

The Answering Service Solution!

Benefits.....

- * Your Patients can reach you 24 Hours a day without an answering service!
- * The System is relentless. It will keep searching for you until your urgent message is received.
- * Can save over \$3600.00 a year in Answering Service Fees.
- * System only notifies you of urgent messages, routine calls are handled by office personnel.
- * System provides 100% accurate information left by the patient every time!
- * Mail Box Mode provides coverage for up to 16 Physicians, with personal messages for each box!
- * Enjoy your free time..... with piece of mind.



Eliminate Monthly Service Charges!

The BA-1000A is the ultimate telephone answering device. It not only replaces your expensive answering service, but does a much better job also! Lets face it, most answering services are understaffed during peak call periods. The results are not good....Some calls don't get answered until the 5th or 6th ring, and worst... most callers hear the familiar greeting; "Dr. Smith's Office please HOLD....". Have you ever got inaccurate information from your answering service? Well if you have you are not alone. When the answering service gets an urgent call how many calls do they make trying to contact you? Probably not as many as you would think.

The BA1000A solves all of the problems. It always answers the phone on the same number of rings, it never places any caller on hold, and it gets the information correctly from the patient 100% of the time, and it will keep calling you until you get your urgent message. Best of all the BA1000A can pay for itself in less than five months. The only question is can you afford to be without the BA1000A?

Features.....

1. **EASY TO USE:** Single button controls and voice instructions in remote playback.
2. **DIGITIZED AUDIO:** Fully Digitized audio for both Incoming and Outgoing audio. The messages are stored on a standard ZIP 100 disk. These disks are readily available at all stores that carry computer supplies.
3. **16 VOICE MAILBOXES:** In MAILBOX mode, the system provides 16 separate mailboxes. Each Physician has their own personal message, alert numbers, and PIN number for access. Each Physician ONLY has access to his or her messages.
4. **THREE HOURS OF MESSAGES:** Can hold up to three hours of audio messages. Optionally can be expanded to over eight hours with ZIP 250.
5. **TIME STAMP:** The Time and Date stamp displays the time and date that each call was received during local playback. In remote playback, Time and Date are transmitted in voice.
6. **SIMPLE PLAYBACK:** During an ALERT sequence, ONLY the urgent message(s) will be automatically played back to you. Non-urgent messages can either be played back locally or remotely.
7. **PLAYBACK FEATURES:** Skip, Save, Erase, and Re-play, allows fast efficient playback of messages, both locally and remotely. Auto Stop between each message provides needed time to make necessary notes. Last message audio prompt for easy identification of last message.
8. **FOUR SELECTABLE URGENT CALL MODES:** Selectable URGENT CALL MODES allow immediate notification of ONLY your calls that need immediate attention. The BA-1000A can call you on your home phone, your cell phone, or even on your pager. The BA-1000A is

persistent. It knows that you need to be notified and it keeps working until the message is retrieved. The unit has adjustable redials and adjustable time between calls. Only the urgent message will be played back to you during an ALERT sequence, normal calls can be played back at your convenience.

ALERT MODES:

EVERY VOICE MESSAGE: The BA-1000A will notify you if any valid voice message is left. It will not notify you if no message is left.

TONE: In this mode the BA-1000A will only notify you if the caller presses a touch tone EIGHT anytime during his/her message. This way you are notified ONLY if the customer needs immediate assistance. This is the ONLY mode that can be used in VOICE MAILBOX mode.

ON CALL: For "ON CALL" applications, you can instruct the caller to dial 8 for immediate assistance and the BA1000A will only call the GROUP that is "ON CALL". The "ON CALL" group is selected by the START GROUP parameter which can easily be changed either locally or remotely. This feature does not apply in VOICE MAILBOX mode.

CYCLE: This mode works the same as TONE mode except that you can select the person that you want the BA1000A to call first. If the BA1000A does not get in touch with the first person, it will continue to dial the rest of the employees programmed into the system until the urgent message is received. This mode works great for "ON CALL" applications. The "ON CALL" person is controlled by the START GROUP parameter which can be changed either locally or remotely. Does not apply to VOICE MAILBOX mode.

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

DIALING SEQUENCE RESET: The BA-1000A can be set up so that it will keep calling you until the URGENT MESSAGE has been received. In SETUP mode re-dials can be set to UNLIMITED or you can set the re-dials from 0 to 98. The Default re-dial setting is 20. When the BA-1000A calls you at home or on your cell phone, it will wait until the phone is answered, then it will play the following message; *"I have an URGENT message from your office. Enter the ACCESS CODE."* When the access code is entered, the message will be played back and the dialing sequence will be reset. If the BA-1000A is calling your pager, it will notify you by displaying a pre-programmed, user selectable number. In this case the user must call the BA-1000A, during the announcement, enter the access code, and the URGENT message will be played back. Once the ACCESS code is entered, the dialing sequence is reset.

REMOTE CONTROL FEATURES:

- 1- Remote Message Playback with verbal call counter and Time and Date Stamp for each call.
- 2- Remote Message Playback functions: Message Skip, Repeat, Save, Erase, with auto Pause between messages.
- 3- Remote Outgoing Message Record and Test.
- 4- Remote Notification Phone number Programming with verify, disable, enable, and erase.
- 5- Remote START GROUP selection.

POWER FAIL FRIENDLY

If the power should fail while the BA-1000A is in a DIALING SEQUENCE it will automatically return to the DIALING SEQUENCE where it left off, once the power is restored. If the unit was in auto answer mode, it will return to the auto answer mode on power up. The unit uses non-volatile memory to keep track of this information.

OTHER FEATURES:

- 1- 128, 32 character Programmable Notification Phone numbers. 8 numbers per Physician in MAILBOX mode.
- 2- Programmable Ring Delay from 1 to 12, or Toll Saver mode.
- 3- Announce ONLY Mode.
- 4- Voice Controlled Recording.
- 4- Maximum Limit. User adjustable from 10 seconds to 4 minutes, or unlimited.
- 5- CPC disconnect detection.
- 6- Auto Dial Tone disconnect detection.
- 7- Auto Disconnect. The unit automatically disconnects when you pick up a local phone.
- 8- Disk FULL message. Special message plays when the BA-1000A runs out of message storage space; *"System full please try again later"*.
- 9- Separate four digit user programmable ACCESS code for message playback.
- 10- Separate four digit user programmable access code for changing Notification Numbers and/or recording new outgoing message.
- 11- Selectable automatic clock control feature allows unit to automatically turn on at office closing time, and turn off when office opens the next day.
- 12- The BA-1000A's FLASH Memory allows for easy system updates with your computer and the internet.