Synectic

CALL PRO TROUBLE SHOOTING GUIDE

Q. **The unit does not answer the call OR it answers after 2 or 3 times the programmed number of rings.**

A. Check the cables and the extension for proper functioning.

Connect a regular phone instrument in parallel across the unit and check whether the phone rings when a call is made to that extension. If the phone rings intermittently, then the unit will not be able to count the rings properly.

Reduce the number-of-rings-to-pickup to the minimum and try again.

Observe whether the Power lamp on the unit becomes steady when you call in to Port 1 of the unit. If it continues to flash, it could mean a bad cable or a bad connector on the wall socket.

If the Power lamp becomes steady, but the unit does not pick up the call, this could again be due to a bad connector or a bad cable.

Some PBX's may have a non standard ring pattern. In such cases, the total number of ring pulses received by the unit will be less than what the unit is programmed for. The only solution is to change the PBX's ring pattern or reduce the number-of-rings-to-pickup.

Q. **The unit answers the call in fewer rings than what it is programmed for.**

A. Some PBX's with a non-standard ring pattern may generate more pulses per ring than what the unit is programmed for. The only solution is to change the PBX's ring pattern or increase the number-of-rings-to-pickup.

Q. **The unit answers the call, but the first word of the Main greeting is lost.**

A. Increase the Off hook-to-message delay as in program # 503

Q. **The unit does not stop playing the DAY greeting even when the digits are dialed, but accepts the digits when dialed after the DAY greeting has finished playing.**

A. The audio output level of the DAY greeting is very high and it is drowning out the digits that are being input. Reduce the output level or re-record the DAY greeting with a lower volume level.

Q. **The unit accepts the digits dialed for transferring a call but after the hook flash, the caller can hear the digits being dialed out by the unit.**

A. The Hook flash duration is too short. Increase the value in program # 501.

Q.   **The unit hook flashes properly and dials out, but the PBX does not transfer the call.**

A.   Most PBX's need a delay of about 1-second after a hook flash, before the digits are accepted for transferring a call. Increase the delay-after-flash value under program # 502.

Q.   **Even after all the above have been taken care of, the unit does not transfer the call.**

A.   The extension to which the unit is connected may not be enabled for hook flash and transfer. Try to manually hook flash and transfer on a parallel instrument. Enable the hook flash and transfer for the extension on the PBX.

Make sure that the class-of-service options for the analog extensions configured for the unit are programmed to allow hook-flash and transfer a call. To test this, first program the PBX system to route incoming calls to the ports to which the unit is currently connected to. Then, disconnect the **CALL PRO** from these ports and in its place, connect a standard telephone instrument to one of these extensions. Use an outside phone line from another extension or use your cell phone to make a test call into the PBX system. This call should ring the phone instrument you have now connected in place of the unit. Answer the call and try to transfer it to an extension by hook flashing manually. If this test transfer works, then the **CALL PRO** can also work properly on this port. If the test transfer does not work, try changing the class-of-service settings for this port to enable hook-flash and transferring of both internal and external calls to extensions and to the receptionist. Once the port is working with the test phone, repeat this test for all the *Auto Attendant* extensions.

Q.   **The Main greeting stops halfway through and the call is transferred to the Operator even though no digits were dialed.**

A.   The main greeting that is recorded may sound like a touch-tone digit to the **CALL PRO**, causing the call to be transferred. If a single digit dialing plan is programmed for this spurious digit, the call is transferred to the appropriate department; if not, the caller is transferred to the operator.

Reduce the audio output level and try.

Re-record the message, preferably with another voice to eliminate the spurious tone detection.

Q.   **The unit does not accept any digits dialed by the caller and after the end of the greeting, the call gets disconnected.**

A.   Make sure that the announcer mode of operation is not enabled in program # 519.

Q.   **If you dial an extension number while the Main Greeting is playing, the call gets disconnected without being transferred.**

A.   If the touch-tone digits are heard before the call is disconnected, then the hook-flash duration setting may be too short for the PBX system. If no touch-tone

digits are heard, the hook-flash duration setting may be too long. If the hook-flash duration is incorrect, change the setting as per program # 501.

Make sure the unit has been programmed to dial any prefix digits that are needed in front of the extension numbers while transferring calls. Configure the transfer strings properly as per Program #512 and #513.

Q.   After a call is transferred, there is a delay before the called party is connected to the caller.

A.   This is normal while the unit is in supervisory mode of call transfer as the unit needs some time to detect the voice of the called party. This problem can be overcome by lifting the hand set and saying "hello". Or program the unit for blind mode of call transfer and enable In-band DTMF integration on the PBX.

Q.   The caller dials a single digit as per the greeting but is not transferred to an extension.

A.   Make sure that single digit dialing for that digit has been programmed correctly in program # 103.

Q.   A call is transferred to an extension, but that extension rings briefly and the call is taken back with a prompt saying, "I am sorry there is no answer from that extension".

A.   Set the Number of rings for no answer to a higher number of rings in program # 111.

Q.   The unit is not able to correctly perform the NO-ANSWER check in fully supervised mode.

A.   This may be because of a non-standard ring-back cadence or the presence of some spurious pulses in the ring-back tones. Refer the problem to the dealer or the manufacturer of the PBX about this problem.

Q.   The Main greeting / Audiotext message is played back at a very low volume.

A.   Increase the volume level by turning the volume control knob provided on front panel. If it is still too low, re-record the greeting / message after increasing the output level of the audio file or use a different phone instrument to record the message.

Q.   A call is transferred to an extension; the extension rings for some time and immediately transfers the call to another extension/console without prompting the status.

A.   Most of the PBX systems have a forward on busy / no answer feature. In this case, the PBX system would forward unanswered/busy calls to the console or to the extension programmed into the PBX system. Check the PBX system programming to modify this setting.

Q.   Callers complain that when they dial an extension number the unit prompts "This entry is Invalid".

A. Make sure that the leading digit of the extension number dialed by the caller is not present in the list of invalid leading digits in program # 106 or that the extension is not a part of the Invalid list of extensions.

Q. **Callers complain that their call disconnects or transfers to the operator without playing the main greeting.**

A. This may be because the telephone service provider has enabled the CLI (Calling Line Identifier) or DNIS (Dialed Number Identification Service) which appear as a string of touch-tone digits to the unit when the unit answers the call. The unit treats this string as digits dialed by the caller and since they are invalid, the call will be disconnected or transferred to the operator. Increase the number-of-rings-to-pick-up from 1 to 2 in program # 101.

Q. **CALL PRO holds up a phone line for a long time without transferring the call.**

If a proper Operator extension is not programmed in the **CALL PRO** or the PBX, the unit will not be able to transfer the call at the end of the Main greeting when the caller does not dial any digits (e.g., if the callers are calling from a pulse phone). Hence, these callers may be kept on the line for a long time as the PBX rings back the unit and they hear the Main greeting repeatedly. Verify that a main Operator has been programmed in program # 104. If the PBX system does not keep calls on hold for the main Operator when the operator extension is busy, you may Program operator transfer type as fully supervised mode with a maximum of four operators in program # 104.

Q. **Calls are transferred to the Operator even though the caller has hung up.**

A. The **CALL PRO** has the ability to detect the disconnect tone given by the service provider or the dial tone or the busy tone. This detection starts immediately after the greeting is over and if the **CALL PRO** detects any of the disconnect tones, the call is disconnected without transferring a blank call to the operator. To enable this option, refer to program # 113.

Q. **The main greeting is played more than once in a loop.**

A. On most PBX systems, if an extension is busy or does not answer a transferred call, the call is automatically returned to the extension that originated the call transfer. In this case, calls will be transferred back to the **CALL PRO** if they are not answered by the appropriate extension. When the call is transferred back to the **CALL PRO**, it treats this call as a new call and plays the main greeting to the caller. The PBX system must be programmed to transfer such calls to the Operator and not to the **CALL PRO**.

If this cannot be done, increase the PBX system's extension transfer recall timer so that it is longer than the number of rings the **CALL PRO** is set to supervise for no answer in program # 111.

Program the PBX to operate in the "Integrated In-band string signaling mode" where all calls are transferred in the Blind mode of transfer and the PBX sends the appropriate string to the unit when a call is recalled from a Busy or No answer extension.

Q. **Quite a few callers complain that their call gets disconnected and they cannot get through to the operator.**

This is mostly because they are calling from rotary phones or from pulse instruments and when they dial a digit during the main greeting, the telephone exchange may be disconnecting them. The only solution here is to educate the

callers to press the * or the TONE button on their instrument and then dial the desired extension number.

If a large percentage of your callers are calling from pulse or rotary phones, you may enable the Pilot Greeting option under the Single Language Greeting set up, so that these callers are transferred to the Operator with the least amount of delay. However, ensure that the Pilot Greeting is recorded appropriately.

Q. **All callers hear a silence for about 3 seconds and are transferred to the Operator if they do not dial any digits and if they dial a digit, the Main Greeting starts playing.**

A. If the Pilot Greeting option is enabled under the Single Language Greeting set up and if the Pilot Greeting is not recorded, the **CALL PRO** is programmed to wait for 3 seconds for the callers to dial a digit. Record the Pilot Greeting appropriately.

F.A.Q'S ON FEATURES

Can the unit be programmed for the In-band string detection that is provided by the PBX system?

Yes the unit can be programmed for the In-band string detection, the unit can be programmed for identification of strings like busy, No-answer, end of the call etc.

How can I utilize the dual language option in the system?

The unit can be programmed for one primary and one secondary language. You may select the language in program # 120 depending upon the usage.

If you want the caller to decide on the language selection, record the pilot greeting with prompt being "To continue in Primary language press 1 or press 2 for secondary language" as in program #122 and enable the pilot greeting as in program # 121

Our company has a weekend and weekly holiday on Saturday and Sunday and we are closed on 1st of January and 25th of December. How can I make the unit to greet the holiday greeting on these days?

The unit has an RTC (real time clock). Ensure that the time is set properly as per program # 114 (refer the manual for the format) and program the holiday entry as in program # 123 as 123 0006*0007*0101*1225# (16 entries can be made separated by a *and terminated by a #) and record the holiday prompt as in program # 125 wherein the holiday greeting will be played Saturday and Sunday of every week and 1st of January and 25th of December every year.

I have an older PBX system which has no DTMF dialing wherein all my extensions are programmed for pulse transfers. Can the unit be integrated with this type of PBX system?

Yes the unit is compatible to those systems where extensions cannot be programmed for DTMF dialing. The unit accepts the DTMF digits from the caller and transfers the call in pulse dialing to enable pulse dialing refer program # 506