

# How to Use The AutoMatic TelePhone™

249-3412



*Installation and Operation is as  
Easy as 1..2..3!*

# The AutoMatic TelePhone™

Before attempting to operate  
The AutoMatic Telephone, read  
this manual completely.



Make Sure you have all the components. You should have:

#### The AutoMatic TelePhone

- Handset
- Handset Cord (coiled)
- Telephone Line Cord (gray)
- Power Transformer and Cord
- Remote Pocket Coder  
(Remote Access units only)

# An Answer for All Your TelePhone calls ...24 Hours a Day

Operating The AutoMatic TelePhone is as easy as 1..2..3. Read and follow the instructions and information in this booklet, and you will have learned the simple ABC's of The AutoMatic TelePhone.

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# Introducing...

## The AutoMatic TelePhone™

### **The Answering Machine**

The AutoMatic TelePhone answers your calls with an 18-second greeting, and will record up to 20 minutes of messages automatically. The caller may leave a message of any length, and The AutoMatic TelePhone will hang up when the caller is through. You can record and play back up to 20 minutes of messages.

### **Answering Device Only (Basic Models)**

The basic models have all the automatic answering features, but must be used in conjunction with regular telephones, since they do not have telephone dials and telephone components inside.



### **Combined Answering Device and Telephone Set**

If you have a model complete with a telephone dial, you can use it as a regular telephone as well as a message center. (Press the OFF button to use the unit as a regular telephone.)

### **Remote Access**

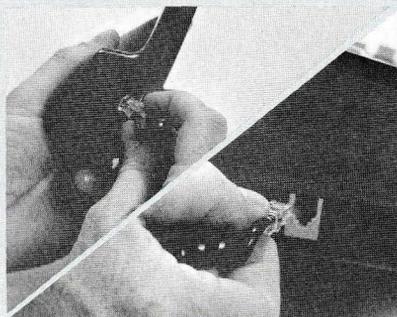
Some models of The AutoMatic TelePhone are supplied with the Remote Access Option, which allows you to listen to your messages from any telephone in the world. With this option, you can call the unit and, using your Pocket Coder, command the unit to play back your messages. You may allow The AutoMatic TelePhone to begin recording messages where it left off, or you can erase all the messages and rewind the message tape to zero, starting again with a full 20-minutes of message capacity. See page 8 for more detail.

# 1 Make Your Connections

A

## Connect the Handset

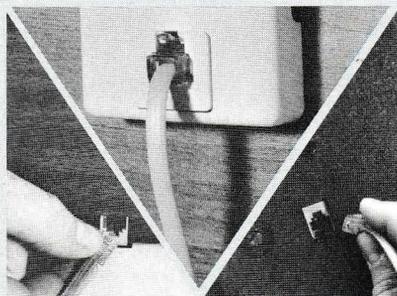
Plug either end of the handset cord into the jack near the mouthpiece of the handset, then plug the other end into the jack at the left side of the base of The AutoMatic TelePhone, as shown.



B

## Connect the Telephone Line Cord

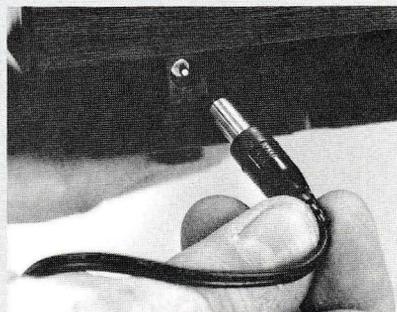
Connect either end of the telephone line cord to the modular wall jack. (If you are not equipped with modular jacks, the Telephone Company can install them for you for a service charge.) Plug the other end of the line cord into the base of The AutoMatic TelePhone. Some models will have the line cord jack at the back of the unit, and some will have the jack on the bottom of the base, as shown.



C

## Connect the Power

First press the OFF button. Plug the round plug from the AC transformer into the round jack at the back of The AutoMatic TelePhone, then plug the two-pronged AC plug from the transformer into a standard AC wall outlet. (Use an outlet that is not controlled by a switch.) Now you're ready to record your automatic greeting (announcement).



# 2 Prepare Your Recorded Greeting

Take some time to carefully consider the content of the recorded announcement which will greet your callers. Remember that the callers will get an impression of you, or your company, from what they hear. It's a good idea to write out what you want to say, and practice a few times, before you attempt to record it on the 18-second announcement tape.

## Get Ready

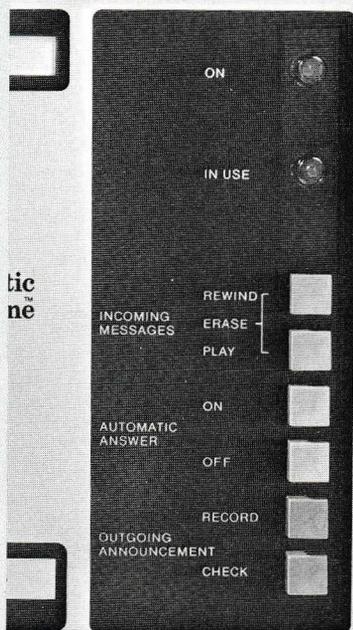
First, pick up the handset and hold the mouthpiece about three inches from your mouth. Press the RECORD button and hold it down.

## Speak Clearly

Speak in a strong, pleasant voice for 15 to 18 seconds, until the IN USE lamp goes out, and release the RECORD button.

## Check the Greeting

To check what you have just recorded, listen in the handset and momentarily press the CHECK button. You will hear your recorded greeting. The caller will hear a "beep" tone at the end of the announcement, but you will not hear it when you check the recording. If you wish to do it over or change the recorded greeting, just start again at A. Recording a new announcement will erase the old one. Be sure to let the announcement tape run its full 18-second cycle (the IN USE lamp will go out) before attempting to start over to ensure complete erasure of the previously recorded greeting. For sample announcements and more suggestions on preparing your greeting, see page 9.



# 3 Record and Play Back Your Messages

Now that the connections are made and the greeting is recorded, you are ready to have The AutoMatic TelePhone answer your calls.

## Set It Up

**A**

Press the REWIND button to run the MINUTES indicator to zero, if it is not already there. Arrange to have someone call you and leave a message. (If you use the unit to dial out for assistance, the OFF button must be pressed.) When the arrangement is made, press the ON button (be sure the ON lamp glows) and wait for the call.

**B**

## The Call is Answered

When The AutoMatic TelePhone answers the call, the IN USE lamp will come on, indicating that the call is being answered. Pick up the handset and monitor the recorded greeting going out, and the caller leaving the message. (The caller will not be able to hear you.)

**C**

## Play Back the Message

After the message has been recorded and the caller hangs up, The AutoMatic TelePhone will hang up automatically. The ON lamp should be blinking, indicating that a message has been recorded. Press the REWIND button until the MINUTES indicator reaches zero and the IN USE lamp goes out. Press the PLAY button and listen to the message in the handset. (Do not leave the PLAY button engaged after you are through, or the tape will continue to run all the way to the end.)

If you wish to interrupt the automatic answer cycle at any time, simply pick up the handset and press the OFF button. You can speak directly to the caller on the handset of units with telephone dials, but on units without dials you must use an extension telephone. If you do break in, remember to press the ON button again to return the unit to the automatic answer mode.

You may rewind all or portions of the message tape to listen to any message any number of times. You may also erase all the messages by starting at the end of the messages and holding down both the REWIND and PLAY buttons at the same time until the MINUTES indicator reaches zero and the IN USE lamp goes out. NOTE: If the message tape is full (20 minutes of messages) the unit will not answer and must be rewound before the automatic answer feature can be used.

# Check Your Messages From Anywhere In the World

If your model has the Remote Access Option, you can call in from anywhere in the world to hear your messages. From any telephone, you can command The AutoMatic TelePhone to rewind the tape, play your messages back to you, and/or erase the messages and leave a full 20 minutes of message capacity.

## Play Back Messages

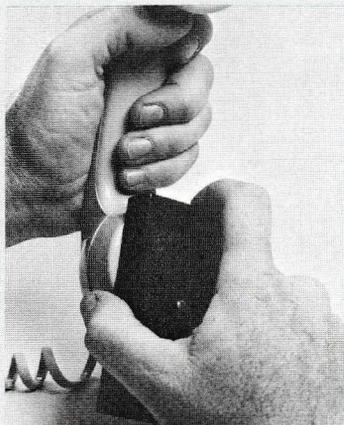
First call in. When the unit answers and plays your recorded greeting, wait for the "beep" tone and leave yourself a marker message. Something like, "This is John Smith, and this call marks the end of my messages as of 1:30 p.m., June 18." Place the Pocket Coder against the mouthpiece of the telephone handset as shown, and press the MESSAGE button on the coder for at least three seconds. If you listen in the handset, you will hear the tape rewind and your messages will be played back to you.

## Reset The AutoMatic TelePhone

After you have heard all your messages and your marker message, you can leave the messages on the tape by just hanging up. Any other new messages will be recorded after the old ones. If you want to erase the messages, proceed as follows.

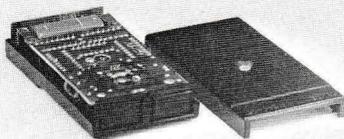
## Erase the Old Messages

If you wish to erase all the messages and leave the unit with a full 20 minutes of message capacity, wait until you hear the sound of the Pocket Coder at the end of your marker message. Place the Pocket Coder against the mouthpiece of the telephone handset and press the ERASE button. The AutoMatic TelePhone will then hang up, rewind, and erase the message tape.



The units will not respond to an erase command until all the messages have been played back and you hear the sound of the Pocket Coder at the end of your marker message. This prevents accidental erase before you hear your messages.

If the tones from the Pocket Coder begin to grow faint after a period of time, the signals may not work properly. It's time then to replace the battery in the coder. Just open the coder by removing the single screw, take out the old battery, and replace it with a 15-volt electronic battery (available at most camera or electronic stores). Pay attention to the + and - polarity marks. (See page 15 for clip-out instructions.)



# Helpful Hints

## **Recording the Greeting**

Bear in mind that the callers will get their impression of you, or your company, from what they hear. It is important, that your announcement be easily understood, friendly, and cheerful. Try to put a "smile" in your voice. Don't be discouraged if you are not satisfied with your recorded greeting the first time. We have provided some sample greetings which may help you.

## **Sample Residential Announcements**

"Hello. This is the (family name) home. Even though we're busy now, we can still stay in touch thanks to The AutoMatic TelePhone. After the tone, everything you say will be recorded. We will then listen to your message as soon as possible and call you back if you request. Here is your tone."

"Hello. I'm the newest member of the (your family name) family, and I'm on duty day or night to answer your call. But I can't keep secrets, and I'll tell the folks whatever you tell me, exactly the way you said it. Take all the time you want to leave your message when you hear the tone. Have a nice day!"

## **Sample Business Announcements**

"(Your company name). Thank you for calling. We can't handle your call personally right now, but if you would like to leave a message on The AutoMatic TelePhone, you won't have to call back. Take as much time as you need, telling us your name, phone number and time you called when you hear the tone. Thank you."

# Helpful Hints

“Thank you for calling The AutoMatic TelePhone order desk of (your company name). When you hear the tone, please leave your company name, shipping and billing information, purchase order number, and the part numbers and quantities of the items you desire. Take as much time as you need. Thank you.”

There are many uses to which you can put The AutoMatic TelePhone. It can be used in the personnel department to make sure you don't miss any calls from job seekers, or it can answer all your calls during lunch hour when everybody is out, or it can take the pressure off when the phones are driving you crazy during a busy day. At home it will take your calls when you are in the shower or away from the house for awhile.

## **Remote Access Applications**

Message Central---With more than one Pocket Coder, Remote Access units may be used as a message central for a field sales team or traveling representatives. Each can use the Pocket Coders to call in and listen to any messages on the tape, as well as leaving a message of their own. Extra Pocket Coders are available from the Telephone Company.

## **Answer Only...No Messages**

The AutoMatic TelePhone can be used as an answer-only device, if you don't want to take messages. Simply record the greeting to state that the caller should call back another time, or call a different number. Don't tell the caller to leave a message.

## **Sample Answer-Only Announcement**

“Hello, this is (your name, or company name). Your call is being answered by The AutoMatic TelePhone. If this is an emergency, call (telephone number where you can be reached). We can't take your call right now, but if you call us between 8 a.m. and 5 p.m. Monday through Friday, a real person will be able to help you. Thank you for calling.”

You cannot prevent someone from leaving a message, so it's a good idea to check periodically to see if there are any messages on the tape.

# If You Have Any Problems...

If you have any problems installing or operating The AutoMatic TelePhone, first look through the following list of possible solutions. If you are still unable to solve your problem, call your local Telephone Company.

## **No Power**

If there is no power indication (ON lamp should glow) when you press the ON button, check to see if the AC power transformer is plugged in at both the wall outlet and the back of The AutoMatic TelePhone. Check to see if you have used a wall outlet which is controlled by a switch. If so, the switch will have to be left on all the time, or the answering machine will not work.

## **Greeting Chopped Off**

If you find that your announcement is incomplete or portions of it are chopped off, try again to record your greeting, paying close attention to holding down the RECORD button. The unit will record only while the RECORD button is held down, and will record for only 18 seconds. Try to make your recorded greeting as close to 18 seconds as possible without going over, holding down the RECORD button until the IN USE lamp goes out to ensure total erasure of any previous greeting.

## **Unit Won't Answer**

If The AutoMatic TelePhone continues to ring and fails to answer at all, you may not have pressed the ON button, the Rings Adjustment may be improperly set (refer to page 12), or the message tape may be full or run out to the end. The unit will not answer if the message tape is full, or if the PLAY button has been left engaged so the tape has run out. It must be rewound before it will answer.

If the unit will not ring, even though you are sure someone has tried to call, check the telephone line cord connection at both ends.

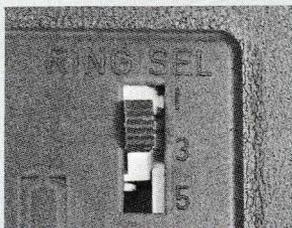
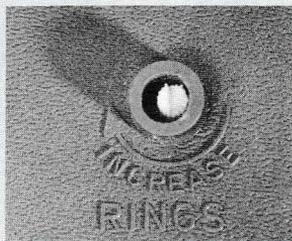
When using units equipped with dials as regular telephones, the OFF button must be engaged. The unit will continue to ring and can't be used to answer a call if none of the function buttons are engaged.

# If You Have Any Problems...

## Rings Adjustment

The AutoMatic TelePhone has been set at the factory to answer after one ring, but you may choose to set it for more.

Some models have a screwdriver adjustment marked RINGS on the bottom of the base. To increase the number of rings, turn the adjustment clockwise until it answers after the desired number of rings (up to three). BE CAREFUL not to turn the adjustment too far, OR THE UNIT MAY NOT ANSWER AT ALL. Some trial and error may be required to set it just right.



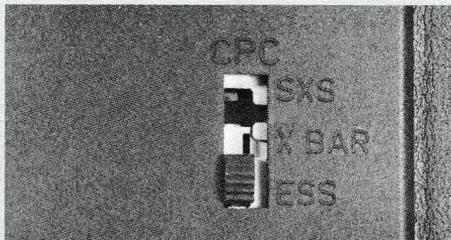
Some models have a three-position switch marked RING SEL on the bottom of the base. This switch may be set for one, three or five rings.

Using this adjustment, you can give yourself plenty of time to answer yourself, or allow the unit to answer automatically after the selected number of rings.

## Long Periods of Tone or Silence

It is normal to hear short periods of tones or silence between messages left on the tape, but if you find that several minutes of tones or silence are recorded, the CPC switch may not be set properly.

On the bottom of the base of most units you will find the CPC switch marked with three positions: SXS, X-Bar, and ESS. For most customers, the unit will work best with this switch set to the ESS position. If the



recording of tones or silence becomes a problem, move the switch to the SXS position, otherwise leave it set to ESS.

(If you believe your unit needs this adjustment and it does not have a CPC switch, contact your local Telephone Company.)

### Front End of Messages Chopped Off

If the first few words of your callers' messages are being chopped off, the callers may be starting to speak before the "beep" tone. It could be that you have left too long a gap between the end of your recorded greeting and the end of the 18-second announcement cycle. Check your greeting to be sure that it is recorded for at least 15 seconds, but no more than 18 seconds.

### Remote Access Not Functioning

If the unit fails to respond to commands from the Pocket Coder, make sure that you are following the procedure correctly. (Refer to page 8.) Transmit the MESSAGE command only after you hear the "beep" tone at the end of the recorded greeting, and transmit the ERASE command only after hearing the sound of the MESSAGE command at the end of your marker message.

Make sure that the commands are sent with the Pocket Coder held snugly against the mouthpiece of the telephone handset. If it still fails to respond after you have double checked the procedure, try changing the battery. (See page 8.)



The Pocket Coder is designed to work only with the unit for which it was programmed. Check the number stamped on the metal plate on the end of the Pocket Coder and ensure that it matches the PC number stamped on the bottom of the base of The AutoMatic TelePhone.

### Busy Signal

If a busy signal is heard by callers, the unit could be in use, or the handset may be off the hook. The AutoMatic TelePhone will give a busy signal if it is being used as a telephone or if it is answering another call automatically.

## Care and Cleaning

The AutoMatic TelePhone has been designed to give reliable service when used according to these instructions. Remember, it is a sophisticated electro-mechanical device and is not designed to withstand continued abuse. It's a good idea to keep it away from dusty and dirty environments, and avoid extremely cold or hot temperatures. The only maintenance which should be performed by the user, without telephone company assistance, is battery replacement in the Pocket Coder of the Remote Access Option units, and exterior cleaning of the unit. As required, the exterior surfaces may be cleaned using only a soft cloth dampened with a mild detergent solution. Use no abrasive cleaners, such as kitchen cleansers, because they will scratch the finish. Use caution when cleaning, and do not allow liquids to drip into the interior of the unit.

## Nuisance Calls

You may find that some callers do not leave messages, or "comedians" will leave messages which are irrelevant or just a nuisance. This is normal, particularly at first. But you will find that most callers will appreciate being able to leave messages when they otherwise may have missed you. Correct and careful recording of your automatic greeting (announcement) will minimize this problem.



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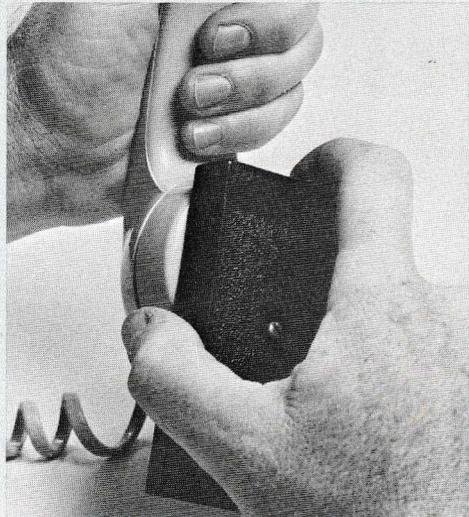
# Handy Clip-Out Remote Access Instructions

## **Play Back Messages**

First call in. When the unit answers and plays your recorded greeting, wait for the “beep” tone and leave yourself a marker message. Something like, “This is John Smith, and this call marks the end of my messages as of 1:30 p.m., June 18.” Place the Pocket Coder against the mouthpiece of the telephone handset as shown, and press the MESSAGE button on the coder for at least three seconds. If you listen in the handset, you will hear the tape rewind and your messages will be played back to you.

## **Reset The AutoMatic TelePhone**

After you have heard all your messages and your marker message, you can leave the messages on the tape by just hanging up. Any other new messages will be recorded after the old ones. If you want to erase the messages, proceed as follows.



## **Erase the Old Messages**

If you wish to erase all the messages and leave the unit with a full 20 minutes of message capacity, wait until you hear the sound of the Pocket Coder at the end of your marker message. Place the Pocket Coder against the mouthpiece of the telephone handset and press the ERASE button. The AutoMatic TelePhone will then hang up, rewind, and erase the message tape.



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# The AutoMatic TelePhone™ Operating Guide

## ON

- When lit, unit is in automatic answer mode
- When blinking:  
Recorded incoming messages  
are waiting for review

## IN USE

- Lights when any function  
is being performed

## \*REWIND

- To partially or completely  
rewind recorded incoming  
messages

## \*PLAY

- To review recorded incoming  
messages through handset

## ON

- To automatically answer  
incoming calls

## OFF

- To answer calls manually
  - To intercept a call
- To use as a normal telephone  
(integrated version only)

## RECORD

- To record 18 second outgoing  
announcement through handset.  
(Button must be depressed  
for full 18 seconds)

## CHECK

- To review recorded outgoing  
announcement through handset  
(See *Helpful Hints* for  
sample announcements)

## MINUTES (AT LEFT)

- Indicates cumulative total minutes of recorded  
incoming messages (previous 30 min.)

FUNCTION LIGHTS

BASE

FUNCTION BUTTONS

LENS U.S.A.