

## Connexions<sup>®</sup> Telephone Quick Reference

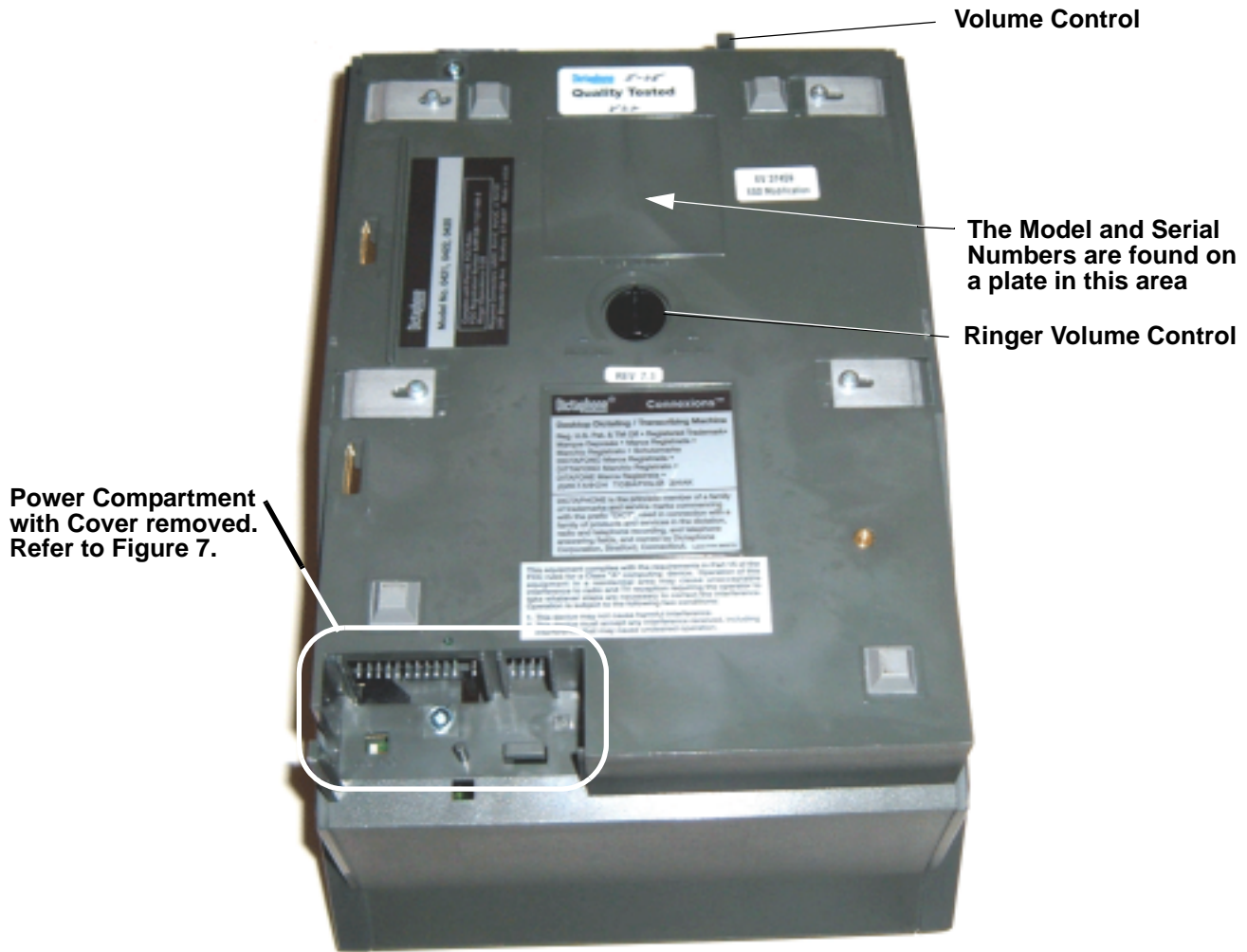
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### Overview

The Connexions Station (telephone), also known as a C-Phone, is an all-purpose piece of equipment used with Dictaphone dictation/transcription systems. It can be used as a telephone, a dictation station, or a transcription station.



FIGURE 1 Connexions Station (Top View)



**FIGURE 2 Connexions Station (Bottom View)**

## Glossary

Please review the following glossary of Connexions Station terminology. Becoming familiar with the terminology will make setup and programming of the Connexions Station much easier to understand.

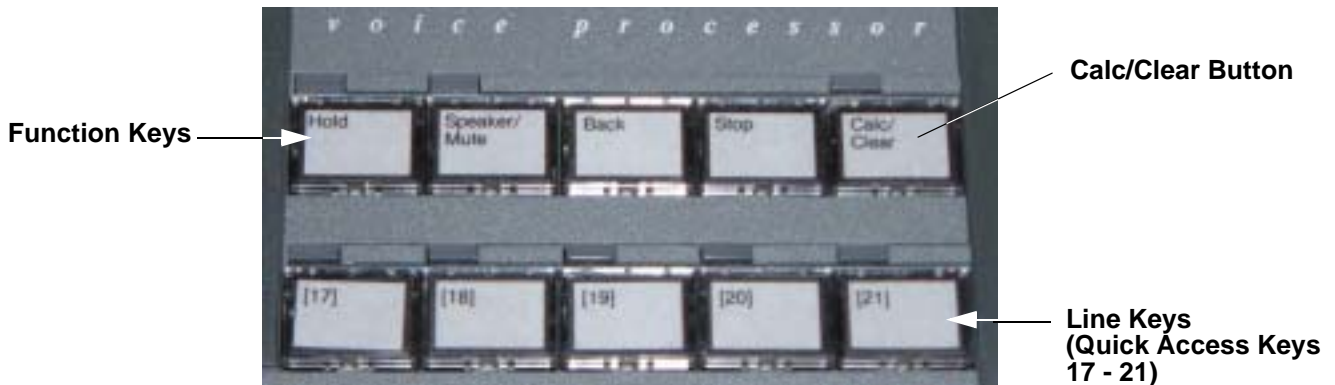
**Keypad** - The Connexions telephone keypad is used the same way as any standard telephone keypad is used for dialing telephone numbers. You can also use the keypad in conjunction with other features of the telephone.



**FIGURE 3 Keypad and Function Keys**

**Function Keys** - These keys are used in conjunction with other features of the Connexions telephone. Operation of these keys is covered in sections dealing with the specific features requiring their use.

**Line Keys (Multi-Line Telephones)** - The line keys correspond to your extension number or numbers. The Connexions telephone comes standard as a single line telephone. However, you have the option of adding up to seven additional extensions or numbers. You can use the line keys to answer and place calls. An indicator illuminates when the associated line is in use. When not used for telephone lines, these keys can be used as additional quick access keys (#17 - 21).



**FIGURE 4 Function Keys and Line Keys**

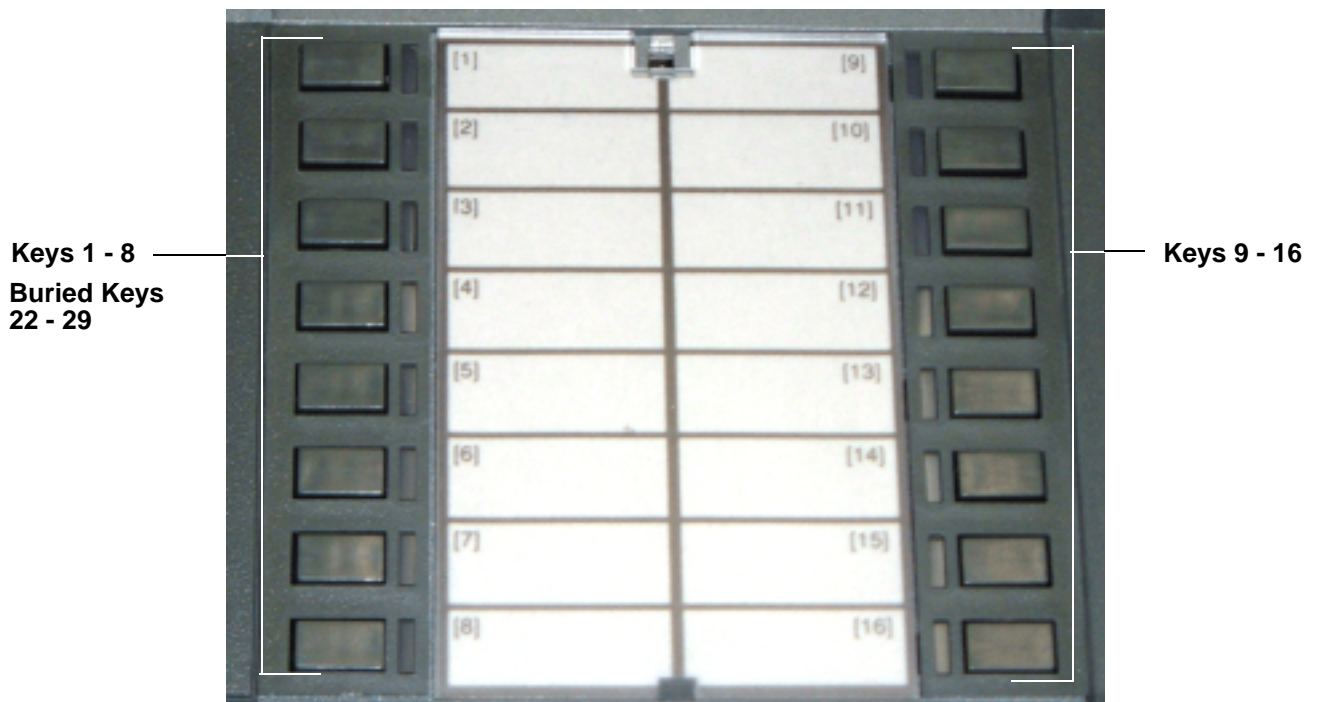
**Screen Display** - The 2-line display consists of up to 16 characters per line. When the telephone unit is idle, the Main Menu displays the time and date on the top line and feature prompts on the bottom line. When the telephone is in use, the date is replaced with a call timer, showing the elapsed time of the current phone call. Information on the display is feature dependant and will change accordingly.

**Menu Keys** - The menu keys are used to set up system features. The user responds to prompts on the telephone screen display by pressing the associated menu key. A new prompt is displayed each time one of the menu keys is pressed.



**FIGURE 5 Screen Display and Menu Keys**

**Quick Access Program Keys** - You can set up and label the 16 quick access program keys so that, when pressed, they will perform specific functions. Programming these keys with features you are most likely to use allows quick, single key access to any of the features offered by the telephone or your PBX system. Typical features might be speed dialing for frequently called numbers, storage of an access code for long distance dialing, MCI, Sprint, call forwarding, automatic telephone answering, automatic telephone recording, etc. Quick access keys 1 - 8 permit you to program an additional eight functions or numbers by “burying” them under existing programmed functions. These are quick access keys 22 - 29.



**FIGURE 6 Quick Access Programs Keys**

**Buried Quick Access Keys** - Normally you can program up to 16 functions or numbers on quick access keys 1 - 16. You can “bury” additional functions or numbers for keys 1 - 8 by using the Acc key. These are know as keys 22 - 29 (quick access keys

17 -21 are the line keys). (It is not recommended that the Bill Timer feature code be programmed into a “buried” key.)

**Chained Quick Access Keys** - The contents of one quick access key may be “chained” as part of another quick access key. The contents of three keys (maximum) can be chained together. “Buried” key contents may also be chained. (It is not recommended that the Bill Timer feature code be programmed into a “buried” key.)

**Volume Control** - The volume control is used to lower or raise the volume of the incoming call. To raise the volume, slide the control towards the + symbol. To lower the volume, slide the control towards the - symbol.

**Ring Volume** - The ringer volume control located on the underside of the telephone adjusts the ring volume. Turn the dial towards the + symbol to increase the ring volume and towards the - symbol to decrease the ring volume.

**Dictation Controls** - Your telephone handset or hand microphone can be used to record dictation on to an attached Connexions voice processing system recorder or to a Dictaphone systems recorder.

**Status Indicator Lights** - Status indicator lights illuminate when the associated key is activated, alerting you to the current status of the selected line or programmed function.

**Headset Jack** – allows connection of a headset.

**Power Compartment** - Contains the Battery Backup switch and connections for the power and telephone cables.

**Electronic Lock** - Prevents unauthorized use of the telephone. Dialing can be totally disabled, or you can enter the number of digits (01-99), which will limit dialing to that number of digits.

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## Dictation & Transcription Features

Dictation can be performed in the following ways:

- Using the Handset
- Using the Hand Microphone
- Using the OpticMic Hand Microphone/Bar Code Reader
- Using the Hands Free Gooseneck Microphone and Foot Control

Transcription can be performed in the following manner:

- Directly calling the system and playing the jobs back through a Connexions phone using a foot control and headset
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## Initial Setup

The Power Compartment cover needs to be removed to connect the power plug, the telephone line, and to turn on the battery backup switch.

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## To remove the Power Compartment cover:

1. First turn the phone upside down
  2. Slide the cover up, away from the body of the phone
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## To replace the cover:

Slide the cover down until it clicks into place, indicating that is firmly seated.

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# Connecting and Disconnecting the Station

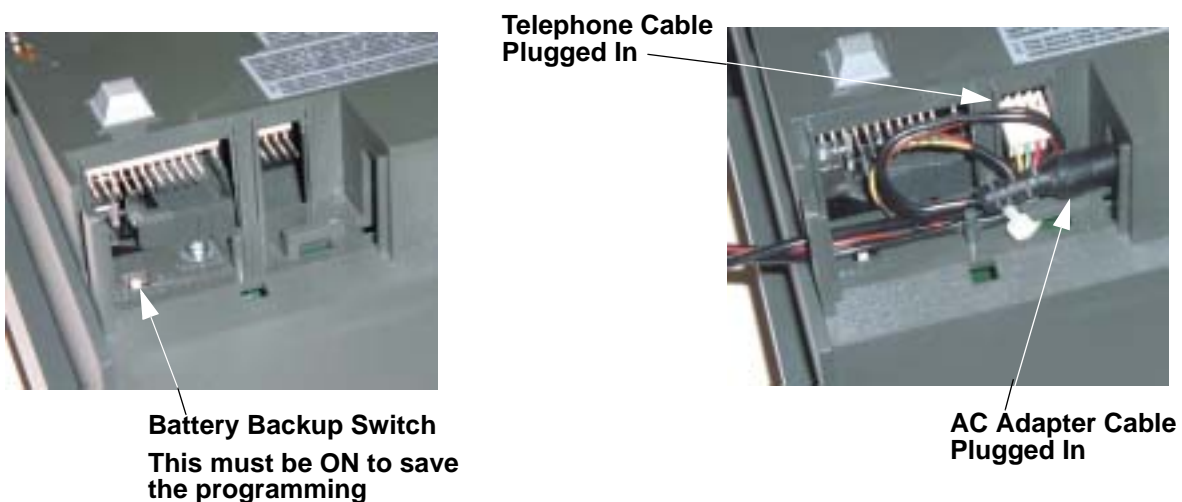
Failure to follow these procedures may cause damage to your Connexions station.

Your Connexions station is an analog station and should only be connected to an analog phone line. DO NOT PLUG THE CONNEXIONS STATION INTO A DIGITAL PHONE LINE FOR RISK OF DAMAGING A CARD IN THE DIGITAL PHONE SWITCH. Some digital phone switches have analog capabilities. If you are not sure what type of phone line you have, contact your telecommunications person.

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## Connecting the Connexions Station

1. Make sure the power cube is NOT plugged into an electrical outlet.
2. Connect the power cord and telephone cord to the Connexions station by opening the power compartment located in the upper-right corner on the back of the station.



**FIGURE 7** Power Compartment

3. Verify that the battery backup switch, located in the power compartment, is set to the ON position.

**Important:** If you leave the battery backup switch in the OFF position and power is lost for 10 - 15 minutes, all programming will be LOST! The Connexions station will have to be reprogrammed

4. Insert the Connexions station telephone cord into an analog telephone line jack.
  5. Connect any accessory you are using (foot control, headset, OpticMic, etc.).
  6. Plug the Connexions station's power cord into an electrical outlet.
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## Disconnecting a Connexions Station

If you need to move and unplug the Connexions station, you must first unplug the power cord, then unplug the telephone cord. The Connexions station will hold the date/time as well as the quick access key programming for up to 48 hours if it is unplugged.



**IMPORTANT**

*Connecting or Disconnecting the cables improperly or in the wrong order can cause damage to the station.*

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## Programming

At the top of your Connexions station, you'll see a two-line, three-option display (refer to Figure 1). The top line displays the date and time and the bottom line displays the three-option menu.

To execute a menu selection, press the gray key under the desired choice. These keys are used while programming the station, as described in the following procedures:

- Set or Change the Date and Time
  - Create or Change a Password
  - Programming the Quick Access Keys
  - Burying a Quick Access Key
  - Chaining Quick Access Keys
  - Revising the Contents of a Quick Access Key
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## Set or Change Date and Time

1. Press the menu key under **PROGM**.
2. Enter the Security (password) Code, if required.
3. Press the menu key under **ID/TIME**. You have the option to change the Security Code.

4. Press the menu key under **NO**.
  5. If you are given the option to revise the Author ID, press the menu key under **NO**.
  6. The current time is displayed.
  7. Press the menu key under **YES**.
  8. Enter a four-digit time. Press the 2 for A (for a.m.) or 7 for P (for p.m.). The current date is displayed.
  9. Press the menu key under **YES**.
  10. Enter a four-digit date.
  11. The Main Menu is displayed with the new time and date.
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## Create or Change a Password (Security Code)

1. Press the menu key under **PROGM**.
  2. If changing the security code, enter the current code (password). If creating a code (password), go to next step.
  3. Press the menu key under **ID/TIME**.
  4. Press the menu key under **YES**.
  5. Enter a 4-digit code (password).
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### Remove the Security Code

If you wish to remove a security code (password), enter 4 zeros at step 5 above.

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## Programming the Quick Access Keys

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### Setting up the Quick Access Keys

- A total of 16 digits is allowed per key.
- If you make a mistake while entering digits, simply press the **BACK** key to delete the error.
- You must press the **SELECT** key after entering the contents of each key.
- Enter pauses as part of the dialing sequence by pressing the **PAUSE** (÷) key. (A pause is the interval during which you wait for an outside line after dialing 9, for example, or for a confirmation after entering a credit card code. Each pause will cause the unit to wait approximately 3/4 of a second until you get a dial tone before dialing the next digit. Several pauses in succession may be needed in some situations.)



**TABLE 1      Setting up Quick Access Keys**

<b>Press:</b>	<b>Display Prompt:</b>
1. <b>PROGM</b>	ENTER SECURITY # _ _ _ _
2. Enter Security Code (if required, if not the display at right is shown)	PROGRAM KEYS   ID/TIME   TEL
3. <b>KEYS</b>	SELECT PROG M KEY
4. Any one of the keys labeled 1 through 21 (keys 17-21 can be used if not in use for telephone lines)	ENTER NUMBER
5. Enter the desired number using the telephone keypad or another quick access key (if required)	The digits you are entering.
6. <b>SELECT</b>	SELECT PROG M KEY
7. To setup another quick access key, repeat the same procedure. To exit this mode, press <b>STOP</b> .	The Main Menu will return to the display.

Label each Quick Access Key to indicate what has been programmed into each key.

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### Using your Quick Access Keys

Once you have setup a quick access key, simply press that key to activate the function.

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### Burying a Quick Access Key

An additional eight functions or numbers can be programmed by “Burying” them within quick access keys 1 - 8, which already contain one programmed number.

To setup buried quick access keys 22 - 29 “under” keys 1 - 8, follow the steps in Table 2

**TABLE 2      Buried Quick Access Keys**

<b>Press:</b>	<b>Display Prompt:</b>
1. <b>PROGM</b>	ENTER SECURITY # _ _ _ _
2. Enter Security Code (if required, if not the display at right is shown)	PROGRAM KEYS   ID/TIME   TEL
3. <b>KEYS</b>	SELECT PROG M KEY
4. <b>ACC</b> (the – sign) followed by selected quick access key (1-8)	ENTER NUMBER

Press:	Display Prompt:
5. Enter the desired number using the telephone keypad or another quick access key (if required)	The digits you are entering
6. <b>SELECT</b>	SELECT PROGM KEY
7. <b>STOP</b>	Main Menu

Note: LEDs do not illuminate when a buried quick access key is in use. Therefore, it is recommended that the buried keys be used for Author IDs, long distance access codes or telephone numbers, not for feature codes.

### Using your Buried Quick Access Keys

Once you have setup a buried quick access key, simply press **Acc** followed by that key (1 - 8) to activate the function.

## Chaining Quick Access Keys

The contents of one quick access key may be chained as part of another quick access key. The contents of three keys (maximum) can be chained together. "Buried" key contents may also be chained.

Example: Let's say Key **[8]** has been programmed with the telephone number of the Enterprise Express Voice System (EXVoice access code), and you want to program Key **[2]** so that all the dictator has to do is press **[2]** to call the system and automatically login. When programming Key **[2]**, first press Key **[8]**, and then enter the dictator's ID number. The contents of Key **[8]** (EXVoice access code) has now become part of Key **[2]**.

## Revising/Viewing the Contents of a Quick Access Key

Perform the following steps to revise the contents of a quick access key:

**TABLE 3** Revising a Quick Access Key

Press:	Display Prompt:
1. <b>PROGM</b>	ENTER SECURITY # _ _ _ _
2. Enter Security Code (if required, if not the display at right is shown)	PROGRAM KEYS ID/TIME TEL
3. <b>KEYS</b>	SELECT PROGM KEY
4. Press the Quick Access Key you wish to revise	Current contents are shown REVISE? YES NO
5. <b>YES</b>	ENTER NUMBER

Press:	Display Prompt:
6. Enter the desired number of digits or code	The digits you are entering
7. <b>SELECT</b>	SELECT PROGM KEY
8. <b>STOP</b>	Main Menu

These instructions can also be used to view the contents of a Quick Access key without making any modifications. For instance, if one Connexions station loses its programming, and was programmed the same as other stations, the programming of another station's Quick Access keys can be viewed in this way.

At the REVISE? prompt, press **NO**, and then **STOP**.

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## Deprogramming a Key and Leaving It Blank

At the "REVISE? YES/NO" prompt press **YES**. Do not enter a number in when prompted, and then press **SELECT** to save the blank entry.

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## Feature Codes

- Feature codes are codes that can be programmed into quick access keys to provide your telephone with additional features that may not be available through the menu keys. Feature codes may also be used for single key access to features available through the menu keys. Each feature code must be programmed into a separate key.
- Program the desired feature codes into quick access keys in the same way you program a telephone number, except substitute the following sequence for the telephone number: [#] [\*] 2, 3 or 4-digit code.
- When complete, press **SELECT**.
- Pressing a quick access key programmed with a feature code will cause that feature to take effect automatically.

**TABLE 4 Common Feature Codes**

Feature Code	Feature Description
#*05[n]	<p><b>Electronic Lock</b> Prevents unauthorized use of the telephone. Dialing can be totally disabled, or you can enter the number of digits (01-99), which will limit dialing to that number of digits.</p> <p>Example: enter #0504 to allow a maximum of four digits to be dialed from your telephone.</p> <p>To unlock a locked telephone, press the quick access key and enter your Security ID (it is recommended that a security number be used with the electronic lock feature).</p>
#*06[n][n]	<p><b>Delayed Ring</b> Changes number of delayed rings programmed through the menu keys to a new number. The new number of rings will display for two seconds. With a multi-line telephone installed, each line can be programmed with a different number of delayed rings. Key in #*06 followed by the desired number of rings to bypass (1-9) before ringing is heard at your telephone. Then key in the line number (1-8). Quick access key LED illuminated when function active.</p>
#*11	<p><b>Headset Answer</b> When a key is programmed with the # * 11 code and activated before transcription begins, it allows a transcriptionist to answer the telephone without removing the headset. With the handset on-hook, press the <b>SPEAKER/MUTE</b> key to transfer the incoming call to the headset. The telephone unit's microphone is located under the volume control. To end a call, press the <b>STOP</b> key. To resume transcribing, press the <b>DICTATE</b> and <b>TRANS</b> keys. Quick access key LED illuminates when function active.</p>
#*16	<p><b>Timer</b> Permits you to keep track of the time spent on a particular activity. Press the quick access key to start the Timer. Press again to stop. Quick access key LED illuminates while function is active.</p>
#*17	<p><b>LED "in use" Light</b> This access code lets the light associated with the programmed key stay lit.</p>
#*18	<p><b>Transcribe</b> This code turns on the transcribe display and activates the foot control (left-FORWARD, center-PLAY, right-REWIND). You can also use this code with a bar code reader; however, the bar code digits will not appear on the display. This code turns on all foot control and keypad transcribe controls</p>

Feature Code	Feature Description
#*1807	<b>Bar Code Reader</b> This Quick Access code lets the display show all of the digits entered with the bar code reader. The display will not show other job information.
#*19	<b>Hands Free Dictate (Optional)</b> Enables Hands Free dictation using a foot control and telescoping microphone. This feature code enables the foot control for dictation use (left-PLAY, center-RECORD, right-REWIND). It is important to activate this feature code prior to accessing an Enterprise Express Voice system. Failure to do so will prevent the hands free dictator from going into record mode.

For a complete list of Feature Codes, please refer to the Operator Manual.

## Quick Access Key and Function Programming Examples

Now that you understand the mechanics of programming Quick Access Keys, presented below are some examples of ways you may want to program your Quick Access keys. These examples apply to an Enterprise Express Voice system, they may vary if you are connected to a different system.

### Programming Quick Access Keys for Automatic Access and Login to the EXVoice System

In this example, a dictator wants to have one Quick Access Key that will dial the telephone number to access the EXVoice dictation system, and log the dictator into the system. The access number for the EXVoice system (555-9876 in this example) will be programmed into Quick Access Key [1]. The site ID is 5 and the dictator's ID is 1234. These will be programmed into Quick Access Key [2] and the EXVoice access number will be chained into this key.

A good way to find out what has to be programmed into the dictator's Quick Access Key is to manually dial into the EXVoice system and listen to the prompts.

*Dial the access number (555-9876). When the system answers, you will hear a welcome prompt:*

**“Hello. Welcome to the Enterprise Express Voice System. Enter your site ID, followed by the pound key.”**

*Your response to this prompt would be to hit “5#” on the keypad.*

**“Enter your user ID, followed by the pound key.”**

*Your response to this prompt would be to hit “1234#” on the keypad.*

Now to program all of this into Quick Access Keys, chain the EXVoice access number, programmed into Quick Access Key [1], to the dictator's site and user ID in Quick Access Key [2].

**TABLE 5 Dictator One Key Access**

<b>Press:</b>	<b>Display Prompts:</b>
1. <b>PROGM</b>	ENTER SECURITY # _ _ _ _
2. Enter Security Code (if required, if not the display at right is shown)	PROGRAM KEYS ID/TIME TEL
3. <b>KEYS</b>	SELECT PROG M KEY
4. Quick Access Key [1].	ENTER NUMBER
5. Enter the EXVoice access phone number <b>5559876</b> (do not include the dash)	ENTER NUMBER 5559876_
6. <b>SELECT</b> to store the contents in Quick Access Key [1]	SELECT PROG M KEY
7. Quick Access Key [2]	ENTER NUMBER
8. Quick Access Key [1], and then <b>5# Pause 1234#</b> (you may need to add more than one Pause)	ENTER NUMBER [1]5#P1234#_
9. <b>SELECT</b> to store the contents in Quick Access Key [2]	SELECT PROG M KEY
10 Continue to program other dictator site/User IDs in other Quick Access Keys or press <b>STOP</b> to exit programming mode.	Main Menu

Now, when Quick Access Key [2] is pressed, the EXVoice system will be dialed, and the dictator will be logged in.

Alternately, if there is not a site prompt, then a site ID does not have to be programmed into the Quick Access Key. In this case, just chain the EXVoice access number to the Dictator User ID.

This process may be repeated for several Quick Access Keys if more that one dictator uses a particular Connexions station.

Label Quick Access Keys programmed in this example with the dictator's names.

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### Hands Free Dictation

In the case where a dictator uses a foot control and telescoping microphone to dictate, Feature Code **#\*19** should be programmed into one of the Quick Access Keys. It should not be programmed into a buried key. This code configures the foot control tones for dictation. To activate hands free dictation, depress this key prior to accessing the EXVoice system. This feature code toggles on and off, so it should be pressed only once. To indicate that Hands Free Dictation is activated, chain **#\*19** to **#\*17** (LED "in use" Light). That way, when the Hands Free key is depressed, the LED associated with this key will stay lit to indicate that this feature is activated.

Label the key programmed with **#\*19** as "Hands Free Dictate."

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## Viewing a Bar Code Label

Program a Quick Access Key with the Feature Code **\*\*1807** in order to view the bar code label digits in the Connexions Station display as the bar code is scanned.



*The bar code reader functions properly whether or not the program key is pressed. However, the digits of the label will display only if the Bar Code Label key is depressed.*

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## Transcribe

To active the foot control for transcription use, program the Feature Code **\*\*18** into a Quick Access Key. Then, chain the Transcriptionist user ID to this key so that the transcriptionist will have to press only one key to activate the foot control and log into the EXVoice system.

In this example, the Transcribe feature code is going to be programmed into Quick Access Key **[3]**, and the transcriptionist Site and User ID into **[4]**. The transcriber's site ID is 5 and the User ID is 54321.

**TABLE 6      Transcribe**

Press:	Display Prompts:
1. <b>PROGM</b>	ENTER SECURITY # _ _ _ _
2. Enter Security Code (if required, if not the display at right is shown)	PROGRAM KEYS ID/TIME TEL
3. <b>KEYS</b>	SELECT PROGM KEY
4. Quick Access Key <b>[3]</b> (unused)	ENTER NUMBER
5. Type <b>**18</b> to program Transcribe into this key	ENTER NUMBER **18_
6. <b>SELECT</b>	SELECT PROGM KEY
7. Quick Access Key <b>[4]</b> .	ENTER NUMBER
8. Quick Access Key <b>[3]</b> , and then <b>5# Pause 54321#</b>	ENTER NUMBER [3]5#P54321#_
9. <b>SELECT</b>	SELECT PROGM KEY
10. Continue to program other transcriptionist's user IDs in other Quick Access Keys or press <b>STOP</b> to exit programming mode.	Main Menu

**Programming Common Functions**

There are several single digit commands that are commonly programmed in the Quick Access Keys so that dictators and transcribers do not have to remember the actual keypad command to use. Table 7 identifies the most commonly used commands that are programmed into Quick Access Keys.

**TABLE 7 Single Digit Commands**

Keypad Command	What to program into Quick Access Key	Function	User Type
Sign off/Get Next	8	Used to sign off the current job and get next job	Transcriptionist
Speed +	#	Used to speed up dictation	Transcriptionist
Speed -	*	Used to slow down dictation	Transcriptionist
Disconnect	5	Used to disconnect user from system	All C-phone users
Record	2	Used to get into Record mode	Dictator
Ready/New	8	Used to complete one job and start next job	Dictator
Place Bookmark	9	Places a bookmark in the dictation	Dictator
Priority	6	Marks the job as high priority	Dictator

To verify the actual command used for a particular function, you may need to run the EXVoice Explorer application and look at the actual keypad programming. In EXVoice Explorer, go to **Site | Keypads**, and expand the user class (Dictation, Transcription, etc.) and then right-click on the actual keypad and select **Modify Keypad**. This will open up the window that displays what is programmed into each level of the keypad.

To view the *Normal Keypad*, click the **Normal** tab. You will see a display similar to [Figure 8](#) if you are modifying the Dictator Default keypad:



General	Normal	Shift	Alternate
1	2	3	A
Shift	Record Toggle	Rewind + Play	None
4	5	6	B
Continuous Forward	Disconnect	High Priority	SmKey Hmk
7	8	9	C
Continuous Rewind	RDY/New	Place Bookmark	Continuous Forward
*	0	#	D
Speed-	Context Help	Speed+	Record

**FIGURE 8 Dictator Default Normal Keypad**

Note the tones labeled A-D. These tones are referred to as “fourth column tones” and are the DTMF tones that are emitted by peripheral devices like foot controls, handsets, and hand microphones. These tones cannot be programmed into Quick Access Keys.

## Turning Electronic Lock On or Off

To prevent unauthorized use of your telephone, you can lock it completely.

**TABLE 8 Electronic Lock**

Press:	Display Prompts:
1. <b>PROGM</b>	ENTER SECURITY # _ _ _ _
2. Enter Security Code (if required, if not the display at right is shown)	PROGRAM KEYS ID/TIME TEL
3. <b>TEL</b>	ELECTRONIC LOCK ON OFF
4. <b>ON</b> (to turn on) <b>OFF</b> (to turn off or leave off)	DIGIT LIMIT 99 (default) REVISE? YES NO
5. Press <b>STOP</b>	Main Menu

You can also program Feature Code **#\*05** into a Quick Access key to implement the Electronic Lock Feature. Refer to [Feature Codes](#).

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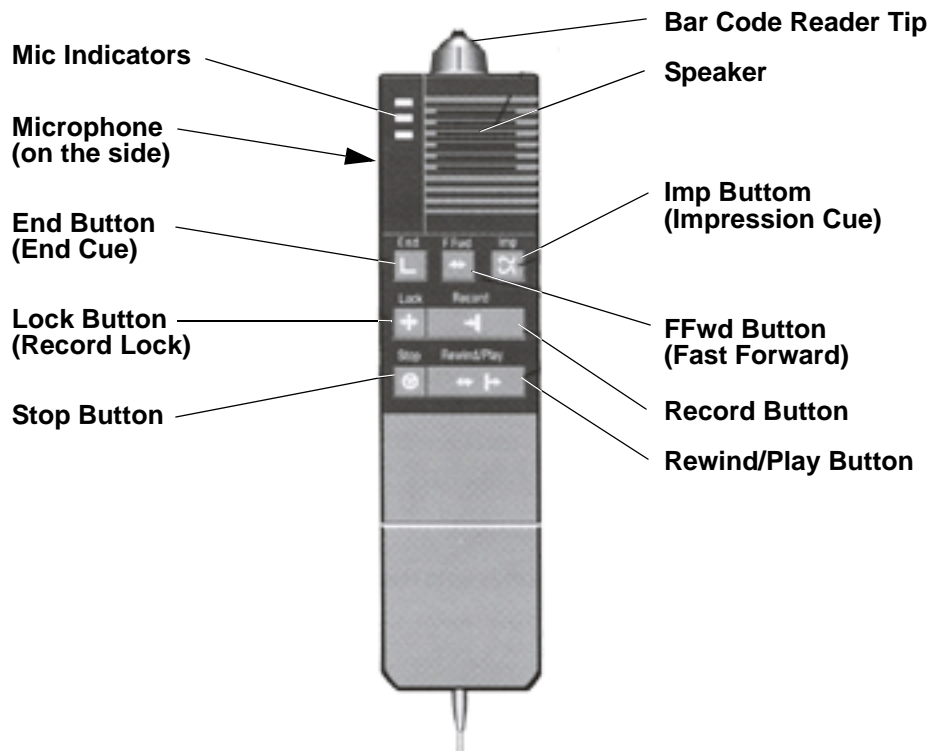
## Resetting the Telephone

A warm reboot can be accomplished by holding the # and the **Calc/Clear** buttons (refer to [Figure 4](#)) simultaneously or just the **Calc/Clear** button for a minimum of seven seconds. The display will clear. A warm reboot should be done if the Connexions phone appears to be locked up.

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## OpticMic Hand Microphone/Bar Code Reader

- The OpticMic Hand Microphone has seven buttons (or keys) for dictation control, 3 LEDs, and a built-in microphone and speaker for audio input/output. The buttons control record, record/lock, rewind, play and stop.
- The OpticMic Hand Microphone also has a built-in optic bar code reader to improve the speed and accuracy of data entry. The OpticMic supports the 3 of 9 bar code format.
- Refer to [Figure 9](#), OpticMic Hand Microphone/Bar Code Reader.



**FIGURE 9** OpticMic Hand Microphone/Bar Code Reader

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# Troubleshooting Guide

Below are some common problems that can be encountered with the Connexions Station. If the suggested action does not resolve the problem, go to the next section to request depot repair.

## **No Display at the Station - Screen Blank**

Turn station over and open the Power Compartment, check all of the connections. The telephone cable should be securely connected to the 4-prong jack and the AC adapter plug should be firmly seated into the power jack (refer to [Figure 7](#)).

## **Station Does not React to Program Key**

Press the key under PROGM, and then press the key under KEYS. At the SELECT PROGM KEY prompt in the display, press the key in question and check the programming. If reprogramming is needed, follow the procedure of [Revising/Viewing the Contents of a Quick Access Key](#).

## **If You Press a Program Key and the Indicator Light Does Not Come On**

Your station may be locked up. Press the **Calc/Clear** key until the display clears (hold for at least 7 seconds).

## **If You Pick Up the Handset and the Telephone Line Seems Dead**

- a. Check the telephone jack.
- b. Wiggle the handset cord at the handset end and at the station end. If the dial tone returns, arrange for depot repair, refer to [Requesting Depot Repair Service](#).
- c. If the line remains dead after all testing, have telecommunications check the line to the station.

## **You Do Not Hear the Tone Generated when Pressing a Key on the Keypad**

Arrange for depot repair, refer to [Requesting Depot Repair Service](#).

## **System Access**

If a programmed key loses its programming, a programming sheet, left at the site by the Dictaphone representative, will assist you to reprogram the station. If this is not available, refer to [Revising/Viewing the Contents of a Quick Access Key](#) for information on how to reprogram a Quick Access key.

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## **Transcription**

### **If the Foot Control Does Not Work.**

Check the connection on side of the station; firmly press connection in slot. If this does not resolve the problem, try a foot control that is known to be working. If the foot

control still does not work, arrange for depot repair, refer to [Requesting Depot Repair Service](#).

**If the System Does Not React to Foot Control Commands.**

Check the bottom of the foot control, and increase or decrease the tension setting.

**If the Headset Does Not Work.**

- a. Check the connection to the station
  - b. Check the connection from the ear piece to the cable. Firmly push together.
  - c. Check the headset key (feature code). Is it illuminated for activation? If the LED is Off, the audio goes through the speaker; if the LED is On, the audio goes through the headset
  - d. Check the program key labeled for Headset and make sure that it is programmed with the correct feature code.
- 

**Dictation Devices**

**Static in Handset**

- a. Pick up the handset. If the static increases while you are wiggling the cord for the handset to the station, arrange for depot repair, refer to [Requesting Depot Repair Service](#).
- b. If the static remains with telephone line or the number called, call the phone company/vendor.

**If the Hand Microphone is not working.**

Check the connection on the side of the station. Firmly press connector in slot.

**If Hand Mic records surrounding noise.**

Check SPEAKER/MUTE light. It should be blinking. If not, press the **Speaker/Mute** key once.

**If the station with Bar Code Reader chirps during digit entry:**

- a. The bar code reader did not get a good read from the label. Swipe the label with the reader again.
- b. The entry is invalid or too long, enter the appropriate digits using the keypad followed by the # key.

**Pressing Hands Free Foot Control does not stop the playback.**

An adjustment may be needed. Arrange for depot repair, refer to [Requesting Depot Repair Service](#).

**Hands Free Key Intermittently Works When Logged on System**

The Feature Code, #\*19, may be chained or buried in the ID or login key(s). This feature toggles on and off at each depression. Unchain or unbury this feature key and leave this on regardless of system access mode to ensure proper Hands Free operation.

## DTMF Tones are Sent Via Program Key Too Fast

Program a pause, “P”, between the digits or commands to regulate the how quickly tones are emitted. Each pause is 3/4 seconds in length.

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# Requesting Depot Repair Service



*On-site service is not available for Connexions Stations.*

Dictaphone has two Repair Depots. One that handles customers located in the United States and one that handles customers located in Canada. Customers outside of these two areas must contact their local Dictaphone representative for repair service information.

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## Depot Repair for Customers Located in the United States

Use the following steps to request depot repair of a Connexions Station:

1. Call the Customer Support Help Desk at 800-833-7776.
2. Select Option 4 for Depot Repair.
3. An Agent will:
  - ◆ Ask you to identify yourself: first name, last name, and telephone number.
  - ◆ Request the model number and serial number of the Connexions station with which you need assistance.
  - ◆ Verify the name of your company and the address where the Connexions station is located.
  - ◆ Check the contract status of your product.
4. If you do not have a current service contract or warranty for your Connexions station, the agent will advise you of the charges for support and review the payment options:
  - ◆ Purchase order number
  - ◆ Credit card
  - ◆ Check in the box
  - ◆ Payment authorization form (Invoice)
5. If you have a current service contract or warranty for your Connexions station... or after you have made payment arrangements for service, the Agent will...
  - ◆ Ask you for a description of the problem.
  - ◆ Provide you with a billing reference number and shipping instructions.

6. The agent will fax a copy of the DHL shipping label instructions provided by the DHL driver. Preprinted labels are available upon request. These will take approximately 5 days to receive.
7. You, the customer, are responsible for packaging the unit into a box for shipping and for completing the DHL/Airborne Express shipping label. See the example below:

**FIGURE 10 Airborne Express Shipping Label**



*If the Connexions station is in a biohazard area, please decontaminate before sending and label the box as biohazard.*

## Depot Repair for Customers Located in Canada

Use the following steps to request depot repair of a Connexions Station:

1. Call the Customer Support Help Desk at 800-833-7776.
2. Select Option 4 for Depot Repair.
3. An Agent will:
  - ◆ Ask you to identify yourself: first name, last name, and telephone number.
  - ◆ Request the model number and serial number of the Connexions station with which you need assistance.
  - ◆ Verify the name of your company and the address where the Connexions station is located.
  - ◆ Check the contract status of your product.

4. If you do not have a current service contract or warranty for your Connexions station, the agent will advise you of the charges for support.
5. If you have a current service contract or warranty for your Connexions station... or after you have made payment arrangements for service, the Agent will...
  - ◆ Ask you for a description of the problem.
  - ◆ Provide you with a billing reference number and shipping instructions.
6. The agent will explain shipping instructions and how to complete the Purolator waybill.
7. You, the customer, are responsible for packaging the unit into a box for shipping and for completing the waybill.



*If the Connexions station is in a biohazard area, please decontaminate before sending and label the box as biohazard.*

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## **Sending the Connexions® Telephone to the Repair Depot**

Important things to remember BEFORE sending your Connexions phone for repair:

- Record all passwords and program key settings. You will have to reprogram your Connexions phone when it is sent back to you after repair. The settings are not saved and/or recorded by the Repair Depot.
- Some of the things that you may have to reprogram are the date and time, and any program keys customized on-site.
- Disconnect the Connexions station following the instructions given in [Connecting and Disconnecting the Station](#).



*If the Connexions station is in a biohazard area, please decontaminate before sending and label the box as biohazard.*

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## **Reprogramming After Return from the Repair Depot**

The Quick Access Keys on the Connexions station may need to be programmed upon return from the Repair Depot. Things like the EXVoice access number, feature codes, and customized keys for dictators and transcriptionists may need to be reentered.

It is important to document what is programmed into each key. There is a card on the Connexions station center plate used to write down the function of each key. If you remove the card and look at the back of it, you will see that it is possible to write down what is actually programmed in each key. This may have been done at the time the Connexions station was initially setup. If not, it is recommended that the contents of each key are recorded in a convenient place (like the back of the card) for future use.

A second way to find out what needs to be programmed in each Quick Access Key is to review the contents of another station that is programmed in a similar way. Refer to the procedure of [Revising/Viewing the Contents of a Quick Access Key](#) for

instructions on how to view the contents of Quick Access Keys without modifying them.

Lastly, manually access the EXVoice system and log in as a dictator or transcriptionist. Write down all of the responses that have to be manually entered in order to access the system and log in. This will give you an idea of what has to be programmed into a particular Quick Access Key to restore it to its former programming.

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## Online Support

- For non-urgent support requests, you can open a ticket for depot repair on-line by visiting <http://support.dictaphone.com>.
- On-line support requests should receive a response within 8 business hours.

**Note:** You may wish to view the Frequently Asked Questions (FAQs) at this Web site, as you may find an answer there!

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## For More Information

Refer to Answer ID [1326](#) for a link to the *Connexions® System Telephone Operating Instructions*, L-940. This manual is available in Adobe Acrobat PDF format, and may be downloaded via this link.