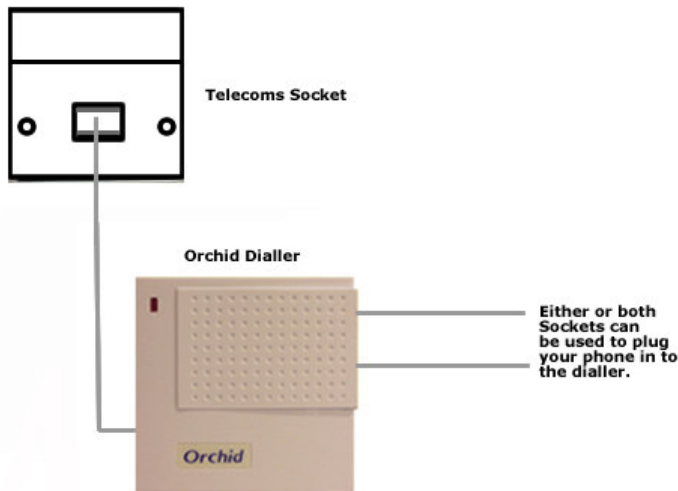


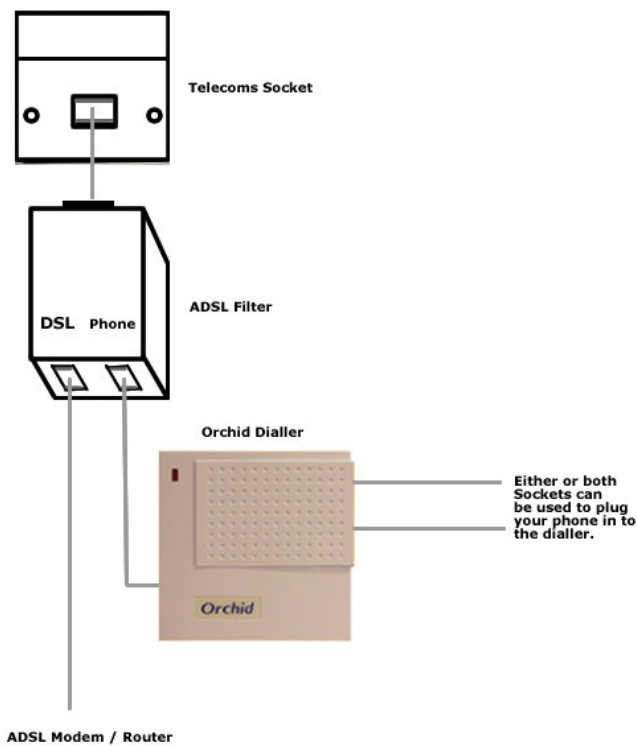
## V4 Dialler Manual Programming Guide

### Installing your V4 Dialler

- Remove the telephone cable from the BT/Cable wall socket and insert the plug of the V4 Dialler.
- Plug your telephone lead into one of the 2 sockets on the side of V4 Dialler, the other spare socket on the V4 dialler is for you to add an extension phone, if required.



### With ADSL Broadband



If you have an ADSL Broadband Filter, please ensure your filter is plugged directly into the phone socket with the dialler plugged into the 'Phone' side of the filter.

## **Programming your V4 Dialler**

### **Complex Routing, Call Barring & Time of Day functionality**

If you require more complex programming such as time of day routing, Call Barring and Number Translation features you will need to use our **FREE** CW Client program.

#### **CW Client**

Please contact [support@orchid-telecom.com](mailto:support@orchid-telecom.com) for more information on the CW Client program or visit the CW Client page on the website at <http://www.orchid-telecom.com/cwclient/cwclient.htm>

To use this programming tool you will need a User Name and Password.

Please email [registration@orchid-telecom.com](mailto:registration@orchid-telecom.com), quoting your name and the 16 digit serial number of your Dialler, which can be found on the back of the unit, and your account information will be sent to you by Email.

### **Manually Programming your Dialler using a touch-tone telephone**

When manually programming your Dialler please ensure that your phone is switched to Tone mode.

#### **To Programme your Local area code**

If you do not programme in your local area code, local calls will **not** go over your chosen low cost call provider.

- Lift the handset, the LED on the V4 Dialler will come on
- Dial \* \* \* **Area Code** \* 4
- Replace the handset

#### **To Programme your carrier code for local & national calls (up to max 16 digits)**

- Lift the handset, the small red LED on the V4 Dialler will come on. (Dimly)
- Dial \* # \* \* **Carrier Code** \* 1
- Replace the handset.

#### **To Programme your carrier code for International calls (up to max 16 digits)**

- Lift the handset, the small red LED on the V4 Dialler will come on. (Dimly)
- Dial \* # \* \* **Carrier Code** \* 2
- Replace the handset.

#### **To Programme your carrier code for mobile calls (up to max 16 digits)**

- Lift the handset, the small red LED on the V4 Dialler will come on. (Dimly)
- Dial \* # \* \* **Carrier Code** \* 3
- Replace the handset.

#### **To Program your carrier code for 0870 numbers (up to a max of 16 digits)**

- Lift the handset, the small red LED on the V4 Dialler will come on. (Dimly)
- Dial \* # \* \* **Carrier Code** \* 4
- Replace Handset

#### **To Program your carrier code for 0845 numbers (up to a max of 16 digits)**

- Lift the handset, the small red LED on the V4 Dialler will come on. (Dimly)
- Dial \* # \* \* **Carrier Code** \* 5
- Replace Handset

## Cable Customers

If your phone line is provided by a Cable company access to your low cost call provider is normally via a longer 0808 number and you'll also need to programme in a 5 second pause after the Access Code. This is done by inserting # five times after the Access Code, Call18866 for example will be 0 8 0 8 1 7 0 7 7 8 8 # # # # #.

NB. The correct access code can be found on the different Call Providers Web sites such as [www.call18185.com](http://www.call18185.com) or [www.call1899.com](http://www.call1899.com)

## Entering Programming Codes in to a Dialler

When "forcing home" or entering codes in to a dialler you can do it either one of two ways depending on what type of phone you have:

1. For **DECT (digital cordless)** phones you can dial in the code while the phone is On Hook (no dial tone) then Press the Dial key, put the phone to your ear and as soon as the last digit (beep) has been dialled hang up the call.
2. For **Corded** phones, enter the programming code or dial the "force home" code, ignore any BT announcement saying "the number you have dialled has not been recognised" then hang up lift up and press Redial. Again, listen for the digits to be dialled, then hang up when the phone has finished dialling the number.

Once you have finished entering your programming, make a test call to see if the dialler has picked you new routing. When using many of the Low Cost Call providers you should hear confirmation of the call cost, or check your online billing to see if the test call has been logged.

### **Pre-dial 9 to access an outside line**

If your system requires you to dial '9' for an outside line:

- Lift the handset, the LED on the V4 Dialler will come on
- Dial \* \* # 0 0 0 0 \* 1 \* \*
- Replace the handset
- Lift the handset, the LED on the V4 Dialler will come on
- Dial \* \* # 0 0 0 0 \* 9 \* 9
- Replace the handset

## General Notes

**Over-ride:** If you wish to over-ride the Dialler at any time simply dial 121 before the call, this is particularly useful if your cheaper call providers' network is temporarily unavailable or access to a particular number is prevented.

**General Services:** Your telephone landline is supplied by either BT or a Cable Company. (e.g. Telewest, Virgin) If you use any of their services such as the Speaking Clock or Directory Enquiries you will be billed by them.

**141/1470 Services:** If you dial 141 to withhold your telephone number, or 1470 to present your telephone number, the dialler will still work as programmed and not be routed over BT or Cable.

**BT Ring-Back:** If you use the 1471 service do not press 3 when prompted to return the call, as this will be billed by BT. Simply cancel the call and dial the number in the normal way, it will then go over your low cost call provider as programmed in the Dialler.

## General Information

If you have any queries please call us on 01572 717888 or contact [support@orchid-telecom.com](mailto:support@orchid-telecom.com)

To see our full range of products on line, simply visit our web site at [www.orchid-telecom.com](http://www.orchid-telecom.com)

## **Quick Guide**

<b>Call Type</b>	<b>Programming</b>
Local & National – Calls starting 2 to 9, 01 or 02	* # * * Carrier Code * 1
International – Calls starting 00	* # * * Carrier Code * 2
Calls to Mobiles – Calls starting 07	* # * * Carrier Code * 3
0870 Calls	* # * * Carrier Code * 4
0845 Calls	* # * * Carrier Code * 5

**Manual Programming Codes**

<b>Programme Dial Up Number</b>	<p><b>**# 0000 * 01536272200 * 1</b></p> <p>Sets the dial up number of the dialler to the geographic Server Number</p>
<b>Set STD Code</b>	<p><b>*** [STD Code] * 4</b></p> <p><b>*** 01572 * 4</b></p> <p>Sets Local Area code to 01572</p>
<b>Clear Area Code</b>	<p><b>****4</b></p>
<p><b>Set Carrier Code Table</b></p> <p>NB. One # in the carrier code is equal to a 1 second pause.</p> <p>CIndex = 1 to 9</p>	<p><b>*## [Carrier Code] * [CIndex]</b></p> <p><b>* # ** 18185 * 1</b></p> <p>Sets Carrier 1 as Call18185</p>
<p><b>Set Routing Code Table</b></p> <p>Call Type:</p> <p>Bar = 1</p> <p>Exclusion = 2</p> <p>Allowed = 3</p> <p>Local Call = 4 (*2*9 code)</p> <p>Translate = 5</p> <p>Special = 6</p> <p>CoIndex = 00 to 99</p>	<p><b>* ### DiallingCode # [CallType] [Daytime] [Evening] [Weekend] # CoIndex #</b></p> <p><b>* ### * 2 * 9 # 4 100 # 01 #</b></p> <p>Sets DAYTIME local calls to Carrier 1, EVENING and WEEKEND calls to Carrier 0</p> <p>This will be routing code 01, the next code will be entered as 02 and so on.</p>
<b>Clear Carrier Code Table</b>	<p><b>**# 0000 * 2222 * 6</b></p>
<b>Clear Routing Code Table</b>	<p><b>**# 0000 * 1111 * 6</b></p>
<b>Set PABX Mode</b>	<p><b>**# 0000 * 1 * *</b></p>
<p><b>Set PABX Prefix</b></p> <p>(PABX mode must be set first)</p> <p>Prefix = 0 to 9</p>	<p><b>**# 0000 * [prefix] * 9</b></p> <p><b>** # 0000 * 9 * 9</b></p> <p>Sets PABX prefix to 9</p>
<b>Set DTMF Mode</b>	<p><b>**# 0000 * 0 * 7</b></p>

Set Pulse Mode	***# 0000 * 1 * 7
Clear Call Duration Timers	***# 0 * 6
Dialler Force Update Call Home	***12#4567890*3
DECT Force Update Call Home	*** 00000000 * 3
Set Real Time Clock DOW: Monday = 1 through Sunday = 7	***#0000* [hhmmdowddmmyy] *2 ** # 0000 * 1300 5 261007 * 2 Sets Clock to 1pm on Friday 26th October 2007
Set Daytime	*** [hhmmhhmm] *5 *** 06001800 * 5 Sets Daytime to 6am to 6pm
Set Weekend	*** [dowhhmmdowhhmm] *6 *** 6 0001 7 2359 * 6 Sets WEEKEND to 00:01 Saturday to 23:59 Sunday

### Call Types Explained

**B (Barred)** - Receives return dial tone, forcing the dialler to disconnect, effectively barring the call.

**E (Exclusion/Exception)** - Calls that will be routed to the PSTN

**A (Allowed)** - Calls that are routed over the corresponding carrier code entry.

**L (Local)** - Calls that will route over the corresponding carrier code entry, with auto STD code insertion from the End User STD Code field.

**T (Translation)** - Strips the dialled number and translates to a new code or number.

This can be used on a PBX that already has LCR programmed or for the new DQ 118 services, for example all 118 numbers can be translated to a specific 118 number.

**S (Special handling)** - The dialler will not make a routing decision based on the specially handled digits. These are generally for BT services, which would normally route back to BT, for example when a customer dials 141, the dialler will let the 141 go to line and then make a routing decision based on the next digits dialled.

### “Forcing Home” and entering programming codes in to your Dialler

When "forcing home" or entering codes in to a dialler you can do it either one of two ways depending on what type of phone you have:

1. For DECT (digital cordless) you can dial in the code while the phone is On Hook (no dial tone) then Press the Dial key, put the phone to your ear and as soon as the last digit (beep) has been dialled hang up the call.
2. For Corded phones, dial the "force home" code, ignore any BT announcement saying "the number you have dialled has not been recognised" the hang up lift up and press Redial. Again listen for the digits to be dialled, then hang up when the phone has finished dialling the number.