

## Preparation

- Make sure that all the phone lines to be connected to the Call Handler are standard pots (plain old telephone) lines (NOT T1, ISDN or DSL lines).
- Determine location of phone lines and phone numbers to be connected to the Call Handler.
- Determine which line will be used for downloads (the least used line) and connect it to the Call Handler.
- Determine if phone system has a music-on-hold port, the location and type of connection.
- Determine if customer has Caller ID. If Caller ID is built into the phone system, then the Caller ID will not work because it is blocked by the Call Handler. If a separate Caller ID device(s) are used, then the Caller ID connection(s) to the phone line(s) must be made between the phone line demarcation block (entrance) and the RJ31X block(s) (you may need to re-wire the Caller ID wiring to keep it connected in front of the Call Handler).
- Determine access to 120VAC for Call Handler power (Make sure that the power is not switched off after business hours).
- Decide mounting location for the Call Handler. Typically, this will be in the phone closet.
- Decide where you will cut each phone line and where you will insert the RJ31X block in series with that phone line (The RJ31X should be located within 3 feet of the Call Handler due to cable lengths provided with the Call Handler).

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## Table of Contents

<b>Preparation</b> .....	<b>2</b>
<b>Connections</b> .....	<b>3-4</b>
<b>Installation Instructions</b> .....	<b>5-7</b>
<b>Call Handler Modes of Operation</b> .....	<b>8-9</b>
<b>Caller ID Information</b> .....	<b>10</b>
<b>Volume Adjustment</b> .....	<b>10</b>
<b>Voice Mail Compatibility</b> .....	<b>11</b>
<b>Installation Diagrams</b> .....	<b>12</b>
<b>Warranty and FCC Information</b> .....	<b>13</b>

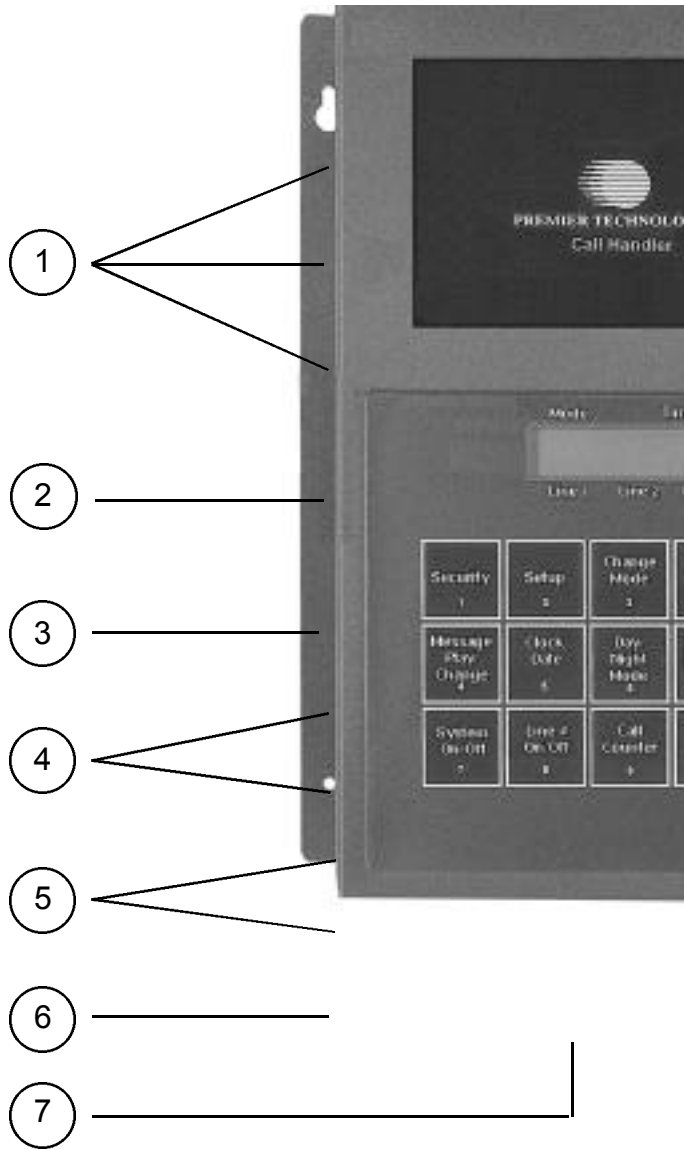
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- Determine if the Call Handler is in “factory default” configuration or if the unit has been pre-downloaded with audio messages and other configuration settings (This will determine the operating mode of the Call Handler).

## CONNECTIONS

### Connections

- 1) **Phone Lines** – for PBX and key switch phone systems, the main published number should be connected to phone line number one in the roll over group, the second line of the roll over group to phone line number two, and the phone line number three takes the last roll over number.
- 2) **Serial Port** – not used at this time.
- 3) **Reset Button** – this button re-initializes the microprocessor and brings the screen back to idle. None of the settings will be erased.
- 4) **600 ohm and 8 ohm outputs** – one of these outputs is to be connected to the music on hold port of the phone system. This will allow for the playing of a message on hold while the customer has been put on hold.
- 5) **Tape Input and Handset** – these two jacks allow for local downloading either from a tape player or a handset jack. The handset jack must be an old style carbon microphone for proper operation (available through Premier Technologies).
- 6) **AC Adapter** - 10 VAC power output
- 7) **Earth Ground Connector** - To reduce unwanted interference.  
NOTE: Connection is mandatory for use with ground start phone systems.



## Installation Instructions

- 1) Mount the Call Handler on the Wall
- 2) Break each phone line between the demarcation block and the inside phone system. Install one of the provided RJ31X blocks in series (not in parallel) with each phone line. Do not plug the RJ45 (8 wire) patch cord into the RJ31X blocks at this time.

When using the RJ31X blocks provided with the Call Handler, make the following connections:

- Connect the outside phone line to terminals 4 & 5 of the RJ31X.
- Connect the inside phone line to terminals 1 & 8 of the RJ31X.

- 3) Plug the AC adapter into a 120VAC outlet. Power-up the Call Handler by plugging the AC adapter mini-plug into the 10VAC power connector on the Call Handler. Verify that the LCD display is operating. The display will indicate the current operating mode for each of the 3 lines.

If the Call Handler is pre-downloaded, skip to step # 6.

- 4) Connect one RJ45 phone line patch cord from one of the phone line connectors on the Call Handler to the RJ31X block on the phone line that will be used for downloading. The Call handler will intercept calls on that phone line only. Don't connect the other phone lines to the Call Handler yet, because we want to first get the Handler downloaded and configured properly.

**Note:** If you hear constant clicking from the Call Handler or if the LCD display indicated "RING" with no incoming call, then you have the incoming and outgoing lines on the RJ31X block reversed. Swap the wires on terminals 1 & 8 with those on 4 & 5.

**Note:** If the Call Handler is in off, screen, or night answer mode, then the inside phones will ring. The call may be answered by someone which will interfere with the download. You may need to ask people not to answer calls on the download line (during the download operation) or you may decide to temporarily disconnect the inside phone line (terminals 1 & 8) from the RJ31X block on the download line only. This will prevent interference from inside people as well as preventing incoming calls being answered by the business. If the Call Handler is in promo mode, then the download computer will be able to get into the Call Handler before the inside phone lines ring.

5) Call the Download Center and ask them to download to the Call Handler. Wait until the download operator confirms that the download has been completed successfully. Ask the download operator the following questions:

- "What mode should the Call Handler be set?"
- "The unit is programmed to answer after how many rings?"
  
- Verify that the Call Handler display indicates the correct operating mode.
- Re-connect the inside phone line on the download RJ31X block (if it was disconnected).
- Call into the download line to verify correct operation of the Call Handler

6) Connect the remaining RJ45 patch cords from the phone line connections on the Call Handler to the RJ31X blocks.

**Note:** If you hear constant clicking from the Call Handler or if the LCD display indicated "RING" with no incoming call, then you have the incoming and outgoing lines on the RJ31X block reversed. Swap the wires on terminals 1 & 8 with those on 4 & 5.

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- 7) Call into each line of the Call Handler to verify correct operation, per the mode of operation. Verify sound quality of audio messages.
- 8) Connect an RCA audio cable from the 600 ohm port on the Call Handler to the music-on-hold port of the phone system. Call into the business and ask to be placed on hold. Adjust the audio volume at the Handler keypad. If sufficient volume cannot be achieved at the 600 ohm port then switch to the 8 ohm port.

**CAUTION:** Turn down the volume before making the connection so you do not “blast” the phone system (refer to the volume adjustment section on page 10 for further details).

**CAUTION:** If the music-on-hold port uses a punch-down block, do not directly connect the stranded wire from an RCA cable to the punch-down block. Punch-down blocks are designed to only work with standard telephone solid core wire, not stranded wire. Connect a short length of solid telephone wire to the punch-down block. Cut off one end of the provided RCA audio cable and splice the two stranded wires to the solid telephone wires (Insufficient or intermittent volume can result if stranded wire is used at the punch-down blocks).

- 9) Call the Download Center and notify them that the Call Handler has been installed successfully or ask them for assistance if there are problems. Make sure that the Call Handler is working properly before you leave the site.

## Call Handler Modes of Operation

Note: A new unit will not have messages but will behave the same as described below.

- Promo Mode:** The call Handler answers an incoming call on the programmed number of rings (default is 2). The Call Handler plays a short promotional message, then the Handler switches to a transfer message (this may be the same as the on-hold message) and begins to ring the inside phone system. When someone answers the incoming call, the Call Handler connects the caller to the inside phone system.
- Screen Mode:** The Call Handler immediately begins to ring the inside phone during an incoming call. When someone answers the incoming call the Call Handler connects the caller to the inside phone system. If the programmed number of rings (default is 4) is reached before the inside phone system answers the call, then the Call Handler answers the incoming call, plays a short screen message and then switches to the transfer message. The call handler continues to ring the inside phone system while the messages are being played. When someone answers the incoming call, the caller is then connected through to the phone system.

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<b>Night Answer Mode</b>	The Call Handler answers an incoming call on the programmed number of rings (default is 1) and plays a night answer message. At the end of the message, the Call Handler disconnects. Optionally, the Call Handler can ring the inside phone system while the night answer message is playing.
<b>Off Mode</b>	The Call Handler passes calls through to the inside phone system with no interaction. The Call Handler will answer an incoming call after 16 rings so that a unit in the "off" mode can still receive a download.
<b>Power Problems</b>	If power is removed or unplugged from the Call Handler unit, the call handler will pass calls through unaffected, until power is restored to the unit.
<b>Music - on - hold</b>	The music on-hold port continuously plays the music on-hold message (may be the same as the transfer message) into the music on-hold port of the phone system. The volume control works with this port only. The other operating modes do not affect the music-on-hold.

## Caller ID Information

CALLER ID

Caller ID information is sent by the phone company approximately 1/2 second after the first ring. Therefore, for Caller ID to work, the answering devices must not pick up before the 2nd ring. If Caller ID is built into the customer's phone system, then the Caller ID will not work because the Call Handler is blocking the Caller ID information at this point in time. If the customer has a Caller ID box that is separate from the phone system, then that Caller ID phone interface must be connected in front of the Call Handler.

## Volume Adjustment on 8 ohm or 600 ohm music-on-hold output port of Call Handler

VOLUME ADJUSTMENT

Call into one of the phone lines and ask to be placed "on hold." Listen to the on-hold message and adjust the volume on the Call Handler. Use the keypad and display on the Call Handler to change the volume as indicated below:

Press "Setup"	Display shows: "Setup (Accept/Cancel)"
Press "Accept"	Display shows: "1 Security (Accept/Cancel)"
Press "Next"	Display shows: "2 Volume (Accept/Cancel)"
Press "Accept"	Display shows: "Volume is at XX Acc/Can Inc/Dec"

Now press "Increase" or "Decrease" to change the output volume. When you are done adjusting the volume;

Press "Accept"	Display shows: "2 Volume (Accept/Cancel)"
Press "Cancel"	Display shows: current Call Handler modes.

## Call Handler Compatibility with Voice Mail

All Call Handler operating modes, except for night answer mode are fully compatible with Voice Mail systems that are downstream from the Call Handler. (Make sure that a stand alone Voice Mail system is connected downstream from the Call Handler and not in front of it.) Night answer mode inhibits Voice Mail because it does not ring the inside lines after the message is done playing.

**Note:** A customer who wants a night answer message “after hours” can instead use the Call Handler in promo mode. This will pass the caller to the inside phone line and Voice Mail after the completion of the promo message. If usage of the Call Handler during business hours is also in promo mode, then there will be two different promo messages based on the time of day. The download center is responsible for configuring the Call Handler to the proper mode.

The Call Handler will interfere with Voice Mail systems that are “off premise” or in front of the Call Handler, if the Call Handler is in any operational mode “other than off.” The Call Handler interferes with the Voice Mail by answering the call before the Voice Mail is able to answer the call. Note that the Call Handler can be programmed to the “off” mode during non-business hours so that the Voice Mail will pick up after hours.

Diagram A

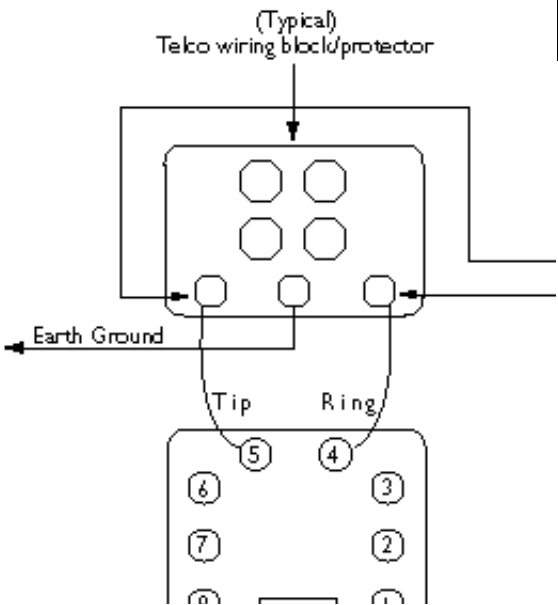
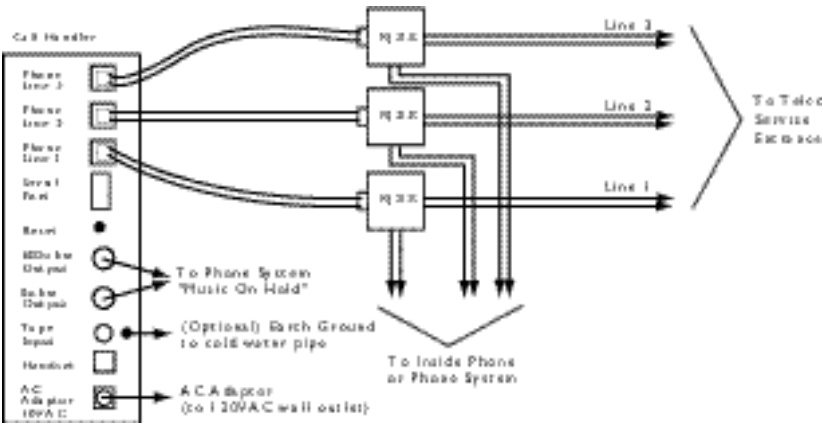


Diagram B



## Warranty & FCC Information

### Warranty:

Upon receipt, manufacturer will repair or replace, at its option, for a period of three years from the date of purchase, any system that proves defective in materials or workmanship. The manufacturer is not liable for indirect, incidental, or consequential damages in connection with the use of this product. This limited warranty does not include labor for installation or removal of the unit, or shipment to Premier Technologies, Inc. This warranty is null and void if the label containing the serial number is removed.

### FCC PART 15 Class A Information:

This equipment uses and generates radio frequency energy. It has been tested and found to be in compliance with the limits for a Class A computing device in accordance with the specifications in Subpart A, Part 15 of the FCC rules. These limits are designed to prevent interference with radio and television reception in a commercial installation.

This product has passed Fcc testing. However, if it is not installed and used properly, you may notice radio and television interference. You can minimize the chance of interference by carefully reading this manual and following the instructions for installation and operation of the unit.

If you have installed and are using this product properly and notice interference, you should verify the source of the interference by turning the suspected source of interference on and off. If this product is determined to be the cause of the interference, you are encouraged to try and correct the interference by the following measures:

- Reorient or relocate the receiving antenna.
- Increase the distance between this product and the receiver.
- Connect this product to an outlet which is on a different branch circuit than the receiver.

If none of the above items correct the interference, contact an experienced radio or TV technician or your dealer for assistance.