



NEL-TECH LABS – TELink SET-UP & QUESTIONNAIRE GUIDE

- What line will be used for the TELink?
- Is it a fax line or a dedicated phone line?
- If it is a fax line, ask the following; is there anything else on that line?
i.e., modem, credit card machine, security system, DSL.

If there is nothing else on that line, use the fax line for your download. The **fax** needs to be set at a **minimum of 2 FULL rings** and the **TELink should be set for 2 rings above what the fax is picking up**. Call the fax line from a regular telephone & listen to the rings; you should hear the distinctive fax screech and then nothing. If you hear a pause and any other strange rings or screeches after the initial fax picked up there is other equipment on this line. If not, have the phone technician install on this line. The TELink needs to be installed in series before the fax. When the installer is finished, have them call your office. Then, dial into the TELink from your PC, set your settings, do an upload, etc. Hang up and dial back in to guarantee connection. Then fax a document to the clients fax machine and have the installer send a return fax to verify it is working properly.

If there are multiple things on the fax line, do they have a dedicated line to use? Do they have any of the following?

- 1) An auto attendant
- 2) Voice mail
- 3) Answering machine
- 4) Call rerouting services
- 5) DSL
- 6) Is the phone line an analog line? Digital lines will not work.
- 7) Make sure they do not have a VOIP line.

Prior to the installation, call the phone # from a normal phone & listen to the rings. Troublesome issues to be aware of;

- 1) Static on the line means static will be downloaded on your production
- 2) Phone rings 6-8 times and then stops ringing
- 3) Phone rings a certain tone and then the tone changes; call is possibly being rerouted.
- 4) Phone rings a certain tone then a pause and then starts ringing again.
- 5) Voice mail, auto attendant, voice service picks up.
- 6) You hear a series of rings & then a screeching sound; this indicates there is something else on that line.
- 7) If the phone rings perfectly with the same constant ring tone, this should be a good line to install the TELink on.

Have your phone technician check the phone line where he will install the TELink.

- 1) Does there appear to be anything else on that line?
 - 2) Is a line splitter in use?
 - 3) Are there multiple lines coming from the punch down block?
- If so, there are multiple things on this line and you should choose another line.

When the unit is installed, dial into the TELink from your PC, perform your download, input your settings and set the # of rings. We recommend no more than 8 rings; more may cause your TELink signal to be weak. After this has been done, hang up from the TELink PC and call back to make certain you can reconnect.

If you continue to have a problem with a TELink, please visit our Knowledgebase <http://nel-techlabs.host4kb.com> or website www.nel-techlabs.com. Technical support is also available by calling 800.344.4685.

Here are some suggestions that we got from Inreach, an Internet website, regarding phone lines in general;

- 1) Make sure there are no holes, tears or crimps in the phone cords. Pets and small children have been known to chew on phone cords and cause many problems
- 2) Try wiggling the phone cords, while listening to the dial tone. If you hear noise other than the dial tone the cord or wall jack may be loose and needs to be fixed.
- 3) The quality of the exterior lines can be a problem as well. Weather and age are the biggest concerns to any outdoor lines. You can usually have this checked by the phone company if you contact their repair department.
- 4) If the site is an older building, the age and quality of the phone lines can be an issue.
- 5) If the building is in a rural area the age and quality as well as the distance to the local phone trunks can sometimes be a problem.

Remember, this is a just a guide; with these precautions in place you should have minimum problems. There are, unfortunately, things that may affect your future connectivity which is out of your control. A good safety net to avoid this would be to put a disclosure statement in your customer's contract;

- 1) Should they move the TELink
- 2) Change the phone #s
- 3) Change their phone system
- 4) Get a new fax
- 5) Change their fax number
- 6) Change their fax number of rings
- 7) Add additional equipment on the line, etc.
- 8) Any change or move of the equipment

They will be responsible for any phone technician fees incurred.