

Quick Programming Guide for SMART Telephones

The Titan Auto Dialler, Help Point and VR Telephones can be programmed remotely using a tone dialling (DTMF) telephone. The procedure is as follows:

- 1) Lift the handset of the tone dialling telephone.
- 2) Dial the number of the telephone to be programmed.
- 3) Listen for the ringing tone in the handset earpiece.
- 4) After 4-5 rings a beep will be heard, immediately after the beep press the star key three times. Note the number of rings before the beep is heard is user configurable, this may be set between 0 and 15 rings before the beep is sent.
- 5) The SMART telephone should now stop ringing. Pause for 3 seconds.
- 6) Enter the factory preset PIN Number (**0000). Pause for 3 seconds.
- 7) To program Memory 1, Press *101 followed by your required number for the first Memory Button then hash (#) to complete. The smart phone should confirm acceptance with a 'beep'.
- 8) For Memory 2 follow the same procedure, but this time begin with *102, followed by your required number for the second Memory Button then hash (#) to complete. Wait for the confirmation tone.
- 9) Continue this procedure for all remaining Memory buttons, as required.
- 10) When programming is complete, Press *99 to activate remote 'Hang-up' function.

Example:

Programming requirement	Command Digits
Program Memory 2 with 01234 567890	*102 01234567890#

Trouble Shooting

The SMART Telephone should only return a 'beep' after a Programming command has been sent. If the SMART phone 'beeps' *during* Command entry, then you should try the following:

- 1) Problems may occur when the SMART phone is unable to distinguish between the different command strings and that's why it's important to pause after the initial entry of the '****' command. Also make sure that you are leaving a three-second gap after entering the default PIN code. If this is not the case, then you should begin the above programming procedure again. (Starting at 5)
- 2) Has the default PIN code already been changed by another user? Check your own records and enter the correct PIN code as necessary. Note that this problem can only occur if you are carrying out a re-programming exercise. Telephones always leave the factory with the value **0000 set as default.
- 3) After entering the PIN code you can check that it has been received and understood by the SMART Telephone –Wait three seconds and enter the command *20. If all is ok then you will here a string of DTMF tones in the handset earpiece of your tone dialling phone. You can now assume that it's ok to continue with your required programming (Starting at 8)