



**METRO TEL CORP.
MODEL 2010VR
CALL FORWARDER
Operating Manual**

NOTE: THE MODEL 2010R & 2010VR CALL FORWARDER IS DESIGNED TO BE USED PRIMARILY ON DEDICATED TELEPHONE LINES. WHEN USED IN CONJUNCTION WITH A PBX, THE DEVICE MAY NOT FUNCTION PROPERLY. PLEASE CHECK WITH THE FACTORY FOR SPECIAL APPLICATIONS.

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1.0 PRODUCT DESCRIPTION

Congratulations on the purchase of your new Metro Tel Call Forwarder Model 2010VR! This unit lets you receive calls in one location and have them forwarded (diverted) to another location of your choice.

Your Model 2010VR requires two phone lines; one to receive a call and one to divert that call to the phone number programmed in its memory. When a call comes in your Model 2010VR will automatically pick up the outgoing line, dial one of five programmed numbers and connect the two lines together. During the call, speech is amplified so that both parties can hear each other.

Depending on the phone service of the outgoing line, you can set your Model 2010VR to dial in tone or pulse (rotary). The programmed phone number can be up to 18 digits long and can have pauses for use to forward calls through an analog PBX network or into a mobile radio or cellular phone.

The Model 2010R & 2010VR call forwarder is designed to be used primarily on dedicated telephone lines. When used in conjunction with a PBX, the device may not function properly. Please check with the factory for special applications.

You will need a true tone (DTMF) dialing phone to remotely control your unit. Some push button phones are not tone dialing, but dial in pulse (rotary). If your phone is not tone dialing, use the Metro Tel 2012 SoftTouch Tonedialer, the 2112V PortaTouch Tonedialer, the 2312C QuickTouch Tonedialer or the 3012 Handset Tonedialer.

The exclusive Divert Alert feature informs you it's a forwarded call. This allows you to adjust background distractions (turn TV off, ect.), connect the call at your command, and then answer the call in a professional manner.

Your Model 2010VR also features ground or loop start and five disconnect methods: CPC, Absolute Time, Dial Tone, Interrupt and Voice Control (the Absolute Silent Time).

Please take a few minutes to read this manual before using your Model 2010VR. If you have any questions at any time, please call your dealer or Metro Tel Customer Service Department for further assistance.

2.0 INSTALLATION

Follow these instructions and you will insure proper installation. No special tools or equipment are required. Before you connect your unit to the telephone lines, read the FCC Registration (Section 7). When finished, your Model 2010VR is ready to use. It is factory set for tone dialing and set to disconnect upon receiving a CPC signal only. If you wish to make changes, read Section 3 for programming the desired changes.

2.1 INSPECTION

Visually inspect the unit for damage. Also gently shake the unit for sounds of loose parts. If either is found, do not attempt to install the unit. Contact your dealer for assistance. If possible, save the shipping carton for evidence of damage, if any, or in case the unit needs to be shipped back for repair or replacement.

2.2 DC POWER CONNECTION

Plug the wall transformer into a 110V/60Hz AC power outlet. Plug the DC power plug into the Model 2010VR DC power jack. The Model 2010VR is now powered up but is inactive. To activate the diverter press the **ON/OFF** button until the LED is ON. To deactivate the diverter press the **ON/OFF** button until the LED is OFF. In the event of an AC power failure, your Model 2010VR will not operate but will remember its active status. When AC power returns, the Model 2010VR will go on automatically and be in its original state, ready to divert calls if it was active. If you must have your calls diverted during "blackouts", an optional battery backup is available. This will provide up to ten days of operating power. For additional information, see "Options and Accessories" (Section 5) or contact your dealer or Metro Tel Corp.

2.3 TELEPHONE LINE CONNECTION

The Model 2010VR requires two separate phone lines to operate. One (incoming) is used to receive the calls to be diverted and the other (outgoing) is used to divert the calls. The Model 2010VR connects to modular phone jacks, and two 4-conductor modular cords are provided. Plug the cords into their respective IN and OUT phone jacks.

The audio levels of the incoming and outgoing lines can be adjusted to a comfortable listening level using the 2 (two) set screws on the rear panel of the device.

Single-line telephones require one RJ11C jack for each phone. If you do not have RJ11C jacks, contact your telephone company to have them installed. Use Metro Tel's 224 4-wire Duplex (T-Jack) Connector to connect your phones and the unit to the RJ11C jacks.

1A2 Multi-line Key Telephones require two RJ13C jacks. Contact your telephone company to have them installed. Specify which phone lines should have the jacks. Your unit has "A-lead" controls and, when it's in use, the respective line status indicators on your phone will light.

Com-Key Telephones require two RJ12C jacks. Contact your telephone company to have them installed. Specify which phone lines should have the jacks. Your unit has "A-lead" controls and, when it's in use, the respective line status indicators on your phone will light.

1A2E Telephones require two RJ11C jacks. These jacks can be installed by your telephone system vendor or your telephone company. Specify which phone line should have the jacks.

2.4 GROUND START/LOOP START

Your Model 2010VR is factory set to work on loop start phone lines. If your outgoing line is loop or ground start, contact your telephone company. If your outgoing line is ground start, use a jumper wire to connect the ground terminal of your Model 2010VR to earth ground.

2.5 DIVERT ALERT

The Divert Alert feature lets you know, when you answer a call, that the call is being forwarded by your Model 2010VR. You can then decide when the call should be connected. Business calls that are forwarded to a residence generally requires special handling, free from the distractions and interruptions found outside of the office. Divert Alert gives you time to take care of background distractions (TV, radio, children playing) or go to an extension phone to pick up the call. It also prevents those present, such as young children, from answering the call in an unprofessional manner. When you answer the phone, you will hear beeps (like a busy signal) if the Model 2010VR is set to send an alert tone. This is the Divert Alert message telling you that a call is being forwarded from the diverter. When you are ready to take the call, press and hold down any numbered key (0-9) on a tone dialing phone. Then release the key and speak to your caller.

3.0 PROGRAMMING THE MODEL 2010VR

NOTE: ALL PROGRAMMING OF THE MODEL 2101VR MUST BE PERFORMED USING THE OUTGOING LINE UNLESS OTHERWISE SPECIFIED.

3.1 ACCESSING THE MODEL 2010VR

- A. To begin access first call the Model 2010VR on its outgoing line with a Touch Tone Phone. The Model 2010VR will answer on the third ring.
- B. First press the "*" (star or asterisk) key and then enter a 4-digit password followed by a "#" (pound) key. If the Model 2010VR was just purchased, press the key sequence "*2010# ". If the password is correct, the Model 2010VR will answer back with two short beeps and will be ready to accept commands. If the password is not correct it will answer back with a single long beep. There is a limit of three attempts to enter the correct password. If none of them are correct, the Model 2010VR will terminate access by disconnecting its outgoing line.
- C. Program the Model 2010VR by entering commands to set features. If a correct command is entered, the Model 2010VR will answer back with two short beeps. If an incorrect command is entered, it will answer back with a single long beep. The command must then be entered again correctly.
- D. When finished with the programming of the Model 2010VR simply hang up. The Model 2010VR is ready for service.

3.2 CHANGING THE PASSWORD

- A. Access The Model 2010VR.
- B. When the Model 2010VR is ready press the command key sequence "***1#". When the Model 2010VR responds with two short beeps enter a four digit password that will be the new password. Then press the "#" key. If the Model 2010VR responds with two short beeps, it has accepted the new password. If it responds with a single long beep, it has rejected the password, the entire command for changing the password must be entered again.

3.3 SETTING UP THE MODEL 2010VR

- A. Access The Model 2010VR.
- B. When the Model 2010VR is ready press the command key sequence “**5#”. When the Model 2010VR responds with two short beeps enter a 0, 1, or 2 followed by the “#” key. Each digit corresponds to a particular option as described below:

0 = The Model 2010VR is set up as a Diverter.
(factory default)

1 = The Model 2010VR is set up as an Extender.

2 = The Model 2010VR is set up as an Extender
with CallBack Capability.

Extender: First access the Model 2010VR. After the password is entered correctly, the unit will connect the incoming line to the outgoing line and provide the caller with a second dial tone for dialing. The caller can disconnect the call at any time by pressing “##”. The unit will respond with dial tone for further calling.

Extender With Call-Back: There are two ways to use this feature.

NOTE: Option 2 above has to be programmed first.

Example 1: To program the callback phone number.

STEP 1:PRESS “**2#”. WAIT FOR TWO BEEPS.
STEP 2:PRESS “0#”. WAIT FOR TWO BEEPS.
STEP 3:PRESS “9464601#”. WAIT FOR TWO BEEPS.
STEP 4:PRESS “#”. WAIT FOR TWO BEEPS.

Example 2: Access the Model 2010VR using the incoming line. Enter the password and wait for two short beeps. Enter the callback phone number(23 digits maximum) followed by “##”. Hang up after two short beeps. To erase the programmed number, press “#” followed by any digit other than “#” and re-enter the callback phone number again. The unit will call back in 30 seconds. When the caller answers, the prerecorded message will be played back. The caller can terminate the message by pressing any key. The caller then hears two short beeps, enters the password again and receives dial tone. The unit is now ready for use. To make another call,

the caller can wait for the called party to hang up or press “##”.
On hearing dial tone the unit is ready for further use.

3.4 ADDING AND/OR CHANGING PHONE NUMBERS

- A. Access The Model 2010VR.
- B. When the Model 2010VR is ready press the command key Sequence “**2#”. When the Model 2010VR responds with two short beeps enter a digit corresponding to one of five outgoing phone numbers to be changed followed by a “#”. When the Model 2010VR responds with two short beeps enter a new phone number including any prefixes. Then press the “#” key. If the Model 2010VR responds with two short beeps, it has accepted the new phone number and is ready to receive the next phone number. If it responds with a single long beep, it has rejected the phone number. The entire command for changing the phone number must be entered again. To exit press “#”.
The Model 2010VR is ready to accept new commands.

EXAMPLE:To program the phone number “946-4600” into location #1 and the phone number “946-4601” into location #2:

STEP 1:PRESS “**2#” AND WAIT FOR TWO BEEPS.
STEP 2:PRESS “1#” AND WAIT FOR TWO BEEPS.
STEP 3:PRESS “9464600#” AND WAIT FOR TWO BEEPS.
STEP 4:PRESS “2#” AND WAIT FOR TWO BEEPS.
STEP 5:PRESS “9464601#” AND WAIT FOR TWO BEEPS.
STEP 6:PRESS “#” AND WAIT FOR TWO BEEPS.

EXAMPLE:To erase a phone number, such as #2.

STEP 1:PRESS “**2#” AND WAIT FOR TWO BEEPS.
SETP 2:PRESS “2#” AND WAIT FOR TWO BEEPS.
STEP 3:PRESS “#” AND WAIT FOR TWO BEEPS.
SETP 4:PRESS “#” AND WAIT FOR TWO BEEPS.

EXAMPLE: To pause two seconds between dial numbers on phone number two.

- STEP 1:PRESS “**2#” AND WAIT FOR TWO BEEPS.
STEP 2:PRESS “2#” AND WAIT FOR TWO BEEPS.
STEP 3:PRESS “9**9464601#” AND WAIT FOR TWO BEEPS.
STEP 4:PRESS “#” AND WAIT FOR TWO BEEPS.

CAUTION: PHONE NUMBERS MUST BE PROGRAMMED BEFORE USING!

3.5 CHANGING THE 2010VR SETTINGS

- A. Access The Model 2010VR.
- B. When the Model 2010VR is ready press the command key sequence “**3#”. When the Model 2010VR responds with two short beeps enter a five digit code that sets all the options. Each digit corresponds to a particular option. The first digit sets the divert option which is defined as follows:

0 = Plays the message to the caller and diverts the call according to the caller’s input (factory default).

1 = Diverts the call directly without playing a message (This selection limits the user to a single programmed phone number).

The second digit sets the dial method which is defined as follows:

- 0 = DTMF Dialing(factory default)
- 1 = Pulse Dialing

The third digit sets the start mode which is defined as follows:

- 0 = Loop Start(factory default)
- 1 = Ground Start

NOTE: If Ground Start is selected, be sure there is a ground wire connected to the ground terminal on the Model 2010VR.

The fourth digit sets whether or not the Model 2010VR will send an alert tone to the outgoing line before connecting the incoming line. The fourth digit is defined as follows:

- 0 = No Alert Tone(factory default)
- 1 = With Alert Tone
- 2 = With message to the called party

The fifth digit sets when to disconnect the outgoing line. The fifth digit is defined as follows:

- 0 = CPC only (factory set)
- 1 = Dial Tone or CPC
- 2 = Silence for 15 seconds or CPC
- 3 = Silence for 30 seconds or CPC
- 4 = Silence for 45 seconds or CPC
- 5 = Absolute time of 4 minutes or CPC
- 6 = Absolute time of 8 minutes or CPC
- 7 = Absolute time of 32 minutes or CPC
- 8 = Absolute time of 60 minutes or CPC
- 9 = Interrupt Tone or CPC

Then press the "#" key. If the Model 2010VR responds with two short beeps, it has accepted the new dial settings. If it responds with a single long beep, it has rejected the dial settings. The entire command for changing the dial settings must be entered again.

3.6 CHANGING THE NUMBER OF RINGS (MINIMUM TWO)

- A. Access The Model 2010VR.
- B. When the Model 2010VR is ready press the command key sequence "***4#". When the Model 2010VR responds with two short beeps enter a digit that corresponds to the number of rings before the Model 2010VR will forward calls. Then press the "#" key. If the Model 2010VR responds with two short beeps, it has accepted the new ring number setting. If it responds with a single long beep, it has rejected the dial settings. The entire command for changing the dial settings must be entered again after ten seconds.

3.7 RECORDING A MESSAGE FOR EACH LOCATION (MAXIMUM OF FIVE)

- A. Access The Model 2010VR.
- B. When the Model 2010VR is ready press the command key sequence "***6#". When the Model 2010VR responds with two short beeps enter a digit corresponding to one of five outgoing messages followed by a "#". When the Model 2010VR responds with two short beeps begin recording the message to be used for the outgoing location. Then press any key to end

the recording. If the Model 2010VR plays back the message and responds with two short beeps, it has accepted the newly recorded message. For recording the next message, repeat step B again. If it responds with a single long beep, it has rejected the recorded message. The entire command for the outgoing message must be repeated again.

NOTE: There is a maximum recording time of eighteen seconds for each of five messages.

The Model 2010VR also allows the user to record one common message for all five locations. To do this, proceed as follows: Press "0#". When the 2010VR responds with two short beeps begin recording the single message. Then press any key to end the recording. The 2010VR will play back the message followed by two short beeps indicating that the message has been accepted.

NOTE: There is a maximum of 90 seconds allowed for recording the single message.

3.8 PLAYING BACK THE MESSAGE FOR EACH LOCATION

- A. Access The Model 2010VR.
- B. When the Model 2010VR is ready press the command key sequence "***7#". After two short beeps enter a digit corresponding to one of five outgoing messages followed by a "#". After the Model 2010VR responds with two short beeps, it will begin playing the message used for that outgoing location. Press any key to end playing the message. The Model 2010VR responds with two short beeps. Repeat step B each time to hear more messages.

3.9 RECORDING A MESSAGE FOR THE INCOMING LINE

- A. Access The Model 2010VR.
- B. When the Model 2010VR is ready press the command key sequence "***8#". After two short beeps begin recording the message for the incoming line. Then press any key to end the recording. If the Model 2010VR responds with two short beeps, it has accepted the newly recorded message. If it responds with a single long beep, it has rejected the recorded message. The entire command for recording a message must be entered again.

NOTE: There is a maximum recording time of ninety seconds for the incoming line message.

3.10 PLAYING BACK THE MESSAGE FOR THE INCOMING LINE

- A. Access The Model 2010VR.
- B. When the Model 2010VR is ready press the command key sequence "***9#". The Model 2010VR responds by playing the message to be used for the incoming line. Press any key to end playing the message. The Model 2010VR will respond with two short beeps.

3.11 DISABLING THE MODEL 2010VR

- A. Access The Model 2010VR.
- B. When the Model 2010VR is ready press the command key sequence "***0#". When the Model 2010VR responds with two short beeps it will be disabled from diverting calls. To reactivate the Model 2010VR, simply call the outgoing line of the Model 2010VR. The Model 2010VR will reactivate itself on the tenth ring.

4.0 OPERATING THE MODEL 2010VR

After all programming is complete, the Model 2010VR is ready for use. To divert calls, call the incoming line. The Model 2010VR will answer the incoming call, play the message, wait for the selection, dial the programmed number on the outgoing line and patch the incoming line to the outgoing line. After the call is answered, the message will be played. The called party must then press any key to begin speaking.

5.0 OPTIONS AND ACCESSORIES

Metro Tel Corp. makes a variety of telephone related accessories. Several of these accessories compliment the Model 2010VR and makes it even more useful. For Model 2010VR customers with rotary (pulse) dial telephones, Metro Tel's ToneDialer products are essential for programming. If you require any of these items or wish to have more information, contact your dealer or Metro Tel Corp.

5.1 TONE DIALERS

Four ToneDialer models are available for programming and controlling the Model 2010VR from pulse or other "non-tone" dial phones:

SoftTouch (Model 2012) is used with standard handset telephones having a round mouthpiece. To install, simply unscrew the mouthpiece and microphone and replace with the SoftTouch. When installed, you can speak into SoftTouch's microphone and have convenient tone dialing when needed.

PortaTouch (Model 2112) gives you portable tone dialing from any telephone. You can use this device to call your Model 2010VR or any other phone device needing true tones for controlling or programming.

QuickTouch (Model 2312) is compatible with all modern PBX attendant consoles, electronic multi-line business phones and today's feature phones. These types of phones either send a very short tone, do not dial in true DTMF tones, and/or cannot send tone after the call is connected.

Linkit Handset (Model 3012) replaces the entire handset and is compatible with many types of telephones. In addition to tone dialing, you get an electret condenser microphone and hearing aid compatible receiver for superior audio.

5.2 RING DELAY

The Ring Delay (Model 2501) can be used with the Model 2010VR or other telephone devices like answering machines. The Ring Delay can be set to allow from one to fifteen rings before the call goes into the Model 2010VR. It also has A-lead controls for 1A2 key telephone systems.

6.0 CUSTOMER SERVICE

Your 2010VR is thoroughly tested before it is shipped and should provide you with many years of reliable service the moment you plug it in. However, if you do experience problems:

1. Check to see that the Model 2010VR is plugged in and AC power is on.
2. Check the Model 2010VR's incoming and outgoing lines to see if you are able to make and receive calls.
3. If both AC power and the phone lines are working properly, call Customer Service at: Ph: 402-498-2964 from 7:00 am to 3:30 PM Central Standard Time

Customer Service can often assist you on the phone in making whatever adjustments are needed. If they cannot, they will give you instructions on how to return your Model 2010VR for repair. Remember to include a note with your unit stating the problem, your name and a phone number where you can be reached during business hours.

7.0 FCC REGISTRATION

The Model 2010VR diverter complies with Part 68 of the FCC rules for connecting "customer provided equipment" to the telephone network. Your telephone company may request the following, or other, compliance information:

1. MakeMetro Tel Corp. (Buscom Brand)
2. Model.....2010VR
3. FCC Registration No.....2B7USA-24413-CI-T
4. Ringer Equivalence No.....0.0B
5. Your Telephone No.....RJ11C, RJ12C or RJ13C

The Model 2010VR may not be used on party lines or coin-phone lines.

TELEPHONE COMPANY RIGHTS

The telephone company may make changes in its communications facilities, equipment, operations or procedures, where such action is reasonably required in the operation of its business and is not inconsistent with FCC rules. If such changes can be reasonably expected to render and CPE incompatible with the telephone company's facilities ore requires modification or alterations, or otherwise materially effect its performance, adequate written notice will be given to allow uninterrupted service.

TELEPHONE PROBLEMS

If you experience problems with your unit, disconnect it from the phone jacks. If the trouble disappears, your unit may need repair or adjustment. If the trouble still exists, contact your telephone company's repair service.

Repairs may only be performed by Metro Tel Corp. This applies both during and after the warranty period. If an unauthorized repair performed, the FCC registration, the right to connect your Metro Tel unit to the telephone lines, and any remaining warranty coverage becomes null and void.

LIMITED WARRANTY

Metro Tel guarantees to the original user of its products that if any product proves to be defective in workmanship or in materials within a period of one year the defect will be repaired without charge.

This limited warranty extends only to the original user and is not salable or transferable.

This limited warranty shall not apply to any unit which has been subject to alteration or modification; abuse, negligence, or accident; or used in any manner contrary to instructions given by the factory. This limited warranty is void if service is performed by other than the factory or a factory authorized service facility.

Metro Tel offers product repairs after expiration of this limited warranty. Neither this warranty nor any other warranty express or implied, including implied warranties of merchantability shall extend beyond the warranty period. No responsibility is assumed for any incidental or consequential damages. Some states do not allow limitations on how and implied warranty lasts and some states do not allow the exclusion or limitation of incidental and consequential damages, so that the above limitation or exclusion may not apply to you. This warranty gives you specific legal rights, and you may also have other rights that may vary from state to state.

For warranty service, return the product to the factory, freight paid, along with a note describing the problem plus proof of purchase. Call for an RTA (Return Authorization Number). **Toll Free: 888-998-8300 --**
- Fax: 492-946-5100

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Ship to: RTA# _____

METRO TEL CORP.
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Omaha, NE 68144

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RE-ORDERS:

E-Mail: info@metrotelcorp.com
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Prices and specifications are subject to change without notice.

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