USR CALL DIRECTOR PROGRAMMING AND QUICK REFERENCE GUIDE

REGISTER NUMBER	PROGRAMMABLE FEATURE	PROGRAM RANGE	FACTORY PRESET	PROGRAMMING / INSTALLATION RECOMMENDATIONS
01	FAX Tone Detection	0= OFF 1= ON	ON	IF PHONE AND FAX ARE BEING USED IN AN INSTALLATION, PROGRAM THIS FEATURE "ON"
02	Protected Hook Flash	0= OFF 1= ON	OFF	WITH OLDER KEY AND PBX PHONE SYSTEMS, YOU MAY NEED TO PROGRAM THIS FEATURE "ON"
03	Unanswered Call Silent Transfer	0= OFF 1= ON	OFF	"UCST" ROUTES ALL UNANSWERED AFTER-HOURS CALLS TO A FAX OR MODEM PORT
04	Silent Transfer Destination	0= FAX 1= MODEM	FAX	THIS FEATURE DETERMINES WHICH DEVICE WILL RECEIVE A CALL AFTER IT HAS BEEN "SILENTLY TRANSFERRED"
05	Pulse Detection	0= OFF 1= ON	OFF	IF YOU HAVE PULSE DIAL PHONES AND WISH TO TRANSFER OR "GRAB" A CALL – PROGRAM THIS FEATURE "ON"
06	Call Override	0= OFF 1= ON	OFF	IF THE USR CALL DIRECTOR IS INSTALLED AT A WALLJACK AND YOU WANT TO ANSWER A CALL FROM ANY EXTENSION PHONE- PROGRAM "ON"
07	Unrestricted Manual Transfer	0= OFF 1= ON	ON	GIVE TRANSFER ABILITY ANY TIME, FROM EITHER PARTY FROM ANY PHONE, RECOMMENDED PROGRAMMING "ON"
08	Answering Machine Silent Transfer	0= OFF 1= ON	OFF	AFTER ANSWERING MACHINE TIMES OUT, CALL WILL BE ROUTED TO FAX OR MODEM PORT
11	Security Access Code For VOICE Ports	DIGITS 0-9 * AND # 4 DIGITS MAXIMUM	*1	THIS REGISTER CONTAINS THE CODE FOR TRANSFER OF A FAX OR MODEM CALL TO DEVICES CONNECTED TO VOICE 1 & 2 PORTS
12	Security Access Code For FAX Port	DIGITS 0-9 * AND # 4 DIGITS MAXIMUM	*2	THIS REGISTER CONTAINS THE CODE FOR TRANSFER OF A VOICE OR MODEM CALL TO FAX/PC FaxCard CONNECTED TO FAX PORT
13	Security Access Code For MODEM Port	DIGITS 0-9 * AND # 4 DIGITS MAXIMUM	*3	THIS CODE IS USUALLY SENT BY A CALLING MODEM – WE RECOMMEND PROGRAMMING A FOUR DIGIT CODE FOR SECURITY PURPOSES
14	Rings To Answer	0 TO 10 RINGS	0 RINGS	IF THE USR CALL DIRECTOR IS USED ON A KSU OR PBX SET TO "0" – HOME INSTALLS W/EXT. PHONE ACCESS, PROGRAM NEEDED NO. OF RINGS
15	Maximum Rings	4 TO 30 RINGS	8 RINGS	THIS FEATURE CONTROLS THE NO. OF TIMES A DEVICE (VOICE, FAX, MODEM) IS RUNG BY THE USR CALL DIRECTOR BEFORE DROPPING THE CALL

IMPORTANT SAFETY INSTRUCTIONS - "SAVE THESE INSTRUCTIONS"
When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:
1. Read and understand all instructions.
2. Follow all warnings and instructions marked on the product.
3. Unplug this product from the wall outlet before cleaning. Do not use liquid cleaner or aerosol cleaners. Use a damp cloth for cleaning.
4. Do not use this product near water, for example, near a bathtub, wash-bowl, kitchen sink or laundry tub, in a wet basement or near a swimming pool.
5. Do not place this product on an unstable cart, stand or table. The product may fall causing serious damage to the product.
6. This product should never be placed near or over a radiator or heat register. This product should not be placed in a built-in installation unless proper ventilation is provided.
7. This product should be operated from only the type of power source indicated on the marking label. If you are not sure of the type of power supply to your home, consult your dealer or local power company.

8. Do not allow anything to rest on the power cord. Do not locate this product where the cord will be abused by persons walking on it.
9. Do not overload wall outlets and extension cords as this can result in the risk of fire or electric shock.
10. Never push objects of any kind into this product through cabinet slots as they may touch dangerous voltage points or short out parts that could result in risk of fire or electric shock. Never spill liquid of any kind on this product.
11. To reduce risk of electric shock, do not disassemble this product, but take it to a qualified serviceman when some service or repair work is required. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when the appliance is subsequently used.
12. Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:
   A) When the power supply cord or plug is damaged or frayed.
   B) If liquid has been spilled into the product.
   C) If the product has been exposed to rain or water.

D) If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions because improper adjustments of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.
   E) If the product has been dropped or the cabinet has been damaged.
   F) If the product exhibits a distinct change in performance.
13. Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
14. Do not use the telephone to report a gas leak in the vicinity of the leak.

INSTALLATION INSTRUCTIONS
1. Never install telephone wiring during a lightning storm.
2. Never install telephone jacks in wet locations unless the jack is specially designed for wet locations.
3. Never touch non-insulated telephone wire or terminals unless the telephone line has been disconnected at the network interface.
4. Use caution when installing or modifying telephone lines.

USRobotics®

USR Call Director
Phone/Fax/Modem Switch
User Manual

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USR Call Director
USER MANUAL

Congratulations!

You have purchased the highest quality voice/fax/ modem call processor in the industry – the **USR Call Director!** *This manual has been designed to get you, your communications device and* **USR Call Director** *operating on the phone line with a minimal amount of work.*

When installed on a phone line, the **USR Call Director** *automatically answers all inbound calls and "screens" for fax tones (CNG–CalliNG tones). While performing the "screening" function for both types of tones the* **USR Call Director** *is transmitting phone company–simulated "ring back" tones to the calling party. After the screening function is performed, the call is routed to the proper device.*

The **USR Call Director's** *performance is dependent on how it is installed on a home or business phone line and what programmable features are activated.*

The next sections explain the different features which optimize the **USR Call Director's** *performance in particular installations.*

TYPES OF TONES YOU WILL HEAR:

For Optimal Performance...
Install the *USR Call Director* At The "Demarcation Point"

• **< PROCEED >** – Three high-pitch tones in rapid succession tell you the **USR Call Director** is ready to program a register or receive more commands in the form of touch tones – **Bee-Bee-Beep**.

• **< OK >** – One high-pitch tone immediately followed by a mid-pitch tone means that the numbers that you have entered are acceptable and within range for the Register Number and feature value – **Bee-Bip**

• **< ERROR >** – A single low-pitch tone indicates that the Register Number, feature value or program commands (we talk about those next) you have entered are invalid. Common errors committed when programming could be:

 – Entering the register number for a feature, let's say it's **< PROTECTED HOOK FLASH >**, and you enter only part of the number. The register number for **< PROTECTED HOOK FLASH >** is **< 02 >**. If you enter **< 2 >**, the **USR Call Director** will give you an **< ERROR >** tone.

 – Entering a feature value that is outside of the program range. As an example, we will use **< PROTECTED HOOK FLASH >** again. You are only allowed to program this feature value as **< 0 > (OFF)** or **< 1 > (ON)**. If you enter the number **< 2 >** after the correct register number, the **USR Call Director** will give you an **< ERROR >** tone.

PROGRAMMABLE FEATURES:

• **Fax Tone Detection** — This feature, when activated, tells the **USR Call Director** to detect the presence of CNG/fax tones which may be transmitted by a calling fax machine or PC Fax card. All calls accompanied by CNG tones, whether they be from a fax machine or PC Fax card, are routed through to equipment connected to the device port labeled FAX. If no fax type equipment is used on the **USR Call Director**, simply deactivate this feature. Factory preset is **< ON >**.

 The first thing you should do is place a local call to someone you know. Ask him or her to lay their phone receiver down for a moment…but don't hang it up. After placing a call to your friend, wait at least five seconds before proceeding. First, dial **< # # 7 7 >** on your telephone key pad. The LED light will begin blinking rapidly. Immediately listen for three rapid high-pitch beeps in your handset. Three high-pitched tones indicate that you have entered the programming mode and may **< PROCEED >**.

 At this time, you should enter the Register Number of the feature you wish to program and the proper value(s). (Example: to turn off Fax Tone Detection, press **< 0 1 0 >** then press **< 8 0 >** to save.) If the proper register number and programming value(s) are entered, the **USR Call Director** will answer with a high-pitch tone immediately followed by a mid-pitch tone. It sounds like **< Bee-Bip >**. That means **< OK >**. If the numbers you enter are invalid (either for the feature register or program value), the **USR Call Director** will respond with a single low-pitch **< ERROR >** tone. In either case, three rapid high-pitch tones will immediately follow telling you to **< PROCEED >**. At this time you may either access and program a new feature register or correct the previous attempt by entering new numbers.

EXECUTING AUDIBLE < READ BACK > WITH THE USR CALL DIRECTOR:

 First you must enter the programming mode by dialing **< # # 7 7 >.** Then press **< * >** and the register number you wish to read back.
Example:

• First, you press **< # # 7 7 >** on your touch tone phone to enter the programming mode.
• The **USR Call Director** responds with a **< PROCEED >** tone
• You press **< * 0 6 >** (telling the **USR Call Director** to audibly read back the value in Register 06)
• The **USR Call Director** transmits 2 **< Beeps >** signifying the value **< 0 >** (the feature is turned off)
• After a short pause, the **USR Call Director** will transmit an **< OK >** tone followed by a **< PROCEED >** tone.
• At that time you may either **< READ BACK >** or program any register.

For Registers Containing More Than A Single Value — Some registers can (or are required to) contain more than a single value, i.e. Registers 11 to 15. Here's a short sample of what a **< READ BACK >** would sound like where more than 2 digits or symbols are programmed in the register. Let's say the register you want to **< READ BACK >** is number 13, the Security Access Code for the MODEM port, and it is programmed as **< * 7 5 >**:

• You first enter the programming mode: **< # # 7 7 >**
• Press **< * 1 3 >** to **< READ BACK >** Register 13.
• The **USR Call Director** transmits **< Beep Beep Bip (pause) Beep Bip Bip (pause) Beep >** (Equivalent to **< * 7 5 >**)
• The **USR Call Director** immediately transmits the **< OK >** and **< PROCEED >** tones.

Note: You will receive an **< ERROR >** tone when entering an incorrect Register Number on audible **< READ BACK >**. Never fear – TRY AGAIN!

PROGRAMMING COMMANDS:

• **Save To Memory/Exit** — After programming all feature values you wish to manipulate, you will need to save the program to memory and exit the programming mode. This can be done by dialing **< 8 0 >**. At that time you will hear the **< OK >** tone twice. The LED will go back to normal operation, Even if there is a power loss to the **USR Call Director**, all programming is saved.

• **No Save/Exit** — If you wish to **< DUMP >** any programming you've done and exit the programming mode, dial **< 9 0 >**. At that time you will only hear the **< OK >** tone once. The LED will go back to normal operation.

• **Set Registers To Factory Preset** — This command sets all program registers to the factory presets. When you dial **< 6 0 >** all registers automatically revert back to factory preset. the **USR Call Director** will answer with an **< OK >** tone followed immediately by a **< PROCEED >** tone. Dial **< 8 0 >** to save and exit.

CALLER ID COMPATIBILITY:

 The **USR Call Director** is compatible with Caller ID (CID), a service available from the phone company. In the U.S. and Canada, CID is transmitted as a Bell 202 modem signal between the 1st and 2nd rings. the **USR Call Director** default factory setting is 0 rings to answer; therefore the *Rings-To-Answer* count must be changed to at least two or more rings to accommodate the passing of the Caller ID info.

 To delay the *Rings-To-Answer* count in register 14 to 2 (minimum), simply make the following programming change:

• From a touch-tone phone on the **USR Call Director**, make a call to another number (like your cell phone) then enter the following from the keypad:
• Enter **< # # 7 7 >** then wait for triple tone **(Bee-Bee-Beep)**,
• Enter **< 1 4 2 >** then wait for double **(Bee-Beep)** and triple tone **(Bee-Bee-Beep)**.
• Enter **< 8 0 >** then you will hear two double tones indicating save and exit.

 You are done programming. CID will now be received through the **USR Call Director** on all incoming calls.

DSL COMPATIBILITY:

 The **USR Call Director** is compatible with Digital Subscriber Line (DSL) service available from the phone company. Remember, the **USR Call Director** is an analog device just like your phone while your DSL service is digital. Simply insure that the DSL filter, which should be provided by your DSL service provider, is installed between the DSL service connection and the *Line* jack on the **USR Call Director**.

 No additional filters are required on any devices attached to the **USR Call Director**.

 The DSL modem must be connected directly to the DSL service connection...*NOT THROUGH the USR Call Director*. That's all there is to it.