



209 Kenroy Lane, Suite 9
Roseville, California 95678
916-786-6186

<http://www.skutchelectronics.com>



BA-1000-A

Urgent Notification

System

Operation Manual

On Call Mode

Version 6.XX

NOTE: This manual is designed for operating the system with the factory default settings and the most common operating modes; for more detailed information, you can view the PDF version of the Technical Reference Manual from our website at <http://www.skutchelectronics.com/manuals.htm>

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Installation

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.

Location

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

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

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

Power

The SYSTEM can be used on a three-prong grounded 110VAC power outlet. This is needed for proper protection of the unit's circuitry. Power circuits that are used for any heavy equipment such as large freezers, blowers, heaters, copiers, or any electrical equipment that contains large motors, should be avoided. Heavy electrical equipment can cause power glitches over the power line which could interfere with the operation of the system. If your power lines are excessively noisy a power filter MIGHT solve the problem.

Phone Connection

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

Business Telephones

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

Single Line Phones

If you have a single line phone it is probably connected to a small modular jack. Simply unplug the phone and plug the system in. If you wish to have both the phone and the system connected at the same time you can plug the phone into the PHONE jack on the back of the BA-1000.

Order A Phone Jack

If you need to order a jack from the telephone company, you will need the following information:

**FCC No: AP494N-64812-MA-E
RINGER EQ.:0.0B
USOC No (Jack type) RJ-11, RJ-12, or RJ-13
(See telephone connection)**

Setup

1. Connect the cord from the POWER CUBE to the BA-1000.
2. Plug the POWER CUBE to a power outlet. The BA-1000 will turn on automatically.

CAUTION: Do NOT disconnect the POWER CUBE from the BA-1000 while it is performing disk access functions. Doing so will corrupt the data on the disk and will require that you reformat the disk before using it again.

3. Connect one end of the MODULAR CORD to the BA-1000 and the other end to your RJ-11 telephone jack.

"On Call" Operation

Each of these sections assumes you are starting from **IDLE**. You can always return to the idle state by pressing the **Escape** enough times.

Change the Time

1. Enter:

[8] [8] [8]

2. Wait until it shows:

Set CURRENT Time
1=Change #=Next

3. Enter:

[1]

4. Enter the number for the current day of the week; example - **[0]** for Sunday, **[1]** for Monday, **[2]** for Tuesday, etc., then **[#]**.

5. Enter the current month, day and year, then **[#]**.

6. Enter the current time (**[*]** changes between am and pm), then **[#]**.

7. To exit, enter: **Escape**

Set to "On Call" Mode

This is a "One Time" step.

1. Enter: **[8] [8] [8]**

2. Enter: **[#] [#] [#]** so it shows:

Alert Mode= Tone
0 to 3 #=Next

3. Enter: **[2]** to change to **OCall**.

4. To exit, enter: **Escape**.

Start answering calls

1. Press and **HOLD DOWN [*]** until it shows:

Release button
to continue.

2. Release the **[*]** and it will answer calls.

Stop answering calls

1. Press **Escape** to return to **IDLE**.

Record your Outgoing Message

1. Plug microphone into **MIC IN** jack.
2. Press and **HOLD DOWN [5]**.
3. For **BEST** quality, hold the mic 3 inches from your mouth; say your message when the tone stops.
4. When finished, release the **[5]**.
5. The message will be backed up, then it will play the message back so you can make sure it sounds okay.

Sample Outgoing Message

*"ABC Productions! I'm sorry but we are not available to answer your call at this time. If you need immediate assistance, please leave your message then dial **[8]** on your telephone and we will return your call very shortly. Thank you."*

NOTE: If you do NOT record a message, the system will indicate that the Disk is Full; it needs a Good message before it will take messages.

Test your Outgoing Message

1. Press and **HOLD DOWN [6]** until it shows:

Release button
to continue.

2. Release the **[6]** to hear the message.

Speaker Volume Adjust

Adjusting the speaker volume **doesn't** change the volume over the phone. You can only adjust it when something is playing over the speaker.

Turn volume up

Tap the **[9]** several times.

Turn volume down

Tap the **[7]** several times.

Play messages that came in

1. Press and **HOLD DOWN** **[4]** until it shows:

Release button
to continue.

2. Release **[4]**, enter the **PIN** for the “On Call” person, then **[#]**; 0101 for 1, 0202 for 2, etc.
3. It will play all messages, oldest to newest, then saved. After each message, press: **[1]** to erase the message, **[3]** to save the message or **[5]** to replay it.
3. To exit, enter: **[Escape]**.

Change the person “On Call”

1. Enter: **[8] [8] [8]**
2. Enter: **[#] [#] [#] [#] [#] [#]** so it shows:

Start Group= 01
01 to 16 #=Next

3. Enter the number for the “On Call” person to use, then **[#]**.
4. To exit, enter: **[Escape]**.

Change an “On Call” person’s Access Code

1. Enter: **[8] [8] [8]**
2. Enter: **[#] [#] [#] [#] [#] [#]** so it shows:

- Total Calls -
00000000

3. Enter: **[*] [*] [*] [*] [#]**
4. Press **[#]** 19 times so it shows:

Vbox 01 PIN>0101
1=Change #=Next

5. Use **[#]** to get to the PIN to change, then **[1]**.
6. Enter the new unique PIN, then **[#]**.
7. To exit, enter: **[Escape] [Escape]**.

Change your Urgent Phone Numbers

Each “On Call” person has 8 phone number slots available to them; person 1 has slots 1 through 8, person 2 has slots 9 through 16, etc.

1. Enter: **[1] [2] [3]**
2. Enter the **PIN** for the “On Call” entry to change, then **[#]**: **[0] [1] [0] [1]** for 1, etc.
3. Press **[#]**, you’re now at the first Urgent number. You can press **[3]** to skip to the next number, or **[7]** to back up to the number you were just on.
4. To exit, enter: **[Escape]**.

To add or change a number:

1. Get to the entry to add/change, then enter: **[1]**
2. Enter **[1]** if it’s a Pager, otherwise enter **[3]**.
3. Enter the number, exactly as you call it from that line, then **[#]**.
4. To exit, enter: **[Escape]**.

To turn a number on/off

This is an on/off option for the phone number; the default is enabled (on). When a number is enabled, it will be called when an Urgent message is recorded. When a number is disabled, it will be skipped over when the Urgent calls are made; the phone number, though, is still in the system.

1. Get to the entry to change.
2. Enter **[0]** to change between enabled/disabled. (disabled shows a “D” in the top of the display).
3. To exit, enter: **[Escape]**.

To erase a number

1. Get to the entry to erase, then enter: **[1] [3] [#]**
2. To exit, enter: **[Escape]**.

Special Codes for your Urgent Numbers

- [*] [0] [0]** – Dial the next touch tone digit for 5 seconds.
- [*] [0] [1]** to **[0] [9]** – Pause for 1 to 9 seconds.
- [*] [1]** – Wait for return dial tone.
- [*] [2]** – Wait for 5 seconds of silence.
- [*] [3]** – Dial a touch tone *.
- [*] [4]** – Dial a touch tone #
- [*] [5]** – Dial the rest of the phone number as touch tones.
- [*] [6]** – Do a “Hook Flash” on the phone line.

Answering Urgent Calls

When the system calls you with an Urgent notification, follow these steps:

Answering an Urgent Call

1. When it calls you, enter: *****, your **PIN** (default 0101 for 1, 0202 for 2, etc.), then **#**; example:
*** 0 1 0 1 #**
2. Now the system will play back the **Urgent** messages. After each message, you can press:
1 to erase the message, **3** to save the message for later or **5** to replay the message and hear it again.
3. When finished, if you have some NON-Urgent messages on the system, it will **Beep 3** times; now enter a **0** within 4 seconds to hear these messages, or just hang up if you want to leave them for the next day.

Remote Operation

The following procedures can only be used by calling into the system:

Call in to change your Urgent Phone Numbers

1. Call the system.
2. When the message starts, enter **[*]**, the remote PIN (default is 0506), then **[#]**.
3. Enter your "On Call" PIN, then **[#]**.
4. Enter: **[1]**
5. You're now at the first Urgent number. You can press **[3]** to skip to the next number, or **[7]** to back up to the number you were just on.
6. When done, just hang up.

To add or change a number:

1. Get to the entry to add/change, then enter: **[1]**
2. Enter **[1]** if it's a Pager, otherwise enter **[3]**.
3. Enter the number, exactly as you call it from that line, then **[#]**:
4. When done, just hang up.

To turn a number on/off

This is an on/off option for the phone number; the default is enabled (on). When a number is enabled, it will be called when an Urgent message is recorded. When a number is disabled, it will be skipped over when the Urgent calls are made; the phone number, though, is still in the system.

1. Get to the entry to change.
2. Enter **[0]** to change between enabled/disabled. (it will tell you if it is enabled or disabled).
3. When done, just hang up.

To erase a number

1. Get to the entry to erase, then enter: **[1] [3] [#]**
2. When done, just hang up.

Special Codes for your Urgent Numbers

- [*] [0] [0]** – Dial the next touch tone digit for 5 seconds.
- [*] [0] [1]** to **[0] [9]** – Pause for 1 to 9 seconds.
- [*] [1]** – Wait for return dial tone.
- [*] [2]** – Wait for 5 seconds of silence.
- [*] [3]** – Dial a touch tone *.
- [*] [4]** – Dial a touch tone #
- [*] [5]** – Dial the rest of the phone number as touch tones.
- [*] [6]** – Do a "Hook Flash" on the phone line.

Call in to hear your messages

1. Call the system.
2. When the message starts, enter **[*]**, your "On Call" PIN, then **[#]**.
3. Now the system will play back the Urgent messages. After each message, press: **[1]** to erase the message, **[3]** to save the message or **[5]** to replay it. If you hang up without making a choice, the message will remain unchanged.
4. When finished, if you have some NON-Urgent messages on the system, it will **Beep 3** times; now enter a **[0]** within 4 seconds to hear these messages.
5. When done, just hang up.

Call in to Record your Outgoing Message

1. Call the system.
2. When the message starts, enter **[*]**, the remote PIN (default is 0506), then **[#]**.
3. Enter your "On Call" PIN, then **[#]**.
4. Enter: **[5]**
5. Say your message when the tone stops.
6. When finished, enter **[*]**.
7. The message will be backed up, then it will play the message back so you can make sure it sounds okay.
8. When done, just hang up.

Sample Outgoing Message

*"ABC Productions! I'm sorry but we are not available to answer your call at this time. If you need immediate assistance, please leave your message then dial **[8]** on your telephone and we will return your call very shortly. Thank you."*

NOTE: If you do NOT record a message, the system will indicate that the Disk is Full; it needs a Good message before it will take messages.

Call in to change the person “On Call”

1. Call the system.
2. When the message starts, enter , the remote **PIN** (default is 0506), then .
3. Enter your “On Call” **PIN**, then .
4. Press 8, then enter the number for the new “On Call” person; 01 for the 1st person, 02 for the 2nd, etc.
5. When done, just hang up.

Call in to make it start answering calls

Use this if you forget to start it before you leave.

1. Call the system.
2. After about 10 rings it will answer and ask for your access code; enter , the remote **PIN** (default is 0506), then .
3. Enter your “On Call” **PIN**, then .
4. Enter: .
5. Now just hang up.

Trouble shooting

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

Audio Quality Problems

If the audio quality of your outgoing messages is poor, try the following:

- **Hold the microphone so the head is at about chin level, approximately 3 inches from your chin.**
- **Speak your message in a loud clear voice.**
- **The audio quality through the speaker will never be as good as through the phone line; so have the system call some other phone you can listen to (make sure the volume on the system is all the way down).**

CODEC Initialize Error

When the system initially powers up, it must set up the phone line and local audio circuits. During this process, the following conditions may appear.

CODEC 2 error

If the following message appears:

CODEC Initialize
Error--> CODEC 2

Most likely the microphone is plugged into the system. The microphone **MUST** be unplugged whenever you are **NOT** recording, otherwise the system will, on power failure, lock up on this message. You can only correct this problem by removing the microphone, unplugging power, then reconnect power.

CODEC 1 error

If the following message appears:

CODEC Initialize
Error--> CODEC 1

Most likely some strange signal occurred on the phone line while the system was powering up. You can correct this problem by removing the phone line cord, unplugging power, then reconnect power; after the system is at Menu, you can reconnect the phone line cord.

Disconnect Issues

Disconnect methods

Once the unit detects an answer condition, it activates the announcement portion of the system. The announcement will play until it detects a **Disconnect** condition. The following are the disconnect systems incorporated into the BA-1000:

- **The failure to detect a dialed digit within 5 seconds of a Consent code.**
- **CPC disconnect. The unit will disconnect upon the detection of a CPC pulse that is detected over the phone line. The CPC pulse is generated by the telephone company and is not available in all areas. This is the ONLY form of disconnect that will give immediate disconnect once the called party hangs up.**
- **The reception of 5 seconds of steady dial tone during an incoming response period.**
- **The detection of a pre-determined amount of no response periods.**
- **The detection of continuous speech for the length of time set by the Talk Limit parameter in the System Setup mode.**

Disconnect problems

If the system is failing to disconnect when the called party is hanging up, you can use either the Tone Consent feature, or the No Response Hang Up feature to solve your problem.

Customer Support

All operation or technical questions should be directed to the **Customer Support Center** at **916-786-6186**, between 7:30 a.m and 4:30 p.m., Pacific time.

Before calling the **Customer Support Center**, we request that you have your system set up and within arm's reach of the telephone. This is essential for accurate diagnosis of the problem. If the **Customer Support Center** determines that the unit must be sent in for repair, the following procedures **MUST** be followed.

Warranty Repair

- 1) You **MUST** call the **Customer Support Center** to report the problem the unit is experiencing and to provide us with the return shipping information and day time phone number.
- 2) 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.

- 3) You are responsible for all shipping costs to the **Customer Support Center**.
- 4) The **Customer Support Center** will pay for UPS Ground shipping back to the customer **ONLY** during the first year of the warranty period, and only if the destination is within the USA. If the customer chooses any other form of shipment, or is located outside of the USA, the customer will incur all shipping charges.

Non-Warranty Repair

If your unit should require Non-warranty service, follow these procedures:

- 1) Follow the WARRANTY REPAIRS procedures.
- 2) The customer will pay 100% of all shipping charges to and from the **Customer Support Center**.
- 3) The customer will be charged for the following:
A flat rate labor charge.
All parts replaced.
Shipping charges
- 4) All repairs must be prepaid with Visa, Master Card, American Express, Cashiers Check or Money Order.

Service Warranty

The **Customer Support Center** warrants all repairs for a period of 90 days from the date of the service invoice.

1 Year Limited Warranty

This SKUTCH PRODUCT is warranted against defects for a period of one (1) year from the date of the original invoice; excluding the CF Card, which is warranted for a period of 90 days from the date of the original invoice. Within this period, we will repair it without charge for parts and labor. To obtain warranty service the product must be returned, at the customer's expense, to SKUTCH Electronics along with a copy of the original invoice. After the unit has been repaired, SKUTCH will ship the PRODUCT back via UPS GROUND service at our expense. If any other form of return shipment is requested, the customer will pay for 100% of the shipping cost.

This Warranty does not apply if in the sole opinion of SKUTCH Electronics, the PRODUCT has been damaged by lightning, or any other Acts of God, or by accident, misuse, neglect, improper location (high dust or tobacco smoke prone areas), improper packing, shipping, modification or servicing by other than an authorized SKUTCH Service Center.

EXCEPT AS SPECIFICALLY PROVIDED IN THIS AGREEMENT, THERE ARE NO OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, ANY IMPLIED WARRANTIES OR MERCHANTABILITY OR FITNESS FOR A PARTICULAR PURPOSE AND IN NO EVENT SHALL SKUTCH ELECTRONICS BE LIABLE FOR LOSS OF PROFITS OR BENEFITS, INDIRECT, SPECIAL, CONSEQUENTIAL OR OTHER SIMILAR DAMAGES ARISING OUT OF ANY BREACH OF THIS WARRANTY OR OTHERWISE.