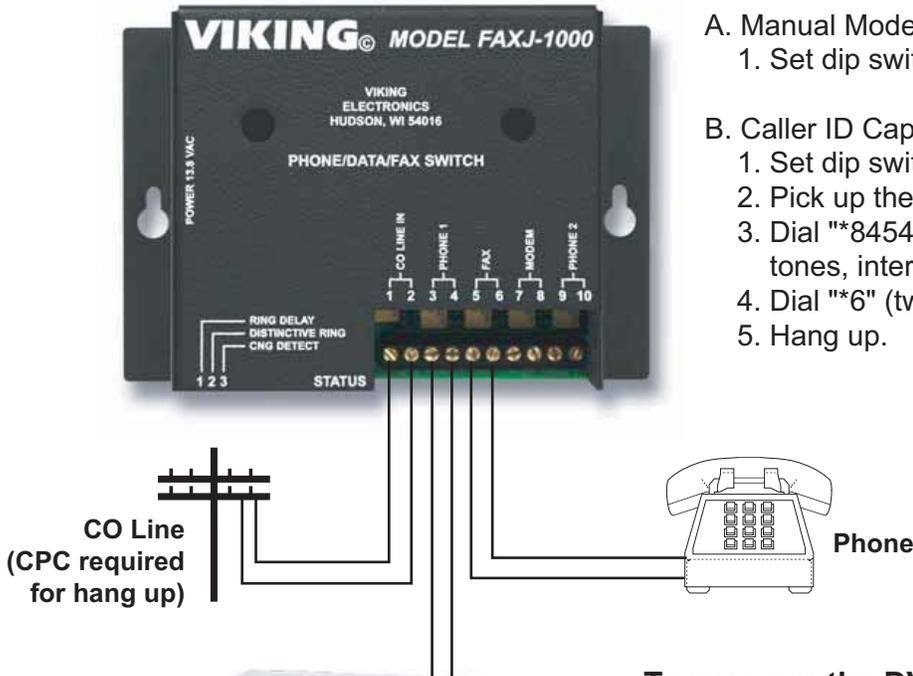# Call Screener (DVJ-500 Replacement)

Viking Model FAXJ-1000

To program the FAXJ-1000:

A. Manual Mode (DVA-500A answers on ring 1)
    1. Set dip switch 1 and 3 ON, 2 OFF.

B. Caller ID Capture Mode (DVA-500A answers on ring 3)
    1. Set dip switch 1 ON, switch 2 and 3 OFF.
    2. Pick up the phone.
    3. Dial "*845464" (two beeps). Ignore busy and reorder tones, intercept messages.
    4. Dial "*6" (two beeps).
    5. Hang up.

CO Line
(CPC required
for hang up)

Phone

To program the DVA-500A:

1. Pull the power plug on the FAXJ-1000.
2. Call the CO line. When the DVA-500A answers, dial "*845464" (two beeps).
3. Then dial "*#1#00" (two beeps).
4. Hang up.
5. Plug power back into the FAXJ-1000.

Viking Model DVA-500A
with DVA5F-NF Software
(special order from factory)

Operation:

On incoming calls, the DVA-500A answers and gives up to 1 minute of pre-recorded information. If the caller does not hang up, the DVA-500A transfers the caller to (starts ringing) the phone or KSU trunk input. On outbound calls, the phone or KSU gets CO dial tone when it goes off hook.

Single Line "Call Screening" using the FAXJ-1000 and DVA-500A (with DVA5F-NF software) as a substitute for the DVJ-500

1. Programming the DVA-500A through the FAXJ-1000 can be done two ways:

    a. Unplug power from the FAXJ-1000 while programming the DVA-500A and reconnect power to the FAXJ-1000 once finished.

    b. If the length of the recorded message in the DVA-500A is 15 seconds or longer, leave the FAXJ-1000 connected to power, call in and once listening to the DVA-500A message, wait a minimum of ten seconds, then dial "*845464". The DVA-500A will provide two beeps and you have accessed the program mode of the DVA-500A. The FAXJ-1000 will ignore the "*845464", as it will only accept "*" plus the security code within the first ten seconds after the call has been answered.

2. The program mode of the FAXJ-1000 can not be accessed by calling in, listening to the DVA-500A message, waiting to be transferred and answered by the phone, then dialing "*845464". The FAXJ-1000 will not accept the "*845464" once a call has been transferred.

3. If CPC signals (disconnect supervision) are not provided by the CO line AND the phone is not answered after the message has played AND the caller hangs up, the call will not be automatically dropped by our equipment (when the DVA-500A is programmed to transfer the call after the message with "*#1#00"). This "abandoned" call will ring the phone for 5 rings, then recalls back to the DVA-500A message again, then transferred to the phone for 5 rings, then recalls back to the DVA-500A again and keeps repeating this cycle until the call is answered by the phone or power is removed from the FAXJ-1000 briefly.

4. If caller ID data is not required to the phone, use the "manual" mode of the FAXJ-1000, with FAXJ-1000 dips 1 and 3 on and 2 off. No other programming of the FAXJ-1000 is required. If caller ID data to the phone is required, use the "automatic" mode of the FAXJ-1000, with FAXJ-1000 dip 1 on, 2 and 3 off and program the FAXJ-1000 with "*6" to activate the "fast call processing" mode.

5. The DVA-500A plays the recorded message, then dials the touch tones "#1" (if programmed) to transfer the call to the phone. The calling party will hear the "#1" touch tones dialed by the DVA-500A before they are transferred.

6. On some telephone company lines, there can be a delay of up to 12 seconds before a CPC signal is provided to the DVA-500A when the calling party hangs up. On phone lines with this delay before CPC is received, if the calling party doesn't hang up until the end of the message from the DVA-500A, these "late" hang up calls can ring through to the phone, even though the caller is no longer there. A way around this is to record 10 to 12 seconds of silence at the end of the message in the DVA-500A, to allow time for the CPC signal to be received before the call is transferred. This solves the "late" hang up problem but callers that do not hang up will be forced to wait through this 10 to 12 second silence time before their call is transferred.

7. The FAXJ-1000 and DVA-500A combination can also be set up to "force" the caller to dial the "#1", in order for the call to be transferred to the phone. The DVA-500A recorded message must then direct the caller to dial "#1" if they wish to be transferred. This type of operation can be used in applications when no CPC is provided on the CO lines or when forcing the caller to initiate the transfer is desired.   For this type of operation, clear the touch tones programmed in the "#00" memory location of the DVA-500A (access the program mode of the DVA-500A and dial "#00" with no preceding digits). To allow additional time for the caller to dial the "#1" transfer command, you can record 5 seconds of silence at the end of the recorded message in the DVA-500A. If the caller does not dial "#1" at any point during the message, the DVA-500A will hang up the call. CPC signals from the CO line (or PBX extension) are not required in this application. If this is the only type of operation you desire, the "DVA5F-NF" software is not required.