MESSAGE NOTIFIER

Table of Contents

INTRODUCTION

Congratulations! You have just purchased a product that represents the very latest in personal communication technology. Always-in-Touch™ combined with a digital pager allows you to stay in touch with your home or business phone no matter where you are.

You can also use the local Telephone Company's Caller ID Service with Always-in-Touch to know who is calling your phone and whether or not they leave a message. Caller ID is discussed in more detail below.

HOW ALWAYS-IN-TOUCH WORKS

The Always-in-Touch unit connects to your phone line and monitors all outgoing and incoming calls. The phone number dialed on outgoing calls, and the phone number of the caller on inbound calls is captured along with the duration of each call. Depending on which options you have selected, the information for each call can be sent to your pager.

For outbound calls, the unit stores the phone number dialed and duration of the call. Once a call is completed, the unit waits 3 seconds and dials your beeper number. When the pager Service Company answers, Always-in-Touch delivers the outbound number dialed and the call duration. A few moments later that information shows up on your pager display.

For inbound calls, Always-in-Touch captures either a Caller ID signal or touch tones from the caller. When Caller ID Service is available, the phone number of the caller is stored, and then transmitted to the pager. If Caller ID is not available, the Always-in-Touch unit stores the phone number that is manually entered by the caller.

In either case, the phone number of the caller and duration of the call is sent to your pager as described above. The unit waits for the call to be completed, dials your pager number, and delivers the information to the pager service, which relays it to your pager.

CALLER ID INFORMATION

The local Telephone Company offers caller ID Service in most areas of the country. This service allows the called party to know the phone number of the person calling.

The Always-in-Touch unit is capable of decoding the Caller ID number and sending it to your digital or alphanumeric pager.

Caller ID information comes to the subscriber in the form of a short burst of tones between the first and the second ring signal. Consequently, if the phone is answered before the second ring the Caller ID data may not be captured. Therefore, if you are using Caller ID service with this product, be sure to set answering machines, FAX machines, and modems to answer on at least the second ring.

The Caller ID information is delivered for all local calls, but you will not receive the caller's number on all long distance calls. Fortunately, more long distance calls are be identified every day. Long distance calls that are not identified are said to be "Out of Area" and will show up as "**0000**" on your pager. Any telephone company customer can request that their number not be transmitted to the called party. These customers are said to be "Private Callers". A private caller will show up as "**5555**" on your pager.

REQUIREMENTS

1. Digital or alphanumeric pager operating with a local, regional, or nationwide paging service. If an alphanumeric pager is used, along with your regular alphanumeric telephone number you must be assigned a numeric pager telephone number. If you do not have a standard numeric pager phone number, contact your pager service and request one. This phone number will be in addition to your regular alphanumeric pager number and should not cost extra. If you are using a nationwide satellite paging service, be sure to refer to page 6 for more information.

2. Standard telephone service. Caller ID service is recommended but not required. If you do not have Caller ID please refer to the section entitled "What If I Don't Have Caller ID?" (pg. 5) when setting up your unit.

3. Touch-tone service and a touch-tone phone.

INSTALLATION

1. Plug in the supplied 9 VDC wall transformer.

2. Plug the telephone line into the modular jack marked "Line from Telephone Co." You can also plug a phone, answering machine or similar device into the other jack marked "Phone/Answering Device".

If you would like to monitor line 2 on a 2 line phone system, you will need a special phone line splitter for this connection. Contact your local Radio Shack™ store and ask for catalog item # 279-402.

3. Key in your pager number by lifting the handset,
   dialing your pager number, and pressing the star key twice (******), and hanging up. Use the "**#**" sign if pauses need to be programmed; each "**#**" equals a 2 second pause. You can enter as many as 29 digits where each "**#**" included counts as 1 digit.

Always-in-Touch is now ready for operation. You might want to set up your unit using some of the custom options available. These options are discussed in the next section.

SELECTING OPTIONS

Always-in-Touch is equipped with a number of options, all of which can be selected easily by using a touch-tone telephone. Options are selected by lifting the handset (going Off-Hook) on a touch-tone phone and dialing a numerical code followed by the star key twice (**). A distinct "acknowledgement" tone will let you know that the option has been accepted. (An "acknowledgement" tone is defined as 6 quick high pitched tones).

All options will remain in memory until changed by the user even if the power is removed from the unit. When the unit is initially started, it will come up running with the default options set. The default options are: **20**, **30**, **40**, **50**, **60** and **90**.

1. If you have not already done so, key in your pager number as follows. Lift the handset and enter your pager telephone number followed by the star key twice (******). When the last star key is depressed you should hear the distinct "acknowledgement" tone. Then hang up. Example: **234-5678**** .

NOTE: If the pager phone number has not been entered, or if it has been erased from memory (using **99****), Always-in-Touch will generate a distinct "error" tone every time you go Off-Hook. (An "error" tone is defined by 2 sustained low-pitched tones followed by a quick tone).

2. Lift the handset and key in any options from the list of options on the next page. Then hang up. Example: **31****. Note that more than one option can be entered at a time. Example: **31**51****.

3. At this point or any other time, you may want to use the **88**** option to double check which options are selected on your unit. **88**** will send the unit's present settings to your pager.

LIST OF OPTIONS

20** Turn Always-in-Touch notification on.
21** Turn Always-in-Touch notification off.

30** Do not notify pager on calls originating from this location (outbound calls).
31** Notify pager on all outbound calls made.
32** Notify pager only for long distance outbound calls.

40** Use for local or regional paging system.
41** Use for nationwide satellite paging system.

NOTE: More on nationwide satellite paging systems on page 6.

50** Notify pager on all inbound calls.
51** Notify pager only if inbound call lasts 10 seconds or more.
51nn** Notify pager if inbound call lasts at least (**nn**) seconds (Minimum 10 secs, Max 60 secs, default is 10 secs).

NOTE: This is useful if you want to be paged only when the caller stays on the line long enough to leave a message on your answering machine. In this case, set "**nn**" to be a few seconds more than the length of your answering machine message. **NOTE:** The timer starts when the call is answered.

60** Standard operating mode with Caller ID service. Always-in-Touch captures the inbound caller's phone number automatically.
61** Caller ID override. Unit will listen for touch tones manually entered by caller. Normally used if no Caller ID is available. See section explaining how the Always-in-Touch works when Caller ID service is not available (pg. 5).

3

NOTE: Option **61**** can also be used in cases when Caller ID needs to be overridden for long distance calls where the caller's number may not be identified (see page 6).

77** Quick Page. This is used by someone local to the unit to dial your pager number quickly. They can pick up any phone on the line that Always-in-Touch is connected to and dial **77****. Once they hang up, you will be notified with a "**77**" on your pager display. This will alert you to call your home, office, or wherever the Always-in-Touch is located.

88** When this option is entered, the Always-in-Touch will display on your pager all the options that are programmed. This is useful to double check which options are presently selected. For example your pager will display: "**203040506090**".

99** Sets all options to their default settings: **20****, **30**** ,**40****, **50****, **60****, and **90****; erases pager number from memory; and deletes any notifications in memory that have not been delivered (also deletes extended options,pg 7).

910n** Ring Counter option. You or someone else may be in and answering phone calls instead of the answering machine. In this case, you probably will not want to be paged. With the this option set correctly, you will be paged if the answering machine answers the call, but will not if someone else answers. Usually, "**n**" will be the number of rings that your answering machine is set to answer the call.

Steps for implementing the ring counter option:

1. Determine the number of rings it takes for your answering machine to answer a call.

2. Pick up the handset and dial "**910n****", where "**n**" is the number of rings the machine is set to.
   4

3. When you hear an acknowledge tone, hang up.
4. In order for Always-in-Touch to page you, the call cannot be answered before the "**n**th" ring.
5. The **88**** option will now display "**9n**" on your pager instead of "**90**".

NOTE: To turn ring counter off (factory default), press "9100".**

Example: If your answering machine answers on the 4th ring. You would key in "**9104****". When the phone is answered before the 4th ring, the Always-in-Touch will not notify. (88** sends "203040506**94**" to pager).

Remember you must answer the phone before the **n**th ring in order for the unit not to notify. If you test this option by just allowing your phone to ring less than **n** times, but do not answer it, the unit may still notify your pager (depending upon the other options set). **NOTE:** Some answering machines answer just before or on the leading edge of the ring cycle. In this case, the last ring is not counted. Therefore, "**n**" should be one less than the ring count the answering machine is set to.

SETTING OPTIONS FROM A REMOTE TELEPHONE

Always-in-Touch allows you to set or change any option (including the pager number) from a remote touch-tone telephone. See Option **71****, page 3 to defeat remote programming. Follow the steps below to set options from a remote phone.

1. Once the phone is answered, press the star key twice (******). You will hear a single acknowledgement tone.

2. Press the star key twice more (******). You will hear 2 more acknowledgement tones which indicates that the unit is in the remote programming mode.

3. You can now set any of the options as if you were next to the unit.

4. Once you have set the desired options, simply hang up the phone. You may want to dial 88** as your last option so the new settings will be displayed on your pager.

Notes on Remote Programming:

1) Some answering machines respond to the star (*****) key by hanging up on the caller, fast forwarding the tape, or other unwanted actions. You can use "**#**" instead of "*****", or in any combination with "*****" to disable the unit from notifying you. For example, you can use "**##**" , "***#**" , or "**#***" . These two keys are interchangeable only when you access remote programming and disable the unit from notifying. For more on disabling the unit from notifying, please refer to page 3.

2) Once in the remote programming mode, any device connected to the output port on the unit will be disconnected. This feature protects a device, such as an answering machine, from being affected by the touch tones intended to program the Always-in-Touch. If you do have an answering machine connected to the phone line, you may want to connect it to the output jack on the Always-in-Touch to protect it from inadvertent remote programming.

3) Even though more than one option can be set during the remote programming, once the **88**** option has been entered the unit will immediately hang up and notify your pager.

PAGER DISPLAY CODES

All information displayed on your pager is formatted for a 12 digit screen. All numbers longer than 12 digits will spill over to the next screen. Inbound calls will show the phone number and the call duration. Outbound calls will show the phone number, call duration, and a trailing "**0**" to signify an outbound call. Note that on outbound calls, the leading **0** or **1** that is dialed for a long distance call before an area code and phone number will not be displayed on your pager.

Call duration is measured in seconds and can be as long as **9999** seconds long (2 hours, 46 minutes, 39 seconds). Call duration always will be display as least 2 digits on your pager. If the duration of the call is more than **99** seconds, it will be displayed as a 3 or 4 digit number.

xxx-xxxxxxx-nn.. Phone number of caller, call lasted **nn..** seconds.

xxx-xxxx-nn..-0 Local outbound call, phone number dialed, call lasted **nn..** seconds.

xxx-xxxxxxx-nn..-0 Long distance outbound call, number dialed lasted **nn..** seconds.

0000-nn.. Out of area caller with call lasting **nn..** seconds.

5555-nn.. Private caller. (A caller who blocks their Caller ID number from being transmitted to the party called.)

9999-nn.. No phone number collected by unit. Either a bad number or no number transmitted by the Caller ID service; or if not using Caller ID service, no number entered by caller (using option **61****).

911-nn.. 911 emergency number dialed, call lasted **nn..** seconds.

77 Someone has "quick paged" you from where the unit is located. For more information on the "Quick Page" feature, please refer to page 3.

WHAT IF I DON'T HAVE CALLER ID?

Always-in-Touch is designed to be used with or without Caller ID. If no Caller ID service is available, set option **61**** on your unit, and simply have your answering machine prompt the caller to enter their phone number with a touch-tone phone. They can enter their number anytime during the connection and do not need to follow the number with a pound sign (**#**). Always-in-Touch will operate normally, delivering the number to your pager.

An example of an answering machine message if no Caller ID is available would be:

> *"Please leave your name, number and a brief message after the tone. If you enter your telephone number from a touch-tone phone, I will be paged and return your call immediately."*

PROVISION FOR CAPTURING CALLER ID OUT-OF-AREA NUMBERS

At the time of this printing many long distance calls will not be identified by your local Caller ID service. Instead, they will be identified only as Out-of Area callers. Always-in-Touch will show them as "**0000**" followed by a dash and the duration of the call.

If many of your contacts are calling from a long distance area, you may want to use the Caller ID override option **61****. The unit will still collect the Caller ID information. But, if a caller enters in their telephone number, the Caller ID information will be overridden. For example: If an Out-of-Area caller keyed in his phone number "**4042637111**", instead of "**0000**" displaying on your pager, it would display "**404-2637111**".

An example of an answering machine message using option **61**** for Caller ID override is on the following page.

> *"Please leave your name, number, and brief message after the tone. If you are calling long distance please enter your telephone number using a touch-tone phone. I will be paged and return your call immediately."*

RETRIEVING MESSAGES FROM AN ANSWERING MACHINE

There will be times that you will want to retrieve messages from your answering machine. If Always-in-Touch is connected to that phone line, you may want to disable it during the call. This will prevent the unit from notifying your pager for that call only. To disable Always-in-Touch just dial the star key twice (******) anytime after the call is answered.

NOTE: Some answering machines respond to the star (*) key by hanging up on the caller, fast forwarding the tape, or other unwanted actions. You can use "#" instead of "*****", or in any combination with "*****" to disable the unit from notifying you. For example, you can use "**##**" , "***#**" , or "**#***" . These two keys are interchangeable only when you disable the unit from notifying you and accessing remote programming. For more information on remote programming, please refer to page 4.

USING ALWAYS-IN-TOUCH WITH A NATIONWIDE PAGING SERVICE

To use your unit with a nationwide satellite paging service first set option **41****. This disables the unit from trying to format the delivered information by using stars (*****) between groups of data. Nationwide pager services do not allow you to format data.

When you enter in your pager number into the unit, you may have to include: the paging service phone number, your pin number, a terminating "#" sign, and even, a menu selection number. Furthermore, an appropriate number of delays may have to be inserted between these groups of numbers. In this case, when programming
your pager number, you would:

1. Set option **41****
1. Enter the paging service phone number.
2. If necessary, enter in the appropriate delay using the pound key (#). Where each # represents 2 second delay.
3. Enter your pin number followed by "*****#". The "*****#" pair instructs the unit to dial an actual "#" sign.
4. Enter another delay (#) if necessary.
5. Enter the correct menu selection number.
6. Follow this by "******"

For Example, if you are Skypage™ service subscriber, to program your pager number into the unit, your entry would be similar to:

1 800 759 7243 ### 5555 *# # **

(Ignore the spaces - they are shown for clarity only).

The "**18007597243**" is the Skypage™ phone number; "**###**" is a 6 second pause to allow time for the call to be answered; "**5555**" represents your pin number; "***#**" tells the unit to actually dial the "**#**" sign after the pin number; the last "**#**" is a 2 second pause; and "******" instructs the unit to accepts this entire string as your pager number. A maximum of 29 characters can be accepted as a pager number.

If you have problems determining where and how many pauses are required between numbers try "listening-in" on the unit while it is dialing your pager service. For more on how to "listen-in", please refer to Troubleshooting, Section 2, Listening-in, page 9.

ALWAYS-IN-TOUCH DETAILED OPERATION

This section will detail the specific operating characteristics of Always-in-Touch.

Always-in-Touch operates on a 9 volt, DC, center negative, power supply. The pager number and all options set by the user are stored in non-volatile memory. Stored information will not be lost if the unit loses power. The pager number and user defined options remain in memory until either the user changes them or the unit is reset. The **99**** option resets the unit, erases the pager number, and sets all options back to their default values (**20**, **30** ,**40**, **50**, **60**, **90**). It also deletes any notifications in stored in memory that have not been delivered. If the pager number is no longer in memory, Always-in-Touch produces an "error" tone every time the handset is lifted.

The LED on the front of the unit will light:

1. Momentarily, when the unit is first connected to power but an "live" phone line has not been connected.
2. Continuously, when the unit has power and a "live" phone line is connected.
3. When the unit receives a touch-tone digit.
4. When the unit hears the line ringing.
5. Momentarily, when the unit detects Caller ID data between the first and second ring.

The LED on the front of the unit will flash:

1. When the unit is waiting before it goes off hook to notify the pager.
2. At 1 second intervals during a call. This shows that the unit is actively monitoring the line for touch tones dialed and is timing the call.

In the normal operating mode, after a call is completed, Always-in-Touch will wait 15 seconds and go Off-Hook. It will dial the pager number, wait until it hears 5 seconds of silence, and then deliver the call information. If the phone is in use when the unit tries to go Off-Hook to dial the pager number, the unit will keep trying until it notifies your pager.

If another call is completed before the unit has a chance to notify the pager of the first call, then the second call will be put into a queue. After the information on first call is delivered, the unit will then deliver the data for the second call. Always-in-Touch will queue into memory as many as 10 calls that might arrive back-to-back.

The remote programming mode is invoked when the phone line is answered and the user dials two stars (******) and then two more stars (******). (The user can substitute the "**#**" sign for a "*****", see pages 4 and 12). As soon as the unit enters this mode, the output jack is disconnected. This protects an answering machine or other device from accepting programming codes intended only for the Always-in-Touch unit. Remote programming is basically the same as programming on site. The user can set any number of toggles and even change the pager number if desired. The only difference is that once **88**** is entered, the unit immediately disconnects the user and performs the **88**** function.

EXTENDED PROGRAMMING OPTIONS

Extended programming options are designed to configure the unit for use in special circumstances where the default settings are not adequate for proper operation. Use these options only if you are having problems with the basic operation of the device. They are not intended as additional features. Use **99**** to clear any extended options. Remember, that **99**** will also clear all standard options that have been set.

If you receive a pager notification on all but "**Out-of-Area**" calls, you probably have voice mail or paging service options that are accessed by dialing "**0**" once the paging company answers. If this is true, then the unit can be set to deliver "**2222**" instead of "**0000**" for "**Out-of-Area**" calls to eliminate this problem.

1122** This will instruct the unit to deliver "**2222**" instead of "**0000**" to the pager company for "**Out-of-Area**" calls. Use this option if a zero is used to access paging company options.

55 Series Options

Use one of the following three "**55**" series options only if: (a) the unit goes off hook properly, and (b) dials the pager company correctly, and then (c) does not deliver the call information to the pager. Use the "Listen-in Procedure" discussed on page 9 to determine whether all three of the above are true.

Only one "**55**" series option can be set at a time. If one "**55"** option is set, and another "**55**" option is dialed, the last option will erase the first.

One common problem involved with delivering information to a paging service is noisy telephone lines. If the unit is dials the paging company, but does not deliver any information once the paging company answers, then try using option **5522****.

5522** Allows unit to deliver information to paging company when telephone lines are noisy.

If the unit still does not deliver the call information, try using the one of the two other **55**** options.

The unit uses a mathematical algorithm to help it determine the state of the phone call. This is known as "Call Progression." In normal situations, the unit knows whether the line is busy, ringing, answered, etc. But, if there is something unusual about the signals on the line, the paging company, or the connection, the unit may not be able to accurately call progress and determine the state of the phone call. When this occurs, the unit will not deliver the call information reliably.

Option **558x**** eliminates a lot of the call progression that may otherwise confuse the unit when the telephone environment is substandard. If option **5522**** does not cause the unit to properly deliver the call information, try option **558x****.

558x**This options eliminates most of the call progression. It instructs the unit to wait "**x**" times 2 seconds to deliver call information after detecting answer by paging company.

Example: **5583**** instructs the unit to wait 6 (2 times x, where x=3) seconds after the paging company answers and then deliver the call information.

If (1) the unit goes off hook, and
(2) dials the pager company correctly, but
(3) still will not deliver the call data, and
(4) the other two "**55**" options fail, then try:

559x** This option eliminates all the call progression. It instructs the unit to deliver call data "**x**" times 2 seconds after pager number is dialed.

Example: **5594**** instructs the unit to send the call information 8 (2 times x, where x=4) seconds after the pager number is dialed.

In different applications, this option can be used to eliminate call progression so that the unit is able to deliver the call information to a collection device rather than to a paging service.

71** This option disables remote programming if conflicts arise with remote retrieval of messages from an answering

machine.

Some answering machines require the user to input "*" and "#" for remote retrieval of messages. By doing this, the user may inadvertently put the AIT into the remote programming mode and change the options previously set.

The 71** option instructs the unit to ignore all codes except the first two "*" or "#" combinations. (Remember "**", "##", "*#", or "#*" disables the unit from paging on that call).

To clear the 71** option enter either **70**** or **99****. Note that not only will **99**** clear all extended options, but also all standard options that have been set and the pager number.

TROUBLESHOOTING

Although, the Always-in-Touch unit is designed to work with a wide variety of telephone configurations, it is difficult to anticipate every possible type of connection. Therefore, it may be necessary for you to alter your particular telephone configuration to take advantage of all features. Section 1 will help you solve Basic configuration problems that arise most often.

Because the unit must work with hundreds of different types of paging services, it can not always automatically adjust to the specific nuances of every service. If you are having pager notification problems, Section 2 will help you determine the probable cause and correct solution.

Section 1 - Basic Telephone Configuration Problems

Please use the simple flow chart on the following page to quickly diagnose problems that you may be experiencing with the basic operation of your unit. This section covers standard connections and fundamental operation of the unit.

If other problems occur, answers to more specific problems are listed in the next two sections.

Below are definitions of terms used in the Troubleshooting sections:

Light -Red LED light on front of unit.

Off Hook -Handset lifted or speaker-phone on.

On Hook -Handset in cradle or speaker-phone off.

Error Tone -2 sustained low-pitched tones followed by a quick tone

Acknowledgement Tone - 6 quick high-pitched tones

Section 2 - Pager Notification Problems

This section deals with typical problems of pager notification. At this point, it is assumed that the unit: is connected to power, is connected to a "live" telephone line, detects On-Hook, detects Off-Hook, recognizes touch-tone input, and has a pager number stored in memory. If you are not sure that all the above are true, please refer to Section 1, Troubleshooting, page 9.

The unit performs three basic operations in order to notify your pager. The unit must:

(1) Collect the call data
(2) Dial your pager service
(3) Deliver the data properly to your service

Please keep these three basic operations in mind while you troubleshoot your pager notification problems.

"Listen-in" Procedures

One simple way of diagnosing notification problems is to "listen in" on the telephone line while the unit is dialing the pager

service and delivering the message.
Depending on what specific problem you are trying to solve, you can either use the listen-in procedure for **88**** notification or the one for an inbound call.

Listen-in procedure for **88**** notification.

1. Pick up the handset and dial **88****, then hang up

2. The light will start flashing. This indicates the unit has information stored and is waiting to dial the pager service.

3. Wait about 5 seconds for the light on the unit to go off. The unit is now Off-Hook and will dial the pager service.

4. Pick up the handset and listen. Try to determine whether the unit is delivering information when the pager service will accept it. When listening, be sure to cover the mouthpiece on your handset so that outside noise will not affect operation.

Listen-in procedure for an inbound call:

1. Make a call to the unit

2. After the call is completed, the light will start flashing. This indicates the unit has information stored, and is waiting to dial the pager service.

3. Wait about 15 seconds for the light on the unit to go off. The unit is now Off-Hook and will dial the pager service.

4. Pick up the handset and listen. Try to determine whether the unit is delivering information when the pager service will accept it. When listening, be sure to cover the mouthpiece on your handset so that outside noise will not affect operation.

Typical notification problems and solutions:

1) The one problem that often occurs is the unit dials the pager company correctly, but does not deliver the call information before the paging service "times out." Therefore, the pager is not notified. You can easily determine whether this is the problem by using **88**** and the "listen-in procedure" on page 9.

→ In most cases, the cause of this problem is a noisy telephone connection with the paging service. Try using the extended option "**5522****". Setting this option will instruct the unit to ignore the noise on the line and deliver the call information. For more on this and other extended options see page 8.

→ Unless any extended options are set, the unit needs at least a 5 second window between the time when the paging service answers and when it times out. Call your pager number and determine how long it takes before your service times out when no digits are entered. If your service does not allow at least 5 seconds try using the extended options discussed on page 8.

2) Your pager is not notified when the **88**** notification option is dialed.

→ Pager number entered may not be correct.
Re-enter pager number followed by "******".

→ AIT may be behind a fax/modem line sharing device. Try connecting the unit in front of the fax/modem switch.

→ Unit may not see an "On-hook" condition. Light on unit must be on solid on when all phones are on-hook. If light stays out and flashes only once every 15 seconds, call Zeus to swap for a "Rear Detect" type unit.

3) Your pager is notified properly when the **88**** notification is dialed. But, on regular calls, the pager is either not notified, you receive a "tone only" notification, or it displays only a few digits.

→ When the unit delivers the caller's number and call duration to the pager service, it tries to format this information by

delivering stars (*****) between groups of information. (For example, first the area code is sent, then a star, the phone number, another star, and finally the call duration). Most paging companies accept a star and display it as a dash (-) on your pager. Whereas, a star sent to other services will adversely affect pager notification. Try using the 41** option (page 3).

→ Connect AIT to line before any FAX/MODEM type switch and set switch to answer on 2 rings.

4) Your pager is notified properly on all but "Out-of-Area" calls.

→ Chances are your pager service has voice mail options or other options that you can access by dialing a "**0**" immediately as the paging company answers. If this is the case, then use the extended option "**1122****". This option instructs the unit to deliver "**2222**" instead of "**0000**" when notifying on Out-of-Area calls.

5) You are using a paging service that requires entering a pin number and/or a menu selection.

→ Set option **41****. The pager number you enter into the unit will need to include the phone number of the paging service, your pin number, and the number of any menu selection may need to be chosen. Also, the appropriate number of 2 second delays (**#** sign) may have to be inserted between the between the phone number, pin numbers, and menu selection. Furthermore, an actual "**#**" may need to be dialed by the unit for termination of a pin number. To instruct the unit to dial a "**#**", use "***#**" in the pager number string.

For Example, if you are a Skypage™ service subscriber, to program your pager number into the unit, your entry would be similar to:

1 800 759 7243 ### 5555 *# # **

The "**1 800**..." is the Skypage number; "**###**" instructs the unit to pause for 6 seconds (2 seconds per "**#**") to allow for ringing and answer; "**5555**" represents your pin number; "***#**" tells the unit to actually dial a "**#**" after the pin number; the last "**#**" is another 2 second pause; and "******" instructs the unit to accept this entire string as your pager number. A maximum of 29 characters can be accepted as a pager number.

NOTE: You may want to "listen in" when the unit is delivering a page in order to determine the appropriate number of delays. Please refer to the beginning of this section, page 9, for more information on "listening in".

6) The unit always notify your pager with "**9999**" even though you have Caller ID service on your telephone line.

→ Some telephone devices do not pass the Caller ID signal. Examples are: some modems, all distinctive ring routing devices, and all fax/modem/phone line sharing devices. Be sure to connect the unit to the telephone line "in front" of these type of devices so that it can collect the Caller ID information.

→ A large percentage of Caller ID related problems are simply due to the fact that Caller ID service has not been put on your line by the local telephone company. In many cases, they have processed the your order, but have never programmed your line for Caller ID.

There is at least 3 ways to determine if Caller ID service is active on your line

(a) Watch the light on the front of the unit during an inbound call. The light will go on during the entire first ring. Then, only if you have Caller ID, will it come on again momentarily between the first and second rings. This will mean the unit detected the Caller ID signal.

(b) If you have a Caller ID desk top display unit, connect it to the same line that the unit is on to determine whether Caller ID information is present.

(c) Try answering your phone on an inbound call immediately after the first ring. If you have Caller ID, you should be able to hear a short bursts of tones when you answer. You may have to try this a few times. If you answer the phone before the first ring is finished, the telephone company will not deliver the Caller ID signal. If you wait too long after the first ring, you will miss hearing the short burst of tones sent.

If none of these test results are positive, you almost certainly do not have Caller ID service on your phone line. Please contact your local telephone company and have them come out to test for Caller ID service AT YOUR SITE.

7) The ring counter option does not seem to be working properly.

→ Remember you must answer the phone before the **n**th ring in order for the unit not to notify. If you test this option by just allowing your phone to ring less than **n** times, but do not answer it, the unit may still notify your pager (based upon the other options that are set).

→ Some answering machines answer just before or on the leading edge of the ring cycle. In this case, the last ring is not counted. Therefore, the "**n**" in the "**910n****" string should be one less than the ring count the answering machine is set to.

→ If toll saver is set on answering machine, turn off.

8) Unit will not notify when connected behind a FAX/Modem switch or "Barge-in" protector.

→ The unit may not recognized an "On-Hook" condition when connected behind these devices. Connect AIT in front of these type of devices. Also, if possible, set switch to answer on 2 rings.

→ In many cases, the ring counter option (page 3) is an alternative solution to configurations that rely on a barge-in device.

Section 3 - Retrieving Messages/Answering Machine

1) When calling the answering machine to retrieve your messages, you try to use "**"" to instruct the unit not to notify you on the call. Instead, the "**" command causes your answering machine to hang up immediately or causes other unwanted results.

→ Use the "**" command at the very end of the call after retrieving your messages. At this point, it will not matter that your answering machine hangs up immediately.

→ Try using "##" or "*#" or "#*" . The "#" and "*" can be used interchangeably when instructing the unit not to notify .

2) In order to retrieving messages, you use the "*"or "#" to activate answering machine functions. If at least 4 "*" or "#" keys are used in message retrieval this will activate the AIT to the remote programming mode. At this point, AIT options could be inadvertently changed.

→ To avoid this problem, use the extended option "**71****". This option defeats all AIT remote programming by instructing the unit to ignore these codes. Note that the unit will still respond to the first "****", the command that instructs the unit to not notify your pager on that particular call. See list of options section, page 3, for more information.

SPECIFICATIONS

Supply Voltage:	9 VDC, center negative
Supply Current:	Less than 30 mA
Min. Loop Curr:	20 mA
Loop Voltage:	42 to 105 VDC
Ringing Voltage:	60 to 130 VAC
Insertion Loss:	Less than 0.3 dB
Voltage Drop:	2.7 VDC at 20 mA loop current
Dimensions:	4.3" x 3.25" x 1.5"
Ringer Equiv:	(REN) 0.1 B

FCC INFORMATION

This unit is designed to conform to federal regulations and complies with Part 68 of the FCC rules. On the back of this equipment is a label that contains the FCC registration number and ringer equivalence number (REN) for this equipment. Upon request, you may have to provide the FCC registration number and the REN to your telephone company.

The ringer equivalence number (REN) is used to determine how many devices can be connected to your telephone line. In most areas, the sum of the REN's on any one line should not exceed 5. If too many devices are attached, your phones may not ring properly and other devices on the line may not detect the ring signal.

In the most unlikely event that your unit causes significant problems on the telephone line, the telephone company can disconnect your service. The telephone company will attempt to notify you in advance and will advise you of your right to file a complaint with the FCC.

The telephone company may make changes in its technical operation and procedures that may affect the operation of this device. The telephone company is required to give adequate notice of such changes. This product should not be connected to coin operated or party line systems.

WARRANTY INFORMATION

Zeus Phonstuff will repair this product with new or rebuilt parts, free of charge, when returned postage prepaid to the Zeus Phonstuff repair facility in Atlanta, GA within one year from the date of original purchase.

This warranty is extended only to the original purchaser. A purchase receipt or other acceptable proof of purchase date will be required before warranty service is rendered.

This warranty covers failures due only to defects in materials or workmanship occurring during normal use. It does not cover damage which occurs in shipment; failures which are caused by products not manufactured by Zeus Phonstuff; failures which result from accident, misuse, abuse, neglect, mishandling, misapplication, alteration, modification or unintended use of product; service by anyone other than an authorized Zeus Phonstuff repair facility; or damage attributed to an act of God. Lightning is considered an act of God.

Zeus Phonstuff makes no other warranty, either expressed or implied, with respect to this product.

If a problem develops concerning this product, contact your local dealer or Zeus Phonstuff directly for a Return Material Authorization (RMA) number. A RMA number is required for all returns.