

Fax Friend Instructions

User Application Guide

You can install and use your Fax Friend in under 5 minutes, following these simple instructions.

Connections

1. Connect Fax Friend to the Electricity supply using the power adaptor provided.
2. Connect Fax Friend to a convenient telephone socket (near to your Fax or Fax Modem)
3. Plug your Fax or Fax Modem into the socket marked Line 2 on Fax Friend.
4. If using an Answering machine, connect it to the socket marked Line 1 on Fax Friend. You can also connect a telephone or combined 'phone/TAM to the socket marked Line 1.

Operation

When a call comes in, your telephones will ring as normal and the call can be answered by you or by your answering machine. Fax Friend will switch the call to the Fax machine or Fax Modem on Line 2 in any of the following situations:

1. The answering machine or 'phone on the Line 1 socket takes the call

If the call is a fax, Fax Friend will detect the tones and automatically switch the call to Line 2. The Fax or Fax Modem will then take the call. If not, the answering machine will take a message as normal.

2. The call is answered by a person at another extension

If fax tones are heard on the line, switch the call to the fax by dialling a simple code. On Touch Tone phones dial 10, on Pulse phones dial 8. *The code (tone only) can also be dialled from the caller's telephone.

3. Neither the answering machine nor a person answers the call

In default Fax Friend will switch the call to the fax after a number of rings. This Ring Count can be altered but is set in the factory to 8 rings. The alternatives are 4 or 12 rings.

Important Notes

Set your answering machine to answer after fewer rings than the Fax Friend's Ring Count (say 5). Record an answering machine message of under 15 seconds. Set Fax Machine to answer after the minimum number of rings.

These steps are advisable because the calling fax machine may 'time out' after a period of around 35 seconds.

The following Answering machine message is suggested: 'I am not available at the moment, please leave a message after the tone. To send a fax please dial 10 and push the start button on your fax when you hear the tone. Thank you.' This message allows callers to send faxes manually when required. Automatic faxes will be detected by Fax Friend and switched to Line 2.

If your answering machine has a 'VOX' switch, set it to **LOW**

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DIPSWITCH SETTINGS

The small dipswitches on Fax Friend are factory set as follows 1 & 4 **ON** -- 2,3 & 5 **OFF**. This setting will suit over 90% of applications.

For switching between a Data modem and a Fax machine/Fax modem, please see the notes for switch 2.

The above information is all that is needed to install and operate Fax Friend successfully in the vast majority of applications. Some common questions and answers follow, together with more detailed information and other alternative options and applications.

AN OVERVIEW

Fax Friend is a passive Fax switch which works in parallel with your line. It does not actually answer calls but allows you, your fax or answering machine to do so. It allows all your telephone extensions to work normally and gives you the ability to switch calls to your Fax Calling tones (or CNG) when the call has been taken by an answering machine. Fax Friend is transparent in operation and does not put tones, clicks or other noises onto the line.

Common Questions and Answers

- Q** Why use Fax Friend when many modern Fax machines have a 'Built-in' fax switch?
A Most built-in fax switches work well only with one telephone. They usually do not operate well with extension telephones, particularly Cordless types.
- Q** Why should I set my answering and fax machines to the minimum number of rings?
A Because the calling fax machine may 'Time Out' after about 35 seconds.
- Q** I have a telephone handset on my Fax Machine. Will I still be able to use this?
A Yes, it can be used for outgoing calls and sending faxes, but it will not ring on incoming calls as the call will be switched to Line 1.
- Q** Can Fax Friend be used with services such as call minder or call forwarding?
A No. These services take place at the telephone exchange and Fax Friend cannot switch these calls.
- Q** My fax machine has a built-in fax switch, how do I use it with Fax Friend?
A You can still have all the advantages of Fax Friend. If possible, turn off the built-in Fax switch function.
- Q** For best results, where should I connect my answering machine?
A Connect to the socket marked Line 1 on Fax Friend.
- Q** I have a pulse telephone, can I still switch calls to my Fax?
A Yes, just dial 8 instead of the normal code (10).
- Q** Can I dial out to a fax machine from line 1 and then press my Fax start button?
A No. Fax calls must be originated from Line 2.

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Alternative settings for dipswitches

The Factory settings for Fax Friend are suitable for 90% of applications. If you wish to alter any switches, please read the following information carefully before proceeding.

SWITCH 1 **Tone Control**

If, for some reason you do not wish to use the normal code '10' to switch calls to line 2, for instance, in the unlikely event that this would affect other telecomm equipment, you can select the alternative code of ' *0 ' by setting switch 1 **OFF** (down).

SWITCH 2 **Timing Mode**

If you wish your calls to be transferred to Line 2 automatically whenever you hang up, set Switch 2 to the ON (UP) position. Fax Friend will then hold the line for a short period after you have hung up enabling Line 2 to 'Listen' for Fax tones.

This can be used if you wish to switch between a Data modem in Line 1 and a Fax modem in Line 2. In this event, set your data modem to auto-answer and hang up after a maximum of 20 seconds if it does not hear Carrier tone. (Hayes command S7 register). Once the data modem has finished the call, the Fax modem will be brought on line and will 'listen' for Fax tones. If no Fax tones are detected, the Line will be dropped after a short period.

With Switch 2 in the **ON** (UP) position, Timing mode can be switched on and off by dialling the following code either from your own telephone or from the calling handset (tone only) **ON 7#2**
OFF 7#3

SWITCHES 3&4 **Ring Counting**

These control the default setting which switches the call to Line 2 if the call is not answered. The Factory setting is 8 rings, which is ideal for most applications involving fax machines and Fax modems. The other options are as follows:

8 rings	3 off (down)	4 on (up)	Factory Setting
4 rings	3 on (up)	4 off (down)	
12 rings	3 on (up)	4 on (up)	

Ring counting functions switched OFF
3 off (down) **4 off (down)**

The function can also be switched on and off by dialling the following simple codes from either your own or the calling telephone (Tone Only):

Ring Counting function **OFF**
Dial 7#0 Ring Counting function **ON** Dial 7#1

SWITCH 5 **Not used**

Self Test procedure

If you suspect that your Fax Friend is faulty, you can use the following self test.

1. Take the handset off the telephone connected to Line 1.
2. Remove the power supply connection from Fax Friend and reconnect after a few seconds.

If the circuit is OK, Fax Friend will bleep 3 times.

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OTHER APPLICATIONS

Connection to a single line PBX system

Fax friend can be connected 'in front' of the PBX with the PBX in Line 1 and the Fax machine or Fax modem in Line 2.

Connection to an extension on a Multi-line PBX system

Fax Friend can be connected to an extension in exactly the same way as if the extension were a telephone line.

'Granny Flat' Installation

Fax Friend can be used to switch a call to another telephone in Line 2 in place of a Fax machine. If you wish to switch such a call, just dial 10 and the telephone in Line 2 will ring a maximum of 5 times enabling that call to be answered, with privacy on that extension.

Power Fall Operation

If the power should fall, telephone services will not be affected by Fax Friend which will also reset itself when power is re-connected.

Lightning Strikes

Fax Friend has built-in protection circuits to minimise the risk Of damage from surges in telephone and power line current. However, such lightning strikes can sometimes damage all types of connected equipment including Fax Friend. It is advisable to disconnect all such equipment during heavy electrical storms which are fortunately rare.