METRO TEL CORP.
MODEL 2010R
CALL FORWARDER
Operating Manual

**THE MODEL 2010R & 2010VR CALL FORWARDER
ARE 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 2010R! This unit lets you receive calls in one location and have them forwarded (diverted) to another location of your choice.

The Model 2010R 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, the Model 2010R 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 the Model 2010R 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.

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 Model 2010R & 2010VR call forwarder are 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.

The Model 2010R also features ground or loop start and six disconnect methods: CPC, Absolute Time, Dial Tone, Interrupt and Voice Control and "Phone Freak Toll Guard". The Phone Freak disconnect feature prevents others from using the unit's outgoing line to make unauthorized calls.

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

The Model 2010R has a 1-year limited warranty.

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 2010R 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 2010R DC power jack. The Model 2010R 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 2010R will not operate but will remember its active status. When AC power returns, the Model 2010R 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 2010R 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 2010R connects to modular phone jacks, and two 4-conductor modular cords are provided. The cords are identified for the incoming line (IN) and outgoing line (OUT). Plug these cords into their respective IN and OUT phone jacks.

The audio level of the incoming and outgoing lines can be adjusted to a comfortable listening level using the 2 (two) set screws on the real 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 2010R is factory set to work on loop start phone lines. If your outgoing line is not 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 2010R to earth ground.

2.5 PHONE FREAK TOLL GUARD

In some areas, dial tone is returned after the called party hangs up. If you are in one of these areas and hang up but your caller does not, they will hear dial tone on the unit's outgoing line. Your caller, with a tone dialing phone, can place calls at your expense. To prevent the caller from using this dial tone, the Model 2010R has a special tone detector circuit, and will "listen" for dialing tones. If it detects dialing tones, it will disconnect both lines.

2.6 DIVERT ALERT

The Divert Alert feature lets you know, when you answer a call, that the call is being forwarded by your Model 2010R. 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). This

is the Divert Alert signal 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 2010R

3.1   ACCESSING THE MODEL 2010R

A.   To begin access first call the Model 2010R on its outgoing line with a Touch Tone Phone. The Model 2010R 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 2010R was just purchased, press the key sequence "*2010# ". If the password is correct, the Model 2010R 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 2010R will terminate access by disconnecting its outgoing line.

C.   Program the Model 2010R by entering commands to set features. If a correct command is entered, the Model 2010R 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 2010R, simply hang up. The Model 2010R is ready for service.

3.2   CHANGING THE PASSWORD

A.   Access The Model 2010R.

B.   When the Model 2010R is ready press the command key sequence " **1# ". When the Model 2010R responds with two short beeps, enter a four-digit password which will be the new password. Then press the "#" key. If the Model 2010R responds with two short beeps, it has accepted the new password. If it responds with a single long beep, it has rejected the password, and the

entire command for changing the password must be entered again.

3.3   CHANGING THE PHONE NUMBER

A.   Access The Model 2010R.

When the Model 2010R is ready, press the command key sequence "**2#". When the Model 2010R responds with two short beeps, enter a new phone number including any prefixes. Then press the "#" key. If the Model 2010R responds with two short Beeps, it has accepted the new 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.

EXAMPLE: To program the phone number "946-4600"

STEP 1: PRESS " **2# " AND WAIT FOR TWO BEEPS.

STEP 2: PRESS "9464600#" AND WAIT FOR TWO BEEPS.

EXAMPLE: To pause two seconds between dialed numbers:

STEP 1: PRESS " **2# " AND WAIT FOR TWO BEEPS.

STEP 2: PRESS "9**9464601#" AND WAIT FOR TWO BEEPS.

CAUTION: A PHONE NUMBER MUST BE PROGRAMMED BEFORE USING!

3.4   CHANGING THE 2010R SETTINGS

A.   Access The Model 2010R.

B.   When the Model 2010R is ready press the command key sequence "**3#". When the Model 2010R 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 = Play the message to the caller and divert the call according to the caller's input (factory default).

1 = Divert the call immediately without playing message (Divert the call to phone #1 automatically).

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 2010R.

The fourth digit sets whether or not the Model 2010R 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

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 2010R 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 after 10 seconds.

3.5   CHANGING THE NUMBER OF RINGS (MINUMUM TWO)

A.   Access The Model 2010R.

B.   When the Model 2010R is ready, press the command key sequence " **4# ". When the Model 2010R responds with two short beeps, enter a digit that corresponds to the number of rings before the Model 2010R will forward calls. Then press the

"#" key. If the Model 2010R 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 ring number settings. The entire command for changing the ring number settings must be entered again after ten seconds.

3.6   DISABLING THE MODEL 2010R

A.   Access The Model 2010R.

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

4.0   OPERATING THE MODEL 2010R

After all programming is complete, the Model 2010R is ready for use. To divert calls, call the incoming line. If the Model 2010R is activated, it will pick up the incoming call, dial the programmed number on the outgoing line, and then patch the incoming line to the outgoing line. If the Model 2010R is deactivated it will ignore the call.

5.0   OPTIONS AND ACCESSORIES

Metro Tel Corp. makes a variety of telephone related accessories. Several of these accessories compliment the Model 2010R and makes it even more useful. For Model 2010R 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 2010R 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 2010R 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 2010R 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 2010R. It also has A-lead controls for 1A2 key telephone systems.

6.0   CUSTOMER SERVICE

Your 2010R 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 2010R is plugged in and AC power is on.
2. Check the Model 2010R'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 2010R 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 2010R 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.   Make ....Metro Tel Corp.
2.   Model.................................2010R
3.   FCC Registration No............2B7USA-24413-CI-T
4.   Ringer Equivalence No.........0.0B
5.   Your Telephone No..............RJ11C, RJ12C or RJ13C

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

8.0 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.

9.0 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.

10.0 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). **Ph: 866-493-7762** Fax: 492-946-5100

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Ship to: RTA# _____

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RE-ORDERS:

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Prices and specifications are subject to change without notice.

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