



BA-9 Telephone Line Controller



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Introduction:

The BA-9 is a manufactured by Skutch Electronics exclusively for Make My Calls. The BA9 is a four-channel device. Each channel of the BA9 was designed to interface with a single Dialogic telephone computer line card channel, an Agent's two line telephone, and a single telephone line. The BA9 was developed to allow the Dialogic card to place calls for a person, monitor for answer detect, share the telephone line with an Agent that is on a single line telephone, and then detect a touch tone response from the agent before continuing calling the next telephone number.

Operation:

Idle State:

The AGENT's Phone is in the "ON HOOK" State. The Dialogic channel is disconnected from the phone line so that it will not detect dial tone in the event it attempts to make an outbound call.

Standby State:

The AGENT's phone is in the "OFF HOOK" state. The Dialogic card is connected directly to the telephone line and is ready to make outbound calls. The Agent's phone is MUTED.

Dialogic Card Dials:

The Dialogic card goes "OFF HOOK". The AGENT's phone is MUTED for the first three seconds, then is connected to the telephone line in MONITOR mode so that the AGENT can monitor the in progress call. In this mode no NOISE from the AGENT's phone is transmitted. The AGENT can monitor the call but the called party can not hear the AGENT talking.

Dialogic Card Detects an Answer:

When the Dialogic card detects an answer condition, it performs a 50 milli-Seconds "HOOK FLASH". The BA9 detects the FLASH and immediately connects the call directly to the AGENT's telephone. The Dialogic card is disconnected from the telephone line and is placed in MONITOR mode, where it will monitor for touch tones from the AGENT's telephone.

Agent Bypass mode:

If for some reason the Dialogic channel fails to respond to an answered call, then the AGENT can select line two on his telephone and will be immediately connected directly to the line so that he/she can

communicate with the called party. In this case the Dialogic channel is removed from the telephone line until the AGENT returns to the "OFF HOOK" position on line one of his/her telephone set.

AGENT Finishes Call:

When the AGENT has finished the call, he/she simply enters the corresponding end code on the AGENT's touch-tone pad. After reception of the CODE the Dialogic card goes "ON HOOK" and the BA9 disconnects the AGENT's phone from the telephone line and returns to the Standby State.

BUSY or NO ANSWER Calls:

If the Dialogic detects a BUSY or NO ANSWER condition, it simply returns to the "ON HOOK STATE" for a minimum of 500 mili-Seconds and the BA9 mutes the AGENT's phone and returns to the Standby State.

AGENT making outbound calls or answering inbound calls:

If the Agent needs to make outbound calls or answer inbound calls, then the Agent must use a two-line telephone. Line two on the phone MUST be used for making all outbound calls or answering any inbound call. Line two on the agent jack is connected directly to the telephone line while line 1 is for system use only! The computer software for that specific channel MUST be disabled before making outbound calls or before answering any inbound calls. If you do not wish the Agent to have the ability to make outbound calls or answer inbound calls, then simply use a single line telephone for the Agent telephone.

Modular Connectors:

There is a total of 12 modular RJ-11 type female connectors on the unit.

LINE:

The first four are for the telephone line connection. These jacks support both single and dual line per cord connections. For dual line connections use jacks 1 and 3 ONLY.

PHONE:

The second bank of modular jacks are for the Agent's telephones. The AGENT can either use single line or two line telephones with the BA-9. Two line telephones provide the AGENT with the added features of AGENT BYPASS mode, which allows the AGENT to bypass any Dialogic answer detect failures, outbound dialing, and inbound call answering capabilities.

COMPUTER:

The third bank of modular jacks are for the Computer Dialogic Voice Card channels. These jacks support both single and dual line per cord connections. For dual line connections use jacks 1 and 3 ONLY.

Telephone Line Jacks:

The LINE and COMPUTER jacks will support both single line (RJ-11) and two line (RJ-14) telephone connections. The jacks will be labeled as follows:

Jack No.	Label
1	1 and 2
2	2
3	3 and 4
4	4

Dialogic Card Jacks:

The jacks will support both single line (RJ-11) and two line (RJ-14) telephone connections. The jacks will be labeled as follows:

Jack No.	Label
1	1 and 2
2	2
3	3 and 4
4	4

Agent Telephone Jacks:

The jacks will be configured for either a single line or two line telephone. When used with a two line telephone, line two on the telephone will be a direct connection to the line. Line one will go through the BA-9. All incoming calls will ring only on line two.

ONE YEAR LIMITED WARRANTY

This SKUTCH PRODUCT is warranted against defects for a period of one (1) year 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, or improper packing, shipping, modification or servicing by other than an authorized SKUTCH Service Center.

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