

Communicator I Instruction Manual
(Updated 03-07-2007)

For ordering: call 1-800-sellcom (1-800-735-5266) and / or <http://www.sellcom.com/phonedial.html>

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ALWAYS call a friend a few times to test the machine's functions, to see if everything is working right, BEFORE putting it on line to conquer the world. That is, will it deliver the entire message properly and does it give them enough time to record their responses? Once you have it on line, monitor it for at least half an hour.

If you're calling yourself to test the machine be aware that the gain, the amplification, may be different than when you're calling someone outside your house or office, so the machine may possibly not function properly. If you're calling yourself at the office you're at, the machine may do strange things like hang up during the outgoing message or not deliver the message when someone says "hello." The signal amplification may be different. Don't be alarmed because very likely the machine will work properly when it's calling other people.

It is highly advisable that you save the shipping carton of the Communicator I. If the machine ever has to come in for service, it could come in handy.

You need to keep your machine at least 1 foot away from the source of the power that you plug your power-supply into. If, for example, you put the machine right next to a power strip that you plugged the system into, it might pick up transient voltage, which would create noise over the speaker and possibly add noise to the electronic components on the inside, which would throw the machine off.

Once you have your machine online and are getting leads you may be in for a rude shock. Sometimes instead of leads, there maybe some very angry people venting the fact that you had the audacity to call them and disturb their little world. Keep this in mind: if you're putting yourself into the face of the public there are some who will get upset over this. If you have trouble understanding this then start knocking on doors and see what happens. Possibly 10% of the people that you "disturb" will voice displeasure at the interruption to their life's cycle. Some will be very angry and hurl a lot of venom at you. Those that have gone door to door know this to be a fact of life. So be prepared. Great salesmen, the very successful ones, take rejection in stride. It's all part of the sales process. Some people will simply say, "no thank you", others will be as vile and as mean as possible to you, expressing the bad mood they're in at that moment. If they're having a bad day and you happen to be the next one they see they will take their anger out on you. It's somewhat the same when the machine calls them at their home. Their phone rings, they answer, realize it's a machine selling them something and they could just hang up. 5 seconds has been taken out of their life. What's the big deal? But no, they're so angry that you got

them off their couch that they stay on and listen for a minute and then they unleash their pent up anger at you for having the gall to call them. Some engage in a tirade the second they have a chance to talk and be heard. You, of course, will hear every venomous word when you're taking your leads off, UNLESS you do the sensible thing. And that is, as soon as you hear someone venting their anger, just press the + key and you're suddenly listening to the next lead, instead of that angry person. Let's face it, if you thrust yourself into the public forum, some will not like it. Our suggestion is that you simply realize that if you're in sales and you want to be successful that you will have to learn to deal with some people who don't want to be bothered with your offerings. So be aware that some people may be rude. Simply ignore them, press the + key and go on to the next one who will possibly welcome you and the opportunity you're giving them. Just deal with the incident like a duck who had a drop of water fall on its back. Get the leads, go make sales and be happy. Don't let people who are miserable, who are having a bad day, ruin your life. Accept the fact that rejection is part of selling. The ones who can deal with rejection will be successful in sales. The ones who don't, won't be. Be strong and likely you'll have success beyond what you've ever enjoyed before. Just say, "too bad, that person is having a really bad day, but I wish them the best" and go on to the next one. Taking this attitude will be a healing process for you and ensure that you will be successful with your equipment.

Section 1

Remember, everything will be Greek to you when you first read this manual. But as you read on, many unclear things will become understandable. For technical support call your distributor. But before you call, make sure you know how to do the basics, as explained in **Section 2**.

CAUTION: The diskettes that are included with your Communicator I system can be erased or damaged through carelessness. When you walk across a carpet or other flooring material you often pick up a charge. If you then touch one of the diskettes, the built up static charge on your body will probably discharge onto the diskette. Then the system will not boot up properly or it may do other weird things. A new diskette will cost you \$12.50, delivered by regular mail.

WARNING

OPERATIONAL SETTINGS. Making changes to Mode 0 and Mode 2 can cause aberrant behavior in your Communicator I. Please contact us before making changes in these modes. The factory defaults are generally the optimal settings.

VOIP and other Long Distance plans. BE AWARE that this system requires clean, noise-free phone lines in order to operate properly. Often long distance lines add hissing and noise to the phone lines. This throws the machine off. Even high speed internet lines don't work well. We recommend that you use local phone lines, provided by your local telephone service provider, to do your calling. If you want to make long distance calls, then contact your local phone company or other providers and ask about unlimited calling plans. Most are cheap. AT&T has one for \$30.00 per month. If you need to make long distance calls then be aware that we have a company that provides long distance calling plans that use fiber optic lines. Those lines are crystal clear. The company charges 1.1 cents per minute. Contact your salesman for more information.

The Communicator requires a full power phone line. This means **you can not connect or hook up any other equipment onto those phone lines**. Connection of other devices draws down the current and can cause the system to act erratically. Some examples of this type of behavior would be:

1. Not activating the outgoing message after a "hello"
2. Not going on to the next segment after the called party responds
3. Hanging up on the called party while the outgoing message is being played
4. Hanging up on the called party while they are talking. These type of problems are very likely not the fault of the machine.

Shared DSL Lines. You need two dedicated, local phone lines to allow your system to work optimally. They are generally noise-free. DSL lines add noise to the line that you may not be able to hear but the Communicator can hear it. This noise causes the machine to misinterpret what it is hearing on the line and can lead to many problems. Again, use LOCAL PHONE LINES if you want your machine to work optimally.

Even junction boxes that route calls to a fax or computer or modem can cause problems and make your machine act erratically. . DO NOT route your phone lines through a junction box that is provided by your internet provider. As you know, the internet slows down

during high traffic time periods. Sometimes it even drops a call. During times of sun flares there may be a lot of noise on your internet lines. So if you're connected in any way to the internet, it will throw the machine off. Again, use LOCAL PHONE LINES if you want your machine to work optimally. Another "again." DO NOT have anything else hooked up to the phone lines connected to the machine, like a fax, modem or computer.

What to do when your system arrives.

Open the shipping box and determine that it contains

- a. 1 Communicator I.
- b. 1 power supply.
- c. 2 phone cords.
- d. 1 instruction manual.
- e. A diskette with an operating system on it. The operating systems controls all the functions and programming of the machine. It will have the version of the current operating system written on it, with numbers 1.51p or a more current version.
- f. You may also have a diskette with the outgoing message on it.

Carefully take your Communicator I out of the box. Put it on a level surface. Don't let the temperature in the room get above 90 degrees or below 40 degrees Fahrenheit. Shade it from the sun. Do NOT smoke in this room. Smoking may damage the floppy drive. Take the power supply out of the box. Plug the power supply head into a wall outlet and the other small connector FIRMLY into the back of the machine where it says POWER. Make sure that there is a diskette in the floppy drive with a number on it such as 1.51p or later version. That number is the version of the software. You can take this boot disk out but your machine should ALWAYS have a formatted diskette in it. The system, at the beginning of your dialing session, which is usually 9:00 AM, erases the statistics (see Mode 5) from 2 days before and then writes to the floppy the statistics from the previous day. So it's important to always keep a floppy diskette in the drive.

Once you plug the power cord in, the screen should light up and say "Power down at" (the date and time it was shut off last), then COLD START. COLD START only shows if the voice storage battery is low. If the battery is low it may take up to 8 days for it to fully charge. If COLD START does not show, then simply wait until it changes to Communicator I and shows the CLOCK (the month, the day of the month, day of the week and the time of day). The time is shown in 24 hour military time. If the clock settings are wrong, see **Section 6**.

You can NOT use call waiting on the phone lines the system is using. Using call waiting will trigger the click detect and make the system hang-up prematurely. There is no power switch on this machine. It is designed to stay on all the time. To turn the power off, simply pull the power supply plug out from the back of the machine. If you're going to store the machine for more than a few days, then you need to erase the voice recordings first—see **Section 12C**. If you ever want the machine to stop calling, simply press 0. The system will then finish the 1 or 2 calls it has in queue and then lock into Mode 0, until you press the Esc key, which gets you back to the clock and then the machine will continue to make calls, if you've programmed it to do so.

Section 2 _____ -

QUICK-START INSTRUCTIONS

- A.** Unpack the system as described on Section 1 of this manual. Then
- a. Plug the power supply in.
 - b. Hook up 1 or 2 phone lines to your phone jacks and the machine. Make sure they are in the line 1 and line 2 jacks.
 - c. Check to see if you have a message in memory already, see **C**, below. If there's no audio and the screen shows "Not Exist", then you need to put a message into memory. To load a message into memory from a floppy diskette, see **D**, below or **Section 19D**.

As we already told you, you should let the machine make a few calls to see if the settings are correct and that it's functioning properly, before trying to overwhelm the public. ALWAYS shut off line 2 when testing the machine. Then it operates on line 1 only. Otherwise it's confusing to listen to two phone calls at the same time. To shut off line 2, press Esc until you get to the clock. The CLOCK is when the screen shows:

Communicator I

Month, Date, day of the week and the time. Now press 0, G, 33, Enter. Put the cursor on N to shut off line 2, press Enter and escape to the clock.

B. In order to get your system to start dialing and delivering messages **you must have:**

a. an outgoing message in memory. Very likely your system arrived with a message already in memory. To verify that it's still in memory, see **C**, below. If "Not Exist" flashes on the screen, then see **D**, below on how to load a message into memory. If you hear the outgoing message, then press Esc until you're back at the clock.

b. set the start and stop times. The system defaults to dialing from 9:00 to 21:00 Monday through Friday; 10:00 to 21:00 for both Saturday and Sunday. If this is satisfactory, then don't change anything. To change these times if you desire, see **Section 8a**.

c. numbers in the machine's memory you want it to call. See **G**, below, or **Mode 3**. Once you've entered some numbers, press Esc until you're back at the clock and then the system will call those numbers and deliver the message, provided you're trying to have it call during the dialing times, as described in **b.**, above. You need to have the system make some calls in order to make sure the system is functioning properly. If it's not, then study **Section 12B** on how to edit the outgoing message.

C. To play or edit the outgoing message

From the clock press 6, Enter, then 1 or A1 if you are using an ABC message (**Section 12E**) and press Enter again. Now the first part of your outgoing message will be played for you. You can edit it, as explained in **Section 12B**. But most likely you won't have to do any editing, if your message can be heard. If you have a message in memory, then you can ignore **D**, below. If there is no message in memory then you need to enter a new message by going through the steps in **D**.

D. To load a message from a floppy disk

Put the diskette with the message on it into the floppy drive. Go to the clock. Once you're at the clock, hold down the Shift key and press F. The screen shows:

Read/Write/Erase

The cursor is on Read so press Enter. Screen then shows:

Group #/Msg/ Not dial #

Put the cursor on Msg and press Enter. Then the screen shows the first file name stored on the floppy on the top line. On the bottom line it reads:

Read this? Y/N Is this the file you want to transfer to the RAM memory? If yes, then put the cursor on Yes and press Enter

TWICE. Then the system transfers this segment to the RAM memory. The word "Reading" shows on the screen as the message is being transferred from the floppy to the RAM memory. You'll also hear the floppy drive clicking as it's loading the message. If there are more segments, then you'll have to transfer each individual segment one by one to the memory. You'll be prompted to transfer more segments or whatever is stored on the floppy. The first segment is 1, the second 11, the third 111 (if your message has 3 segments), the fourth 1111 (if your message has 4 segments).

VERY IMPORTANT!! The ending segment MUST have an end on it, as explained in **Section 12B.c, 2nd paragraph**. If we entered the message for you, the end will already be there. If you're installing the message, then you need to put an end on the ending segment.

E. To play back the leads

From the clock, press 6, Enter, then 9, then - (Minus), then Enter and all the leads will be played back for you in the order they were recorded. There is a beep between each lead. Press + and it plays the next lead. Press - and it plays the previous lead. Press P and it pauses to let you write down the leads. Press P, again, and it starts playing the next lead. Every time you listen to the leads you MUST ALWAYS erase the leads, also, as explained in the next paragraph.

F. To erase the leads from memory

From the clock, press 6, then move the cursor to Erase. Press Enter, 9, - (Minus), Enter and now the leads are erased from memory. Esc to get back to the clock. You must erase the leads EVERY DAY, otherwise the memory will fill up and the machine will stop dialing.

G. To enter numbers by hand (Mode 3)

From the clock, press 3, then enter a phone number. You do not need to put a - (hyphen) between the prefix and the last 4 digits. Press Enter. Enter a second phone number, then press Enter. Repeat for as many numbers as desired. If you've entered your own number for it to call, the 2nd time you enter that number it will beep you and show **Already Exist Cancel it Y/N**. Simply leave the cursor on N and press Enter. Then you can enter your phone number again and have it call you repeatedly. You need to enter at least two phone numbers for the machine to dial out, unless you've shut off line 2 already. After you've entered as many numbers as you want, press Enter until the screen goes to the clock. Then it will start calling those numbers, provided you're having it call during the regular dialing time.

H. Prefix Dialing (Mode 4)

Once you're satisfied that the system is working properly, at the clock press 4. Enter a 7 digit beginning phone number, as 7820000 or a 11 digit number 15417820000 what ever you have to dial to make the call yourself using your regular phone. Do not put a hyphen between the area code/prefix and last 4 digits. Press Enter and the cursor jumps to the 9999 numbers showing on the screen. Press Enter and the system is now programmed to dial all the 10,000 phone numbers in the 782 prefix. You can then enter a 2nd prefix for it to call. The system holds up to 50 prefixes. After you've entered all the prefixes you want, press Enter four times and the system goes to the clock and starts calling. Even if you have phone numbers in Mode 4 and you've then entered Mode 3 numbers, the Mode 3 numbers take priority and will be dialed first.

I. To clear the screen and go to the clock

Press Esc until the machine is at the clock. Sometimes you'll need to press both Reset keys at the same time. Once you're at the clock you can program in any other function. Press 0 to have it stop dialing and lock into Mode 0. Press Esc to get out of Mode 0 and have it start dialing again.

Note: If you think you've programmed everything correctly, yet the machine won't dial out, perhaps the machine is in the redialing time period (the last 10% of the dialing time). If there are no numbers for it to redial it will simply sit there. See Section 29A.

Section 3A, the keyboard on the right

Cabinet keys

(These are just brief descriptions. More detailed explanations follow).

There are two keyboards, the NUMBER keyboard, on the right and the FUNCTION keyboard, on the left. When programming the machine you need to use both keyboards. For example, when you go to Mode 6, enter the 6 with the right keyboard, then use the left keyboard to move the cursor in 4 directions, or any other function, as desired.

The keys on the right keyboard do the following:

Esc

Pressing it once or several times gets you out of the mode you're in and back to the clock (the present time of day and date). If ever you simply want the machine to stop making calls, then press Esc, then 0, and the machine will stay locked in Mode 0, and do nothing at all, until you press Esc again. Then it goes to the clock and any other programmed function.

Num Lock

The red LED above this key shows the status of the Number Lock. It should always be on for proper operation of the machine. If you've pressed the Num Lock key and the little red LED light above the keyboard is OFF, then you can use the up, down, left and right arrows, Home, End, Page Up and Page Down, insert or delete keys on the Number keyboard. But to use the number keys the LED light must be on. It is best to ALWAYS use the arrow keys (up, down, left, right) from the left keyboard.

* or Star key

In some seldom used cases the * is used when you're making calls using Mode 3 or Mode 4, for Caller ID blocking (usually *67) or to access long distance codes.

- or the Minus key

When you're entering phone numbers (Mode 3) or prefix dialing (Mode 4) you can have it pause 1 second, every time you press this key. Thus if you enter 10200----15037824731, it will first call your long distance dialing service, then pause 4 seconds while the call is routed properly, then dial a target phone number.

If you're at the clock and pressed - (the minus key), the screen will show

Clear Mode All/2

/3/4/5/6/8/9/0

You can now choose which Mode or Mode settings you want to erase from memory, by using the arrow keys on the left keyboard. See **Section 4** for an explanation of what a Mode is. Put the cursor on the Mode you want to erase by the left or right arrows. Press Enter. Screen shows the Mode and asks you to say Yes or No to erasing the settings in that Mode. Make your selection, then press Enter and the system goes back to the clock.

Mode 2 has the time sessions. If you clear those, the machine goes to the default time settings—Monday-Friday 9:00-21:00; Saturday and Sunday 10:00-21:00.

Mode 3—erases all the phone numbers entered into Mode 3.

Mode 4—erases all the prefixes in Mode 4. To erase a single prefix in Mode 4, from the clock, press 4, then the up arrow until you've located the prefix you want to erase. Then press the Del key (on the left keyboard) until all the digits are erased of that prefix. Press Enter once, then Esc until you're back at the clock. If you notice that you've cleared Mode 3 and Mode 4, but it's still making calls, then simply realize that it's calling the redialing numbers stored in another section of memory. We suggest that you simply let it make those calls until the machine stops dialing.

Mode 5—erases all the statistics in memory.

Mode 6—erases all the voice stored in memory. That includes the outgoing message and all of the leads.

Mode 8—erases the PreDial time sessions. See **Section 15**.

Mode 9—erases all the Do Not Call phone numbers. See **Section 16**.

If you press - - (Minus, Minus) the cursor goes to All. Press Enter and **everything** in memory (the voice messages, the leads, the phone numbers, the statistics, or other specific settings) is thereby erased. You need to do this when you want to store the machine and not have it make calls for more than 3 days. Otherwise, unplugging the machine will drain the battery. Also, if you ever get a floppy diskette from us which updates your software, then you need to do a Minus, Minus, to erase everything in memory after uploading the new software. Then you need to reprogram your machine, load a message, enter phone numbers and make sure all the Mode 0 and Mode 2 settings are correct.

+ or the Plus key

In Mode 3, you can enter 7824742+2 and it will deliver the second message in memory to that phone number. Or enter 7824742+22 and it will deliver the 22nd message to that phone number. See **Section 12D**, on how to record these different messages into memory. If you entered 7824742+22 but forgot to record the 22nd message into memory, the system will then deliver Message 1.

Enter

Press the Enter key and it accepts into memory whatever shows on the screen.

Section 3B, The keyboard on the left:

Reset

Press both Reset keys at the same time to have it stop doing any function and restart the machine. It then goes to the clock. If you don't quickly press any other keys it will go back to what it was doing before you interrupted it. In the event of a lock up and the machine won't accept any other key entry, press both Reset keys.

Home

When you're editing the numbers you've entered into memory (Mode 3) you can go to the beginning of your number file by pressing this key.

End

You can go to the end of your number file by pressing this key.

Ins

If you've entered a phone number, but then noticed you've left out a digit, move to the right of the previous digit, then press Ins (for Insert) and it will create a space for you to enter the digit you failed to enter before.

Enter

Accepts the programming choices shown on the screen, into memory. Most of the time it's more efficient to use the Enter key on the right keyboard.

Del

Lets you delete the digit the cursor is blinking on. In Mode 3, if you want to delete or purge a complete phone number, hold down Shift, then press P. Screen shows:

```
Grp:1 [ 13]
```

```
Purge it? Y/N
```

It first shows the Group file number you're working on, then the number of that phone number and gives you a chance to erase it by a Yes or No to not erase it.

PgUp

Page Up, changes the day, when you're editing the time session functions, Mode 2 and the number files in Mode 3 and 9. It allows you to go to the previous day or to the previous group, if one is available. If there is none in memory it beeps and "Not exist" flashes on the screen. PgUp makes a bigger jump than the up arrow. The functions of PgUp and PgDn can be compared to typing 3 pages of a letter on a computer word processor. If you're on page 2 and press PgUp it will go to the previous page, or page 1. If you press PgDn it goes to the next page, or page 3.

PgDn

Page Down, moves the cursor to the next available batch of numbers in Mode 3 or makes it go to the next day.

Up Arrow

Moves the cursor to a selection showing on the screen on the top line. In mode 3 it goes to the previous number in memory. In Mode 9 it goes to the previous prefix in memory. In Mode 2 it goes to the previous time session. In Mode 4 it goes to the previous batch of phone numbers.

Down Arrow

Moves the cursor to the bottom line or to the next phone number, the next time session or the next batch of phone numbers.

Left Arrow

Moves the cursor to the left when selecting different functions. If you're at the last selection on the right, on the second line and repeatedly press Left Arrow, the cursor will move to the left, then up to the 1st line and continue moving to the left each time you press this key.

Right Arrow

Moves the cursor to the right. It will drop to the second line and keep moving to the right every time you press this key.

Listen to

Lets you listen to what's happening on line 1 or line 2 or both lines at the same time, over the speaker. Press once to listen, once more to shut off the audio from that line. You'll hear this audio over the system's speaker.

Talk to

Lets you talk to the called party on line 1 or line 2. When you press line 2 it will put the party on line 1 on hold. You must have a headset on and the headset cord plugged into the PHONE jack on the back of the system, or you could plug in a regular phone. It lets you interrupt any call to talk to the called party live. If you see Waiting on line 1 or 2 and hear audio as described in Section 22 or 23, then it's time to press Talk To on that line and take over the call. Once you're finished talking to the party on either line, press Talk To again and that line is disconnect so the system can dial another number.

Referral

Lets you play up to 10 referrals or testimonials that you've recorded into memory. For use when the attendant tries to close a sale. See **Section 21**.

P, Print, Purge or Prefix

You can press P, then choose either 0, 2, 3, 4, 5, 6, or 8 and it will print out everything in memory for those modes.

Hold down Shift, then press P and it purges (erases) that setting or phone number or prefix showing on the screen.

P, which also stands for Prefix is pressed when you want to lock in a prefix and from that point on only enter the last 4 digits. Used in Mode 3. See Section 9.

Search

If you're trying to locate a phone number, but only remember that it's in the 232-0000 to 232-9999 number range, then simply enter 232 and keep pressing the down arrow key. It then shows all the numbers you've entered in the 232 prefix one after another. This way you can locate a number quickly and edit it. Or you can enter 232-24 and it will show all the phone numbers in that number range. Use in Mode 3 or Mode 9.

Feed

Feeds the printer paper. When loading a new roll, press Feed so it will pull the paper through. Every time you press Feed it runs 3 lines through.

G (Group) or Go to

If you're in Mode 3, (See Section 9) Mode 4 (Section 10) or Mode 9 (Section 16) you can press G and then enter the new group number that you want those numbers stored in.

Go to your machine and have it print out the Mode 0 Options. If you see the clock, press P, 0, Enter, and it will print out all the Mode 0 Options. You'll see that each Option has a number. You can reach any of those Options by repeatedly pressing Enter until the desired Option shows on the screen. Then you can edit it to suit. A quicker way to reach an Option is to do as follows. Let's say you want to quickly reach Option 29, which has the printer print out in light or dark type. If you're at the clock, press 0, G, 29, Enter and you'll be at Option 29. Keep a copy of the Options you printed out for quick reference in case you want to make any changes in how the machine operates or to verify your settings.

Shift

This key is used in conjunction with other keys to access secondary functions. Used with the P or Prefix key it allows you to lock in a prefix, as 668-, and then only add the last 4 digits of a phone number. This function can be used in Mode 3, where you enter phone numbers by hand into memory. See Section 8. Other uses will be mentioned later.

Volume

Pressing the Up or Down keys will increase or decrease the volume over the speaker.

Mute

You can turn the speaker completely off by pressing the Mute key (the key with the speaker crossed out). To turn the speaker on again, simply press the mute key again.

Section 4

MODES

A Mode is a section of instructions that lets you program the system in a specific area. As you press the different number keys, different parts of the entire program are made available for editing. More explanations follow under the different Mode headings.

Mode 0

Gives you options that edit how the system functions.

Mode 1

Allows you to set the clock. This includes the time of day, the day of the month, the day of the week and the year. If you've set the machine up for renting it out you cannot change anything in Mode 1. See Section 24 for the Rental setup.

Mode 2

Lets you set the daily start and stop outbound dialing time sessions. You can have up to 3 different time sessions each day of the week.

Mode 3

You can create number files of specific phone numbers that you want it to dial. This mode lets you enter numbers by hand, it also stores the numbers you load from a floppy.

Mode 4

Interval or Prefix dialing, where you enter a beginning phone number, then an ending phone number, and it dials every number in between.

Mode 5

Lets you view or print out the statistics of the day's dialing sessions.

Mode 6

Voice Mode. Lets you record messages, play them back, erase them, edit them, and listen to your leads.

Mode 7

RS232 port communications to upload/download numbers or groups of numbers from a host computer.

Mode 8

Lets you set the Pre-dialing time sessions, which cleans up the number files so you'll dial mostly good, working numbers, during the regular dialing time.

Mode 9

Lets you enter the phone numbers that you don't want it to dial.

Section 5

BASIC ORGANIZATION

The basic organization of the system is that the TIME SESSION or dialing time period is tied to a specific MESSAGE which is tied to a specific GROUP of phone numbers. Again, that is TIME-MESSAGE-GROUP or TMG. This structured organization lets you

1. select the time period you want your message to be delivered in.
2. select the message that you want delivered during that time period.
3. select the group of phone numbers that you want a message delivered to during that specific time period. This also applies to phone numbers in Mode 3 or 4. When you press G, or GROUP you can select a different group of phone numbers for the system to dial. Section 8D explains how to select a group of numbers that you want it to dial.

Once you've made your selection you can, press ENTER.

Section 6

Mode 1—the CLOCK

Press 1 to be able to set the clock. Everything relates to the clock--the present time of day and date. If you're "at the clock" you can go into any other function or mode. But if the screen shows something else, then press Esc or both RESET keys, at the same time.

Pressing both Reset keys always gets you "back to the clock" no matter what it's doing. If the clock is set wrong, then enter the correct month, day of the month, day of the week, and time. Use the left or right arrows to move from place to place. Press Enter and the system accepts your programming. Remember, the clock is set in military time. If you don't want to interrupt it while it's working (dialing or delivering a message), press the number of the mode you want it to go into, and after it finishes both calls it goes to the mode you've selected. If you're at the clock, press + or - to go up or down in the dates or hour or minutes. Left or right arrows on the left keyboard changes locations. Press Enter so it will accept what you've selected.

Section 7

Mode 0--DIALING OPTIONS

Press P, then 0, then Enter and the printer will print out all of the settings in this Mode 0. In Mode 0 you'll notice that each of the settings we explain, below, have a number. Later on when you want to quickly access a setting, for instance the Access Code (#23) you wouldn't have to run through each setting individually. All you'd have to do is press 0, then G. The screen shows:

Select option: 1.

Type 23, then Enter and the 23rd selection in Mode 0, Access Code, shows on the screen.

(That's

0, G, 2, 3, Enter)

To individually review and edit each setting press 0 when you're at the clock. If you're satisfied with that setting and don't want to change anything, simply press Enter, which takes you to the next Option.

Esc takes you back to the clock.

1.

Dial Speed 1/2/3

/4/5/6/7/ Rotary

Select the dialing speed you want. Move the cursor to another location with the left or right arrow keys. It can dial fast or slow touchtone, depending on the 1 through 7 settings, or in the old rotary method. A setting of 4 seems to work the best for most people. Always press Enter to go to the next selection.

2.

Hello/Bus./Rec./

ABC/Beeper/ABX

Leave it on Hello and the system will activate and deliver its message to those people that say hello, or any other short response, when they answer the phone.

Bus. is for Business or longer responses. If you want your message to go to businesses, only, then put the cursor on Bus. And tailor your message, accordingly.

Rec. is for when you want to deliver a message to an answering machine, only. It will then hang up on all other responses. Sometimes there are 70% answering machines in a prefix. The big advantage of Rec is that the owner of the answering machine has to listen to your entire message. When the machine calls and reaches a human they can hang up right away, and usually do. But if you recorded your message on to their answering machine the owner is forced to listen to your entire sales message. But remember, there are some answering machines that record only 20 seconds of response, or less. So be short and to the point with your message. Don't, for example, repeat your phone number because they can always rewind and listen to it again, if they're that interested in your offer.

Record the message into Slot 1—see Section 12 A. **IMPORTANT:** You need to edit this message, properly. After you listen to this message (Section 12 B c, 2nd paragraph), put the cursor on End, otherwise your memory will get filled up after a few days.

ABC is used when you have 3 separate messages in memory. The system will deliver the proper message depending on who or what answers the phone as:

- a. a homeowner who said "hello"
- b. a business with a longer response than simply "hello".
- c. an answering machine.

Thus in slot A you should have a message recorded tailored for those that say "hello", or homeowners. It will automatically deliver a B message, tailored for those who have longer responses, as in the case of most businesses. Generally you can use the same message for B that you have in A. The C message should be written and recorded to be delivered to answering machines. It should be one statement only, no more than 20 seconds long. To record these messages see Section 12E.

Beeper is selected when you want to deliver a message to a beeper. Actually the only thing you can deliver to a beeper is a phone number—see #37., below. Beeper is for when you want the machine to call a beeper and have it leave a phone number for the beeper owner to call. In this case it does not leave a voice message when it reaches a beeper, but instead records a phone number onto the beeper, which the owner of this Com1 system wants the beeper owner to call. If you're using this feature then next enter G, 37, Enter and the screen will let you enter the phone number you want to record onto the screen of the beeper that the machine is to call. You can also get to this 37th Option by pressing Enter repeatedly.

ABX is used, like ABC above, but when it reaches an answering machine it doesn't deliver a message. Instead it stores that number and calls it during the redialing time (see Section 8 B), and delivers the A or B message if a human answers the phone. In this case you record the A and B message only.

3.

Auto/Predictive/

Silent/Consent

If it's set on Auto it will operate as an Auto-Dialer and run totally unattended. Put it on Predictive (Section 22) and it will keep the called party on line until a human has a chance to ask permission to play the recorded message. If you use the Silent method (Section 23) it will run as an Auto-Dialer, but will alert an attendant, standing by, to help close the sale, if the called party has pressed 0 on their touchtone phone, thereby requesting more information from an operator. Consent (Section 25) makes the called party press the #1 on their touchtone phone in order to give consent for the machine to play the recorded message.

4.

Time to Next

Call= 2 sec.

In between making outgoing calls the machine can pause from 1 to 99 seconds, to receive incoming calls. This gives people a chance to call in to get more information. For straight Auto Dialing, leave it at 2 seconds between calls. This pause is caused by the phone company's equipment not disconnecting as fast as your Com1 does.

5.

Noise Level= 4

You can increase the noise level (up to 10) to compensate for noisy, staticky phone lines. Do this when the click detect triggers premature hangup. Sometimes the phone line has a lot of gain, that is, the audio is real sharp and precise and amplifies any static and noise on the line. In most cases 4 works the best. If you increase the level to 5 or 6 the noise on the line is muffled, so the machine won't hang up as easily.

6.

Click (0-99)=50

The click or hangup detect sensitivity can be adjusted from 0 to 99. Test the system a number of times by calling yourself or a friend. Have them hang up on the system several times during the course of the message to see if it's set on the right level, at 50. If it usually doesn't hang up when the called party hangs up, lower the level to 45 or less. If it hangs up during a loud part of the message, either re-record your message at a lower volume level or increase the range to 55 or higher to make it less sensitive to loud audio. You can enter the number setting you want or press plus or minus on the keyboard to increase or decrease the levels. The system may trigger a hangup if the outgoing voice or even the called party's voice is sharp and loud. We recommend that you test on line by calling yourself or a friend before trying to conquer the world.

7.

Wait After Hello=

0.7s

.7 seconds is the amount of silence time that the machine needs to experience before it starts to play the outgoing message. People generally say "hello" and then pause to listen to what the caller has to say. But if the machine has hit an answering machine there usually is no period of silence. The answering machine message just keeps talking until the beep tone. It is in this way that the machine determines if it reached someone who said "hello" or a business or an answering machine. Use the plus or minus keys. You can adjust the hello window acceptance from .5 to 2.5 seconds. 0.7 seconds seems to work quite well in most cases.

8.

Line 1 Ans. on

Ring 1/3/5/Never

If you've recorded an answering machine message (Section 12F) the system will now act as a sophisticated answering machine. You can use line 1 or line 2 or both lines as a sophisticated answering machine. Now you must choose to have Line 1 answer the phone after the first ring, the third ring, the fifth ring or never answer the phone if you don't want it to receive incoming calls. Use the left or right arrows to make your selection. If you set it to answer calls you can also do branching. See Section 26.

9.

Line 2 Ans. on

Ring 1/3/5/Never

On line 2 you also need to select if you want it to answer the phone or not, as in the option, above. If you're involved in network marketing, line 1 can be used for outbound calls to get leads and line 2 for receiving inbound calls--Section 26 tells you how your contacts can Press 1 to place an order, Press 2 to find out about new products, Press 3 to listen to upcoming events, Press 4 to hear some success stories, Press 5 to leave a message for Ernie, etc.

10.

No Ans 1/2/3

In case the hangup detect circuit ever fails or you've made a wrong setting somewhere along the line, if you leave the cursor on 1 the system will hang up if there is no response to the first question that's supposed to record an answer. Put it on 2 and it will wait to hang up until there is no response to 2 questions. It's the same for 3.

11.

Ring Time 20sec

How long, in seconds, do you want the called party's phone to ring, before the machine goes on to the next call? You can program it to make the ringing time last from 0 to 99 seconds. 20 seconds is about 3 rings. If you let it ring say 5 times, the prospect may have

rushed to get to the phone and not openly welcome a recorded message call.

12.

Beep Y/N

Do you want a beep tone after a question, to prompt the called party when to talk? People are used to answering machines, so in most cases it works better with a beep tone.

13.

5min Busy Redial Y/N

Do you want the system to redial the busy numbers or do you want it simply to redial the busy and no answers later during the redialing time (Section 8B)? If you chose Yes the next screen shows:

14.

Max. Busy Redial 3

You can have it redial the busy and no answer numbers from 0 to 99 times. The default is to redial 3 times. Make your selection by the + or - keys.

15.

Minimum length

of Phone #=7

In some cases you want it to simply dial extensions, which are less than 7 digits. Or in a few countries a phone number is less than 7 digits. Make your selection, as needed.

16.

Dialing Time

09:00 - 21:00

Monday through Friday the machine defaults (is preset to) to a dialing time period from 9:00 AM to 9:00 PM (21:00 in military time), which means it cannot dial after 9:00 PM at night or before 9:00 AM in the morning. If you're calling to another time zone you may want to lengthen or shorten the dialing time period. Edit the starting time period. Keep pressing Enter or the right arrow to make the cursor go farther. Edit as desired. But DO BE CAREFUL when making your settings. You really don't want to dial up to midnight, do you?

17.

Stop 2 min. each

hr Y/N

Do you want it to stop dialing 2 minutes every hour to receive calls? You could call it on the hour to get your leads or anyone could access the machine to get information. See Section 12 F or 26.

18.

Print after each

Call Y/N

Do you want the printer to print after each call? It can print out which line it was on, the phone number it dialed and the result of that call, as Busy, No Answer, Three tone operator disconnected number recordings, modem or Fax, Answering machine, Listened, Leads, Hangup, Hello, Business and time of day that it recorded that lead.

19.

Print Summary Y/N

If you choose Yes it will automatically, at the end of the dialing session, print out the phone numbers of the leads, the results of the calls as listed previously, and a compilation of how many people hung up after each second of outgoing message. You could get this same information by pressing 5, anytime. See Section 11 A for a further explanation.

20.

RS232 Baud rate 9600

Press plus or minus and select the baud rate of the computer from which you're trying to download or upload phone numbers.

21.

Transfer Call Y/N

If the called party has expressed interest in talking to a human about the offer by pressing #0 on their phone, the system can dial you at another number, so you could tell them more and possibly close the sale. In order to make this feature work your phone company needs to install Call Forwarding on your phone lines. Select Yes and press Enter.

22.

Transfer to:

Tel:

Enter the phone number of the salesman who will close the sale. If the called party has pressed 0 to request more information from a live person, the machine dials the live salesman at the number that you've just entered. The salesman may have to say "hello" several times because of the delay in phone lines connecting. After you as the salesman have "sold" the called party, press 0 to disconnect the lines. Then the machine makes the next call. The machine is capable of performing this function, however, you already know the KISS principle (Keep It Simple Stupid). If you make the called party jump through hoops in order to hear your sales presentation, you will get fewer leads. Also, keep in mind, when your phone rings and it's an interested party on the other line, you may already be talking to a customer on the other line or you may have taken a bathroom break. In that case you'd lose the prospect. The machine actually works best when it does straight auto dialing and records the name and phone numbers of those interested in the offer.

23.

Access Code: 736683

If you want to call the machine to get your leads you'll need to enter an access code in order to get access to the leads. The system comes preset to 736683, which spells REMOTE on your phone pad. You can choose any 6 digit number for your access code. See Section 17 A for instructions on how to set up the machine to receive your calls.

24.

Quota=

Let's say you're a utility company and need 12 people to show up for an emergency. The system will call all the numbers assigned to it. Everyone who it calls can indicate if they're coming in by pressing 9. The system will stop making calls if it has reached the quota of 12, or if 12 people have indicated that they're coming in by pressing 9.

25.

Interval 10/200

In interval dialing (Mode 4) you can jump by 10 or 200. If you're afraid of calling huge blocks of numbers, like a government agency or a big business, and irritating the tar out of them when it dials every 10th number, then have it jump by 200. This way it won't make contact with them as frequently. It will still call all the numbers in that prefix, though.

26.

Out of #call Y/N

Do you want it to call you at another number if the machine runs out of numbers to call? If Yes, put the cursor on Y and press Enter. If the machine calls you to indicate it's out of numbers simply enter *26 on your touchtone phone. Then it will quit calling you.

27.

Out of #:

Enter the phone number you want it to call to announce "Enter Access Code." Then press *26 on your touchtone phone.

28.

LCD Normal/Dark

Use the left or right arrows to choose the proper setting so the screen letters show up well to compensate for the lighting in your room.

29.

Print Light/Dark

Do you want the printer to print light or dark lettering?

30.

Block Caller ID Y/N

If your phone company offers Caller ID the called party can see the phone number of the calling party on a screen. If you don't want them to be able to see your phone number then you have to say yes, to block the ID. Press Enter.

31.

Block Caller ID

Code: *67--

Call your phone company and ask them what numbers you have to dial to block Caller ID identification. It should be either *67, *68 or *69. The * is already in memory, so all you have to do is enter the last two digits. Then when your system is making its calls it automatically enters the BLOCK CALLER ID CODE before the target number and the called party cannot determine from what phone number that call originated. By the same token, they may not answer their phone, when they see a phone number that they can't identify. Press Del to delete that number.

32.

Line 1 Dial Y/N

Put it on No and it won't dial out on line 1.

33.

Line 2 Dial Y/N

Put it on No and it won't dial out on line 2.

34.

Phone# on Col:0

When downloading phone numbers from a computer it reads the phone numbers from that column on. Let's say a business list has phone numbers starting at Column 21, then enter 21 and the machine ignores all the numbers and text before the 21st Column.

35.

Leading #:

If you're entering individual numbers the system only accepts 32 digits. However, for some long distance services you need to dial an 800 number first, then wait about 16 seconds while instructions are given as to what to do next. Then you enter your PIN number. Again you have to wait, about 10 more seconds, as you're instructed to enter your target area code and phone number. If you use this feature you can lock in up to 100 digits. In the scenario, above, you might enter 18004837456-----93407288-----. You'd enter your 800 number first, then 16 minuses (each minus is 1 second of pause time), then your identification code PIN number and finally 10 more seconds of pause time, by entering the 10 minuses. Press Enter and that series of numbers is locked in. Now you can go to Mode 3 or 4 and enter your target phone numbers. Once it starts calling the system will dial these Leading numbers first, then the numbers you selected in Mode 3 or 4. To delete these leading numbers keep pressing the Del key until the numbers disappear. Press Enter and the leading numbers have now been erased.

36.

Quality Voice Y/N

If you're not satisfied with the voice quality when you're playing back the leads then put the cursor on Yes and the system will play the leads back with a better sounding, more audible voice.

37.

Beeper Answer #:

This is the 37th Option. If you selected Beeper in the 2nd Option, above, you can now enter a phone number that you want to put onto the screen of a beeper that Com1 is supposed to call. Actually, you can enter up to 9 different phone numbers. This machine can call beeper phone numbers and put up to 9 different phone numbers onto their screens at 3 different time periods of the day. Let's say that the third number you entered here is 7824634. Now this is the phone number that you want the beeper owner to call. It will show up on his beeper screen. Then you have to enter the beeper phone numbers you want Com1 to call. You enter these phone numbers in Mode 3. In Mode 3, if you enter 7814749+3 Com1 will deliver the third phone number you stored in this 37th Option to the 7814749 phone number. That is, it will put 7824634 onto the screen of the beeper's phone number, which is 7814749. You can enter up to 9 phone numbers. Press Enter repeatedly until you're back at the clock.

38.

Print Each Hour

Call-in Stat Y/N

If you say Yes to this option the system will, at the beginning of each hour, automatically print out the amount of calls it received and which messages the caller, through touchtone selection, accessed. In the case of a church where the Thought for the Day message is stored in slot 01 and the children's story in 02 the machine would print first the hour these calls came in, then the message number and the amount of people that accessed that particular message. Once it prints out these statistics the statistical memory is erased and the calls for the next hour are accumulated, and again, printed out.

39.

Branching Y/N

If you want to allow the called party to enter selections by touchtone so they can access different messages, then put the cursor on Y. This is used only if you're doing branching, as explained in Section 26. If you don't need to have them make selections by touchtone then leave the cursor on N.

40.

Disable Mode 3

Click Detect Y/N

Commercial solicitation laws say that your machine should hang up when the called party hangs up. So if you're running your machine for solicitation purposes, then leave the cursor on N. But in many instances it's more important to deliver the message, especially when people call into the machine to listen to messages, than to have it accurately detect the hangup when they hang up. This and the next

option allow you to shut off the click or hangup detect in that mode. This option allows you to shut off the click detect when you're using Mode 3 phone numbers--where you enter numbers by hand. In Mode 4 it's quite important to allow the machine to hang up when the called party hangs up, but if you're also using Mode 3 numbers, for example for overdue payment reminders, then put the cursor on Y and press Enter.

41.

Disable Mode 4
Click Detect Y/N

Generally people that do solicitation use Mode 4 to generate their phone numbers. In the previous selection you can shut off the click detect when you're delivering messages to target phone numbers. Delivering a message such as, "Your policy expired 2 weeks ago" is quite important. If the called party happens to drop the phone, and the click was on, they might not get this important message. So you could shut the click detect off when you're having the machine deliver messages to target phone numbers (Mode 3). But for solicitation you should always have the click on, so leave the cursor on N, then press Enter. If you don't do solicitation, for example if you're calling the community with a stalker alert, then put the cursor on Y, so the machine will never hang up on someone while they're listening to the message.

42.

Dial Tone Hangup
= 9.9s

Sometimes when the machine is playing a message and it hears audio similar in frequency to a dial tone it will hang up before it fully delivers that message. Even someone's voice can be in that frequency range. The machine needs to recognize dial tone because when the called party hangs up and dial tone returns to the line it's supposed to hear that dial tone and hang up. You have a range of .7 to 9.9 seconds. The machine defaults to 9.9 seconds. You can change the range, for example, to 5.5 seconds, by entering 55. Or you can go up or down by the + or - keys. This feature will be rarely used, except possibly in the case of churches, where they play some music, which is similar in frequency to a dial tone.

43.

Predial Ring 1/2

If you're pre-dialing (Mode 8, Section 15) you have a choice of letting the phone ring once or twice, before the machine disconnects and makes the next call.

44.

Ans. Msg Length=12

Applicable only when using ABC (Section 12E) and REC (2., above). The purpose of this feature is to limit the length of time the machine listens to an answering machine or recorded message before delivering its C message (intended to be delivered to answering machines only). Sometimes it reaches a voice announcement, which is not actually an answering machine, which delivers a pre-recorded message to the caller, like for highway reports, weather reports, etc. There is no beep tone at the end of these messages and they do not accept responses. So it would be a waste of time to try to deliver a message to this recording device. So this feature allows you to set a time limit. It defaults to 12 seconds. If your dialer reaches one of these recordings and it's a **message only machine** then it will cut that message off at 12 seconds and go on to the next number. Otherwise it might listen for as long as the called device is talking, which could be 2 minutes or up to 15 minutes. Most answering machines have a short message and then a beep tone. If you run into answering machines that have longer messages than 12 seconds then increase the time, up to 99 seconds.

45.

Append # Y/N

If you're using a long distance service you may need a string of up to 40 digits. If you put this feature to Y, the system will put a # at the end of the string of digits. The phone company will then know that all of the digits have been entered and will ring the call through immediately.

46.

Monitor call Y/N

Do you want to be able to monitor (listen to) the machine as it's making its outgoing calls? If not, then put it on N.

47.

Incoming Gain
low/normal/high

This feature applies to machines with serial numbers #2192 and above, only. It allows you to increase or decrease the volume that the machine hears when the called party talks. In most cases "normal" works just fine.

48.

Number files Y/N

This applies only if you're putting numbers into Mode 3. If you put it on Y the system will only hold 7,000 phone numbers, but it will retain and allow you to see and to handle the statistics (see Mode 5) or groups of phone numbers. Example: all of the phone numbers

that were busy, no answers, disconnected phone numbers, etc. If you leave it on N, the system will hold 10,000 phone numbers, but not record and keep track of the statistics.

For ordering: call 1-800-sellcom (1-800-735-5266) and / or <http://www.sellcom.com/phonedial.html>

Section 8A

Mode 2--TIME SESSIONS

From the clock, press 2 and the screen shows:

Mon1 09:00-21:00

10% Msg:1 G: 1

These are probably the most important settings in the system. You should write down your settings or press P 2 and the printer will print your settings out. Remember, it's TIME-MESSAGE-GROUP, that is,

- a. you first select the time you want a message to go out for that day of the week.
- b. you then select the message you want to go out for that time session showing on the screen.
- c. finally, you choose which group of phone numbers is to receive the selected message during the selected time period.

You probably won't have to touch these critical settings because the defaults we put in work quite well, but if you do want to make changes, then read on.

The machine defaults to dial from 9:00 to 21:00 (military time) Monday through Friday, 10:00 to 21:00 on Saturday and Sunday. First we'll teach you how to program the system's starting and stopping time sessions for each day of the week. Later on when you become familiar with the system you can stay on one screen and program

- a. the 3 possible daily time sessions,
- b. the percent of redialing time for each of those sessions,
- c. the message that's to go out during that time session, and
- d. the group of numbers that's supposed to get that message at that chosen time.

Again, it's TMG or TIME-MESSAGE-GROUP. On Monday, the first business day of the week, for the first dialing session, what time do you want it to operate? The system is preset to dial from 9:00 AM to 21:00 (9:00 PM). Make the proper hour and minute setting changes you desire. Press Enter. The cursor then jumps to the next setting. Don't press Enter again, for now, after entering the minute stop time setting. If the setting on the screen is correct (21 hours and 00 minutes), then read on, but DON'T press Enter. If you accidentally did press Enter, and the cursor is sitting on the 10%, then press the up arrow to get back to the top line's hour settings.

If you DON'T WANT it to dial on Monday (holiday or day off for you), then set it to start dialing time AFTER the stop time. In this case set the screen to read: Mon1 22:00-21:00. If you want it to start at 2:00 PM, then set the start time to 14:00-21:00. Use the left or right or up and down arrows to move to the right location.

Now you can program a second dialing time session, for Monday, which needs to be tied to a message and a group of numbers. It's TIME-MESSAGE-GROUP, or TMG. IF THIS IS THE FIRST TIME YOU'RE PROGRAMMING THE SYSTEM THEN WE RECOMMEND THAT YOU STICK WITH ONE TIME SESSION, PER DAY. In this case you'd press PgDn (on the left keyboard) to get to the first time session on Tuesday. But if you want to have another dialing time session for Monday, then press down arrow and

Mon2 shows, indicating that you should now program the starting and stopping times for the second time session on Monday. An insurance man may dial in the first time session, say from 09:00 to 19:00 to seek leads. During the second time session, from 19:00 to 21:00 he may want to call prospects, clients, contacts and associates with very specific messages--"Your policy is about to expire, I couldn't make contact with you today, did you get my quote in the mail, Happy Birthday, Happy Anniversary, Merry Christmas, It's been a pleasure working with you." If he used 3 time sessions for that day, the first time session, from 09:00 to 17:00 could be used for selling medicare supplements, the second one, from 17:00 to 20:00 to sell car insurance and the third time session, from 20:00 to 21:00 to stay in touch with his client base. Of course these

- a. time sessions would have to be tied to
- b. different messages and
- c. different groups of phone numbers. It may be hard to understand now, but read the manual a couple of times and things will fall into place.

So if you want to have a second time session for Monday, then press the down arrow. The screen will show:

Mon2 09:00-00:00

10% Msg:1 G: 1

Make the correct settings for the starting and stopping times if you want it to dial for a second time period. But you will probably want to have a different message go out to that second set or group of numbers. If you want to have a third time session on Monday, then press the down arrow again so the screen goes to Mon3. Edit as desired.

IF YOU DON'T want to have a second time session for Monday Press PgDn (Page Down) and it will go to the first time session on Tuesday. IN MOST CASES OF OUTBOUND DIALING WORK YOU'LL ONLY WANT ONE TIME SESSION, PER DAY. It's easy to make mistakes, so be sure to have it print out so you can review your settings until you become familiar with the system. If the time periods overlap, the system will simply not dial and if a group's numbers are not finished in one time session it will keep on working to finish that group during the next time session.

Let's say that sometime during the dialing session you decide to change the outgoing message. If that's the case and you assign a new message to that time session and group of phone numbers the system will start at the very beginning of that group instead of taking off where it left off. The reason it does that is because this machine can dial a group of numbers, then retain that group in memory until you want it to dial that same group of numbers, again, possibly with a different message next time. So if you want it to begin dialing where it left off, with that new message, then have the block of numbers start at the point it left off. Set mode 3 or 4 accordingly. Again, the system can have 3 different time sessions for every day of the week.

PgDn will make it jump to the first time session on the next day.

PgUp will make it jump to the first time session on the previous day.

Down arrow will make it jump to the next time session on that day or the first time session on the next day.

Up arrow will make it jump to the previous time session on that day or the first time session on the previous day.

Monday through Friday default to 09:00 to 21:00. Saturday and Sunday 10:00 to 21:00. If you don't want the machine to dial on Saturday or Sunday, then set the starting time to be AFTER the starting time Example: Sun1 22:00-21:00. With this setting it won't dial at all on Sunday. Set all the proper starting and stopping sessions for every day of the week. After you decided on the stopping time for a dialing session, press Enter. The screen then puts the cursor on the 10% of the bottom line.

Section 8B

Redialing Time

10% indicates that the last 10% of the dialing session will be spent in redialing the busy and no answer numbers to reach those who weren't home earlier. Increase or decrease that percentage of time, as you choose, by entering the percentage of time, as 20%, 30%, etc.. Now press Esc until you're back at the clock.

The busy numbers are redialed from 1 to 99 times. Go to Mode 0, then press G, 14 Enter to make this selection. If a number is still busy after it's redialed according to your selection the system puts it into the No Answer file. Then when it reaches the 10% redialing time it starts to call those numbers again. All of the Busy and No Answer numbers will be redialed until the end of that day's dialing session.

Section 8C

Message Selection

Press 2 and Enter repeatedly until the cursor blinks on the 1 of Msg:1, on the bottom line. So far you've programmed it to run at certain times during each day of the week. Now you have to decide which message you want it to deliver during those dialing times. Section 12 tells you how to record the messages. If this is your first time programming the system then leave it as set. But if you want it to deliver a different message than the first one in memory then set it accordingly. Of course, if you don't record a message and put it into that message slot, when the time comes for it to dial, it will just sit there because you haven't assigned a message for it to dial during that time period. You could have 2 messages stored in memory, one in Message Slot 1, the other in Message Slot 2 (See Mode 6). It is at this point in Mode 2 that you select which message goes out during a time period and what Group of phone numbers get that message.

Section 8D

Group Selection

Once you've decided on which message to deliver, press Enter. The cursor blinks on G:1. For the required TMG or TIME-MESSAGE-GROUP structure, you've already programmed the time and the message you want delivered during that time period. Now you have to tell the system which group of numbers you want it to dial. You can create groups of numbers in

- a. Mode 3 (Section 9) where you enter numbers by hand
- b. Mode 4 (Section 10) where you give it a beginning number and an ending number and it dials every number in between, and
- c. Section 19E, where you download phone numbers stored on a floppy to RAM memory.
- d. Mode 7 (Section 14) where you download phone numbers from a host computer.

Each of these number batches, files or groups of numbers have to be assigned a group number. For auto-dialing you can put 50 prefixes into Mode 4. Those can be put into Group 1. But as you master more functions on this system you can create other files or

groups of numbers, such as groups of numbers of existing clients so you can wish all them a Merry Christmas, or groups of customers with a message, as, "Your policy will expire this month", etc. The system allows you to do some fancy editing, but you should always verify that your settings are correct so the right message is delivered to the right people at the right time.

Starting out, ALWAYS practice first. Call yourself or a friend to make sure that the machine functions as intended. Set TMG properly and it will do as you want. If this is your first time through the manual then

- a. set the starting and stopping times, which you've already done
- b. record a message in Section 12, and
- c. go to Section 9A, below, and enter some numbers by hand. Unless you're in the Redial time, the system will take off dialing immediately and deliver your message. If you left the redialing percentage time at 10% the system looks for redial numbers during that time. So if you had it programmed to dial from 9:00 to 21:00 and it's already past 7:00 PM or 19:00 when you're trying to get it to run, then set the starting time to 19:00 and it will start dialing.

We left off with the screen showing

Mon1 09:00-21:00 (or the new times you set)

10% Msg:1 G:1 (or the other new settings you entered), with the cursor blinking on the 1 of G:1. If you press Esc the system will go to the clock. With the cursor blinking on the Group selection, enter a new Group number, if you so desire. Then in the chosen time period, the chosen message will be delivered to the newly chosen Group of phone numbers.

ACTIVE FILES

You can have 100 Groups of phone numbers in memory, but the total of all the numbers that can be stored is 10,000. All of these Groups of phone numbers are stored in the INACTIVE file. You put them into the ACTIVE file (Group of numbers that are to be called when the time session arrives) by making the Group number selection at this point. If you want to deliver a specific message, at a specific time to the group of numbers in Group 17, then enter 17 and press Enter.

Press Esc to get to the clock or press Enter so you can program a new TMG

- a. a second time period for Monday
- b. edit the 10% redialing time
- c. assign a new message number to this new dialing time, and
- d. give this second time period a new group of numbers to deliver a new message.

Soon you'll be able to edit everything on the screen, instead of the more structured sequence we told you about, starting with 8A, above. What seems hard now will be breeze later on. Use Enter, the down arrow or PgDn to jump to the next programming sequences. Use the up arrow or PgUp to go backwards to previous settings.

Section 9A

Mode 3--Program Dialing

Press 3. Screen shows:

Grp:1 [0]

Tell:

Mode 3 is where you enter numbers by hand into memory or download/upload numbers from/to a computer (see Section 14). You can enter up to 10,000 phone numbers into a group. A phone number can be up to 60 digits in length. All phone numbers have to be given a Group number. You can have 128 groups, but the total numbers that can be stored for all groups is still 10,000. If you want the batch of numbers you've just entered stored in a different group than Group 1, then press G and enter the correct group number. Press Enter and then enter all the numbers you want in that group. Once you're done simply press Enter again and you'll be at the clock. All the numbers you've entered into this group will be in memory. If the number you've entered is too short, it will beep you.

Shift S

Hold down the Shift key, then press S and all the phone numbers in memory will be put into numerical order.

Home

If you've already created a file of numbers, go to the clock. Press 3, then Enter. The system will now allow you to enter another phone number. It will be put at the end of the list of numbers already in memory. If you want to go to the beginning of that number list, or the first number in memory, press the Home key on the left keyboard, and the system will go to the beginning of that number list.

End

If you're anywhere in your list of numbers and want to go to the last number in memory press the End key on the left keyboard. It actually goes to a position beyond the last number in memory. Now you can enter more numbers to that file of numbers.

Up Arrow

Pressing the Up Arrow key will make it show you the previous number in memory.

Down Arrow

Pressing the Down Arrow key will make it show you the next number in memory.

S or Search

Located in the function or left keyboard. Press S. Now enter all the digits of the phone number you're searching for, or the first one or two or three or more digits. Down arrow makes it go forward to the numbers ahead of it with the same starting numbers that you've locked into memory. Keep pressing the down arrow and it will show all the phone numbers with those beginning numbers. Up arrow makes it go backward to the previous number. Again, S and down arrow makes it go to the next numbers like it. S and up arrow makes it go to the previous numbers like it. It only matches the beginning numbers you've entered.

P or Prefix

If you're in Mode 3 and you have a lot of numbers from the same prefix that you want to enter, the system allows you to lock in the first few digits of a phone number and then only change the last few. For example in the phone number 782-4741, you could lock in 782 (a prefix) or 782-4 or 782-47. Then all you'd have to do is enter the last 4 digits or last 3 or last 2. Press 3, then enter the digits you want locked in. Press P. From that point on you can only change the last digits of that phone number. Esc to get back to the clock.

G or Group

Press 3, then the G or Group key. The screen shows:

Grp:1 [1]

Go to Group: 1

Enter the number of the group you want to go to, edit, use or change. Use the PgUp or PgDn keys to jump from group to group, if you have a number of groups in memory. If you don't have any groups in memory the system will beep you and say "Not exist." VERY IMPORTANT. You need to keep track of each group and the numbers that are stored in it. Buy a notebook for this purpose and keep it under the machine for reference. This is to avoid duplication, because you can create another file or group of numbers, give it the same number of one you already have in memory, and that new batch of numbers will simply be added to the first group. Example: You can have 20 groups in memory with different number batches in them. If you change the group numbers of those 20 groups to 1, they will be added together and you'll have a big group 1.

To print out the phone numbers in a group do the following. Press P 3 Enter. The screen now shows: Group to Print (Enter=All):. If you press Enter it will print out all the phone numbers stored in all of the groups that it has in memory. If you want it to print out just one group, then enter that group number, then press Enter.

Section 9B

Rename a group--give it a new number

Press 3, then G. The screen's bottom line shows:

Go to group:1

Press R. The screen shows

Rename 1 to:1

Now enter the new group number, as 5. Press Enter. Now you've put all the phone numbers from Group 1 into Group 5.

Section 9C

Erase a group of phone numbers from memory

Press 3, then G. The screen's bottom line shows:

Go to Group:1 (or other number)

Select the group of the numbers that you want to go to in order to erase it by punching in the digits of that group. Then hold down Shift and press P (P stands for Purge). Then the screen asks you to confirm that you want to purge, or erase that group. If you do, then press the left arrow to put the cursor on Y and Enter. Now that group has been purged.

If ever your machine flashes "number full" it's indicating that you have too many numbers in memory. A good way to clear the excess numbers is to delete some of the statistics stored in memory. The statistics are stored in different groups. They are:

118 business

119 hello

120 hangup

121 leads

122 listened only

123 answering machines

124 fax & modem

126 3 tone

127 no answer

128 busy

Section 9D

Redial a group of numbers

Remember, once you create a file of numbers, the numbers stay in memory. They stay in memory even if you have it call those numbers. You may have a file of all your church members, or Network Marketing downline. Once you enter a group of numbers and assign a Group Number to them, they stay locked in memory. But, if the machine has dialed all the numbers in a file you have to make some entries to get it to dial that same group of numbers again.

Let's say the machine called all the numbers of your Network Marketing downline, which you had put into Group 2. When the machine is calling those numbers they are in the ACTIVE file. When it has finished calling all those numbers it puts them into the INACTIVE file. You can have up to 20 different Groups of phone numbers in memory. They are all stored in the INACTIVE file. If you want to have it call one of those Groups, go to Mode 2 and there tell it which Group of phone numbers to call, during what time period and what message it's supposed to deliver. In this way you can repeatedly have it call the same Group of numbers, deliver the same or a different message, and constantly change the time it makes those calls.

Section 9E

Multi-message capability

When you want to deliver a specific message to a specific phone number, enter that phone number, then press +, the message number and then Enter. 7824741+6, Enter. Now the 6th message in memory will be delivered to the 782-4741 phone number. If you don't add the + and message number it will simply deliver the first message in memory to that number, unless you've assigned that entire group of numbers a different message. You can enter

7824741+4

7823895

7825682+22 and the first number will receive message 4, the second number message 1 and the third number, message 22. To record those additional messages into memory see Section 12D.

Section 10

Mode 4--Interval Dialing

In Interval Dialing you enter a starting number, an ending number and the system will dial all the numbers in between. It's illegal to dial one number after another, as 782-0000, 782-0001, 782-0002, 782-0003 and on. To get around this ruling the system jumps by 10 or 200 (see Mode 0, Option 25). Usually jumping by 10 is satisfactory. Press 4. Screen shows:

Intv: 1 Grp: 1

-9999

Now enter a 7 digit beginning number, as 7820000. Press Enter. The cursor jumps to the 9999. Do you want it to dial from the beginning to the ending number of that 782 prefix. If so, press Enter and it then allows you to enter another prefix. You don't need to insert a - (hyphen) between the prefix and the last 4 digits. If you did put a hyphen in there the system would pause 1 second before dialing the next digits.

You can have 50 different blocks of numbers in interval dialing. They can be 10,000 numbers--all the numbers in a prefix, or shorter blocks of numbers. A full prefix of 10,000 numbers would be entered as follows. 782-0000 as the beginning number and 782-9999 as the end number. A shorter block could be 782-0000 to 782-2000. You can easily edit around large blocks of number that you don't want the system to dial, like all the numbers to a hospital, big business blocks, etc. If a hospital has 1,000 phone numbers and they range from 782-3000 to 782-4000 then enter 782-0000 to 3000. Enter that selection. Then start at 782-4000 and end in 9999. Put in all the number blocks you desire, then press Esc and you're back at the clock.

You need to keep track of your different groups on a sheet of paper. If there are 2 groups with the same group number in Mode 3 and 4 it will dial the Redial numbers first, then the numbers in Mode 3, then the numbers in Mode 4. Naming a group with the same number of an existing group in the same Mode (as Mode 3 or Mode 4) will make that group's numbers add to the existing one.

Pg Dn or Pg Up will go to the next or previous group to let you know which groups have numbers in them. If it skips over one, that indicates that that skipped number is not being used.

If you want to delete or edit a prefix go to the clock, press 4, then the Up Arrow. You will then see the last prefix that you entered. To edit, press the Del (delete) key until the target digits are deleted. Then enter the correct digits. If you continue to press the Up Arrow the system will show the previous prefix you entered. View or edit as desired.

Section 11A

Mode 5--STATISTICS

Press 5 and it immediately prints out the statistics of the day's dialing session. To get it to stop printing press the Esc key.

Busy	How many numbers did it reach that were busy during its calling efforts.
No Answer	How many no answers.
Three tone	How many operator 3-tone recordings did it reach which tell you that that phone number is not in service.
Modem or Fax	How many modem or fax numbers did it reach.
Ans. Machine	How many answering machines did it encounter.
Listened	How many people listened to the message but did not say anything.
Leads	If there was audio in response to a question it will take this as a lead. So you need to listen to the leads (see Section 13B) for the actual amount of leads.
Hangup	How many hangups were there during the day's dialing session. This can be deceiving because someone may say "The name's Joe Barton, call me" and hang up. That's still a lead, but the machine puts this call into the Hangup category. As you can see, it's very important to listen to your leads.
Hello	How many phone numbers did it encounter where someone said "hello" or gave some other short response.
Business	How many numbers did it reach where someone responded with a longer response than a hello, i.e. a business.
Quota	The Quota is how many people responded to the number you set. (See section 7 paragraph 24)
Time Stamp	This group of numbers tells you how many people hung up after each second of the outgoing message. Line 1 shows 1: 0 0 0 0 0 Line 2 shows 6: 0 0 0 0 0 If there is a number shown on Line 1 at the end 0 location it tells you the amount of people that hung up after 5 seconds of the outgoing message. So the first line would be, seconds 1, 2, 3, 4 and 5. The second line would be seconds 6, 7, 8, 9 and 10. It tabulates for you how many people hung up after each second of outgoing message, all the way up to 60 seconds. This will tell you when most people hung up and help you to determine at what point to change your message. If you haven't run the machine all the statistics will be at 0.

Polling It will compile the statistics of your day's polling activities--how many said yes or no to each question and a final tabulation. Press Enter again and you're back at the clock.

Section 11B

Statistic Number Files

After the machine quits dialing for the day (which is usually at 21:00 or 9pm), you can get to and handle the files of numbers stored in memory. The machine automatically creates files of phone numbers of the numbers it dialed during that day and puts them into different categories. Those categories are:

- a. All the busy numbers it reached during that day.
- b. All the numbers it did not deliver a message to (no answer numbers),
- c. 3-tone or disconnected number phone numbers.
- d. Modem or fax phone numbers.
- e. Answering machine numbers.
- f. Phone numbers of the leads.
- g. Phone numbers of those that said "Hello"--homeowners.
- h. Phone numbers of businesses.
- i. Phone numbers of those who listened to the message, but did not leave their name as a lead.
- j. Phone numbers of those who hung up during the message.

The number files are stored on the floppy. Every morning, at 9:00 AM, those number files are automatically erased, so if you're going to access and use those numbers then you need to do it before 9:00 AM. To access those number files hold down the Shift key, then press F (for floppy). The screen shows:

Read/Write/Erase

Put the cursor on Read, because you're reading what's on the floppy, and press Enter. What shows next is

Group#/Msg/ Not
dial #

The statistics are stored in different groups. They are:

118 business	119 hello	120 hangup	121 leads	122 listened only
123 answering machines	125 fax & modem	126 3 tone	127 no answer	128 busy

Now you have to decide what you want to do with those numbers in the different categories. If you choose Group# and press Enter Group:1

shows on the screen. You can put the files of the different categories into a specific Group or you can put the different categories into different Groups, that is, you could put the No Answer numbers into Group 1 (whether Group 1 is assigned to Mode 3 or Mode 4), and then it will dial those No Answer numbers first, at the start of the next day's dialing session. Busy numbers, or answering machine numbers should possibly also be stored into Group 1, for redialing the next day.

If you want to delete (purge or erase) group 127 numbers (the no answer numbers) out of memory go to the clock, then press 3, G, 127, Enter, hold down the Shift key and press P, then enter 127, put the cursor on Y and press Enter. Now group 127, the no answer numbers will have been erased from memory.

If you're dialing a prefix and as soon as it's finished you intend to call that prefix again, then it might be good to transfer the Three tone and Modem or Fax and possibly Business number files to Mode 9, the "don't call" number file. In this case, when you see

Group#/Msg/ Not dial #

put the cursor on Not dial #, then press Enter. Now the system lets you view each of the different categories. If you say Yes to any of the choices it automatically puts that file of numbers into Mode 9. Then when it dials through that same prefix again it automatically skips over those "bad", "don't call" numbers. Another category to put into the "don't call" file are the phone numbers of the leads, since you don't necessarily want to irritate someone that you've just done business with by calling them again so soon with the same message.

DON'T put the cursor on Msg because you don't want to transfer phone number files to the message slots. All anyone would hear is bad static.

To really breeze through that same prefix perhaps you'll only want to call the "Hello" numbers (put these into Group 1, or any Group that you then put into the ACTIVE dialing file--see Section 8D), less the phone numbers of the leads (put these into Mode 9).

When 9:00 AM arrives you'll see the word Writing on the screen. The system is then erasing all the statistic number files stored on the floppy (the different categories of numbers it dialed and sorted into different files) from 2 DAYS AGO, and then Writing those same type of files TO the floppy for YESTERDAY'S dialing session. You can access those files and handle the numbers, as desired, as explained above.

Or you can put the floppy diskette into your computer and then handle the files of phone numbers.

Section 12A

Mode 6--VOICE MODE

Recording by microphone

Do you want to use a microphone to record your message or download the message from a tape recorder? Your recording will sound the best if you use a 750ohm mike. The mike needs to have a 1/8" mono jack on it. If your mike is a stereo mike, then get a stereo to mono adaptor. Once you have the mike plugged into the mike jack, in the back of the machine,

Press 6. Screen shows:

Voice mode

Play/Rec/Erase/L

Do you want to play a message (Section 12B), record a message (Section 12A or 13A), or erase a message (Section 12C), or transfer the leads from the floppy to RAM memory (Section 13C)? To record a message put the cursor on Rec (Recording) by using the right or left arrow keys, then press Enter. The next screen shows:

Record Mode

By Mic/Recorder

If you're recording your own message by a mike, press Enter when the cursor is on Mic. Screen shows:

Record Mode

Msg:

If it's the first message you want to record enter 1. Hold the microphone, with the felt cover on it, about 1 inch away from your mouth and talk into it nice and loud and with an even tone. Once you're ready to record, hold down the Enter key. Release the Enter key to start talking and recording. You'll see arrows flashing from right to left on the bottom line of the screen. The arrows should flash just over half way across the screen for decent audio. If it didn't detect voice after you release the Enter key, press Enter and it forces it to record.

If you're ready to stop recording, press Enter again. If there is audio feedback from the system's speaker then press the mute button which is located on the function keyboard. This key sits between the Volume up and down arrow keys on the left hand keyboard. The speaker is crossed out. Or you can press the Volume down or minus key. The system automatically puts the beep tone on to the message when you press the Enter key, telling it to stop recording. After you pressed Enter to have it stop recording the screen will

show:
Record Mode
Msg:11

When you're ready to record the second part of your message, press Enter. Watch the arrows again as you're recording. To stop recording press Enter again. This system is a multi-message system. The first digit tells you what message number this is. But there are usually more parts to a message. The first part could be for the main statement where you tell what you've got. The second part asks them for their name. The third part the best time to call them back, or other information you need. The fourth part, "thanks very much and goodbye for now" or some other type of closing statement.

The second part of message one or segment two, will show on the screen as: Msg:11. (NOT MESSAGE 2, as you normally count). The 3rd part or 3rd segment of message 1 would show as: Msg:111. The 4th part or 4th segment of message 1 would show as Msg1111. As you're playing or recording your messages the system will automatically advance to the next audio segment.

But for now, you're still on the second part of message 1. The screen shows: Msg:11. Press Enter and start talking. Press Enter to stop. There can be 8 segments to each message. You decide how many questions you want answered. Tailor your script to your needs. When you're finished recording press Esc and get back to
Voice mode
Play/Rec/Erase

Section 12B

Listen to the Recorded Message

a.

To play back that message and edit it, from the clock, press 6, Enter, 1, Enter. Now the first part or first segment of message 1 will be played for you. You'll hear the beep tone and the screen will show:

Change 1 to

Msg:1

Do you want to change this message to another message location? Probably not, unless you're trying to do some some pretty sophisticated editing. Later on, when you become more familiar with this system you'll readily be able to switch message segments to other locations, as needed. For now, just press Enter.

b.

The screen shows:

Wait before Ans.

2/3/4/5 sec

Sometimes the called party is somewhat overwhelmed by your message. When you ask the first question, how long will it take them to respond? If he doesn't respond at all within the allotted time it will go on to the next question. The system defaults to 3 seconds. If you have a thought question you may want to allow them more time.

c.

Press Enter and the screen shows:

Ans. No/5/10/15/

30/3 min/poll/End

How much time are you going to allow them to talk in response to that question. Is it a yes/no question? Should you give them more than 5 seconds to respond to a yes/no question? Probably not. In fact, should you even record a yes/no question? Isn't it more important to simply get their name and phone number so you can call them back and sell them something? Often the people who are angry that you called, cuss the machine and then hang up. If you don't record the first response by putting the cursor on No you won't have to put up with that abuse. Tailor the recording time to the question. If you're asking for their name give them at least 10 seconds to respond, maybe even 15. You don't want to give them more time than necessary because long responses fill up the memory and waste your time when you take the leads off. So make the settings to suit the situation. In certain situations you may want a very long response. Then put it on the 3 minute setting. If you only have 1 statement and don't want to record a response then put the cursor on End. Press Enter.

Every ending segment needs an End on it. So if you've just played the final segment of your outgoing message then put the cursor on End and press Enter. This way the machine knows to hang up immediately after this final statement and go on to the next call. If you DO NOT put an End on the ending segment, the machine's memory will fill up fast and then shut down. Then you have to listen to the leads and erase them as explained in **Section 13B**, before the machine will start dialing again.

d.

Screen shows:

Wait After Ans.

1.5/1.75/2/2.5s

How much time do you want to give the called party, AFTER they quit talking, before the system goes on to the next question? This is

to give the conversation between the called party and the machine, a natural flow. 1.75 seconds is about right and the machine defaults to that setting. If you think they need more or less time, make the settings accordingly. Press Enter. The machine plays the second part of your message (Message 11 or Message One One), then goes back to the message segment edit mode. Change 11 To Msg:11 shows on the screen. Edit all the message segments in the same way, as explained above. When you get to the ending statement you need to put the cursor on End. This way it won't record any responses and will end the message, recycle and dial the next number. Press Esc to get back to the clock.

Section 12C

To erase all audio in voice mode

To erase ALL of the voice recordings in Mode 6, at once, get back to the clock by pressing Esc a few times. Then press - and the screen shows:

Clear Mode All/2
/3/4/5/6/8/9

Put the cursor on 6, press Enter, put the cursor on Yes, press Enter again and all of the voice recordings, including the leads, will be erased.

To erase segments of a message, not the whole message all at once.

Go into Mode 6. The screen shows:

Voice mode
Play/Rec./Erase/L

Put the cursor on Erase and press Enter. Screen shows:

Erase
Msg:

Now enter the message segment you want to erase. If you want to erase the first message in memory then enter 1 and press Enter. Now the first part of your message is erased and the screen shows Play/Rec./Erase/L. If your message had several parts to it, those other parts are still in memory. Do you want to erase them also, or was this the only segment that you wanted to re-record?

To erase an entire message

If you want to erase all the parts then press Enter when you see Erase, then 1- (1, Minus) Enter. Example: 1, 11, 111, 1111 and all the messages starting with 1 will be erased using this method. Once you've erased the bad recordings you can re-record as described in Section 12A, above.

Section 12D

Multi-Message Capability

If you've entered phone numbers in Mode 3 and want each of those numbers to receive different messages, then you need to record each message into a different message slot. So far we've been talking about recording into Message Slot 1. If you want a particular phone number to receive a specific message then you need to assign that message to that phone number. See Section 9C. Let's say you already have a message in Message Slot 1. 6, Rec, Enter, Mic, Enter and the screen shows:

Record Mode

Msg:

simply enter 2. Record and edit this second message exactly as explained in Section 12A. The segments would enter as 2, 21, 211, 2111, 21111 and on. The 29th message would enter as 29, 291, 2911, 29111, 291111 and on. If you happen to have a message in a number slot already, the system would beep you and show "Already exist" on the screen. Select another message slot to record that message into.

Section 12E

ABC Message Slots

Recording ABC messages with a mike

The A message is for those that say "hello" when they answer the phone, the B message for longer responses, such as for businesses and the C for answering machines. So if you're using the ABC messages for calling out and you want to record the messages yourself, then start by recording the first message in message slot A1. If you're at the clock, press 6, choose Rec., Enter, choose Mic, Enter and when the screen shows:

Record Mode

Msg:

press the up arrow. An A will show up. Then enter a 1 on the right keyboard so you see A1. Your recording is done in the same way as if you were recording Message 1, see Section 12A, above. Record all the segments you want one after another. They will go into A1, A11, A111, A1111, etc.

If you want the same message to go into slot B (for businesses), then Esc to the clock, press 6, choose Rec., Enter, choose Mic, Enter

and when the screen shows:

Record Mode

Msg:

press the up arrow TWICE and a B will show on the screen. Then press 1 and Enter. Now you're ready to record the B1 message. Then record B11, B111, B1111, etc., for as many segments as you want. Do the same for C. Messages A and B will probably have several segments, but C should only have 1 statement, so you should record it into C1, only.

Once you've recorded all the ABC segments, Esc to the clock, then follow the instructions in section **12B** to edit these segments. The last segment of your A and B messages need an "End" on them as described in the last paragraph of section **12Bc**. The C1 segment needs an End on it, also. In order for ABC to function you need to turn it on in Mode 0 (**Section 6**), Option 2.

Getting your ABC messages from a floppy diskette

If you have your messages on a floppy then go to Section 19D to download that message into the RAM memory. The first segment is recorded into Slot 1 on the diskette. Generally the A and B messages have more than one segment. Example: the first segment (Segment 1) asks permission to play the recorded message, the second segment (Segment 11) tells them what you have to offer and generally asks for the called party to give their name and phone number. The third segment (Segment 111) asks for a convenient time to call them back. And the fourth segment (Segment 1111), has an ending phrase like "Thank you very much and goodbye for now." So first follow the instructions in Section 19D to load the segments from the floppy diskette into the RAM memory (Shift F, Enter, Msg, Enter, Y, Enter).

Generally you can use the same message for the "hello" and also for the "business" responses. If that's the case then the C message is recorded into message slot 2. However, if your "business" (B) message is different than the "hello" (A) message, then your diskette will have the A message recorded in A1, A11, A111, etc., the B message into B1, B11, B111, etc., and the C message into C1.

Press Shift+F

Select Read and press Enter

Select MSG (Message) and press enter

The Screen will show:

1.msg

Read this Y/N

Put the cursor on Y and press Enter.

The bottom line of the screen will change and show:

MSG: 1

From here you can change where that segment goes. To move it to A1, press the up arrow on the left keyboard once. For B1 press the up arrow twice. Then press enter and the message will be loaded into the memory in the slot you selected. After that the machine will go the next segment 11.msg. Follow the steps above to load all the segments, they could be 1, 11, 111, 1111 and even 11111, depending on how many segments your message has in it.

Changing the message slot after loading:

After loading the segments into the 1 slot you need to put them into the ABC message slots. To do that Esc to the clock, then press 6, Enter, 1, Enter. Now the first segment of message 1 will be played for you. After it is finished you'll see

Change 1 to

Msg:1

Now press the Up Arrow key (on the left keyboard) and an A will show up. Then press 1 and then Enter and you've now transferred segment 1 into A1. Edit this segment, as described in Section 12B. Then Esc to the clock and play segment 11 (6, Enter, 11, Enter). You need to transfer 11 into A11. Once 11 has played, press the Del key until there is just a blinking cursor on the bottom line. Then press the Up Arrow key and you'll see an A on the bottom line. Press 11 then Enter and you've now transferred 11 into A11. Edit this segment also, as described in Section 12B. Play, transfer and then edit each of the rest of the segments of message 1 into the A slots. Remember your ending segment needs an End on it as described in **Section 12Bc, 2nd paragraph**.

1 to A1

11 to A11

111 to A111

1111 to A1111, etc.

Or

1 to A1

11 to A11

111 to A111

1 to B1

11 to B11

111 to B111

1111 to C1

Section 12F

Answering Machine Messages

If you want to record a message to respond to incoming calls you'll need to put those into message slot 0. Press 6, choose Rec, Enter, Mic or Recorder, Enter and when the screen shows:

Record Mode

Msg:

press 0 and Enter. Now you can record your message in the same way as explained in 12A, above. The first part of your answering machine message would be recorded in slot 0. The others in 01, 011, 0111, 01111, etc.

See Section 26 for an explanation of branching. In branching the system allows to party on the other line the opportunity to access different messages by touchtone phone.

Section 12G

a Predictive Messages

These are the short messages that keep the called party on the line until the live attendant has a chance to grab that line. You must have at least 1 Predictive message recorded in order for this Predictive feature to work. See Section 21 on how to activate Predictive Dialing. This section covers how to record those messages only. In Predictive Dialing the system makes an automatic call, someone answers the phone with a "hello" or business response and then a human attendant asks permission to play the recorded message. However, the attendant may be on the other line talking to another prospect so Com1 keeps the party on the first line listening and holding, until the operator has a chance to grab that line and talk to them. To keep the called party on the line you need to record messages into the Predictive Message slots. The messages might say "Hello, this is the operator, one moment please." (5 second pause). "This is the operator. Could you hold the line please while I connect you?" (5 second pause). "Please keep holding." (5 second pause) "One moment please." By this time the human attendant should have had a chance to grab the line.

The messages that keep the called party on the line until a human has an opportunity to ask permission to play the recorded message have to be recorded in the same manner as explained in Section 11A. When you come to Record Mode

Msg: you need to enter P1. Press the P key and then 1 and Enter. Then record, play back and edit as detailed in Section 11A. As you're recording the different segments P1, P11, P111, etc., will show. You can record up to 7 different Predictive segments, including the P, or P111111. When they're being played to the called party the system will automatically space them 5 seconds apart. We suggest that the Predictive messages be recorded by a woman and the outgoing messages by a man.

b To record the outgoing message that the attendant activates, by microphone

The machine dials a number, someone says "hello" and then the Predictive Messages are played until the attendant has a chance to grab the line and ask permission to play the recorded message. The recorded message that the attendant activates has to be recorded into P2, P21, P211, P2111, etc. To record those, Esc to the clock, then press 6, put the cursor on Rec, Enter, Mic, Enter and then Press P, 2. These P message segments are recorded the same way as the ABC messages—see Section 11E. But you have to remember that these message segments go into P2.

c To get the outgoing message from a diskette or cassette tape

If you have the outgoing message segments recorded on a cassette tape then follow the instructions in **Section 12A**. But remember that the segments need to go into P2, P21, P211, P2111, etc.

To download the message from a diskette follow the instructions in **Section 18D**. Again, remember that the segments go into P2, etc.

Section 12H

Polling

In polling the system doesn't record verbal responses the called party is asked to press numbers on his touchtone phone to indicate his choices. After an introduction the message might say, "Press 0 for yes, 1 for no." After the second question they'd hear, "Press 2 for yes, 3 for no." If there are more questions it would be, 4 for yes, 5 for no, 6 for yes, 7 for no, 8 for yes, 9 for no. You can also give the called party multiple choice questions. "On a scale of 1 to 9, 1 being very poor and 9 being very good, how would you rate Representative Young's performance?" The system tabulates the results and prints them out when you press P 5 at any time. If you want to have it print out the phone number and the polled selections after every call, then go to Mode 0, press G18 and Enter. Put the cursor on Y and press Enter again. If you don't command it to print out after every call the system will still print out the polled entries

after every call, but will not tie those to a phone number.

It's obvious that your message has to be specially worded to get the called party to respond properly. You can record 8 segments, but the 8th segment should be a closing statement "Thank you and goodbye." Record your message into segments 1, 11, 111, 1111, 11111, 111111, 1111111, 11111111. Record and edit in the normal manner, as explained in Section 11A. However, when playing back this polling, outgoing message that you've just recorded and are editing it (Section 12B) and the screen shows

Ans. No/5/10/15/
30/3min/Poll/End

put the cursor on Poll and press Enter. Then the system won't record a verbal response but only the touchtone entry. You can still have it record voice for any segment by putting the cursor on a recording time, like 10 seconds. Possibly you could ask 4 polling questions and for question 5 you could ask for their name. Question 6 might end with "Thank you very much for your cooperation and goodbye for now." Mode 5 still tabulates the results. But if you listen to your leads (6, Play, Enter, 9, -, Enter) you'll hear that person's response. The screen will show the phone number and time of day of that response.

When you've pressed 5 at the clock the printer first prints out the normal statistics, then the amount of hangups after each second of outgoing message, and finally there are two sections which tabulate the polling results. The first shows the results for the first 4 questions, the second for questions 5 through 8.

First Section

Second Section

Polling Result

Q#	=	1	2	3	4
#0		0	0	0	0
#1		0	0	0	0
#2		0	0	0	0
#3		0	0	0	0
#4		0	0	0	0
#5		0	0	0	0
#6		0	0	0	0
#7		0	0	0	0
#8		0	0	0	0

Q#	=	5	6	7	8
#0		0	0	0	0
#1		0	0	0	0
#2		0	0	0	0
#3		0	0	0	0
#4		0	0	0	0
#5		0	0	0	0
#6		0	0	0	0
#7		0	0	0	0
#8		0	0	0	0

Max:

Max:

Be sure to test everything by calling yourself or a friend to see if all your settings are correct.

Section 13A

To use a tape recorder to record a message into memory.

Requirement: You need acquire a mono tape player and mono audio cable with 1/8th inch ends on it. We recommend the long, flat type, which measures about 5" wide x 11" long by 2 1/2" high. Put one end of the audio cable into the Audio socket on the back of the system and the other end to the output on the exterior of your tape player. Turn the volume up about half way on your tape player. To avoid being repetitious we're assuming that you've read and absorbed the previous material, Section 11a, on how to record with a mike. Get to

Record Mode

By Mic/Recorder

Put the cursor on Recorder and press Enter. Enter the message number you want to record this message into. If it's your first message, simply enter 1. Press and hold down the Enter key, then press play on your recorder, then immediately release the Enter key so the system starts recording the message from the tape player. Watch the arrows on the screen as you're recording. Make sure they're going at least halfway across the screen at the loudest volume. If they're not, then increase the volume on the tape player. If it's too loud, then decrease the volume on the tape player. You may have to make a trial run before you can record a message at just the right volume. Call yourself or a friend to test all the functions. And be sure to monitor the machine for a while to determine if it's functioning properly, or if some wrong setting is throwing it off. If the voice is too loud the audio may be distorted. Re-record if necessary.

Section 13Aa

Recording a message from a computer:

The Communicator I uses a custom sound codec that the computer cannot replicate. You can however record your message on the computer and output it to the Com1 using your computer's sound card and a patch cable. The patch cable needs to be a stereo to mono 1/8th inch cord. The Stereo end is for your computer and the mono end is for the Com1. You can record the message in any format you want to on your computer. Leave a one second pause between the questions for the beep tone.

Hook the Com1 to the computer's sound card using the patch cable. On the Com1 press 6, select REC and press enter, select Recorder and press enter. The machine now needs to know what message it is recording. If you are starting from scratch you will probably use 1 otherwise select the appropriate slot (a1, b1, c1....) Press and hold Enter on the Com1. The Com1 will start recording as soon as the Enter key is released so press Play on the computer and release Enter at the same time. At the one-second pause that you left in your message press Enter on the Com1 TWICE. The Com1 will insert the beep tone automatically at the end of the segment or question. Actually the first Enter makes it stop recording, the second Enter makes it start recording again. So a 1 second space should be enough time to press enter twice. To end your recording session press Enter once then Escape to the clock.

As you're downloading the message into the Com1, you'll see the arrow flashing across the screen, from right to left, to indicate the volume the machine is hearing. The arrows, at the loudest volume, should not go more than just over half way across the screen. It may take several times to record the message in to the Com1 at the correct level.

Section 13B

Listen to the Leads

If you want to play back your leads, at the machine, get to the clock, then press 6 and Enter. You'll see:

Play Mode

Msg:

Press 9-, Enter (Nine, minus, Enter). It will then play all of the leads, one after another. Pressing

+ will make it play the next lead

- will make it play the previous lead

P will make it pause to give you a chance to write down the leads

P again, will restart that message.

If you listen to the leads you MUST ALWAYS erase them, also. To erase the leads, if you're at the clock, press 6. Then move the cursor to Erase and press Enter, 9, - (Minus), Enter.

Section 13C

To transfer leads from the floppy disk to the RAM memory

When the RAM memory is 95% full the system automatically transfers the leads in memory to the floppy disk. When you want to take the leads off the floppy you need to first listen to the leads in RAM memory (6, Play, 9 - Enter). Then you need to erase the leads in RAM memory (6, Erase, 9 - Enter).

Go the clock, then press 6. Screen shows:

Voice Mode

Play/Rec/Erase/L

Put the cursor on L (for Leads). Press Enter, and now the leads are automatically moved from the floppy to the RAM memory so you can listen to them. The floppy will do some clicking while it's transferring the leads. Once you've listened to them erase them by 6, Erase, 9 - Enter. Now the RAM and floppy memories are cleared and the machine can go on dialing and recording leads. If you have a lot of leads on the floppy, you may have to load a second batch of leads into RAM memory. Load another batch by putting the cursor on L, and pressing Enter.

Section 14A

Mode 7--RS232 PORT

You need to acquire the connecting cable which connects the Com1 to your computer. To be able to download/upload phone numbers, the phone numbers have to be in ASCII text format. The parameters or settings for the transfer are:

a. IBM or PC format

c. Asynchronous

d. No parity

e. 8 bit

f. 1 start bit

g. 2 stop bits

There is no handshaking.

Section 14B

Send number files TO your computer

Press 7. Screen shows:

Send/Receive

If you want to send number files TO your computer, press Enter. Screen shows:

Group#/Msg/ Not

dial #

Do you want to send (upload) a group of numbers, an outgoing message or a "don't call" number file? In this case we'll upload a group of phone numbers. You must assign a group number to this file. Put the cursor on Group, then press Enter. Screen shows:

Group:1

Enter the number of the group that you want to upload to your computer. Press Enter.

(Enter) to Start

shows on the screen. Press Enter and it uploads the file.

Section 14C

To receive number files FROM your computer

Press 7. Move the cursor to Receive. Press Enter twice, then choose the number you want to give this new number file. Give your computer the proper commands to upload a file. Press Enter twice on Com1 and your number file is downloaded.

Section 14D

To send "don't dial" numbers from memory to a computer

Press 7, Enter. Move the cursor to Not dial #, then press Enter. Now enter the prefix of the "don't dial" number file that you want to transfer to a host computer. Command your computer to receive a number file and press Enter twice on Com1 and the file of numbers in your selected prefix has been uploaded to your host computer.

Section 14E

To receive "don't dial" number files from a computer

Press 7. Move the cursor to Receive. Press Enter. Move the cursor to

Not dial #.

Press Enter. Waiting shows on the screen. Command your computer to download that number file. Once it's received by your Com1 the file is automatically put into Mode 9, which is the "don't call" number file.

Section 15

Mode 8--PRE-DIALING SESSION

Predialing lets the machine make telephone calls, ahead of the regular dialing session, in order to clean up the number file that it's calling during the regular dialing session. During the regular dialing session if it hits lots of disconnected number recordings (sometimes there are 80% disconnected numbers in a prefix) or modems, or faxes it won't be nearly as productive. The system can have 3 pre-dialing sessions for every day of the week, just as you can have 3 regular dialing sessions in Mode 2. You need to pre-dial before and after the regular Mode 2 dialing sessions. Mode 2 defaults to dial from 9:00 to 21:00 Monday through Friday. If you use those dialing times then predial from 8:00 to 9:00 and from 21:00 to 22:00, weekdays. On Saturday and Sunday let it pre-dial at any time that the machine's not dialing and delivering messages. The system will ring, at the most, one time. HOWEVER, WE AS A COMPANY DO NOT MAKE ANY CLAIMS AS TO THE LEGALITIES OR WISDOM OF USING THIS FEATURE NOR DO WE RECOMMEND THAT YOU USE THIS FEATURE. It is there. Use it if you want to, BUT BE AWARE THAT YOU'RE USING IT AT YOUR OWN RISK. It's the same as if we sold you a car that went 180 mph. You know the speed limit. If you go beyond the speed limit you're doing so at your own risk. We cannot be responsible as to how you use or misuse this equipment. We are not aware of any laws that would make pre-dialing illegal to use.

To use pre-dialing you also need to expand the dialing time. Go to the clock, then press 0 G 16 Enter.

Dialing Time

09:00 - 21:00

shows on the screen. Change that to

08:00 - 22:00.

You may be at the machine sometime during a pre-dialing session and notice that the machine is just sitting there and not pre-dialing. That's because the machine works in 10,000 number batches when it's doing Mode 4 dialing. Each prefix holds 10,000 phone numbers. Let's say that in the morning pre-dial session (8:00 to 9:00) it finished a prefix. During that day it dials phone numbers all day until 21:00. However, if it still has good numbers to call from that prefix, it will not do any pre-dialing from 21:00 to 22:00 because it has to finish calling all of the "good" numbers in that prefix before it goes to work on the next prefix. So, it may not do pre-dialing the next morning either, (8:00 to 9:00) if it still has not finished the good numbers in that prefix. But during the next day's dialing it probably will finish the prefix and do pre-dialing that evening. However, if you have it do pre-dialing, say all day Sunday, it

may not do pre-dialing for several days because it's cleaned up that prefix and until the machine dials all those "good" numbers in that prefix, it will not do any more pre-dialing.

Section 16

Mode 9--DON'T CALL NUMBERS

In every block or Groups of phone numbers, as Mode 4, or numbers entered by hand (Mode 3) or computer download (Mode 7), there are sometimes many numbers that you don't want the machine to call, as previous leads, irate people who have asked to not be called again, the police, fire department, emergency services, schools, many businesses, numbers ending in 911, hospitals, retirement homes, clinics, ambulance services, phone numbers of people with a dot beside their name in the phone book which lets you know that it is illegal to call them with a commercial solicitation, etc. In order not to openly aggravate the public we suggest that you enter those types of numbers into Mode 9, so the system won't call them. You can download some of these numbers as explained in Section 11B. But to enter them individually go to the clock then press 9. The screen shows:

Bad# Prefix:

New #:

Enter the first 7 digit number that you don't want the system to call. Press Enter. The system will lock in the prefix (the first 3 digits) of that phone number. From that point on you could just enter the last 4 digits, if you're working in that prefix. Or if you're simply entering phone number after phone number the machine will accept each of them and store them, so when it's making its dialing calls it will remember to skip over those numbers. If you're reviewing the numbers you've entered

PgUp will make it go to the previous prefix

PgDn will make it go to the next prefix

Up arrow will make it go to the previously available number

Down arrow will make it go to the next available number

+ holding it down, will make it scroll through the next numbers

- holding it down, will make it scroll backwards.

To delete a number, bring it to the screen and press Shift P.

Enter 782 or a prefix only, then Shift P and it deletes that prefix.

If you have a block of numbers you want it to accept, say 782-4200 to 782-4400 then first enter 782-4000 and Enter. The prefix is now locked in. From that point on press + and the next higher number shows on the screen. To accept that number into memory, press Enter. You can quickly input that 200 number block by + and Enter.

To locate different prefixes in memory press the PgDn or PgUp keys.

It can hold 50 prefixes of up to 10,000 numbers in each prefix which you don't want it to call.

“Do not call” list from your attorney general:

If you get a “Do not call” list from your State’s attorney general you can send it to us. You can email or ship it to us if you’d like. We will then break that huge list down into prefixes for you, for free. We’ll email or ship it back to you.

Entering the processed “Do not call” list:

Let’s say you entered 10 prefixes into Mode 4 for the Com1 to dial. You then need to go to your computer, select the phone numbers from those very same 10 prefixes and put them onto a floppy diskette. Make sure it’s a new, formatted floppy diskette. Otherwise you may be trying to load garbage into the Do not call file. Then put the Floppy diskette into the Com1, go to the clock and then press Shift+F. The machine will show:

Read/Write/Erase

/Rom Update

With the curser on Read press Enter. Now the screen shows:

Group#/Msg/ Not

dial #

Put the cursor on Not dial # and press Enter. It will ask if you want to Read This Y/N for every file on the disk. Put the cursor on Y and press Enter on files that you want to read, otherwise leave in on N and press enter. The Do not call list on the floppy diskette is then transferred into the Com1 and it will not call those numbers in those prefixes. After it’s finished loading, Esc to the clock.

Remember, you must load each file (or prefix) or you will not have loaded all of the numbers you wished to have blocked.

If you want to double check, to confirm that the Do not Call prefixes are actually in the Com1, then Escape to the clock and press 9. The machine will then let you navigate mode 9. See the beginning of Section 16 on how to navigate mode 9.

Advanced “Do not call” list floppy loading:

To make the loading process faster you can use DOS command line commands.

Windows 95/98/ME/XP

Click Start. Go to run. Type Command and press enter. A DOS command line window will open. Navigate to the source files using "CD" Change Directory and "Dir/w" Display directory contents wide format.

Once you find the files the command to copy them all into one file would look like this-

"Copy 555318+555319+555313 a:\ndial.txt"

Replace the file names as needed and do not use the quote marks. This will copy the source files listed into one file on the floppy making it easier to load.

Section 17A

For ordering: call 1-800-sellcom (1-800-735-5266) and / or <http://www.sellcom.com/phonedial.html>

REMOTE CONTROL

To listen to your leads from another phone:

Practice all remote programming on yourself or a friend before putting this feature on line for business purposes. You can listen to the leads and erase the leads, from another phone. To do this, call the machine. You should have an answering machine message already recorded in message slot 0. See Section 12F. Also make the proper settings in Mode 0, options 8 & 9 so the machine will receive calls. To get to this setting go to the clock, then press 0, G (on the left keyboard), 08, Enter.

WHEN YOU MAKE ENTRIES FROM A TOUCHTONE PHONE DO IT NO FASTER THAN 1 ENTRY PER SECOND. If you make your entries too fast, the system may not accept the entry and then your call will be wasted.

When you call the machine it responds with the answering machine message. If you don't have the answering machine message recorded it will play Message 1. After it answers press *, then # on your touchtone phone--you don't have to wait until the end of the message and the beep tone before entering * and #. Then it asks for your password by saying "Password Please." The machine defaults to the word REMOTE (736683) You can change this to any number, up to 8 digits, if you're at the machine. (See next paragraph). Enter your password, then press #. You have 30 seconds to enter it. If you made a mistake in entering your password press * and it will erase all the digits you've entered. Start over and enter them correctly. If you enter a wrong password and then press #, which enters that selection, the machine will hang up on you.

To change your password, when you're at the machine, go to Mode 0, option 23, Access Code (0G23Enter). Change that to suit you. When you call the machine to get your leads and have entered your password, then enter 619# and all of your leads will be audibly played back to you in the order they were recorded. The machine will say "Message" then give you the phone number of the called party, then the time of the lead and finally it will play the responses of the called party, for every lead in memory.

Synopsis:

* #

"Password Please"

736683# 619# and the leads are played back to you.

6 is the voice mode

1 is the play back mode

9 is the lead message slot

enters your selection.

Press

7 which has a P on your phone keyboard, that stands for Pause, to get it to pause and give you a chance to write down that lead.

* Plays the previous lead.

Goes forward to the next lead.

If you're listening to the leads and you press 6, then #, it hangs up on you.

After it plays the last lead, you'll hear nothing because it has gone back to the voice menu. Now you can have it perform any other remote function. If you didn't get all the leads written down you can have it play them again by pressing 619#. Hang up when you're finished. If the system receives no touchtone command within 30 seconds it will hang up on you.

After you've listened to all your leads and you want the machine to disconnect immediately, press # again. However, you'll probably want to erase the leads, now that you've listened to them and written them down. So, after you've listened to the last lead do the following.

To erase the leads from another phone

Synopsis:

* #
"Password Please"
736683#
639*#

6 is the voice mode
3 is the erase mode
9 is to access the leads
* is to erase the leads
accepts your entry

Using the remote access in the field:

Once you enter the password you don't need to enter it again. So you would call the machine and once it picks up press:

* #
"Password Please"
73

Section 17B

To record a new outgoing message from another phone

These instructions will tell you how to record a message into Message Slot 1. You need to have a message in Slot 0 and have erased any message in the slot that you're going to record into. Call the machine. Message 0 will be played back to you. Wait until it finishes the opening statement and plays the beep tone. Then you press *, then # and you'll hear "Password Please." Enter your password, and #. Then enter 621#. Another voice prompt will say

Record Now

Start to talk immediately into your handset and record your message. To stop recording press #.

Synopsis:

* #
"Password Please"
222377# 621#
"Record now." Record your message into Message Slot 1.
Then press #

6 is the voice mode
2 is the record mode
1 is the message slot you're about to record a message into
enters your selection and stops recording.

You can record a message into any message slot. Message slot 0 is the in bound answering machine message. Message slot 1 is the normal outgoing message.

You may have more segments to record as explained in Section 11A. After you pressed # to stop recording the first message segment you have 30 seconds to give the machine other commands. If you want to record a second segment it should go into message slot 11. In this case enter 211#, and after

"Record Now"

start talking. Press # to stop recording. For segment 111 enter 2111#. Repeat for as many segments you want.

VERY IMPORTANT! You call the machine and have to enter your password and 621# to record the first segment. You press # to have it stop recording segment 1. Then the machine waits for other commands. Since you're already in the voice mode, to be able to record segment 11, you now simply have to enter 2, then 11#.

2 is the record mode.

11 is the segment you want to record into next.

makes it accept your entry.

If you want to record a message into Slot 2, then after the Password, enter 622#; to record the second segment in Slot 2, now enter 221

#; to record the third segment in Slot 2, now enter 2211#.

If you want to listen to what you've recorded then follow the instructions in Section 17D, below. You can erase and record a new message right over the phone, but you CAN NOT edit it, as explained in Section 12B. That means that you have to be at the machine in order to edit the message. So if you're recording a new message the settings have to be same as your previous message and you have to have as many segments as the previous outgoing message. If you're finished recording, press # twice and the system hangs up on you.

Section 17C

To erase an outgoing message from another phone

Call the machine and enter your access code as explained in 17A, above. After you've entered #, which makes the machine accept your access code, enter 63, then the message segment number, then #. In the examples, above, you've been entering messages into message slot 1. If that message has 4 segments, as 1, 11, 111, 1111, then you need to individually erase each segment. So to erase segment 1, enter 631#. To erase segment 11, then enter 311#. To erase 111, then enter 3111#. To erase 1111, enter 31111#.

Synopsis:

* #

"Password Please"

222377#

631# Now segment 1 has been erased.

311# Now segment 11 has been erased.

3111# Now segment 111 has been erased.

6 is the voice mode

3 is the erase mode

1 is the segment you want to erase

accepts your entry

If you made a mistake in recording a message you don't need to hang up and call the machine again. After you entered #, which told the machine to accept your entry, it will pause for 30 seconds, waiting for your next command. If you know, for example, that you did not record segment 111 well, then enter 63111# and that segment is now erased. Record that segment anew as explained in 16B, above.

Section 17D

To listen to an outgoing message from another phone

If you've already entered your access code, simply enter 611# to listen to the first segment of message 1. It will first say "Message 1", then give the time the message was recorded, then play that segment to you. If there are more segments to Message 1 it will automatically play those for you.

Synopsis:

* #

"Password Please"

736683# 611# and all of the recorded segments in Message 1 are played
back for you.

6 is the voice mode

1 is the listen to mode

1 is the segment you want listen to

accepts your entry

Section 18A

To enter individual numbers into memory from another phone

Call the machine. Enter your access code, as explained in Section 17A, above. Enter 3.

Now enter the group that you want your phone number to go into. It has to be a 1 digit number, from 1 to 9. Then enter the first phone number. The phone number can be up to 32 digits. Press # to have it accept your entry.

Do you want to add more phone numbers to this same group? If so, then keep entering phone numbers, then press # to have it accept that phone number. Repeat this scenario for as many numbers as you want to enter. Press # again, after your last number entry, and the system then waits for 30 seconds for other commands. Press # twice and it hangs up on you. Hang up when finished, or if you

want to do other things over the phone, then enter those commands as desired.

Synopsis:

* #

"Password Please"

736683# 3 (Number entry Mode)

1 (Indicates the Group number. Now enter your first phone number)

7824634# (Enter a phone number you want it to call, then #).

7823818# (Enter as many numbers as you want). Hang up when finished.

Section 18B

To enter interval numbers from another phone

Call the machine, and enter your access code, as explained in Section 16A, above. Then enter 4.

Now enter a single digit number of the group that you want these interval start/stop numbers to go into (from 1 to 9). Once you've entered this digit you'll hear

Interval Start

Now enter an interval starting number as explained in Section 9. Your starting number can be up to 32 digits long, but in most cases it should be 7 digits. In the 782 prefix it would be 7820000. Press # to have it accept that start number. Then you'll hear another voice prompt saying

Interval Stop

Now enter a 4 digit stop number. If you're going to have it call all the numbers in that prefix, then enter 9999. Press # to have it accept your entry. Next you'll have to enter the Group Number that you want the second Start/Stop batch to go into. If you simply want to add more to Group 1, then enter 1. You'll hear

Interval Start

Repeat the same sequence if you want to enter more prefix start/stop numbers as explained above. Press # twice or hang up when finished.

Synopsis:

* #

"Password Please"

736683# 4 (Access Code and entry into Mode 4)

1 (Group Number selection)

"Interval Start" (Voice prompt)

7820000# (Starting number and # to accept the entry)

"Interval Stop" (Voice prompt)

9999# (Stop number and # to accept the entry).

1 (If you want to enter more Start/Stop batches into Group

1. Then you'll hear the voice prompts).

Make more Start/Stop Entries, as desired.

Section 18C

To listen to the statistics from a remote phone

Call the system and enter your access code, as explained in Section 16A, above. Next enter 5. You'll hear it tell you how many leads and quota phone numbers there are in memory.

Section 19A

FLOPPY DRIVE

You have to be at the machine to control functions on the floppy drive. Use IBM formatted disks only.

To access the floppy hold down Shift and press F. The screen shows:

Read/Write/Erase

/Rom Update

You can Read or copy files on the disk and put them into the RAM memory. You can Write or transfer files or data from the RAM memory to the floppy. Or you can Erase files which are stored on the floppy.

All of Section 19 explains how to get it to do various jobs.

Section 19B

Voice storage

There are 2 memory location possibilities for storing voice. They are

- a. RAM memory
- b. Floppy drive memory.

There are 2 quality levels of voice that you hear. We call the levels Quality voice or Good voice depending on the sampling rate. The Quality voice has a higher sampling rate. We use that for the outgoing message so the message will come across nice and clear. You can either have Quality or Good voice for storing and playing back the leads or recorded responses. Mode 0 defaults to Quality voice and we suggest that you do not change this. However, if you want to use good voice, go to Mode 0, then enter G 36 Enter Select N and have the machine use Good voice. Now press enter and you have changed the setting.

For the outgoing message, RAM memory gives you 17 minutes of Quality voice storage.

The OS is the Operating System, the diskette that comes with the machine. That holds the programming that makes the machine operate properly. If there is a power failure, the large battery backup retains the stored voice for over 3 days. The small battery backup stores the programming for 1 year.

Communicator I transfers the leads to the floppy if the RAM memory is over 95% full. That also clears the RAM lead storage, thus allowing it to be filled up with leads again.

Section 19C

To transfer recorded voice from the RAM memory to the floppy disk

If you've recorded a message into memory (from a tape or mike) and want to transfer and store it on the floppy diskette then go to the clock and hold down the Shift key, then press F (F for Floppy) Screen shows:

Read/Write/Erase
/Rom Update

Choose Write. Screen shows:

Group #/Msg./Not
Dial #

Select Msg. and press Enter. Screen shows:

Msg:1

Edit if you want a different message number. Press Enter. Then it will transfer the outgoing message stored in Message Slot 1, to the floppy diskette.

Each recorded segment may take 15 seconds or less to transfer from the RAM memory to the floppy diskette. Then the screen shows: Read/Write/Erase Disk. Each segment of your outgoing message has to be transferred separately, as message 11, 111, 1111, 11111, etc.

DO NOT TAKE THE FOPPY OUT OF THE DRIVE WHILE THE FLOPPY DRIVE LIGHT IS ON. IF YOU TAKE THE FLOPPY OUT OF THE SYSTEM AND YOU THEN IT WILL TAKE UP TO 30 SECONDS FOR THE SYSTEM TO GO TO THE CLOCK. THE RISK OF DAMGING THE FLOPPY IS VERY HIGH ALSO.

Section 19D

To transfer a voice message from the floppy disk to the RAM memory

The message must have been recorded onto the floppy diskette already. Put that diskette into the floppy drive. Go to the clock. If you're not at the clock, press Esc until the clock shows.

Once you're at the clock, hold down Shift key and press F. The screen shows:

Read/Write/Erase Press Enter. Screen then shows:

Group #/Msg/ Not dial #

Put the cursor on Msg and press Enter. Then the screen shows the first file name stored on the floppy on the top line. On the bottom line it reads:

Read this? Y/N Is this the file you want to transfer to the RAM memory? If yes, then put the cursor on Yes and press Enter

TWICE. If you are using an ABC message you can load the segments directly into the machine by putting the cursor on Y and pressing enter once. Now you have a chance to select where you want to load the message. You can load it into the ABC slots by pressing the up arrow on the left hand keyboard. Then the system transfers this segment to the RAM memory. The word Reading shows on the screen as the message is being transferred from the floppy to the RAM memory. You'll hear the floppy drive clicking as

it's loading the message. If there are more segments, then you'll have to transfer each individual segment one by one to the memory. You'll be prompted to transfer more segments or whatever is stored on the floppy. The first segment is 1, the second 11, the third 111 (if your message has 3 segments), the fourth 1111 (if your message has 4 segments).

MAKE SURE you have an End on the ending segment, as explained in **Section 12.B.c.**, 2nd paragraph.

Getting your ABC messages from a floppy diskette

The first segment is recorded into Slot 1 on the diskette. Generally the A and B messages have more than one segment. Example: the first segment (Segment 1) asks permission to play the recorded message, the second segment (Segment 11) tells them what you have to offer and generally asks for the called party to give their name and phone number. The third segment (Segment 111) asks for a convenient time to call them back. And the fourth segment (Segment 1111), has an ending phrase like "Thank you very much and goodbye for now." So first follow the instructions in Section 19D to load the segments from the floppy diskette into the RAM memory (Shift F, Enter, Msg, Enter, Y, Enter).

Generally you can use the same message for the "hello" and also for the "business" responses. If that's the case then the C message is recorded into message slot 2. However, if your "business" (B) message is different than the "hello" (A) message, then your diskette will have the A message recorded in A1, A11, A111, etc., the B message into B1, B11, B111, etc., and the C message into C1.

Press Shift+F

Select Read and press Enter

Select MSG (Message) and press enter

The Screen will show:

1.msg

Read this Y/N

Put the cursor on Y and press Enter.

The bottom line of the screen will change and show:

MSG: 1

From here you can change where that segment goes. To move it to A1, press the up arrow on the left keyboard once. For B1 press the up arrow twice. Then press enter and the message will be loaded into the memory in the slot you selected. After that the machine will go the next segment 11.msg. Follow the steps above to load all the segments, they could be 1, 11, 111, 1111 and even 11111, depending on how many segments your message has in it.

Section 19E

To transfer phone numbers from the floppy to memory

To Read a group of numbers from the floppy and enter them into RAM memory in your unit, do the following:

Shift and F Screen shows:

Read/Write/Erase. Select Read. Screen shows:

Group #/Msg./Not Dial # Select Group. Press Enter, screen shows:

Group:1 Edit to the group number you want it stored in and Enter.

Then it shows all the files on the floppy one by one. You need to confirm by Yes/No which one you want to read. Press Enter on the one you want and that group is now in memory. Screen shows:

Read/Write/Erase Choose another or Esc.

Erase in the same manner.

Section 19F

To transfer phone numbers from the memory to the floppy

To take a group of phone numbers and write them onto the floppy, do the following: Hold down Shift and Press F. Screen shows:

Read/Write/Erase Select Write and press Enter. Screen shows:

Group#/Msg/ Not dial #

Select Group and press Enter. Screen shows:

Group:1

Now select the Group of phone numbers you want to transfer to the floppy and press Enter. Writing shows on the screen. Once the number file is transferred

Read/Write/Erase

Disk shows on the screen. Make other selections as desired.

Section

To transfer leads from the floppy to the RAM memory
See Section 13C.

Section
19H

To update the machine with a new Operating System

If we've sent you a disk with an updated OS (Operating System) on it do as follows. Put the 1.41b (or later version) floppy diskette into the machine. Go to the clock then hold down the Shift key and press F. Using the right arrow, move the cursor to Rom Update, then press Enter. Read, shows for a few seconds, then Update ROM Y/N. Move the cursor to Y, then press Enter. Then you'll see Erasing, then Write. . . , then Version 1.41b (or later version) and finally the clock (the present time of day and date). Now the new OS is installed.

If the new OS is a higher number (1.36b vs. 1.41b) than your current OS you will need to clear the memory. Press -- Enter, left arrow, Enter (Minus, Minus, Enter, left arrow, Enter). This will erase everything in memory, the voice, the phone numbers, the time sessions, Mode 0, statistics, etc., and update the machine to the new software.

Once it boots up to Communicator I, make sure the Mode 0 settings are what you want, then enter phone numbers in Mode 3 or 4 and put in the outgoing message in Mode 6. Then it should take off dialing unless it's after 19:30 PM. If it's after 19:30 then wait until 9:00 the next morning. Then it'll take off dialing.

Section 20

Attended Mode

Attended Mode is where a human intervenes at some point in the selling process. The system can dial a phone number, then

- a. a human takes over the call and does all the selling. During the selling process the attendant can activate the Referral messages which can keep the party on one line occupied while the attendant is tending to someone else on the other line.
- b. a human can ask permission to play the recorded message, then leave the line to let the machine deliver its pre-recorded message to get leads by asking for the called party's name, best time to call, etc., or
- c. after a recorded message is played the human can intervene to close the sale. At that point they'd use the referral messages. There are two types of Attended or human intervention modes, the Predictive Dialing Mode (Section 22) and Silent Mode (Section 23). More on those later.

To be able to talk to the called party the attendant must have a headset on and plugged into the back of Com1 where it says Phone. When the attendant wants to talk they must press the Talk To buttons for either line 1 or line 2. Then they can freely converse with the called party and play any of the Referral messages they choose. If they press Line 2 it will put Line 1 on hold. The operator can switch back and forth between the phone lines by pressing the other line number. If they press Line 1 or Line 2 twice it will hang up on the called party and dial the next number.

Section 21

Referral

For use in Predictive dialing or Silent Mode where a human attendant can play testimonials of happy users of your product to convince the called party to also make a purchase, or keeping the called party on one line listening and occupied while the human attendant is "closing" someone on the other line.

You must first record the testimonials, either on a tape recorder or have your new friends record their statements right into the machine using a mike. To record these Referral messages into memory go through the normal Mode 6 recording procedures (Section 11) and follow the instructions until it's time to enter the message number. The screen should read:

Record Mode

Msg:

Press R instead of any other message number and record the message in the normal way as explained in Mode 6 (Section 11), with either a mike or from a tape recorder. The different messages will go into R0, R1, R2, R3, R4, R5, R6, R7, R8, R9. You can store 10 different messages. DO NOT record the messages into R1, R11, R111, R1111, R11111, R111111, R1111111.

To listen to the message you've just recorded go to the clock. Press 6. Choose Play, Enter. Screen shows:

Play Mode

Msg:

Now press R0 and Enter and you'll hear that testimonial message. Once it's finished you can play R1 or any other testimonial you've

recorded. If you don't like a certain testimonial, erase it and record another. To keep the called party busy while you're closing somebody else on the other line you may want to have separate testimonials in each message slot, or you can combine 3 or more in order to keep the called party occupied for a longer period of time.

When the attendant wants to play a certain testimonial they press R, then 1 or 2, depending on which line they're talking to the called party on. Line 1 is the top line. Then they choose the message number they want to play, from 0 to 9. You don't have to press Enter. They can play any of those messages at any time by R, then 1 or 2, and the message number. In order for the attendant to talk to the called party he needs to press "talk to." To disconnect on a call press "talk to" twice, and it hangs up on that line.

Section 22

Predictive Dialing

In Predictive Dialing the machine makes a call. The called party answers and the machine keeps the called party on the line until a human can grab the line to do the entire selling job or ask permission to play a recorded message. After listening to the message the called party can leave their name, as a lead, in response to the recorded script's promptings, or the called party can request to talk to a human attendant about the offer by pressing 0 on their touchtone phone. If they do that the attendant comes on line and in the course of "closing" them can play any of the 10 Referral, testimonial messages, mentioned in Section 20.

All of those messages that keep the called party on the line until a human has a chance to ask permission to play the recorded message have to be recorded in the P1, P11, P111, all the way to P1111111 message slots. P stands for Predictive Dialing. See Section 12G for instructions on how to record the Predictive Dialing messages. You must have at least one P message recorded in order for Predictive to work.

To activate Predictive Dialing go to Mode 0. Press Enter 2 times. Screen shows:

Auto/Predictive/

Silent/Consent

Put the cursor on Predictive and press Enter. From this point on the system will play your predictive dialing messages until an attendant can grab the line to ask permission to play the message. It will automatically put a 5 second pause in between each of those messages.

You must also record the outgoing message segments that the called party is to listen to. This is the message that the attendant plays to the called party. See **Section 12Gb** for instructions on how to record these messages.

After the machine makes a phone call and the attendant has heard a "hello" he presses "Talk to" to talk directly to the called party. This is when he asks permission to play a recorded message. If he is given permission to play a recorded message, the attendant presses 0 to activate it. Then the machine delivers the recorded segments and records the responses.

If the called party has said "No" and doesn't want to listen to a recorded message then the operator needs to press "Listen to" twice, to disconnect on that call and have the machine dial the next number. If the attendant is operating just one line then Esc will disconnect the call also, but if he's using two lines Esc will disconnect both lines, which you don't want to do.

Section 23

Silent mode

In mode 0, after pressing Enter 2 times, choose Silent, then press 0 and then your machine will make a call, automatically deliver the message you've selected and if the called party presses 0, music will play to the called party and over Com1's speaker to alert an attendant to grab the line and close the sale. All recordings have to be made as described in Section 12.

Section 24

Rental

The rental feature can be used if you rent out your machine to others in your area. It's a nice way to make some extra money. You can set the machine up to run, for whatever time period--a week, month, etc. When the set time arrives the machine shuts off. The only way the user can get it to run again is if you call it to command it to start dialing. When the system shuts down it disables the clock, Mode 1. You call to reset Mode 1 and then it takes off dialing. Rental and remote access have different access codes.

To set up the rental function, you have to be at the machine. Go to the clock then press R. Screen shows:

Communicator I

Password:

The suggested password is RENTAL (736825 on your touchtone phone). Enter 736825, then press Enter. Then it asks if you want to change the password.

Change Password to:

Press Del to erase that number. Enter a new set of numbers, if you so desire, up to 16 digits. Press Enter. If you don't want to change anything press Enter again. Screen shows:

Rental Mode Y/N Left arrow to Yes, then press Enter.

Due date: (whenever due)

Now enter the date (month and day) you want the machine to shut off. Press Enter. The system goes to the clock and Mode 1 can't be programmed anymore. When the shutoff date arrives the screen will show:

* Payment Due *

You need to call it on line 1. It will say

Password Please.

Then you have 30 seconds to enter your password. Press # to have it accept your entry. Then it will say

Rental Access

and you have to set the clock to the new shut off date. You need to enter 13 digits and a #. When programmed properly you'll have reset the clock to the correct current time and told it the month and the day that it's supposed to shut off again.

(Present Time) (Shut off date)

Month Day Week Hour Minute Month Day

MM DD W HH MM MM DD # 13 digits, plus #. Enter those and it hangs up. Then it works to the due date. Write everything down on a piece of paper. If the correct date and time at the machine is April 12, Wednesday at 12:40 PM and the machine is to shut off on May 12 at 12:40 PM you'd enter as follows

04 12 4 12 40 05 12 #

Now the machine can be freely used by your customer. All functions work except Mode 1.

If you want to call the machine to set a new shut off time, before it shuts off, then call it. It will make its normal opening statement, either the answering machine message recorded into message slot 0 or the first part of the outgoing message. After the beep tone, press

*. The system will say

Password Please. Enter your Rental password and press #. The system then says: Rental Access. Punch in the 13 digits and #, as explained above, to set the clock for the current time and the new month and day on which it will shut off.

To take the machine out of the rental mode when you're at the machine, press R, and enter your password. Then the screen shows:

Rental Mode Y/N.

Move to No and press Enter.

Section 25

Consent Calling

The machine calls automatically. As soon as the called party says "hello" it activates a message which might say, "Hello, I have a message on how you could save up to 30% on your car insurance. If you'd like to hear this message kindly press the one key on your touchtone phone." If they don't press #1 within 5 seconds the system hangs up. If they do press #1 it goes on with the recorded messages.

Record a normal message (Mode 6). The introductory consent message should go into slot 1. Record the rest of the message and edit to suit.

In Mode 0 press Enter twice, then choose Consent and press Enter. From that point on the called party has to press 1 in order to hear the actual message.

Section 26

Branching

Allows somebody calling the machine to listen to an opening statement and then choose which message they want to hear by pressing numbers 1 to 8 on their touchtone phone. The opening statement might be, "Hello, this is the insurance center. If you would like to more information on car insurance, press 1. For home insurance, press 2. For health insurance, press 3. For Medicare Supplement, press 4. Each of those 1 to 8 statements could have branching possibilities, too. But it would be easy to get mixed up when recording those statements, so we recommend that you stick with an opening statement and then branch from there, only. You could have up to 7 questions after the opening statement. Record your statements into the message slots, as shown below:

0 (opening statement, for incoming calls)
01 02 03 04 05 06 07 08 (branching statements)
011 021 031 041 051 061 071 081
0111 0211 0311 0411 0511 0611 0711 0811 (added statements)
01111 02111 03111 04111 05111 06111 07111 08111
011111
0111111
01111111
(up to 8 questions)

This shows a layout of the message slots into which you'd have to record an opening statement, then 8 branching statements. From that point on everyone of the 8 statements could have up to 8 sub-statements or questions. Example: The opening statement would give options they want to listen to. In the insurance example, above, we gave only 4 options. If you give them too many, they might get confused, so 4 may be plenty. The opening statement is recorded into message slot 0. The branched statement on home insurance is recorded into 01. At the end of the presentation in 01 you'd ask them to give their name, and to spell their last name, after the tone. In 011 you could say, "Now please give me your street address." 0111 could say, "And your city, State and Zip Code." 01111 could say, "What's a good time to call you back?" 011111 could say, "Thank you very much, and goodbye for now."

You can call out with your machine and give the called party the branching options, too. If you called out, the opening statement would have to be recorded in message slot 1. The branched statement on home insurance is recorded into 11. In 111 you'd record, "Now please give me your street address." 1111, "City, State, Zip Code." 11111, "good time to call you back." 111111, "Thanks and goodbye."

IMPORTANT!

The following message slots are available for branching. The machine will not accept messages in any other message slots.

0, which is always the opening statement. 1-8 (numbers 1,2,3,4,5,6,7,8) 11-19, 21-29, 31-39, 41-49, 51-59, 61-69, 71-79, 81-89, 111-119, 121-129, 1412-139, 141-149, 151-159, 161-169, 171-179, 181-189, 191-199.

Remember, the basic Com1 has only 17 minutes of Quality outgoing voice storage. The floppy holds 7 minutes of Good voice storage, but that's for storing leads, only.

Section 27

Basic Information

The paper used for the printer is 2 1/4" wide. Use thermal paper only. It should be available from most stationery stores.

To insert a new roll of paper slide the cover back on top of the cabinet. That reveals the printer. Take a new roll and cut it at right angles, then insert that end into the back of the printer. It's kind of hard to see, but there is a slot in back of the printer motor body. Insert it into that slot, push the paper forward with one hand and press F for feed twice. You should feel the paper being grabbed and run through. Every time you press F it feeds three lines of paper.

It might be a good idea to look at how the paper goes into the printer when you get your machine. Then when it runs out you'll know exactly where to insert the new roll.

If you ever see the word

Writing

showing on the screen then simply let the system crank through what it's doing at that time. It may be transferring leads to the floppy (when the RAM memory is 80% full of leads), or it may be clearing all the previous day's statistics (it does this at the beginning of the next day's dialing session). Let the machine finish Writing. Once it's finished it will go to the clock and then it will do whatever you assigned it to do.

If the system has phone numbers in memory (Mode 3), the clock is set properly (Mode 1), the time settings are correct (Mode 2) and there's a message tied to those other settings AND IT STILL WON'T DIAL, then add more numbers by hand and it should take off dialing immediately. The machine need at least 2 numbers in memory in order to dial out in Mode 3.

Let's say that you recorded a message, have Mode 1 (the time and date) and Mode 2 (the starting and stopping times) set properly, and have entered 1 phone number for it to call. You may want to call yourself on another line to listen to how the machine sounds. But it's not dialing and you notice the screen flashing "No Line". Then go to Mode 0. Press G33Enter. Put the cursor on N and press Enter. Now you've shut off line 2 and it will work only on line 1. Now the machine will dial your one number.

Let's say you entered 5 numbers in Mode 3. These are numbers that you want the machine to call so you can see and listen if it does

everything correctly. Calling yourself or a friend is a good idea. The machine will call those numbers. If you're uncomfortable with how it functions, (voice is too low, click is not functioning properly, not enough time to record the response, etc.) then you can make corrective adjustments after each call. Press Esc and then quickly enter the Mode you want to go into to make those adjustments. After the machine called all the 5 numbers it will simply sit and wait for further instructions. If you want to have it call those same numbers again simply erase Mode 2. Press – 2 Enter Y Enter (Minus, 2, Enter, Left Arrow to Y, Enter). The 5 numbers were assigned to Group 1. Once they were dialed they were put into the inactive file. To put them into the active file, erase Mode 2.

For ordering: call 1-800-sellcom (1-800-735-5266) and / or <http://www.sellcom.com/phonedial.html>

Section 28

QUICK-START REMOTE CONTROL FUNCTIONS

CAUTION: Do not enter the numbers faster than 1 digit per second.

To listen to your leads from another phone

* #

"Password Please"

736683# 619# and the leads are played back to you.

6 is the voice mode

1 is the play back mode

9 is the lead message slot

enters your selection.

7 to Pause

* Plays the previous lead.

Goes forward to the next lead.

makes the machine hang up.

To erase your leads from another phone

* #

"Password Please"

736683# 639*#

6 is the voice mode

1 is the play back mode

9 is the lead message slot

* is to erase the leads

enters your selection

makes the machine hang up

To record an outgoing message from another phone

* #

"Password Please"

736683# 621#

"Record now." Record your message into Message Slot 1.

6 is the voice mode

2 is the record mode

1 is the message slot you're about to record a message into

enters your selection and stops recording.

(to record segment 11: you're already in 6, the voice mode)

211#

(to record segment 111)

2111#

(to record segment 1111)

21111#

to make it hang up on the call.

To erase an outgoing message from another phone

* #

"Password Please"

736683#

631# Now segment 1 has been erased.

311# Now segment 11 has been erased.

3111# Now segment 111 has been erased.

To listen to an outgoing message from another phone

* #

"Password Please"

736683# 611# and all of the recorded segments in Message 1 are played back for you.

To enter individual numbers into memory from another phone

* #

"Password Please"

736683# 3 (Access Code and entry into Mode 3)

1 (Group Number selection)

7820000# (The first number you want to enter. # enters that number.)

7825649# (The second number you want to enter and # to enter that number).

Enter all the numbers you want, then press ## to have the machine disconnect and dial those numbers.

To enter interval numbers from another phone

* #

"Password Please"

736683# 4 (Access Code and entry into Mode 4)

1 (Group Number selection)

"Interval Start" (Voice prompt)

7820000# (Starting number and # to accept the entry)

"Interval Stop" (Voice prompt)

9999# (Stop number and # to accept the entry).

If you want to enter more Start/Stop batches into Group 1, press 4 1 and enter the next batch of interval numbers. Then you'll hear the voice prompts.

Section 29

SERVICE PROBLEMS

A. My machine has stopped dialing or won't start dialing

First check **Section 2**. If you have a message and phone numbers in memory and it still won't dial out, then

- you may need to Refresh the dialing times. Get to the clock, by pressing Esc 4 times. If that doesn't do it, then press both Reset keys, at the same time. As soon as the machine goes to the clock, then Press - (Minus), 2, Enter, put the cursor on Y, then Enter again. If the machine takes off dialing, then your machine was just locked into some remote part of its memory and by Refreshing the dialing times you got it to run again.
- check to see if the memory is full. Get to the clock, then press P, then 6, then Enter. If the machine's printout tells you that you've got less than 15% Free, then you need to take off your leads (Section 2E) and clear the memory (Section 2G). Next follow the steps in Section 13 C to transfer the leads from the floppy to the memory. Listen to the leads again (Section 2E) and clear the memory (Section 2F), then follow the steps in Section 13 C again. You may have to follow these 3 steps several times before all the memory is cleared. After you've listened to the leads, you must erase the leads too, EVERY DAY, otherwise the memory will fill up and the machine will stop dialing.
- your machine may be in the redialing time. If your present time of day is after 7:30 PM, or 19:30 hours, it will not start dialing, even if you've entered new numbers into memory. This is the redialing time as explained in Section 8 B. If there are no numbers in memory which need to be redialed, then the machine will just sit and wait until 9:00 AM, the next morning, before it starts to make calls. If you just got your machine and want to test it (use Mode 3 ONLY to test), you can temporarily change the clock. Press 1, then put the cursor on the hour by using the right arrow on the left keyboard. Once it's on the hour, enter 1000 and press Enter. Now your machine thinks it's 10:00 AM. If the machine doesn't start dialing within 10 seconds, then go through the steps

in **a**, above. If your machine still won't dial out, then call your distributor.

WARNING! After you've made your Mode 3 test phone calls, BE SURE to change the clock to the correct time. Otherwise the machine may dial all night.

d. If you made any changes in Mode 0, you may have inadvertently put in some wrong settings. To clear to the normal defaults, from the clock, press -, 0, Enter. Then your machine will likely take off dialing.

B. "No Line" flashes on the screen

Line 1 is on the top line of the screen, Line 2 is the bottom line. First make sure that the phone lines are plugged in solidly into the back of the machine and into your wall jack. If they are and you still get "No Line", then take the phone cord out of the machine and put a regular phone onto it and listen for dial tone. If you have dial tone and upon plugging the phone line into the machine again and are still getting "No Line", you need to call the service center for further help. Very likely you had a power surge on the phone line, which fried the phone line chip and the machine would then have to come back to us for service.

B. Nothing shows up on the screen after you plug the power cord into it

Make sure you have power on your outlet, then call the service center.

B. The machine freezes. None of the keys work anymore.

- a. Put a new floppy diskette into the machine, then press both Reset buttons at the same time. The machine will go to the clock and the keys should work from now on.
- b. If the keys are still frozen still, then likely your memory is full. Do a Reset, then see **A b**, above.
- c. If you're not sure what may have caused your machine to freeze then do a Clear All (Reset, Clock, Minus, Minus, Enter, put the cursor on Y, Enter). Now everything in memory has been erased. You'll have to put your message into memory again (Mode 6) and phone numbers (Mode 3 or Mode 4).

B. "Memory Full" flashes on the screen

The voice storage is full. To correct this problem, do a Reset, then see **A b**, above.

B. "Storage Full" flashes on the screen

The floppy drive storage is full or has errors. Put a new, formatted diskette into the floppy drive, then do a Reset. If the "Storage Full" has disappeared, then still make sure the voice storage isn't full by listening to and then clearing the voice storage, as described in **A b**, above. Once the memory is cleared, then put the "bad" floppy back into the drive and follow Section 13 C.

B. "Number Full" flashes on the screen

If your machine reaches an unusually large amount of no answers or busies during its dialing day, "Number Full" may show up on the screen. Go to the clock, then press - (Minus), 3, Enter, put the cursor on Y, then press Enter. "Number Full" will then disappear. "Number Full" may also show up if you've entered more than 9,990 phone numbers into Mode 3. Also, see Section 9C to erase the statistics..

B. I'm not getting very many leads

- a. Mode 0 (Section 6), may have a wrong "Click" setting. The "Click" should be at 50. Clock, 0, G, 6, Enter. If it's less than that, the machine's click detect may be too sensitive and hang up on the called party because of line noise.
- b. If the "Click" was at 50, then call up our audio producer, Steve Young, at 541-994-7691, and see if he can't redo your message to get better results.

B. Dials over dial tone, which fouls up the call

Sometimes your phone company doesn't disconnect as quickly as your machine. To solve this problem do a Clock, 0, G, 4, Enter. Press 0, 2, Enter. Now the machine will wait to hear 2 seconds of dial tone before it dials the next number. If you still get the "dial over" problem to show up, then change the time to 3 seconds: Clock, 0, G, 4, Enter, 0, 3, Enter, Esc to the clock.

B. The machine hangs up on people

- a. Your "Click" is set too low. If it was set at 50, then raise it to 55 or higher.
- b. If you loaded the message from a tape recorder or recorded directly into the machine with a mike, the audio arrows went too far across the screen. Re-record your message and make sure that the arrows don't go more than half way across the screen at the loudest audio. Words starting with a P and T tend to create spikes, which could prematurely trigger the click detect. This is one reason why we highly recommend that you let us put Steve's recorded message on to a floppy. For \$12.50 we will put the cassette message on to a floppy. The volume and timing will be correct and it is then every easy to load into the machine—see Section 19 D.
- c. REC message delivers a message to answering machines only. It is quite easy to create spikes when recording your own messages. P and T, at the beginning of a word, are especially notable for creating spikes. So we recommend that you shut off the hangup detect for Mode 3 while the machine is dialing and delivering messages: Clock, 0, G, 40, put cursor on Y, then Enter. Do the same for Mode 4: Clock, 0, G 41, put cursor on Y, then Enter.

B. The machine does not hang up when the called party hangs up.

Your machine defaults to Click at 50. If you notice that the machine is not hearing the hangup at times then put the Click at 45, 40 or even less. Monitor it to see when you've got the right level for your phone lines.

B. How do I shut the audio off?

Press the "Listen to" button on the left keyboard, for Line 1 or Line 2 or press the X'd out speaker to shut off both lines all at once.

B. How do I get the machine to stop dialing?

Press 0 and the machine finishes the 1 or 2 calls that are in cycle and then locks into Mode 0. To get the machine to start dialing again press the Esc key.

Section 30

Updating the Operating system

Download the operating system files from our web site at <http://www.singerelectronics.com> Look in the "Updates" Section. Or email us @ support@singerelectronics.com

Disk Operating System

For machines with serial numbers before #1792.

Files need job.abi and setsys.bat

1. Save the two files in the same directory (folder) on your computer.
2. Put a disk in the computers disk drive.
3. Run the setsys.bat by double clicking it. Setsys.bat is a file that copies the job.abi file to the disk and makes it readable by the Communicator I.
4. Put the disk in the Communicator I and hit both Reset keys.

Rom Operating System

For machines with serial numbers after 1992.

Files needed- rom.abi

1. Save the file to a directory (folder) on your computer.
2. Put a disk in the drive on your computer.
3. Copy the file to the floppy.
4. Put the disk in the Com1
5. Press and hold the shift key and at the same time hit the F key
6. Put the curser on Rom update and hit enter
7. When prompted select Yes and hit enter
8. The machine will reset itself and start with the new Operating system
9. To complete update the machine OS go to the clock then enter -, (Minus) -(Minus), Enter, put the cursor on Y and then press Enter. Now your machine is completely updated. However you will have to load your message and phone numbers again and make the proper Mode 0 settings.

For ordering: call 1-800-sellcom (1-800-735-5266) and / or <http://www.sellcom.com/phonedial.html>