5

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 then release **(#)** to go the next option. You can press then release **[Escape]** to return to the [Total Calls](#) screen.

## ❖ Hello Pause= 05

This option lets you change the amount of silence needed, to activate the message, after someone says “**Hello**”. **CAUTION:** This value should **NOT** be adjusted unless instructed to by a

Skutch Service Technician. For this option, 1 = .1 seconds. The display will look as follows:

```
Hello Pause= 05
05 to 15 #=Next
```

Enter the level from **05** to **15** then press then release **#** to go to the next option. You can press then release **Escape** to return to the [Total Calls](#) screen.

## ❖ Dial Pause = 02

This option lets you change the number of seconds the unit pauses between each phone number. For this option, 1 = 1 second. The display will look as follows:

```
Dial Pause= 02
02 to 30 #=Next
```

Enter the level from **02** to **30** then press then release **#** to go to the next option. You can press then release **Escape** to return to the [Total Calls](#) screen.

## ❖ Talk Pause= 20

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 then release **#** to go to the next option. You can press then release **Escape** to return to the [Total Calls](#) screen.

## ❖ Redial Pause= 00

This option tells the system the minimum number of minutes that must expire, from the start of the current dialing loop, before the system can start the next redial loop. The display will look as follows:

```
Redial Pause= 00
00 to 60 #=Next
```

Enter from **00** to **60** then press then release **#** to go to the next option. You can press then release **Escape** to return to the [Total Calls](#) screen.

## ❖ Sense Level= 11

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

```
Sense Level= 11
01 to 20 #=Next
```

Enter the level from **01** to **20** then press then release **#** to go to return to the Total Calls screen. You can press then release **Escape** to return to the [Total Calls](#) screen.

# Remote Operation

This version supports a simple remote programming feature that lets you, optionally, record a new "Play Only" message and make the system call all of the phone numbers in file 9. This feature is only intended for calling a customer base of numbers, previously entered into file 9.

## ❖ Access Unit Remotely

The remote access will only be possible when the system is at MENU, in Power Down state or at End Of Session in dialing mode.

Call the unit.

The unit gives you a 2 tone beep after the 10<sup>th</sup> to 11<sup>th</sup> ring.

Enter the [Remote Access Code](#), then **#**; the default is 0506, as follows:

```
0 5 0 6 #
```

The unit gives you a 3 tone beep, indicating menu.

## ❖ Remote Record a Play Only Message

At the remote menu (after the 3 tone beep), enter:

**[8]**

When Long, Low tone stops, dictate your message.

When finished, enter:

**[\*]**

It will play it back and return to the remote menu.

## ❖ Start Dialing File 9

At the remote menu (after the 3 tone beep), enter:

**[3]**

The unit gives you two, 3 tone beeps, then 3 single beeps and hangs up. The system will restore all of the numbers in file 9 to new status, then call them.

# Appendix

## ❖ 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 “Hello” response detected.
- **B** = Busy number.
- **R** = Recorded Message, called party talked too long when answering the phone.
- **U** = Unanswered call.
- **A** = Answering Machine.
- **F** = Fax Machine.
- **D** = Do Not Dial, set for no dial.
- **C** = Chained, this entry chained to the next one.
- **O** = Reorder Disconnect, like a fast busy, indicates the number hung up.

- **S** = SIT, recorded operator message with 3 increasing tones at the front.
- **I** = Industry, a qualified Business introduction detected.
- **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:

**[\*][0][0]** – Dial the next touch tone digit for 5 seconds.

**[\*][0][1]** to **[0][9]** – 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.

**[\*][6][0]** – End the call, as a Response, without doing anything else (like playing a message).

## ❖ 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 – 0 through 9.

**Optionally, [2]** = Do Personal Msg.

**[3]** = Get Branch Input.

**[4]** = Get Audio Input.

**[5]** = Voice Consent.

**[6]** = Tone Consent – any touch tone.

**[7]** = Remove # Input – any touch tone.

**[8]** = Get Alert Input – touch tone 0.

**[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

The first step to trouble shooting is to reset the system to the Factory defaults. To do this, press then release **Escape**, it will show the following:

```
0-Menu-Ver 3.12
11/01/01 08:00am
```

Now enter: **[\*]** then **[#]** and it will show the following:

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

Now **[#]** step (press then release **[#]** several times) until it shows the Total Calls as follows:

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

Now enter: **[\*]**, **[\*]**, **[\*]**, **[\*]**, **[#]**, and it will show the following:

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

Now press then release **[O]** and it will show the following for 1 second:

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

When the display shows the following, you can press then release **[O]Escape** 2 times to return to the **MENU**.

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

## ❖ 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 returns. You can only correct this problem by removing the microphone, unplugging power from the wall, 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 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. This option can be disabled with CPC Detect, under System Setup.

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. 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.
- 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.**