Tel-Lynx[TM] *Connexion Digital Telephone Assistant*
User's Guide
June 6, 2013

❖ *Introduction*

The *Tel-Lynx*™ *Connexion* (*TLC*) coordinates, simplifies, and screens phone calls in your home and home office using patent pending processes and techniques. By connecting your home telephones, laptops, PCs, and tablets to your mobile phones, landline[1], and Skype™, *TLC* provides you the freedom to handle all your calls and text messages throughout your home. *TLC* allows up to four independent, simultaneous calls with your two mobile phones, landline, and Skype™.

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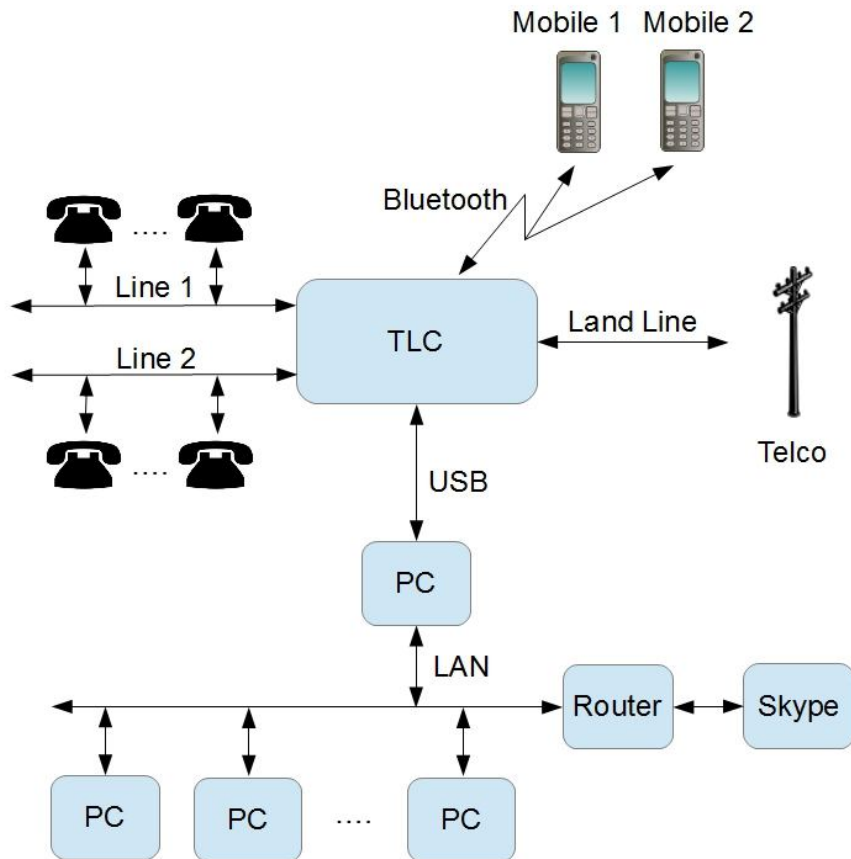
[1] A landline could be a traditional copper wire, VoIP (provided by your cable company, Ooma, Vonage, etc.), or wireless home service (Straight Talk Home, Verizon's Home Phone Connect, AT&T's Wireless Home Phone Service, etc.). Anything you can plug a traditional telephone into is compatible with TLC's landline port. **TLC requires only one service which could be either a mobile phone, a landline, or Skype.**

TLC's phone book can be synchronized with your smart phones, making it easy for you to keep track of all your contacts. And *TLC* provides an intuitive, easy to use dial by name feature that can be used from any push button or rotary dial telephone. *TLC* also provides redial, call back, and speed dialing. And when you're away from home, *TLC* can automatically transfer incoming Skype™ and landline[2] calls to your mobile phone.

As your personal assistant, *TLC* uses its phone book to screen your incoming calls so you don't have to. New callers go through a one time qualification process while the people in your phone book get through instantly and unwanted robocalling machines get blocked. When your phone does ring, distinctive ringing will let you know who the call is for. No more guessing as to who should answer the phone!

When you answer your phone, *TLC* will announce the call. You can then take the call, send it to voice mail, or block the caller. You can listen in while a caller leaves a message or change your mind and take the call. And you can do all this from any telephone, PC, laptop, or tablet in your home[3].

You can also send and receive mobile phone text messages[4] using your home telephones[5], PC, laptop, or tablet. With *TLC* you can leave your mobile phone on its charger and never miss a call or text again.

You can set up *TLC* so that your phone only rings for the calls you want and only when you want them. You can set regular do-not-disturb periods your workday, sleep, and awake hours for workday contacts, regular contacts, and super contacts, and you can override the schedule with a temporary do-not-disturb period. *TLC* always allows urgent calls from your inner circle to get through at any time.

TLC supports seven users plus a general user called *anyone*. Each user is assigned a mailbox and can be assigned one of nine ring patterns. *TLC* can be set up to detect three different incoming ring patterns on the landline and can automatically select each pattern's assigned user to receive a call.

When used with a PC, *TLC* provides you the ability to record a telephone conversation. *Note: In some states, recording telephone conversations may be illegal without the permission of all parties to the conversation. Know the legal requirements for recording a telephone conversation before using this feature.*

TLC keeps track of your calls in a call log. The log includes the phone number, time, date, and length of the call as well as the line used to make or receive the call. This log can be downloaded by the TLC software running on an attached PC.

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[2] Forwarding on your landline requires 3-way calling service.
[3] Windows XP, Vista, Win7, and Win 8 PC, Laptops, and Tablets supported.
[4] Text messaging through Android smart phones supported using an Android app.
[5] You can use telephones to read messages to you when *TLC* is attached to a PC.

TLC is easy to use and easy to set up with expandable cordless phone sets and home networks. And because *TLC* is not associated with any particular mobile or landline phone service, you are free to keep, get rid of, or change those services and you won't have to learn a new system. Best of all, there are no additional monthly fees for using *TLC*.

With *TLC*, you get "the calls you want, when you want them."

This manual explains how to set up and maintain *TLC* using your home telephones, or alternatively using an app on your laptops, PCs, and tablets. This makes *TLC* set up and maintenance a breeze!

At www.Tel-Lynx.com, you'll find answers to frequently asked questions, a Q&A forum, downloadable updates, and video tutorials that describe how to install and use *TLC*.

☞ *Requirements and Compatibility*

TLC is compatible with push button and rotary dial phones. *TLC* can also be connected to a PC running Windows XP Service pack?, Vista, Windows 7 or Windows 8 to provide home network and Skype™ connectivity. ????

❖ *Definitions*

Caller ID is a system that sends a caller's telephone number and optionally their name before or while ringing a phone line.

To *double flash* means to depress the telephone switch hook for about one-half second, then release, then immediately depress the switch hook again for one half second.

DTMF stands for dual-tone multi-frequency signaling. Push-button telephones (sometimes referred to as touch-tone phones) use DTMF signaling to dial telephone numbers. This differs from rotary dial telephones, which use pulse dialing. Push-button telephones slowly replaced rotary dial telephones between the mid 1960s and 1990.

To *flash* means to depress the telephone switch hook for about one-half second then wait for *TLC* to indicate what to do next.

An *inside line* is an independent communication path or line between the *Tel-Lynx* system and either a telephone or a USB headset connected to a PC. Inside lines are identified as inside line 1, 2, 3, or 4. Telephones are connected to lines 1 and 2, and lines 3 and 4 are for PC audio devices.

A land line is a wired voice communication line that has a unique phone number assigned by a Telco or VoIP service provider. *Tel-Lynx* connects to a landline with a modular telephone cable.

A *mobile phone* transmits and receives over-the-air and is not restricted to operating in and around your home. Mobile phones are assigned a unique telephone number by the wireless carrier that provides the mobile phone service. *Tel-Lynx* connects to mobile phones using Bluetooth.

A *modular telephone cable* connects a telephone to *Tel-Lynx*, and also connects *Tel-Lynx* to a Telco landline or to a VoIP provider's Internet gateway using either the RJ-11 or RJ-14 Telco standard. The cable has either one pair of wires (RJ-11) for a single-line telephone or two pair (RJ-14) for a two-line telephone.

A *new call* has no record in the *Tel-Lynx* phone book. It is either a number that you have called or a call has come in from this number, and it is in the new call list. Names in the new call list can be added to the phone book, and may eventually drop off the list if not added to the phone book.

An *outside line* is a communication path or line to a service provider such as a Telco/VoIP provider, mobile phone service provider, or Skype™. Outside lines are assigned a unique identifying telephone number by their respective service provider. In the US and its territories, Canada, Bermuda, and many of the Caribbean Islands this number is assigned according to the North American Number Plan (NANP). It is 11 digits long and always begins with a one.

A _service provider_ is a Telco, VoIP company, wireless carrier, or Skype™.

Skype is a PC-based VoIP service. _Tel-Lynx_ connects with Skype over a USB cable. Skype is a trademark of Skype. Skype can be used for computer to computer communication using Skype names. You can also set up Skype with a telephone number so that you can place and receive calls to and from other telephone numbers.

A switch hook is used to switch the telephone between an idle, on-hook condition which allows the phone to ring, and an active, off-hook condition which allows you to place or answer a call. Most rotary dial phones have a handset (with a microphone and speaker) that depresses the switch hook when the phone is idle. The switch hook is hidden on cordless phones and is activated by a button or buttons near the keypad.

A _Telco_ is a telephone company (such as AT&T) that provides voice communication service over a land-based wire to one or more telephones.

A t_elephone_ transmits and receives voice communication over a land-based wire (landline). It has either a push-button keypad or a rotary dial. It may be cordless, but it always connects to a land-based wire in your home, as opposed to a mobile phone which communicates strictly over-the-air. _Tel-Lynx_ provides full support for rotary dial telephones.

An _unknown caller_ has no record in the _Tel-Lynx_ phone book or new call list. Either the caller has never called in and you have never called the number or the caller's record may have been deleted.

VoIP or _Voice over IP_ is Voice over Internet Protocol service, provided by cable companies or by companies such as Skype, Vonage, Ooma, and others. _Tel-Lynx_ will interface with VoIP services other than Skype via that company's VoIP gateway box, connected to _Tel-Lynx_'s landline port.

A _wireless carrier_ is a company such as AT&T, T-Mobile, Sprint, Verizon, or others that provide phone service to mobile phones. It may be referred to as a mobile or cell phone service provider. Some wireless carriers provide a wireless home phone service that can be interfaced to TLC's landline port.

❖ *Using the Tel-Lynx Connexion with Telephones*

TLC acts as a sentry situated between your telephones and your phone services (mobile phones, Skype and landline). *TLC* can perform many powerful functions while it unifies and standardizes your use of your phone services and protects you from unwanted calls. *TLC* provides this functionality seamlessly, without changing the basic way you use your telephones.

The two basic modes of operation are the call mode and the menu mode. The **call mode** is used in the traditional way to place and receive calls, but with the addition of a digital assistant to guide you when appropriate.

The **menu mode** is used to access *TLC*'s features, such as do not disturb, timers, voice mail, call conferencing, and phone book management. To enter the menu mode, flash the switch hook at the dial tone or during a call. If your telephone allows you to program its flash timing, you should set it as close to 500 to 600 milliseconds (.5 to .6 seconds) as possible.

TLC guides you through its menus using voice prompts. Although it's not necessary to know how to navigate the menu system before using it, it's a good idea to read this manual to get acquainted with *TLC*'s many features.

Note: If you press a key, dial a digit, or flash the switch hook while *TLC* is speaking, *TLC* will stop speaking and instantly respond. You do not have to wait for *TLC* to stop speaking before taking any action.

☞ *Touch Tone Telephones*

You control and respond to *TLC* using the telephone's push-button keypad and switch hook, and you listen to *TLC's* responses and prompts over the telephone's earpiece.

A typical modern push-button telephone keypad is laid out as follows:

```
   1      ABC 2   DEF 3
GHI 4   JKL 5   MNO 6
PQRS 7  TUV 8   WXYZ 9
   *    OPER 0      #
```
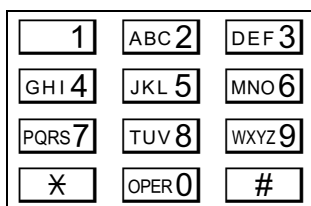
Each key has either a number, a number with letters, or a symbol.

The letters are used to enter names when using the *TLC* phone book. Note these additional designations:

Use the ☐1 key for ampersand (&), at (@), dash (-), apostrophe ('), and 1. Use the ☐OPER0 key to designate a space and the number zero.

Note: The 1 key is used like this: ☐&@-'1 and the 0 key is used like this: ☐␣0. In other words, the 0 key is used as a space when entering names.

If you're using an old telephone keypad or a dial phone, you'll notice that the Q and the Z are missing, so you'll have to remember their positions. Here's the button for Q: ☐PQRS7 and Z: ☐WXYZ9.

Note: Cordless phones do not have a visible switch hook. However, they will have a button near the keypad called *flash* that is used to flash the internal switch hook in their base station. Use this button whenever this manual calls for you to flash the switch hook.

☞ *Rotary Dial Telephones*

TLC allows rotary dial users to easily navigate *TLC's* menus and to dial by name. You can also navigate telephone trees that require touch tones while on a call. *TLC*'s menus and dial by name feature make use of the touch tone ☐✳ and ☐# keys. *TLC* uses the switch hook in a special way to provide the equivalent of these keys when rotary dialing.

➢ *When on a Call*

To navigate phone trees, *TLC* will generate touch tone signals that correspond to any digits you dial on a rotary phone. To generate a touch-tone ☐✳, flash the switch hook and then dial 1. To generate a touch-tone ☐#, flash the switch hook and then dial 2. To enter *TLC*'s on a call menu, flash the switch hook and then dial 3.

Note: *TLC* always audibly reminds you of your options after you flash the switch hook when you are on a call.

➢ *When in a TLC Menu*

Flash the switch hook once to enter a ☐✳ or **double flash** to enter a ☐#.

Flash: To enter a ☐✳, depress the switch hook for 1/2 second. You will hear a beep confirming that a ☐✳ has been entered.

Double Flash: To enter a ☐#, depress the switch hook for 1/2 second, then immediately depress the switch again for 1/2 second, then you will hear two beeps.

➢ *When Dialing*

After dialing at least one digit, *flash* the switch hook to enter a ☐✻☐. You will hear one beep. **Double flash** to enter a ☐#☐. You will hear two beeps. See Dial by Name and Phone Number Type and Dial using the Last Four Digits of a Contact's Phone Number for more information on using ☐✻☐ and ☐#☐ while dialing.

To enter a ☐✻☐ at the dial tone (before dialing any digits), dial 0, then immediately *flash* the switch hook. You will hear one beep. For example to dial ☐✻☐ ☐MNO6☐ ☐PQRS7☐ you dial 0, then flash the switch hook and hear a beep, then dial 6, then 7. Dialing the 0 at the dial tone before the flash lets *TLC* know that you are using a rotary dial, but is otherwise discarded by the flash operation.

To enter a ☐#☐ at the dial tone, dial 0, then immediately **double flash** the switch hook. You will hear two beeps. For example to dial ☐#☐ ☐ABC2☐ you dial 0, then double flash the switch hook and hear a two beeps, then dial 2.

To make redialing easy with rotary dial telephones, we break the switch hook rules. To redial quickly, **double flash** the switch hook **at the dial tone** (without dialing any digits). You will not hear any beeps, and *TLC* will redial the last call. This is equivalent to dialing ☐✻☐ ☐✻☐ at the dial tone on a touch tone telephone.

> **Note:** If you double flash the switch hook at the dial tone, *TLC* will assume you are using a rotary dial telephone. *TLC* presents menus in a different way when you are using a rotary dial telephone, so be sure to use this redialing method only if you are using a rotary dial telephone.

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Look for boxes like the one below throughout this manual, where you will find instructions for using *TLC*'s features with a rotary dial telephone.

> **Rotary Dialing:** Rotary dial instructions for the equivalent push-button functions will be found in gray boxes like this.

❖ *Tel-Lynx Connexion Users*

Out of the box, *TLC* has one user (the '*anyone*' user) enabled, with its own mailbox. The *anyone* user cannot be removed, disabled, or assigned to an outside line. It is automatically selected when *TLC* answers any outside line that has no other user assigned. You can add up to seven more users, each with a separate mailbox. Each user you add can be assigned to receive calls on one or more outside lines.

☞ *Personal vs. Common Outside Lines*

A common outside line has more than one user assigned to it, whereas a personal outside line has only one user assigned to it. For example, the landline typically has more than one user, making it a common line. A mobile phone typically has only one user, making it a personal line.

In personal assistant mode, *TLC* will ask a caller on a common outside line to select a user from the list of users assigned to that line. This allows TLC to ring your telephone with a distinctive ring for the user the caller wants to speak with. If the caller's contact info has the *person only called* attribute set, that user is automatically selected and their distinctive ring is used to ring your telephone. If the call goes to voice mail, it will go to the selected user's mailbox.

☞ *Ring Modes*

Calls to a given user can be set to ring *both telephone lines, one particular telephone line,* or *one particular line and then the other*.

☞ *Distinctive Ringing for your Telephones*

TLC can be set up to ring your telephones with a distinctive ring pattern for each user. The standard ring or one of eight distinctive ring patterns can be chosen. When *TLC* is in personal assistant mode, it always determines who a given call is for before ringing your telephones. With distinctive ring you will always know who a call is for just by the ring pattern. When *TLC* is in ring through mode, calls to a common line will ring with the ring pattern for the *anyone* user unless the caller's contact information has the "Person only called" attributes set. Regardless of the answer mode, if a caller calls in on a personal line, *TLC* will ring your telephones with the associated user's ring pattern.

☞ *Ring Pattern Detection on your Landline*

If you subscribe to RingMaster®, Ident-a-Call, Smart Ring®, or another distinctive ring service on your landline, *TLC* can detect the different ring patterns used by that service. You can set up *TLC* to assign each ring pattern to a specific *TLC* user or to the *anyone* user. If a ring pattern is assigned to *anyone*, *TLC* will ask callers (with that ring pattern) with whom they want to speak (this is the default mode). If the ring pattern is assigned to a specific user, TLC will automatically select that user when a call with that ring pattern comes in.

TLC can also be set up to ignore (i.e. don't answer) a specific ring pattern. This can be useful when sharing the landline between *TLC* and a FAX machine. For instance, you can set up *TLC* to answer a call with a standard ring pattern (one ring per ring cycle) and to ignore a ring pattern with two rings per ring cycle. And you can set up your FAX machine to answer calls with two rings per ring cycle.

❖ *The Phone Book*

TLC maintains a list of over 3300 contacts, shared between its phone book and its new call list. Each contact can have a name and multiple phone numbers with associated number types (i.e., home number, mobile number, etc.). The phone book makes it easy to place a call using people's names (see dial by name). Both the new call list and the phone book are ordered from most recent to oldest call.

☞ *New Call List*

The new call list stores contact information for new calls, and it is kept separately from the phone book. Like the phone book, the new call list is used by *TLC* to identify and announce incoming calls when in personal assistant mode and is search when dailing-by-name.

A new call entry is created when someone not currently in the new call list or phone book calls in or when you dial a number not currently in the new call list or the phone book. When you manage new calls, you can add new contacts to the phone book, change their name and other attributes, or delete them from the new call list.

> **Note:** *TLC* automatically deletes entries in the new call list if no voice tag is recorded. Entries with no voice tag are typically created by robocalling machines that are blocked by TLC. The caller ID for these deleted entries is still recorded in the call log[6].

☞ *Contact Attributes*

A contact in the new call list or in the phone book has the following attributes:

➢ *Name*

The Name is used in Dial by Name calling and when sending Caller ID to your telephone handsets.

Each *TLC* phone book contact has a Name attribute.

For example:
John Smith

TLC ignores middle names and middle initials. If you do use them, you might not see the entire name on your telephone's caller ID screen when a call comes in since caller ID screens are usually limited to 15 characters. If a contact has only one name, it is considered a first name with no last name.

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[6] The call log is only available through the PC/Laptop/Tablet software interface.

Be careful how you enter names.

For example:
Dr John Smith Jr: the first name will be "Dr" and the last name will be "Jr". "John" and "Smith" will be ignored as middle names.

➢ *Voice Tag*

The voice tag is used to audibly announce the contact's name and affiliation when the contact calls in or when placing a call to the contact. For example, a voice tag could be recorded as "John Jones" or "John Jones with Acme Rental". New callers are asked to record their name the first time they call in. When adding a contact, you will be prompted to record the contact's name. Voice tags can be up to about four seconds long.

➢ *Contact Type*

Contact type is most often used when the do-not-disturb schedule has been enabled. The do-not-disturb schedule is used to allow calls through or send them to voice mail.

- Calls from ***Normal*** contacts are allowed during waking hours.
- Calls from ***Super*** contacts are allowed at all times.
- Calls from ***Workday*** contacts are allowed during workday hours.
- Calls from ***Blocked*** contacts are never allowed, even when the do-not-disturb schedule is disabled.

The do-not-disturb schedule can be overridden by a temporary do-not-disturb period where you can set the contact types that will be sent to voice mail.

➢ *Person Normally Called*

When a call comes in on a common line, this attribute identifies the person this contact normally calls. It can be set so that the person is automatically selected when the call comes in, or so that the person is selected only if the caller does not make a selection. Voice mail will be sent to the selected person's voice mailbox on *TLC* if no one answers the call. By default, this attribute is set to the person who is called the first time a contact calls in.

Note: A *super* contact who is set to call only the *anyone* user has a special status and is allowed to ring your phones without regard to the answer mode and do-no-disturb setting. You can use this feature for phone numbers that you have requested to call you when there is an emergency situation.

➢ *Allow Urgent Calls*

This true/false attribute allows a *TLC* user to select which contacts will be allowed to break through with an urgent call during periods when the caller would

normally be sent to voice mail (do-not-disturb in effect). Remember that super contacts are always allowed to break through with urgent calls.

➢ *Phone Numbers*

Each contact can have multiple phone numbers. The first phone number for a contact is automatically set when a new call contact is created from the associated Caller ID information. When adding a contact manually, you will be prompted to enter the contact's number. If your area uses 10 digit local numbers, you do *not* have to enter the 1 for either long distance or local numbers. If your local area uses 7 digit local dialing, you will have to enter all eleven digits (including the 1) for long distance numbers.

> *Note:* A local number can be entered with all eleven digits. *TLC* always determines the proper way to dial a full eleven digit phone number.

⇨ **Preferred Outside Lines**

You can create an ordered list of outside lines to be used when calling a contact's particular phone number. When placing a call, this ordered list will override *TLC*'s shared calling tables. The first available outside line in this list will be used to place the call.

⇨ **Number Type**

A contact's phone number type is used when placing a call using dial by name or when finding a contact in the phone book.

Number types are:

Business(ABC 2), Fax(DEF 3), Home(GHI 4), Misc JKL 5, Mobile(MNO 6), Skype(PQRS 7), User(TUV 8), Work(WXYZ 9), and Unspecified (1).

> *Note:* Skype and User phone types are automatically assigned based on the phone number, and cannot be changed or assigned manually.

> *Note:* A first-time incoming caller is asked to identify the type of phone number they are calling in on. Optionally, a user who is calling out to a number unknown to *TLC* will be asked to select the number type and to record a voice tag for the called number.

⇨ **Exclude Number from Dial By Name**

This true/false attribute allows you to exclude/include phone numbers in the call by name feature. This is most useful for contacts who call from a business that has multiple phone lines with multiple phone numbers that may show up on your caller ID when they call in. You can place all of those phone numbers in the contact's phone number list, but exclude them when dialing by name. By default, the first number of a number type (such as the first work number) added for a

contact in the phone book is included for dial by name. If the number type already exists, it is (by default) excluded from dial by name.

⇨ **Extensions**

Many businesses have a telephone system with office extensions that must be dialed after you are connected to the main number. You can set an extension of up to 7 digits (see Setting Additional Information under Manage New Calls, Add a New Phone Book Entry, and Find a Phone Book Contact). Once you are connected to the main number, you can instruct *TLC* to dial the extension.

If you have multiple contacts with the same company phone number but different extensions, first set up a "company" contact with no extension, and then set up a contact for each person at that company, including their extension. When *TLC* answers a call from that company, *TLC* will ask the caller to enter their extension so that they can be uniquely identified and properly announced.

For example:

Name	Phone Number	Extension
Acme Rental	212-555-1000	
Jane Doe	212-555-1000	101
John Smith	212-555-1000	105

☞ *Managing the Phone Book and New Call List*

When managing the phone book and the new call list, there are two ways to find existing contacts. You can access the new call list from most recent to oldest call (see Manage New Calls), or you can search both the phone book and the new call list by name or by phone number (see Find a Phone Book Contact to Manage).

Selecting contacts **by name** is similar to dialing by name, except that no phone type is specified. You enter the first few letters of the first name followed by ✻ , and then the first few letters of the last name followed by ✻ .

> *Rotary Dialing:* Enter the first few letters of the first name, then *flash* the switch hook.

When selecting **by phone number**, enter at least the last part of the phone number then # . For example, you could search for 1-212-234-5678 by entering 5678 # .

> *Rotary Dialing:* Enter at least the last part of the phone number, then *double flash* the switch hook.

If you press and hold the OPER 0 key for at least one second while selecting a contact you will go back one level in the menu system. Otherwise, the OPER 0 key is used as documented in dial by name.

> **Rotary Dialing:** There is no equivalent to pressing and holding the ☐OPER 0☐ key on a rotary dial telephone.

When you manage the phone book and the new call list, you can move new contacts from the new call list to the phone book, add new phone book contacts, edit existing contacts, remove contacts, and add and remove contacts from the speed dial feature.

The easiest way to enter contacts is to import them from your mobile phone with a PC or to enter them directly using your PC.

You can also enter contacts using your telephone keypad. It is best to have a telephone with Type II caller ID. Here's how:

➢ *Enter or Edit a Name in the Phone Book*

- Use the letters on the telephone keypad. For each letter in the name, press a key the number of times corresponding to the position of the letter on the key. For example, press ☐ABC 2☐ **once** for A, **twice quickly** for B, **three times quickly** for C, and **four times quickly** for 2. Press ☐PQRS 7☐ **once** for P, **twice quickly** for Q, **three times quickly** for R, **four times quickly** for S, or **five times quickly** for 7. After you pause, *TLC* will translate the key press(es) into a letter and you will hear a beep indicating you can enter the next letter. If the next key you press is different from the one you just pressed, you do not need to pause before pressing the key. *TLC* will automatically translate your last input into a letter and continue to accept your next input.

> **Note:** Remember that the cursor always sits at the end of the name, so you always *delete from* and *add to* the end of the name.

- *TLC* will capitalize the appropriate letters as you enter them. However, if you want to change the default case, press the key until you reach the letter the second time. For example, press ☐ABC 2☐ seven times (abc2ABC) for the upper case C in McCann.
- Press the ☐&@-' 1☐ key **once** for *ampersand* (&), **twice quickly** for *at* (@), **three times quickly** for *dash* (-), **four times quickly** for *apostrophe* ('), and **five times quickly** for one (1). Press the ☐␣ 0☐ once for *space* or two times quickly for zero.
- To erase one character from the end of the name, press ☐ ＊ ☐ **briefly**.
- To erase all characters, press and **hold** ☐ ＊ ☐.
- To view the name on the caller ID display, press ☐ # ☐ **once briefly**. If the name exceeds the caller ID display space (usually 15 characters), press ☐ # ☐ **three times quickly** to view the last part of the name.
- To commit your entry, press and hold ☐ # ☐ for more than one second or press ☐ # ☐ **twice quickly**.

➢ *Enter or Edit a Phone Number in the Phone Book*

- Enter or edit the phone number using the numbered keys on the telephone keypad. To view the number on the caller ID display, press `#` once.

> **Note:** Remember that the cursor always sits at the end of the phone number, so you always *delete from* and *add to* the end of the phone number.

- To erase one digit from the end of the number, press `✳` **briefly**.
- To erase the entire number, press and **hold** `✳`.
- To commit changes, press and hold `#` for more than one second or press `#` **twice quickly**.

❖ *Placing and Picking Up a Call*

With a telephone connected to *TLC*, here's how to place a call:

1) Take the telephone off-hook.
2) Listen for the dial tone.
3) Dial the phone number directly, *or* dial by name, *or* speed dial, *or* have *TLC* redial the last call.

☞ *Auto Create Contact Feature*

If you dial a number not in *TLC*'s new call list or phone book, *TLC* will prompt you to say the called party's name and enter the phone number type. This will automatically create an entry in the new call list that you can later modify and/or add to the phone book.

If you do not want to add the new phone number to the new call list, 1) press `#`, 2) flash the switch hook, or 3) remain silent and *TLC* will dial the number without creating a new call list contact.

The auto create contact feature helps you to efficiently expand your phone book and can be enabled and disabled (see Main Menu ⇒ Set up the System ⇒ Set the Answer Mode and Call Out Mode).

☞ *Dial by Name and Phone Number Type*

To place a call using Dial by Name:

Take the telephone off-hook, and at the dial tone, press keys on the telephone's keypad that correspond to the first few letters of the contact's first name, and then press `✳`. You do not need to enter all of the letters of the first name of the contact you want to call. Usually two or three letters is enough to uniquely identify a contact's first name.

> ***Rotary Dialing:*** Dial digits with letters that correspond to the first few letters of the contact's first name then flash the switch hook.

> ***Note:*** Do not dial **more than six** letters or you may place an **unintended call**!! You may dial up to 9 letters if your local calling area requires 10 digit dialing.

Next, *TLC* will prompt you to enter a few letters of the last name and then press the ⊟✳⊟ key (or flash the switch hook).

Next, *TLC* will prompt you for the contact's phone number type.

Use the ⊟1⊟ key for an unspecified number,
the ⊟ABC2⊟ key for a **b**usiness number,
the ⊟DEF3⊟ key for a **f**ax number,
the ⊟GHI4⊟ key for **h**ome number,
the ⊟JKL5⊟ key for miscellaneous,
the ⊟MNO6⊟ key for **m**obile number,
the ⊟PQRS7⊟ key for **S**kype number, and
the ⊟WXYZ9⊟ key for **w**ork number.

Use the ⊟✳⊟ key (or flash the switch hook) to bypass the number type.

Next, *TLC* will search its phone book and the new call list[7] for a matching contact and phone number type. If one match is found, *TLC* will use the matching contact's phone number to place the call. If *TLC* finds more than one matching contact or phone number type, it will prompt you to choose the one you want to call.

> ***Note:*** In most cases, two or three letters of the first name with two or three letters of the last name are enough to uniquely identify a contact in TLC's phone book.

If there are no matches and you entered a phone number type, *TLC* will search again ignoring the number type. If still no matches, *TLC* will search again using only the first name you entered. If still no matches, *TLC* will provide a dial tone so that you can try again.

> ***Note:*** *TLC* ignores case and non-alphanumeric characters when matching names.

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[7] Unless you have subscribed to name delivery with your caller ID service, a new call will create a contact in the new call list without a text based name (only a recorded name / voice tag). Contacts *without* a text based name are skipped in the dial by name search process. New contacts created in the new call list when placing an outgoing call are created without a text based name. If you desire, you can add a text based name by finding that new contact by phone number or searching the new call list sequentially and editing the contact.

For example, to call **Joh**n **S**mith's **m**obile phone, you could enter:

‖JKL 5‖ ‖MNO 6‖ ‖GHI 4‖ ‖PQRS 7‖ ‖ ✶ ‖ ‖MNO 6‖　　　(**JOH✶S✶M**)

> ***Rotary Dialing:*** 5JKL 6MNO 4GHI **flash** 7PQRS **flash** 6MNO

If you don't enter any letters for the last name, *TLC* will match contacts with any last name (including no last name).

For example, you could enter:

‖DEF 3‖ ‖GHI 4‖ ‖ABC 2‖ ‖ ✶ ‖ ‖ ✶ ‖ ‖MNO 6‖　　　(**DIA✶✶M**)

> ***Rotary Dialing:*** 3DEF 4GHI 2ABC **flash** **flash** 6MNO

In this case, *TLC* would match all contacts with mobile phone numbers that have a first name that starts with DIA, and would prompt you to choose the one you want to call.

> ***Note:*** Each key press can represent one of several letters. *TLC* will attempt to match any combination of the letters on the keys you press. If there is more than one matching contact, *TLC* will prompt you to choose the one you want to call.

> ***Note:*** Although you don't have to enter any letters for the last name, you must enter at least one letter of the first name. Otherwise, *TLC* cannot distinguish dial by name from use of vertical service codes like ✶**67** (Block Caller ID). It is better to enter at least two letters of the first name so that you will not accidentally dial a speed dial.

To call a contact who has only a first name, you can enter ‖ ␣ 0‖ for the last name.

For example, to call a contact's mobile number whose first name starts with DIA and who has no last name, you could enter:

‖DEF 3‖ ‖GHI 4‖ ‖ABC 2‖ ‖ ✶ ‖ ‖ ␣ 0‖ ‖MNO 6‖　　　(**DIA✶_M**)

> ***Rotary Dialing:*** 3DEF 4GHI 2ABC **flash** 0OPER 6MNO

To call a contact by last name, ignoring their first name, enter ‖ ␣ 0‖, then enter a few letters of the last name followed by ‖ ✶ ‖ and then the phone type.

For example, to call Diane **Jon**es **M**obile phone enter:

‖ ␣ 0‖ ‖JKL 5‖ ‖MNO 6‖ ‖MNO 6‖ ‖ ✶ ‖ ‖MNO 6‖　　　(**0JON✶M**)

> ***Rotary Dialing:*** 0OPER 5JKL 6MNO 6MNO **flash** 6MNO

> ***Caution:*** Do not delay in entering the first letter after the ‖ ␣ 0‖ or you will invoke the operator feature.

☞ *4-Digit Dialing*

You can dial using the last four digits of a contact's phone number. At the dial tone, dial four digits and then press ☐ # ☐. *TLC* will search the phone book and new call list for a phone number with last four digits that match the digits you dialed. If only one match is found, *TLC* will dial the entire phone number for you. If more than one matching phone number is found, *TLC* will prompt you for the one you want call. *TLC* will tell you if no matches are found and will then provide a dial tone.

Do not pause between the third and fourth digit! If you enter any number greater than ☐ 1 and then ☐ 1 ☐ 1 *TLC* will dial the three digit number (N11) after a two second delay. For example, if you dial '9113' and you pause before the DEF 3, *TLC* will place an emergency call!!

Rotary Dialing: Dial the last four digits and then ***double flash*** the switch hook.

☞ *Speed Dialing*

There are two ways to speed dial. Using a push button phone, take the phone off-hook, and at the dial tone, press and hold the key corresponding to the speed dial for at least one second. Your phone must produce a continuous tone while the key is depressed.

For example, if you press and hold the ABC 2 key, *TLC* will call the number assigned to speed dial 2.

Alternatively, you can press the speed dial number followed by ☐ # ☐. For example, if you press ABC 2 ☐ # ☐ *TLC* will call the number assigned to speed dial 2.

TLC supports nine speed dials corresponding to keys ☐ 1 through WXYZ 9.

Rotary Dialing: **{**Speed Dial Number**}**, **double flash**.
For example, to call speed dial 5: **5**, **double flash**

☞ *Redial / Call Back*

To redial, or to call back the last call, take the phone off-hook, and at the dial tone, press ☐ ✳ ☐ ✳ ☐.

For instance, if you're on a call that you placed (or received) and the call is dropped, call back quickly by pressing ☐ ✳ ☐ ✳ ☐ at the dial tone.

Rotary Dialing: **double flash** at dial tone

> ***Note:*** *TLC* keeps the phone number of last call for each line separately. So make sure you pick up the same line you just hung up to use this feature.

> ***Note:*** For the call back to work properly, Caller ID service is required, and the last caller must not have blocked their number. Name delivery is not required. Most mobile phone services and VoIP providers include Caller ID in their service plan. Telcos often provide Caller ID as an optional service at extra cost. Contact your service provider regarding Caller ID availability with your service.

☞ *Dialing an Extension*

To dial a contact's extension once you are connected to the contact's main number, flash the switch hook and then press ⟨ # ⟩. *TLC* will dial the extension you set for that contact.

> ***Rotary Dialing:*** **flash**, **3, double flash**

☞ *Selecting a Specific Outside Line*

When placing a call, *TLC* will select an available outside line based on a set of user-defined calling tables. To override the calling tables and specify an outside line for a call:

At the dial tone, press ⟨ # ⟩ and then enter the **outside line number**.

Outside line 1= Landline
Outside line 2= Skype
Outside line 3= MobilePhone1
Outside line 4= MobilePhone2

If the outside line is available, *TLC* will produce a dial tone with two stutters, and then you can place the call. The line selection is cancelled when you hang up. You can cancel the line selection without hanging up by pressing ⟨ # ⟩ ⟨ * ⟩.

Example: ⟨ # ⟩ ⟨ABC 2⟩ selects Skype for a call.

> ***Rotary Dialing:*** **0, double flash**, **{**Outside Line**}**
> For example, to select MobilePhone2: **0, double flash, 4**

☞ *Picking up a Call from an Outside Line*

TLC allows you to pick up calls that originated on your mobile phone handset or Skype calls that originated on your PC. *TLC* also allows you to pick up a call after it has gone to voice mail or has been placed on hold. And lastly, you can pick up a ringing line from the other line.

If a call is in one of the states mentioned above, when you take your telephone off hook, *TLC* will tell you that you can flash the switch hook to pick up or transfer the audio. Flashing the switch hook will put you into a special menu, and from there you will have the option to enter the main menu.

You can also pick up calls as described below.

⇨ Transfer Audio to the Telephone without using the Menu

To transfer the audio for a call that originated on one of your mobile phones or Skype, or to pick up a call that is either on inclusive hold or has been sent to voice mail, at the dial tone, press ⌗ ⌗ ✳. If more than one line is in one of those states, *TLC* will prompt for which line to pick up. If you know which line you want to pick up before dialing, you can press ⌗ ⌗,N, where N is the line to pick up. For example to transfer the audio from mobile phone 1 to your telephone, press ⌗ ⌗ DEF3 (mobile 1 is on line 3).

> ***Rotary Dialing:*** **0**, **double flash**, **double flash**, **{**Outside Line**}**
> For example, to pick up a call from mobile phone 1: **0**, **double flash**, **double flash**, **3**
>
> ***Caution:*** Do not delay in flashing the switch hook after dialing 0 or you will invoke the operator feature.

⇨ Dialing directly on the landline

To connect directly to the landline without *TLC* intervention, at the dial tone, press ⌗ ⌗ 1. You will then hear the dial tone provided by your landline provider, not the dial tone provided by *TLC*, and you can dial directly on the landline service. Note that you will not be able to use the *TLC* phone book, speed dial, redial, or call back features for that call.

> ***Rotary Dialing:*** **0**, **double flash**, **double flash**, **1**
> For example, to dial directly using the landline: **0**, **double flash**, **double flash**, **1**
>
> ***Caution:*** Do not delay in flashing the switch hook after dialing 0 or you will invoke the operator feature.

☞ *911 Emergency Service*

When a *TLC* user places a 911 emergency call, *TLC* will switch into ring-through mode to assure that returned emergency calls get through without delay. It also sets the do not disturb feature to allow all calls through for two hours. Once the emergency is over you can switch *TLC* back into personal assistant mode and reset the do not disturb mode.

When a user makes an emergency call, *TLC* will select an available outside line based on the user-defined shared outside line call table for emergency calls,

unless the user specifies a line before dialing 911 (see Selecting an Outside Line).

It is imperative that you set up the emergency calling table correctly; otherwise you may not be able to place an emergency call at a critical time. As of this printing, Skype does not provide 911 emergency call services for the US; therefore, you should NOT use Skype as your primary outside line for emergency calls.

If you specify Skype at all, you should specify it as the last line to try when all others fail. **You can program a phone number that Skype will call when you dial 911 on a Skype line. Be sure to program an appropriate phone number for your area.**

If the power is out, no calls, including emergency calls, can be placed or received through TLC. If this happens, you can call 911 directly on your mobile phone, or, if you have a Telco line, you can connect a wired telephone directly to it to call 911. Remember that most cordless phones cannot be used when the power is out.

It is safe practice to place a wired telephone in parallel with TLC on your land line (if you have one) so that the wired telephone can be used in an emergency when the power is off. You can silence the ringer on the wired phone so that incoming calls will not normally ring that phone. During national, regional, or local emergency situations involving severe weather or other emergency situations, you should turn the ringer back on so that emergency calls can get through even when the power is out.

You should not attempt to use your landline with both TLC and the parallel wired phone at the same time. This can cause erratic behaviors.

☞ *User-to-User Calls on Inside Lines*

You can call other users on the system using main menu item "Press 4 to Call Another User on the System." The menu system will prompt you for your user name and the name of the user you want to call.

As a shortcut, at the dial tone, dial your user number followed by the user's number you want to call, followed by the ☐ # ☐ key.

Rotary Dialing:. Dial your user number followed by the user's number you want to call, then *double flash* the switch hook.

☞ *Dialing Notes*

It is important to remember that your telephones are connected to *TLC* and not directly connected to any of your phone service providers, so the dial tone you hear when you pick up your home phone is coming from *TLC*, not from your

Telco, VoIP, or mobile phone provider. You will not be connected to any of those services until *TLC* places your call.

TLC monitors outside line activity, so it knows which outside lines are in use and which are available to place a call. *TLC* will make an announcement if no outside lines are available to place a call, and will provide a dial tone so that you can try again. Press [✳] [✳] to retry the call.

See Setting up the Outside Lines for more information.

➤ *Star Codes (Vertical Service Codes)*

Vertical Service Codes are special codes (two digits preceded by [✳]) dialed before dialing a telephone number. Using a rotary dial phone, dial 0, then flash the switch hook, then dial the two digit code. You **cannot** dial vertical service codes by dialing '11nn' where 'nn' is the code, as this would conflict with four digit dialing (see 4-Digit Dialing).

TLC stores up to four vertical service codes to be dialed before the phone number. They are stored as long as your telephone is off hook. When you hang up, the vertical services codes are cleared from *TLC*'s memory.

After dialing a vertical service code, you will hear a stutter dial tone. You can then dial as usual or you can dial another vertical service code.

➤ *Calling Premium Numbers*

Premium numbers (those that begin with 900 area codes and 976 prefixes) will incur an additional fee from your service provider. Please consult your service provider(s) regarding how these fees will be charged. As of this printing, Skype does not allow calls to premium numbers.

➤ *Operator Feature*

You can invoke the operator feature by dialing [OPER 0] at the dial tone and waiting two seconds. The operator feature allows you to use voice commands and is only available when *TLC* is attached to a PC with the appropriate software.

➤ *International Dialing*

If you are making an international call outside the North America Calling Area, enter the international dialing prefix (011) followed by the country code and phone number. Be careful not to pause too long (5 seconds by default) or *TLC* will place the call with the digits you have dialed to that point. Press [#] when you have completed the number. This will cause TLC to dial the number immediately without waiting the 5 seconds (or whatever delay you have set).

Rotary Dialing:. Dial the international number, including the international dialing prefix, then **double flash** the switch hook to complete the international dialing without waiting for the delay.

Contacts may have international phone numbers. Please note that you must include the 011 before the international number when creating the contact.

> **Caution:** Do not delay in entering the ⬚1 after the ⬚OPER0 when dialing ⬚OPER0 ⬚1 ⬚1 or you will invoke the operator feature.

❖ *Answering a Call*

TLC provides two answer modes: ring-through and personal assistant. In ring-through mode, your home telephone rings as soon as an incoming call is received if the call is allowed. In personal assistant mode, *TLC* not only checks to see if the call is allowed through, *TLC* also answers and screens each call before ringing your telephone(s) to announce the call. This eliminates calls from automated calling machines that are used by sales and political advertisers and discourages live telemarketers.

☞ *Answering in Ring-Through Mode*

In ring-through mode, *TLC* checks an incoming call's contact type against the do-not-disturb timer and the do-not-disturb schedule to decide if the call should be allowed through. If the call is allowed, *TLC* rings the inside line, but does not answer the incoming call until you answer your telephone. When you answer, *TLC* instantly connects you to the caller. If you hang up within one second after answering, or if you do not answer after a preset number of rings, *TLC* sends the call to its voice mail.

> **Note:** When you switch from personal assistant mode to ring-through mode, *TLC* will remind you that ring-through mode has been selected for the next 15 times you take a telephone off-hook. You can disable the reminder by selecting ring-through mode again (Flash 7, <secret code>, 1, 1).

☞ *Answering in Personal Assistant Mode*

In personal assistant mode, in addition to checking an incoming call's contact type, *TLC* answers and screens each call before ringing your telephone to announce the call. This blocks unwanted calls from ringing your telephone. You can press ⬚# ⬚MNO6 at the dial tone to hear statistics on how many unwanted calls that have been blocked by *TLC*.

If the caller's phone number is in *TLC*'s phone book or new call list, *TLC* will answer and optionally greet the caller with your personal greeting. If the call is allowed through (not in do-not-disturb mode), *TLC* will ring your telephone while it is greeting the caller. If the call is not allowed through, it is sent to voice mail after the greeting.

➢ *Robocall Blocking Feature*

TLC asks a caller whose phone number is neither in *TLC*'s phone book nor the new call list to press a specific key. If the caller does not successfully enter the requested key, the call is ended. This blocks unwanted robocalling machines from ringing your telephone.

If the caller successfully enters the requested key, *TLC* asks the caller to record their name and specify their phone type. The caller's phone number, name (if present in the caller ID), recorded name, and phone number type are placed as a contact in the new call list so that you can add them to the phone book at a later time. These callers are assigned a normal contact type.

When you answer the telephone, you're connected to your *TLC* personal assistant, not to the caller. *TLC* will play their recorded name, tell you what line the call came in on, and say who the call is for. If you hang up, the call will go to voice mail. Otherwise, you can choose to either connect to the caller, send the call to *TLC*'s voice mail and listen in, forward the call to the called user's mobile phone (if they are away from home), or block the call.

If you choose to send the call to voice mail, you can stay on the line and screen the message as the caller is leaving it. While listening, you can decide to connect to the caller, or you can hang up and they will continue to leave their message. Unless you decide to connect, the caller will not be able to hear you. If you connect while they are leaving a message, that message will automatically be erased.

If the person being called is away from home, you can forward the call to their mobile phone.

If you block the call, your personal assistant will tell the caller that the call has been blocked, will ask the caller not to call again, and will then say goodbye and hang up.

> *For example:* If John Doe is calling for Jane Smith on the landline and the call is allowed through, when Jane answers the telephone, *TLC* will announce:
> "Call from John Doe on landline for Jane Smith. Press 1 to connect to caller at any time. Press 2 or hang up to send the call to voice mail, Press 8 to block the caller, or hang up and the call will go to voice mail."

As with the ring-through mode, if you do not answer after a preset number of rings, *TLC* will send the call to its voice mail or forward the call, as appropriate.

➢ *Calling in to Retrieve Messages and Manage Tel-Lynx*

While away from home, you can call in to retrieve your messages and change a limited number of *TLC*'s settings. When you hear the greeting, press ☐ # ☐. *TLC* will ask you for your secret code and then a menu of options will be presented.

❖ *On a Call Menu*

While you are on a call, you can press flash to enter the *on a call menu*, which allows access to the features described below. While in the *on a call menu*, the caller cannot hear you and you cannot hear the caller. If you exit the *on a call menu* (option 0), you will be reconnected to the caller. If you hang up while in the *on a call menu*, your phone will ring and when you answer you will be back in the *on a call menu*.

☞ *Call Hold and Pick Up*

The hold feature has several uses. You may want to place a call on hold in order to switch telephones or to answer another line, or you many want to start a conference call.

While you are on a call, you can place the call on hold and hang up the phone. You can then pick up the call from your current location or from any other telephone or network client in your house that is connected to *TLC (see Picking up a Call from an Outside Line)*.

You can start a conference call by placing the current call on hold, placing a new call, placing the new call on hold, and then joining both held calls into a conference. You can then put the conference on hold and repeat the process two more times, for a total of up to four calls.

☞ *Call Waiting*

To switch to a waiting call, flash the switch hook twice. Timing between flashes does not matter. You can also flash the switch hook once and select an appropriate *On a Call Menu* option. Option 1 switches between the calls (equivalent to flashing twice) and option 2 ends the current call and switches to the waiting call.

TLC keeps track of which contact is current and which contact is waiting, so the *On a Call Menu* will announce the current and waiting contacts if they are in the phone book.

Note: When using call waiting with the landline, option 2 is not available and TLC does not keep track of the contacts.

☞ *Conferencing*

TLC can conference its outside lines. Skype provides its own conferencing, which can be operated through *TLC*. Many cell phone providers allow conferencing which can be operated through *TLC* using your cell phone(s). *TLC* supports 3-way calling available through landline providers. The *On a Call Menu* provides options for conferencing on Skype and mobile phones.

☞ *Sending a Call Back to Your Mobile or PC*

While you are on a call going through your mobile phone or Skype, you can send the call back to the mobile phone device or PC. So if you need to leave the house, you can transfer the call to the mobile phone. Use the ⬚✳ options in the *On a Call* Menu to transfer the audio for a call back to your mobile phone or PC.

❖ *Timed Functions*

☞ *Do Not Disturb*

The do-not-disturb feature is used to send selected calls on all lines to voice mail. There are two ways to set up don-not-disturb period. One is to set a regular schedule of do-not-disturb periods and the other is to override the schedule with a temporary do-not-disturb period.

➤ *Setting a Temporary Do Not Disturb Period*

The temporary do-not-disturb overrides the scheduled do-not-disturb periods for a specified number of minutes. You can set a temporary do-not-disturb period for up to 720 minutes (12 hours). Enter the time in minutes or in hours and minutes (See Set a Temporary Do Not Disturb Period in the main menu).

You can set the temporary do-not-disturb period:

- to send all calls to voice mail,
- to send no calls to voice mail (that is, to allow all calls through when the do-not-disturb schedule would normally not allow them),
- to send only calls from workday contacts to voice mail, or
- to send all calls to voice mail except calls from super contacts.

While the temporary do-not-disturb period is in effect:

- If you take the telephone off-hook, you will hear the time remaining for the do-not-disturb period.

- *TLC* will ask callers if their call is urgent. If they indicate their call is urgent and they are a super contact or their contact information is set to allow to allow urgent calls through your phone will ring. Other callers with an urgent matter are asked to enter the last four digits of there home or mobile number. If this corresponds to the last four digits of a super contact's phone number or a contact that is set up to allow urgent calls, your phone will ring. Otherwise their call is sent to voice mail.

- If a new voice mail message is recorded, when do-not-disturb period expires *TLC* will ring all telephones on both inside lines with two short rings, but only if the do-not-disturb schedule is not in sleep mode. If you

pick up the telephone after a new message is recorded, you will hear a stutter dial tone and the two short rings will be cancelled.

➢ *Setting Do Not Disturb Schedules*

You can use *TLC*'s do-not-disturb schedules to send selected groups of callers to voice mail depending upon the day of the week and the time of day. *TLC* is pre-programmed with no schedules set, so all calls come through all the time, unless a temporary do not disturb period is set.

You could set, for example, two schedules: schedule 1 for weekdays and schedule 2 for weekends, each with up to four periods per day.

The periods of the day are:

- After you wake up and before you start your work day,
- Your workday,
- After your workday and before you go to sleep, and
- While you are asleep.

> ***Note:*** You can disable the workday period by pressing ☐ # ☐ for the workday start time without entering a time. You can disable the entire do-not-disturb schedule by entering no days for schedule 1.

TLC uses a caller's contact type to determine whether or not their call should be allowed through. Normal contacts get through while you're awake. Workday contacts only get through during your workday. Super contacts are allowed through at all times, even while you're asleep.

New callers are initially set up as normal contacts. Callers with an unavailable or blocked phone number are also regarded as normal contacts.

> **Note:** Urgent calls from super contacts and contacts whose 'allow urgent calls' attribute is set can always get through. Other callers who know the last four digits of a phone number of a contact who is allowed to make urgent calls can also get through at any time.

➢ *If You Don't Have a Home Office*

If you don't work out of a home office, you may only want to set two periods for each of the two schedules (weekday and weekend). For example, waking hours might be 7am to11pm, and sleep hours 11pm to 7am.

➢ *If You Have a Home Office*

If you work out of a home office, you will usually have four periods in a day. Your work day may start at 9AM and end at 5PM; before and after work hours may be 7am to 9am and 5pm to 11pm; and sleep hours may be 11pm to 7am. Normal contacts will get through from 7am until 11pm, workday contacts from 9am to 5pm, and super contacts at all times.

On weekends, you may only want to set two periods so that calls from workday contacts are sent to voice mail.

Sample Do Not Disturb Schedules:

Sample start times for *Home Only* schedules 1 and 2:

	Days of the week	Sample start time	Enter start time as:	AM or PM
Schedule 1				
Wake	**M-F**	**8am**	**800**	**AM**
Work	**M-F**	**N/A**	*****	**N/A**
Sleep	**M-F**	**11pm**	**1100**	**PM**
Schedule 2				
Wake	**SS**	**9am**	**900**	**AM**
Work	**SS**	**N/A**	*****	**N/A**
Sleep	**SS**	**11pm**	**1100**	**PM**

Sample start times for *Home Office* schedules 1 and 2:

	Days of the week	Sample start time	Enter start time as:	AM or PM
Schedule 1				
Wake	**M-F**	**8am**	**800**	**AM**
Work	**M-F**	**9am**	**900**	**AM**
End Work	**M-F**	**5pm**	**500**	**PM**
Sleep	**M-F**	**11pm**	**1100**	**PM**
Schedule 2				
Wake	**SS**	**9am**	**900**	**AM**
Work	**SS**	**N/A**	*****	**N/A**
Sleep	**SS**	**11pm**	**1100**	**PM**

☞ *Timers*

TLC maintains a timer for inside line 1 and a separate timer for inside line 2. Timers can be set for up to 720 minutes (12 hours). Set the timer for the inside line you're on in minutes; minutes and seconds; or hours, minutes, and seconds (see Set the Timer in the main menu).

After you've set the timer, it will start to count down. You can then hang up or listen to the count down. If someone calls while you are listening to the timer

count down, TLC will annouce the caller and allow you to connect with them or send the call to voice mail. If you hang up after setting the timer and then take the phone off-hook, you will hear the remaining time, and then the dial tone.

When the time is up, *TLC* will ring the associated inside line with one short ring followed by rings of increasing length. When you pick up the inside line, *TLC* will tell you that the timer has reached zero.

As a short cut to the timer, take the phone off hook and dial ⬚ # ⬚ ⬚PQRS7⬚.

☞ *Alarm Clocks*

TLC maintains an alarm clock for inside line 1 and a separate alarm clock for inside line 2. You set the alarm clock for the inside line you're on.

You can record a personal message to play when the alarm goes off. You can set recurring alarms or an alarm just for today or tomorrow (See Set the Alarm Clock).

When the alarm goes off, *TLC* will ring the telephone(s) for the line you set with one short ring followed by rings of increasing length. When you pick up the ringing phone, *TLC* will play the personal message and offer a five or ten minute snooze option. When you hang up, the alarm will reset. If you selected the snooze option, the alarm will go off again after the snooze period.

If the alarm goes off while you're on the telephone line used to set the alarm, you will hear a beep. Press flash, and the alarm message will play. Press ⬚OPER0⬚ to return to your call.

❖ *Setting up the Outside Lines*

You can create a voice tag to name each outside line, and you can record a greeting for each outside line. See Set up Outside Lines in the menu system.

☞ *Setting up Greetings*

You can create a personal greeting, such as, "This is [name]'s personal assistant," or "You have reached [name]'s personal assistant," for each outside line. See Manage Greetings in the menu system.

➢ *Site Information Tone*

To receive fewer telemarketing calls, you can have TLC play a three-tone sequence called a site information tone (SIT) before the greeting for new and unknown callers. The SIT will cause some automated calling machines to hang up and remove your phone number from their calling database.

> **Note:** Callers whose phone number is contained in the *TLC* phone book or new call list will not hear the SIT even when enabled.

☞ *Recording Names for Outside Lines*

When *TLC* announces a call, it will announce the caller's name, who the call is for, and the outside line they called in on. To record the name an outside line, see Manage the Names of the Outside Lines.

❖ *Calling Tables*

When placing a call, *TLC* selects an outside line using a set of calling tables. *TLC* uses either one of five shared calling tables based on the type of call (local, toll-free, toll, international, premium, or emergency) or a calling table specific to the contact you are calling..

> **Note:** If the contact you're calling has its own calling table, it will override the shared calling tables. For instance, if you and one of your contacts are on the same mobile phone provider plan, and mobile-to-mobile calls are free, you could set up a calling table for this contact so that calls to them are placed through your mobile phone.

> **Note:** Phone book contacts are created with no assigned calling table. When editing a contact, you can assign a calling table as a separate operation.

A calling table contains an ordered list of outside lines that *TLC* will use when placing a call.

All of the shared calling tables (except the emergency table) are pre-programmed to try outside line 1 (landline) first, followed by outside line 2 (Skype), and then outside line 3 and outside line 4 (mobile phones). **The emergency calling table is pre-programmed to try the landline first, followed by mobile phones, and finally Skype.** (See 911 Emergency Service.)

You can set each calling table to suit your needs. For instance, to disallow calls to premium numbers, set the premium call table to use no outside lines. (See Setting up the Calling Tables and Setting Preferred Outside Lines for Contacts.)

> **Caution:** *TLC* determines whether a given call is a toll or a local call using a set of predefined tables. However, the toll status can change over time. Tel-Lynx periodically provides updates to these tables that can be downloaded from our website. Although we attempt to keep these tables up to date, occasionally there may be errors causing *TLC* to consider a toll call a local call or a local call a toll call. You can change the toll status of a given area code and prefix to correct any errors. This can be done using the menu system (Hear Last Phone Number /Change Toll Status) or it can be more easily done with the PC program used to setup *TLC*.

❖ *Voice Mail on TLC*

The *TLC* voice mail system supports up to seven individual voice mail boxes and one general, or *anyone,* mailbox. Each mailbox can hold up to 25 messages and each can have its own voice tag. For home office use, a voice tag might be a department, such as *sales* or *support*.

Once a voice mail is recorded, it becomes a new message. When you pick up the telephone to make a call, a stuttered dial tone will indicate that you have new messages waiting. If your phones are Visual Message Waiting Indicator (VMWI) compatible, a light or other indicator will show when new messages are waiting.

You can set up *TLC* so that your telephones will ring 2 to 15 times before calls are sent to voice mail.

☞ *Listening to Voice Mail*

To listen to messages from your telephone, wait for the dial tone, flash the switch hook, and then press 2 on the main menu. Alternatively, you can press `#` `TUV 8` at the dial tone. To access your messages remotely, call in and press `#` during the greeting. Remote access requires that you enter a secret code.

TLC will announce who has new voice mail, and will then ask you to select a mailbox. For a given mailbox, new messages play before saved messages. *TLC* will announce the caller's name, the line they called on, and the date and time of the call. (Press `1` to skip this information.)

After listening, messages are saved unless you delete them. After a message plays, *TLC* will prompt you as follows:

- **Press** `1` to Replay the Message from the beginning without caller information.
- **Press** `ABC 2` to Back Up 3 seconds while playing.
- **Press** `DEF 3` to Fast Forward 3 seconds while playing.
- **Press** `GHI 4` to Move the message to another mailbox.
- **Press** `JKL 5` to Replay the message including caller information.
- **Press** `MNO 6` to Save and Replay the Previous message.
- **Press** `PQRS 7` to Delete the message.
- **Press** `TUV 8` to Return the call.
- **Press** `WXYZ 9` to Save the message and Play the Next message.
- **Press** `OPER 0` to Go Back and select another mailbox.

☞ *Setting up the Voice Mail System*

TLC is preprogrammed with only the general *anyone* voice mailbox enabled. The *anyone* voice mailbox cannot be disabled. To set up additional mailboxes, use

the Set Up User and Voice Mail Menu in the Main Menu. When you setup a user and their mailbox, you will be asked to record the user's name and to assign the user to answer one or more outside lines. A common outside line has more than one user assigned to it, while a personal outside line has only one user. See Common vs. Personal Outside Lines for more information.

❖ *Managing Mobile Phones*

TLC supports up to two mobile phones through Bluetooth connections. Mobile phones must first be paired with the *TLC* system before they will able to connect with it. Once paired, mobile phones are automatically enabled to connect to the system. Through the menu system, mobile phones can be disabled from connecting to the system, enabled to connect to the system, or unpaired from the system.

☞ *Pairing a Mobile Phone*

To pair a mobile phone, use the setup menu to make the *TLC* system discoverable for two minutes (see the menu to start pairing a mobile phone). Once the *TLC* system is in the discovery mode, you can hang up the telephone and use your mobile phone to scan for Bluetooth devices (in this case *Tel-Lynx*). See the mobile phone's instruction manual to learn how to scan or search for Bluetooth devices. The mobile phone will find the *TLC* system and you will be led through a pairing process. If asked to enter a password, the password is "543210".

> **Note:** If you have previously paired a mobile phone with the *TLC* system and then unpaired it, make sure you have removed the pairing from the mobile phone before attempting to pair it again. If you don't, the re-pairing may not succeed.

☞ *Mobile Phone Usage*

When a mobile phone is connected to the system, calls can be placed and received using the mobile phone handset or an inside line on the *TLC* system.

Calls placed or received on the mobile handset will remain on the handset. However, you may experience a momentary loss of audio when you have been out of range of the *TLC* system and then come back into range and the mobile phone re-connects to the *TLC* system.

Calls placed or answered using a mobile handset can be transferred to an inside line on the *TLC* system (see Picking up a Call from an Outside Line).

While an inside line is connected to a call through a mobile phone, the mobile phone can transfer the call's audio to the mobile phone using a Bluetooth command on the mobile phone. The exact method for transferring the call in this manner is beyond the scope of this manual. Please see your mobile phone's user

manual for instructions on re-routing the audio back to your mobile phone away from a Bluetooth device (in this case, the *TLC* system).

Calls initiated or answered directly on the mobile handset can be transferred to *TLC* (see Picking up a Call not Originated on TLC)

A call can be transferred back and forth between the *TLC* system and the mobile handset any number of times.

☞ *Mobile Phone Options*

TLC provides several options for mobile phone use including automatic forwarding, delayed answering, call rejection without answer, and options that promote mobile phone compatibility.

➢ *Automatic Forwarding of Calls to Your Mobile Phone*

TLC can automatically forward calls that come in to your home phone number to your mobile phone when you're not home (i.e., when your mobile phone is not connected to the system). The call must come in on the landline or Skype and the mobile phone must be the personal line of the user who is being called (see Personal vs. Common Outside Lines).

A user can select which individual contacts' calls (if any) will automatically forward. You can forward an entire contact type, such as work day contacts, normal contacts, super contacts, or new callers.

You can specify immediate forwarding, but in case you're home but your mobile phone is not connected to TLC, you should set it to forward after the call would normally go to voice mail. This allows you time to answer the phone when your mobile phone's Bluetooth is turned off, your mobile phone is off, or the battery is dead. Remember: TLC only knows that you are home if your mobile phone is connected to the system.

> **Note:** *TLC* always waits until the call would normally go to voice mail before forwarding calls received from mobile phones paired with *TLC*. This allows you to retrieve messages from TLC via your mobile phone when you are away from home even when instant forward is enabled.

➢ *Delayed Answering of Your Mobile Phone*

With *TLC*, you can place and answer mobile calls using a telephone connected to *TLC* or you can call and answer directly from your mobile phone. If you want the option to answer on your mobile phone before TLC picks up, you can set up *TLC* to delay answering your mobile phone for a specified number of rings. If you answer the call on your telephone during the delayed period, *TLC* will immediately answer the call and you will be connected to the caller. Be sure to set the ring delay to allow yourself time to pick up the mobile phone, but not

enough time for the call to be transferred to the mobile phone's voice mail. Four rings is usually a good number to use.

➤ *Rejecting Calls from Callers not in TLC's Phone Book*

TLC will screen calls from unrecognized phone numbers (those not in the phone book or new call list). If a call comes in on your mobile phone, the screening process will consume one minute of mobile air time even if *TLC* terminates the call. If most of your unrecognized calls are unwanted calls, to avoid the mobile airtime usage, you can set *TLC* to reject (rather than screen) mobile calls from any caller whose number is not in the phone book or new call list. Rejected calls will go to the mobile phone's voice mail.

➤ *Rejecting Audio when TLC did not Originate the Call*

If you're still talking on your mobile phone when you return home, *TLC* will automatically reconnect your mobile phone to the *TLC* system. During the connection process, there may be a brief interruption in the audio while it is transferred to *TLC* and back to the mobile phone. To avoid this interruption, you can set up *TLC* to reject the audio transfer request. If the audio transfer request is rejected, some mobile phones will disconnect the Bluetooth connection (and make an annoying beep). *TLC* will automatically attempt to reconnect, so this disconnection may occur repeatedly. If this occurs you should not set the reject audio transfer request feature.

➤ *Miscellaneous Options*

If more than one mobile phone is connected to *TLC* some mobile phones have a bug that can cause them to become confused after a call is completed. You can set the "reset connection after each call" option to fix this. The downside to setting this option is that after each call, the mobile phone will disconnect from the system and could take up to one minute before reconnecting.

❖ *Recording a Telephone Conversation*

TLC allows you to record your telephone conversation with an attached PC. While on a call you can flash the switch hook and press TUV8. This will start the recording. To stop the recording you can flash the switch hook and press TUV8 again. The conversation will be recorded to a wave file (.wav) in a predefined directory.

Warning:. You may be legally required to notify or get the permission of all parties to a conversation before recording it. Be sure you know the legal requirements for recording a telephone conversation before using this feature.

❖ *Power Interruptions*

Following a power interruption, *TLC*'s internal clock must be reset. If TLC is attached to a PC running the TLC service program, the PC will automatically reset TLC's clock. Otherwise, the first call that comes in on the landline with caller ID will reset the clock.

If you pick up the telephone before a call comes in or if the PC has not reset the clock, *TLC* will tell you that the power was interrupted and will ask you to set the date and time. Since *TLC* records the current day, month, and year every day, you will only need to reset the time. If the power interruption spans two or more days, the date will also need to be corrected.

Remember that during a power failure, *TLC* cannot be used to place or answer calls, so you will need to provide a way to make emergency calls that does not require the power to be on (see 911 Emergency Service).

❖ *Using the Menu System*

There are four root menus in the *TLC* system: Main Menu, On a Call Menu, Announcement Menu, and Call-In Menu. The call-in menu is described in Answering in Personal Assistant Mode. The rest of the menus are described below.

Each menu is organized in a tree structure. If you do not press a key when prompted, the menu instructions will be repeated after a short pause. To return to a previous branch of the menu's tree, press OPER 0. If you're entering a number or name, press and hold OPER 0 for one or more seconds to return to the previous branch in the menu. On many menus press ✳ then the number of the option to hear the description for that option with having to hear all the previous options first. To replay a menu from the start press ✳ twice.

You do not have to wait for all options to be presented before pressing a key. And you don't have to wait for a menu option to be announced before selecting it. If you know the number of a given option you can press its associated key before it is announced. TLC will stop announcing options as soon as you press a key and take the appropriate action for that key press.

☞ *Main Menu*

To enter the Main Menu, pick up a non-ringing telephone, and, at the dial tone, flash the switch hook.

Press 1 **to Set the Do Not Disturb Mode and Other Timed Functions**
Press ABC 2 **to Listen to Voice Mail**
Press DEF 3 **to Manage the Phone Book**
Press GHI 4 **to Call Another User on the System**
Press JKL 5 **to Hear Last Number Dialed or Received**

Press [MNO 6] **to Specify an Outside Line**
Press [PQRS 7] **to Set up the System**
Press [TUV 8] **to Leave a Voice Message**
Press [WXYZ 9] **to Hear the Date, Time, and Other Information**

➢ *Press [1] to Set Do Not Disturb Mode and Other Timed Functions*

> **Press** [1] **to Set Do Not Disturb Mode**
> **Press** [ABC 2] **to Set the Timer**
> **Press** [DEF 3] **to Set the Alarm Clock**

⇨ **Press** [1] **to Set Do Not Disturb Mode**
Enter number of minutes up to 720, [#].

Or, hours, [*], minutes, [#].

Select which contacts can ring the telephone.

To cancel, press [#].

⇨ **Press** [ABC 2] **to Set the Timer**
Enter number of minutes up to 720, [#].

Or enter minutes, [*], seconds, [#].

Or enter hours, [*], minutes, [*], seconds, [#].

⇨ **Press** [DEF 3] **to Set the Alarm Clock**
Enter the day(s), press [#].

1=Sun, 2=Mon, 3=Tues, 4=Weds, 5=Thurs, 6=Fri, 7=Sat (recurring alarm)
8=Mon through Fri (recurring alarm),
9=tomorrow (one time alarm)
0=today (one time alarm).

Enter alarm time, [#].

Enter [1] for AM or [ABC 2] for PM.

To cancel, press [#].

Try it: set the alarm clock for 7:00AM tomorrow.

Press [WXYZ 9] for tomorrow, [#].

Press [PQRS 7] [OPER 0] [OPER 0] [#].

Enter ☐1 for AM. *Got it!*

Try it: set the alarm clock for 6:00AM Mon through Sat every week.

Press TUV8 for Mon through Fri, PQRS7 for Sat, ☐#.

Press MNO6 OPER0 OPER0 ☐#.

Press ☐1 for AM. *That's it!*

TLC will invite you to record a wake up message.

➤ *Press ABC2 to Listen to Voice Mail*

Press a mailbox number to listen to voice mail..

➤ *Press DEF3 to Manage the Phone Book*

Press ☐1 to **Manage New Calls**
Press ABC2 to **Add a New Phone Book Contact**
Press DEF3 to **Find a Phone Book Contact to Manage**
Press GHI4 to **Hear Speed Dial Assignments**
Press JKL5 to **Remove a Speed Dial Assignment**
Press OPER0 to **Go Back**

⇨ **Press ☐1 to Manage New Calls**

Hear the most recent new call's voice tag.
See their name and phone number on the caller ID screen.

Press ☐1 to **Move New Contact to the Phone Book**
Press ABC2 to **Go to Next New Call**
Press DEF3 to **Go to Previous New Call**
Press GHI4 to **Call the New Contact**
Press JKL5 to **Modify New Contact Information**
Press PQRS7 to **Delete New Contact**
Press ☐# to **Display New Contact Info on Caller ID Screen**
Press OPER0 to **Go Back to the Manage Phone Book Menu**

⇨ **Press ABC2 to Add a New Phone Book Contact**

- **You will be prompted to enter the contact's phone number**. (See To Enter or Edit a Phone Number)

  If a contact with that number already exists:
  o **Press ☐1** to **Review the Existing Contact**.
  o See the name and phone number on the caller ID screen.
  o Hear the voice tag, number type, and contact type.

- o **Press** `ABC 2` to **Replace the Existing Contact** (with the new contact).
- o **Press** `DEF 3` to **Proceed Entering New Contact**.
- o **Press** `OPER 0` to **Go Back** and reenter a new phone number.
- **You will be prompted to enter the contact's number type.** Number types are home, mobile, work, Skype, and none. Skype is automatically selected and cannot be changed if the contact's phone number is a special Skype number.
- **You will be prompted to enter the contact's name.** (See section To Enter or Edit a Name)
- **You will be prompted to enter the contact type.**
- contact types: enter normal, super, workday, or blocked. Blocked contacts cannot leave messages or ring any telephones connected to TLC, even in an emergency.
- **You will be prompted to record a voice tag.**

Comment [cjmh1]: needs work!

When your new contact entry is complete:

Press `1` to **Modify Contact Information**
Press `ABC 2` to **Add another Phone Book Contact**
Press `GHI 4` to **Call the Contact**
Press `JKL 5` to **Assign a Speed Dial Number**
Press `PQRS 7` to **Delete the Contact**
Press `#` to **Display Contact Info on Caller ID Screen**
Press `OPER 0` to **Go Back**

⇨ **Press** `DEF 3` **to Find a Phone Book Contact to Manage**

Enter the name using dial by name procedure

or

Enter the last few digits of the contact's phone number, then press `#`.

(If you press the `OPER 0` key for longer than 1 second[8], you will go back one menu level.)

Press `1` to **Modify Contact Information**

Press `ABC 2` to **Go to the Next Contact** (if the name is not unique)
Press `DEF 3` to **Go to the Previous Contact** (if the name is not unique)
Press `GHI 4` to **Call the Contact**
Press `JKL 5` to **Assign a Speed Dial Number**
Press `PQRS 7` to **Delete the Contact**
Press `#` to **Display Contact's Name and Number on Caller ID Screen**
Press `OPER 0` to **Go Back**

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[8] Your phone must produce a continuous tone for the entire time you press the key.

⇨ **Press** GHI 4 **to Hear Speed Dial Assignments**

     Press 1 **through** WXYZ 9 **to Hear Speed Dial Assignments**
     Press OPER 0 **to Go Back**

⇨ **Press** JKL 5 **to Remove a Speed Dial Assignment**

     Press 1 **through** WXYZ 9 to remove speed dial assignments.
     Press OPER 0 **to Go Back**

➤ *Press* GHI 4 *to Call Another User on the System*

Select your own user name.
Select the user you want to call.
(This is more useful when *TLC* is attached to a network of PCs.)

➤ *Press* JKL 5 *to Hear Last Phone Number /Change Toll Status*

After you hear the last connected number you can:

- **Press** 1 to **Call the Number**
- **Press** ABC 2 to **Add the Number to Phone Book**
- **Press** DEF 3 to **Change Toll Call Status for the Phone Number** (local or toll).

> *Note:* **DO NOT** change toll call status unless you're absolutely sure that the default is incorrect. See section ???? for toll call status notes.

➤ *Press* MNO 6 *to Specify an Outside Line*

When you place a call, TLC selects an outside line based on a call list that you have set up. If you want to specify a line other than the one on your call list, choose from the following:

- **Press** 1 to **Select Line 1**, Land Line
- **Press** ABC 2 to **Select Line 2**, Skype™
- **Press** DEF 3 to **Select Line 3**, Mobile Phone 1
- **Press** GHI 4 to **Select Line 4**, Mobile Phone 2

After you have selected one of the four lines, you'll hear, "(Name of line) selected" and then a stutter dial tone. If you choose a line that is busy or not available, you'll hear, "(Busy line) is busy; returning to default calling sequence". After you have completed your call, TLC will return to using the default outside line for future calls.

> **Note:** At the dial tone you can specify an outside line by pressing ⬚ **#** , then the line number. For example ⬚ **#** ⬚ **1** selects outside line 1.

➢ *Press* ⬚ **PQRS 7** *to Set up the System*

The set up menu requires you to enter the secret code. The factory default is 1234. If you forget the secret code, you can reset it with a program on the PC called ResetPassword.exe.

Press ⬚ **1** to **Set the Answer Mode and Call Out Mode**
Press ⬚ **ABC 2** to **Set the Do Not Disturb Schedules for Incoming Calls**
Press ⬚ **DEF 3** to **Set up Users and Voice Mail**
Press ⬚ **GHI 4** to **Set up the Outside Lines and Greeting**
Press ⬚ **JKL 5** to **Set up the Calling Tables**
Press ⬚ **MNO 6** to **Set the Secret Code**
Press ⬚ **TUV 8** to **Set up the Number Plan Data**
Press ⬚ **WXYZ 9** to **Set the Date and Time and Temperature Preference**
Press ⬚ **OPER 0** to **Go Back**

⇨ **Press ⬚ 1 to Set the Answer Mode and Call Out Mode**
  Press ⬚ 1 to **Select Ring-through Mode**
  Press ⬚ ABC 2 to **Select Personal Assistant Mode**
  Press ⬚ DEF 3 to **Enable Auto Create Contact for outgoing calls**
  Press ⬚ GHI 4 to **Disable Auto Create Contact for outgoing calls**
  Press ⬚ JKL 5 to **Setup Ring Pattern Detection for Landline**
  Press ⬚ OPER 0 to **Go Back**.

⇨ **Press ⬚ ABC 2 to Set Do Not Disturb Schedules for Incoming Calls**

  Press ⬚ 1 to **Set Times for Schedule 1.**
  Press ⬚ ABC 2 to **Set Times for Schedule 2.**
  Press ⬚ DEF 3 to **Set Days of the Week for Schedule 1.**
    To set days of the week for schedule 1, choose days from this list:
    1=Sunday, 2= Monday, 3=Tuesday, 4=Wednesday, 5=Thursday, 6=Friday, 7=Saturday
    Press the numbers one after the other, and press ⬚ # when done. Once you have entered days for schedule 1, the days you have not set will be used for schedule 2. If no days are left for schedule 2, schedule 2 will not be used.

⇨ **Press ⬚ DEF 3 to Set up Users and Voice Mail**
  Press ⬚ 1 to **Set up a user**
    Select user then:

Press ☐1 to **Select the User's Ring Pattern**
Press ABC2 to **Select the User's Ring Mode**
Press DEF3 to **Select Outside Lines the User Will Use**
Press GHI4 to **Enable Call Waiting for this User**
Press JKL5 to **Disable Call Waiting for this User**
Press MNO6 to **Record the User's Name**

Press ABC2 to **Disable a User and Delete all their Messages**
Press DEF3 to **Set the Number of Rings before Going to Voice Mail**
Press OPER0 to **Go Back.**

⇨ **Press** GHI4 **to Set up the** Outside Lines

    Press ☐1 to **Setup Outside Line 1 (Landline)**
    Press ABC2 to **Setup Outside Line 2 (Skype)**
    Press DEF3 to **Setup Outside Line 3 (Mobile Phone 1)**
    Press GHI4 to **Setup Outside Line 4 (Mobile Phone 2)**

    Submenu for Managing Outside Lines:
    Press ☐1 to **Hear** and **Change** the **Greeting**
    Press ABC2 to **Enable/Disable Skipping** the **Greeting** for **Callers** in the **Phone Book**
    Press DEF3 to **Enable/Disable** Site Information Tone for unknown callers
    Press GHI4 to **Enable/Disable Call Waiting**
    Press JKL5 to **Enable/Disable** allowing ***70** to **Disable Call Waiting**

    The following applies to Landlines:
    Press MNO6 to **Dial** Landline using **Pulse/DTMF** Dialing
    Press PQRS7 to **Flash Switch Hook Before/After Dialing** while on a **Call**
    Press TUV8 to **Set Dialing Mode**
      Landline Submenu for Dialing Rule:
      Press ☐1 to **Dial** Landline using **Normal** Dialing Rules
      Press ABC2 to **Dial** Landline using **10 Digits** (Area Code first)
      Press DEF3 to **Dial** Landline using **11 Digits** (1-Area Code fist)

    The following applies to Mobile Phones:
    Press MNO6 to **Set Mobile Phone Options**
      Press ☐1 to **Setup Automatic Call Forwarding**
        Call forwarding will automatically forward calls for the user of the mobile to the mobile when the user is away from home.
        Press ☐1 to **Forward All Callers**
        Press ABC2 to **Forward All Callers Except New Callers**
        Press DEF3 to **Forward Super Contacts** and **Normal Contacts**
        Press GHI4 to **Forward Super Contacts**
        Press JKL5 to **Forward only Specified Contacts**
        Press MNO6 to **Enable Instant Forwarding**

Press PQRS7 to **Disable Instant Forwarding** (i.e. forward after the call would normally go to voice mail)

Press ABC2 to **Set** the **Number** of **Rings** before TLC **Answers** the mobile phone

Press DEF3 to **Enable Call Rejection** for Unrecognized Callers

Press GHI4 to **Disable Call Rejection** for Unrecognized Callers

Press JKL5 to **Enable Audio Request Rejection** for calls originating on the mobile handset

Press MNO6 to **Disable Audio Request Rejection** for calls originating on the mobile handset

Press PQRS7 to **Enable Resetting the Bluetooth Connection** after each call

Press TUV8 to **Disable Resetting the Bluetooth Connection** after each call

Press PQRS7 to **Pair/Stop Pairing/Unpair the Mobile Phone**

Press TUV8 to **Enable the Connection to the Mobile Phone**

Press WXYZ9 to **Disable the Connection to the Mobile Phone**

Press OPER0 to **Go Back**.

⇨ **Press JKL5 to Set up the Calling Tables**

Enter the table for the type of call:

Press 1 for **Local and Toll-Free**

Press ABC2 for **Toll call**

Press DEF3 for **International call**

Press GHI4 for **Premium call**

Press JKL5 for **Emergency**

Enter the outside line(s) in preferred order, and then **press #** .

⇨ **Press MNO6 to Set the Secret Code**

Enter a four digit numeric code.

⇨ **Press TUV8 to Set up the Number Plan Data**

Press 1 to **Hear the Number Plan Data**

The current number plan is: **North America Number Plan (NANP)**

The current country code is: **1**

The current international dialing prefix is: **011**

Press ABC2 to **Set the Number Plan**

Press 1 to **Set NANP.**

Press ABC2 to **Set non-NANP**

Press OPER0 to **Go Back.**

Press DEF3 to **Set the International Dialing Prefix**

Enter the international dialing prefix followed by the # key.

Press GHI 4 to **Set the Country Code**
Enter the country code followed by the # key.

Press JKL 5 to **Set up the Area Code(s) that can be called locally**
Enter all area codes with phone numbers that can be called locally from your home landline number. Enter the area code of your home landline number first. Separate area codes by the * key. Press # when finished.

Press MNO 6 to **Set the Dialing Time Out**
Enter the dialing time out in seconds followed by the # key.

Press OPER 0 to **Go Back**

⇨ **Press** WXYZ 9 **to Set the Date, Time, and Temperature Preference**
    Press 1 to **Set the Date and Time**
        Press 1 to **Enter Only the Time**
        or to enter the date and time
        Press ABC 2 to **Enable Automatic Daylight Saving Time**
        Press DEF 3 to **Disable Automatic Daylight Saving Time**
        Then enter the date and time as prompted by *TLC*.
    Press ABC 2 for **Degrees Celsius**
    Press DEF 3 for **Degrees Fahrenheit**

➢ *Press* TUV 8 *to Leave a Voice Message*
You will be prompted as to which user will be leaving the message, then to select a mailbox for the message, and then to leave the voice message.

➢ *Press* WXYZ 9 *to Hear the Temperature, Time, Date, and Outside Line Status*

You can also hear this information by pressing # WXYZ 9 at the dial tone.

Note: To hear the temperature, an optional temperature sensor is required.

☞ *On a Call Menu*

To use the *on a call menu* while you are on a call, flash the switch hook. This places the caller on exclusive[9] hold.

Press OPER 0 to **Go Back to Current Call**
Press 1 to **Switch to Pending/Waiting Call**
Press ABC 2 to **Send Pending Call to Voice Mail**

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[9] An exclusive hold allows only the inside line that placed the call on hold to go back to that call.

Press `DEF 3` to **End the Current Call and Connect to Pending/Waiting Call**
Press `GHI 4` to **Conference Current Call and Waiting Call**
Press `JKL 5` to **Place a New Call**
Press `MNO 6` to **Place the Current Call on Inclusive Hold**[10]
Press `PQRS 7` to **Terminate (Hang Up) or Place Conferenced Line on Hold**
Press `TUV 8` to **Start or Stop Recording a Call**
Press `WXYZ 9` to **Transfer the Audio for a Call Back to the Mobile Phone or PC.**
Press `#` to **Dial the Called Contact's Extension**

> *Note:* A pending call is a second incoming call that has never been answered. A waiting call is a call that has been answered and switched to waiting while you talk with the other caller.

➤ *While on a Call with a Rotary Dial Telephone*

> *Rotary Dialing:* While on a call using a rotary dial phone, flashing the switch hook will present a different menu with more options, including going to the *On a Call Menu* described above.
>
> **Dial** 0 to **Go Back** to **Current Call**
> **Dial** 1 to **Send** `*`, then **Go Back** to the **Current Call**
> **Dial** 2 to **Send** `#`, then **Go Back** to the **Current Call**
> **Dial** 3 to **Enter the *On a Call Menu*.**

☞ *Announcement Menu*

In personal assistant mode, when you pick up a ringing phone, *TLC* will announce the caller, the name of the person being called, and the line the call is coming in on.

After the announcement, you will be presented with the following menu:

Press `1` to **Connect to Caller** (can be used while listening in)
Press `ABC 2` to **Send Call to Voice Mail** and **Listen In**
Press `DEF 3` to **Transfer Call to the Called Person's Mobile Phone** (if they are away)
Press `GHI 4` then **Hang Up** to **Re-ring Telephones** (so someone else can answer)
Press `TUV 8` to **Block the Caller**

> *Note:* If you hang up while in the Announcement Menu, the call will be sent to voice mail. If you hang up while listening in, the caller will continue to leave their message. If you hang up and change your mind and want to listen in you can take the phone off hook and press `#` `#` `*`. Pressing `1` while listening in will connect you to the caller.

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[10] Inclusive hold allows any line on the system to pick up the call.

See Answering in Personal Assistant Mode for more information.

> **Note:** The Announcement Menu is not used when *TLC* is in ring through mode.

❖ *Using the Tel-Lynx Connexion with a PC, Laptop, or Tablet*

❖ *Miscellaneous Information*

☞ *North American Number Plan Information*

TLC has been optimized to work within the North American Number Plan (NANP), which includes 24 countries and territories: the United States and its territories, Canada, Bermuda, and sixteen Caribbean countries.

NANP telephone numbers are eleven digits long. The first digit is always a 1, which corresponds to the country code. Next is a three-digit area code, followed by a three-digit prefix (or central office) code, followed by a four-digit subscriber number. The area code is more formally known as the number plan area (NPA). The central office code is known as an NXX code. The subscriber number identifies an individual phone line connected to the central office.

1	-	NPA	-	NXX	-	XXXX
Country Code		Area Code		Prefix		Subscriber Number

For a given area, a phone number can be one of four types: local, toll (long distance), toll-free, and premium. A local call is often dialed using either the last seven or the last ten digits of the NANP number. A toll call normally requires all eleven digits. Toll-free numbers are 1-800-NXX-XXXX (also 888, 877, etc). Premium numbers are 1-900-NXX-XXXX, NPA-976-XXXX, or 976-XXXX.

The dialing requirements for local and toll calls may be different for different areas. Toll calls normally require eleven digits, including the 1 (country code). Some areas require ten-digit local dialing, and do not allow the 1 for local calls; some require seven-digit dialing for local calls; others permit all eleven digits for local calls. When you set up *TLC*, you will select the dialing rules for your area.

When *TLC* uses a landline to dial a phone number, *TLC* refers to its list of local calling area codes and prefixes and dials the phone number accordingly. In other words, when placing a call, *TLC* will use either the local calling rule (seven or ten digits, depending upon your area) or all eleven-digits, whichever is appropriate,

regardless of how you dial the number on your home telephone. So you are free to use all 11 digits for both long distance and local calls. In areas with 10 digit local dialing, you are free to use either 10 or 11 digits to make local or long distance calls regardless of whether your local telephone company allows it.

☞ *Skype Numbers*

With Skype, you can call other people using their Skype Name or you can call regular telephone numbers. The Skype Name is an alphanumeric string (starting with a non-numeric character) and cannot be dialed directly using a home telephone. Therefore, TLC assigns Skype Numbers to Skype Names. Skype Numbers look like regular telephone numbers and always start with 1-000-000, thus allowing up to 10,000 Skype Names to be assigned a unique telephone number that can be dialed directly on your telephone.

This allows you to add Skype contacts to the *TLC* phone book and use dial by name, redial, call back, or even speed dialing from your home telephone as you would for a regular telephone number.

Note: *TLC* will only use the Skype-to-Skype VoIP network to call a Skype Number.

When new Skype contacts call in and you add them to your Skype contact list, *TLC* software will assign them ascending Skype telephone numbers. Skype contacts in the *TLC* phone book have the same attributes as a normal contact, but Skype is the only outside line that will be used to call them.

Note: Making calls with Skype requires *TLC* to be attached to a computer running the Skype application.

❖ *FCC Information*

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the underside of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX.

On the bottom of this equipment is a label that contains an FCC Part 68 registration number in the format:

<div align="center">

US:SWQHN00BTLC001

</div>

and a ringer equivalence in the format:

<div align="center">

REN: 0.01B

</div>

If requested, these numbers must be provided to the telephone company.

- **Plug and Jack:** The plug and jack used to connect this equipment to premise wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by ACTA. A compliant telephone cord and modular plug is provided with this product. The telephone cord is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.
  Ringer Equivalency Number (REN): The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of the RENs should not exceed five (5.0). To be certain of the number of devices that may be connected to a line, as determined by the total RENs, contact the local telephone company. The REN for the equipment is part of the ACTA/FCC number that has the format US:AAAEQ##TXXXX. The digits represented by the ## are the REN without the decimal point (e.g., 01 is a REN of 0.1) and are followed by the Ringer Class (A or B).

- **Harm to the Network:** If this equipment causes harm to the telephone network, the telephone company will notify you in advance that the temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

- **Notification of Changes in Telephone Company Equipment:** The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

- **Repairs or Returns:** If trouble is experienced with this equipment, for repairs or warranty information, contact the factory service center or other authorized servicer. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved. Repairs should be made only by a qualified factory representative.

- **Party Lines**: This equipment must not be used on party lines.

- **Alarm Equipment:** You should ensure that this equipment does not disable alarm equipment

in installations where the alarm equipment utilizes the same telephone network connection as this equipment. If you have questions about what will disable the alarm equipment, consult your telephone company or a qualified installer.

▪ **ELECTRICAL SAFETY ADVISORY:** Telephone companies report that electrical surges, typically lightening transients, are very destructive to customer terminal equipment connected to AC power sources. This has been identified as a major nationwide problem. A commercially available, power surge arrestor is recommended for use with this equipment to minimize damage in the event of an electrical surge.

Note:
This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions. (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Note:
Use only the power supply delivered with the equipment.

Caution:
Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this device.

Note:
This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:
—Reorient or relocate the receiving antenna.
—Increase the separation between the equipment and receiver.
—Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
—Consult the dealer or an experienced radio/TV technician for help.

Notice:
FCC ID can be found on the label on the bottom of the unit.