

THE STICK PROGRAMMING AND QUICK REFERENCE GUIDE

REGISTER NUMBER	PROGRAMMABLE FEATURE	PROGRAM RANGE	FACTORY PRESET	PROGRAMMING / INSTALLATION RECOMMENDATIONS
01	FAX Tone Detection	0= OFF 1= ON	ON	IF PHONE AND FAX ARE BEING USED IN AN INSTALLATION, PROGRAM THIS FEATURE "ON"
02	Protected Hook Flash	0= OFF 1= ON	OFF	WITH OLDER KEY AND PBX PHONE SYSTEMS, YOU MAY NEED TO PROGRAM THIS FEATURE "ON"
03	Unanswered Call Silent Transfer	0= OFF 1= ON	OFF	"UCST" ROUTES ALL UNANSWERED AFTER-HOURS CALLS TO A FAX OR MODEM PORT
04	Silent Transfer Destination	0= FAX 1= MODEM	FAX	THIS FEATURE DETERMINES WHICH DEVICE WILL RECEIVE A CALL AFTER IT HAS BEEN "SILENTLY TRANSFERRED"
05	Pulse Detection	0= OFF 1= ON	OFF	IF YOU HAVE PULSE DIAL PHONES AND WISH TO TRANSFER OR "GRAB" A CALL - PROGRAM THIS FEATURE "ON"
06	Call Override	0= OFF 1= ON	OFF	IF THE STICK IS INSTALLED AT A WALLJACK AND YOU WANT TO ANSWER A CALL FROM ANY EXTENSION PHONE- PROGRAM "ON"
07	Unrestricted Manual Transfer	0= OFF 1= ON	ON	GIVE TRANSFER ABILITY ANY TIME, FROM EITHER PARTY FROM ANY PHONE, RECOMMENDED PROGRAMMING "ON"
08	Answering Machine Silent Transfer	0= OFF 1= ON	OFF	AFTER ANSWERING MACHINE TIMES OUT, CALL WILL BE ROUTED TO FAX OR MODEM PORT
11	Security Access Code For VOICE Ports	DIGITS 0-9 * AND # 4 DIGITS MAXIMUM	*1	THIS REGISTER CONTAINS THE CODE FOR TRANSFER OF A FAX OR MODEM CALL TO DEVICES CONNECTED TO VOICE 1 & 2 PORTS
12	Security Access Code For FAX Port	DIGITS 0-9 * AND # 4 DIGITS MAXIMUM	*2	THIS REGISTER CONTAINS THE CODE FOR TRANSFER OF A VOICE OR MODEM CALL TO FAX/PC FaxCard CONNECTED TO FAX PORT
13	Security Access Code For MODEM Port	DIGITS 0-9 * AND # 4 DIGITS MAXIMUM	*3	THIS CODE IS USUALLY SENT BY A CALLING MODEM - WE RECOMMEND PROGRAMMING A FOUR DIGIT CODE FOR SECURITY PURPOSES
14	Rings To Answer	0 TO 10 RINGS	0 RINGS	IF THE STICK IS USED ON A KSU OR PBX SET TO "0" -HOME INSTALLS W/EXT. PHONE ACCESS, PROGRAM NEEDED NO. OF RINGS
15	Maximum Rings	4 TO 30 RINGS	8 RINGS	THIS FEATURE CONTROLS THE NO. OF TIMES A DEVICE (VOICE, FAX, MODEM) IS RUNG BY THE STICK BEFORE DROPPING THE CALL

IMPORTANT SAFETY INSTRUCTIONS - "SAVE THESE INSTRUCTIONS"

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on the product.
3. Unplug this product from the wall outlet before cleaning. Do not use liquid cleaner or aerosol cleaners. Use a damp cloth for cleaning.
4. Do not use this product near water, for example, near a bathtub, wash-bowl, kitchen sink or laundry tub, in a wet basement or near a swimming pool.
5. Do not place this product on an unstable cart, stand or table. The product may fall causing serious damage to the product.
6. This product should never be placed near or over a radiator or heat register. This product should not be placed in a built-in installation unless proper ventilation is provided.
7. This product should be operated from only the type of power source indicated on the marking label. If you are not sure of the type of power supply to your home, consult your dealer or local power company.

8. Do not allow anything to rest on the power cord. Do not locate this product where the cord will be abused by persons walking on it.

9. Do not overload wall outlets and extension cords as this can result in the risk of fire or electric shock.

10. Never push objects of any kind into this product through cabinet slots as they may touch dangerous voltage points or short out parts that could result in risk of fire or electric shock. Never spill liquid of any kind on this product.

11. To reduce risk of electric shock, do not disassemble this product, but take it to a qualified serviceman when some service or repair work is required. Opening or removing covers may expose you to dangerous voltages or other risks. Incorrect reassembly can cause electric shock when the appliance is subsequently used.

12. Unplug this product from the wall outlet and refer servicing to qualified service personnel under the following conditions:

- A) When the power supply cord or plug is damaged or frayed.
- B) If liquid has been spilled into the product.
- C) If the product has been exposed to rain or water.

D) If the product does not operate normally by following the operating instructions. Adjust only those controls that are covered by the operating instructions because improper adjustments of other controls may result in damage and will often require extensive work by a qualified technician to restore the product to normal operation.

E) If the product has been dropped or the cabinet has been damaged.

F) If the product exhibits a distinct change in performance.

13. Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.

14. Do not use the telephone to report a gas leak in the vicinity of the leak.

INSTALLATION INSTRUCTIONS

1. Never install telephone wiring during a lightning storm.
2. Never install telephone jacks in wet locations unless the jack is specially designed for wet locations.
3. Never touch non-insulated telephone wire or terminals unless the telephone line has been disconnected at the network interface.
4. Use caution when installing or modifying telephone lines.

LIMITED WARRANTY

We warrant that if **The Stick Voice/Fax/Modem Call Processor**, manufactured by Multi-Link, Inc. and purchased by you, proves to be defective in material or workmanship, we will provide without charge, for a period of 1 year (USA ONLY), the labor and parts necessary to remedy any such defect. Warranty commences on the date of purchase by the original retail consumer.

The duration of any implied warranty of merchantability, fitness for a particular purpose, or otherwise, on this product shall be limited to the duration of the applicable express warranty set forth above. In no event shall we be liable for any loss, inconvenience or damage whether direct, incidental, consequential or otherwise resulting from breach of any express or implied warranty, of merchantability, fitness for a particular purpose, or otherwise with respect to this product, except as set forth herein. Some states do not allow limitations on how long implied warranty lasts and some states do not allow the exclusion or limitation of incidental or consequential damages, so the above limitations or exclusions may not apply to you.

To obtain service under this warranty, you must first request an RMA number from our Technical Support Department by calling 800-535-4651 or 859-885-6363. Present *The Stick* product with the RMA number and a copy of a sales receipt (or credit card receipt) or other satisfactory proof of the date of original retail purchase of the product to Multi-Link, Inc.

The AC power supply used with this product is covered under this warranty. This warranty does not cover damage which results from accident, misuse, abuse, improper line voltage, lightning strike, fire, flood, or damage resulting from unauthorized repairs or alterations performed by an unauthorized service center. This warranty gives you specific legal rights, and you may also have other rights which vary from state to state.

FCC REGISTRATION

This equipment complies with Part 68 of the FCC rules. On the bottom of this equipment is a label that contains, among other information, the FCC Registration Number and Ringer Equivalence Number (REN) for this equipment. You must, upon request, provide this information to your telephone company. The REN is used to determine the number of devices you may connect to the telephone line and still have all those devices ring when your telephone number is called. In most, but not all areas, the sum of the REN's of all devices connected to one line should not exceed five (5). To be certain of the number of devices you may connect to your line, as determined by the REN, you should contact your local telephone company to determine the maximum REN for your calling area. If your telephone equipment causes harm to the telephone network, the telephone company may discontinue your service temporarily. If possible, they will notify you in advance. But if advance notice is not practical, you will be notified as soon as possible. You will be informed of your right to file a complaint with the FCC. Your telephone company may make changes in its facilities, equipment, operations or procedures that could affect the proper functioning of your equipment. If they do, you will be notified in advance to give you an opportunity to maintain uninterrupted telephone service. If you experience trouble with **The Stick**, please contact your retailer or Multi-Link, Inc., for information on obtaining service and repairs. The telephone company may ask that you disconnect this equipment from the network until the problem has been corrected or until you are sure that the equipment is not malfunctioning. This equipment may not be used on coin service provided by the telephone company, and is not intended for use with party line service. This equipment is intended for use only on loop start service, and will not operate on a ground start central office line.



The Stick[®] Phone/Fax/Modem Switch User Manual

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The Stick® USER MANUAL

Congratulations!

*You have purchased the highest quality voice/fax/modem call processor in the industry – **The Stick!** This manual has been designed to get you, your communications device and **The Stick** operating on the phone line with a minimal amount of work.*

*When installed on a phone line, **The Stick** automatically answers all inbound calls and “screens” for fax tones (CNG–CalliNG tones). While performing the “screening” function for both types of tones **The Stick** is transmitting phone company–simulated “ring back” tones to the calling party. After the screening function is performed, the call is routed to the proper device.*

***The Stick’s** performance is dependent on how it is installed on a home or business phone line and what programmable features are activated.*

*The next sections explain the different features which optimize **The Stick’s** performance in particular installations.*

TYPES OF TONES YOU WILL HEAR:

For Optimal Performance...

Install *The Stick* At The “Demarcation Point”

- **< PROCEED >** – Three high-pitch tones in rapid succession tell you **The Stick** is ready to program a register or receive more commands in the form of touch tones – **Bee-Bee-Beep**.
- **< OK >** – One high-pitch tone immediately followed by a mid-pitch tone means that the numbers that you have entered are acceptable and within range for the Register Number and feature value – **Bee-Bip**
- **< ERROR >** – A single low-pitch tone indicates that the Register Number, feature value or program commands (we talk about those next) you have entered are invalid. Common errors committed when programming could be:
 - Entering the register number for a feature, let’s say it’s **< PROTECTED HOOK FLASH >**, and you enter only part of the number. The register number for **< PROTECTED HOOK FLASH >** is **< 02 >**. If you enter **< 2 >**, **The Stick** will give you an **< ERROR >** tone.
 - Entering a feature value that is outside of the program range. As an example, we will use **< PROTECTED HOOK FLASH >** again. You are only allowed to program this feature value as **< 0 >** (**OFF**) or **< 1 >** (**ON**). If you enter the number **< 2 >** after the correct register number, **The Stick** will give you an **< ERROR >** tone.

PROGRAMMABLE FEATURES:

- **Fax Tone Detection** — This feature, when activated, tells **The Stick** to detect the presence of CNG/fax tones which may be transmitted by a calling fax machine or PC Fax card. All calls accompanied by CNG tones, whether they be from a fax machine or PC Fax card, are routed through to equipment connected to the device port labeled FAX. If no fax type equipment is used on **The Stick**, simply deactivate this feature. Factory preset is **< ON >**.

The first thing you should do is place a local call to someone you know. Ask him or her to lay their phone receiver down for a moment...but don’t hang it up. After placing a call to your friend, wait at least five seconds before proceeding. First, dial **< # # 7 7 >** on your telephone key pad. The LED light will begin blinking rapidly. Immediately listen for three rapid high-pitch beeps in your handset. Three high-pitched tones indicate that you have entered the programming mode and may **< PROCEED >**.

At this time, you should enter the Register Number of the feature you wish to program and the proper value(s). (Example: to turn off Fax Tone Detection, press **< 0 1 0 >** then press **< 8 0 >** to save.) If the proper register number and programming value(s) are entered, **The Stick** will answer with a high-pitch tone immediately followed by a mid-pitch tone. It sounds like **< Bee-Bip >**. That means **< OK >**. If the numbers you enter are invalid (either for the feature register or program value), **The Stick** will respond with a single low-pitch **< ERROR >** tone. In either case, three rapid high-pitch tones will immediately follow telling you to **< PROCEED >**. At this time you may either access and program a new feature register or correct the previous attempt by entering new numbers.

EXECUTING AUDIBLE < READ BACK > WITH THE STICK:

First you must enter the programming mode by dialing **< # # 7 7 >**. Then press **< * >** and the register number you wish to read back.

Example:

- First, you press **< # # 7 7 >** on your touch tone phone to enter the programming mode.
- The Stick responds with a **< PROCEED >** tone
- You press **< * 0 6 >** (telling **The Stick** to audibly read back the value in Register 06)
- The Stick transmits 2 **< Beeps >** signifying the value **< 0 >** (the feature is turned off)
- After a short pause, **The Stick** will transmit an **< OK >** tone followed by a **< PROCEED >** tone.
- At that time you may either **< READ BACK >** or program any register.

For Registers Containing More Than A Single Value — Some registers can (or are required to) contain more than a single value, i.e. Registers 11 to 15. Here’s a short sample of what a **< READ BACK >** would sound like where more than 2 digits or symbols are programmed in the register. Let’s say the register you want to **< READ BACK >** is number 13, the Security Access Code for the MODEM port, and it is programmed as **< * 7 5 >**:

- You first enter the programming mode: **< # # 7 7 >**
- Press **< * 1 3 >** to **< READ BACK >** Register 13.
- **The Stick** transmits **< Beep Beep Bip (pause) Beep Bip Bip (pause) Beep >** (Equivalent to **< * 7 5 >**)
- **The Stick** immediately transmits the **< OK >** and **< PROCEED >** tones.

Note: You will receive an **< ERROR >** tone when entering an incorrect Register Number on audible **< READ BACK >**. Never fear – TRY AGAIN!

PROGRAMMING COMMANDS:

- **Save To Memory/Exit** — After programming all feature values you wish to manipulate, you will need to save the program to memory and exit the programming mode. This can be done by dialing **< 8 0 >**. At that time you will hear the **< OK >** tone twice. The LED will go back to normal operation. Even if there is a power loss to **The Stick**, all programming is saved.

- **No Save/Exit** — If you wish to **< DUMP >** any programming you’ve done and exit the programming mode, dial **< 9 0 >**. At that time you will only hear the **< OK >** tone once. The LED will go back to normal operation.

- **Set Registers To Factory Preset** — This command sets all program registers to the factory presets. When you dial **< 6 0 >** all registers automatically revert back to factory preset. **The Stick** will answer with an **< OK >** tone followed immediately by a **< PROCEED >** tone. Dial **< 8 0 >** to save and exit.

CALLER ID COMPATIBILITY:

The Stick is compatible with Caller ID (CID), a service available from the phone company. In the U.S. and Canada, CID is transmitted as a Bell 202 modem signal between the 1st and 2nd rings. **The Stick** default factory setting is 0 rings to answer; therefore the **Rings-To-Answer** count must be changed to at least two or more rings to accommodate the passing of the Caller ID info.

To delay the Rings-To-Answer count in register 14 to 2 (minimum), simply make the following programming change:

- From a touch-tone phone on **The Stick**, make a call to another number (like your cell phone) then enter the following from the keypad:
- Enter **< # # 7 7 >** then wait for triple tone (**Bee-Bee-Beep**),
- Enter **< 1 4 2 >** then wait for double (**Bee-Beep**) and triple tone (**Bee-Bee-Beep**).
- Enter **< 8 0 >** then you will hear two double tones indicating save and exit.

You are done programming. CID will now be received through **The Stick** on all incoming calls.

DSL COMPATIBILITY:

The STICK is compatible with Digital Subscriber Line (DSL) service available from the phone company. Remember, **The Stick** is an analog device just like your phone while your DSL service is digital. Simply insure that the DSL filter, which should be provided by your DSL service provider, is installed between the DSL service connection and the **Line** jack on **The Stick**.

No additional filters are required on any devices attached to **The Stick**.

The DSL modem must be connected directly to the DSL service connection...**NOT THROUGH The STICK**. That’s all there is to it.

