

CBC 9000
Telecommunication
Dialer
Manual

Version 9.20

Quick Start Sheet

This section is designed to get the system ON LINE fast! You will also find it helpful if you ever need to have someone else operate your system for you. Anyone should be able to get the system ON LINE and producing leads without help if they follow these simple steps.

• Sequential Dialing

The **RESET** key is the black round key next to the **3** key.

Place the announcement tape in the **TRANSMITTER** deck which is on the left hand side, and the response tape in the **RECEIVER** deck which is on the right hand side. The tapes should both be installed so that the **FULL** reel is on the left hand side.

- 1) Press **RESET 1 #**.
- 2) Enter complete seven digit starting number, then press **#**.
- 3) Enter the last four digits of the **STOP** (ending) number, then press **## 1**.

NOTE: The system will not dial before 9:00 a.m. or after 9:00 p.m.

• Playback

- 1) Turn the volume control up.
- 2) Press **RESET 9 #**.
- 3) Press **1** to **REWIND**, **#** to **STOP**, **0** to **PLAY** and **2** to **FAST FORWARD**.

• Memory Dialing

The **RESET** key is the round black key next to the **3** key.

Place the announcement tape in the **TRANSMITTER** deck which is on the left hand side, and the response tape in the **RECEIVER** deck which is on the right hand side. The tapes should both be installed so that the **FULL** reel is on the left hand side.

- 1) Press **RESET 2 # #**.
- 2) Enter a complete phone number, followed by the **#** key. Repeat until all numbers are entered.
- 3) Press **3 # 1**.

NOTE: The system will not dial before 9:00 a.m. or after 9:00 p.m.

• Set the System Up

- 1) Insert **TRANSMITTER** tape in the left hand side tape deck, with the full reel on the left side.
- 2) Insert **RECEIVER** tape in the right hand side tape deck, with the full reel on the left side.

• Setting Time

Example 1

11:54 a.m. on Tuesday

- 1) Press **RESET * # 1**.
- 2) Press **2 #** (1 – 7, Monday through Sunday).
- 3) Press **1 1 5 4 # RESET**.

Example 2

4:31 p.m. on Saturday

- 1) Press **RESET * # 1**.
- 2) Press **6 #** (1 – 7, Monday through Sunday).
- 3) Press **1 6 3 1 # RESET** (4:31 p.m.=16:31 in 24 hour format).

• Setting Clock Control

The factory settings allow dialing ever day from 9:00 a.m. until 9:00 p.m.

Example 1

You wish to change the dialing on Saturday to 12:00pm until 8:00pm.

- 1) Press **RESET * # # 1**.
- 2) Press **6 #** (1 – 7, Monday through Sunday).
- 3) Press **1 2 0 0 #**.
- 4) Press **2 0 0 0 # RESET** (8:00 p.m.=20:00 in 24 hour format).

Example 2

You wish to disable dialing on Sunday.

- 1) Press **RESET * # # 1**.
- 2) Press **7 # * RESET** (1 – 7, Monday through Sunday).

• Test Your Announcement

- 1) Turn the volume up.
- 2) Press **RESET 8 #** and wait for TAPE to reset.
- 3) Press **#** and TAPE will play to end, reset and return you to the MENU.

• Record an Announcement

- 1) Insert Microphone.
- 2) Insert TRANSMITTER tape in the left deck.
- 3) Press **RESET 8 #** and wait for TAPE to reset.
- 4) Press **1** then dictate the message into the mic.
"Hello we are taking a local survey in your area to find out what is the most popular radio station. If you would like to participate please dial an 8 on your phone after the beep **3** What is your most favorite radio station # How many hours per day do you listen to radio # Thank you for participating in this survey. *"
- 5) Disconnect Microphone.

• Entering Phone Numbers & Dial

Press **RESET 2 # #**, then enter each phone number followed by # as follows:

7 8 6 2 2 3 4 #

3 3 2 1 3 2 4 #

7 2 2 2 3 1 5 #

etc.

Then press **3 # 1** to dial.

• Sequential Dial & No Re-Dial

With this mode, only your incoming tape limits how many phone numbers the system will call. Say that you wish to dial 332-1345 through 332-8500.

- 1) Press **RESET 1 #**.
- 2) Enter **3 3 2 1 3 4 5 # 8 5 0 0 # # 1**.

• Get Last # Dialed in Sequential

- 1) Press **RESET 0 # #**.
- 2) The phone number in the bottom of the display is the last number.
- 3) The number was dialed if it shows a STATUS after the phone number; it was about to be dialed if it shows ONLY the phone number in the bottom of the display.

• Sequential Dial & Re-Dial

With this mode, the system can only call a maximum of 2000 local phone numbers (less if

numbers are more than 7 digits). Say that you wish to dial from 786-0000 through 786-9999.

- 1) Press **RESET 2 # # 1 #**.
- 2) Enter **7 8 6 0 0 0 0 # 9 9 9 9 # 1 0 #**.
- 3) Wait while the display says **WORKING**.
- 4) Now press **# 3 # 1**.

• Playback

- 1) Turn volume up.
- 2) Press **RESET 9 # 1** and wait for TAPE to stop.
- 3) Press **0** to play, **#** to stop, **1** to rewind & **2** to fast forward.
- 4) Press **RESET** when done.

• Use as Answering Device

- 1) Insert Microphone.
- 2) Insert TRANSMITTER tape in left deck.
- 3) Insert RECEIVER tape in right deck.
- 4) Press **RESET 8 #** and wait for TAPE to reset.
- 5) Press **1** then dictate the message into the mic.
"Hello this is the SMITH'S residence, I'm sorry but there is no one available to answer your call at this time. If you will leave your name, telephone number, and a short message, we will call you back as soon as possible. Please speak after the tone. (Press #) Thank you. (Press *)"
- 6) Disconnect Microphone.
- 7) Press **RESET 7 #**.

• Turn off Tape Optimizer

- 1) Press **RESET * # # # 1 3**.
- 2) Enter **1 0 0 2 2 0 0 0 1 0 3 0 0 2 5 0 #**.
- 3) Press **RESET**.

• Reset to Factory Defaults

Press **RESET * # # # 1 * RESET**.

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System Overview

• Save Your Packing

You MUST save ALL packing material supplied with this unit. If the system must be sent in for any reason and you do not use the supplied packing material, you WILL be charged for the replacement of this material. This packing material has been designed to give the system maximum protection during the shipping process.

While every precaution has been taken in preparation of this OPERATION MANUAL, the manufacturer does not assume any liability for errors or omissions. The manufacturer reserves the right to make changes in the specifications of this unit at any time without notice.

• Introduction

The CBC 9000 is an automatic telephone LEAD generating system that produces low cost qualified LEADS. A list of phone numbers, or a range of phone numbers are entered into the system. The system then dials each number. When the call is answered, the CBC 9000 carries on a two-way conversation, ask questions, and records the answers.

When the call is completed, the system immediately dials the next programmed number automatically. The CBC 9000 can also be used in the **Answer** mode to answer incoming calls.

No More Cold Calling

Nothing is more time-consuming, frustrating and demoralizing than cold canvassing by telephone. However, it's a necessary evil for most salespeople. The CBC 9000 makes all of your cold calls for you. Working unattended, it makes hundreds of calls per day and converts those calls into prospects. Because it never gets discouraged, frustrated or tired, it will outperform three or four phone solicitors.

Clock Controlled

The CBC 9000 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 CBC 9000 will produce leads day after day, week after week. The CBC 9000 is engineered for continuous operation.

The CBC 9000 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.

Cost Effective

Using the CBC 9000 for lead generation has been proven to be much more cost effective than human telephone solicitors, radio, television, newspapers, magazines or direct mail. The system will pay for itself by paying one low price up front, instead of having to continually pay an employee to do the job it does. Unlike employees, the CBC 9000 never goes on coffee breaks, calls in sick, or expects to be paid. The CBC 9000 is reliable and requires no supervision while it is working.

• 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.

Memory Dialing

Up to 2000 seven digit phone numbers can be entered and dialed. Both long distance and local numbers can be entered together.

Answer Mode

In answer mode the CBC9000 will answer incoming calls only. It can be setup to ask a series of questions and record the responses. The time and the day of each call is recorded after each message. The unit also features an adjustable ring delay that allows the user to control when the unit will answer the telephone. A manual mode is also provided in this mode so that the unit can be operated in a manual soliciting mode.

Re-Dials Busy #'s every 15 min

If a number is BUSY, this usually means that the party is home. We have increased our contact ratio by automatically calling BUSY calls back every 15 minutes. This is in memory dial only.

Auto 6:00 p.m. Re-Dial

Chances are that if a person is not home during the day, that they will not be home until the evening. This feature improves the dialing efficiency of the system by re-dialing "NO ANSWER" calls at 6:00PM. At 6:00pm the dialer will stop dialing and will start dialing the "NO ANSWER" calls from earlier dialing. This greatly improves your chances of reaching the party.

Attended Mode Dial

Most applications are used in the UNATTENDED MODE. For those who want to add a personal touch, the CBC9000 offers three forms of attended operation. In the FRONT ATTENDED MODE, the system will alert the user when a called party has answered the phone. The user then picks up the telephone and talks to the called party. He then selects either to activate the recorded message, or to advance to the next call. In the END ATTENDED MODE, the system can be set up so that if the called party wishes to order your product they simply dial a digit on their telephone and the CBC9000 will alert the user to pick up the phone and take the order. The unit also offers an attended mode that provides both FRONT and END ATTENDED modes at the same time.

Consent Feature

The consent feature allows you to ask for the called party's consent before playing the message. The party must dial a digit on their telephone if they wish to hear your taped message. If the called party fails to dial, the unit immediately hangs up. This feature can be setup in two different modes; 1) Dial to listen, or 2) Dial to disconnect. This feature is the most reliable form of disconnect available.

Tape Optimizer Mode

This feature greatly improves the transcription process. It automatically rewinds and re-records over all hang up calls. When this feature is used in conjunction with the CONSENT feature, you can

maximize its effect. During transcription you will only hear leads and nothing else.

Call Block Feature

In many parts of the US we have caller identification. This allows the called party to attach a device to their telephone line to view the telephone number of the calling party. Most states that have this feature also have a method of allowing the caller to disable this feature. When used, the CBC9000 dials the caller identification disable code before dialing each telephone number, thus disabling the called party from obtaining your telephone number.

Remote Playback & Program

The user has the ability to call the CBC9000 from a remote location and to retrieve all of the leads off of the tape. A user programmable, three digit security access code is provided to prevent unauthorized access to your leads. This feature allows you to play, rewind, and fast forward the tape as you see fit. If you are using sequential dial mode, the unit will also allow you to re-program new groups of telephone numbers to dial. This gives the user the ability to completely operate the CBC9000 from a remote location. Every day the unit can be called, leads removed, and new telephone number ranges entered.

Full Editing Features

The CBC9000 has an edit mode which allows the user to edit telephone numbers in the systems memory. It also has a feature that will automatically delete duplicate numbers in memory. A search mode has been added to allow the user to search for a specific number and a fast scan feature is available for a quick view of the numbers and their dialing results.

Computer Linkage Mode

With the use of an optional software package, telephone numbers can be downloaded directly from an IBM PC/XT/AT or compatible computer directly into the CBC9000 system. This means that numbers from a data base or a purchased mailing list can be transferred directly into the CBC9000 system.

Optional Printer Interface

A printer can be added to provide the ultimate in record keeping for your dialing sessions. The system will print the time and day that each call was

made, the tape counter location where the message is located, and the result of each call. At the end of each dialing session the system will print out complete statistics for the dial session. The printer can also be used to print out a list of all of the numbers in memory.

Super 10 Year Battery Backup

The numbers stored in memory, the internal clock information, and the system setup information are protected by an internal battery. The unit retains memory during power failures or when the unit is moved from location to location. Best of all, if the system is in the middle of a dial session and the power should fail, the system will continue dialing right where it left off when the power is restored. With 10 years of protection you will never have to hassle with replacing batteries.

Installation

• Location

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

Temperatures above 95°F.
Temperatures below 65°F.
Areas with carpets that produce Static Electricity.
High dust 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 must **ONLY** be used with a properly wired three-prong grounded 115VAC @ 60Hz power outlet. This is needed for proper protection of the unit's circuitry. Power circuits that are used for any heavy equipment such as large freezers, blowers, heaters, copiers, or any electrical equipment that contains large motors, should be

avoided. Heavy electrical equipment can cause power glitches over the power line which could interfere with the operation of the system. If your power lines are excessively noisy a power filter **MIGHT** solve the problem.

• Phone Connection

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

• Business Telephones

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

• Single Line Phones

If you have a single line phone it is probably connected to a small modular jack. Simply unplug the phone and plug the system in. If you wish to have both the phone and the system connected at the same time you can plug the phone into the PHONE jack on the back of the CBC 9000.

• 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

• Setup

- 1) Connect the POWER CUBE to the CBC9000 with the word "TOP" on the end of the connector, facing **DOWN!** Now connect the other end of the POWER CUBE to a power outlet. The CBC9000 will turn on automatically.

CAUTION: Do not connect or disconnect the POWER CUBE directly from the CBC9000

while the **POWER CUBE** is connected to power. Failure to do this will cause the telephone numbers stored in memory and the system setup information to be altered which could cause the unit to dial improperly.

- 2) Connect one end of the MODULAR CORD to the CBC9000 and the other end to your RJ-11 telephone jack.
- 3) Insert the TRANSMITTER tape into the LEFT DECK.
- 4) Insert the RECEIVER tape into the RIGHT DECK.

NOTE: When installing cassette tapes the tape should be installed with the FULL reel on the LEFT.

• Diagnostic Test

Every time that the SYSTEM is powered up or RESET during a communication cycle, the MICROCONTROLLER performs a self diagnostic test. This test checks for proper operation of both tape decks as well as the circuitry of the system.

Diagnostic Test

If the unit passes the test the speaker will beep and then return to the MENU. The current time and day are displayed in the bottom of the display.

* MENU * V9.20 *
Time->18:35 TUE

The Menu

The **RESET BUTTON** is used to return the system to the MENU. It can be pushed at any time. It can be used to stop the system during a dialing session. It has no effect on the phone numbers stored in memory.

The **MENU** is the starting point of the system. Anytime that the unit is **RESET** the system will return to the **MENU**. The PRESENT time and PRESENT day is displayed in this mode.

* MENU * V9.20 *
Time->18:35 TUE

All functions of the system are accessible from this point. To view the different choices that the **MENU** offers simply press each number one at a time. Once you have found the function you wish press the # key. The **MENU** consists of the following items:

- 1 – **SEQ Dial** = Sequential Dial Mode.
- 2 – **ENTER No.** = Used to enter telephone numbers into the internal memory of the unit.
- 3 – **MEM Dial** = Dial numbers in the memory.
- 4 – **STORE No.** = Copy the numbers from memory to TAPE for storage.
- 5 – **LOAD No.** = Copy the numbers from TAPE to memory for dialing.
- 6 – **REPORT** = Displays totals from the last dial session.
- 7 – **ANSWER** = Answers incoming calls.
- 8 – **ANNOUNCEMENT** = Used to TEST or RECORD the outgoing messages.
- 9 – **PLAYBACK** = Used to play back the recorded responses from a dial session.
- * - **SETUP** = Used to change all clock information and the operating parameters of the unit.
- 0 – **EDIT** = Used to inspect and delete phone numbers stored in memory.
- # - **ENTER Button** = Throughout the operation of the CBC 9000 the # button is used as the **ENTER BUTTON**. After entering phone numbers or making any selections, the # button must be pressed. The # button is also referred to as the POUND button.

• The RESET Button

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

• Turn Unit On/Off

To turn the unit off, press **RESET # #**. To turn the unit on, press **RESET**.

1 Sequential Dial

To enter this mode press **RESET 1 #**. Sequential dialing allows the user to dial a high volume of phone numbers with very little entered

data. A starting phone number is entered and the SYSTEM automatically increments the number by the INTERVAL spacing. The INTERVAL spacing can be set from 1 to 99. The INTERVAL spacing can be verified or changed in the SETUP mode. Up to 100 different ranges may be entered per session. Both long distance and local numbers may be entered. The unit may also be programmed for sequential dialing from a remote location via a touch tone telephone (see REMOTE). The MIC MUST be disconnected for proper operation in this mode.

• Start Number

You must first enter the START NUMBER. This number must be seven to sixteen digits long. Enter the number and then press #.

```
Enter START No.
```

• Stop Number

Next enter the STOP NUMBER. This must be four digits long. It represents ONLY the last four digits or suffix of the phone number. Enter the four digit STOP NUMBER and press #.

```
Enter STOP No.
```

The display will now ask you if you wish to enter another range or if you would like to start dialing. Press # to dial and * to enter another range.

```
<#> to DIAL  
<*> for ANOTHER
```

Once you press #, the display will show the following:

```
<1> RESET R TAPE  
<#> to CONTINUE
```

When RESET R TAPE is selected by pressing the 1 key, the RECEIVER tape rewinds to the beginning of the tape, then runs forward past the leader, and resets the tape counter to 0000. Press # if you do not wish to reset your RECEIVER tape.

• Dialing

The first thing that the system does before dialing is to SEARCH FOR DIAL TONE. The unit must receive 1/2 second of solid dial tone before it will start dialing.

```
:::DIAL:::TONE:::  
:::SEARCH:::
```

If it does not detect dial tone within 15 seconds the system will release the line, display the following and wait one minute before attempting to search again.

```
:::NO DIAL TONE:::
```

After the unit has detected dial tone it will dial the first number. At this point the display will show the ENTRY POSITION and the actual phone number being dialed.

```
0000:ENTRY:::0001  
7866186
```

In this dialing mode there is no re-dial capability. If re-dials are necessary in sequential dialing, the AUTO FILL feature under ENTER NUMBERS can be used to supply re-dials in sequential dialing.

After the system completes the call, the system will release the line and display the result for approximately one second as follows:

```
0000:ENTRY:::0001  
Result=RESPONSE
```

Then display will show the TOTAL CALLS made.

```
0000:ENTRY:::0001  
TOTAL CALLS=001
```

• Pause while Dialing

If you wish to PAUSE while dialing (and possibly PLAYBACK your receiver tape), wait until the RESULT is displayed then press, and hold down, the # key until the display shows the following:

(PAUSE) 3-PLAY
1-to Continue

Once the system is in PAUSE you can then press the **3** key to go directly to the playback mode or press the **1** key to return to dialing. Once in playback you can rewind, play, and fast forward the receiver tape as much as you like. See **PLAYBACK** for more detailed information. To return to your dial session simply press the * key. As long as you **DO NOT** press the **RESET** key you can return directly to present dial session where you left off.

• Out of Tape

If the system should run out of RECEIVER tape before the end of the dialing session, the display will show the following:

::OUT OF TAPE::
<#>:to:CONTINUE:

If this should happen simply insert a rewind tape into the RECEIVER DECK, close the door, and press #. The dialing session will continue from where it stopped.

• End of Session

When the system runs out of phone numbers, the SYSTEM will show the following:

:END of SESSION:
<#>:to:CONTINUE:

• Finding Last # Dialed

The last number dialed can be viewed by going into **EDIT MODE** and inspecting **ENTRY #1**.

RESET 0 ##

2 Enter Numbers

To enter this mode press **RESET 2 #**, and the display will show the following:

<#> all NEW No.
<*> to add Num

This mode is used to enter phone numbers into the memory of the system. 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 sixteen digits. If you should run out of memory the system will automatically tell you without losing any entered data. The memory will hold a maximum of 2000 seven digit phone numbers. The battery backup in the unit will retain these numbers in memory even when the power is turned off. The numbers will be retained until you enter a sequential dial session, or until you enter a new list of phone numbers.

The SYSTEM will first ask you if you wish to enter all **NEW** numbers or if you wish to **ADD** numbers. Press # if you wish to start a new list of telephone numbers. Press * if you wish to **ADD** numbers to the numbers that are already in **MEMORY**.

:::ENTRY::0001

The **ENTRY POSITION** that you are currently on is displayed in the upper portion of the display.

To enter a number simply press the corresponding keys followed by the # key. 786-1234 would be entered as follows:

7 8 6 1 2 3 4 #

• Go to Dialing

You can exit from this mode and go directly to **MEMORY DIALING** by pressing **3 #**.

• Exiting

To exit from this mode, press **RESET** to return to the main menu.

• Advanced Features

Backup

If you find that you have made a mistake on the last number that you entered simply press **7 #** and the system will **BACKUP** and allow you to re-enter the **LAST ENTERED NUMBER**. You may backup

as far as you wish but you will have to re-enter all numbers that you backup over.

Return Dial Tone Detect

When the STAR KEY is entered as other than the first character in a phone number it represents a RETURN DIAL TONE DETECT command. This commands the system to wait for dial tone before continuing to dial. It will wait up to 20 seconds for dial tone. If it does not detect dial tone after 20 seconds it will continue dialing the number.

Time Saver Entry Mode

When using the SYSTEM to dial a large group of phone numbers with the same prefix this feature allows the user to enter the prefix once. Thereafter only the last four digits of each phone number need be entered. The prefix may be changed at any point. This feature works with both local and long distance numbers. This feature may be enabled or disabled at any time while in the ENTER mode.

ACTIVATING: To activate, press **0 #**. This automatically inserts the prefix information from the previously entered phone number.

DISABLING: To disable, press **0 #**. This will disable the feature.

- **Example**

<u>Entered Data</u>	<u>Displayed</u>
7862932#	7862932
0#	786(ACT)
1111#	7861111
2222#	7862222
0#	(DISABLED)
3321234#	3321234
19167761222#	19167761222
0#	1916776(ACT)
9876#	19167769876
1111#	19167761111
0#	(DISABLED)
9442255#	9442255

Extension Mode

Extension mode allows the efficient use of the SYSTEM when used with long distance telecommunication services such as MCI of SPRINT. In this mode the user enters the local

number of the service and the access code only once. A single keystroke at the beginning of each entered phone number automatically adds the extension sequence to the number.

- **Operation**

- 1) Go to the ENTER MODE.
- 2) For the first number (ENTRY 0001) enter the local number of the MCI service, then the STAR KEY (RETURN DIAL TONE DETECT), followed by your access code. Now complete the entry by pressing the # KEY.
- 3) For all numbers you wish to dial through MCI enter the STAR KEY for the first character in the phone number.

- **Example**

MCI Local No.= 786-3434
ACCESS No.= 1234
ENTRY 0001 = 7863434*1234#

This is the Local Access String (LAS), the number 7863434 is dialed, then it waits for return dial tone, then it dials 1234, then it does the rest of the number as follows:

Starting with ENTRY 0002:

<u>Entered Data</u>	<u>Dialed Numer</u>
*4159441543#	LAS4159441543
*8233445513#	LAS8233445513
*2092335433#	LAS2092335433
7851111#	7851111
*4154442987#	LAS4154442987

Auto-Fill Mode

To enter this mode press **RESET 2 # # 1 #**, and the system will prompt you for the START number. This mode allows the user to perform sequential dialing with re-dial. It does this by automatically generating sequential numbers and storing them in memory. Once this is done MEMORY DIALING is used to dial the numbers. To access this feature from inside ENTER mode, you may press **1 #**.

- **Start Number**

You must first enter the START NUMBER. This number must be seven to sixteen digits long. Enter the number and then press #.

Enter START No.

- **Stop Number**

Next enter the STOP NUMBER. This must be four digits long. It represents ONLY the last four digits or suffix of the phone number. Enter the four digit STOP NUMBER and press #.

Enter STOP No.

- **Interval**

Now the system will ask you for the INTERVAL spacing. This entry controls how many numbers are skipped between calls. This number MUST be two digits. If 1 is the INTERVAL it must be entered as 01.

Enter INTERVAL

At this point the display will show the following:

====WORKING=====

The unit is now generating the numbers. As soon as the unit has completed this task it will show the following:

:::::ENTRY::2000
7862001

The display will actually show the true current ENTRY number for the last number it generated, and it will show the actual last number generated in the bottom. If the number displayed falls short of the STOP number, this indicates that you are at the end of memory; if not this indicates that you still have some memory left over. If you wish to enter another group of AUTO FILL NUMBERS press # 1 #. You may enter as many groups as you wish as long as you have not filled up the memory. Memory will hold 2000 seven digit numbers.

3 Memory Dial

Before using this mode telephone numbers must be entered either through ENTER mode or LOAD mode. To enter this mode press **RESET 3 #**, and the display will show the following:

<1> RESET R TAPE
<#> to CONTINUE

Memory dialing allows the user to dial the phone numbers that are stored in the system's memory. These numbers are programmed by the user in ENTER NUMBER mode. Numbers in memory may also be stored and retrieved from cassette tapes. This allows the user to make permanent copies of the numbers. Once the numbers are loaded into memory they will stay there until one of the following things happen:

- 1) Numbers are programmed over them in ENTER MODE.
- 2) A Sequential dialing session is started.
- 3) Numbers are loaded over them in LOAD MODE.

When RESET R TAPE is selected by pressing the 1 key, the RECEIVER tape rewinds to the beginning of the tape, then runs forward past the leader, and resets the tape counter to 0000. Press # if you do not wish to reset your RECEIVER tape.

- **Dialing**

The first thing that the system does before dialing is to SEARCH FOR DIAL TONE. The unit must receive 1/2 second of solid dial tone before it will start dialing.

::::DIAL::TONE:::
:::::SEARCH:::::

If it does not detect dial tone within 15 seconds the system will release the line, display the following and wait one minute before attempting to search again.

:::NO DIAL TONE:::

After the unit has detected dial tone it will dial the first number. At this point the display will show the current TAPE position, ENTRY POSITION and the actual phone number being dialed.

```
0000:ENTRY::0001
7866186
```

After the system completes the call, the system will release the line and display the result for approximately one second as follows:

```
0000:ENTRY::0001
Result=RESPONSE
```

Then display will show the TOTAL CALLS made.

```
0000:ENTRY::0001
TOTAL CALLS=001
```

• Pause while Dialing

If you wish to PAUSE while dialing (and possibly PLAYBACK your receiver tape), wait until the RESULT is displayed then press, and hold down, the # key until the display shows the following:

```
(PAUSE) 3-PLAY
1-to Continue
```

Once the system is in PAUSE you can then press the 3 key to go directly to the playback mode or press the 1 key to return to dialing. Once in playback you can rewind, play, and fast forward the receiver tape as much as you like. See **PLAYBACK** for more detailed information. To return to your dial session simply press the * key. As long as you DO NOT press the RESET key you can return directly to present dial session where you left off.

• Out of Tape

If the system should run out of RECEIVER tape before the end of the dialing session, the display will show the following:

```
:::OUT OF TAPE:::
<#>:to:CONTINUE:
```

If this should happen simply insert a rewind tape into the RECEIVER DECK, close the door, and press #. The dialing session will continue from where it stopped.

• End of Session

When the system runs out of phone numbers, the SYSTEM will show the following:

```
:END of SESSION:
<#>:to:CONTINUE:
```

• Advanced Features

Variable Starting Position

To access this function you must hold down the # key while the display reads PRINTING LOGO directly after CLOCK SET. This function allows the user to start the dialing session at any ENTRY POSITION desired. This allows the user to stop a dialing session, enter more numbers, then restart the session exactly where he left off. Enter the starting position, then press # All re-dials on the system start from the entry number 1.

15 Min Busy Re-Dials

In MEMORY DIAL the system stops every 15 minutes and re-dials any BUSY numbers that it had received earlier.

6:00 p.m. No Answer Re-Dial

When clock control is used and if your STOP time is greater than 18:00, then the system will automatically stop dialing at 18:00 and will re-dial the NO ANSWERED calls it had received during the day. We have found that this feature increases the efficiency of the dial session.

General Re-Dials

The number of RE-DIALS can be from 0 to 99. The number of RE-DIALS may be verified and changed from the SETUP mode. The unit re-dials the NO ANSWER and BUSY type responses after the unit has dialed all of phone numbers in memory.

4 Store Numbers

To enter this mode press **RESET 4 #**. This MODE allows the user to copy numbers located in

memory to cassette tape. This function does not remove the numbers from memory.

**Insert DATA tape
<#> to continue**

When you insert the tape in the RIGHT tape deck, then press #, the system will copy the phone numbers from memory to the tape and return you to MENU.

= STORING DATA =

If numbers are stored after a MEMORY DIAL session, the numbers will retain their DIALED STATUS from that session. This means that all of the numbers that were RECORDED MESSAGES, ANSWERS, OTHER, or HANG UPS will be marked "CONTACT". NO ANSWERS will be marked "NO ANSWER" and BUSIES will be marked "BUSY". When the numbers are loaded back into memory a week later and a MEMORY DIAL session is initiated, ONLY the BUSY, NO ANSWER, and NOT CALLED numbers from the last session will be dialed.

The user may repeat this process until all numbers have been contacted. The numbers are stored to a cassette placed in the RECEIVER DECK or right hand side deck. The quality of the cassette tape that is used is important. Small flaws in a tape will cause loading problems which will prevent you from retrieving your numbers. The only tapes that we recommend are: TDK D-60, TDK d-45, or TDK D-30. Any other standard cassette tape will work but COULD cause loading problems.

It takes about one minute to store 170 seven digit phone numbers. The storage time is directly related to the total numbers stored in memory. We recommend that only one group of numbers be stored on each side of the cassette. The tape should be fully rewound before using this mode. The system will automatically run the tape past the leader before storing the numbers. The internal tape counter does not function in this mode. The PLAYBACK mode can be used to rewind the tape.

5 Load Numbers

To enter this mode press **RESET 5 #**. This MODE allows the user to copy numbers from a data tape directly to memory. This function does not remove the numbers from the tape.

**Insert DATA tape
<#> to continue**

Numbers may either replace numbers in MEMORY, or may be added to the end of numbers that are already residing in MEMORY. To ADD the numbers from the tape to the numbers in MEMORY, press * #. To replace the numbers in MEMORY press #.

The numbers MUST have been stored to tape using the STORE NUMBER mode. The data tape is placed in the RIGHT tape deck. The data tape must be fully rewound before entering this mode. Use the PLAYBACK mode to rewind the tape if needed. When the system detects the start of a valid group of numbers it will show the following:

**= LOADING DATA =

If a load error is detected the system will stop and inform you; in this case, all numbers up to the error point will be loaded in memory. The system will then return you to MENU.

NOTE: Pressing the # key during the LOAD process WILL cause a load error.

6 Dial Report

To enter this mode press **RESET 6 #**. This MODE allows the user to inspect the results of the previous dialing session. The results are both displayed and printed to the printer. The results are displayed one line at a time. Press # to continue. The results are cleared ONLY by interrupted power or entering either SEQUENTIAL or MEMORY DIAL modes. The following is an explanation of the results given:

- T. CALLS – Total calls made
- RESPONSE – Total # of responses
- HANG UP – Total # of hang ups
- NO ANSWER – Total # of unanswered calls
- BUSY – Total # of BUSY calls

REC.MES – Total # of recorded messages

OTHER – Total # of reorder and 40 sec time-out conditions

• Report Descriptions

T.CALLS

These are the total number of calls that the system has made. This total also includes all re-dials.

RESPONSE

A response is defined as a call that is detected as an answer and the TRANSMITTER tape was completely delivered without detecting a disconnect.

HANG UP

A hang up is defined as a call that was detected as an answer but a disconnect condition was recognized before the TRANSMITTER tape was completely delivered.

NO ANSWER

A no answer condition is defined as a call that was not answered within the pre-determined amount of rings specified in SETUP MODE.

BUSY

A busy is defined as a call that detected 6 busy tones.

REC.MSG

A recorded message is defined as: a call that detects the standard three tone introduction to recorded messages, or a call that detects approximately 4 seconds of continuous talking with less than a one-second pause between words.

NOTE: This feature is only 95% effective.

OTHER

An other response is defined as a call that received a reorder signal or received 40 seconds of silence after dialing.

7 Answer Mode

To enter this mode press **RESET 7 #**. In this mode the unit will answer all incoming calls and has the ability to carry on a conversation with the calling party. The system can be set to answer on any number of rings from 1 to 9. The RING DELAY setting is adjusted in the SETUP MODE under PARAMETERS B. After the call is completed, the unit digitally stores the time and the day that the call was received, on the RECEIVER tape. This information will be displayed during PLAYBACK. In the idol state the display shows the total number of calls that have been received.

```
====ANSWER MODE  
Total Calls 0000
```

When a call comes in, and the system activates, it will show the tape position as follows:

```
0000=ANSWER MODE  
Call In Progress
```

After call completion, the system returns to the first screen above. To exit this mode, press **RESET**.

• Manual Soliciting Mode

The CBC9000 can also be manually activated while in this mode. This allows the unit to be used for manually dialed soliciting applications. To use this function the user first calls the number on his/her telephone, determines when to activate the system, then presses the * key and hangs up.

• Call Screening

The unit can also be used as a call screening device. In this application you can give the calling party the option to talk to a human. To use the system for this application you must change the ATTENDED MODE option to the END ATTENDED MODE (2) in the SETUP MODE; this can be done by doing the following:

- 1) Press **RESET * # # # 1 3 1 0 0 2 2 0 0 2 RESET**.
- 2) Record a new announcement (press **RESET 8 # 1**) and, at the end, ask the caller to dial an 8 on their telephone if they need personal assistance; then press **3** for a CONSENT transfer tone. Now end your message as you normally would. If the calling party does not respond with a dialed digit, the announcement will rewind as normal. If a dialed digit is detected, the unit will

locally BEEP for approximately 10 seconds; then just pick up the telephone and talk to the caller. The following is an example announcement. The keys in middle of the announcement represent the keys you would press while in announcement record.

- 3) "Hello thank you for calling the XYZ Carpet Cleaning Service. This week we are featuring one of our best deals ever! For only \$19.95 you can get, etc... If you would like to talk to a salesperson please dial an 8 on your telephone after the beep, otherwise hang up now. <3> Thank you. Please hold. <*>"

• Out of Tape

If the system should run out of RECEIVER tape, the system will stop processing calls until the tape has been replaced or the REMOTE MODE has been accessed. When the unit is OUT OF TAPE, it will no longer deliver the pre-recorded message. It will still answer the phone on the 14th ring. The user has 5 seconds to enter the security access code or the unit will hang up. Once the REMOTE mode has been accessed, the messages can be retrieved and the OUT OF TAPE condition will be cleared. The unit will once again accept normal calls. See REMOTE mode for more information.

8 Announcement

To enter this mode press RESET 8 #. This MODE allows the user to either: test the announcement, or record his own question and answer program. All operations take place on the cassette located in the TRANSMITTER DECK or left hand side deck. If you should accidentally erase a pre-recorded tape YOU will be liable for the cost of the replacement so please be careful.

```
<#>to TEST ANN  
<1>to RECORD ANN
```

• Test Announcement

If you wish to test the announcement turn the volume control up and press the # KEY.

```
:::ANN. TEST:::
```

• Record Announcement

If you wish to record, insert the MIC into the MIC JACK, and press the 1 key. Wait one second after the AUDIO light goes out, then start dictating your announcement. For best results you should position your mouth approximately 3 inches from the MIC and talk directly into it.

```
<#> to TRANSFER  
<*> to END
```

When you come to a point in your announcement that requires a response from the other party, momentarily press the # key. This puts a TRANSFER tone on the tape. Wait about one-half second after the AUDIO light goes out before continuing your announcement. You are free to put as many response periods (TRANSFERS) on the tape as you need. After you have finished your announcement momentarily press the * key. The announcement tape will rewind and automatically playback your newly recorded announcement.

No Record Transfer - 0

A normal TRANSFER tone causes the system to record a response from the called party. This response period is voice controlled. The SYSTEM also provides a NO RECORD TRANSFER that functions the same way but DOES NOT record the response. The response period itself is still voice controlled. This allows the user to ask as many questions as he wishes, while only recording the important responses. To select the NO RECORD TRANSFER simply press the 0 key instead of the # key.

Consent Tone - 3

A consent tone causes both tapes to stop, then the unit will search for a dialed digit from the called party. There are two different modes of operation for the CONSENT FEATURE, 0 or 1. The CONSENT MODE is selected in the SETUP MODE under PARAMETERS B. The default is mode 0. The user may put any number consent tones on his/her announcement as desired.

Mode 0 - In mode 0 the system will hang up if it does not detect any dialed digit within a 5 second period.

Mode 1 - In mode 1 the unit will immediately disconnect if it detects any dialed digits within a 5 second period.

Tone & Pulse Digits

The unit has the ability to detect both touch tone and dial pulse digits. Touch tone detection is very reliable while dial pulse digits are much less reliable. If you wish to detect dial pulse digits you must always ask the caller to dial an 8, 9, or 0. The SENSITIVITY adjustment must be adjusted so that when a called party dials a dial pulse digit, the audio light flickers with the pulses. If the light stays on steadily, it will not detect the pulses. It should be noted that in some areas, the telephone company equipment will automatically disconnect if either party dials a dial pulse digit on their telephone during an established call. You can verify that this is the problem by making a manual call and having one of the parties dial a digit on a pulse type telephone.

• Design Your Message

The CBC9000 has many state-of-the-art features that will assist you in making a successful announcement that will produce qualified leads and reduce your transcription time. The following is a list of applications that can be used as guide lines in designing your announcement. The numbers in middle of the announcements represent the keys that are pressed to produce the proper BEEP tones during the announcement record process. Each example also shows any changes that must be made in the system parameters. These changes assume that the original factory settings are in the machine. To change the system parameters back to the original factory settings press the following keys:

RESET * # # # 1 * RESET

Example 1

The goal of the first example is to create an announcement that will keep the transcription time to an absolute minimum. When the user plays back the RECEIVER TAPE, the only thing that will be heard is qualified leads, back to back, with no telephone tones or hang up calls in between. This example represents the ultimate in transcription efficiency.

Setup changes from factory settings:

TAPE OPTIMIZER = ON

To do this press the following keys:

RESET * # # # 1 3

1 0 0 2 2 0 0 0 1 0 3 0 0 2 5 1 #

RESET

The Message:

- "Hello, If you would like to hear how you could save up to \$500.00 a year on auto insurance, please dial an 8 after the tone; if not, please hang up now and this unit will disconnect. <3> Did you know that etc..... Please leave your name after the tone. <#> If you would like to be contacted to receive a free insurance quote please dial an 8 on your phone after the beep. <3> Thank you, I will be contacting you within the next few days to set up an appointment. <*>"

In Example #1, the announcement is designed with a consent tone, <3> at the front. If the called party fails to dial after the first tone the unit will immediately disconnect and will continue dialing the next number. If the called party dials an 8, the announcement will then continue. If the called party answers a few questions and then loses interest and hangs up, the unit will detect this with the 2nd consent tone <3>, and will rewind and re-record over the responses on the tape if the called party responds to both consent tones with a dialed digit.

Example 2

The goal of this announcement is to place as many calls per day as possible and to sell as many coupon books as possible.

Changes in setup from Factory settings:

ATTENDED MODE = 2

NUMBER CORRELATION = 2

To change the system parameters press the following keys:

RESET * # # # 1 3

1 0 0 2 2 0 0 2 2 0 3 0 0 2 5 0 #

RESET

The Message:

- "Hello, I have a message that will save you hundreds of dollars on many products and services in your local area. If you are interested in listening to how you can save over 50% on over 800 products and services, please dial an 8 on your phone after the tone; if not please hang up now. <3> We are offering a coupon book

that will etc..... Please leave your name after this tone. <#> Thank you. You can save an additional \$5.00 on the coupon book if you order now. If you would like to place an order with one of our operators please dial an 8 on your phone after the beep, if not we will call you back within the next few days. <3> Thank you. Please wait on the line, an operator will be with you shortly. <*>"

In our Example #2, we put a consent tone, <3> at the front. If the called party hangs up at the beginning, the unit will detect it at the first tone which is at the very beginning of the announcement; in this case the system will immediately hang up and go to the next call. This allows the unit to save hundreds of hours of wasted time and allows the system to dial more numbers per day. If the called party dials a digit at the first tone the system will continue and will deliver the balance of the announcement. If the caller hangs up after listening to the second part, the system could record some telephone noises but the first consent tone will greatly reduce the numbers of junk on the RECEIVER tape. Now let's say that the called party listens to the entire announcement and decides to save the \$5.00 and order the coupon book while he/she is on the telephone. When the unit detects the second dialed digit at the second consent tone, <3> the unit will play the "Please hold" message and will start BEEPING to alert you to pick up the telephone. You simply pick up the phone and take the order. If the caller left their name but did not wish to purchase the book now, the unit will disconnect but will keep the called parties message and telephone number on the RECEIVER tape. When you playback the tape you can process the order at that time.

Example 3

In this example we have decided that we do not want to ask the called party to dial a digit to listen to our program. On the other hand we don't want to waste a lot of time playing out our program after the called party has hung up. We have decided to use the NO RESPONSE function to solve this problem. The NO RESPONSE feature causes the system to disconnect if it does not hear audio during a pre-determined number of response periods. To use this method you must re-structure your outgoing announcement so it has a "DUMMY" question at the front of the tape. To do this you must use the ANNOUNCEMENT RECORD mode. The following is an example:

Changes in setup from Factory settings:

NO RESPONSES = 1

To change the system parameters press the following keys:

RESET *###13

10022000003001#

RESET

The Message:

➤ "Hello, we have an important message that could save you hundreds of dollars on your electric bill, if you are interested please stay on the line, if not, please hang up now. By the way can you hear me okay? (WAIT 2 SECONDS THEN PRESS <0> ON KEYBOARD). Etc...."

If the caller hangs up, the system will not hear any audio during the first question and the system will disconnect.

9 Playback

To enter this mode press RESET 9 #. Playback MODE allows the user to playback the responses recorded during a dial session. A four digit message tape counter is displayed in the upper left hand corner of the display. This number provides a position marker for the message tape.

0000	<0>Play
<1>Rew	<2>FFwd

The unit provides number correlation between the responses and the phone numbers dialed. The phone number of the person leaving the message does not appear in the display until the persons last response has been played. NUMBER CORRELATION may be disabled or enabled in the SETUP mode. When the system is used in the ANSWER mode, the time and the day that the call was received is displayed at the end of the callers response.

The playback mode has the following commands:

<#>Stop – stops the tape deck.

<0>Play – plays the tape.

<1>Rew – rewinds the tape.

<2>FFwd – fast forwards the tape.

When the tape is playing and you wish to stop it press the # key until the tape stops.

• Reset the Tape Counter

The message tape counter can be reset to zero in the PLAYBACK mode at any tape location. To reset the count to zero press **5 5 5** in the TAPE STOP position.

• Que & Review

Que and Review is an option that can be turned on or off in the SETUP MODE under PARAMETERS A. The factory setting for this feature is OFF. When turned on, audio from the tape can be heard over the speaker while the unit is rewinding and fast forwarding. This feature can be helpful at locating information on the RECEIVER tape.

• Exit

If you have entered the playback mode directly from a dial session, you must press * while the tape is stopped, to return to the dial session; otherwise, stop the tape, then momentarily press the RESET button.

0 Memory Edit

To enter this mode press RESET 0 #. This MODE allows the user to inspect and delete phone numbers stored in memory. The ENTRY POSITION of the number in memory is used to select the number to be viewed.

```
:::::EDIT:::::  
Enter POS____<#>
```

At this point enter the position of the number that you wish to view. The DIAL STATUS of the number will be displayed directly following the number.

```
:::::ENTRY::0001  
7866186CONTACT
```

The following is a list of the various DIAL STATUS:

CONTACT – Answer, Hang Up, Recorded Message or Other

BUSY – Busy

NO ANSWER – No Answer

Blank – New Number, never dialed

The DIAL STATUS of the number may be changed at this point. If you wish to change the number's STATUS to CONTACT, press **1**. If you wish to change the number's STATUS to Never been dialed, press **3**. If you wish not to alter the STATUS press the # key.

• Quick Scan

Pressing the * key allows you to automatically advance to the next number in memory. This feature allows you to step through the numbers one at a time.

• Print Memory (4000)

This feature allows the user to print a list of the phone numbers stored in memory to a printer. The DIAL STATUS of the number will be printed following each number (see STORE). To activate this feature, enter **4000** for the position number.

```
--PRINT MEMORY--  
Please Wait!
```

• Duplicate Delete (5000)

This feature allows the user to automatically delete duplicate numbers that are stored in memory. It should be noted that this function changes all of the DIAL STATUS of all of the numbers to NEVER BEEN DIALED. To activate this feature, enter **5000** for the position number.

```
DUPLICATE DELETE
```

When the unit is finished searching it will return to the MENU only if it found and deleted at least one duplicate number. If it does not find any duplicate numbers, it will return to edit mode. The more numbers that are in memory, the longer it takes to complete this process.

• Clean File (6000)

This feature allows the user to change all numbers in memory back to NEVER BEEN DIALED STATUS. To activate this feature, enter 6000 for the position number.

CLEAN FILE

• Search & Tag (7000)

This feature allows the user to enter a number and the unit will search memory for the number. Once the unit finds the number it will TAG the number. This means that it will change the DIAL STATUS of the number to CONTACT. If you wish to delete these numbers then you must next perform a DELETE function.

To use this feature, enter 7000 for the Enter POS. The display will show the following:

=SEARCH and TAG=

At this point enter the number you wish to TAG. When the unit finds the number it will display the ENTRY POSITION of the number and will indicate that it TAGGED the number. If the number was already TAGGED the unit will inform you. If the unit does not find the number it will indicate this on the display. To continue press the # key.

• Computer Linkage (8000)

This mode allows the user to interface the SYSTEM to a computer. This gives the SYSTEM the ability to transfer large groups of phone numbers directly to and from the unit. Custom software MUST be written to allow the transfer of this information from the computer. A software package for IBM compatible computers is available from CUSTOMER SUPPORT for \$150.00.

The unit uses a RS-232C port to communicate with the computer. The BAUD RATE is automatically changed to 600 when this mode is selected. The LF parameter is also changed to OFF. The host computer MUST have an RS-232c port. The printer port on the dialer is used for both the printer and the computer. The computer can only be

connected during the COMPUTER LINKAGE mode.

To activate this feature, enter 8000 for the position number.

----COMPUTOR----
----LINKAGE-----

To exit from this mode simply press the RESET button.

• Delete (9000)

Deletion of numbers is a two-step operation. The first step is to change the DIAL STATUS of the numbers that you wish to delete to the CONTACT state. To activate the DELETE process, enter 9000 for the POSITION NUMBER. At this point the display shows the following:

<<<<<DELETE>>>>

All the numbers that have CONTACT STATUS are deleted. Do not press any keys until this message disappears. This process can take up to a few minutes to complete. Keep in mind that, the numbers in memory, that have been dialed, will have their DIAL STATUS in various states. All numbers that the system has reached will have a STATUS of CONTACT. If you do not wish to delete these numbers use the CLEAN feature first. This will change all of the numbers back to NEVER BEEN DIALED STATUS. After this function is used, the SYSTEM returns directly to the MENU.

• Exit Edit Mode

To exit edit mode, momentarily press the RESET button.

* System Setup

To enter this mode press RESET * #. This MODE is used to change the current clock time and day and to change the SYSTEM PARAMETERS of the unit. These parameters are retained by the battery backup of the system. If you wish ONLY to verify the parameters simply press the # key after viewing the parameters.

• Set Present Day/Time

<1>to enter TIME
<#>to continue

Press **1** to change the current time or **#** to go on to system parameters.

Present Day

Select the current day, **1** for Monday through **7** for Sunday, followed by the **#** key.

Present Time

Next you must enter a four digit PRESENT time. This time MUST be in 24 hour format. For 7:14pm you would enter **1914**. Enter a four digit PRESENT time followed by the **#** key.

• Set Dial Days/Times

<1>to CLOCK SET
<#>to continue

All dialing sessions are controlled by the internal clock control of the unit. The clock control periods are programmed by the user in the CLOCK SET mode. The user can select one START and STOP time for each day of the week. Once these times are entered, the system will retain the information even if the system is disconnected from power. The user ONLY needs to enter new START and STOP times if he wishes to make a change in any of the existing START/STOP times or days. If no START and STOP time is assigned to a specific day, the dialer will not dial on that day. The dialer will continue to dial from week to week based on the programmed information. The system comes from the factory programmed to dial from 9:00 to 21:00 for all seven days.

Select Day

To change or view the current START and STOP periods first select the desired day, **1** for Monday, through **7** for Sunday. Each day of the week must be programmed or viewed separately. For example, to select Tuesday you would press **2 #**. Now select the desired day **1 – 7** followed by the **#** key.

Set Start Time

At this point the START time is displayed. If you do not wish to make a change press the **#** key and the system will advance to the STOP time. Pressing the ***** key at the START period, will erase both START and STOP times for that day which will prevent the system from dialing on that specific day. The START and STOP times must be entered as a four digit number and must be in 24 hour format. For convenience there is a cross-reference chart in the appendix.

The system will not allow dialing before 09:00 (9:00am) and will not allow dialing after 21:00 (9:00pm). For example, 9:00a, would be entered as **0900 #**. 5:00pm would be entered as **1700 #**. If you wish to change the START time enter the four digit START time followed by the **#** key.

Set Stop Time

At this point the STOP time is being displayed. If you do not wish to make any change press the **#** key and the system will advance to the next day. The STOP time must also be entered as a 4 digit number. It must also be entered in a 24 hour format. 8:30pm would be entered as **2030 #**. If you wish to change the STOP time enter the 4 digit STOP time followed by the **#** key.

Exit Dial Times

Once you have changed or verified your clock control information you can exit Dial Times by pressing **8 #**. This must be done from the SELECT DAY screen.

• Parameters A

There are two sets of system parameters, PARAMETERS A and PARAMETERS B. This section describes the PARAMETERS A only. You can either verify or change the system parameters. The parameters are retained by the battery back up of the system.

The system PARAMETERS A are displayed as one 16 digit number. The SYSTEM is shipped from the factory with the following :

wishes to cut the beeping short he may press the # key after he picks the phone up.

<#> START TAPE
<*>Continue DIAL

After talking to the called party the user must make the decision to activate the tape or to continue dialing. If he wishes to activate the tape, press the # key and hang up the phone. If the user decides to continue dialing he presses the * key and hangs the phone up. At this point the system will start dialing the next number.

• 2-End Attended Dialing

This mode allows the user to intercept each call AFTER the tape system has completely played the pre-recorded message to the called party. If the unit detected a disconnect condition before the end of the message, the unit will reset and call the next number. The operator is only alerted if it appears that the called party has listened to the entire message. To use this mode the user must be positioned within arm's reach of both the SYSTEM and a telephone that is connected to the same phone line that the system is installed on.

This mode has been designed to free the user from the tedious job of monitoring each call. The system will automatically alert the user when it is time. Because of this the VOLUME control should be turned fully counter-clockwise (OFF) during operation.

When the system detects the end of the message, the SYSTEM will immediately start beeping. The user MUST pick up the phone before the unit stops beeping. You only have 10 seconds to pick the phone up. If you don't make it, the system will hang up on the called party. When the beeping stops the system releases the phone line to allow the user to communicate with the called party. If the user wishes to cut the beeping short he may press the # key after he picks the phone up.

<*>Continue DIAL

After talking to the called party the user must press the * key and hang up the phone. At this point the system will start dialing the next number.

• 2-Front & End Attended Dialing

This mode combines both the FRONT and END ATTENDED modes together.

Correlation

This parameter controls the storage of the digital telephone number on the RECEIVER TAPE after a callers response. This number is displayed during the playback of the messages in PLAYBACK mode (see **PLAYBACK**). The options are 0 through 3, 0 means don't store any numbers, 1 means store only RESPONSE type calls, 2 means store only HANG UP type calls and 3 means store both RESPONSE and HANG UP type calls. The FACTORY SETTING is 1.

Que/Review Mode

This parameter controls if audio is heard over the speaker during both rewind and fast forward, in the PLAYBACK mode. The options are 0 for no audio while rewinding or fast forwarding and 1 to let you hear audio during these modes. This feature can be helpful at locating information on the RECEIVER tape. The FACTORY SETTING is 0.

BAUD Rate

The BAUD controls the BAUD RATE of the printer port. You can choose between the following baud rates. **0=300, 1=600, 2=1200, or 3=2400**. The FACTORY SETTING is 3.

Auto LF

This parameter also controls the printer port. Some printers require a line feed to be issued at the end of each line sent. This parameter allows the user to control if a line feed is sent or not. See your printer manual for more information. Enter 0 for no line feed and 1 for line feed. The FACTORY SETTING is 0.

Ans Detect

This parameter controls the answer detect portion of the unit. You have four different modes to select from. Each mode is specifically aimed at different dialing applications. The available Answer Detect Modes are: 0=Normal mode, 1=Hello mode, 2=Business mode, 3=Answering Device mode and 4=Answering Machine Only mode. The FACTORY SETTING is 0. The following describes the different modes.

- **0-Normal**

This mode is used for general use. It has good immunity from noisy phone lines. It also responds very well to recorded messages. Most of the time it will hang up when it detects a telephone answering device. When dialing businesses, a lot of the time, the called party must respond with a "Hello" after stating their company name before the unit will activate. If you are not sure which mode to use, you should always start with this one.

- **1-Hello**

This mode is used to call RESIDENTIAL calls only. In this mode the unit will hang up if the initial response is long such as: "ABC Title Company, How can I help you?". It will only activate if the initial response is short like, "Hello". The unit will log all long responses as RECORDED MESSAGES.

- **2-Business**

This mode was designed specifically for applications that require dialing other businesses. The unit responds quickly to an answer condition. It will also work for residential type calls. It will ONLY detect recorded messages that are preempted by the standard three tone introduction, or fax machines where you get a long steady uninterrupted tone. This mode does not work well on noisy phone lines.

- **Answering Device**

This mode was designed for applications that need to leave their message on the called parties telephone answering device. In this mode the unit will wait for the transfer tone before it activates. This way the entire message is recorded on the called parties answering device. It will also respond well to standard answered calls. It will immediately detect recorded messages that are preempted with the standard three tone introduction, but responds poorly to all other types of recorded messages.

- **Answering Machine Only**

A new answering detect mode has been added to the CBC9000. We have added mode 4. This mode will call numbers and will only deliver its message to answering machines. If a person answers the phone, the CBC9000 will respond with, "Sorry wrong number" and will hang up and go to the next number. The logic behind this mode, is that if you leave messages on an Answering Device, you

have a better chance of reaching the decision maker of the house. Since the unit will hang up on live answers, you can design your announcement specifically for answering machines.

To use this mode, you must change this option in the setup, then re-record your announcement. You will notice that when you start recording the display will read:



When this is displayed say, "Sorry wrong number!". Then wait until the display changes and start dictating your standard announcement.

No Response

This parameter controls the number of NO RESPONSE periods during an announcement cycle, required before the unit will hang up. A NO RESPONSE period is where the machine asks a question and no response is detected from the called party. Consent transfer tones do not count in the counting of no response periods. You MUST enter a number from 1 to 9. The FACTORY SETTING is 2.

Ring NoAns.

This parameter controls the number of rings the SYSTEM MUST hear before it considers the call to be a NO ANSWER. You MUST enter a number between 1 and 9. The FACTORY SETTING is 5.

Tape Opt.

The tape optimizer function is a very powerful feature. It speeds up the transcription process by eliminating most of the junk calls left on your message tape. When used with the CONSENT FEATURE, you can in effect have a system that only keeps qualified responses, and discards all others.

When this feature is selected, the unit will record the responses on the RECEIVER TAPE. If the call is determined to be a HANG UP, the CBC9000 will rewind the RECEIVER TAPE to the beginning of the response and will record over it on subsequent calls. By placing a CONSENT tone on your announcement tape at the end of your message and stating something like: "Please dial an 8 on your touch tone phone if you would like a salesman to contact you!" (CONSENT TONE), the unit will only

keep the messages from parties that dialed the 8. The options for this feature are: 0=No Tape Optimizing, and 1=Tape Optimizer On. The FACTORY SETTING is 0.

• Changing Parameters A

CAUTION: Care should be used while changing the SYSTEM parameters. Carelessly changing parameters WILL cause your SYSTEM to appear to be malfunctioning. If this should happen, you can return all of the system parameters back to their original factory settings by pressing the following keys:

RESET * # # # 1 * RESET

To change the PARAMETERS A, you must press **1 3** while the display is showing:



```
== SETUP INFO ==
1002200000300250
```

Now simply start entering the new PARAMETER A information. You may re-enter all of the parameters, or just the parameters up to the point of the parameter that you wish to change. In this case press **# RESET** once the proper parameter has been entered. If you enter the entire 16 digits you must press **#** at the end to continue.

• Parameters B

The PARAMETERS B are a hidden function of the unit. They will not be displayed unless the proper keys are depressed. To either view or change the PARAMETERS B, you must first press the following keys:

RESET * # # # 1 9

VC PAUSE <1> CHG

This parameter controls the amount of silence that is needed during a voice controlled response period, before it will continue to the next question. This number is entered as a two digit number and specifies the number of tenths of seconds. You can enter a number from 01 to 99, which represents time from .1 second to 9.9 seconds. The factory default is

20 for 2.0 seconds. If you wish to change the parameter press the **1** key followed by a two digit number. If you do not wish to make any changes press **#**.

CALL BLOCK<1>CHG

In many parts of the US we have caller identification. This allows the called party to attach a device to their telephone line to view the telephone number of the calling party. Most States that have this feature also have a method of allowing the caller to disable this feature. When used, the CBC9000 dials the caller identification disable code before dialing each telephone number, thus disabling the called party from obtaining your telephone number. To use this feature you must first obtain the 3 digit call block code from your local telephone company. Then enter the code as follows. For our example the block code will be * 6 9. To enter the code press:

1 * 6 9 #

To erase the code simply enter 000 as your new code. If you do not wish to make any changes press **#**.

RING DELAY<1>CHG

This parameter controls on which ring the unit will answer the telephone when it is in the ANSWER mode. A single digit from 1 to 9 can be entered. The factory default is 2. To change the number press **1** followed by 1 through 9, followed by the **#** key. Press **#** if you do not wish to make any changes.

REMOTE CODE<1>CHG

This parameter is the remote access code that is used to access the unit to remotely playback or program the unit from a remote telephone. See **REMOTE** for more information. The factory default is 123.

To change the code press **1**, then enter a new 3 digit code, followed by the **#** key. Press **#** if you do not wish to make any changes.

CONSENT <1> CHG

This parameter controls the operation of the CONSENT feature. If it is a 0, then it is setup for DIAL TO LISTEN. If it is a 1, the unit is setup for dial to hang up. If you wish to change this parameter simply press the **1** key and the number will toggle between 0 and 1. The FACTORY

SETTING is DIAL TO LISTEN. Press # to continue.

TAPE TYPE <1>CHG

This parameter allows the user to select the type of TRANSMITTER tape that you use. If you use a leader type tape this parameter should be set to LEADER TYPE. If you are using a leaderless tape, then this parameter should be changed to LEADERLESS. When LEADER TYPE is selected, the unit automatically runs the TRANSMITTER tape forward 7 seconds past the leader. It is recommended that you use leaderless type tapes because the leader type uses up about 7 1/2 seconds of extra time for every answered call. To change this selection press 1 and the type of tape will toggle. The FACTORY SETTING is LEADERLESS. Press # to continue.

• Total Calls

After viewing the SETUP INFO press the # key. Now the TOTAL CALLS will be displayed. This is a GRAND TOTAL CALL COUNTER. It shows the total calls that the machine has made. It can be reset to zero by pressing 1 while the SYSTEM is displaying the TOTAL CALLS. To exit this mode press # and the unit will return to the main menu.

Appendix

• 24 hour time format

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

➤ 12:00 a.m.	=	00:00
➤ 1:00 a.m.	=	01:00
➤ 2:00 a.m.	=	02:00
➤ 3:00 a.m.	=	03:00
➤ 4:00 a.m.	=	04:00
➤ 5:00 a.m.	=	05:00
➤ 6:00 a.m.	=	06:00
➤ 7:00 a.m.	=	07:00
➤ 8:00 a.m.	=	08:00
➤ 9:00 a.m.	=	09:00
➤ 10:00 a.m.	=	10:00
➤ 11:00 a.m.	=	11:00
➤ 12:00 p.m.	=	12:00

➤ 1:00 p.m.	=	13:00
➤ 2:00 p.m.	=	14:00
➤ 3:00 p.m.	=	15:00
➤ 4:00 p.m.	=	16:00
➤ 5:00 p.m.	=	17:00
➤ 6:00 p.m.	=	18:00
➤ 7:00 p.m.	=	19:00
➤ 8:00 p.m.	=	20:00
➤ 9:00 p.m.	=	21:00
➤ 10:00 p.m.	=	22:00
➤ 11:00 p.m.	=	23:00

• Trouble shooting

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

• Reset System Setup

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

RESET * # # # 1 * RESET

• 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 CBC 9000.

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

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

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

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

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

• Disconnect problems

If the system is failing to disconnect when the called party is hanging up, you can use either the **Tone Consent** feature, or the **No Response Hang Up** feature to solve your problem. See **8 – Out Messages** for detailed information on how to design your announcement.

• Answer Detect

The SYSTEM is a microcontroller based unit. It is in no way as sophisticated as the human ear at detecting different sounds. As a result the system has some restrictions that affect the normal operation of the unit. The following is a list of various conditions that could cause the system to respond improperly.

- 1) After dialing the unit must hear a full one second of ring signal before the called party answers the phone. If it does not the unit may not respond to the answer.
- 2) If the called party's response is between 1 and 2.2 seconds long the dialer will not respond. But if the called party responds again with a shorter response such as "Hello" the unit will at that time activate.
- 3) If the called party has a high level of background noise, such as a loud radio, TV, saws, etc, the unit will hang up on that person.
- 4) Any noticeable scratchy or static noise on the phone line in between ring signals could cause false triggering of the TRANSMITTER tape. See **SENSITIVITY ADJUSTMENT** for more details.
- 5) This dialer will not work on European ring-type systems (Rolm). This type of system has a different type of ring back signal. It has two short rings as compared to the standard method which is two seconds of ring back, then four seconds of silence.
- 6) If a call is answered in middle of a ring, even though it might be a RECORDED MESSAGE the unit will interpret it as an answer and will activate the TRANSMIT tape.

• Sensitivity Adjustment

One of the biggest problems that automatic telephone soliciting systems face is that all telephone lines are not the same. Some telephones have a lot of background noise, while others seem to have lower than normal volume. There are even some

lines that tend to hurt your ear because of the loud volume. The SENSITIVITY adjustment is supplied to provide compensation for these differences. But don't get the wrong idea. This does not mean that you MUST adjust the SENSITIVITY. All units are factory calibrated. We have found that approximately 85% of the time the units require NO ADJUSTMENT at all. The ONLY time that you should attempt to adjust the SENSITIVITY is after you have read this entire section and have determined that you do indeed have a SENSITIVITY problem. Remember, if you don't know what you are adjusting for, you shouldn't be adjusting.

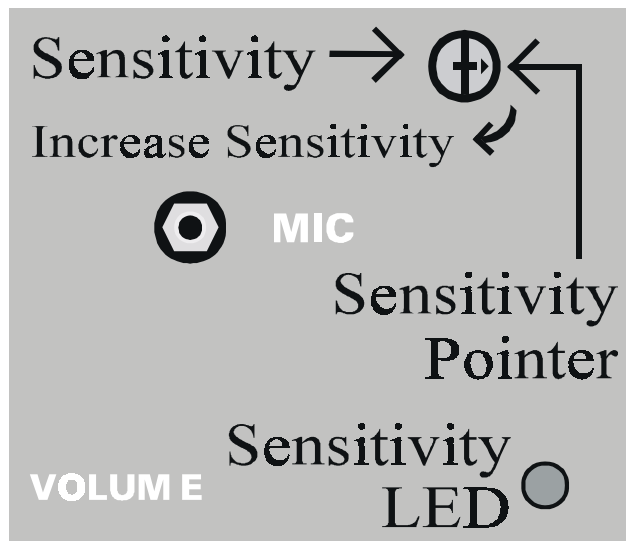
The Audio Light

Before we can explain how to adjust the SENSITIVITY you must have a pretty good understanding of how the system works. After the unit completes dialing a number it senses the audio on the phone line. The AUDIO light on the SYSTEM indicates when the system hears audio. When audio is heard over the SPEAKER the AUDIO light should be "ON". When there is no audio heard the AUDIO light should be "OFF". This is the key for proper operation of the system. The example below indicates what the AUDIO light should be doing when it hears a ring signal:

Only during the time that the RING SIGNAL is heard over the SPEAKER is the AUDIO light "ON".

You can see that when the phone is ringing the AUDIO light is not staying "ON". Instead it is flashing "ON" and "OFF" while the ringing is being heard over the SPEAKER. This will cause the system to become confused. Most of the time the unit will consider this condition as an answer and will immediately activate the TRANSMIT tape. The cure in this case would be to increase the SENSITIVITY adjustment to make it more sensitive to audio.

This example shows that the AUDIO light is flickering "ON" and "OFF" when the ring signal is off. The cure for this would be to turn down the SENSITIVITY. This problem could result from high levels of noise over the phone line. If this is the case the noise can be heard through the SPEAKER. Decreasing the SENSITIVITY will cure the problem in most cases. Like the majority of the soliciting machines on the market today, the SYSTEM will not function on telephone lines that have EXCESSIVE noise. If the noise is the same volume as the audio, the noise is too severe. We have found that sometimes the excessive noise is due to the party's line that you are calling. To confirm this make a short list of different prefixes in your area and try calling them. You might find that you only experience problems when dialing certain prefixes. These are usually the older prefixes in the area.



Good Adjustment



Adjustment Too Low



Adjustment Too High



Making the Adjustment

- 1) Obtain a small standard bladed screwdriver that fits the SENSITIVITY trimmer.
- 2) Program the system to make several calls to a known telephone number.
- 3) After the dialer has dialed a number carefully watch the AUDIO light in respect to what is heard over the SPEAKER. The light should be on solidly when the phone is ringing, and be completely off between rings. When the call is answered and the called party talks, the light should be on ONLY while they are talking. See the diagrams in this section for more details. Make adjustments if needed. The TRIMMER should ONLY be turned 15 degrees at a time.

CLOCK-WISE = Increase Sensitivity

COUNTER CLOCK-WISE = Decrease Sensitivity

The pre-calibrated position is approximately at the 3 o'clock position.

• Tape Related Problems

Faulty or worn out cassette tapes WILL cause the system to malfunction. In order to prevent problems you should replace all tapes before they wear out. Worn tapes can be detected by physically inspecting the tape surface. If the surface has irregularities such as bubbles, non-smooth areas, or deep lines, the tape is bad. Good tapes have a consistent smooth surface.

Remember that the RECEIVER tape has 7 seconds on NON RECORDABLE leader at the beginning of the tape. The tape must be ran forward for at least 7 seconds after it is fully rewind. The RESET R TAPE function at the beginning of both dial sessions will automatically set the leader tape past its leader.

• Cleaning Tape Decks

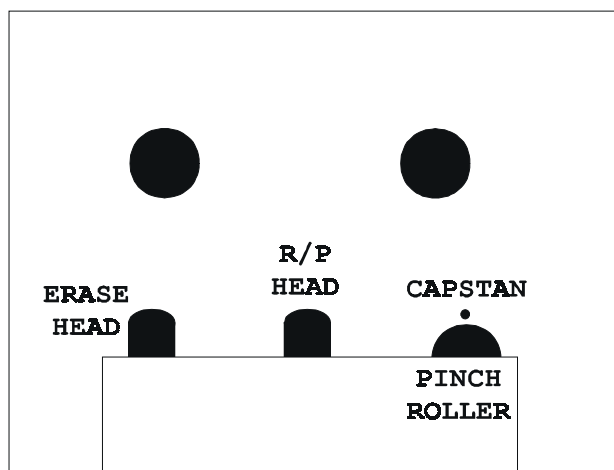
Materials Needed

- 1) Commercial grade head cleaner
- 2) A cotton applicator
- 3) A head demagnetizer

The above items are available through your local ELECTRONICS store.

Cleaning

- 1) Open the cassette lid and remove the cassette tape.
- 2) Moisten a cotton applicator with a commercial head cleaning solution and gently rub the surface of both head assemblies until all dirt or oxide is removed.
- 3) Repeat the same operation for both the pinch roller and capstan.
- 4) Using a head demagnetizer, demagnetize both head assemblies. For further details see the head demagnetizer's instruction booklet.



• Cassette Tapes

The cassette tapes that you use in the system will affect the overall performance and reliability of your CBC9000. High quality tapes that are used in stereo systems tend to be very abrasive and cause the tape heads to wear out very quickly. On the other hand, inexpensive tapes tend to cause excessive oxide deposits to be distributed throughout the tape deck mechanism which causes the decks to get jammed and wear faster. We have had some tapes cause tension problems which puts a lot more stress on the drive belts and tape heads.

Because of these potential problems we strongly suggest that you use only the factory recommended tapes. These tapes will give you the best performance and will reduce the number of repairs that your system will require. If you can not locate them locally they can be ordered from the Customer Support Center.

Transmitter Tapes

The TRANSMITTER tape is the most critical tape in the system. The reason for this is that it is worked a lot harder than the RECEIVER tape. The

CBC9000 is designed to use either LEADER or LEADERLESS tapes in the TRANSMITTER deck. The system operates much more efficiently when LEADERLESS tapes are used. If a LEADER tape is used it takes approximately 8 seconds longer per call because of the leader. If you use a leader tape you must change the TAPE TYPE setting in SETUP mode to LEADER. To check or change this parameter press the following keys:

RESET * ### 1 9 ### ##

If it needs to be changed press **1**.

It is strongly recommended that you use short tapes in the TRANSMITTER deck. Long tapes put a lot more stress on the TRANSMITTER tape deck. We recommend that you not use over C-45 tapes for the transmitter tape.

Recommended Transmit Tapes

- 1) Scotch/3M IRC-30 (This is a leaderless tape)
- 2) TDK D-30L (This is a leaderless tape)
- 3) TDK AL-30 (This is a leaderless tape)
- 4) TDK D-30 (This is a Leader Tape)
- 5) TDK D-45 (This is a Leader Tape)

Receiver Tapes

The RECEIVER deck uses standard leader type tapes. While C-120 tapes will work in the unit, C-90 tapes seem to be more reliable. These tapes are also recommended for storing data for the STORE mode.

Recommended Receive Tapes

- 1) TDK D-90 (Best Performance)
- 2) TDK D-60
- 3) TDK D-45
- 4) TDK D-120

• 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.

FCC Notice

• Part 68

This device has been granted a registration number by the Federal Communications Commission, under part 68 rules and regulations for direct connection to the telephone lines. In order to comply with these FCC rules, the following instructions must be carefully read and applicable portions followed completely:

Direct connection to the telephone lines may be made only through the standard plug-ended cord furnished to the utility-installed jack. No connection may be made to party or coin phone lines. Prior to connecting the telephone lines, you must:

- 1) Customers connecting devices to the telephone network, shall, upon request of the telephone company, inform the telephone company of the particular line(s) to which such connection is made, the FCC registration number, and the ringer equivalence number of the registered terminal equipment.
- 2) After the telephone company has been advised of the above, you may connect your device if the jack is available, or after the telephone company has made the installation.
- 3) Electronic repairs may be made only the manufacturer or his authorized service agency. Unauthorized electronic repairs void registration and warranty. Contact seller or manufacturer for details of permissible user performed routine repairs, and where and how to have other than routine repairs.
- 4) If, through normal circumstances, harm to the telephone lines is caused, the device should be unplugged until it can be determined if your device or the telephone line is the source of the problem. If your device is the source, it should not be reconnected until necessary repairs are effected.
- 5) Should the telephone company notify you that your device is causing harm, the device should be unplugged. The telephone company will, where practical, notify you, that temporary discontinuance of service may be required. However, where temporary discontinuance is not practical, the telephone company may temporarily discontinue service, if such action is

reasonably necessary. In such cases the telephone company must (a) promptly notify you of such temporary discontinuance, (b) afford you the opportunity to correct the condition and (c) inform you of your rights to bring a complaint to the FCC under their rules.

- 6) The telephone company may make changes in its communications facilities, equipment, operations or procedures, where such action is reasonably required in the operation of its business and is not inconsistent with FCC rules. If such changes can be reasonably expected to render any customer's devices incompatible with telephone company facilities, or require modification or alteration, or otherwise materially affect its performance, written notification must be given to the user, to allow uninterrupted service.

• Part 15

NOTE: This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.