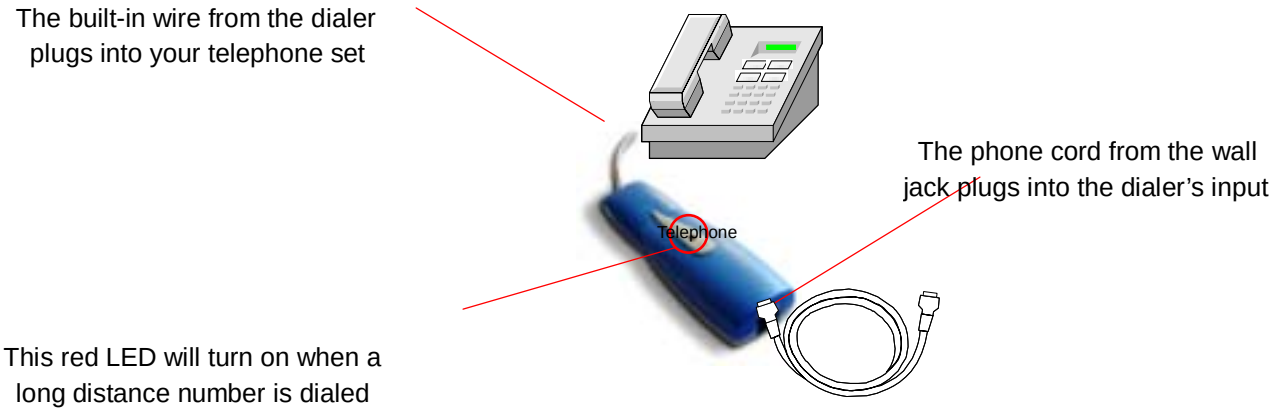
User Manual for Autodialers

1. Installation

Easy Plug-in installation

(Free to move from phone to phone)

1. Plug your telephone line phone jack into the dialer's socket
2. Plug the cable from the dialer into your telephone set
3. No battery needed. No external power connection.
4. The red LED will lit up when the dialer is in action.



(1) LINE port: connects to a telephone line
(2) PHONE port: connects to an analog phone or fax
(3) LED Indicator: turns on whenever Autodialer is working, and turns off when the phone is hung up.

Quick configuration example:

1. **99**, "~du" sound, hangup → Reset
2. *59*1**18003300328*, "~du", hangup → Set access # 18003300328
3. *58*1**2058**, "~du" sound, hangup → Set PIN # 2058

OR use *58*1**1*2058** if a language options is required.

2. Features

(1) Store up to 8 phone card accounts plus one customer service number. Compatible with many prepaid and postpaid calling cards, dial around plans, Callback services (model 50).

(2) The Autodialer will reroute user's calls with the specified access numbers and PIN codes on long distance calls with a prefix 1 (for domestic) or 011 (for international). However all toll free (1800, 1888, 1877, 1866) + local calls still use PSTN.

(3) Local toll free area codes can be programmed to use just the regular telephone service instead of using Autodialer.

(4) Support password protected long distance call blocking.

(5) Programmable for account recharge / reload using IVR.

(6) Voice prompted programming using phone card's IVR system; Remote reconfiguration for activation / maintenance.

3. Operation guide

When Autodialer is being configured, certain tones will be generated. A single "~du" sound means the command entered is good, but a double "~du~du" sound means the command entered is bad / rejected.

If it is for the first time that you modify an Autodialer, please use the System Restoration instruction (refer to item 6 in part 3) to reset for default values.}

(1) Programming Autodialer:

(A) Enter commands using touchtone keypad from a phone.

First pick up the telephone handset.
To enter Access number, use *59*N**Access*, where N

(sequence number) = 0 to 8, then “~du”, hang up.

To enter language option & PIN code, use *58*N**option*PIN**, where N = 0 to 8, then “~du”, hangup.

For example, if you want to enter the access number 1800-2261348 with N=1, language voice prompt option (2 for Spanish), and PIN =2429674860:

- To enter the Access number, pick up the phone and enter *59*1**18002261348*, then “~du” and hang up.

- To enter language option and PIN, pick up the phone and enter *58*1**2*2429674860**, then “~du” and hang up. If the destination number must end with a # (no optional entry), use *58*1**2429674860#**, then “~du” and hang up.

(B) Voice prompted entry with Interactive Voice Response

Pick up the phone, use *51*N** (E.g. *51*1** for N=1). Upon hearing a dial tone, enter the access number and follow the IVR to select a language option according to the voice prompt. Then enter PIN (and other options if required). Wait 2 seconds after IVR has asked for destination number, then press * to end the call, get “~du” and hang up. The entire command sequence will be stored in the Autodialer

(2) Settings for Extension line of PABX system

If the dialer is connected through an extension of a PABX, in order to get an outgoing line, a user must enter a certain prefix number first before a dial tone is heard.

(A) To set the prefix for outgoing calls: Use **03??* (the entry ?? designates a single or double-digit number to reach outside line). For example: If the outgoing number is 9, pick

up the phone and enter **039*, then “~du” and hang up.

(B) To reset and use the direct line Use **04 then “~du” and hang up whenever dialing an extension number to reach outside line is not longer needed.

(3) Making long distance calls

(A) To use regular telephone service (bypass Autodialing):

Pick up the phone (if the dialer is connected to an extension, enter the outside number first) and use a prefix #+ destination number. E.g. enter #1818-5971500 will ignore the Autodialer by directly using existing telephone service

Notice: Your call will be billed as regular telephone service for long distance if you use # before long distance number.

(B) To make a long distance call using a particular card sequence number N:

Pick up the phone, (enter the outgoing number first if the dialer is connected to an extension), use ##+N+ L.D. nbr. + #

E.g. Enter ##2-1818-5971500# to make a LD call using the card sequence number N=2.

Note: The “#” at the end of a destination number may not be required, but it is a good idea as it is recognized by many switches to mark the ending of long destination number.

(4) Setting up other prepaid cards for default service

A dialer programmed with multiple access numbers and/ or PIN codes will use the last N set by the user as the default value for prioritized use (meaning no need to enter ##N).

To select a prepaid card using different N as default value for prioritized use, enter *54*N**, then “~du” and hang up.

E.g. Use *54*1** to return the prepaid service with

sequence number N = 1 as the prioritized use (default value).

(5) Delete a prepaid card entry from Autodialer

To delete a prepaid card with card sequence number N, use *52*N**, then “~du” and hang up. E.g. use *52*3** to delete the prepaid card stored with N= 3

Note: If the deleted sequence number is the default N, the lowest number will become the new default N. For example when there are 4 sequence numbers 1, 2, 3, 5 in the Autodialer, if N= 3 is the current default is deleted by *52*3**, then N=1 will become the new default for prioritized use.

(6) System RESET

To reset the dialer for factory default value, pick up the phone, use **99**, then “~du” and hang up.

Notice: Please be careful when using this function, as it will eliminate all the set configurations and restore the system to the default status.

4. Setting functions

The dialer will generally pass through (bypass) all 7 digit local numbers (except those starting with number 0 or 1), all 3 digit service numbers (such as 411, 711, 911), and regular toll free numbers 1800, 1888, 1877, 1866. However it will reroute all long distance calls starting with prefix 1+ (area code), international calls starting with 011+(country code+), 001+ (country code+) and 1010xxx dial around plans.

(1) Set or Quit the local toll free bypass

To program the Autodialer to pass through local toll free calls (including suburb call etc.) to regular service, use **13*area code1*area code2*…**, then “~du” and hang up.

E.g. **13*1650*1408*1510** to set the Autodialer so all calls with area codes 650, 408 and 510 will ignore prepaid service and use the regular local / long distance service.

If some area codes were incorrectly entered or are to be deleted, pick up the phone, use **12*area code 1*area code 2**, then “~du” and hang up. E.g. **12*1650*1408** (however if 1650 or 1408 were not previously programmed with **13*1650*1408**, double “~du~du” error will sound).

When a dialed access number is busy or you want to use regular telephone service, enter #+destination number. This will instruct the Autodialer to stop rerouting function and use the regular telecom service instead.

E.g. #1818-5971500 will bypass Autodialer and call th**e** Long Distance using the regular telephone service.

(2) PIN-less auto-dialing and setting Time Delay

Because the voice prompt or IVR delay time may affect the service access, to get optimal time delays for the Autodialer to function correctly, you may need to set the dialer to detect the presence of IVR in PIN-less auto-dialing.

(A) Use *56#Access number* if the prepaid phone system has ANI to auto detect Caller ID (i.e. user does not need to enter PIN at all). This will force the dialer to detect the presence of IVR before dialing the next numbers.

E.g. *56#18002261348* for PIN-less prepaid phone system.

Use *56#Access number# to “Ignore” the presence of IVR and dial all the stored digits without stopping in between.

E.g. *56#18002261348# for prepaid system dials the PIN immediately after connection without IVR.

(B) To set a delay time for the next entry after the IVR is detected following the Access number:

Use *53*Access number*TT*, then “~du” and hang up. TT = (00-99)/10 seconds (default TT=10). This does not apply for PIN less system.

E.g. *53*18002261348*30* will add 3 seconds delay after detection of first IVR following the entry of access number.

(C) To set a delay time for the next entry after the IVR is detected following Language option and PIN entry.

Use *53*Access number*TT#, then “~du” and hang up. TT = (00-99)/10 seconds (default TT=10).

E.g. *53*18002261348*20# will add 2 seconds delay after the detection of next IVR following the entry for language or third entry for PIN.

(D) To cancel the time delay setting, repeat above command but use TT = 00 (E.g. 318002261348*00#)

NOTE: If the Autodialer is set to Detect IVR, then it must wait until the IVR is detected to start the time delay. However if the Autodialer is set to Ignore IVR, then it will not wait for next IVR to start the time delay following the access number, language option or PIN code entries.

(3) Dialing speed adjustment

(A) DTMF ON TIME: To program the variation of dial speed on different PSTN switch, use **05N* (N= 1 to 8) and then hang up. E.g. **053* will set 70 ms dial tone duration.

N=1 …… 50 ms (fastest)	N=5 ……..90 ms
N=2 .....60 ms	N=6 …….100 ms
N=3 ..... 70 ms	N=7 ……110 ms
N=4 ..... 80 ms (Default)	N=8 …120 ms (slowest)

(B) DTMF OFF TIME: To program the variation of dial tone separation for different PSTN switch, use **86N*(N= 1 to 8) and then hang up. E.g. **865* to set 130 ms tone separation.

N=1 …….50 ms (fastest)	N=5 ……...130 ms
N=2 .....70 ms	N=6 …….. 150 ms
N=3 .....90 ms	N=7 …….. 170 ms
N=4 .....110 ms (Default)	N=8…...190 ms (slowest)

(4) Remote settings

When a user call a service center to let remote setting, the customer service side uses a prefix *# followed by “~du” to initiate the process of sending the command to modify the Autodialer parameter.

Notice: A user should always have an Autodialer connected inline with his telephone, while the service side must not have any Autodialer connected inline with a telephone or modem.

IMPORTANT NOTE: Every time the service site is to send a new command entry to the remote Autodialer, he must first enter another *# prior to sending a new command again.

(5) Rerouting calls with prefix other than 1 or 0

Users may want to reroute any call with a prefix 2 to 9 (other than 1 or 0) to go through a special service, such as Voice over IP phone service. This can be programmed using **13*prefix1*prefix2*....**.

E.g. if you want calls with prefix 20 to go a VoIP service use **13*20**, calls such as 2011-xxxxxxx will activate dialar to dial the VoIP access number and PIN code followed by the destination number.

E.g. 2011-622135241333 will auto dial access number and PIN code stored in the default N=1 to make VoIP phone call to 622135241333.

NOTE: By default any calls with prefix 1xx and 011 (except 1800, 1888, 1877. 1866) will be rerouted to a prepaid service, so **13*prefix1*prefix2*....** will set all calls with these prefixes to bypass the Autodialer and use regular telephone service (see example in Paragraph 4 sec. 1 above).

E.g. **13*1415*1650** will let the Autodialer bypass the calls with prefix 1415 and 1650 (local toll free area code) and instead will use existing telephone / long distance service.