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Call Director Pro Programming Manual USR4005 & USR4009

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Call Director Pro GENERAL OPERATION

The CALL DIRECTOR PRO automatically routes incoming calls using tone recognition. Upon detecting the phone company's incoming ring voltage, the CALL DIRECTOR PRO answers the call and begins its screening process. During this time, the CALL DIRECTOR PRO is listening for tone based routing instructions. If the CALL DIRECTOR PRO hears the industry standard CNG tone generated by a sending Fax device, the call is immediately and automatically routed to the designated fax port (Device port 2) without ringing the attached phones or other attached devices.

Each device port of the CALL DIRECTOR PRO has its own programmable DTMF security access code. This allows each device port to be independently addressed and prevents unauthorized access. Each separate security code can be programmed to any number up to 7 digits, using any of the numbers found on a telephone key pad, including the * and # characters. During an Incoming call, if the CALL DIRECTOR PRO detects a DTMF security access code, the call is then immediately and automatically routed to the appropriate device port.

In the absence of a CNG (Fax) tone or security access code, the CALL DIRECTOR PRO will ring Device port 1 (Default).

Outgoing calls can be placed from any device port as if it were attached to a dedicated line. Only one device at a time can actively use the telephone line. When the line is in use by one device, other devices attempting to access the line for an outgoing call will receive a busy signal. With special programming, this feature can be overridden in an emergency or situation where you would like to give a particular device priority. (*Reference Register 07 & 08*)

7 SEGMENT DISPLAY – Displays the number of the Device Port in use or being addressed. Also, will display register values when reading values from memory.

CALL DIRECTOR PRO PROGRAM REGISTERS

The CALL DIRECTOR PRO has been designed to perform several operations which are integral to the proper function of your total communications system. These operations are controlled by programmable values which are stored in files called "registers". Each register contains enough memory to hold factory preset default values and "custom" values that allow the CALL DIRECTOR PRO to operate to your specifications. The following is a short description of each register function, program capacity and factory preset default values.

REGISTER 01 - Mode Flags

This register controls 8 features or operating modes performed by the CALL DIRECTOR PRO. Each "flag" or feature can be turned on/off and is programmed as a string of bit information. Zero (0) denotes "off" and one (1) denotes "on".*** **When programming this register, you must enter all Flag (Bit) values.** The Mode Flags are factory preset to the following:

Flag 1 (Bit7)	Caller ID Store and Forward	1 (on)	CID will be captured when unit answers. CID data will be sent 1 time, after the first ring, when a device port is addressed.
Flag 2 (Bit 6)	Fax Tone Detect to Device 2	1 (on)	If fax tone is detected, call will be transferred to device 2.
Flag 3 (Bit 5)	Night Watch Mode	0 (off)	Allows calls to automatically be transferred to the specified port if not answered within a certain number of rings.
Flag 4 (Bit 4)	Additional Detect Time	0 (off)	Increases the time in which tones can be detected before ringing the default port by 4 seconds.
Flag 5 (Bit 3)	Protected Hook Flash	0 (off)	For any KSU that does not allow DTMF once a call is answered.
Flag 6 (Bit 2)	Busy Signal	1 (on)	Determines if a device trying to access the line when the line is already in use will hear a busy tone or dead air.
Flag 7 (Bit 1)	Enable Multi-Port Polling	0 (off)	Allows transfer to another device when communication with the first device addressed is complete.
Flag 8 (Bit 0)	Night Watch Mode to Device 3	0 (off)	Determines if night watch transfers are transferred to device 3. (Default night watch port is device 2)

REGISTER 02 - Cadence On Time

This register can range from 1 to 6 in one-half seconds and controls the amount of "ring" time in the ring cadence, Factory preset to 4 (2 seconds).

REGISTER 03- Cadence Off Time

This register can range from 1 to 15 in one-half seconds and controls the length of silent time between each ring, Factory preset to 8 (4 seconds).

REGISTER 04 - Maximum Number of Rings to a Device

This register can range from 1 to 99 and controls the amount of rings sent to a device port. Factory preset to 8 rings.

REGISTER 05 - Night Watch Mode Trip Rings

This register contains the number of rings that are required to trip the Night Watch Mode function. After an incoming call has been screened, the number of rings to the phone port are counted, and if the phone is not answered in "X" rings, this call and all future calls will be diverted to the Device port 2. This register can range from 1 to 15. Factory preset is 5 rings.

REGISTER 06 - Night Watch Mode Rings

This register contains the number of rings to the Device 1 port after Night Watch Mode (Register 05) has been activated. This number is usually less than register 05 but can range from 1 to 15. Factory preset is 2 rings.

REGISTER 07 – Emergency Barge In

This register contains the mask that determines if Devices 1, 2, 3, and 4 can barge in and gain access to the telephone line by going off-hook during a call. The four mask bits can be set to any combination of values, allowing all, some, or none of Devices 1 through 4 access to the line during an emergency or to just have priority.*** **When programming this register, you must enter all Flag (Bit) values.** The flags are preset to the following:

Flag 1 (Bit 3) Device 4 Barge-in Mask 0 (off)

Flag 2 (Bit 2) Device 3 Barge-in Mask 0 (off)

Flag 3 (Bit 1) Device 2 Barge-in Mask 0 (off)

Flag 4 (Bit 0) Device 1 Barge-in Mask 0 (off)

Register 8 must also be set to a positive number to activate barge-in.

REGISTER 08 - Barge-In Time

This register contains the amount of time that a device must be off-hook to "barge-in" on a call. The range of this register is 0 (off) to 15 with a 1/4 second multiplier for each digit. Factory preset to 0 (off).

REGISTER 09 - Security Programming Time Window

This register contains the number of minutes that the CALL DIRECTOR PRO will accept the programming code once power has been applied to the unit. The range of this register is 0 to 15. Factory preset to 0 (allows programming at all times).

REGISTER 10 - Seizure Time/ On Hook Time

Seizure Time- When Multiple-port polling is enabled, the value of this register determines the maximum number of seconds the CALL DIRECTOR PRO will hold the phone line during a multiple polling sequence after a device has been disconnected.

On Hook Time –When Emergency Barge In is enabled, the value of this register determines the number of ¼ seconds the CALL DIRECTOR PRO will put the line “On Hook” when a device is seizing the line using the emergency barge in feature.

The range of this register is 1 to 99. Factory preset to 25 (no ring back is provided to caller during this time). **Example: If Register 10 is set to a value of 2 then Seizure Time is 2 seconds and On Hook Time is ½ second**

(Note: USR4009 utilizes Registers 11-15 plus 26-29. USR4005 uses Registers 11-15.)

REGISTER 11 - Security Access Code for Device Port 1

Contains the security access code for Device Port 1. This register holds up to 7 digits ranging from 0 to 9,* and #. Factory preset to 11.

REGISTER 12 - Security Access Code for Device Port 2

Contains the security access code for Device Port 2. This register holds up to 7 digits ranging from 0 to 9, * and #. Factory preset to 22.

REGISTER 13 - Security Access Code for Device Port 3

Contains the security access code for Device Port 3. This register holds up to 7 digits ranging from 0 to 9, * and #. Factory preset to 33.

REGISTER 14 - Security Access Code for Device Port 4

Contains the security access code for Device Port 4. This register holds up to 7 digits ranging from 0 to 9, *and #. Factory preset to 44.

REGISTER 15 Security Access Code for Device Port 5

Contains the security access code for Device Port 5. This register holds up to 7 digits ranging from 0 to 9, * and #. Factory preset to 55.

REGISTER 16 - Multiple Polling Code

This register contains the multiple polling code (MPC). The MPC should be placed at the beginning or end of a security access code. After a device has completed its communication and if the correct MPC is detected, the CALL DIRECTOR PRO will seize the line. This process allows communication with multiple devices (multiple polling) with one call. The register must contain two digits. Factory preset to ##.

REGISTER 26 Security Access Code for Device Port 6

Contains the security access code for Device Port 6. This register holds up to 7 digits ranging from 0 to 9, * and #. Factory preset to 66.

REGISTER 27 Security Access Code for Device Port 7

Contains the security access code for Device Port 7. This register holds up to 7 digits ranging from 0 to 9, * and #. Factory preset to 77.

REGISTER 28 Security Access Code for Device Port 8

Contains the security access code for Device Port 8. This register holds up to 7 digits ranging from 0 to 9, * and #. Factory preset to 88.

REGISTER 29 Security Access Code for Device Port 9

Contains the security access code for Device Port 9. This register holds up to 7 digits ranging from 0 to 9, * and #. Factory preset to 99.

*WARNING: For registers 11 through 15 and 26 through 29, DO NOT program any of the security access codes to segments of the programming code (**7764#).*

TO ENTER PROGRAMMING MODE

To enter programming mode, pick up the receiver of the phone that is plugged into Device Port 1 and dial **7764#. You should then hear 3 high pitched beeps. This confirms entry into programming mode.

To program individual registers, press the register number you wish to program followed immediately by the value desired (as an example: 023 to set register 02 to a value of 3). If an error in entry is detected, a single low pitch beep will be heard followed by a short space, then 3 quick high beeps. The 3 quick high beeps tell you to proceed.

TO RESET ALL REGISTER VALUES TO FACTORY PRESET

Press 60 while in programming mode to reset all registers to factory defaults.

TO READ VALUES FROM MEMORY

To read the value of a single register, press * followed by the two-digit register number.

TO WRITE PROGRAMS TO MEMORY

Press 80 while in programming mode. This should always be done when you are satisfied with the information you have programmed.

TO EXIT PROGRAMMING MODE

Press 90 while in programming mode.

PLEASE NOTE: The CALL DIRECTOR PRO MUST be the first device on the phone line for proper operation. In a rollover sequence, install the CALL DIRECTOR PRO on the last line of rollover.

Note: Device Port 2 is the default fax port (can be used as a modem port).



IMPORTANT: Regarding the Emergency Barge-In Feature of the CALL DIRECTOR PRO.

- ***Emergency Barge-In must be programmed “ON”***
- ***Factory Default Settings are “OFF”***

Please note that the Emergency Barge-In (EBI) operation of the CALL DIRECTOR PRO might not be optimal in certain applications for PRIMARY outbound connections involving emergency security equipment, e.g. fire, medical, police, first responder, or critical monitoring notification. Always validate approved connections with the local jurisdiction/ordinances and the Insurer of the business/property. If you choose to utilize the CALL DIRECTOR PRO on a primary connection, it is highly recommended that the equipment configuration is thoroughly tested and in compliance BEFORE final activation.

****Powering the CALL DIRECTOR PRO for critical applications:***

In the event that the CALL DIRECTOR PRO is without power (AC power outage); Device Port 1 is connected directly to the incoming telephone line. Device Port 1 will work as if on a dedicated line as long as the telephone line is active. All other Device Ports will be disconnected from the telephone line and will NOT have inbound or outbound access. For the CALL DIRECTOR PRO to operate as normal during a power outage, the unit must be connected to an Uninterrupted Power Supply. The CALL DIRECTOR PRO can also be powered by a DC power source. The input requirements are 12-15 VDC.

Safety 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 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.

Limited Warranty

We warrant that if the **CALL DIRECTOR PRO**, manufactured by USRobotics, and purchased by you, proves to be defective in material or workmanship, we will provide without charge, for a period of 2 years (USA ONLY), the labor and parts necessary to remedy any such defect. Warranty commences on the date of purchase by the original retail consumer. The duration of any implied warranty of merchantability, fitness for a particular purpose, or otherwise, on this product shall be limited to the duration of the applicable express warranty set forth above. In no event shall we be liable for any loss, inconvenience or damage whether direct, incidental, consequential or otherwise resulting from breach of any express or implied warranty, of merchantability, fitness for a particular purpose, or otherwise with respect to this product, except as set forth herein. Some states do not allow limitations on how long implied warranty lasts and some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you. **To obtain service under this warranty, you must first request an RMA number from our Technical Support Department by calling 877-762-0132.** The AC power supply used with this product is covered under this warranty. This warranty does not cover damage which results from accident, misuse, abuse, improper line voltage, lightning strike, fire, flood, or damage resulting from unauthorized repairs or alterations performed by an unauthorized service center. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

FCC Registration

This equipment complies with Part 68 of the FCC rules. On the bottom of this equipment is a label that contains, among other information, the FCC Registration Number and Ringer Equivalence Number (REN) for this equipment. You must, upon request, provide this information to your telephone company. The REN is used to determine the number of devices you may connect to the telephone line and still have all those devices ring when your telephone number is called. In most, but not all areas, the sum of the REN's of all devices connected to one line should not exceed five (5). To be certain of the number of devices you may connect to your line, as determined by the REN, you should contact your local telephone company to determine the maximum REN for your calling area. If your telephone equipment causes harm to the telephone network, the telephone company may discontinue your service temporarily. If possible, they will notify you in advance. But if advance notice is not practical, you will be notified as soon as possible. You will be informed of your right to file a complaint with the FCC. Your telephone company may make changes in its facilities, equipment, operations or procedures that could affect the proper functioning of your equipment. If they do, you will be notified in advance to give you an opportunity to maintain uninterrupted telephone service. If you experience trouble with the **CALL DIRECTOR PRO**, please contact your reseller or USRobotics for information on obtaining service and repairs. The telephone company may ask that you disconnect this equipment from the network until the problem has been corrected or until you are sure that the equipment is not malfunctioning. This equipment may not be used on coin service provided by the telephone company, and is not intended for use with party line service. This equipment is intended for use only on loop start service, and will not operate on a ground start central office line.