



ANS3000 Digital Amplified Answering Machine with Slow Speech FAQ's



Q. Is the ANS3000 wall mountable?

A. Yes, you can mount the ANS3000 onto a wall.

Q. What are the Line In and Line Out jacks on the back of the ANS3000?

A. There are two jacks on the back of the ANS3000. One jack is for the telephone line cord (labeled LINE) and the other jack is for a telephone to plug in if desired (labeled TEL).

Q. What does the 9-volt battery do?

A. If you choose to insert the optional 9 volt alkaline battery, you will be able to receive new messages for approximately 2 hours during a power outage, but you will not be able to access any of the other machine functions. Once power is restored, you will be able to listen to the new messages.

Q. Will I lose all data if I lose power?

A. The ANS3000 utilizes non-volatile flash memory to store data such as the language selection, ringer number, playback speed, outgoing messages and recorded messages. This data will not be lost if the ANS3000 loses power. However, the Day setting is not stored and will need to be reset when power is restored.

Q. Will this work with my fax machine?

A. The first source to check is the fax machine manual. It should outline how it will or won't work with an answering machine. As for the ANS3000, it will allow you to set the number of "Rings to answer" from between 2 to 6 rings. The ANS3000 will pick up the call after that number of rings so you will need to set your fax machine accordingly.

Q. What languages does the ANS3000 support?

A. English, Spanish and French.

Q. Do I need to manually set the time?

A. If you subscribe to Caller ID service with your telephone service provider, the correct time is automatically set when you receive a call. If you do not subscribe to Caller ID service, you can set the time manually.

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Q. What are the 'Rings to Answer' options?

A. 2, 3, 4, 6 or Toll Saver. If you select Toll Saver, the unit answers after the 3rd ring if there are new messages waiting or after the 6th ring if there are no new message waiting.

Q. How many outgoing message options does the ANS3000 have?

A. There are 2 different outgoing messages (OGM). For example, you can use one message for business hours and another for non-business hours. You can record personalized OGM's and each can be up to 3 minutes. The answering machine comes with a pre-recorded message for each OGM: the default message is "Hello, your call cannot be taken at the moment. To record your message, please speak after the tone."

Q. Can you record a memo?

A. You can use the answering machine to record memo messages (each can be up to 3 minutes). A memo can be useful as a short message to another person in the household or as a personal reminder. This memo will be played as a message.

Q. What kind of message waiting alert does the ANS3000 offer?

A. The ANS3000 has a flashing red numbered indicator that will indicate the number of messages which have not been heard.

Q. Is there an amplification option when listening to messages?

A. Yes, there is 30 dB available through 10 levels of volume options. When playing messages, press the **Vol+** or **Vol-** key to increase or decrease the voice volume. The LED will show the corresponding volume level.

Q. Can I screen calls (listen as the caller is leaving a message) and pick up if I want to answer the call?

A. Yes, you will hear the caller's message at whatever volume level you have previously selected (from 0 to 10). If you have selected a volume level of "0" (no sound), this means you have turned off your ability to listen to the calls as the caller is leaving the message. If you want to use Call Screening, be sure you have selected a volume level of at least "01". You can pick up the phone handset to intercept the call and speak with the caller.

Q. Does the ANS3000 offer a slow-down operation for message playback?

A. There are 3 levels of message playback speed and you can adjust the playback speed to your needs (1 is the normal speed and 3 is the slowest speed). The level should be selected before you begin the playback of your message as it can't be adjusted in the middle of playback.

Q. What does it mean when the LED displays an A1 and 00 alternately?

A. The "00" means that there are currently no messages to listen to and the "A1" means that Outgoing Announcement #1 has been selected as the one your callers will hear. When a message is received, the numbers will no longer be "00", but will change to "01". The alternating "A1" will remain the same.

Q. Can the outgoing message be suppressed (not heard) when incoming messages are being recorded?

A. Yes, the volume level can be adjusted down to a level of 0 (silent). If you put the volume all the way down to zero, you will hear no announcement and you will also not hear the caller leaving the message. When you want to listen to the messages later on, just adjust the volume back up.

Q. Can I call in remotely and access messages?

A. Yes, you can simply enter your 4 digit remote code after the beep and follow the menu instructions.

Q. Will the ANS3000 work on a digital switchboard or digital office line?

A. The ANS3000 is a product that operates on a single residential-type of telephone line. It does not operate on multiple-line digital-switchboard business-type telephone systems.

Q. How do I delete messages?

A. To delete the current message while it is playing, PRESS AND HOLD the Delete Key while the message is playing. To Delete ALL Messages, PRESS AND HOLD the Delete Key while there are no messages playing.

Q. My outgoing message does not seem to be working right. What could be happening?

A. In attempting to personalize the Outgoing Message, the user makes a custom recording and:

1. Accidentally recorded silence or the room sounds in the home. This sometimes can go on and on for the entire limit of the recording time of the outgoing message (usually 3 minutes).
2. Forgot to press the STOP button to end the recording. Again, it goes on and on and you will be waiting and waiting to hear the beep tone.

Q. The phone will ring but the machine just won't pick up. What could be happening?

A. 1. Make sure the ANS3000 is plugged into a single, residential-type telephone line. It does not have the ability to respond to digital signals on a multiple-line PBX System.

2. Make sure that the telephone cord is plugged into the rear of the ANS3000 where it says LINE. The other end of that phone cord goes into the wall telephone jack. If you wish to use a telephone at this same location, make sure you have the telephone plugged into the jack that is labeled TEL.

3. Make sure the ANS3000 is plugged in using the provided AC Adapter to a working electrical socket and is providing power to the unit. When the ANS3000 is plugged in properly, you will see "A1" flashing alternately with "00" (or the number of messages that have been recorded).

4. Make sure you are not using "Voicemail" for your messages. If this service is active, then you might be getting messages on the Voicemail service instead of on the ANS3000.

5. Tap on the OGM1 button so you can hear what the Outgoing Message is for your callers to hear. If you don't hear any message, that might mean the announcement was accidentally erased and needs to be reset.

6. Check the number of rings the ANS3000 is set to. HOLD DOWN the Ringer button for about 2 seconds to view how many rings. If you want to change the number of rings, immediately just tap (repeatedly) on the Ring button until you see the number of rings you want. When you see the number you want, then PRESS AND HOLD the Ringer button again to save your selection.

7. There are other adjustments you can make on your ANS3000 after you have established that it is responding to incoming telephone calls properly (record your own outgoing announcement, change the speed of the messages, adjust the "Day of the Week", change the volume level of the messages).