

ComSwitch 3.0 Automatic Line Switcher w/TeleZapper

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ComSwitch 3.0

Operator's Guide

Show picture of CS 3.0

INTRODUCTION

Introduction to the CS 3.0

Thank you for purchasing the CS 3.0. Data communications is increasingly popular, and the CS 3.0 allows you to take advantage of this technology.

The CS 3.0 is a state-of-the-art Telephone Line Sharing device. It eliminates the extra cost of dedicated telephone lines used to operate a fax, modem, or other telephone device. The ComSwitch 3.0 provides the three most useful features you'll ever add to your telephone line, all in one device.

- 1. Switches:** The CS 3.0 quickly directs telephone calls to the appropriate destination device on a single phone line. These device destinations are usually an answering machine, a telephone, a fax machine and a modem or fax modem. If you have a computer with a fax/modem, that is no problem. The ComSwitch 3.0 has programming options to direct the calls as needed. In fact, any other telephone device that responds to a standard phone company ring signal may be connected

to the ComSwitch CS 3.0

2. **Zaps:** Using TeleZapper® technology, many telemarketing computer dialers will be **ZAPPED** with special tones that tells them your phone number has been disconnected, removing your number from their call list.
3. **Alerts:** When you're online with your computer, the CS 3.0 will **ALERT** you to incoming calls, allowing you to briefly take the call without losing your online connection. (Requires Call Waiting or Call Waiting ID from your phone company.)

1.

Plus, the CS 3.0 features include a TeleZapper. This reduces reduces technologycantechnology can "ZAP" incoming telemarketers calls to reduce the number of telemarketing calls you get.

The CS 3.0 features HotCall or also known as Call Alert. This allows you to receive an incoming telephone or fax call while you are on the internetInternet without loosing your internetInternet connection.


Before you begin

This guide will introduce you to the installation and operational procedures for the ComSwitch 3.0

Please read through the rest of this guide to learn how to properly install and operate the CS 3.0.

Important Notes

According to standard industry practice, surge protection is recommended for use with all electronic devices. A surge suppressor and/or line conditioning should be used on the input power supply, as well as the connected telephone line.



Call Waiting: Fax machine and modem transmissions may be disrupted by the call waiting beep tone.

Call Forwarding: If call forwarding is activated, the CS 3.0 cannot process calls on that line. We recommend that you not use Call Forwarding for the forwarded number. If you use Distinctive Ring Service, the CS 3.0 can process calls on those numbers that have not been forwarded..

Phone Company Voice Mail: This service is compatible with the CS 3.0 if used in conjunction with the phone company's Distinctive Ring service (service activation required).

Fax CNG tones: Most faxes send audible beep tones called CNG (CalliNG) tones. This tone is a distinct beep that repeats every three (3) seconds. Once a fax has dialed the destination fax number, it generates this tone while waiting for the receiving fax to answer.

For best results, callers should have your fax number programmed into their fax machine's "speed dial" memory.

Not all faxes transmit this tone when they place a call. Most, but not all faxes produce this tone through their auto-dial feature, speed dial memory position, or by the operator pressing the fax machine's start button after the number is dialed.

Place the CS 3.0 at least 2 feet away from other electronic equipment to avoid potential interference.



UNPACKING THE CS 3.0


When you open the CS 3.0 box, you will find the following

items:

PROGRAMMING

The CS 3.0 includes many programmable features that enable you to customize its operation. You can change any feature (including factory settings) by using the following programming method:

- 1) Pick up the telephone and press
- 2) Enter the desired changes
- 3) Press the key (you will hear 3 beeps)
- 4) Press the key again to exit programming mode
- 5) Hang up the phone



You have eight (8) seconds between each key entry to enter another command. If you do not enter a command within eight (8) seconds, the CS 3.0 exits the programming mode without saving the changes.

When you are in the programming mode and entering changes, the CS 3.0 notifies you of correct or incorrect entries with the following signals:

- **Three Short Beeps:** Indicates that the entry is valid, and the CS 3.0 *has accepted* the change.

- **Single Low Beep:** Indicates that the entry is invalid, or out of normal operating range, and the CS 3.0 *did not accept* the change. Re-enter the command string with a valid entry.

If you do not want to save your changes and you want the system to reset the previously saved settings, press the key. The changes will be deleted as you exit the programming mode. When you are finished with your changes, press the key a second time to save the changes and exit the program mode.

Reset To Factory Settings

- 1) Take the phone in the **Phone** port off-hook
- 2) Press **999** (three beeps)
- 3) Hang up the phone

Programming Options

For additional programming options not listed in this manual, visit our web site at www.commandcommunications.net. Click on Tech Support, then click on Operator's Guides and go to ComSwitch 3.0.

Also available on our web site is a Windows[®] program that can be downloaded to your computer to easily make programming changes. Included are help files that describe each feature in detail.

End of Smock edits

Unpacking the CS 3.0

When you open the CS 3.0, inspect the contents. You should find the items to the right.

Show picture of CS 3.0

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If any of these items are missing or damaged, contact the dealer retailer where you purchased the unit, or call Customer Service at the number listed in “Two year limited warranty/service information”.

Installing the CS 3.0

The CS 3.0 is a single line telephone device designed for installation using standard modular telephone connectors. that can be installed on any type of modular or non-modular system that consists of one or more lines, with one or more phones. A modular system consists of phone cables that can be connected and disconnected

machine or integrated phone answering machine to this port


- 1) Depending on the installation, a single line phone, an integrated phone/answering machine, multiple phones, or a telephone system (KSU or PBX) can be connected to this port.
- 1) Connect your fax machine to the FAX port. A computer modem or fax/modem can also connect to this port instead in lieu of a fax machine.
- 1) A Connect a computer modem or fax/modem to can connect to the MODEM port port. to enable the CS 3.0 to transfer a modem call with the appropriate transfer codes. The Also the MODEM port has the Hot Call functionality to allow you to receive telephone or fax calls while you are on the internetInternet.


The CS 3.0 will transfer all voice calls to the answer machine and phone ports simultaneously.

Locating Placing the INSTALLATION

CS 3.0

The CS 3.0 is a single line telephone device designed for installation using standard modular telephone connectors. A telephone installer may be required to install the CS 3.0 if you do not have modular connectors.

- 
- 1) Plug one end of the provided telephone line cord into the **Line In** port, or if using a Caller ID device:
 - a. Plug one end of the provided telephone line cord into the line of the Caller ID device.
 - b. Plug another telephone line cord into the phone jack
on the Caller ID device, the other end of the cord into the **Line In** port.
 - 2) To connect an answering machine, plug one end of a modular line cord into the **Ans. M.** port.
 - 3) To connect a phone, plug one end of a modular line cord into the **Phone** port.

- 
- 4) To connect a fax, plug one end of a modular line cord into the **Fax** port. Set the fax to answer on one ring.
 - 5) To connect a telephone device such as a computer modem, plug one end of a modular line cord into the **Modem** port. Set the modem to answer on one ring.
 - 6) Plug the small end of the AC power cord provided into the power input labeled **12 VAC**. Plug the adapter into a standard AC outlet. The green power LED flashes rapidly for about 5 seconds when power is applied and then remains a steady green, indicating its **ON** status.

The factory setting for Caller ID is **OFF**. When Caller ID is turned **ON**, the CS 3.0 will answer on the second ring.

Caller ID **ON**:

- 6) Take the phone in the **Phone** port off-hook
- 7) Press **115** (three beeps) **402** (three beeps)
- 8) Hang up the phone

Caller ID **OFF**:

- 1) Take the phone in the **Phone** port off-hook
- 2) Press **015** (three beeps) **401** (three beeps)
- 3) Hang up the phone

Connecting the CS 3.0 to an ADSL Phone Line

One or more 8K In-Line Microfilters may be required – available from most consumer electronics stores. Connect your filters as shown:

- 1) Connect the two filters together in series
- 2) Plug one end of the connected filters into the telephone (wall) jack.
- 3) Plug the other end into the **Line In** port on the CS 3.0

MOUNTING THE CS 3.0

In addition to being placed on a desk or table, the CS 3.0 may be wall mounted on or mounted under a desk using the supplied bracket.

In addition to being placed on a desk or table, the ComSwitch 3.0 may be wall mounted or mounted under a desk using the supplied bracket.

The CS 3.0 can be placed on either a flat surface, mounted on the wall, or mounted underneath a desk with the desk mounting bracket.

To To mount on a wall, follow these steps:

1. Mark the positions for two mounting screws (not supplied) on the wall. The positions should be 3 ¼” apart (vertically). Drill the two holes, then thread the screws into the wall. The screws should extend 3/16”. Do not over tighten the screws.
2. Align Place the keyholes on the back of the CS 3.0 over with the two screws, slide the CS 3.0 ComSwitch 3.0 down then push in and press down to secure it to the wall.

Show bottom of CS 3.0



Desk or shelf To mount the CS 3.0 underneath your desk, follow these steps:

1. Take the Locate desk Position the mounting bracket and place it where you want the CS 3.0. placed.
2. Screw Install in two screw’s at the two “V” marks

3. Slide the bracket onto the screws – tighten screws
4. Slide the CS 3.0 into the bracket
5. Connect equipment as previously shown

Show bracket with two screws mounted underneath desk then show unit being placed in bracket



Connecting the CS 3.0

This section diagrams shows aThe diagrams in this section show the complete installation for a single

line connection. While the connections to the telephone (wall) jack may be different for other types of phone systems, the connections to the CS 3.0 remain the same for all phone configurations.

NOTE: all peripheral equipment must be connected to the proper power source.

Show picture of telephone wall jack, power jack rear panel of CS 3.0 and all equipment connected to the unit. Caller id, answering machine, telephone, fax and modem.

- 1) Plug one end of the provided telephone line cord into the line of the caller ID device
- 1) Plug another telephone line cord into the phone jack on the caller id device, the other end of the cord into the TEL LINE port on the CS 3.0
- 1) Plug the small end of the AC power cord provided with the CS 3.0 into the power input labeled "12 VAC" on the CS 3.0. Plug the adapter into a standard AC outlet. The green

LED flashes rapidly for about 5 seconds when power is applied and then remains illuminated, indicating its ON status.

- 1) To connect an answering machine, plug one end of a modular line cord into the Ans.Machine port on the CS 3.0
- 1) To connect a phone, plug one end of a modular line cord into the PHONE port on the CS 3.0
- 1) To connect a fax machine, plug one end of a modular line cord into the FAX port on the CS 3.0. Set the fax to answer on one ring.
- 1) To connect a telephone device such as a computer modem, plug one end of a modular line cord into the MODEM port on the CS 3.0. Set the modem to answer on one ring.

If connecting a Caller ID device, you must set the CS 3.0 to answer on the second ring. The factory setting for Caller ID is OFF, use the following procedure to program the CS 3.0 for Caller ID mode.

To turn Caller ID ON, perform the following steps:

- 1) Take the phone in the PHONE port off-hook
- 1) Press # * 115 * (three beeps) 402 * (three beeps) *
- 1) Hang up the phone

conferencing, and intercom paging.

Show picture of 6500 rear panel and a ksu with 4 lines, 6500 connected to last line.

The diagram shows a telephone devices connected to the CS 3.0 for a telephone system; follow the same procedures if you have a mini-telephone system in your home or office.

For the CS 3.0 to operate properly, it must be “in front” of the telephone system. In other words, it must connect directly to the incoming telephone line. Connect the other equipment as previously shown.

All equipment on that line (telephone system, fax, computer modem, and so on) must connect directly to the CS 3.0.

CAUTION: you should be familiar with telephone wiring to complete this installation. If you have any questions or are not confident that you can complete this installation procedure, contact the Customer Service Center in the “Warranty” section of this guide or a professional installer for further instructions.

Do not plug the CS 3.0 onto a telephone system phone jack. You may damage your phone system.

Using the CS 3.0 OPERATING MODE

In this section, there are special operating notes you should read before operating the CS 3.0. This section follows an overview of the CS 3.0 standard operations and instructions for answering and transferring your incoming calls

Show picture of CS 3.0 and arrows to TAD, Phone, fax, modem and caller id device
The CS 3.0 has two modes of operation: **Automatic Answer ON** or **Automatic Answer OFF**..

Standard single line operation

Automatic Answer

The CS 3.0 is designed with an automatic answer feature, which may be turned ON or OFF. has 2 modes of operation, Automatic Answer Mode and Semi-Automatic Answer Mode. The factory setting is in the **Automatic Answer** Automatic Answer Mode. **ON**.

To turn **Automatic Answer OFF**:

- 1) Take the phone in the **Phone** port off-hook

- 2) Press **21** (three beeps)
- 3) Hang up the phone

To turn **Automatic Answer** Automatic Answer **ON**, perform the following steps:

- 4) Take the phone in the **Phone** PHONE port off-hook
- 5) Press # * 20 * (three beeps) *Press **20** (three beeps)
- 6) Hang up the phone

To turn Automatic Answer OFF, perform the following steps:

- 1) Take the phone in the PHONE port off-hook
- 1) Press # * 21 * (three beeps) *
- 1) Hang up the phone
- 1)

Standard operation

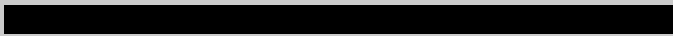
The ComSwitch 3.0 routes call to appropriate device by listening for tones and access codes. There are slight differences in the operation depending if the ComSwitch 3.0 has automatic answer turned on or off

When **Automatic Answer** Automatic answer is **ON**on:

Automatic Answer Mode operation

When a call comes in, T the CS 3.0 answers the call is answered on the first ring (second ring if caller Caller ID is turned on). The CS 3.0 will emit the Tele Zapper® tones after answering the call if programmed **ON**., During the then next four seconds the CS 3.0 listens for the following signals:

- 1) a CNG (FAX Calling) beep tones (**Beep**)
- 2) an access code for the **FAX Fax** port **#11**
- 3) an access code for the **MODEM Modem** port **#22**



If the CS 3.0 detects any of these signals, it transfers the call to the **FAX Fax** or **MODEM Modem** port accordingly.

If no tones are detected, tAfter 4 seconds, the call will be transferred to the **PHONE Phone** and **ANSAns. MACHINE.** ports. if no tones are not detected.

IfWhen the CS 3.0 transsfers an unanswered call to the **FAX Fax** port, it will automatically reduce the number of rings to

the telephones connected to the **Phone** PHONE and **Ans. M.** ANS. MACHINE ports to 2 rings to ensure optimum connect time on the next incoming call.

Automatic Answer

To turn off the Tele Zapper tones OFF, follow the steps below:

- 1) Take the phone in the PHONE port off-hook
- 1) Press # * 018* (three beeps)*
- 1) Hang up the phone

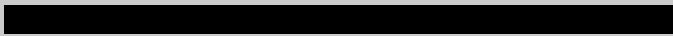
Semi-Automatic Answer Mode operation When Automatic Answer **OFF** is off:

When a call comes in receiving a call, all phones begin to ring (including extension devices phones, and phones connected to the **Phone** PHONE and **Ans. M.** ANS. MACHINE ports). The CS 3.0 allows After 6 rings to the telephones before it automatically transfers the call will transfer to the **FAX Fax** port. If the incoming call is answered (by you or your answering machine), answers the call before the transfer occurs, the CS 3.0 will emit the Tele Zapper tones, if programmed **ON**, , then and then listens for the following

signals:

- 1) CNG (FAX Calling) beep tones a CNG tone (**Beep**)
- 2) an access code for the **FAX Fax** port **#11**
- 3) an access code for the **MODEM Modem** port **#22**

If the CS 3.0 detects any of these signals, when any of these signals are detected, the call is transferred to the **call to the FAXax** or **MODEM Modem** port accordingly.



When the CS 3.0 transfers an unanswered call to the **Fax** port, it will automatically reduce the number of rings to the **Phone** and **Ans. M.** ports to 2 rings to ensure optimum connect time on the next incoming call.

If the CS 3.0 transfers an unanswered call to the FAX port, it will automatically reduce the number of rings to your telephones to 2 rings to ensure optimum connect time.

After 10 minutes of inactivity on the **Fax** port, the CS 3.0 will reset the ring count to 6 rings after 10 minutes of inactivity on the fax port. You can also manually reset the CS 3.0 to 6 rings by performing one of the following steps:

- Lift the receiver of any phone device that's on the same line as connected to the CS 3.0 and hang it up

- or,.
- Answer a call from any phone before the call is transferred to the **FAX Fax** port or,
 - Place an outbound call from any phone connected that's on the same line connected to the CS 3.0.

The default operating mode for the CS 3.0 is the **Automatic Answer Automatic Answer ModeON**.

To return the CS 3.0 to the Automatic Answer Mode, perform the following steps:

- 1) Take the phone in the PHONE port off-hook
- 1) Press # * 20 * (three beeps) *
- 1) Hang up the phone

To operate the CS 3.0 in the Semi-Automatic Answer Mode, perform the following steps:

- 1) Take the phone in the PHONE port off-hook
- 1) Press # * 21 * (three beeps) *
- 1) Hang up the phone

NOTE: Extension phones not connected directly to the CS 3.0 will ring only 1 time if the CS 3.0 is in the **Automatic Answer ON** Automatic Answer Mode (2 times if Caller ID is turned **ON**). In the Semi- **Automatic Answer** Automatic Answer **OFF** Mode, all phones will ring up to 6 times (factory setting) or until you or your answering machine answers..



TeleZapper[®] Feature

This feature is designed to use a telemarketer's predictive dialing computer against itself. When an incoming call is answered, the ComSwitch 3.0 emits tones, which make the computer think your number is disconnected. The computer drops the call and your number is classified as disconnect in the telemarketer's database. As your number is deleted from databases, the number of telemarketing calls is reduced. Just plug in one CS 3.0 to guard every phone on your line.

Above text based upon TZ website The TeleZapper[®] is designed to use the computer's predictive dialing technology against it. When you or your answering machine picks up a call, the TeleZapper emits a tone or series of tones to "fool" the computer into thinking your number is disconnected. Instead of connecting you to a salesperson, the computer drops the call and stores your number as disconnected in its database. Over time, as your number is removed from more and more databases, frustrating telemarketing calls become fewer and fewer.

NOTE: The Tele Zapper tones are set at the factory set to set to **OFFFF**., to turn on the Tele Zapper tones ON

or OFF, follow these steps:

To turn **ON** the Tele Zapper tones:

- 1) Take the phone in the **PHONE** port off-hook
- 1) Press **118** (three beeps)
- 2) Press # * 118* (three beeps) *
- 3) Hang up the phone

To turn **OFF** the TeleZapper tones:

- 1) Take the phone in the **Phone** port off-hook
- 2) Press **018** (three beeps)
- 3) Hang up the phone



To turn OFF the Tele Zapper tones:

- 1) Take the phone in the PHONE port off-hook
- 2) Press # * 018 * (three beeps) *
- 3) Hang up the phone

To turn ON the Tele Zapper tones:

- 1) Take the phone in the PHONE port off-hook

machine's start button after the number is dialed.

INBOUND AND OUTBOUND CALLS

Answering incoming Incoming callsCalls

You can answerAn incoming call can be answered from an extension phone or from a phone device connected to either the **Phone** or **the Ans. Machine.** port. You can then conduct the call normally, for as long as you like.

Show picture of a telephone

- 1) If, after answering the call, you hear silence on the line, the call is likely coming from a fax that does not produce a CNG beep tones. Simply transfer the call to the **Fax FAX** port by entering **#11** from your tone phone.
- 2) To transfer a voice call to the **FAX Fax** port, press **#11** from a tone phone.
- 3) To transfer a calls to the **MODEM Modem** port, press **#22** from a tone phone.
- 4) InWith the Semi-A **Automatic Answer** utomatic Answer **Mode OFF**, if when you answer the a call from the phone on connected to the **PHONE Phone** port and hear the CNG beep tones, wait for the CS 3.0 to start ringing the **Fax FAX** port and then hang up. If you answer the call from an extension phone not directly connected to the CS 3.0 and hear a CNG tone

press **#11** to transfer the call to the FAX port and hang up.



Answering calls Calls with With an An answering Answering machineMachine

If When your answering machine answers a call from the **Ans. M.** Answering Machine port, the caller can perform the following tasks:

Show picture of answering machine

- Record a voice message on the answering machine and/or
- Transfer their call to the **Fax FAX** or **Modem MODEM** ports

We recommend that you use your answering machine announcement message to provide callers with instructions for transferring their calls.

The following This is a sample announcement that you may wish to use:

“Hello, this is _____, please leave your message at the tone, or if you wish to send a fax, press **#11** on your tone phone and press your fax start button, or leave a message at the tone.”

If the CS 3.0 is in With the **Semi-Automatic Answer** Automatic Answer **ModeOFF**, you should leave a record four (4) seconds of silence before recording your period at the beginning of the outgoing message you use on your answering machine.

Automatic Answering Machine To Fax Transfer

NOTE: callers cannot transfer a call to the FAX or MODEM port from a pulse dialing fax.

NOTE: Fax calls that do not produce CNG beep tones will transfer to your answering machine (factory setting). To allow the CS 3.0 to transfer these calls to the **Fax** FAX port, program the Automatic Answering Machine To Fax Transfer **ONCS 3.0** as follows:.

With this feature turned **ON**, the CS 3.0 will monitor the line for 30 seconds after the answering machine answers the call. If the answering machine disconnects from the call during this time, the CS 3.0 automatically transfers the call to the **Fax** port.


To accommodate these timing parameters, your outgoing message should be no less than 15 seconds, and no longer than 20 seconds in length. (Single cassette answering machines are not recommended for use with this feature due to timing limitations of these types of machines.)

To turn the Automatic answering machine to fax transfer **ON**, perform the following steps:

- 1) Take the phone in the **Phone** PHONE port off-hook
- 2) Press **11** (three beeps) Press # * 11* (three beeps) *
- 3) Hang up the phone

To turn the Automatic answering machine to fax transfer **OFF**, perform the following steps:

- 1) Take the phone in the **Phone** PHONE port off-hook
- 2) Press **01** (three beeps) Press # * 01* (three beeps) *
- 3) Hang up the phone



With this feature turned ON, the CS 3.0 will monitor the line for 30 seconds after the answering machine answers the call. If the answering machine disconnects from the call during this time, the CS 3.0 automatically transfers the call to the FAX port.

To accommodate these timing parameters, your outgoing message should be no less than 15 seconds, and no longer than 20 seconds in length. (Single cassette answering machines are not recommended for use with this feature due to timing limitations of these types of machines.)

Retrieving answering Machine messages Remotely

To disable the CS 3.0 and retrieve you answering machine messages, follow these steps:

- 1) Dial your phone number and wait for the answering machine to answer the call.

- 2) After your answering machine answers the call, press * on your tone phone. This disables the CS 3.0 from recognizing additional tones or transfer codes for the duration of the call.
- 3) Follow your remote retrieval procedures for your answering machine.
- 4) After retrieving your messages, hang up. The CS 3.0 resets for the next call.

Placing an An outbound Outbound callCall

You can place an outbound call from the **Phone PHONE** port, unless another port is in use. If another port is in use, you will hear a busy signal when you attempt to place a call. If the line is clear when the calling device goes off-hook, you receive a dial tone and can place the call normally.

Show picture of telephone

During an outbound call, you can also receive a transmission fax from someone that is ready to transmit the called party. To transfer this transmission this call to your **FAX Fax** port, any time during a conversation, press **#11** from your tone phone.

To transfer this transmission call to your **modem Modem** port, at any time during a conversation, press **#22** from your tone phone.

(Picking up an extension phone not connected to the **Answer. Machine** or **Phone** PHONE port during a data transmission may interrupt the call.)

Dialing the receiving Receiving computer Modem Call through the originating (calling) computer

To have the calling modem automatically “over dial” the MODEM port access code and access the modem connected to the CS 3.0, the caller must take into consideration whether the call is local or long distance.

For remote access to the **MODEM Modem** port on the CS 3.0, instruct the caller to use the following dialing string in the modem’s software:

Phone number, **#22,#22,#22,#22** (for Automatic Answer Mode **Automatic Answer OnON**)

Phone number, **,,#22,#22,#22,#22** (for Semi-Automatic Answer Mode **Automatic Answer OffFF**)


For long distance remote access to the **Modem** MODEM port of the CS 3.0, instruct the caller to use the following dialing string in the modem’s software:

1 + phone number, **,,#22,#22,#22,#22** (**Automatic Answer** Automatic Answer **ON** On for Automatic Answer

Mode)

1 + phone number,,,,,#22,#22,#22,#22 (**Automatic Answer** Automatic Answer **OFF** Off for Semi-Automatic Answer Mode)

The calling modem picks up its phone line and dials the phone number. The Each comma (,) tells the modem to wait about two (2) seconds and then send the access code.repeatedly over dial the access code.



In the Automatic Answer Mode With **Automatic Answer** Automatic Answer **ON** On, the CS 3.0 will answer the call, detect the tones and transfer the call to the **Modem** MODEM port.

With **Automatic Answer** Automatic Answer **OFF** Off In the Semi-Automatic Answer Mode, either you or your answering machine will answer the call. The, then the CS 3.0 will detect the tones and transfer the call to the **Modem** MODEM port.

NOTE: Not all modem comma (,) commands delay dialing for a 2 second interval. See your modem Operators Guide and adjust the number of commas you use accordingly.


NOTE: In the With Semi- **Automatic Answer** Automatic

Answer **OFF** Mode, the commas entered before the first **#22** are set to your answering machine's 2 ring answer. Use 3 additional commas for each ring that your answering machine is set to answer above 2 rings.

Distinctive Ring service Service compatibility Compatibility

When If you add a second or third phone number to your single line, the CS 3.0 works smoothly to process calls without depending on access codes or transfer tones.

The phone company's Distinctive Ring service is offered in most areas across the U.S. and is offered Phone companies offer this service under various names, check with your local phone company for details.



The CS 3.0 will process the additional phone numbers (ring styles) as follows:

Standard ring - - - **PHONE Phone** and **ANSAns**.

M.achine ports

Two-burst ring - - - **FAX Fax** port

Three-burst ring - - - **MODEM Modem** port

The factory setting for Distinctive Ring detection is **OFF**.

To turn Distinctive Ring detection **ON**, perform the following steps:

- 1) Take the phone in the **Phone** PHONE port off-hook
- 2) Press **113** (three beeps)
- 1) Press # * 113 * (three beeps) *
- 3) Hang up the phone

To turn Distinctive Ring detection **OFF**, perform the following steps:

- 1) Take the phone in the **Phone** PHONE port off-hook
- 2) Press **013** (three beeps)
- 1) Press # * 013 * (three beeps) *
- 3) Hang up the phone

Contact Customer Service for more information regarding operation with the Distinctive Ring service.

Phone Company Voice Mail

The CS 3.0 is compatible with the phone companies Voice Mail feature when you use the phone company Distinctive Ringing feature. Program the CS 3.0 for the passive mode and activate the distinctive ring feature, you will need to call your local phone company and have a second number assigned to your existing phone line works with Voice Mail service provided by your telephone company.. You must subscribe to Distinctive Ring Service (DRS) from your phone company. The second telephone number assigned to your phone line is

used for the fax.

This configuration lets your Voice Mail work normally and provides a telephone number for your fax. You need to turn Automatic Answer **OFF** and Distinctive Ring Service **ON** to work with Voice Mail. Refer to the Automatic Answer and Distinctive Ring Service sections of this manual for programming instructions.

- 1) Take the phone in the PHONE port off-hook
- 1) Press # * 21 * (three beeps)
- 1) Press 113* (three beeps) *
- 1) Hang up the phone

Contact Customer Service for more information regarding operation with the phone company voice mail.

HOT CALL Call Waiting Alert Feature

This feature requires phone company Call Waiting or Call Waiting ID service. When this feature is **ON** (factory setting), the CS 3.0 allows you to receive phone and fax calls while


you are on the internetInternet without losing your internetInternet connection. Connect your equipment as shown belowSee diagram on page 6:

Call Waiting Alert **OFF**:

- 1) Pick up phone in the **Phone** port
- 2) Press **017** (three beeps)
- 3) Hang up the phone

Call Waiting Alert **ON**:

- 1) Pick up phone in the **Phone** port
- 2) Press **117** (three beeps)
- 3) Hang up the phone



Show picture of rear panel of 6500 . show line from wall jack to caller id device. From caller id to line in of 6500. show phone, fax, modem and power supply connected to rear panel.

Most computers will disable call Call waiting Waiting (***70**) on the outbound dialing string, you need call waiting activated in order for the Hot Call to operate. Remove the ***70** from your dialing string (see your modems instruction guide). You mustWe suggest setting the also set your S10 register to 254 or higher (see your modems instruction guide). **The Call Waiting Alert feature cannot operate without Call Waiting or Call Waiting ID service from your phone company.**

When the modem is on line, with your computer the CS 3.0 will listen on the telephone line for the call waiting signals. If detected, the red Call Waiting Alert LED will flash and at the same time ring devices connected to the **Phone** and **Ans. M.** ports.

No extension phones in the house will ring. If, if detected, the CS 3.0 will ring the phone connected to the PHONE port. Any extension phones in the house will not ring. When you answer the phone, the modem will be placed on hold, and you and you will be connected to the incoming call. You could have time (approximately 5-15 about 15 to 25 seconds) for a quick conversation as well. The amount of time depends on your Internet Service Provider. When you are done with your conversation, hang up, the telephone and the modem will be re-connected to the Internet. If your conversation is too long, you may lose your connection, simply click on the refresh icon and you will the modem will be re-connected to the Internet.

If you answer the phone and you hear a fax tone when you answer the phone, or someone requests your fax, press **#11** on the your tone phone and the call will be transferred to the **FAX Fax** port.



Modem tones use many frequencies, including the one used for cCall wWaiting. SometimesOccasionally, these modem tones are recognized as cCall wWaiting tones. In this case, the ComSwitch 3.0 rings the phone. Simply answer the call, and if no one is there, just hang up to continue your internetInternet session.

HotCall Optional Settings

The following settings are available for the Hot Call mode, please read over the instructions and set the CS 3.0 for your application:

Call Waiting Caller ID

The CS 3.0 is set to listen for “callCall waitingWaitin”g from the telephone company., if If you have call Call waiting Waiting Caller IDid on your line you will need to, set the CS 3.0 to work with call waiting Caller ID. F, follow the programming steps belowas follows:

- 1) Pick up phone in the **Phone** port
- 2) Press **020** (three beeps)
- 3) Hang up the phone

Pick up phone in the PHONE port
Press # * 120* (three beeps) *

Hang up the phone

1.

To reset the ComSwitchCS 3.0 to work with only Call Waiting:

- 1) Pick up phone in the **Phone** PHONE portrt
- 2) Press **120** (three beeps)
Press # * 020* (three beeps) *
- 3) Hang up the phone



CNG DetectionReceiving Faxes While Online

The CS 3.0 is set to automatically detect CNG tones when you pick up the phone and route calls with the CNG tone to the fax. To turn **OFF** CNG detection in the hot call mode, follow the steps belowThere are 3 ways to receive a fax while online.

For use with voice and fax:

- 1) CNG Detection **OFF**: :When you answer the Call Waiting alert and fax beep tones are heard, press **#11** to transfer the call to the fax. To do this, follow these steps:
 - a. Pick up phone in the **Phone** port
 - b. Press **710** (three beeps)
 - c. Hang up the phone

To turn CNG Detection **ON**:

- a. Pick up phone in the **Phone** port
 - b. Press **711** (three beeps)
 - c. Hang up the phone
-
- 2) CNG Detection **ON** (factory setting): When you answer the Call Waiting alert, the fax beep tone will be detected by the CS 3.0 and automatically transfer to the fax.

For use with fax and modem:

- 3) If only a modem and a fax are sharing the line (no voice calls), the CS 3.0 can be programmed to automatically respond to the Call Waiting tone, listen for the fax beep tones and transfer calls to the fax.

If no fax beep tones are detected, the CS 3.0 will switch the call back to the modem. To set the CS 3.0 for this mode:

- a. Pick up phone in the **Phone** port

- b. Press **712** (three beeps)
- c. Hang up the phone

Pick up phone in the PHONE port

Press # * 710 * (three beeps) *

Hang up the phone

Automatic CNG Detection

If you are only using your modem and a fax are sharing a line on the line, (no voice calls) you can set the CS 3.0 to switch over automatically connect to the incoming call while you are on line, and listen for the CNG tone, and to route calls to the your fax. automatically when the call waiting tones are detected. If no CNG tone is detected the CS 3.0 will switch the call back to the modem. To set the CS 3.0 for this mode, follow the steps below:

- a. Pick up phone in the PHONE port
- a. Press # * 712 * (three beeps) *
- a. Hang up the phone

Scanning

The CS 3.0 converts your fax machine into a full page, multi-document scanning system by using the built-in ComScan feature. To scan a document through the CS 3.0, you must have a fax/modem or fax/modem card connected to the **MODEM** port, and a fax connected to the **FAX** port. Once your equipment is connected properly, perform the following steps:

- 1) Set the fax/modem in “receive fax” on 1 or 2 ring answer.
- 1) Insert the document to be scanned into the fax machine and take the fax machine’s phone receiver off hook and dial **** 22**.
- 1) When your fax/modem answers, press the fax machine’s start button and return the phone receiver to its cradle.

After you complete these steps, your fax/modem will receive the document and store it as a received fax. You can then retrieve the document using your fax/modem software to manipulate or store electronically. (There are many software packages on the market that

allow you to modify a fax received by a fax/modem, see your local computer software dealer.)

Simply reverse the process to send a print job to your fax machine from your computer by dialing ** 11.

Features of the CS 3.0 are programmable. Programming options are available upon request by contacting Customer Service, or by going to CCI's web site at www.commandcommunications.net under tech support and click on operators guide's and then the CS 3.0 section.

TroubleshootingTROUBLESHOOTING

Q. When I try to access the programming mode using the # *, I get a busy tone or the operator, is there another way to access the programming modeWhy is the Power LED flashing?

A. Take the phone in the **PHONE** port off hook. Disconnect the CS 3.0's power supply with the phone still off-hook. Plug the power back in, you will hear three beeps from the phone receiver, you are in the programming mode (you do not need to press the # *). Make your programming changesThe phone line is in use or the telephone line is not connected to

the **Line In** port.

Q. Why do I sometimes get disconnected from the Internet when I answer a Call Waiting call?

A. You have approximately 5-15 seconds for a quick conversation otherwise, you will lose your connection. The amount of time depends on your Internet Service Provider.

Q. Why are fax calls being transferred to my telephone and /or answering machine?

A. If **Automatic Answer** Automatic Answer is **theoffOFF**, the CS 3.0 is in the Semi-Automatic Answer Mode, it will wait for you or your answering machine to answer a call before it transfers calls to the **FAX Fax** or **MODEM Modem** port.

If **Automatic Answer** Automatic Answer is **onON**, the CS 3.0 is in the Automatic Answer Mode, these are calls that did not produce the CNG beep tones.

See “answering Answering incoming Incoming callsCalls” for transferring instructions

Q. When Automatic Answer is turned off, the CS 3.0 is in the Semi-Automatic Answer Mode and I answer a call from an extension phone not connected to the CS 3.0, I hear the CNG tone but the CS 3.0 does not transfer the call to the FAX port, why?

A. With Automatic Answer turned off When the CS 3.0 is in the Semi-Automatic Answer Mode and you answer a call from an extension phone not connected to the CS 3.0, CNG detection is not active, use the transfer code (**#11**) to send the call to the FAX port.

Q. Why can't I receive faxes when I'm away from the CS 3.0?

A. Check the following settings and procedures

- 1) Instruct callers to press #11 to send a fax
- 2) Make sure you left 4 seconds of recorded silence (only when using the Semi-Automatic Answer Mode **Automatic Answer** Automatic Answer is **OFF**off) before recording the outgoing message you use on your answering machine.
- 3) Set your fax to answer on 1 ring.
- 4) Set your answering machine to answer on 2 rings; 3 or 4 rings when using Caller ID.

Q. Why don't fax calls transfer to the fax when I answer the phone?

A. Some fax machines do not produce fax CNG beep tones, therefore, when you receive this type of call, . Ppress **#11** on your tone phone, and then hang up.

Q. Why don't fax calls transfer to the fax when my answering machine answers a call (**Automatic Answer OFF**)?

A. You may not have the 4 seconds of silence recorded at the beginning of your answering machine announcement message. If you do, contact Customer Service for more information.

Q. I don't have dial tone with on the phone(s) connected to the CS 3.0, what should I do?

A. Check all of the phone line connections and repair or replace any damaged cables.

Q. When I answer the phone, why do I hear tones that sound like the phone company's disconnect signal?

A. These are tones that you and your caller will hear when the TeleZapper feature is turned **ON**. They tell the telemarketer's predictive dialing computer to take your number off the list because the computer thinks your number is "disconnected."

Q. What should I do when I answer a call from an extension phone (not connected directly to the CS 3.0), and still hear ringing?

A. Hang up the phone for 1 second then pick the phone back up.

Q. During a power outage, will I lose my programmed settings?

A. No, your programmed settings will not be affected.

Q. During a power outage, will I lose telephone service?

A. No, with no power, the **Phone** and **Ans. M.** ports are connected to the telephone line. Cordless phones require power and will not operate.



ONE YEAR LIMITED WARRANTY

WARRANTOR: Command Communications, Inc.

ELEMENTS OF WARRANTY: Command Communications, Inc. warrants, for the duration of this warranty, the ComSwitch 3.0 (hereafter referred to as the "Product") to be free from defects in materials and craftsmanship with only the limitations or exclusions set out below.

WARRANTY DURATION: This warranty shall terminate and be of no further effect one year after the date of original purchase of the Product or at the time the Product is (A) damaged or not maintained as reasonable and necessary, (B) modified, (C) improperly installed, (D) repaired by someone other than the warrantor for defect or malfunction covered by this warranty, (E) used in a manner or purpose for which the Product was not intended, (F) damaged by an act of God (such as a lightning strike), or (G) sold by the original purchaser.

STATEMENT OF REMEDY: In the event the product does not conform to this warranty at any time that this warranty is in effect, the warrantor shall repair the defect, return it to you without charge for parts, service, or any other costs incurred by the

warrantor or its representative in connection with the performance with this warranty. This warranty does not cover or provide for the reimbursement or payment of incidental or consequential damages. Some states do not allow this exclusion or limitation of incidental or consequential damages, so the above exclusion or limitation may not apply to you.

SERVICE INFORMATION

1. Pack the CS 3.0 in the original carton or equivalent.
2. Enclose a copy of the bill of sale or other documentation showing original purchase date.
3. Contact the dealer where you purchased the CS 3.0, or call the service center listed below to obtain a return material authorization number (RMA #). Place RMA clearly on the outside of the box.
4. Mail the above prepaid and insured to the warrantor at:

**Command Communications, Inc.
7025 South Fulton Street, #120
Centennial, CO 80112
1-800-288-6794
(303) 792-0870 Fax (303) 792-0899**


Command Communications, Inc. cannot be held responsible for any loss or damage in transit.

Customer Service: 1-800-288-6794 (for U.S. and Canada)

**Customer Service E-mail: ccitech@commandcom.net
Web Site: www.commandcommunications.net**

Please retain proof of purchases to establish date of original purchase. Your warranty starts with the date of original purchase.

LEGAL REMEDIES: This warranty gives you specific legal rights, and you may also have rights that vary from state to state.



Though every effort has been made to ensure accuracy, these instructions may include technical or typographical errors. Content of these instructions may be changed from time to time due to product improvement. These changes will be incorporated in new editions of these instructions. We disclaim liability for any changes, errors, or omissions.

NOTE: Any unit returned without an RMA # clearly marked on the exterior package will be refused and returned at the sender's expense.

INTERNATIONAL RETURN POLICY

Command Communications, Inc. does not guarantee that this product will be compatible with the telecommunications systems of all countries. Modifications may have been made to products in order to function in certain locations. Therefore, it is best to purchase our products in the country in which it will be used.

If this product is purchased outside the U.S. from an authorized

Command Communications' dealer, it should be returned for repair at the location where it was purchased, as provisions have been established to handle warranty repair outside the U.S.

If you send the product directly to Command Communications for repair, you will be responsible to pay all freight, handling, and Custom charges (both ways).



REGISTRATION INFORMATION


This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the bottom of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

A plug and jack used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. A compliant telephone cord and modular plug is provided with this product. It is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive RENs on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of RENs should not exceed five (5.0). To be certain of the number of devices that may be

connected to a line, as determined by the total RENs, contact the local telephone company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (e.g., 03 is a REN of 0.3). For earlier products, the REN is separately shown on the label. The REN for the ComSwitch 3.0 is 0.1B.

If the CS 3.0 causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required.


But if advance notice isn't practical, the telephone company will notify the customer as soon as possible.

Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.


The telephone company may make changes in its facilities, equipment, operations or procedures that could affect the operation of the equipment. If this happens the telephone company will provide advance notice in order for you to make necessary modifications to maintain uninterrupted service.

If trouble is experienced with the CS 3.0, for repair or warranty information, please contact Command Communications at 800-288-6794. If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

The CS 3.0 must not be used on a party line. Connection to a party line service is subject to state tariffs. Contact the state public

utility commission, public service commission or corporation commission for information.

If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of the CS 3.0 does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.



If you need to order a modular jack from the telephone company, request either a USOCRJ11C or a USOCRJ13C for single lines or USOCRJ14 for 2 telephone lines in one jack.

FCC Rules Part 15 - Computing Devices

Note: This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

Reorient or relocate the receiving antenna.
Increase the separation between the equipment and receiver.
Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.

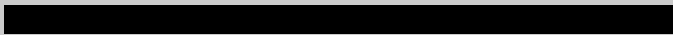
Consult the dealer or an experienced radio/TV technician for help.
CAUTION: Changes or modifications not expressly approved by the manufacturer could void the user's authority to operate the CS 3.0.



Industry Canada Information

This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation IC, before the registration number signifies that registration was performed based on Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

The Ringer Equivalency Number (REN) for this terminal equipment is 0.1B. The REN assigned to each terminal equipment provides an indication of the maximum number of terminals allowed to be connected to a telephone interface. The termination on an interface may consist of any combination of devices subject only to the requirement that the sum of the Ringer Equivalency Numbers of all devices does not exceed five.



Command communications information, address,
web site phone numbers trademarks

Two year limited warranty/ service information

International return policy

Registration information

FCC Rules Part 15 –Computing devices

Industry Canada Information
www.commandcommunications.net

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of Royal Appliance Mfg. Co.

Windows is a registered trademark
of Microsoft Corporation

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