

Tel-Lynx™ User's Guide

October 18, 2015

❖ *Introduction*

Welcome to the *Tel-Lynx™* family of Personal Telephone Assistants. *Tel-Lynx* **coordinates and screens mobile and land-based phone calls in your home and home office** using patented processes and techniques. By **connecting your single and/or two-line telephones to up to two mobile phones and up to two landlines**¹ (or one landline and Skype™²), *Tel-Lynx* provides you the freedom to handle all your calls and text messages³ throughout your home. When *Tel-Lynx* is connected to **laptops, PCs, and tablets**, you'll have even more flexibility with calls and texts.

Tel-Lynx includes many advanced features, but you don't have to understand or use any of its advanced features until you are comfortable doing so. You can quickly and easily start making and receiving phone calls with *Tel-Lynx*. Then take

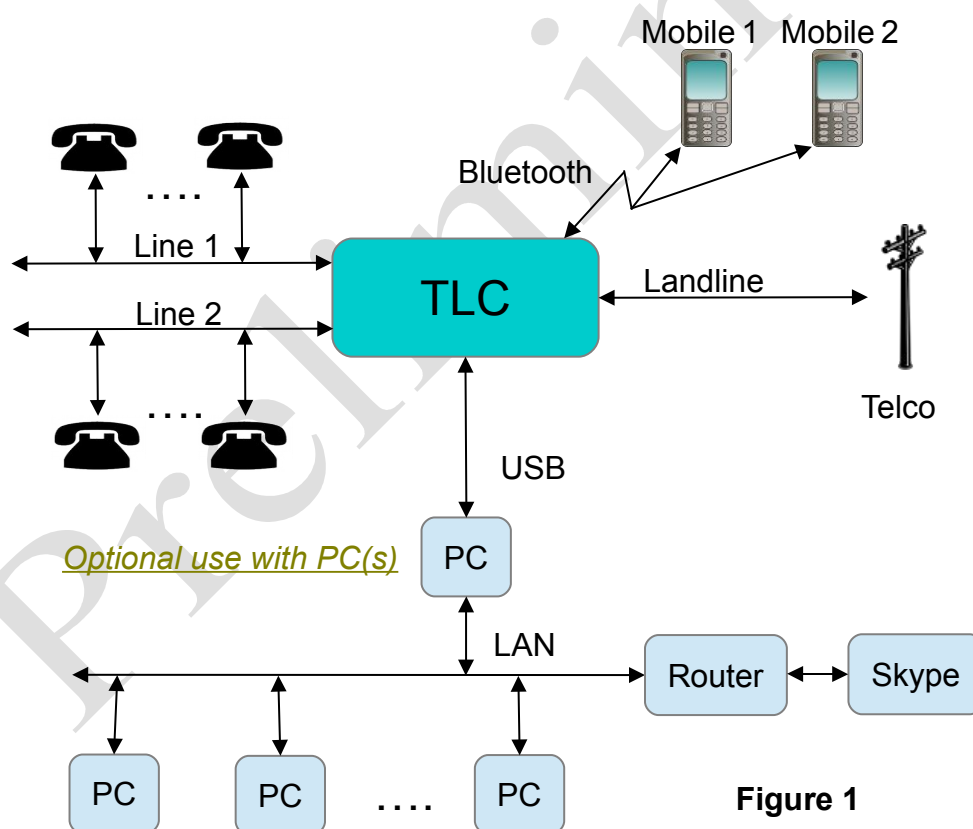


Figure 1

¹ A landline could be a traditional copper wire, VoIP (provided by your cable company, Ooma®, Vonage®, etc.), or wireless home service (Straight Talk® Home, Verizon's Home Phone Connect, AT&T's Wireless Home Phone Service, etc.). *Tel-Lynx* is compatible with any phone service you can plug a traditional telephone into. Connection to a second landline requires *TLC Plus* or *Guardian Plus*.

² *Tel-Lynx* must be attached to a PC (running the Skype Desktop Client) using the provided USB cable.

³ Text message access requires *TLC*'s free app running on your smartphone.

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your time to learn about its many features, and to decide which ones you'll use in your home or home office.

Tel-Lynx comes in four versions. If you have mobile phones, you'll want *TLC* or *TLC Plus*; if not, the *Tel-Lynx Guardian* or *Guardian Plus* is for you.

- ***Tel-Lynx Connexion (TLC)***
 - supports up to four (4) outside lines (phone services) for four independent, simultaneous calls using two (2) mobile phones, a landline⁴, and Skype; accommodates two inside telephone lines connected to single- or two-line telephones (see Fig. 1).
- ***TLC Plus***
 - to *TLC*, adds support for a second landline in place of Skype.
- ***Tel-Lynx Guardian***
 - supports up to two (2) outside lines (phone services) for two independent, simultaneous calls using one landline and Skype; accommodates one inside line connected to standard single-line telephones.
- ***Tel-Lynx Guardian Plus***
 - to *Guardian*, adds support for a second landline in place of Skype; accommodates a second inside line connected to single- or two-line telephones.

Tel-Lynx includes a ***phone book (with TLC and TLC Plus, it can be downloaded from your mobile phones)*** to keep track of all your contacts. Using any ***push button*** or ***rotary dial telephone***, you can easily ***Dial-By-Name*** any contact in *Tel-Lynx* 's phone book. *Tel-Lynx* also provides easy ***redial, call back, and speed dial*** operation.

Perhaps best of all, *Tel-Lynx* automatically screens calls, so that ***absolutely no robocalls, including political robocalls, will ever ring your telephones***. And it does this ***without causing the people you know any hassle***. You decide which phone services you want screened. For example, if you don't get unwanted calls on your mobile phones, you can choose to not screen those calls and only screen your home phone service.

As your personal telephone assistant, *Tel-Lynx* uses your personal phone book to ***screen your incoming calls***. New callers go through a ***one-time*** patented qualification process, while the people in your personal phone book get through instantly. Most importantly, ***all unwanted robocalling machines get blocked!***

⁴ A landline could be a traditional copper wire, VoIP (provided by your cable company, Ooma®, Vonage®, etc.), or wireless home service (Straight Talk® Home, Verizon's Home Phone Connect, AT&T's Wireless Home Phone Service, etc.)

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And you can set up *Tel-Lynx* with phone numbers for the automated calls that you *do* want, such as those from your doctor's office, pharmacy, school, or community emergency alert system.

When your telephone does ring, ***distinctive ringing*** will let you know who the call is for. When you answer your telephone, *Tel-Lynx* will announce the caller's name, who is being called, and the outside line they are calling in on. *Tel-Lynx* always announces new callers, and you can set it to announce callers in the phone book or not. You can then ***take the call, send it to voice mail, or block the caller***. You can ***listen in*** while a caller leaves a message, or change your mind and take the call. You can do all this from any telephone, PC, laptop, or tablet in your home⁵.

When you're away from home, *TLC* and *TLC Plus* can ***automatically and selectively transfer incoming Skype™ and landline⁶ calls to your mobile phone***. You can select which contacts' calls will be forwarded, and you'll never have to turn this feature on or off.

With *TLC* and *TLC Plus*, you can also ***send and receive mobile phone text messages⁷ using your home telephones, PCs, laptops, or tablets***. You can leave your mobile phone on its charger and never miss a call or text again!

You can set up *Tel-Lynx* using ***contact types*** so that your telephone only rings for the calls you want and only when you want them. You can set regular ***Do-Not-Disturb periods*** for your workday, sleep, and awake hours for workday contacts, normal contacts, and super contacts, and you can temporarily override the schedule. *Tel-Lynx* ***always allows urgent calls*** from your super contacts to get through.

Tel-Lynx supports ***seven users*** plus a general user called *anyone*. Each user is assigned a voice mailbox and can be assigned one of nine ring patterns for receiving calls. *Tel-Lynx* also works with services like RingMaster® ***for use with fax machines***, or to identify the called party with different incoming ring patterns on your landline.

You can set up an ***administrator contact*** who can ***remotely manage Tel-Lynx's*** phone book, new call list, and settings. This is great for caregivers who want to provide *Tel-Lynx* to a loved one to protect them from telephone scammers. Caregivers can call in remotely, listen to new caller voice mail, and add new callers to the phone book when appropriate. *Tel-Lynx* can also be operated in a mode where only those people in its phone book are allowed through. All others go through the one-time qualification process, but can only leave a voice mail, so no telephone scammers can get through.

When using *Tel-Lynx* with a PC, you can ***record your phone conversations***.
Note: In some states, recording phone conversations may be illegal without the

⁵ Windows Vista, Win7, Win 8.x, and Win 10 PCs, laptops, and tablets supported.

⁶ Forwarding on your landline requires 3-way calling service.

⁷ Requires an Android phone running *TLC's* free Android App.

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permission of all parties to the conversation. Know the legal requirements for recording a phone conversation before using this feature.

*Tel-Lynx can **conference its outside lines** as well as work with the **3-way calling** capability of your landline and mobile phones. And it also works with **Skype's 24-way conferencing**.*

Additional features include **timers and alarms**, as well as an **intercom** that makes communication by PC, laptop, or tablet easy and convenient for *TLC* users.

*Tel-Lynx **keeps track of your calls in a log**, including phone number, time, date, length of call, and the name of the line that was used to make or receive the call. You can download the log with *Tel-Lynx* software running on an attached PC, or you can access it by entering # # JKL 5 at the dial tone.*

Some offices and communities use a **PBX** that requires that you dial 9 for an outside line. If the PBX can be used with standard telephones, *Tel-Lynx* is compatible with it. *Tel-Lynx* can be set up to call both internal extensions and outside phone numbers, and with *Tel-Lynx* you won't have to dial 9 first.

*Tel-Lynx is **not associated with any particular mobile or landline phone service**, so you are free to keep, get rid of, or change phone services whenever you want. Best of all, there are **no monthly fees** for using *Tel-Lynx*.*

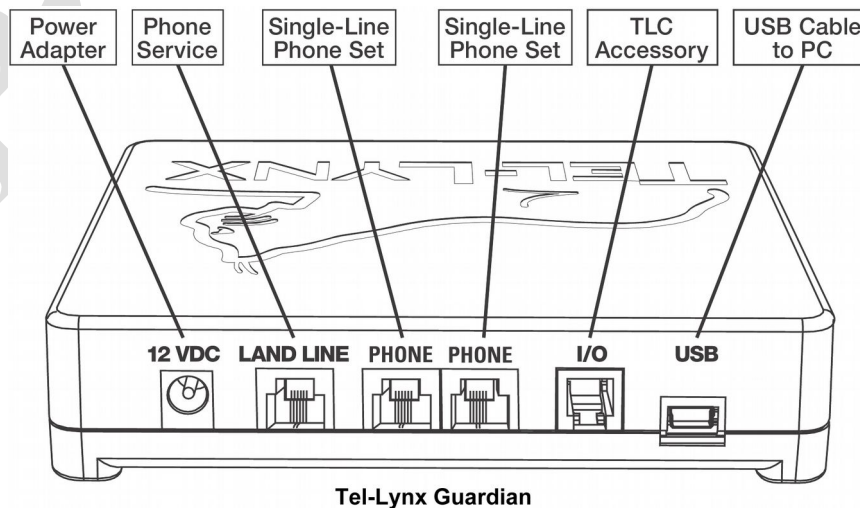
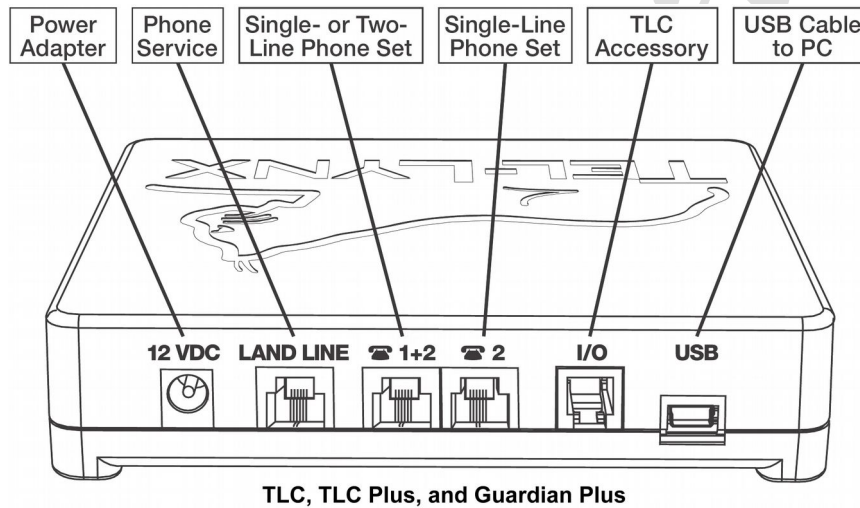
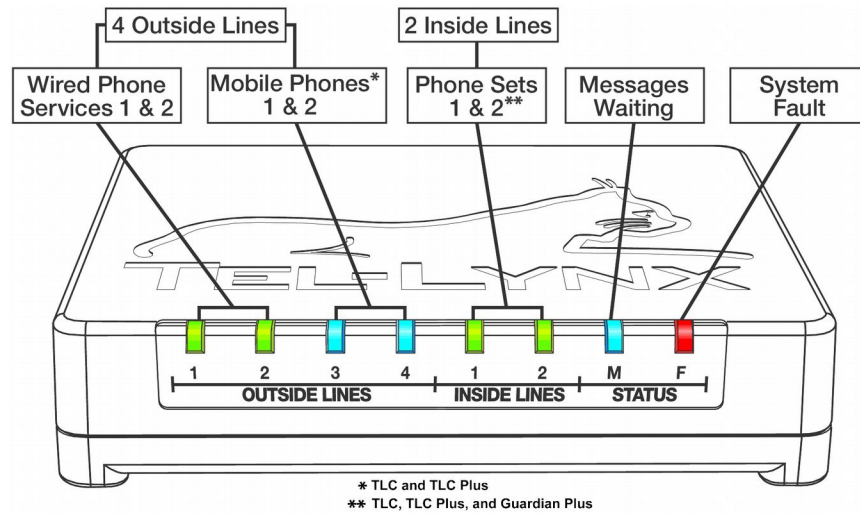
*It's easy to **set up and use Tel-Lynx to make and receive phone calls using a cordless telephone set**. Please take the time to carefully read through this manual to familiarize yourself with *Tel-Lynx's* many additional powerful features.*

At www.tel-lynx.com, you'll find frequently asked questions and answers, downloadable updates, and video tutorials that describe how to install and use *Tel-Lynx* products.

✧ *Requirements and Compatibility*

Tel-Lynx is compatible with push button and rotary dial telephones and mobile phones that have Bluetooth®. *Tel-Lynx* can also be connected to a PC running Windows Vista, Windows 7, Windows 8.x or Windows 10 to provide home network and Skype™ connectivity.

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❖ *Using this Manual*

When reading this manual with Adobe® Reader®, you will find many [hyperlinks](#) highlighted in purple. To follow a hyperlink, hold down the 'Ctrl' key and click on the link. To return from the linked page, hold down the 'Alt' key and hit the 'Left Arrow' key.

❖ *Definitions*

Caller ID is a system that sends a caller's phone number (and optionally their name) before or while ringing a phone line.

A contact type is used when setting a Do-Not-Disturb schedule, and defines whose calls will be allowed through. Calls are allowed through:

- from a normal contact during your waking hours;
- from a workday contact during your workday hours;
- from a super contact at all times;
- from an administrator at all times;
- and never from a blocked contact.

An administrator is like a super contact, plus they can remotely manage the *Tel-Lynx* system.

To double flash means to depress the telephone [switch hook](#) for about one-half second, then release, then immediately depress the switch hook again for one half second (or press the flash button twice).

DTMF stands for dual-tone multi-frequency signaling. Push-button telephones (sometimes referred to as touch-tone telephones) use DTMF signaling to dial phone numbers. This differs from rotary dial telephones, which use pulse dialing. Push-button telephones slowly replaced rotary dial telephones between the mid-1960s and 1990.

To flash means to depress the telephone [switch hook](#) for about one-half second (or press the flash button on a cordless phone) and then wait for *Tel-Lynx* to indicate what to do next.

A home telephone may be a cordless, corded, or rotary dial telephone.

A hyperlink is an electronic link that provides direct access from one place in a document to another in the same or a different document.

An inside line is an independent communication path or line between the *Tel-Lynx* system and either a telephone or a USB headset connected to a PC. Inside lines are identified as inside line 1, 2, 3, or 4. Telephones are connected to lines 1 and 2, and PC audio devices are used on lines 3 and 4 .

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A landline is a wired voice communication line that has a unique phone number assigned by a **Telco** or **VoIP service provider**. *Tel-Lynx* connects to a landline with a modular telephone cable.

A mobile phone transmits and receives over-the-air and is not restricted to operating in and around your home. Mobile phones are assigned a unique phone number by the **wireless carrier** that provides the mobile phone service. *Tel-Lynx* connects to mobile phones using Bluetooth®.

A modular telephone cable connects a telephone to *Tel-Lynx*, and also connects *Tel-Lynx* to a **Telco landline** or to a **VoIP** provider's Internet gateway using either the RJ-11 or RJ-14 Telco standard. The cable has either one pair of wires (RJ-11) for a single-line telephone or two pair (RJ-14) for a two-line telephone.

A new call has a phone number with no record in the *Tel-Lynx* phone book. It may be a number that you called, or it may be that a call has come in from this number. **Qualified new calls** create a contact in the new call list. Contacts in the new call list can be added to the phone book, and may eventually drop off the list if not added to the phone book.

An outside line is a communication path or line to a **service provider** such as a **Telco/VoIP** provider, **mobile phone** service provider, or **Skype™**. Outside lines are assigned a unique identifying phone number by their respective service provider. In the US and its territories, Canada, Bermuda, and many of the Caribbean Islands, this number is assigned according to the North American Number Plan (**NANP**). It is eleven digits long and always begins with a one.

A PBX or Private Branch Exchange is a telephone system that operates within a business or residential community of telephone extensions. It provides the means for the telephone extensions to communicate with each other and the **Public Switch Telephone Network**. Within a PBX, a caller can usually dial another extension directly using only three or four digits, and must dial a '9' before dialing a regular telephone number on the Public Switch Telephone Network.

PSTN stands for Public Switch Telephone Network. It is the aggregate of the world's circuit-switched telephone networks that are operated by national, regional, or local telephony operators, providing infrastructure and services for public telecommunication.

A qualified new call is a call from a new caller that has successfully gone through a **one-time** process to make sure the new caller is not a robocaller.

The secret code is the four digit code used to access the *Tel-Lynx* setup menu. The factory default code is "1234". You can **set the secret code** using the setup menu.

A service provider is a **Telco**, **VoIP** company, **wireless carrier**, or **Skype™**.

Skype™ is a PC-based **VoIP** service. *Tel-Lynx* connects with **Skype™** over a USB cable. Skype is a trademark of Skype. It can be used for computer-to-computer

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communication using Skype™ names. You can also set it up with a phone number and place and receive calls to and from other phone numbers.

A switch hook is used to switch the telephone between an idle, on-hook condition that allows the telephone to ring, and an active, off-hook condition that allows you to place or answer a call. Most rotary dial telephones have a handset (with a microphone and speaker) that depresses the switch hook when the telephone is idle (on-hook). The switch hook is hidden on cordless telephones and is activated by a flash button near the keypad.

A Telco is a phone company (such as AT&T) that provides voice communication service over a land-based Public Switch Telephone Network (PSTN) to many other telephones.

A telephone is a device that transmits and receives voice communication over a pair of wires. It has either a push-button keypad or a rotary dial. It may be cordless, but it always connects through a pair of wires in your home or business, as opposed to a mobile phone, which communicates strictly over-the-air. Tel-Lynx provides full support for cordless, corded, and rotary dial telephones.

An urgent call is a call from someone who believes they need to talk to a Tel-Lynx user immediately, even if the user has Tel-Lynx in a Do-Not-Disturb mode.

An unknown caller has no record in the Tel-Lynx phone book or new call list.

VoIP or Voice over IP is Voice over Internet Protocol service, provided by cable companies or by companies such as Skype™, Vonage®, Ooma®, and others. Tel-Lynx will interface with VoIP services other than Skype™ via that company's VoIP gateway box, connected to Tel-Lynx's landline port.

A wireless carrier is a company such as AT&T, T-Mobile®, Sprint®, Verizon, or others that provide phone service to mobile phones. It may be referred to as a mobile or cell phone service provider or carrier. Some wireless carriers provide a wireless home phone service that can be interfaced to Tel-Lynx's landline port.

❖ *Safety Information*

✧ *911 Emergency Service*

When a *Tel-Lynx* user places a 911 emergency call, *Tel-Lynx* will override the **Do-Not-Disturb** feature and switch into **Ring-through mode**, allowing all calls directly through for one (1) hour⁸. This ensures that returned emergency calls get through without delay. When the emergency is over, at the dial tone, you can press to cancel the override feature.

When a user makes an emergency call, *Tel-Lynx* will select an available **outside line** based on the user-defined shared outside line calling table for emergency calls, unless the user specifies a line before dialing 911 (see **Selecting an Outside Line**).

It is imperative that the emergency calling table is setup correctly; otherwise you may not be able to place an emergency call at a critical time. As of this printing, Skype™ does not provide 911 emergency call services for the US; therefore, you should NOT use Skype™ as an outside line for emergency calls. By default the emergency calling table is setup to dial out first on the landline if it is available, then on mobile phone 1 if it is available, then on mobile phone 2 if it is available.

If you change the default emergency calling table setting and specify Skype, you should specify it as the last line to try when all others fail. **You can program a phone number that Skype™ will call when you dial 911 on a Skype™ line. Be sure to program an appropriate phone number for your area.**

✧ *Power Interruptions*

If the power is out or Tel-Lynx is not operating for any reason, no calls, not even emergency calls, can be placed or received through Tel-Lynx. If this happens, you can call 911 directly on your mobile phone, or, if you have a Telco line, you can connect a wired telephone directly to it to call 911. Remember that most cordless telephones cannot be used when the power is out.

It is highly recommended that you put your cordless phone base station and Tel-Lynx on a UPS (uninterruptable power supply) to avoid service interruptions during power outages.

It is also safe practice to place a wired telephone in parallel with Tel-Lynx on your landline (if you have one) so that the wired telephone can be used in an emergency when the power is off. You can silence the ringer on the wired

⁸ The call to 911 must last for at least 10 seconds in order for Tel-Lynx to switch into ring through mode. This avoids accidental 911 calls from switching modes.

telephone so that incoming calls will not ring it. During national, regional, or local emergency situations involving severe weather or other emergency situations, you should turn the ringer back on so that emergency calls can get through even when the power is out.

Warning: You should not attempt to use your landline with both *Tel-Lynx* and the parallel wired telephone at the same time. This can cause *Tel-Lynx* to not behave as expected.

Following a power interruption, *Tel-Lynx*'s internal clock must be reset. If *Tel-Lynx* is attached to a PC running the *Tel-Lynx* service program or an Android Phone running the *TLC* app, the PC or Android Phone will automatically reset *Tel-Lynx* s clock. Otherwise, the first call that comes in on the landline with caller ID will reset the clock.

If you pick up the telephone before a call comes in, or if the PC/Smart Phone has not reset the clock, *Tel-Lynx* will tell you that the power was interrupted and will ask you to set the date and time. Since *Tel-Lynx* records the current day, month, and year every day, you should only need to reset the time if the power interruption did not span a day (i.e. you may enter for the year, month, and day). If the power interruption spans two or more days, the date will also need to be corrected.

Remember that during a power failure, *Tel-Lynx* cannot be used to place or answer calls, so you will need to provide a way to make emergency calls (see [911 Emergency Service](#)).

✧ ***Surge Protection***

It is recommended that you provide surge protection for *Tel-Lynx*'s A/C adapter to help prevent damage that can be caused by lightning and other electrical surges from outside your house.

Although *Tel-Lynx* has surge protection on its landline port, if you have home phone service from your local telephone company, it is advisable to provide an external surge protector on *Tel-Lynx* 's landline connection as well.

Many power strips and most UPSes provide A/C line surge protection and some UPSes provide telephone line surge protection as well.

❖ ***Using Tel-Lynx with Telephones***

Tel-Lynx acts as a telephony firewall situated between your telephones and your [phone services](#) ([mobile phones](#), [Skype™](#) and/or [landline](#)). *Tel-Lynx* unifies and standardizes your use of your phone services and prevents unwanted calls from ringing your telephones. *Tel-Lynx* provides all its functions seamlessly, without changing the basic way you use your telephones.

Tel-Lynx has two basic modes of operation: Call mode and Menu mode.

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Call mode is used in the traditional way (with dial tone and ringing) to place and receive calls, but adds a telephone assistant to guide you when appropriate. And you can Dial-By-Name at the dial tone from standard touch tone and rotary dial telephones to make it even more convenient.

Menu mode is used to access *Tel-Lynx*'s features, such as Do-Not-Disturb, timers, voice mail, call conferencing, and phone book management. To enter or exit the menu mode, **flash** the **switch hook** on your telephone.

Tel-Lynx guides you through its menus using voice prompts. Although it's not necessary to know how to navigate the menu system before using it, it's a good idea to read this manual to get acquainted with *Tel-Lynx*'s many features.

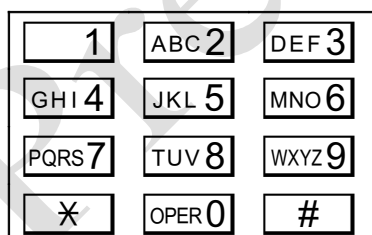
Note: If you press a key, dial a digit, or flash the switch hook while *Tel-Lynx* is speaking, *Tel-Lynx* will stop speaking and instantly respond. You do not have to wait for *Tel-Lynx* to stop or even start speaking before acting.

TLC and *TLC Plus* always use **Smart Dialing** to place calls. The *Tel-Lynx Guardian* can operate in either Smart Dialing mode or **direct dialing** mode. Smart Dialing allows you to use advanced dialing features like Dial-By-Name, Speed Dialing, 4-Digit Dialing, and Redial/Call Back. Smart dialing also allows you more options when on a call (See the **On a Call Menu**). The advantage of direct dialing is that first-time set up is very easy and there is nothing new to know about when placing a call.

✧ **Touch Tone Telephones**

You control and respond to *Tel-Lynx* using your **telephone**'s push-button keypad and **switch hook**, and you listen to *Tel-Lynx*'s responses and prompts over your telephone's earpiece.

A typical modern push-button telephone keypad is laid out as follows:



Each key has either a number, a number with letters, or the symbols * or #.

Keypad letters are used to enter names when dialing by name or when using the *Tel-Lynx* phone book. Note these additional designations:

Use the **1** key for ampersand (&), apostrophe ('), at (@), dash (-), and 1. Use the **OPER 0** key to designate a space and the number zero.

Note: The 1 key is used like this: **& '@ - 1** and the 0 key is used like this: **_ 0**.

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If you're using an old telephone keypad or a rotary dial telephone, you'll notice that the Q and the Z are missing, so you'll have to remember their positions. Here are the buttons for Q:  and Z: .

Note: When **entering names** into *Tel-Lynx*, you will press the key associated with the letter you want to enter the number times corresponding to the letter's position on the key (e.g. for the letter 'C' you would press the  key three times quickly).

When **Dialing-By-Name**, you only press the key **once** for each letter.

The  and  keys are used extensively by *Tel-Lynx*. They have different functions depending on whether they are entered at the dial tone or after another key has been pressed.

Note: Cordless telephones do not have a visible switch hook. They have a button near the keypad called *flash* that is used to **flash** the internal switch hook in their base station. Use this button whenever this manual calls for you to flash the switch hook.

✧ *Rotary Dial Telephones*

Rotary dial phones work best with the **Smart Dialing** mode. With Smart Dialing, *Tel-Lynx* allows rotary dial users to easily navigate its menus and to Dial-By-Name. You can also navigate phone trees that require touch tones while on a call. *Tel-Lynx*'s menus and Dial-By-Name feature make use of the touch tone  and  keys. *Tel-Lynx* uses the switch hook in a special way to provide the equivalent of these keys when rotary dialing.

➤ *When on a Call (on Rotary Dial Telephones)*

To navigate phone trees, *Tel-Lynx* will generate touch tone signals that correspond to any digits you dial on a rotary telephone. To generate a touch-tone , flash the **switch hook** and then dial 1. To generate a touch-tone , flash the switch hook and then dial 2. To enter *Tel-Lynx*'s **On a Call Menu**, flash the switch hook and then dial 3.

Note: When you are on a call, *Tel-Lynx* always audibly reminds you of your options after you flash the switch hook.

➤ *When in a Tel-Lynx Menu (on Rotary Dial Telephones)*

Flash the switch hook once to enter a  or **double flash** to enter a .

➤ *When Dialing (on Rotary Dial Telephones)*

After dialing at least one digit, **flash** the switch hook to enter a  and **Double flash** to enter a .

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To enter a at the dial tone (before dialing any digits), dial 0, then immediately flash the switch hook. For example to dial you dial 0, then flash the switch hook, and then dial 6, then 7.

To enter a at the dial tone, dial 0, then immediately double flash the switch hook. For example to dial , dial 0, then double flash the switch hook, hear "pound", and then dial 2.

To make redialing easy with rotary dial telephones, we break the switch hook rules. To redial quickly, double flash the switch hook at the dial tone (without dialing any digits). *Tel-Lynx* will redial the last call. This is equivalent to dialing at the dial tone on a touch tone telephone.

Note: If you double flash the switch hook at the dial tone, *Tel-Lynx* will assume you are using a rotary dial telephone. *Tel-Lynx* presents menus in a different way when you're using a rotary dial telephone, so be sure to use this re-dialing method only if you are using a rotary dial telephone.

Look for boxes like the one below throughout this manual, where you will find instructions for using *Tel-Lynx*'s features with a rotary dial telephone.

Rotary Dialing: Rotary dial instructions for the equivalent push-button functions will be found in gray boxes like this.

❖ *Tel-Lynx Users & Lines*

Out of the box, *Tel-Lynx* has one user (the 'anyone' user) enabled, with its own mailbox. The *anyone* user cannot be removed, disabled, or assigned to an outside line. It is automatically selected when *Tel-Lynx* answers any outside line that has no other user assigned. You can **add up to seven more users**, each with a separate mailbox. Each user can be assigned to receive calls on one or more outside lines.

✧ *Outside Lines*

Outside lines are connected to your mobile phones through Bluetooth, to your home phone service(s) through a standard telephone cord, and to Skype through a USB cable.

➤ *Personal vs. Common*

A common outside line has more than one user assigned to it, whereas a personal outside line has only one user assigned to it. For example, the landline⁹ that comes

⁹ A landline could be a traditional copper wire, VoIP (provided by your cable company, Ooma®, Vonage®, etc.), or wireless home service (Straight Talk® Home, Verizon's Home Phone Connect, AT&T's Wireless Home Phone Service, etc.)

into your home or business typically has more than one user, so it's a common line. *Tel-Lynx* allows mobile phones to have only one user, so a mobile phone is a personal line.

In Personal Assistant modes, *Tel-Lynx* will ask a person calling in on a common outside line to select a user from the list of users assigned to that line. *Tel-Lynx* will then ring your telephone with a distinctive ring for the user the caller wants to speak with. If the caller's contact info has the **person only called** attribute set, that user is automatically selected, and their distinctive ring is used to ring your telephone. If the call goes to voice mail, it will go to the selected user's mailbox.

➤ ***Ring Pattern Detection on your Landline***

Tel-Lynx can detect different ring patterns provided by services such as RingMaster®, Ident-a-Call, or Smart Ring®. You can set up *Tel-Lynx* to assign each ring pattern to a specific *Tel-Lynx* user or to the *anyone* user. If a ring pattern is assigned to *anyone*, *Tel-Lynx* will ask callers who they want to speak with (this is the factory default mode). If a ring pattern is assigned to a specific user, *Tel-Lynx* will automatically select that user when a call with that ring pattern comes in.

Tel-Lynx can also be set up to ignore (not answer) a specific ring pattern.

✧ ***Inside Lines***

Your inside lines are connected to your telephones through a standard telephone cord, and optionally to your PC through a USB cable.

➤ ***Ring Modes***

Calls to a given user can be set to ring both inside telephone lines, one particular inside telephone line, or one particular inside telephone line and then the other if the first line is busy.

➤ ***Distinctive Ringing***

Tel-Lynx is set up from the factory to ring your telephones with a distinctive ring pattern for each user (when set up). You can change the ring pattern for each user, choosing the standard ring or one of eight distinctive ring patterns. When *Tel-Lynx* is in a Personal Assistant mode, it determines who a given call is for (if two or more users are set up) before ringing your telephones with a distinctive ring pattern. When *Tel-Lynx* is in Ring-through mode, calls to a **common outside line** will ring with the *anyone* user's ring pattern unless the caller's contact information has the "Person normally/only called" attributes set. Regardless of the answer mode, if a caller calls in on a **personal outside line** (mobile phone), *Tel-Lynx* will ring your telephones with the associated user's ring pattern.

❖ *The Tel-Lynx Phone Book*

The *Tel-Lynx* phone book makes it easy to place calls using *names* so that you don't have to remember phone numbers (see [Dial-By-Name](#)).

There are four ways to populate your *Tel-Lynx* phone book with contacts:

- Import contacts from your mobile phones (*TLC* and *TLC Plus* only; see [Importing Contacts from a Mobile Phone](#)).
- Enter contacts using a telephone handset (see [Enter or Edit a Name in the Tel-Lynx Phone Book](#) and [Auto-Create Contact Option](#)).
- Use the *Tel-Lynx* application on a Windows PC or Smart Phone.
- Move new callers (from the [new call list](#)) to the *Tel-Lynx* phone book after you make or receive new calls.

Tel-Lynx can maintain a list of over 3000 phone numbers (each with a name), shared between its phone book and its new call list. Both the new call list and the phone book are ordered from most recent to oldest call.

When you make a call to a phone number that is neither in the new call list nor in *Tel-Lynx's* phone book, *Tel-Lynx* can create a new contact. You must have [Auto Create Contact](#) enabled.

Note: *Tel-Lynx* keeps track of which device sourced or "owns" a contact. *Tel-Lynx* is the owner if the contact is created on *Tel-Lynx* using a telephone or PC, Mobile Phone 1 is the owner if the contact is imported from Mobile Phone 1, and Mobile Phone 2 is the owner if the contact is imported from Mobile Phone 2. Imported contacts with the same name and phone number as a contact already in *Tel-Lynx's* phone book are merged, including where they came from ("owner"). In order to remove a contact from *Tel-Lynx's* phone book, that contact must be removed from all sources. If the source is a mobile phone, the contact must be removed from the mobile phone, and the mobile phone's phone book must be re-imported in order to remove that contact from *Tel-Lynx*.

✧ *New Call List*

The new call list stores contact information for new calls (i.e., calls to or from people who are not in *Tel-Lynx's* phone book). It is kept separately from the phone book. Like the phone book, the new call list is used by *Tel-Lynx* to identify and announce incoming calls when in a [Personal Assistant mode](#), and is [optionally searched](#) when dialing by name.

A new call entry is created when someone who is neither in the new call list nor in *Tel-Lynx's* phone book calls in, and *Tel-Lynx* is in Personal Assistant mode.

When you [manage new calls](#), you can add new contacts to the phone book, change their name and other attributes, or delete them from the new call list.

Note: Phone book entries with no voice tag (typically created by robocalling machines blocked by *Tel-Lynx*) are automatically deleted. However, the caller ID for these deleted entries is still recorded in the caller ID log. You can press at the dial tone to review the caller ID log.

✧ *Contact Attributes*

Contacts in the new call list or in the phone book have the attributes listed below. These attributes can be **changed while managing the phone book**. Each attribute title below is a hyperlink to how to set it.

➤ *Name*

The Name is used when you place a call using Dial-by-Name, and when you receive a call, the name is sent as Caller ID to your telephone handsets.

The 'Name' field can include two names. A space separates two names into first name and last name. Be sure to enter a first name and last name that you'll easily remember when you want to place a call.

John Smith: *John* is the first name, *Smith* is the last name.

If you are creating one entry that includes two contact names, use an ampersand (&) to divide the two names into separate, searchable contact names. You don't need spaces on either side of an ampersand—they're ignored, and they take up space on the Caller ID screen.

John&Mary Smith: *John Smith* and *Mary Smith* are two separately searchable names.

J Jones&M Smith: *J Jones* and *M Smith* are two separately searchable names.

In **Business** entries, **ampersands** are **ignored** in searches!!

AT&T Atlanta (*Business contact*): *ATT* is the first name, *Atlanta* is the last name. The ampersand is ignored.

Note: Avoid using middle names and middle initials, as they are ignored when Dialing-by-Name, and they take up space on the Caller ID screen. However, they can be helpful when two different contacts have the same first and last names.

Here is an example of how *not* to create an entry:

Dr John Smith Jr: *Dr* is the first name, *Jr* is the last name. John and Smith are ignored as middle names. A better entry might be **Dr J Smith**.

Note: If only one name is entered for a contact, it is considered a first name.

➤ *Voice Tag*

A voice tag is an audio recording of a contact's name, and is created :

- by a new caller the first time they call in,
- by a *Tel-Lynx* user the first time they call a new contact, or
- by a *Tel-Lynx* user when entering a new contact into *Tel-Lynx*'s phone book.

Voice tags can be up to about four seconds long.

➤ *Contact Type*

Contact type is most often used when the **Do-Not-Disturb schedule** has been enabled. The Do-Not-Disturb schedule is used to allow calls through or send them to voice mail.

- Calls from **Normal** contacts are allowed during defined waking hours.
- Calls from **Super** contacts are allowed at all times.
- Calls from **Workday** contacts are allowed during defined workday hours.
- Calls from **Blocked** contacts are never allowed, even when the Do-Not-Disturb schedule is disabled.
- Calls from **Administrator** contacts are always allowed.

The Do-Not-Disturb schedule can be overridden by a **temporary Do-Not-Disturb period** where you can set which contact types will be sent to voice mail.

An administrator contact has all the characteristics of a super contact plus the ability to remotely manage *Tel-Lynx*'s phone book, new call list, and its settings. When an administrator contact remotely calls into *Tel-Lynx*, *Tel-Lynx* will ask them to select the user they wish to speak with, even when there is only one user. This allows the administrator to enter the remote access menu without ringing the telephones attached to *Tel-Lynx*.

➤ *Person Normally Called*

When a call comes in on a **common line**, this attribute identifies the person this contact normally calls. It can be set so that the person is automatically selected when the call comes in (person only called), or so that the person is selected if the caller does not make a selection (person normally called). Voice mail will be sent to the selected person's **voice mailbox** on *Tel-Lynx* if no one answers the call. By default, this attribute is set to the person who is called the first time a contact calls in.

Note: For phone numbers that you have requested to call you in an emergency, set the **contact type** to *super* contact and the person normally called to *anyone only*. Calls from this contact will ring your telephones without regard to the answer mode and Do-Not-Disturb setting. In addition, the personal assistant is bypassed, and when you answer the telephone, you will be connected directly to the caller.

➤ *Allow Urgent Calls*

This true/false attribute allows a *Tel-Lynx* user to select which contacts will be allowed through with an **urgent call** during periods when the caller would normally be sent to voice mail (Do-Not-Disturb in effect). Remember that super contacts are always allowed through with urgent calls.

➤ *Phone Number*

If someone has multiple phone numbers, you will need to create a contact in *Tel-Lynx* 's phone book for each phone number using the same name. When adding a contact using your telephone's keypad, you will be prompted to enter the contact's number. You do *not* have to enter the 1 for either long distance or local numbers.

Note: Although not required, it is advisable to enter local and toll phone numbers with all eleven digits. *Tel-Lynx* always determines the proper way to dial a full eleven digit phone number.

⇒ *Preferred Outside Lines*

You can create an ordered list of **outside lines** (landline, second landline¹⁰ or Skype, mobile phones 1 and 2) to be used when calling a contact's particular phone number. When placing a call, this ordered list will override *Tel-Lynx*'s **shared calling tables**. The first available outside line in this list will be used to place the call.

⇒ *Number Type*

A contact's phone number type is used when placing a call using **Dial-By-Name** or when **managing a contact** in the phone book.

Number types are:

Business(ABC2), Fax(DEF3), Home(GHI4), Misc (JKL5), Mobile(MNO6),
Skype™(PQRS7), User(TUV8), Work(WXYZ9), and Unspecified (1).

Note: The "Business" number type should be assigned to contacts that represent a business, not a person. A person who works in a business should be assigned a "Work" number. *Tel-Lynx* will ignore '&' in a business name and will not split the name into two names when searching for a contact like it does for non-business contacts.

You can set up *Tel-Lynx* so that people calling in from a business will always be asked their name. This is useful when more than one person calls in from a business where all employees have the same phone number (each employee has an extension within the business). *Tel-Lynx* will then announce the caller's name and the business name when you answer the telephone.

¹⁰ The second landline is only available on TLC Plus.

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Note: Skype™ and User phone number types are automatically assigned based on the phone number, and cannot be changed or assigned manually.

Note: A first-time (new) caller is asked to identify the type of phone number they are calling in on. A user who is calling out to a number unknown to *Tel-Lynx* will have the option to select the number type and to record a voice tag for the called number.

⇒ **Exclude Number from Dial-By-Name**

This true/false attribute allows you to exclude/include phone numbers in the Dial-By-Name feature. This is most useful for contacts who call from a business that has multiple phone lines with multiple phone numbers that may show up on your caller ID when they call in. You can place all of those phone numbers in the contact's phone number list, but exclude all but the main number for dialing by name. By default, the first number of a number type (such as the first work number) added for a contact in the phone book is included for Dial-By-Name. If the number type already exists, it is (by default) excluded from Dial-By-Name.

⇒ **Extensions**

Many businesses have a PBX phone system with office extensions that must be dialed after you are connected to the main number. You can set an extension of up to 6 digits (see [Modify Contact Information](#) under [Manage New Calls](#), [Add a New Phone Book Contact](#), and [Manage Phone Book Contacts](#)). Once you are connected to the main number, you can instruct *Tel-Lynx* to [dial the extension](#).

If you have multiple contacts with the same company phone number but different extensions, first set up a “company” contact with no extension, and then set up a contact for each person at that company, including their extension.

For example:

<i>Name</i>	<i>Phone Number</i>	<i>Extension</i>
Acme Rental	212-555-1000	
Jane Doe	212-555-1000	101
John Smith	212-555-1000	105

⇒ **Extensions within a local PBX System**

To mark a phone number's extension as 'local' (within the PBX) when *Tel-Lynx* is used with a **PBX** (see [Using Tel-Lynx with a PBX](#)), precede the extension number with a '*'. A local extension will be used to call the contact when Dialing-By-Name on the PBX system. In other words, the call will stay internal to the PBX.

When setting a phone number's extension, if a '*' is entered alone without an extension number, the last digits of the phone number will be used as the local extension. This is useful for PBXes with direct inward dialing, where each extension has a unique outside phone number, and the last (usually four) digits of the phone number are also the local extension number on the PBX.

✧ *Managing Tel-Lynx's Phone Book*

From the [Manage Tel-Lynx's Phone Book](#) menu, you can move contacts from the new call list to the phone book, add new phone book contacts, edit existing contacts, call or text contacts, remove contacts, add and remove speed dial assignments, import contacts from your mobile phones, and add or change voice tags.

Note: When accessing contacts, they are always presented in chronological order, beginning with the most recent call made or received.

Note: *Tel-Lynx* handles "Business" contacts differently from non-business contacts. A *business* contact should have its **name** be the name of the *business* and should be assigned a "Business" number. A contact for a *person* who works in a business should have its **name** be the name of the *person* and should be assigned a "Work" number.

➤ *Importing Contacts from Mobile Phones (TLC/TLC Plus only)*

With *TLC* and *TLC Plus*, you can import contacts to *Tel-Lynx*'s phone book from both your mobile phones. During import, only contacts with at least one valid (callable) phone number are added to *Tel-Lynx*'s phone book. If you hang up during import, or if you receive a call on the mobile phone, the import will be terminated. Importing will continue from where you left off the next time you import from that mobile phone. See [Notes on Importing Contacts from Mobile Phones](#) for more information.

➤ *Adding Voice Tags to Imported Contacts*

If one of your connected mobile phones is an Android Smart Phone running *Tel-Lynx*'s mobile app, or if *Tel-Lynx* is attached to a PC running *Tel-Lynx*'s Windows app, *Tel-Lynx* will automatically add voice tags, using text-to-speech, to the imported contacts. Please note that about 25 text-to-speech voice tags are added per minute, so it can take some time depending on how many contacts were imported.

When calling a contact with a text-to-speech generated voice tag, *Tel-Lynx* will ask you to accept the recording or re-record the voice tag. If you do nothing, *Tel-Lynx* will dial the call without accepting the voice tag. Once you have accepted or re-recorded the voice tag, *Tel-Lynx* will not ask this again.

You can add voice tags to imported contacts manually if text-to-speech capability is not available. You can also review and change the text-to-speech voice tags for the imported contacts.

When recording a voice tag, you can press to end the recording, or *Tel-Lynx* will automatically end it after you stop speaking. After the recording has ended, you can press to hear what you recorded before accepting it.

➤ ***Enter or Edit Names and Phone Numbers in the Tel-Lynx Phone Book Using Your Telephone Keypad***

Before you set up *Tel-Lynx*, we strongly suggest you remove any contacts you have entered in your cordless telephone's phone book. You will want to use *Tel-Lynx*'s phone book instead so that you can Dial-By-Name and not have to remember phone numbers. Using both your telephone's phone book and *Tel-Lynx*'s phone book will be very confusing.

Entering names and phone numbers into *Tel-Lynx*'s phone book is different from entering names and phone numbers in your telephone's phone book because *Tel-Lynx* has no display and no direct access to your telephone's display. The main difference is that you will not be able to see the letters on your telephone's display as you enter them. To compensate for this, *Tel-Lynx* will say the letters as you enter them. At any point in the entry process, you can display (on your telephone's caller ID display) what you have entered so far by pressing . You will need a telephone with *Caller ID with Call Waiting*¹¹ to use this feature.

⇒ **Enter or Edit a Name in the *Tel-Lynx* Phone Book**

Here's how to enter contacts using your telephone's keypad:

- Use the letters on the telephone keypad. For each letter in the name, repeatedly press a key for the number of times that correspond to the position of the letter on the key. For example, press **once** for A, **twice quickly** for B, **three times quickly** for C, and **four times quickly** for 2. Press **once** for P, **twice quickly** for Q, **three times quickly** for R, **four times quickly** for S, or **five times quickly** for 7. After you pause, *Tel-Lynx* will translate the key press(es) into the letter, and when you hear the name of the letter you just entered, you can continue.

Note: The cursor always sits at the end of the name, so you will always *delete from* and *add to* the end of the name.

- *Tel-Lynx* will capitalize letters appropriately as you enter them. To change the default case, press the key until you reach the letter the second time. For example, press seven times (abc2ABC) for the upper case C in McCann.
- Press the key once for ampersand (&),
twice quickly for apostrophe ('),
three times quickly for at (@),
four times quickly for dash (-) and
five times quickly for one (1).
- Press the key once for space or two times quickly for zero.
- To erase one character from the end of the name, press briefly.

¹¹ *Caller ID with Call Waiting* allows you to see a caller's name and phone number for calls that come in while you are on the telephone.

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- To erase all characters, press and hold .
- To view the name on the caller ID display and hear the name spelled out, press once briefly.
- To commit your entry, press twice quickly.

⇒ Enter or Edit a Phone Number in the Phone Book

- Use the numbered keys on the telephone keypad to enter or edit a phone number.

Note: The cursor always sits at the end of the phone number, so you will always *delete from* and *add to* the end of the phone number.

- To erase one digit from the end of the number, press briefly.
- To erase the entire number, press and hold for one to two seconds.
- To view the number on the caller ID display and hear the number spoken, press once briefly.
- To commit your entry, press and hold for one to two seconds or press twice quickly.
- To enter '✕' into the phone number, press and hold for at least three seconds.
- To enter '#' into the phone number, press and hold for at least three seconds.

➤ **Moving Contacts from the New Call List to the Phone Book**

When a new caller calls in for the first time, *Tel-Lynx's* interactive personal assistant will **qualify them** by asking their name and what kind of phone they are calling on. This information, along with the caller's phone number and name (if present) in the caller ID, will be stored as a new contact in the new call list. With this information, you can create a complete phone book entry in *Tel-Lynx*. *Every time a person on the new call list calls in, they are moved to the top of the new call list (i.e. they are the most recent new caller).*

There are three reasons to move new callers to the phone book:

1. By default, if you want to use Dial-By-Name, you will need to have phone book contacts. In the Set Up menu, you can **change this setting** and allow Dial-By-Name using the new call list as well as the phone book.
2. If you prefer to speak directly to callers whom you know and not have them announced first, then you will want to put those callers in your phone book. By default, only callers in the phone book are not announced when you answer their call. In the Set Up menu, you can **change this setting** and enable the announcement for phone book contacts.

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3. Contacts in the phone book are never removed. The phone book and new call list combined can hold at least 3300 contacts, so it is unlikely, but if the new call list gets full, the contact at the bottom of the new call list will be removed when the next first-time, new caller calls in.

You can easily move a new caller from the new call list to the phone book using *Tel-Lynx's* **Manage New Calls** menu. You will have the opportunity to edit or change the name that was received from caller ID. You can also rotate the first and last names if they are in the wrong order.

Tel-Lynx expects names to be stored first name first and last name last. However, most caller ID databases store the last name first, followed by the first name, then any middle names. Sometimes, the caller ID will have a comma after the last name and sometimes not. *Tel-Lynx* removes the comma, if present, and rotates the names so the first name appears first and the last name last when it creates the contact in the new call list.

If the contact name is not ordered correctly on the caller ID screen when you go to move it to the phone book, you will have the opportunity to rotate it again.

➤ **Notes on Importing Contacts from Mobile Phones** (*TLC/TLC Plus only*)

Tel-Lynx keeps track of the source, or ownership, of each contact. A given contact can have one or more owners. A contact can be owned by *Tel-Lynx* only, by one or both mobile phones only, or by *Tel-Lynx* and one or both mobile phones. If an imported contact matches the name and phone number of a contact on *Tel-Lynx*, the two will be merged and ownership will be shared.

If an imported contact matches the name and phone number of a contact on *Tel-Lynx* and the contact's attributes don't match, you will be informed of the discrepancy and you can choose to accept or reject the change(s).

When you delete a contact from your mobile phone, the next time you import your mobile phone's contacts, *Tel-Lynx* will remove the mobile phone's ownership. If that contact no longer has an owner, *Tel-Lynx* will ask whether you want to keep or delete that contact. If you choose to keep the contact, then its ownership passes to *Tel-Lynx*.

If you change a contact's name or phone number on your mobile phone, the next time you import your mobile phone's contacts it will appear to *Tel-Lynx* that the contact with the old name or phone number has been deleted and a new contact with the updated information has been added.

A contact with a phone type of 'Business' or 'Company' will be imported as a Business(ABC2) phone number type. If a contact with non-business phone number types also has a business phone number type and no work number type, the business phone number type will be imported as a work number. If the contact has

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an organization, a separate contact with the organization name will be created using the business phone number.

Note: Phone book import is terminated if you receive a call on the mobile phone that is being used to import contacts, or if you hang up the telephone that is being used to import the contacts.

If an imported contact's name is "Do Not Answer" (case insensitive), it will be marked as a blocked contact, and calls from the associated phone number(s) will not get through. You can override this using the "+Type" attribute below.

If your mobile phone does not support phone number types, append the number type, within parentheses, to the contact's name.

For example: John Smith (Work)

Tel-Lynx examines only the first letter of the number type, ignores case, and does not require a closing parenthesis or a space before the opening parenthesis. However, no spaces may appear after the opening parenthesis for the remainder of the name. So the above example could be entered as:

John Smith(w

Tel-Lynx recognizes the following number types within the parentheses: *Business*, *Fax*, *Home*, *Mobile* or *Cell*, and *Work*.

If your mobile phone can add a note to a given contact, you can set *Tel-Lynx*'s contact attributes by adding a note (case insensitive). Each contact attribute must start with a plus '+' and must appear in a separate line in the first lines of the note. Any line without a valid attribute terminates *Tel-Lynx*'s attribute search. If an attribute is not specified in the note, it is not changed in *Tel-Lynx*'s phone book when the contact is imported. The following is a list of attributes that can be set in this way. Enter the plus '+' followed by the attribute (e.g., *Business*), followed by one of the attributes inside brackets (e.g., =Ask). The attributes inside the brackets are optional.

⇒ **+Business{=Ask}**

If this attribute is present, all phone numbers for this contact will be marked as business numbers (i.e., the number of a business, not the work number of an individual contact) in *Tel-Lynx*, regardless of how they are marked on the mobile phone. If the value is set to 'Ask', callers from this number will be asked their name every time they call in; otherwise they will not be asked their name.

The 'Business' phone number type is not specified in the vCard standard, but many phones support it through a custom or a "Company" phone type. If the phone type on the mobile phone starts with "Company" or "Business", *Tel-Lynx* will assume it is a business phone type.

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It is good practice to set the '+Business' attribute for a "Business" contact since a "Business" contact should only have business numbers assigned to it.

For example, to mark all phone numbers for this contact "business", and to have *Tel-Lynx* ask all callers to say their name: +Business=Ask

⇒ **+Ext={*}{XXXX}**

Sets the extension for the contact. The extension (represented by 'XXXX') can be up to 6 digits in length. If the extension is preceded by '*', the contact's home or work phone number is a **local extension** (on the same PBX as *Tel-Lynx*). If only the '*' is present, the last digits of the home or work phone are used as the local extension. If a work number is present, the extension is applied to the work number. Otherwise, the extension is applied to the home number (if present).

For example, to set a local extension: +Ext=*1234

If the contact has an extension, a work number, and an organization name, a separate "Business" contact with the organization name and the work phone number will be created.

⇒ **+Type={Super, Normal, Work, or Blocked}**

Sets the **contact type**.

For example, to set the contact's type as a work day contact: +Type=Work

⇒ **+TxtAlert={True, False}**

Sets whether new text messages from this contact will ring the telephones to alert you when the contact's type does not allow the alert. In other words, if set to 'True', text messages from this contact will override the text message alert group setting for the contact's type and will alert you.

For example, to set a contact so text messages from this contact will alert you when the contact's type is not set to alert you: +TxtAlert=True

⇒ **+Urgent={True or False}**

Allows **urgent calls** from this contact (True) or not (False).

For example, to disallow urgent calls from this contact: +Urgent=False

⇒ **+User={#}{1,2,3,4,5,6,7, or 8}**

This sets the person normally called by this contact. If the user's number is prefixed with '#', *Tel-Lynx* will always send calls to the specified user.

For example, to always send calls from this contact to user 2: +User=#2

⇒ +X

If present, this contact will not be added to *Tel-Lynx*'s phone book.

❖ *Placing a Call*

TLC and *TLC Plus* always use **Smart Dialing** to place calls. The *Tel-Lynx Guardian* and *Guardian Plus* can operate in either Smart Dialing mode or **direct dialing** mode. With a **telephone** connected to *Tel-Lynx*, to place a call, take the telephone off-hook, and at the dial tone, do one of the following:

Direct Dialing Mode:

- Dial the phone number directly,

In direct dialing mode, your telephone is connected directly to your landline when you take it off hook, so you can only dial using a phone number.

You can still press at the dial tone to use direct commands (see the *Tel-Lynx* Reference Guide for a list of Direct Commands at the Dial Tone). If you need to dial on your landline at the dial tone, press and hold for one seconds.

With direct dialing, you can also access the Guardian's main menu by flashing the switch hook at the dial tone.

When you flash the switch hook or press at the dial tone, the Guardian hangs up the landline and interprets your key input directly.

Smart Dialing Mode:

- Dial the phone number directly,
- **Dial-By-Name**,
- **Dial using the last 4 digits**,
- **Speed dial**,
- **Call a *Tel-Lynx* user**, or
- Have *Tel-Lynx* **redial or return** the last call.

With Smart Dialing, *Tel-Lynx* alone interprets the digits as you dial them. When *Tel-Lynx* determines a call should be placed, it formats the phone number to be called for the specific phone service that will be used to place the call (landline, mobile, or Skype) and then places the call. Smart Dialing also allows *Tel-Lynx* to perform the advanced functions listed above, which are not available with direct dialing.

While dialing, you can erase the last digit (or key) entered by pressing and holding the key for at least one second. *Tel-Lynx* will say the key that was deleted from the dialing string as confirmation.

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While on a call, press flash to put the call on exclusive hold and enter the *On a Call Menu*. Press flash again to return to the call.

✧ *Dial-By-Name*

To Dial-by-Name, on your telephone, at the dial tone, you will enter a few letters of a contact's first name, then press , then enter a few letters of the contact's last name, then press , and finally enter a key that represents the contact's phone type. Then *Tel-Lynx* will place your call. Please read this entire section before placing a call using Dial-by-Name.

Note: When dialing by name, you press a key *only once* for each letter you want to enter (see examples below).

You *do not* need to enter all of the letters of the name. Usually two or three letters is enough to uniquely identify a contact.

Warning: Do not dial **more than six** letters for the first name or you may place an **unintended call!!** You may dial **up to nine** letters if your local calling area requires ten-digit dialing.

Tip: When dialing by name, press and hold the key associated with the last letter of the first or last name for at least one second, and *Tel-Lynx* will enter that key into the dialing string and then automatically add the key for you.

Warning: Although you may have included punctuation when you created a contact name, **do not** enter punctuation when Dialing-by-Name. Each key you enter is considered either a letter or a number, so if you press the key thinking you are entering &, ', @, or -, you've entered the number . Punctuation in a contact's name is ignored in searches.

Rotary Dialing: Flash the *switch hook* instead of pressing or *double flash* the switch hook instead of pressing .

After you have entered the first name with the , *Tel-Lynx* will switch into Dial-By-Name mode and will prompt you to enter the last name, ending in .

Next, *Tel-Lynx* will prompt you for the contact's phone number type.

Press the key to search for any number type,
the key for a **b**usiness number,
the key for a **f**ax number,
the key for **h**ome number,
the key for miscellaneous,
the key for **m**obile number,
the key for **S**kype™ number, and
the key for **w**ork number.

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Next, *Tel-Lynx* will search its phone book¹² for a matching contact and phone number type. If one match is found, *Tel-Lynx* will use the matching contact's phone number to place the call. If *Tel-Lynx* finds more than one matching contact or phone number type, it will prompt you to choose the one you want to call.

If there are no matches, *Tel-Lynx* will report that there were no matches. If you entered a phone number type other than , *Tel-Lynx* will search again for any number type.

If still no matches are found and *Tel-Lynx*'s **expanded search** option is enabled (factory default), *Tel-Lynx* will subtract a letter from the end of the first name (if you entered more than two letters for the first name) and try the search again. *Tel-Lynx* will continue subtracting letters from the end of the first name until there are only two letters left, or until one or more matches are found.

If still no matches are found and *Tel-Lynx*'s expanded search option is enabled, *Tel-Lynx* will subtract a letter from the end of the last name (assuming you entered more than two letters in the last name) and try the search again. It will continue this until there are only two letters in the last name, or until one or more matches are found.

If still no matches, *Tel-Lynx* will provide a dial tone so that you can try again.

For example, to call **John Smith's** mobile phone, you could enter:

(JOH*SM)

Rotary Dialing: 5_{JKL} 6_{MNO} 4_{GHI} **flash** 7_{PQRS} **flash** 6_{MNO}

If you don't enter any letters for the last name, *Tel-Lynx* will match contacts with any last name (including no last name).

For example, you could enter:

(DIA**M)

Rotary Dialing: 3_{DEF} 4_{GHI} 2_{ABC} **flash flash** 6_{MNO}

In this case, *Tel-Lynx* would match all contacts with mobile phone numbers that have a first name that starts with DIA, and would prompt you to choose the one you want to call.

Note: Each key press can represent one of several letters. *Tel-Lynx* will attempt to match any combination of the letters on the keys you press. If there is more than one matching contact, *Tel-Lynx* will prompt you to choose the one you want to call.

¹² *Tel-Lynx* will also search the new call list if enabled to do so (factory default is disabled).

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Note: Although you don't have to enter any letters of the last name, you **must** enter at least one letter of the first name; otherwise, *Tel-Lynx* will assume you are entering a vertical service code like *67 (Block Caller ID).

To call a contact who has only a first name, you can enter for the last name.

For example, to call a contact's mobile number whose first name starts with DIA and who has no last name, you could enter:

(DIA*_*M)

Rotary Dialing: 3_{DEF} 4_{GHI} 2_{ABC} **flash** 0_{OPER} **flash** 6_{MNO}

To call a contact by last name, ignoring their first name, enter , then , then enter a few letters of the last name followed by and then the phone type.

For example, to call Diane **Jones** **Mobile** phone enter:

(0*JON*M)

Rotary Dialing: There is no rotary dial equivalent to this operation.

Caution: Do not delay in entering the first letter after the or you will invoke the operator feature.

✧ 4-Digit Dialing

You can dial using the last four digits of a contact's phone number. At the dial tone, dial the four digits and then press . *Tel-Lynx* will search the phone book and new call list for a match. If only one match is found, *Tel-Lynx* will dial the entire phone number for you. If more than one matching phone number is found, *Tel-Lynx* will prompt you for the one you want call. *Tel-Lynx* will tell you if no matches are found and will then provide a dial tone.

Warning: Do not pause between the third and fourth digit! For example, if you dial '9113' and you pause before the , *Tel-Lynx* will place an emergency call!!!

Note: 4-Digit Dialing may not be available when using *Tel-Lynx* with a PBX. See [Using Tel-Lynx with a PBX](#) for more information.

Rotary Dialing: Dial the last four digits and then **double flash** the switch hook.

✧ Speed Dialing

Tel-Lynx supports nine speed dial numbers corresponding to keys through . To **assign a speed dial** see the [Manage Phone Book Contacts](#) in the Main menu. To use speed dialing, take the telephone off-hook, and at the dial tone,

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press the speed dial number followed by . For example, if you press
 Tel-Lynx will call the number assigned to speed dial 2.

Rotary Dialing: {Speed Dial Number}, double flash.
For example, to call speed dial 5: **5, double flash**

If you want to learn which contact and phone type is assigned to a particular speed dial key, at the dial tone, press that key and wait for 3 seconds. *Tel-Lynx* will say the name and phone number type of the contact assigned to that speed dial. If that is the contact you want to call, press .

✧ *Calling Another User*

You can call other users on the system¹³ if you have a two line phone connected to *Tel-Lynx*, or are using both inside lines on *Tel-Lynx*, or you are using *Tel-Lynx* with a PC,. Use main menu item "**Call another User on the System.**" The menu system will prompt you for your user name and the name of the user you want to call.

As a shortcut, at the dial tone, dial your user number followed by the user's number you want to call, followed by the key.

Rotary Dialing: Dial your user number followed by the user's number you want to call, then **double flash** the switch hook.

✧ *Redial / Call Back*

To redial, or to call back the last call, take the telephone off-hook, and at the dial tone, press .

For instance, if you're on a call that you placed (or received) and the call is dropped, call back quickly by pressing at the dial tone.

Rotary Dialing: To redial, **double flash at dial tone**

Note: *Tel-Lynx* keeps the phone number of the last call for each inside line separately, so make sure you pick up the same inside line you just hung up.

Note: For the call back to work properly, Caller ID service is required, and the last caller must not have blocked their number.

¹³ Please note that you cannot cause any telephones to ring that are attached to the same inside line as the one you are using to place the call. The *Tel-Lynx Guardian* can only call other users if they are using the *Tel-Lynx* application on a PC.

✧ *Outbound Call Options*

➤ *Auto Create Contact Option*

When auto create contact is enabled, you can create contacts in *Tel-Lynx*'s phone book as you call people. When you dial a number that is not in *Tel-Lynx*'s **new call list** or phone book, *Tel-Lynx* will prompt with two options. Press or do nothing and *Tel-Lynx* will dial the phone number without creating a new contact. Otherwise, press to create a new contact before calling the phone number. If you opt to create a new contact, *Tel-Lynx* will ask you to record the name, enter the phone **number type**, set the **urgent call status** for the contact, and then key in the contact's name.

When recording the contact's name, you can press to end the recording, or *Tel-Lynx* will automatically end it after you stop speaking. After the recording has ended, you can press to hear what you recorded before accepting it.

If you press when asked to enter the name, *Tel-Lynx* will put the phone number and recorded name in the **new call list** *without a name* and then call the number.

The auto create contact feature helps you to efficiently expand your phone book. It can be enabled and disabled (see Main Menu ⇒ Set up the System ⇒ **Set the Answer Mode and Call Out Mode**).

✧ *Selecting a Specific Outside Line*

When placing a call, *Tel-Lynx* will select an available **outside line** based on a set of user-defined calling tables. To override the calling tables and specify an outside line for a call:

At the dial tone, press and then enter the outside line number.

- Outside line 1= **Landline**
- Outside line 2= **Skype™**
- Outside line 3= **MobilePhone1**
- Outside line 4= **MobilePhone2**

If the outside line is available, *Tel-Lynx* will produce a dial tone with two stutters, and then you can place the call. The line selection is cancelled when you hang up.

Example: selects Skype™ for the call.

Rotary Dialing: 0, double flash, {Outside Line}

For example, to select MobilePhone2: **0, double flash, 4**

✧ *Connecting Directly to the Landline*

To connect directly to the landline without *Tel-Lynx* intervention, at the dial tone, press . You will then hear the dial tone provided by your landline provider, not the dial tone provided by *Tel-Lynx*, and you can dial directly on the landline service. You will not be able to use *Tel-Lynx*'s phone book, speed dial, redial, or call back features. This feature is cancelled when you hang up.

Rotary Dialing: 0, double flash, double flash, 1

For example, to dial directly using the landline: 0, double flash, double flash, 1

Caution: Do not delay in flashing the switch hook after dialing 0 or you will invoke the operator feature.

✧ *Dialing Notes*

It is important to remember that your telephones in your home or business are connected to *Tel-Lynx* and not directly connected to any of your phone **service providers**. The dial tone you hear when you pick up your home telephone is coming from *Tel-Lynx*, not from your **Telco, VoIP, or mobile phone** provider. You will not be connected to any of those services until *Tel-Lynx* places your call.

Tel-Lynx monitors **outside line** activity, so it knows which outside lines are in use and which are available to place a call. *Tel-Lynx* will make an announcement if no outside lines are available to place a call, and will provide a dial tone so that you can try again. Press to retry the call.

See **Setting up the Outside Lines** for more information.

➤ *Dialing in the North American Number Plan*

The USA and its territories, along with several other countries (Canada, Bermuda, Bahamas, etc.) use the North American Number Plan (NANP) to assign telephone numbers. A complete NANP number always starts with a '1' followed by a three digit area code (NPA), a three digit central office or prefix code (NXX), and a four digit subscriber number (XXXX).

1	-	NPA	-	NXX	-	XXXX
Country Code		Area Code		Prefix		Subscriber Number

The dialing rules for a given area vary throughout the NANP. To place a local call, in some areas you dial only the last 7 digits (NXX-XXXX), while in other areas you must dial the last 10 digits (NPA-NXX-XXXX). In some areas, to place a local call, you dial 7 digits in your home area code, but must dial 10 digits in a foreign area code. Many areas do not allow local calls to be placed with 11 digits (1-NPA-NXX-XXXX).

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With *Tel-Lynx*, you dial phone numbers as you are used to. However, regardless of your local dialing rules, *Tel-Lynx* always allows you to dial phone numbers in the NANP with all 11 digits, so you don't have to know if a call is local or toll. Also, you can use numbers received by caller ID without having to edit them to conform to your local dialing rules.

Tel-Lynx uses a set of tables to decide how to dial a given call and announces the toll status of a call when you place it.

***If a given phone number's toll status is different from *Tel-Lynx*'s tables, you may get a message saying you may not dial 1 when making a local call, or you must dial a 1 when making a toll call, even if you dialed the number correctly. If you receive such a message, hang up, wait a second, take the telephone off-hook, flash the switch hook, then press

JKL	5
-----	---

DEF	3
-----	---

. Alternatively, you can press

#

 and hold for one second. In either case, you will be asked to press

1

 for two seconds to confirm the toll status change in *Tel-Lynx*'s local prefix table. You can then hang up and dial again, and your call should go through.***

➤ *Star Codes (Vertical Service Codes)*

Vertical Service Codes are special codes (two digits preceded by

*

) dialed before dialing a phone number. Using a rotary dial telephone, dial 0, then flash the switch hook, then dial the two-digit code. You **cannot** dial vertical service codes using *Tel-Lynx* by dialing '11nn' where 'nn' is the code.

Tel-Lynx stores up to four vertical service codes to be dialed before the phone number. They are stored as long as your telephone is off-hook. When you hang up, the vertical services codes are cleared from *Tel-Lynx*'s memory.

After dialing a vertical service code, you will hear a stutter dial tone. You can then dial as usual, or you can dial another vertical service code.

➤ *Calling Premium Numbers*

Premium numbers (those that begin with 900 area codes and 976 prefixes) may incur an additional fee from your **service provider**. Please consult your service provider(s) regarding how these fees will be charged. As of this printing, **Skype™** does not allow calls to premium numbers.

Note: Premium calls are disabled initially. You can enable premium calls by adding outside line(s) to the Premium Calling Table (See Calling Tables).
--

➤ *Operator Feature*

You can invoke the operator feature by dialing

OPER	0
------	---

 at the dial tone and waiting two seconds. The operator feature allows you to use voice commands and is only available when *Tel-Lynx* is attached to a PC with the *Tel-Lynx* software.

➤ *International Dialing*

If you are making an international call outside the North America Number Plan Area, enter the international dialing prefix (011), followed by the country code and phone number. Be careful not to pause too long (5 seconds by default) while dialing, or *Tel-Lynx* will place the call with the digits you have dialed. Press when you have completed the number. This will cause *Tel-Lynx* to dial the number immediately without waiting 5 seconds (or whatever delay you have set).

Rotary Dialing: Dial the international number, including the international dialing prefix, then **double flash** the switch hook to complete the international dialing without waiting for the delay.

Contacts may have international phone numbers. Please note that you must include the 011 before the international number when creating the contact.

Caution: Do not delay in entering the after the when dialing or you will invoke the operator feature.

❖ *Picking up a Call in Progress*

You can use your home telephones to pick up a call that originated on your mobile phone handset (*TLC* or *TLC Plus* only) or a *Skype™* call that originated on your PC. Additional *Tel-Lynx* features allow you to pick up a call after it has gone to voice mail or has been placed on hold, and to pick up a ringing line from the other line.

If a call is in one of the states mentioned above, when you take your telephone off-hook, *Tel-Lynx* will tell you that you can flash the switch hook to pick up or transfer the audio. Flashing the switch hook will put you into the special menu, and from there you will have the option pick up the call or to enter the main menu.

You can also pick up calls that originated on Skype or your mobile phone without flashing the switch as follows:

At the dial tone:

Press to transfer audio from Skype

Press to transfer audio from Mobile Phone 1

Press to transfer audio from Mobile Phone 2

Rotary Dialing: 0, double flash, double flash, {Outside Line}

For example, to pick up a call from Mobile Phone 1: 0, double flash, double flash, 3

Caution: Do not delay in flashing the switch hook after dialing 0 or you will invoke the operator feature.

❖ *Answering a Call*

Tel-Lynx can be set to operate in one of four global answer modes:

- **Ring-through mode**,
- **Personal Assistant mode I** (default out of the box),
- **Personal Assistant mode II**, and
- **Personal Assistant mode III**.

The **global answering mode** is applied to all outside lines, however, each outside line can be **individually set to answer in Ring-through mode** regardless of the global answering mode.

In **Ring-through mode**, your calls are not screened like they are in the Personal Assistant modes. Your home telephone rings as soon as an incoming call is received, if the call is **allowed** by the Do-Not-Disturb setting. This is useful if you are waiting for an emergency return call or for an automated return call from your bank or other institution. You can set Ring-through mode on a permanent or temporary basis. You can also set Ring-through mode on a **line-by-line basis**.

In **Personal Assistant modes I, II, and III**, *Tel-Lynx* checks to see if the call is **allowed** by the Do-Not-Disturb setting and then answers and screens each call. Calls from your personal phone book contacts are allowed right through; otherwise, *Tel-Lynx*'s patented process qualifies new callers. Personal Assistant **mode I** allows qualified new callers to ring your telephones; **mode II** sends all qualified new callers to voice mail; and **mode III** sends all qualified new callers to voice mail *and* requires the **secret code** to access the messages. The Personal Assistant modes eliminate calls from automated calling machines used by sales and political advertisers, and they allow you to control which calls you get and when.

✧ *Answering in Ring-through Mode*

In Ring-through mode, *Tel-Lynx* checks an incoming call's contact type against the **Do-Not-Disturb override timer**, the **Do-Not-Disturb schedule**, and its phone book to decide if the call should be allowed through. If it finds the caller has been blocked, it will reject the call and not ring your telephones. Otherwise it will use the caller's **contact type** and the Do-Not-Disturb permission level to determine if the call should be allowed through or go to *Tel-Lynx*'s voice mail. If the incoming call's phone number is not in *Tel-Lynx*'s phone book, the contact is considered a **normal contact** type. If it is allowed, *Tel-Lynx* rings the inside line and does not answer or further screen it. When you answer, *Tel-Lynx* instantly connects you to the caller. If you hang up within one second after answering, or if you do not answer after a preset number of rings, *Tel-Lynx* sends the call to its voice mail. However, if you have a phone service-provided voice mail and its ring delay is shorter than *Tel-Lynx*'s ring delay, your phone service's voice mail will take the voice mail, not *Tel-Lynx*.

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If you dial 911, *Tel-Lynx* automatically goes into Ring-through mode and overrides the Do-Not-Disturb schedule so that all calls come directly through for the next hour.

You can also set Ring-through for a few minutes so you can receive an automated callback from your bank or other institution that needs to validate some request you made. To set a temporary Ring-through mode, at the dial tone, press . *Tel-Lynx* will then ask you how many minutes to set Ring-through. After the temporary Ring-through period is over, *Tel-Lynx* will revert to its previous mode of operation.

Note: When you switch from a Personal Assistant mode to permanent Ring-through mode, then for the next 15 times you take a telephone off-hook *Tel-Lynx* will remind you that Ring-through mode has been selected. You can disable the reminder by selecting Ring-through mode again (Flash 7, <secret code>, 1, 1).

✧ *Answering in Personal Assistant Modes*

In **Personal Assistant modes I, II, and III**, in addition to checking an incoming call's contact type against the **Do-Not-Disturb override timer**, the **Do-Not-Disturb schedule**, and phone book to decide if the call should be allowed through, *Tel-Lynx* answers and screens each call, blocking unwanted calls from ringing your telephone.

If the caller's phone number is in *Tel-Lynx*'s phone book or on the new call list, *Tel-Lynx* will answer and optionally greet the caller with your personal greeting. If the call is allowed through, *Tel-Lynx* will ring your telephone while it informs the caller that they are being connected. If the call is not allowed through, it is sent to voice mail after your personal greeting.

If you have more than one user set up, *Tel-Lynx* will ask the caller which user they want to speak with, and then ring your telephones with a distinctive ring for the selected user.

➤ *Robocall Blocking Feature*

If a caller's phone number is neither in *Tel-Lynx*'s phone book nor on the new call list, *Tel-Lynx* requires that the caller go through a **one-time** qualification process to identify themselves (See **Call-In Menu**). If the caller does not successfully identify themselves, the call is terminated before ever ringing your telephones. In the one-time process, *Tel-Lynx* asks the caller to press a key it randomly selects, then to record their name, and then to specify their phone type. If successful, a new caller will be considered qualified, placed on the **new call list**, and will ring your telephones. This completely blocks unwanted robocalling machines and strongly discourages "cold" sales calls.

A qualified new caller's phone number, name (if present in the caller ID), recorded name, and phone number type are placed as a contact in the new call list, and that contact will not have to go through the qualification process again. You can add

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the new call contact to the phone book at your convenience if you wish. New contacts are assigned a normal **contact type**.

When you answer a call from a *new caller*, your *Tel-Lynx* Personal Assistant will announce the new caller so you can screen the call further. When you answer a call from a contact who is in your *Tel-Lynx* phone book, by default you will be immediately connected. You can instead set *Tel-Lynx* to announce callers who are in your phone book as well.

Note: Even if you set *Tel-Lynx* to **not** announce callers in the phone book, if you flash the switch hook as soon as you take the telephone off-hook, the call will be announced.

When a caller is announced, you will have the opportunity to further screen the call. *Tel-Lynx* will say the caller's recorded name, tell you which line the call came in on, and say who the call is for. If you hang up, the call will go to voice mail (or forward to the user's mobile phone, if appropriate). Otherwise, *Tel-Lynx* will present you with a number of options. See the **Announcement Menu** for all the options. While you are in the Announcement Menu, the caller will hear a ringing signal until you decide what to do.

You can choose to connect to the caller, send the call to *Tel-Lynx*'s voice mail and listen in, remove the caller's phone number from the new call list, or block the caller's phone number.

For example: If John Doe is calling for Jane Smith on the **landline** and the call is allowed through, when Jane answers the telephone, *Tel-Lynx* will announce: "Call from John Doe on landline for Jane Smith. Press 1 to connect to caller at any time. Press 2 or hang up to send the call to voice mail, ..."

If you choose to send the call to voice mail, you can stay on the line and screen the message as the caller is leaving it. While listening, you can decide to connect to the caller, or you can hang up and they will continue to leave their message. Unless you decide to connect, the caller will not be able to hear you. If you connect while they are leaving a message, that message will automatically be erased. You can also terminate the voice mail by choosing to remove the caller's phone number from the new call list, or by choosing to block the caller's phone number.

If you choose to remove the caller's phone number from the new call list (i.e., forget the phone number), *Tel-Lynx* will instruct the caller to remove your phone number from their calling list, and then it will say goodbye and hang up.

If you choose to block the caller's phone number, *Tel-Lynx* will tell the caller that their calls have been blocked, instruct the caller not to call again, and then say goodbye and hang up.

As with Ring-through mode, if you do not answer the telephone after a preset number of rings, *Tel-Lynx* will send the call to its voice mail or forward the call, as appropriate.

Note: If you hang up immediately after answering, the call will be sent to voice mail or forwarded if appropriate

⇒ Spoofed Robocall Phone Numbers

In an attempt to bypass *Tel-Lynx*'s qualification process, robocallers and telemarketers may spoof their phone number with the phone number they are calling (your phone number). *Tel-Lynx* automatically detects this for calls on your mobile phones and rejects the call.

For such spoofed calls to your landline(s) and Skype, you can create a "Blocked" contact for your landline and Skype phone numbers. *Tel-Lynx* will then block calls, on all outside lines, that have those phone numbers in the caller ID.

If you don't want to block your landline's or Skype's phone number on all your outside lines, but still block the spoofed calls, you can create "Normal" contacts with three special characters appended to the name.

For the phone number for outside **line 1** (landline), add a contact with "--1" added to the end of the **name**. *Tel-Lynx* will reject calls with the caller ID phone number equal to the landline's phone number only on outside line 1 (landline).

For example, add a contact with the phone number of outside **line 1** with the name: "My Number --1".

For the phone number for outside **line 2** (Skype or second landline¹⁴), add "--2" to the end of the **name**. *Tel-Lynx* will reject calls with the caller ID phone number equal to your Skype (or your second landline's) phone number only on the outside line 2.

➤ *Personal Assistant mode I*

In *Personal Assistant mode I*, once a new caller is qualified, *Tel-Lynx* will ring your telephones and put the new caller through. Qualified new callers will get right through next time they call in.

➤ *Personal Assistant mode II*

In *Personal Assistant mode II*, only calls from contacts in your *Tel-Lynx* phone book will ring your telephones. *Tel-Lynx* will answer and optionally greet callers with your personal greeting. If a call is allowed through (contact type is **allowed at this time** and **Do-Not-Disturb override** is not set), *Tel-Lynx* will ring your telephones while it is greeting the caller. All new callers, including those on the **new call list**, are automatically sent to voice mail, so even persistent telemarketers won't get through (i.e. they can only leave a message). However, **urgent calls** will be allowed through if the caller knows the last four digits of the phone number of a **super contact** or a contact that is **allowed to make urgent calls**.

¹⁴ *TLC Plus* only

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In this mode, as in Personal Assistant mode I, voice mail messages may either be picked up from the home telephone, or **remotely** using the **secret code**. New callers must be added to the *Tel-Lynx* phone book in order to get right through the next time they call.

➤ *Personal Assistant mode III*

Personal Assistant mode III is like **Personal Assistant mode II**, except that extra safety measures are invoked: 1) voice mail messages *from new callers* may only be accessed by a *Tel-Lynx* administrator using the **secret code**. 2) the **main Tel-Lynx menu** is only accessible by entering the secret code.

Personal Assistant modes II and III are designed to prevent vulnerable persons from answering scam phone calls devised to lure them into dangerous transactions.

❖ *On a Call Menu*

The *On a Call Menu* is only available with the **Smart Dialing** mode. While you are on a call, you can press flash (flash the switch hook) to enter and exit the *On a Call Menu*, which allows access to the features described below. While in the *On a Call Menu*, the caller cannot hear you and you cannot hear the caller. If you hang up, your telephone will ring, and when you answer, you will be connected to the call you were on before entering the *On a Call Menu*.

The exception to this rule is when a call waiting call comes in. In that case, flashing the switch hook will bypass the *On a Call Menu* and connect you immediately to the waiting call.

✧ *Dialing an Extension*

To dial a contact's **extension** once you are connected to the contact's main number, **flash** the switch hook and then press . *Tel-Lynx* will dial the extension you set for that contact.

Rotary Dialing: flash, 3, double flash

✧ *Navigate Phone Tree Mode*

If you have problems navigating a phone tree while on a call, it may be that the touch tones generated by your telephone are not being received cleanly by the phone tree system. Press and **hold** for at least one second to enter *Navigate Phone Tree* mode. Now, when you press touch tones on your telephone, *Tel-Lynx* will intercept and regenerate them in a way that they should be received more cleanly by the phone tree system.

You must exit *Phone Tree Navigate* mode in order for the called party to be able to hear you. To exit the *Navigate Phone Tree* mode, flash the switch hook.

Rotary Dialing: No equivalent function. Phone Tree Navigate mode is not useful for rotary dial phones since *Tel-Lynx* already generates as clean a touch tone signal as can be generated for the digits you dial.

✧ *Call Hold and Pick Up*

The hold feature has several uses. You may want to place a call on hold to switch telephones, to answer another line, or to start a conference call.

While you are on a call, you can place the call on hold, hang up the telephone, and pick up the call from your current location or from any other telephone or networked PC in your house that is connected to *Tel-Lynx* (see [Picking up a Call from an Outside Line](#)).

To start a conference call, you will place the current call on hold, then place a new call, place the new call on hold, and then join both held calls into a conference. You can then put the conference on hold and repeat the process two more times, for a total of up to four calls. [Here add automated Skype call conferencing info]

✧ *Call Waiting*

A call waiting call may come in on the outside line you're talking on, or it may come in on another outside line. In either case, you will receive a call waiting signal. When you flash the switch hook, *Tel-Lynx* will cause the current call to be put on hold, and you will be immediately connected to the incoming call.

Once you have answered the waiting call, flashing the switch hook will place you in the *On a Call Menu*. To switch to the on hold call, flash the switch hook to enter the *On a Call Menu* and then press . You will be presented with other options in the *On a Call Menu* as well. Please follow *Tel-Lynx*'s directions for these other options if so desired.

Tel-Lynx keeps track of which contact is current and which contact is waiting, so the *On a Call Menu* will announce the current and waiting contacts if they are in the phone book.

Note: When using call waiting with a landline, *Tel-Lynx* cannot reliably keep track of the contacts, and therefore *Tel-Lynx* will not announce which call is which. However, you will always be able to flash the landline's switch hook once or twice using options and respectively while in the *On a Call Menu*.

✧ *Conferencing*

Tel-Lynx can conference its outside lines. Skype™ provides its own conferencing, *Tel-Lynx* supports 3-way calling available through landline providers. The *On a Call Menu* provides options for conferencing on Skype™ as well as on mobile phones (when available).

✧ ***Sending a Call Back to Your Mobile (TLC/TLC Plus only) or PC***

While on a call on your mobile phone or Skype™, you can go to the *On a Call Menu* and press **TUV 8** to transfer the audio back to your mobile phone or PC.

❖ ***Using a Fax machine with Tel-Lynx***

Tel-Lynx works with fax machines in one of two ways. The fax machine and *Tel-Lynx* can share the landline, or you can attach your fax machine to one of *Tel-Lynx* 's inside lines.

✧ ***Fax Sharing the Landline with Tel-Lynx***

In this method, both *Tel-Lynx* and the fax machine are attached to your landline. You must have a separate fax phone number using a service like RingMaster®. Fax calls will have a different ring pattern than normal calls. **Set up Tel-Lynx to ignore the ring pattern** for calls to the fax number, and set up your fax machine to answer calls with that ring pattern (or to not answer a call for several rings).

✧ ***Fax Attached to one of Tel-Lynx's Inside Lines***

In this method, the fax machine is connected to one of *Tel-Lynx* 's inside lines (just like your telephones are). **Set up a user on Tel-Lynx** with the name "Fax" (case insensitive) and set up the fax user as follows:

- Set **Ring Pattern** to two rings¹⁵,
- Set **Ring Mode** to ring only the inside line attached to the fax machine, and
- Set **Select Outside Lines** to be the landline only.

Set up your fax machine to only answer a two-ring pattern. When a call from another fax machine comes in and *Tel-Lynx* hears the fax Tone (beep sound), it will skip the qualification process and immediately ring the inside line for the fax machine with the two-ring pattern. When the fax machine answers, it will be immediately connected to the calling fax machine. In this method, you do not need a service like Ring Master® or a separate phone number for your fax machine.

Make sure no other users have their **ring mode** set to ring the same inside line as the fax machine is attached to, or make sure no other users have the same **ring pattern** (two-rings of any kind) that the fax machine answers.

When sending a fax, *Tel-Lynx* will bypass the **Auto Create Contact** option (if enabled) as soon as it hears the fax tone.

¹⁵ No other *TLC* users who answer the same inside line as the fax should have a two-ring pattern when using this method. Please note that the fax machine will most likely not distinguish between short and long rings in a given pattern.

❖ *Timed Functions*

✧ *Do-Not-Disturb*

Tel-Lynx uses the Do-Not-Disturb feature to send selected calls to voice mail without ringing your telephones. There are two ways to set up Do-Not-Disturb: set a **schedule** or **temporarily override the schedule**. The override feature always takes precedence over the schedule. If the schedule is not enabled, the override simply sets a Do-Not-Disturb period.

➤ *Temporarily Overriding the Do-Not-Disturb Schedule*

You can temporarily override the Do-Not-Disturb schedule, allowing fewer or more callers through, for up to 720 minutes (12 hours). The Do-Not-Disturb schedule does not have to be enabled to set a temporary Do-Not-Disturb period.

Enter the time in minutes or in hours and minutes (See **Override the Do-Not-Disturb Schedule** in the main menu), then select the callers that will be allowed through. When the temporary Do-Not-Disturb period you set is over, *Tel-Lynx* will revert to using the **Do-Not-Disturb schedule**. If no schedule is set, *Tel-Lynx* will allow all qualified calls through.

As a shortcut, you can set an override by taking your telephone off-hook and dialing , then enter the time as described in **Override the Do-Not-Disturb Schedule**.

You can temporarily override the Do-Not-Disturb schedule to send all calls to voice mail, allow all calls through, send only calls from workday contacts to voice mail, or send all calls to voice mail except calls from super contacts.

When you override the Do-Not-Disturb schedule, if you take the telephone off-hook, you will hear the remaining override time.

If the override causes a caller to be sent to voice mail, *Tel-Lynx* will ask the caller if their call is urgent. If they indicate yes, and if they are a super contact, your telephone will ring. Other callers with an urgent matter are asked to enter the last four digits of their home, work, or mobile phone number or the secret code¹⁶, which can be the **secret code** used to setup *Tel-Lynx* or any one of the **passwords assigned to Tel-Lynx users**, including the "Anyone" password. If this corresponds to the secret code or the last four digits of a super contact or a contact that is set up to allow **urgent calls**, your telephone will ring; otherwise the call is sent to voice mail.

If a new voice mail message is recorded during the override period, *Tel-Lynx* will ring your telephones with five short rings when the override period expires, unless the Do-Not-Disturb schedule is in sleep mode. If you pick up the telephone after a

¹⁶ Using the secret code to make urgent calls should be reserved for *TLC* users only. You should not give out the secret code to anyone you do not want to have complete access to *TLC*'s setup.

new message is recorded during an override period, you will hear a stutter dial tone, and the short rings will be cancelled.

➤ *Setting Do-Not-Disturb Schedules*

You can use *Tel-Lynx*'s Do-Not-Disturb schedules to send selected groups of callers to voice mail depending upon the day of the week and the time of day. *Tel-Lynx* is pre-programmed with the schedule disabled, so all qualified calls come through all the time, unless a **temporary Do-Not-Disturb override period** is set.

As an example, you could set one schedule for weekdays and another for weekends, each with up to four periods per day.

The four periods of the day are:

- Between wake up and start of your work day;
- Your workday hours;
- After your workday and before you go to sleep; and
- Your sleep hours.

Note: You can disable the workday period by pressing for the workday start time without entering a time. You can disable the entire Do-Not-Disturb schedule by entering no days for schedule 1.

Tel-Lynx uses a caller's **Contact Type** to determine whether or not their call should be allowed through. Normal contacts get through while you're awake. Workday contacts only get through during your workday. Super contacts are allowed through at all times, even while you're asleep.

New callers are initially set up as normal contacts. Callers with an unavailable or blocked phone number are also regarded as normal contacts.

Note: **Urgent calls** from super contacts and contacts whose 'allow urgent calls' attribute is set can always get through. Other callers who know the last four digits of a home, work, or mobile phone number of a contact who is allowed to make urgent calls, or who knows the **secret code** or a *Tel-Lynx* user's password, can also get through at any time.

➤ *If You Don't Have a Home Office*

If you don't work out of a home office, you may only want to set two periods for each of the two schedules (weekday and weekend). For example, waking hours might be 7am to 11pm, and sleep hours 11pm to 7am.

➤ *If You Have a Home Office*

If you work out of a home office, you will usually have four periods in a day. Your work day may start at 9AM and end at 5PM; before and after work hours may be 7am to 9am and 5pm to 11pm; and sleep hours may be 11pm to 7am. Normal

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contacts will get through from 7am until 11pm, workday contacts from 9am to 5pm, and super contacts at all times.

For weekends, you may want to set only two periods so that calls from workday contacts are sent to voice mail.

Sample Do-Not-Disturb Schedules:

Sample start times for *Home Only* schedules 1 and 2:

	Days of the week	Sample start time	Enter start time as:
Schedule 1			
Wake	M-F	8am	800#1
Work	M-F	N/A	#
Sleep	M-F	11pm	1100#2
Schedule 2			
Wake	SS	9am	900#1
Work	SS	N/A	#
Sleep	SS	11pm	1100#2

Sample start times for *Home Office* schedules 1 and 2:

	Days of the week	Sample start time	Enter start time as:
Schedule 1			
Wake	M-F	7am	700#1
Work	M-F	9am	900#1
End Work	M-F	5pm	500#2
Sleep	M-F	11pm	1100#2
Schedule 2			
Wake	SS	9am	900#1
Work	SS	N/A	#
Sleep	SS	11pm	1100#2

✧ *Temporary Ring-Through Mode*

When *Tel-Lynx* is in a **Personal Assistant mode**, you can temporarily set *Tel-Lynx* into Ring-through mode for a specified period of time. In the temporary Ring-through mode, all callers are allowed through immediately and are not announced. When the specified period of time is over, *Tel-Lynx* will return to the **Personal Assistant mode** and resume screening calls.

To set *Tel-Lynx* into temporary Ring-through mode, take your telephone off-hook and press . Enter the number of minutes you want to set, followed by

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[#], and hang up. To enter hours and minutes, enter hours, then [*], then minutes, then [#].

When you take your telephone off-hook while in temporary Ring-through mode, *Tel-Lynx* will remind you that the Do-Not-Disturb schedule is being overridden and that all callers are allowed through before providing a dial tone.

✧ *Timers*

Tel-Lynx maintains a timer for inside line 1 and a separate timer for inside line 2. Timers can be set for up to 720 minutes (12 hours). To set a timer:

Take your telephone off-hook and at the dial tone, press [#] PQRS7.

- To set *minutes*: enter number of *minutes* followed by [#].
- To set *minutes* and *seconds*: enter *minutes*, then [*], *seconds*, then [#].
- To set *hours*, *minutes*, and *seconds*: enter *hours*, then [*], *minutes*, then [*], *seconds*, then [#].
- To set *seconds* only: enter [*], then *seconds*, then [#].
- To *cancel* the timer enter [#] only.

To set the timer, the final entry must always be the [#] key.

After you've set the timer, it will start to count down. You can then hang up or listen to the countdown. While you're listening to the countdown, to cancel the existing timer, press [#], or to change the remaining time, enter a new amount of time and then press [#]. If someone calls while you are listening to the timer count down, *Tel-Lynx* will announce the caller. You can then hang up, the telephone will start ringing, and you can answer.

After you've set the timer and hung up, whenever you take the telephone off-hook you will hear *Tel-Lynx* announce the remaining time followed by the dial tone, indicating that you can dial out. Remember that you don't have to wait for *Tel-Lynx* to finish announcing before taking any action, including dialing out.

To change or cancel the timer, take the telephone off-hook, then press [#] PQRS7, and either press [#] to cancel the existing timer, or enter a new amount of time and then press [#].

When the time is up, *Tel-Lynx* will ring the associated inside line with a series of single short rings if set on line 1, or a series of two short rings if set on line 2. (Short rings have a ring cycle of 4 seconds instead of 6 seconds.) If unanswered, the telephone will continue to ring for about 6 minutes and then stop. When you pick up the inside line, *Tel-Lynx* will tell you that the timer has reached zero.

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If the timer goes off while you're on a call using the telephone line used to set the timer, you will hear a beep. Press **flash**, and the timer message will play. Then press flash or **OPER 0** to return to your call.

Note: Since the timers are reset after a power failure, it is recommended that you put your cordless phone base station and *Tel-Lynx* on a UPS (uninterruptable power supply) so that you will not have any service interruption during power outages.

✧ *Alarm Clocks*

Tel-Lynx maintains an alarm clock for inside line 1 and a separate alarm clock for inside line 2. You set, reset, or cancel the alarm clock for the inside line you're on.

You can record a personal message to play when the alarm goes off. You can set recurring alarms. You can also set a one time alarm for *today*, or for *tomorrow*, or for any single day of the week. (See **Set the Alarm Clock**.)

When the alarm goes off, *Tel-Lynx* will ring the telephone(s) for the line you set with one short ring followed by more short rings if line 1, and a series of two short rings if line 2. The telephone will ring for up to 6 minutes. When you pick up the ringing telephone, *Tel-Lynx* will play the personal message and offer a five- or ten-minute snooze option. When you hang up, the alarm will reset. If you selected the snooze option, the alarm will go off again after the snooze period.

If the alarm goes off while you're on a call using the telephone line used to set the alarm, you will hear a beep. Press **flash**, and the alarm message will play. Then press flash or **OPER 0** to return to your call.

Note: Since the alarms may not ring your telephones at the appropriate time after a power failure, it is recommended that you put your cordless phone base station and *Tel-Lynx* on a UPS (uninterruptable power supply) so that you will not have any service interruption during power outages.

❖ *Setting up the Outside Lines*

You can create a voice tag to name each outside line, and you can record a greeting for each outside line. See **Set up Outside Lines** in the menu system.

✧ *Setting up Greetings*

You can record a unique personal greeting for each **outside line** connected to *Tel-Lynx*, such as, "This is [your name]'s Personal Assistant," or "Hello, you have reached [your name(s)]" for each outside line. See **Manage Greetings** in the menu system to record your greeting. It's best to keep your greeting short. First time new callers will always hear your personal greeting followed by *Tel-Lynx* saying "You will be connected in a moment. First I need to collect some information ...". See the **Robocall Blocking Feature** for more information. DO NOT say "Please leave a

message" in your greeting. Although *Tel-Lynx* includes a voice mail system, it is screening calls when it answers and not simply taking a message.

➤ ***Special Information Tone***

To receive fewer telemarketing calls, you can have *Tel-Lynx* play a three-tone sequence called a special information tone (SIT) before the greeting for new and unknown callers. The SIT is **enabled/disabled** on a per outside line basis. The SIT will cause some automated calling machines to hang up and remove your phone number from their calling database.

Note: Callers whose phone number is in the *Tel-Lynx* phone book or new call list will not hear the SIT even when enabled.

✧ ***Skip Greeting Known Callers***

When this option is enabled, *Tel-Lynx* will not play the greeting when a caller in the phone book calls in. This option is enabled by default.

✧ ***Call Waiting Enable***

When this option is disabled, *Tel-Lynx* will dial *70 before placing your call. Also, if disabled for a mobile phone, *Tel-Lynx* will reject all waiting calls that come in on mobile phones.

✧ ***Ring-Through Mode***

When enabled, *Tel-Lynx* will allow all calls (except those specifically blocked in *Tel-Lynx*'s phone book) to ring through on this outside line without screening them. When enabled, this option overrides the global **answer mode**.

✧ ***Rejecting Waiting Calls from Callers not in TLC's Phone Book***

Tel-Lynx checks the phone number of each call waiting call to see if it should be rejected or passed through. *Tel-Lynx* will reject all waiting calls from callers you have set up as **blocked contacts**. If you have the Unknown Caller ID Rejection option set, it will also reject waiting calls from calls without caller ID or with blocked or out of area caller ID.

If the Rejecting Waiting Calls option is enabled, *Tel-Lynx* will reject waiting calls from anyone not in *Tel-Lynx*'s phone book.

For mobile phones, *Tel-Lynx* rejects waiting calls by telling the mobile phone to ignore the call. This will send the waiting call to the mobile phone's voice mail.

For landlines, *Tel-Lynx* rejects the waiting call by placing it on hold at the phone company (i.e., flashes the switch hook twice). The waiting call will remain on hold until the caller hangs up. While the waiting call is on hold, you will not hear any more tones reminding you that the call is waiting. The caller will hear silence.

✧ *Recording Names for Outside Lines*

When *Tel-Lynx* announces a call, it will announce the caller's name, who the call is for, and the outside line they called in on. To record the name for an outside line, see [Manage the Names of the Outside Lines](#).

❖ *Calling Tables*

When placing a call, *Tel-Lynx* selects an outside line using a set of calling tables. *Tel-Lynx* will either use one of six shared calling tables based on the type of call (local, toll-free, toll, international, premium, or emergency) or a calling table specific to the contact you are calling.

Note: If the contact you're calling has its own calling table, it will override the shared calling tables. For instance, if you and one of your contacts are on the same mobile phone provider plan, and mobile-to-mobile calls are free, you could set up a calling table for this contact so that calls to them are placed through your mobile phone.

Note: Phone book contacts are created with no assigned calling table. When editing a contact, you can assign a calling table as a separate operation.

A calling table contains an ordered list of outside lines that *Tel-Lynx* will use when placing a call.

All of the shared calling tables (except the emergency table and premium table) are pre-programmed to try outside line 1 ([landline](#)) first, followed by outside line 2 (second landline¹⁷ or [Skype™](#)), and then outside line 3 and outside line 4 ([mobile phones](#)). **The emergency calling table is pre-programmed to try the landline first, followed by mobile phones, and finally Skype™.** (See [911 Emergency Service](#).) The premium table is pre-programmed with no outside lines so premium calls **cannot** be placed without explicitly [selecting a line](#) first.

You can set each calling table to suit your needs. For instance, to allow calls to premium numbers on your landline, set the premium calling table to use the landline. (See [Setting up the Calling Tables](#) and [Setting Preferred Outside Lines for Contacts](#).)

¹⁷ Second landline only available on TLC Plus.

Caution: *Tel-Lynx* determines whether a given call is a toll or a local call using a set of predefined tables that are part of the dialing plan you selected when you set up *Tel-Lynx*. However, the toll status can change over time. You can correct any errors using the menu system (Hear Last Phone Number /Change Toll Status), or more easily using the PC or Smart Phone app used to setup *Tel-Lynx*.

❖ *Voice Mail on Tel-Lynx*

The *Tel-Lynx* voice mail system supports up to seven individual voice mail boxes and one general, or *anyone*, mailbox. Each mailbox can hold up to 25 messages and each can have its own voice tag. For home office use, a voice tag might be a department, such as *sales* or *support*.

Once a voice mail is recorded, it becomes a new message. When you pick up the telephone to make a call, a **stutter dial tone** will indicate that you have new messages waiting. If your telephones are Visual Message Waiting Indicator (VMWI) compatible or can detect stutter dial tone, a light or other indicator will show when new messages are waiting.

You can set up *Tel-Lynx* so that your telephones will ring 2 to 15 times before calls are sent to voice mail.

Note: Any voice mail having less than one second of speech will be automatically erased.

✧ *Listening to Voice Mail*

To listen to messages from your telephone, wait for the dial tone, flash the **switch hook**, and then press 2 on the **main menu**. Alternatively, you can press at the dial tone. To access your messages **remotely**, call in and press during the greeting. Remote access requires that you enter the **secret code**.

Tel-Lynx will announce who has new voice mail, and will then ask you to select a mailbox. If you have **set up a password** for the user of the mailbox, *Tel-Lynx* will ask you to enter the password.

For a given mailbox, new messages play before saved messages. *Tel-Lynx* will announce the caller's name, the line they called on, and the date and time of the call. (Press to skip this information.)

After listening, messages are saved unless you delete them. After a message plays, *Tel-Lynx* will prompt you as follows:

- **Press** to Replay the Message from the beginning without caller information.
- **Press** to Back up 3 seconds while playing.
- **Press** to Fast Forward 3 seconds while playing.
- **Press** to Move the message to another mailbox.

- Press **JKL 5** to Replay the message including caller information.
- Press **MNO 6** to Save and Replay the Previous message.
- Press **PQRS 7** to Delete the message.
- Press **TUV 8** to Return the call.
- Press **WXYZ 9** to Save the message and Play the Next message.
- Press **OPER 0** to Go Back and select another mailbox.

✧ *Setting up the Voice Mail System*

Tel-Lynx is preprogrammed with only the general *anyone* voice mailbox enabled. The *anyone* voice mailbox cannot be disabled. To set up additional mailboxes, use the **Set Up User and Voice Mail** Menu in the Main Menu. When you setup a user and their mailbox, you will be asked to record the user's name and to assign the user to answer one or more outside lines. A common outside line has more than one user assigned to it, while a personal outside line has only one user. See **Common vs. Personal Outside Lines** for more information.

❖ *Remote Management and Retrieving Tel-Lynx Voice Mail*

You can call into *Tel-Lynx* and listen to voice mail and manage *Tel-Lynx*'s phone book, new call list, and settings. When you call in and hear the greeting start to play, press **#** immediately. *Tel-Lynx* will ask for the **secret code**. You can enter either the secret code used to set up the system or any one of the **passwords you have setup** for *Tel-Lynx* users (excluding the "Anyone" user). If a user's password is entered, only voice mail for that user and the "Anyone" user can be accessed.

If you entered the secret code and the phone number you are calling from is set as an administrator contact in the *Tel-Lynx* phone book, you will be able to manage *Tel-Lynx*'s phone book, new call list, and settings as well as access all the voice mail.

Once you have successfully entered the code, a menu of options (**Call-In Menu**) will be presented.

❖ *Managing Mobile Phones (TLC & TLC Plus Only)*

With *TLC* and *TLC Plus*, *Tel-Lynx* supports up to two mobile phones through Bluetooth® connections. Both mobile phones can be used at the same time (i.e. two independent calls). Mobile phones must first be paired with the *TLC* system before they will be able to connect with it. Once paired, mobile phones are automatically enabled to connect to the system. Through the menu system, mobile phones can be disabled from connecting to the system, enabled to connect to the system, or unpaired from the system.

✧ *Pairing a Mobile Phone*

To pair (or unpair) a mobile phone, use the **outside line setup** menu to set up outside line 3 or outside line 4. If outside line 3 or 4 is not currently paired with a mobile phone, you can take the telephone off-hook and press **#** **DEF3** to start pairing on outside line 3 or press **#** **GHI4** to start pairing on outside line 4. Make sure you follow *TLC*'s spoken instructions. The *TLC* system will be discoverable for two minutes. You can then hang up the telephone and use your mobile phone to scan (search, add new device, etc.) for Bluetooth® devices (in this case *TLC*). See the mobile phone's instruction manual to learn how to scan or search for Bluetooth® devices. The mobile phone will find the *TLC* system and you will be led through a pairing process. If asked to enter a password, the password is "4321".

Note: If you have previously paired a mobile phone with the *TLC* system and then unpaired it, make sure you have removed the pairing from the mobile phone before attempting to pair it again. If you don't, the re-pairing may not succeed.

✧ *Mobile Phone Usage*

When a mobile phone is connected to *TLC*, calls can be placed and received using the mobile phone handset directly or by using an inside line (telephone, PC, laptop, or tablet) on the *TLC* system.

The audio for calls placed or received directly on the mobile handset will remain on the handset. You may experience a short, momentary loss of audio when you have been out of Bluetooth® range of the *TLC* system and then come back into range and the mobile phone re-connects to *TLC*.

The audio for calls placed or answered directly using a mobile handset can be transferred to an inside line (telephone or PC) on the *TLC* system (see **Picking up a Call in Progress**).

Conversely, while an inside line is connected to a call through a mobile phone, you can transfer the call's audio to the mobile phone. Please see your mobile phone's user manual for instructions on re-routing the audio back to your mobile phone away from a Bluetooth® device (in this case, the *TLC* system).

A call can be transferred back and forth between the *TLC* system and the mobile handset any number of times.

To temporarily disconnect a mobile phone from *TLC* for 10 minutes, at the dial tone, press **#**, then press and hold for one second either **DEF3** for mobile phone 1 or **GHI4** for mobile phone 2. After the 10 minutes is up, *TLC* will return to attempting to connect to the mobile phone. This can allow your car's Bluetooth to connect with your mobile phone when you leave the house. Some car systems only try once to connect to a mobile phone, and if your mobile phone is still connected to *TLC*, they will fail to connect and give up trying.

✧ *Mobile Phone Text Message Access*

TLC's Android Phone app allows TLC to ring your telephones when an incoming text message is received on your Smart Phone. Messages can be read to you and you can reply to them using your home telephone.

While listening to or when composing a text message, you can adjust the playback volume. Press , and then press one or more times to lower the volume, or one or more times to raise the volume. When the maximum or minimum volume is hit, TLC will play a short beep. Pressing any key other than , , or will exit the volume adjustment mode and execute the function corresponding to that key. TLC remembers the playback level you set so the next time you listen to a text message, it will play back at the level you previously set.

➤ *Listening to Your Text Messages*

When you access your text messages using your home telephone, by default TLC ignores those that are more than twelve hours old. You can change the default number of hours using the TLC settings on your Smart Phone. In addition, text messages are accessed with the most recent messages first. This makes managing your messages easier.

➤ *Composing Text Messages*

You can compose or reply to text messages using your telephone's keypad. The message you compose will be broken down into sentences. Initially, a period ('.') will be appended to your message after you say it. You will then have the option to add a new sentence, add to the last sentence, or send as is. You can review your message before sending it. You can either hear the message spoken, or you can have it displayed in fragments on your telephone's caller ID display. TLC will also spell the message as it displays it on your telephone.

To compose and send a message to one of your contact's mobile phones, at the dial tone, dial a few letters of the contact's first name and press , then enter a few letters of the last name and press , then press . TLC will ask you to select the mobile phone from which to send the message and will then ask you to speak your message. This is similar to Dialing-By-Name to make a call, but the is used for the phone type to indicate that you want to send a text message instead.

You can also compose and send a text message to the last number dialed or received by pressing at the dial tone.

When you are asked to say your message, you can switch to entering your message with your telephone's keypad by pressing either to add text to the end of the last sentence or to add a new sentence. To enter a given letter, press the key on your telephone's keypad multiple times according to the letters position on the key. TLC will speak the letter that you entered. To view the last part of the message on the caller ID display, press once. To hear the last

sentence of the message, press **#** three times quickly. When you're done entering text, press **#** twice quickly. To erase the last letter you entered, press the ***** key. To erase the last word, press and hold the ***** key for one second.

While composing a message to be sent, if you hang up before sending the message, it will be kept as a draft for the specified recipient. Draft messages will be presented to you next time you go to send a message to that recipient.

✧ *Siri and other Mobile Phone Voice Commands*

You can use your telephone to access Siri on your iPhone and get your iPhone to do all kinds of useful things. You can also use this feature with Android phones that support voice commands. Non-smart phones may also support some form of voice commands, but they are generally limited.

To use voice commands on your mobile phone, do the following. Pick up a telephone (attached to *TLC*), and at the dial tone press **#** **#** **DEF 3** for Mobile Phone 1 on outside line 3 or **#** **#** **GHI 4** for Mobile Phone 2 on outside line 4. Your mobile phone may respond with a beep or other audible signal, or it may talk to you. For instance, it may ask, "What do you want to do?"

Most mobile phones that support voice commands support the "call" command. So you can say "Call John Smith". Most also allow you to append the type of phone number (i.e. Call John Smith, Mobile"). Remember that your mobile phone uses its phone book, not *TLC*'s phone book, for voice commands. Some mobile phones have additional voice commands, such as commands for reading and sending text messages.

Voice command availability and voice recognition quality vary from mobile phone to mobile phone. Most Smart Phones use a data connection to send your voice command to an internet-based server that does the voice recognition and sends the result back to the phone. This method usually works well. Many non-Smart Phones either do not support voice commands or do a poor job of it, and even the best voice recognition systems have difficulty with some names.

To adjust the playback volume, press **OPER 0** one or more times to lower the volume or **#** one or more times to raise the volume. When the maximum or minimum volume is hit, *TLC* will play a short beep. *TLC* remembers the playback level you set.

✧ *Mobile Phone Options*

TLC provides several mobile phone options, including automatic forwarding, delayed answering, call rejection without answer, and options that promote mobile phone compatibility.

➤ ***Automatic Forwarding of Calls to Your Mobile Phone***

If a call for you comes in to your home phone number when you're not home (i.e., when your mobile phone is not connected to the system), *TLC* can automatically forward¹⁸ the call to your mobile phone. This works for each user who is associated with a mobile phone. The call must come in on a landline or Skype™. The forwarded call will tie up the line it came in on (landline or Skype) for its duration.

You can automatically forward calls from selected individual contacts. You can also automatically forward calls from super contacts, normal & super contacts, all contact types, or new callers & all contact types.

You can specify that calls be forwarded either immediately or after they would normally go to voice mail. If you specify immediate forwarding, you risk missing the call if you're home and your mobile phone is not connected to *TLC* for any reason. If you set it to forward after the call goes to voice mail, you'll have time to answer when your mobile phone's Bluetooth® is turned off, your mobile phone is off, or the battery is dead. Remember: The only way *TLC* knows you're home is if your mobile phone is connected to the system.

⇒ **Receiving a Forwarded Call**

When you receive a forwarded call, *TLC* will announce the caller like it does when you are at home. Press to connect to the caller, or press to send the call to voice mail.

If you send the call to voice mail, wait for the start of the message that tells the caller to leave a message, and then hang up. Unlike when you are at home, if you stay on the line, the caller can hear you, and you cannot stop the voice mail by pressing . If you stay on the line, both you and the caller will be recorded and *TLC* will hang up on both of you when the maximum length voice mail is reached.

➤ ***Delayed Answering of Your Mobile Phone***

You can place and answer mobile calls using a telephone connected to *TLC* or you can do so directly from your mobile phone. If you want the option to answer on your mobile phone before *TLC* picks up, you can set up *TLC* to delay answering your mobile phone for a specified number of rings. If you answer your telephone during the delay, *TLC* will immediately answer and you will be connected to the caller.

➤ ***Rejecting Audio when TLC did not Originate the Call***

If you're talking on your mobile phone when you return home, *TLC* will automatically reconnect your mobile phone to the *TLC* system, at the same time retaining the call's audio on your mobile phone. The reconnection may cause a

¹⁸ Your home phone service must have 3-way calling for this feature to work. 3-way calling is often an additional charge option on home phone service. Skype includes 3-way calling as part of its basic phone service. The user's mobile phone must be paired with *TLC* and that user's mobile phone must also be enabled on *TLC*.

brief interruption in the audio. To avoid this interruption, you can set up *TLC* to reject the audio transfer request. However, iPhones will not work properly if this setting is enabled. Enabling this setting seems to work fine with the Android phones we have tested.

➤ ***Use Network Operator Defaults for Call Waiting, Merging, and Switching Between Calls***

Call waiting and 3-way calling work differently for different mobile phone providers (network operators like Verizon, AT&T, T-Mobile, and Sprint). Some providers allow you merge (or conference) a waiting call with the active call, while others only let you switch between the waiting call and the active call. Some providers allow you switch between a third called party and the on hold party(ies), and some only allow you merge (or conference) the calls. Some providers allow you to use *70 to disable call waiting for a given call and some do not.

TLC attempts to get the name of the network operator from your mobile phone. If the phone provides the name and *TLC* recognizes it, it will use that network operator's default settings. Otherwise, you will have to set them manually if you want *TLC* to use the call waiting and 3-way calling features properly. The following three options will be set automatically if you enable this option and *TLC* is successful in getting a recognized network operator name.

➤ ***Allow *70 to Disable Call Waiting on Network***

Some mobile phone providers allow you to dial *70 to disable call waiting on a call-by-call basis; other providers will give an error message. *TLC* will automatically add *70 to any number you dial if you set the Disable Call Waiting option (see menu item [Set up the Outside Lines](#)). If you don't allow *70 and you have call waiting disabled, *TLC* will instruct your mobile phone to ignore waiting calls. You will hear waiting calls come in, but they will be immediately sent to your mobile phone's voice mail.

➤ ***Call Waiting Merging***

When you answer a waiting call, some mobile phone providers allow you to merge (or conference) the waiting call with the active call, while some only let you switch between them. *TLC* keeps track of the waiting call and the active call, but if a provider does not allow merging, the mobile phone does not indicate that merging did not work, so *TLC* can get confused about which call is which. Disabling this option prevents you from accidentally trying to merge a waiting call with an active call.

➤ ***Switching Between a Third Party Call and the Holding Party(ies)***

When making a conference call, the active call is placed on hold and a new call is made to a third party. When the third party answers, you can merge (conference)

the held call with the active call (third party). Some providers also allow you to switch between the party(ies) on hold and the third party before you merge the calls, and some don't. If you disable this option for a provider that does not allow switching, you won't accidentally try to switch between calls.

❖ *Recording a Phone Conversation*

You can record your phone conversations to a PC attached to *Tel-Lynx*. While on a call, flash the switch hook and press

Rotary Dialing: To start recording **flash, 3, 9, 2**.
To stop recording **flash, 3, 9, 3**.

The conversation will be recorded to a wave file (.wav) in a directory named 'Recordings' under the main *Tel-Lynx* 'SupportFiles' directory on the attached PC. The name of the file will start with the phone number of the other party, followed by the outside line number and then the date:

Example: 14045551212_1_2014-1-15_13-25-14.wav

Recordings made with blocked caller ID will have a file name that starts with '\$'.

Note: *Tel-Lynx* will automatically record emergency (911) calls.

During any given conversation you may start and stop the recording any number of times. Only one wave file will be generated per call, and only the parts of the conversation where the recording is 'started' will be present in the wave file.

The "Recording the call" announcement will be recorded into the wave file every time the recording is started. The "Recording stopped" announcement will not be recorded.

Make sure you have sufficient disk storage on the attached PC before starting the recording. If the disk space is exhausted during a recording, *Tel-Lynx* will announce "Recording stopped". Each recording will consume almost 1 MB of disk storage per minute.

Warning: You may be legally required to notify or get the permission of all parties to a conversation before recording it. Be sure you know the legal requirements for recording a phone conversation before using this feature.

❖ *Landline Calibration*

If you hear a significant **sidetone** while on a landline call, you can calibrate *Tel-Lynx*'s landline to help eliminate it. **At the dial tone**, press

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press and hold (or ¹⁹ for landline 2) for five (5) seconds. You'll hear a dial tone followed by "Please wait" several times. If you hear only a dial tone, you didn't hold (or) long enough; hang up and try again. When completed, *Tel-Lynx* will say "Updated", and you can hang up. You only need to do this once for each landline service you are using with *Tel-Lynx*.

❖ *Using Tel-Lynx with a PBX*

Many businesses and communities use a **PBX** to provide phone service to offices or residences within the business or community.

Tel-Lynx can be used in conjunction with a PBX that requires a caller to dial '9' to make an outside call and where the extensions are at least 3 digits. When in PBX mode, *Tel-Lynx* will automatically dial '9' for you at the appropriate time. In other words, *Tel-Lynx* users should not dial '9' when making an outside call.

To enable or disable PBX operation, see [Set the PBX Mode of Operation](#). When setting up *Tel-Lynx*, you should select the dialing plan code of the phone service the PBX uses. Ask your PBX manager if you do not know what type of service is used.

To dial an extension on the PBX, dial the extension number as usual. After a preset period of time *Tel-Lynx* will place the call to the extension. To dial an extension without waiting, dial the extension and then press .

Rotary Dialing: Dial the extension, then double flash

For use with Dial-By-Name, a contact's phone number can be marked as having a local extension on the PBX (See [Local Extensions](#)).

Note: When using *Tel-Lynx* with a PBX with four digit extensions, extension dialing supersedes [4-Digit Dialing](#).

Warning: *Tel-Lynx* should not be used with PBXes that have three digit extensions where any of the extensions are the same as the emergency number (911 by default). This is generally not a problem, as most PBXes require the caller to dial '9' before dialing an outside phone number such as 911.

❖ *Smart Dialing vs. Direct Dialing*

TLC and *TLC Plus* always use Smart Dialing to place calls. The *Tel-Lynx Guardian* can operate in either Smart Dialing mode or direct dialing mode. With Smart Dialing, when you pick up the telephone, you are connected only to *Tel-Lynx*, not any phone service. In other words, *Tel-Lynx* interprets the digits as you dial them. Once it has received enough digits to place a call, *Tel-Lynx* determines how to dial the call on the particular phone service (mobile, landline, or Skype) that will be used to make the call and then dials for you. Direct dialing connects your

¹⁹ *TLC*, *TLC Plus*, and *Tel-Lynx Guardian Plus* only

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telephone to your phone service as soon as you pick up the telephone. Direct dialing can only be used with your landline (i.e., the *Guardian*).

You will hear a stutter dial tone when you pick up the telephone when *Tel-Lynx* has a message for you. This message could alert you to a new voice mail, timer, or Do-Not-Disturb, etc. When in Smart Dialing mode, the stutter dial tone will be followed by the announcement of the message(s). When in direct dial mode, press

to hear the announcement(s).

Because Smart Dialing allows *Tel-Lynx* to figure out how to place a call on any of the attached phones services (landline, mobile, or Skype), you don't have to worry about how the call should be dialed on that particular service. In addition, Smart Dialing allows *Tel-Lynx* to perform advanced functions, like Dial-By-Name, Speed Dialing, 4-Digit dialing, and Redial/Call Back. These features are not available with direct dialing on a phone service.

The *Guardian* is shipped from the factory in direct dialing mode to make it easy to set up. Once you have the *Guardian* up and running, you can enable the Smart Dialing mode with your telephone using the *Tel-Lynx* [Setup menu](#). If you plan to call out using Skype with the *Guardian*, you will have to enable the Smart Dialing mode as well.

When in Smart Dialing mode, *Tel-Lynx* uses a dialing plan to determine how to dial a given phone number on whichever service will be used to make the call. The dialing plan consists of a table of local area codes, a local prefix map for each local area code, the number of digits required to make a local and toll call in your home area code (e.g., the first area code in the area code list), and the number of digits required to make a local and toll call in the other local area codes. If you have phone service from your local phone company or cable service, you may have one local area code, or you may have many.

If you're using a phone service like Ooma, magicJack, Vonage, or other VoIP service, the concept of a local calling area does not exist. With these services, there are no local area codes, so *Tel-Lynx* will ignore the local area code table and prefix maps when dialing out and use either 10- or 11-digit dialing as specified in the Dialing Plan Code (see next section). If you live in an area with 7-digit dialing for local calls, you can continue to use 7-digit dialing with these services by specifying your local area code and prefix (**NPA NXX**) in the Dialing Plan Code described below. In that case, *Tel-Lynx* will use the local area code table, along with the number of digits required to make local and toll calls, to determine when you have dialed the correct number of digits to make a call.

The *Tel-Lynx* area code table can handle up to 24 local area codes.

The prefix in a phone number is the next three digits after the area code. A prefix map for a given area code defines which prefixes are local. A given phone number is considered toll if its area code is not listed in the local area code table, or if the specified prefix is not marked as local in the prefix map for the given area code.

Tel-Lynx is programmed from the factory with a database of local area codes and prefixes for all areas in the **North American Number Plan**. You can use this database, or you can set up the local area code and prefix maps manually. The database occupies memory in *Tel-Lynx*, and will be deleted when the phone book/new call list gets close to being full. Even without the database, you can set up the Dialing plan using a PC, or using the Android app²⁰. You can also setup or change prefixes manually using your telephone, PC, or Android app.

✧ *Dialing Plan Setup*

The dialing plan is **set up using *Tel-Lynx's* setup menu**. To make things as simple as possible, you will use a Dialing Plan Code to set up all aspects of the dialing plan.

The Dialing Plan Code is formatted as '**ABCD NPA NXX**', where each letter represents a digit 0 - 9. The number of digits required to dial a given number will automatically be set by the **NPA NXX** code for your home telephone number. You can also specify the code as '**ABCD 0EFGH NPA NXX**' to manually set the number of digits required to dial a phone number.

The **NPA NXX** code is used to set the dialing rules for dialing your telephones on TLC's inside lines, and for when TLC dials out when using dialing codes 1 and 7 from **Table 1**.

If you don't have a home phone number or your home phone service requires (or allows) you to always dial ten or eleven digits to make a call, you can specify **NPA NXX** as **000 000**, and you will use ten digits (or eleven digits if you like) to make all your calls.

Before using Table 1: If you have a service provider named in **Table 1**, use the provided dialing code. If not, does your phone service have 3-way calling? If you don't know, ask your phone service provider. Most *digital cable phone services* provide it, but check to be sure. If you can't figure it out, assume that you don't have 3-way calling.

Also, check to see if you can dial all 11 digits for local phone numbers. If you can, it is preferred that you use dialing code 3 or 9 instead of 1 or 7.

For the ***Guardian***: Determine '**A**' from Table 1. '**BCD**' should be set to '**333**'

For ***TLC***: Determine '**A**' from Table 1. '**BCD**' should be set to '**333**'

For ***TLC Plus***: Determine '**A**' and '**B**' from Table 1. '**CD**' should be set to '**33**'.

²⁰ *TLC* and *TLC Plus* only.

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For example:

- If you are using *TLC* (or the *Guardian*) with Vonage phone service, your '**ABCD**' code would be **2333**.
- If you are using *TLC Plus* with Ooma® Premier phone service on outside line 1 and magicJack phone service on outside line 2, your '**ABCD**' code would be **0833**.

Landline Phone Service	Dialing Code	
	3-Way Calling	No 3-Way Calling
<i>No Home Phone Service</i>	3	
<i>Local Phone Company or Digital Cable phone service</i>	1	7
<i>Local Phone Company or Digital Cable phone service that allows 11-digit dialing for local and toll calls (preferred over 1 & 7 if available)</i>	3	9
<i>AT&T Wireless Home Phone Service or PhonePower VOIP service</i>	3	
<i>Straight Talk®, Net10, or Verizon Wireless Home Service</i>	5	
<i>Vonage or phone service w/3-way calling that requires 10-digit dialing not listed in this table</i>	2	
<i>Ooma® Premier</i>	0	
<i>Ooma® Basic, Basic Talk, magicJack, or phone service w/o 3-way calling that requires 10-digit dialing</i>	8	

Table 1

A, **B**, **C** and **D** set how *Tel-Lynx* will dial out on outside lines 1, 2, 3, and 4 respectively. Valid values for A, B, C, and D are:

- 1 - Use the local dialing plan set by '**NPA NXX**' to dial out*
- 2 - Always use 10-digit dialing to dial out*
- 3 - Always use 11-digit dialing to dial out*
- 4 - Reserved
- 5 - Same as 2, but flash switch hook **after** dialing the 2nd call
- 6 - Reserved
- 7 - Same as 1, but no 3-way calling
- 8 - Same as 2, but no 3-way calling
- 9 - Same as 3, but no 3-way calling
- 0 - Same as 2, but double flash the switch hook to join the 1st and 2nd calls (Ooma® Premier style 3-way calling)

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* For landlines, values 1, 2, and 3 assume that associated phone service has standard 3-way calling (i.e., the switch hook is flashed **before** dialing the second call when 3-way calling).

A sets how *Tel-Lynx* will dial out on your home phone service. If you don't have a home phone service, set **A** to 3.

B sets how *Tel-Lynx* will dial out on your second home phone service if you have *TLC Plus*. If you don't have *TLC Plus*, set **B** to 3.

C and **D** are for mobile phones, so they should be set to 3, as most, if not all, mobile phones allow 11-digit dialing for both local and toll calls.

E, **F**, **G**, and **H** (*if used*) set the number of digits you must dial to enter a complete phone number when dialing out. **E** is for local calls in your home area code, **F** is for toll calls in your home area code, **G** is for local calls in a foreign (not home) area code, and **H** is for toll calls in a foreign area code.

Valid values for **E**, **F**, and **G** are:

- 1 - Require seven digits
- 2 - Require ten digits
- 3 - Require eleven digits

H should always be 3.

For example, say your local phone number is in Cincinnati and is **513-671**-xxxx. Local calls in your 513 home area code can be dialed with seven digits. Local phone numbers in area codes 812, 859, and 937 are dialed with ten digits. All other calls are dialed with 11 digits.

If you use the '**ABCD NPA NXX**' form to set the dialing plan and *TLC* tells you the wrong number of digits required to make a call, set the dialing plan again using **EFGH** = 1323 to correct the problem.

NPA is your 3-digit home area code, and

NXX is your 3-digit home prefix (next three digits after area code).

✧ *Changing the Local/Toll Status of an Area Code and Prefix*

If you have traditional telephone service from your local telephone company (or in some cases, digital cable phone service), and your phone service does not allow you to make **local** calls using all 11 digits of a phone number (1- **NPA NXX** -XXXX), phone numbers must be dialed with a '1' and then area code if they are toll calls, or without the '1' if they are local calls. In other words, you have set **A** and/or **B** to **1** or **7** in the dialing plan described earlier in this section.

When using Smart Dialing, *Tel-Lynx* relies on its local area code table and prefix maps to know how to dial phone numbers with the correct use of the '1'. The local area codes and prefix maps can change as new ones are added to your local calling area; they may have changed since *Tel-Lynx*'s database was created..

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If the prefix map for a given area code and prefix is incorrect, you will hear an announcement from your phone company such as, "You may not dial a 1 when calling a local phone number" or "you must dial a 1 when calling a toll phone number". The announcement may be preceded with a high-pitched, three-tone sequence called a SIT (Special Information Tone). The particular frequencies used and their duration indicate why the call did not go through.

If the SIT is present, *Tel-Lynx* can detect it and automatically switch the toll status of the dialed area code and prefix for you. *Tel-Lynx* is programmed from the factory to detect the SIT for the Atlanta, Georgia area. You can train *Tel-Lynx* to detect the SIT for your area. If you do not hear the SIT when the message is played, you will need to change the toll status manually.

NOTE: If your area uses 7-digit dialing for local calls in both your home area code and foreign area codes, you should dial all 11 digits to properly change the prefix map for the correct area code. After the prefix map is corrected you can dial using only 7 digits.

➤ *Changing the Toll Status of Dialed Numbers Manually*

To switch the toll status manually, after you hear the message telling you not to dial '1', or that you must dial '1', hang up, wait two seconds, take your telephone off-hook, and press and hold for 1 second. *Tel-Lynx* will display the phone number you just called on your telephone's caller ID display and ask you to press and hold for two seconds to change the toll status. After you do that, you will hear a dial tone and you can now dial to redial the call.

➤ *Training Tel-Lynx to Detect Toll Status Changes Automatically*

Tel-Lynx can detect up to two SITs (Special Information Tones) when it dials a number incorrectly (when its local area code/prefix map indicates that a number is local when it is actually toll, or vice-versa). When dialing out, if *Tel-Lynx* detects one of these SITs, it will hang up, change the toll status for the dialed area code and prefix from local to toll (or vice-versa), and then redial the call.

Tel-Lynx is programmed from the factory to detect the SIT used in the Atlanta, GA area for incorrect use of '1' when dialing. You can train *Tel-Lynx* to detect the particular SIT or SITs that are played when using '1' incorrectly in your area.

To train *Tel-Lynx* to detect the SIT(s) for your area, do the following:

1. At the dial tone, dial , then press and hold for at least one second. This will put *Tel-Lynx* in the training mode and connect your telephone directly to the landline. You will now hear the phone company's dial tone.
2. Now dial a local number using '1', then the area code and the rest of the phone number.

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3. You should hear the SIT, followed by an announcement that tells you not to dial the '1'. *Tel-Lynx* will then tell you the tone duration and frequency for all three tones.

This may be all you have to do, since most of the time *Tel-Lynx* will incorrectly think a phone number is a toll number when it has really been added as a local number. However, for completeness, if you know a toll number in one of your local area codes, you can repeat the above procedure, but dial the toll call **without dialing the 1**. In other words, after dialing and then pressing and holding for one at least one second, dial the toll call using only the area code and phone number (do not dial the '1'). You should now hear an announcement saying that you must dial the '1'. *Tel-Lynx* will then tell you the duration and frequency of each tone in the sequence.

To hear the lengths and frequencies of the SIT(s) *Tel-Lynx* will detect, at the dial tone, press and hold for at least five (5) seconds.

❖ *Using Skype with Tel-Lynx*

Tel-Lynx uses Skype's Desktop API to coordinate Skype calls. To use Skype, you must install the Skype app on a PC running Windows Vista, Win 7, Win 8.x, or Win 10. You must also have *Tel-Lynx* attached to that PC with the provided USB cable, and you must be running the TlxServer app that you can download from our website at www.tel-lynx.com/software.

Since Microsoft purchased Skype, it has broken the Desktop API at least twice. The known non-working versions are 6.22 through 7.1 and 7.9 through 7.1x. You can download the latest **working** version of Skype, version 7.8, from our website, at www.tel-lynx.com/software. If you already have Skype installed, check the version number; click "Help=>About Skype" in the Skype app menu. If it is a non-working version listed above, uninstall it, and install the version from our website. **Be sure to disable automatic Skype updates!**

After installing Skype and TlxServer from our website, you can run TlxServer by double clicking the "Run" batch file in the C:\TLC folder. See the instructions included with the PC server download for more information on how to install the server.

The first time you run TlxServer or a new version of it, click "Allow Access" in the top notification window of the Skype window to allow TlxServer to use Skype. You can dial 1-000-000-0000 to test Skype using its "echo123" test.

TlxServer will automatically assign unique, unused telephone numbers to your Skype friends. Skype phone numbers always look like 1-000-000-XXXX (where XXXX is a unique number among all your Skype friends), allowing you to have all your Skype friends in *Tel-Lynx*'s phone book so you can dial them by name or phone number.

When dialing a Skype friend by name, use **PQRS7** (Skype) for the phone type. For example, if your phone book contains **John Smith's Skype** number, you could dial JOH*SMI*S. That's **JKL 5** **MNO 6** **GHI 4** ***** **PQRS7** **MNO 6** **GHI 4** ***** **PQRS7**.

❖ *Using the Menu System*

The *Tel-Lynx* system has two main modes of operation: the **call mode** and the **menu mode**. You are in call mode when dialing a phone number, Dialing-By-Name, or on a call. You can flash the switch hook to enter and leave the menu mode. If you are on a call when you flash the switch hook, that call will be put on hold; flash the switch hook again, and you will be reconnected to the call.

Rotary Dialing: exceptions to this flashing rule:.

- 1) If you flash the switch hook twice quickly (double flash) at the dial tone, *Tel-Lynx* will call the last number dialed.
- 2) When looking up a contact or setting a timer in the *On a Call Menu*, the switch hook simulates the ***** (single flash) and **#** (double flash) keys.
- 3) When in any of the submenus of the main menu, once you start dialing, the switch hook always simulates the ***** (single flash) and **#** (double flash) .

There are four root menus in the *Tel-Lynx* system: *Main Menu*, *On a Call Menu*, *Announcement Menu*, and *Call-In Menu*. Each menu is organized in a tree structure. Menu instructions will repeat until you press a key. To return to a previous branch, press **OPER 0**. If you're entering a number or name, press and hold **OPER 0** to return to the previous branch. On many menus, press ***** and then the option number to hear its description. To replay a menu from the start, press ***** twice.

You don't have to wait to hear an option before pressing a key. If you know its number, you can press the key and *Tel-Lynx* will immediately take action.

❖ *Tel-Lynx Main Menu*

To enter the Main Menu, **at the dial tone, flash the switch hook**.

Here is a list of main menu functions for telephone keypad keys **1** through **WXYZ9**, followed by detailed instructions.

- 1** **Set Do-Not-Disturb and Other Timed Functions**
- ABC 2** **Listen to Voice Mail and Text Messages**
- DEF 3** **Manage the Phone Book**
- GHI 4** **Call Another *Tel-Lynx* User**
- JKL 5** **Hear Last Number Called or Received**
- MNO 6** **Select an *Outside Line***

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- PQRS7** Set up *Tel-Lynx*
- TUV8** Leave a Voice Message for a User
- WXYZ9** Hear the Date, Time, and Line Status

➤ **1** *Set Do-Not-Disturb and Timed Functions*

Press **#** to Cancel, Press **OPER0** to Go Back

⇒ Press **1** **1** to Override the **Do-Not-Disturb Schedule**

Enter **minutes** (< 720), then **#** OR **hours** *****, **minutes** **#**

Then select which **contacts** can ring the telephone:

- Press **1** to **Send all calls to voice mail**
- Press **ABC2** to **Allow all calls** through
- Press **DEF3** to **Allow Normal and Super contacts** through
- Press **GHI4** to **Allow only Super contacts** through

⇒ Press **1** **ABC2** to Set Temporary **Ring-through Mode**

Enter **minutes** (< 720), then **#** OR **hours** *****, **minutes** **#**

⇒ Press **1** **DEF3** to Set a **Timer**

Enter:

	minutes	#		
	minutes	*	seconds	#
hours	*	minutes	seconds	#
		*	seconds	#

To **cancel** the timer, press **#**; to reset, enter time and press **#**.

⇒ Press **1** **GHI4** to Set an **Alarm**

1) Enter **day(s)**, then **#**

1 Sun	2 Mon	3 Tues	4 Weds	5 Thurs	6 Fri	7 Sat
8 M→F	9 tomorrow (one time)	0 today (one time)				

2) Enter **time**, then **#**, then **1** for AM or **2** for PM

3) *Tel-Lynx* will invite you to record a wake up message.

Try it: set a one time **alarm** for 7:00AM tomorrow.

Press **WXYZ9** for tomorrow, **#**.

Press **PQRS7** **OPER0** **OPER0** **#**.

Enter **1** for AM. **Got it!**

Try it: set a recurring **alarm** for 6:00AM Mon through Sat every week.

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Press **TUV8** for Mon through Fri, **PQRS7** for Sat, **#**.

Press **MNO6** **OPER0** **OPER0** **#**.

Press **1** for AM. **That's it!**

Note: If you press and hold **1** - **PQRS7** for at least one second when setting the alarm days, only that day will be selected for a *one time* (not recurring) alarm.

➤ **ABC2** *Listen to Voice Mail or Text Messages*

When you pick up a non-ringing telephone, a *stutter dial tone* will indicate that messages are waiting. **Flash the switch hook, then press ABC2** to access voice mail and text messages. Depending on how *Tel-Lynx* is set up, you may be asked to **select your mailbox**. If you have both voice mail and text messages, you will be asked to **select the type of messages** you want to access. Then, if a message is waiting, you will hear the message. To access the message again and any previous messages, you will be presented with the following menu:

For voice mail:

Press **1** to **Listen** to your message
Press **ABC2** to **Rewind** while playing message
Press **DEF3** to **Fast Forward** while playing message
Press **GHI4** to **Move message** to another mailbox
Press **JKL5** to **Hear message info**
Press **MNO6** to **Play previous** older message thread (if any)
Press **PQRS7** to **Delete** current message
Press **TUV8** to **Place a call** to sender
Press **WXYZ9** to **Play next** message
Press **#** to **Hear sender's phone number**

For text messages:

Press **1** to **Listen** to your message
Press **ABC2** to **Reply (or compose)** a new message to sender
Press **1** to **Listen** to composed message
Press **ABC2** to **Send** message
Press **DEF3** to **Add sentence(s)** **TUV8** ...from keypad
Press **GHI4** to **Add to last sentence** **PQRS7** ...from keypad
Press **JKL5** to **Listen to last sentence**
Press **MNO6** to **Delete last sentence**
Press **WXYZ9** to **View current message** on caller ID
Press **#** to **Hear recipient's contact info**

Press **DEF3** to **Hear next** newer message (if any)

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Press **[GHI 4]** to **Hear previous** older message (if any)
Press **[JKL 5]** to **Go to next** newer message **thread** (if any)
Press **[MNO 6]** to **Go to previous** older message **thread** (if any)
Press **[PQRS 7]** to **Set current message to unread** (mark as new)
Press **[TUV 8]** to **Place a call** to sender
Press **[WXYZ 9]** to **View current message** on caller ID
Press **[#]** to **Hear sender's contact info**

➤ **[DEF 3]** *Manage Tel-Lynx's Phone Book*

While managing *Tel-Lynx's* phone book, you can display the currently selected contact's name and phone number on your telephone's caller ID screen by pressing **[#]**. However, if your telephone has a contact with the same telephone number as the one in *Tel-Lynx's* phone book, the name in the telephone's phone book will be presented on the caller ID display instead of the name from *Tel-Lynx*. To help get around this, you can do two things:

1. Press and hold **[#]** for 1 second and *Tel-Lynx* will send just the *name* (with no phone number) to your telephone's caller ID display.
2. Press and hold **[#]** for 2 seconds and *Tel-Lynx* will send the *phone number* in the name field (with no number field) to your telephone's caller ID display.

Warning: We strongly suggest that you remove any contacts you may have in your telephone's phone book and only use *Tel-Lynx's* phone book to avoid confusion.

⇒ Press **[DEF 3]** **[1]** to **Manage New Calls**

Hear the most recent new call's **voice tag**.

See their name and phone number on the **caller ID** screen.

Press **[1]** to **Move New Contact to Phone Book**
Press **[ABC 2]** to **Go to Next** New Call
Press **[DEF 3]** to **Go to Previous** New Call
Press **[GHI 4]** to **Call** New Contact
Press **[JKL 5]** to **Text** New Contact
Press **[MNO 6]** to **Modify** New **Contact Information***
Press **[PQRS 7]** to **Delete** New Contact
Press **[WXYZ 9]** to **List** other **Contacts** with the Same Phone Number
Press **[#]** to **Display** New Contact's Name/Number on Caller ID Screen

⇒ Press **[DEF 3]** **[ABC 2]** to **Add a New Phone Book Contact**

You will be prompted to:

- **Enter the contact's phone number.**
If a contact with that number already exists:
 - Press **[1]** to **Review the Existing Contact**.

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- See the name and phone number on the caller ID screen.
- Hear the voice tag, number type, and contact type.
- **Press** to **Replace the Existing Contact** (with new contact).
- **Press** to **Proceed Entering New Contact**.
- **Enter the contact's number type.** Number types are:
, , , , ,
, , , and . Skype™ and user are automatically selected and cannot be changed.
- **Enter the contact's name.**
- **Enter the contact type:** *normal, super, workday, or blocked*.
Blocked contacts cannot leave messages or ring any telephones connected to *Tel-Lynx*, even in an emergency.
- **Record a voice tag.**

When your new contact entry is complete:

Press to **Modify Contact Information***
Press to **Add another** Phone Book Contact
Press to **Call** the Contact
Press to **Text** the Contact
Press to **Assign a Speed Dial Number**
Press to **Delete** the Contact
Press to **List other Contacts** with the Same Phone Number
Press to **Display** Contact's Name/Number on Caller ID Screen
Press to **Commit** Contact Info

⇒ **Press** to **Manage Phone Book Contacts**

Enter the **name** using **Dial-By-Name** procedure

or

Enter the last few digits of the contact's **phone number**, then press

or

Press to select (match) all contacts.

Tel-Lynx will **select** contacts that match your input. You can move chronologically²¹ through the **selected** list of matching contacts using keys for older and for newer.

(If you press the key for longer than one second²², you will go back one menu level.)

²¹ Chronological order is the order in which the contact called in, was called, or was entered into the phone book.

²² Your phone must produce a continuous tone for the entire time you press the key.

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Then you can:

Press to **Modify Contact Information***
Press to Go to the **Next Selected** Contact
Press to Go to the **Previous Selected** Contact
Press to **Call** the Contact
Press to **Text** the Contact
Press to **Assign a Speed Dial Number**
Press to **Delete** the Contact
Press to **Accept Voice Tag** as Recorded by **Text-to-Speech**
Press to **List** other **Contacts** with the Same Phone Number
Press to **Display** Contact's Name/Number on Caller ID Screen

* When modifying contact information, the options are:

Press to **Change** the **Voice Tag**
Press to **Set** the **Person Normally Called**
Press to **Set** the **Contact Type**
(Normal Contact, Super Contact, Work Contact, Blocked Contact)
Press to **Set** the **Extension** for the **Contact**
Press to **Set** the **Phone Number Type** (Home, Mobile, etc.)
Press to **Allow** or **Disallow Urgent Calls** from this **Contact**
Press to **Set** the **Preferred Outside Line(s)** for this **Contact**
Press to **Enable** or **Disable Dial-By-Name** for this **Phone Number**
Press for **More Options**
Press to **Edit** the **Phone Number**
Press to **Edit** the **Name**
Press to **Rotate** the **Name Parts** to the **Left** within the Name
Press to **Display** New Contact Info on Caller ID Screen
Press to **Display** New Contact's Name/Number on Caller ID Screen

⇒ Press to **Hear Speed Dial Assignments**

Press through to **Hear** Speed Dial Assignments

⇒ Press to **Remove a Speed Dial Assignment**

Press through to **Remove** speed dial assignments

⇒ Press to **Import Contacts / Continue from Mobile 1**

Press and hold for at least one second to start over.

⇒ Press to **Import Contacts / Continue from Mobile 2**

Press and hold for at least one second to start over.

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⇒ Press **DEF 3** **TUV 8** to **Add/Change/Accept Voice Tags**

Tel-Lynx will **select** all contacts that have a Text-to-Speech generated voice tag or no voice tag. You will then be able to add, accept, or change the voice tag as appropriate.

Press **1** to **Add/Modify Contact Information**

Press **ABC 2** to Go to the **Next Selected Contact**

Press **DEF 3** to Go to the **Previous Selected Contact**

Press **GHI 4** to **Call** the Contact

Press **JKL 5** to **Text** the Contact

Press **MNO 6** to **Assign a Speed Dial Number**

Press **PQRS 7** to **Delete** the Contact

Press **TUV 8** to **Accept Voice Tag** as recorded from **Text-to-Speech**

Press **WXYZ 9** to **List** other **Contacts** with the Same Phone Number

Press **#** to **Display** Contact's Name/Number on Caller ID Screen

➤ **Press **GHI 4** to *Call a Tel-Lynx User***

Select **your own user number**.

Select the **user number of the user you want to call**.

➤ **Press **JKL 5** to *Hear Last Phone Number/Change Toll Status***

After you **hear the last connected number** you can:

⇒ Press **JKL 5** **1** to **Call the Number**

⇒ Press **JKL 5** **ABC 2** to **Add the Number to Phone Book**

⇒ Press **JKL 5** **DEF 3** to **Change Toll Call Status for the Number**

⇒ Press **JKL 5** **GHI 4** to **Compose Text to the Number**

➤ **Press **MNO 6** to *Specify an Outside Line***

When you place a call, *Tel-Lynx* selects an **outside line** based on a call list that you have set up. If you want to specify a line other than the one on your call list, choose from the following:

⇒ Press **MNO 6** **1** to **Select Line 1, Landline**

⇒ Press **MNO 6** **ABC 2** to **Select Line 2, Skype™**

⇒ Press **MNO 6** **DEF 3** to **Select Line 3, Mobile Phone 1**

⇒ Press **MNO 6** **GHI 4** to **Select Line 4, Mobile Phone 2**

After you have selected one of the four lines, you'll hear, "(Name of line) selected" and then a stutter dial tone. If you choose a line that is busy or not available, you'll hear, "(Busy line) is busy; returning to default calling sequence." After you hang up, *Tel-Lynx* will return to using the default outside line.

Note: At the dial tone you can specify an outside line by pressing , then the line number. For example selects outside line 1.

➤ **Press 7 to Set up Tel-Lynx**

The set up menu requires you to **enter the secret code**. The factory default is 1234. If you forget the secret code, you can reset it with a program on the PC called ResetPassword.exe.

- Press to Set **Answer Mode and Call Out Mode**
- Press 2 to Set **Do-Not-Disturb Schedules**
- Press 3 to Set up **Users and Voice Mail**
- Press 4 to Set up **Outside Lines and Greeting**
- Press 5 to Set up **Calling Tables**
- Press 6 to Set **Secret Code**
- Press 7 to Reset the **Phone Book**
- Press 8 to Set up **Number Plan Data**
- Press 9 to Set **Date, Time, and Temperature Preference**

⇒ Press to Set the **Answer Mode and Outbound Call Options**

- Press to Select **Ring-through mode**
- Press 2 to Select **Personal Assistant mode I**
- Press 3 to Select **Personal Assistant mode II**
- Press 4 to Select **Personal Assistant mode III**
- Press 5 to **Enable Auto Create Contact** for outgoing calls
- Press 6 to **Disable Auto Create Contact** for outgoing calls
- Press 7 to Setup **Ring Pattern Detection for Landline 1**
- Press 8 to Setup **Ring Pattern Detection for Landline 2 (TLC Plus)**
- Press 9 for **More options**
 - Press to **Enable/Disable Announcement of outbound call info**²³
 - Press 2 to **Allow/Disallow New Call List in Dial-By-Name**
 - Press 3 to **Enable/Disable Expanded Search in Dial-By-Name**
 - Press 4 to **Enable/Disable Alert Ring** at end of **Do-Not-Disturb**
 - Press 5 to **Enable/Disable Unknown Caller ID Rejection**
 - Press 7 to **Enable/Disable Announcing callers in the phone book**
 - Press 8 to **Enable/Disable Announcing digits while dialing**

⇒ Press 2 to Set **Do-Not-Disturb Schedules for Incoming Calls**

- Press to **Set Times for Schedule 1**
- Press 2 to **Set Times for Schedule 2**
- Press 3 to **Set Days for Schedule 1**

To set days for schedule 1, choose days from this list:

1=Sunday, 2= Monday, 3=Tuesday, 4=Wednesday, 5=Thursday, 6=Friday, 7=Saturday

²³ TLC does *not* wait for the outbound call announcement to finish before placing the call. Therefore, disabling it saves no time in dialing.

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Press the numbers one after the other, and then press . The days you have *not* set for schedule 1 will be used for schedule 2. If no days are left, schedule 2 will not be used.

⇒ Press to Set up **Users** and **Voice Mail**

Press to Set up a User

Select User, then:

Press to Select User's **Ring Pattern**

Press to Select User's **Ring Mode**

Press to Select **Outside Lines** for this User

Press to **Enable Call Waiting** for this User

Press to **Disable Call Waiting** for this User

Press to **Record User's Name**

Press to **Edit the User's Name**

Press to **Edit the User's Password**

Press to **Disable a User and Delete their Messages**

Press to **Set Number of Rings before Going to Voice Mail**

⇒ Press to Set up the **Outside Lines**

Press to Setup Outside **Line 1 (Landline)**

Press to Setup Outside **Line 2 (Skype™)**

Press to Setup Outside **Line 3 (Mobile Phone 1)**

Press to Setup Outside **Line 4 (Mobile Phone 2)**

Submenu for Managing Outside Lines:

Press to **Hear and Change Greeting**

Press to **Enable/Disable Skip Greeting** Known Callers

Press to **Enable/Disable SIT** for Unknown Callers

Press to **Enable/Disable Call Waiting**

Press to **Enable/Disable Ring-through mode** for current line

*The following applies to **Skype**:*

Press to **Enable/Disable Waiting Call Rejection**

Press to **Re-record the Name** of the Outside Line

*The following applies to **Landlines**:*

Press to **Enable/Disable *70 to Disable Call Waiting**

Press to **Enable/Disable Waiting Call Rejection**

Press to **Set Dialing Mode**

Press to Dial Landline using **Normal Dialing Rules**

Press to Dial Landline using **10 Digits (Area Code first)**

Press to Dial Landline using **11 Digits (1 first)**

Press to Dial Landline using **Pulse Dialing**

Press to Dial Landline using **DTMF** (touch-tone) Dialing

Press to **Set up 3-Way Calling**

Press to **Disable 3-Way Calling**

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Press **ABC 2** to **Enable 3-Way Calling w/ Flash Before Dialing**
Press **DEF 3** to **Enable 3-Way Calling w/ Flash After Dialing**
Press **GHI 4** to **Enable 3-Way Calling w/ Flash Before Dialing and Double Flash to Join 3-Way Calls (for Ooma®)**
Press **PQRS 7** to **Enable Waiting for Dial Tone**
Press **TUV 8** to **Disable Waiting for Dial Tone**
Press **TUV 8** to **Re-record the Name of the Outside Line**

*The following applies to **Mobile Phones** (TLC and TLC Plus only):*

Press **JKL 5** to **Enable/Disable *70 to Disable Call Waiting**
Press **MNO 6** to **Set Mobile Phone Options**
Press **1** to **Setup Automatic Call Forwarding**
Press **1** to **Forward All Callers**
Press **ABC 2** to **Forward All Except New Callers**
Press **DEF 3** to **Forward Super and Normal Contacts**
Press **GHI 4** to **Forward Super Contacts**
Press **JKL 5** to **Forward only Specified Contacts**
Press **MNO 6** to **Enable Instant Forwarding**
Press **PQRS 7** to **Disable Instant Forwarding**

Press **ABC 2** to **Set # of Rings before TLC answers mobile**
Press **DEF 3** to **Enable/Disable Waiting Call Rejection**
Press **GHI 4** to **Enable/Disable Audio Request Rejection**
Press **JKL 5** to **Enable/Disable Network Defaults**
Press **MNO 6** to **Enable/Disable Waiting Call Merging**
Press **PQRS 7** to **Enable/Disable 3-Way Call Switching**
Press **TUV 8** to **Hear Mobile Phone's Bluetooth® Capabilities**
Press **WXYZ 9** to **Re-record Mobile Phone's Name**

Press **PQRS 7** to **Pair/Stop/Unpair Mobile Phone**
Press **TUV 8** to **Enable/Disable Connection to Mobile Phone**

⇒ Press **JKL 5** to **Set up the Calling Tables**

Enter the table for the type of call:

Press **1** for **Local**
Press **ABC 2** for **Toll-Free**
Press **DEF 3** for **Toll**
Press **GHI 4** for **International**
Press **JKL 5** for **Premium**
Press **MNO 6** for **Emergency**

Enter the outside line(s) in preferred order:

1=landline

2=second landline²⁴/Skype

3=Mobile Phone 1

²⁴ The second landline is only available on TLC Plus & Guardian Plus.

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4=Mobile Phone 2

and then **press** . If you press and enter no outside lines, the calling table will be empty, and calls of that type cannot be placed.

⇒ Press to Set the **Secret Code**

Enter a four digit numeric code.

⇒ Press to Clear Contacts from the *Tel-Lynx* Phone Book

Press and hold to **Clear All Contacts Imported** from **Mobile Phone 1**

Press and hold to **Clear All Contacts Imported** from **Mobile Phone 2**

Press and hold to **Clear the New Call List**

Press and hold to **Clear the Entire *Tel-Lynx* Phone Book**

⇒ Press to Set up the Dialing Plan Data

Press to **Set the Dialing Plan and Enable Smart Dialing**

Press to **Hear the Dialing Plan Settings**

Press to **Manage the Area Code(s) that can be called locally**

Press to **Hear the Current Local Area Code List**

Press to **Add a Local Area Code**

Enter the 3-digit area code to add. All prefixes (NXX codes) will be set to local call status.

Press to **Remove a Local Area Code**

Enter the 3-digit area code to remove

Press to **Set the Toll Status for an Area Code and Prefix**

Enter the six digit area code and prefix. If the prefix is '000', all prefixes (NXX codes) within the specified area code will be set to toll call status. If the prefix is '001', all prefixes within the specified area code will be set to local call status.

Press to **Set the Dialing Time Out**

Enter the dialing time out in seconds followed by . When dialing internationally and when **dialing an internal PBX extension**, if a caller has not dialed a digit for the specified timeout, *Tel-Lynx* will place the call with the number entered.

Press to **Set the PBX Mode of Operation**

Press for No PBX

Press for PBX with 3-digit extensions

Press for PBX with 4-digit extensions

Press for PBX with 5-digit extensions

Press for PBX with 6-digit extensions

Press to **Enable/Disable Smart Dialing** (*Guardian* Only)

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⇒ Press **WXYZ9** to Set the Date, Time, and Temperature Preference

Press **1** to Set the Date and Time

Press **1** to Enable Automatic Daylight Saving Time

Press **ABC2** to Disable Automatic Daylight Saving Time

Then enter the date and time as prompted by *Tel-Lynx*. You may enter

for the year, month, and day to keep the current setting.

Press **ABC2** for Degrees Celsius

Press **DEF3** for Degrees Fahrenheit

Note: To set temperature preference, an optional temperature sensor is required.

➤ Press **TUV8** to Leave a Voice Message for a User

You will be asked which user will leave the message, then to select a mailbox (user) for the message, and then you will be asked to leave your message.

➤ Press **WXYZ9** to Hear the Temperature, Time, Date, and Outside Line Status

You can also hear this information by pressing # 9 at the dial tone.

Note: To hear the temperature, an optional temperature sensor is required.

✧ On a Call Menu

To use the *On a Call Menu* while you are on a call, flash the switch hook. The *On a Call Menu* is only available when Smart Dialing is enabled. ***This places the call on exclusive²⁵ hold.***

Press **OPER0** to Go Back to Current Call

Press **1** to Answer Pending Call / Switch to Waiting Call

Press **ABC2** to Send Pending Mobile Call to Mobile Voice Mail

Press **DEF3** to End the Current Call and Connect to Pending/Waiting Call

Press **GHI4** to Place a New Call

Press **JKL5** to Conference Current Call and Waiting Call

Press **MNO6** to Place the Current Call on Inclusive Hold²⁶

Press **TUV8** to Transfer the Audio from telephone to Mobile Phone or PC

Press **WXYZ9** to More Options (see below)

Press **#** to Dial Contact's Extension or, if no Extension, enter Phone Tree Mode

²⁵ An exclusive hold allows only the inside line that placed the call on hold to go back to that call.

²⁶ Inclusive hold allows any line on the system to pick up the call.

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Note: A pending call is a second incoming call that has never been answered. A waiting call is a call that has been answered and switched to waiting while you talk with the other caller.

More Options:

Press to Set the Timer

Press to Start Recording a Call and Go Back to Current Call

Press to Stop Recording a Call and Go Back to Current Call

Press to Manage the Phone Book

Press to Go Back to the Main *On a Call Menu*

➤ *While on a Call with a Rotary Dial Telephone*

Rotary Dialing: While on a call using a rotary dial telephone, flashing the switch hook will present a different menu with more options, including going to the *On a Call Menu* described above.

Dial 0 to Go Back to Current Call

Dial 1 to Send , then Go Back to the Current Call

Dial 2 to Send , then Go Back to the Current Call

Dial 3 to Enter the *On a Call Menu*.

✧ *Announcement Menu*

In Personal Assistant modes, when you answer a call from a new caller (someone who is not in your *Tel-Lynx* phone book), your *Tel-Lynx* Personal Assistant will announce the new caller, the name of the person being called, and the line the call is coming in on. While you are in the Announcement Menu, the caller will hear a ringing signal. They will *not* go to voice mail unless you hang up or select the voice mail option (). If the caller hangs up, *Tel-Lynx* will tell you the call was disconnected and provide a dial tone.

Note: When you answer a call from a contact who is in your *Tel-Lynx* phone book, by default you will be immediately connected to the caller. However, you can set *Tel-Lynx* to **announce callers** who are in your phone book as well.

After the announcement, you will be presented with the following menu:

Press to Connect to Caller (can be used while listening in)

Press to Send Call to Voice Mail and Listen In

Press to Get Reason for the Call (only for new callers)

Press to Get *Tel-Lynx* to Forget Caller's Number, Tell Caller to Remove your Number from their Calling List, then Hang Up the Call (only for new callers)

Press to Block Phone Number and Hang Up the Call (only for new callers)

Press to Re-ring Telephones (so someone else can answer)

Note: If you hang up while in the Announcement Menu, the call will be sent to voice mail **or forwarded as appropriate**. If you hang up while listening in, the caller will continue to leave their message. If you hang up and change your mind and want to listen in, you can take the telephone off-hook and *Tel-Lynx* will instruct you how to reconnect to the caller. If you press while listening in, you will be connected to the caller.

See **Answering in Personal Assistant Modes** for more information.

✧ *Call-In Menu*

A caller's first introduction to *Tel-Lynx* is the Call-In Menu. The Call-In Menu is only presented to callers when *Tel-Lynx* is in **Personal Assistant Mode**.

➤ *First Time Caller*

A first time, new caller (someone not in *Tel-Lynx*'s new call list or phone book) will first hear your personal greeting. For example, "You have reached Jane and John Roberts." Then, *Tel-Lynx* says, "You will be connected in a moment. First I need to collect some information so that I may announce your call." *Tel-Lynx* will then ask the caller to press a specific key to continue. The caller must press the requested key in order to move forward; otherwise, *Tel-Lynx* will hang up. (This prevents automated calls from getting through.)

The caller will then be asked to record their name. After they record and accept their recorded name, *Tel-Lynx* says, "If you are calling from a home number press 4, mobile number press 6, work number press 9, etc." After the caller has pressed a key for phone type, *Tel-Lynx* adds the caller's information to its **new call list** and they will not be asked this information in the future. *Tel-Lynx* then asks the caller to choose the user they wish to speak with if they are calling in on an outside line that's answered by more than one *Tel-Lynx* user. *Tel-Lynx* then says, "Please hold while I connect you to (person being called)" and rings your telephones. The caller hears a ringing sound while *Tel-Lynx* rings your telephones. When you answer, you will be connected to the caller or *Tel-Lynx* will announce the caller as appropriate (See **AnnounceCallers** and **Answering a call**).

➤ *Callers in New Call List or in Tel-Lynx Phone Book*

A caller who is in the new call list or in *Tel-Lynx*'s phone book will hear your personal greeting only if enabled (factory default is disabled). If the caller is calling on an outside line that's answered by more than one *Tel-Lynx* user, *Tel-Lynx* then asks the caller to choose the user they wish to speak with. *Tel-Lynx* then says, "Please hold while I connect you to (person being called)" and rings your telephones. The caller hears a ringing sound while *Tel-Lynx* rings your telephones. When you answer, you will be connected to the caller or *Tel-Lynx* will announce the caller as appropriate (See **AnnounceCallers** and **Answering a call**).

➤ *Remote Access*

While away from home, you can retrieve your messages and change a limited number of *Tel-Lynx's* settings. When you call in and hear *Tel-Lynx* start to speak, press . *Tel-Lynx* will ask for the **secret code** and then the following menu of options will be presented.

Listen to Voice Mail (only if voice mail is present)

Setup Outside Lines and Greetings

Hear the Date, Time, and Line Status

❖ *Using Tel-Lynx with a PC, Laptop, or Tablet*

<Intentional blank for now>

❖ *Warranty*

All Tel-Lynx products purchased on the www.tel-lynx.com website or other authorized website are covered by a **one-year limited warranty**. The limited warranty period commences on the original purchase date and covers material and production defects for the duration of the limited warranty period.

This limited warranty does not cover failure or problems relating to:

- Improper or incorrect installation of the product;
- Modification of the product in any way, including attempts to repair the product without nVideon's prior written authorization;
- Failure to follow safety and care instructions as outlined in the Tel-Lynx User's Guide;
- Defects and damage resulting from improper treatment or product misuse;
- Use in conjunction with a third-party product or products not approved in writing by nVideon; or
- Damage by lightning, water, or power surges.

nVideon, Inc.'s sole liability under this limited warranty shall be to replace or repair the product covered by this limited warranty. A warranty replacement does not extend or renew the warranty period.

Should your Tel-Lynx product be defective or fail under the terms of this limited warranty, you should return the product to nVideon, Inc., along with your original receipt of purchase for replacement or repair.

All warranty claims must be processed by requesting a Return Merchandise Authorization (RMA) code through our Support page. We cannot accept warranty returns without an RMA.

❖ *Miscellaneous Information*

✧ *North American Number Plan Information*

Tel-Lynx has been optimized to work within the North American Number Plan (NANP), which includes 24 countries and territories: the United States and its territories, Canada, Bermuda, and sixteen Caribbean countries.

NANP phone numbers are eleven digits long. The first digit is always a 1, which corresponds to the country code. Next is a three-digit area code, followed by a three-digit prefix (or central office) code, followed by a four-digit subscriber number. The area code is more formally known as the number plan area (NPA). The central office code is known as an NXX code. The subscriber number identifies an individual phone line connected to the central office.

1	-	NPA	-	NXX	-	XXXX
Country		Area		Prefix		Subscriber
Code		Code				Number

For a given area, a phone number can be one of four types: local, toll (long distance), toll-free, and premium. A local call is often dialed using either the last seven or the last ten digits of the NANP number. A toll call normally requires all eleven digits. Toll-free numbers are 1-800-NXX-XXXX (also 888, 877, etc). Premium numbers are 1-900-NXX-XXXX, NPA-976-XXXX, or 976-XXXX.

The dialing requirements for local and toll calls may be different for different areas. Toll calls normally require eleven digits, including the 1 (country code). Some areas require ten-digit local dialing, and do not allow the 1 for local calls; some require seven-digit dialing for local calls; others permit all eleven digits for local calls. When you set up *TLC* or *TLC Plus*, you will select the dialing rules for your area and **Smart Dialing** will be used. The *Guardian* uses direct dialing mode after its initial setup. In direct dialing mode you are connected directly to your landline phone service as soon as you pick up the telephone. If you want to use the advanced dialing features of the *Guardian*, like Dial-By-Name, you must enable Smart Dialing by setting up a dialing plan.

When Smart Dialing is enabled, *Tel-Lynx* uses a set of dialing rules and local prefix tables to determine how to dial a given number on a given outside line. These tables must be set up correctly in order for *Tel-Lynx* to work correctly when dialing out. *Tel-Lynx* is factory programmed with the dialing rules and local prefix tables for all parts of the North American Dialing Plan. When you initially set up *TLC* or *TLC*

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Plus, you will select the dialing rules and local prefix tables for your area based on the home area code (NPA) and prefix (NXX) of your home telephone number, or if you don't have a home number, one of your mobile phone numbers. You can enable Smart Dialing on the *Guardian* by setting up the dialing plan after you have completed the *Guardian's* setup.

Remember that when in Smart Dialing mode, the way you dial a number on your telephone is not necessarily the way *Tel-Lynx* will dial that number on your outside line. *Tel-Lynx* can be set up to always dial 10 digits, to always dial 11 digits, or to dial out using the dialing rules and local prefix tables, on an outside line-by-outside line basis.

Mobile phones typically allow callers to dial all 11 digits regardless of the toll status of the called number. In addition, many VoIP providers (Ooma®, magicJack, Vonage®, etc.), as well as wireless home providers (Straight Talk® Home, Net10, Verizon, etc.) require that callers always dial 10 digits. AT&T's Wireless Home service allows 11-digit dialing for all numbers, and that is the safest way to dial on their system.

Tel-Lynx should be setup to always dial with either 10 or 11 digits (as appropriate) when placing a call with the above mentioned services. In this case, *Tel-Lynx* does not need to know which calls are "local" and which calls are "toll". You can set up the dialing plan so that you can dial numbers like you always have.

If you have phone service from a traditional wire line company like AT&T or many cable company phone services, they may require strict adherence to the local dialing rules. For instance, Atlanta has seven area codes with local dialing prefixes (404, 770, 678, 470, 256, 706, and 702). Currently there are no toll prefixes in 404, 770, 678, and 470, but there are in 256, 706, and 702.

If you have local phone service in Atlanta (or any other area that does not allow 11-digit dialing for all calls), you should set up *Tel-Lynx* to use the local dialing plan when making a call. The dialing rules and prefix tables can change over time, so you may need to adjust these rules with newer information for your local calling area. The PC and Smart Phone apps can be used to obtain the latest dialing rules and local prefix tables. You can also adjust these tables manually.

See the setup guide for specific information on how to setup *Tel-Lynx*.

✧ **Skype™ Numbers**

With Skype™, you can call other people using their Skype™ Name or you can call regular phone numbers. The Skype™ Name is an alphanumeric string (starting with a non-numeric character) and cannot be dialed directly using a home telephone. Therefore, *Tel-Lynx* assigns Skype™ Numbers to Skype™ Names. Skype™ Numbers look like regular phone numbers and always start with 1-000-000, thus allowing up to 10,000 Skype™ Names to be assigned a unique phone number that can be dialed directly on your telephone.

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This allows you to add **Skype™** contacts to the *Tel-Lynx* phone book and use **Dial-By-Name**, **redial**, **call back**, or even **speed dialing** from your home telephone as you would for a regular phone number.

Note: *Tel-Lynx* will only use the Skype-to- Skype™ VoIP network to call a Skype™ Number.

When new Skype™ contacts call in and you add them to your Skype™ contact list, *Tel-Lynx* software will assign them ascending Skype™ phone numbers. Skype™ contacts in the *Tel-Lynx* phone book have the same **attributes** as a normal contact, but Skype™ is the only outside line that will be used to call them.

Note: Making calls with Skype™ requires *Tel-Lynx* to be attached to a computer running the Skype™ application.

❖ *FCC Information*

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the underside of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX.

On the bottom of this equipment is a label that contains an FCC Part 68 registration number in the format:

US:SWQHN00BTLC001

and a ringer equivalence in the format:

REN: 0.01B

If requested, these numbers must be provided to the telephone company.

- **Plug and Jack:** The plug and jack used to connect this equipment to premise wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by ACTA. A compliant telephone cord and modular plug is provided with this product. The telephone cord is designed to be connected to a compatible modular jack that is also compliant. See installation instructions for details.
Ringer Equivalency Number (REN): 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 the 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. The REN for the equipment is part of the ACTA/FCC number that has the format US:AAAEQ##TXXXX. The digits represented by the ## are the REN without the decimal point (e.g., 01 is a REN of 0.1) and are followed by the Ringer Class (A or B).
- **Harm to the Network:** If this equipment causes harm to the telephone network, the telephone company will notify you in advance that the 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.
- **Notification of Changes in Telephone Company Equipment:** 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.
- **Repairs or Returns:** If trouble is experienced with this equipment, for repairs or warranty information, contact the factory service center or other authorized servicer. 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. Repairs should be made only by a qualified factory

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representative.

- **Party Lines:** This equipment must not be used on party lines.
- **Alarm Equipment:** You should ensure that this equipment does not disable alarm equipment in installations where the alarm equipment utilizes the same telephone network connection as this equipment. If you have questions about what will disable the alarm equipment, consult your telephone company or a qualified installer.
- **Electrical Safety Advisory:** Telephone companies report that electrical surges, typically lightening transients, are very destructive to customer terminal equipment connected to AC power sources. This has been identified as a major nationwide problem. A commercially available, power surge arrestor is recommended for use with this equipment to minimize damage in the event of an electrical surge.

Note: This device complies with Part 15 of the FCC rules. Operation is subject to the following two conditions. (1) this device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

Note: Use only the power supply delivered with the equipment.

Caution: Any changes or modifications not expressly approved by the party responsible for compliance could void the user's authority to operate this device.

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.

Notice: FCC ID can be found on the label on the bottom of the unit.

Notes -----

Local Calling Area Data Bases

Comcast - www.comcast.com/callingarea

AT&T - www.usa.att.com/localcallingarea

<http://www.localcallingguide.com>

Dialing plan data base

<http://nanpa.com/enas/npaDialingPlansReport.do>

<http://www.localcallingguide.com>

Skype Issues:

https://support.skype.com/en/support_selection_after_search