

Auto Dialer / Call Router Manual

Model HQ-3232B

Installation

Easy Plug-in installation (Free to move from phone to phone)

1. Plug your telephone line phone jack into the dialer's socket.
2. Plug the cable from the dialer into your telephone set.
3. No battery needed. No external power connection.
4. The red LED will lit up when the dialer is in action.

(1) LINE port: connects to a telephone line

(2) PHONE port: connects to an analog phone or fax

(3) LED Indicator: turns on whenever auto-dialer is programming, and turns off when the phone hangs up or the call is through.

The built-in wire from the dialer
plugs into your telephone set



The phone cord from the wall
jack plugs into the dialer's input

This red LED will turn on when a
long distance number is dialed

Quick settings:

Scenario 1: For user with single pre-paid account, pick up the phone and enter:

Step 1: ***8888 Wait for "BEEP" sound, log in the system.

Step 2: *01*1*access number** Wait for "BEEP" sound, set access number.

Step 3: *02*1*PIN** Wait for "BEEP" sound, set PIN number of pre-paid account (for ANI system, this step is not necessary).

Step 4: *10*1*1** Wait for "BEEP" sound, enable pin of pre-paid account (for ANI system, this step is not necessary).

Step 5: *03*1*1*0** Wait for "BEEP" sound, set number with prefix 1 and 0 goes though the dialer, hang up.

Scenario 2: For user with multi pre-paid accounts (suppose system is ANI), pickup the phone and enter:

Step 1: ***8888 Wait for "BEEP" sound, log in the system.

Step 2: *01*1*access number 1**Wait for "BEEP" sound, set access number 1.

Step 3: *01*2*access number 2**Wait for "BEEP" sound, set access number 2.

Step 4: *03*1*001** Wait for “BEEP” sound, set number with prefix 001 to be routed to access number 1.

Step 5: *03*2*002** Wait for “BEEP” sound, set number with prefix 002 to be routed to access number 2, hang up.

Scenario 3: Re-route calls from A to B

Step 1: ***8888

Step 2: *01*1*B**

Step 3: *03*1*A**

Step 4: *15*A**

Step 5: *18*1234567890**

hangup

Note: Phone number A or B could be any string of digits from 1 to 16 digits, including #.
e.g. A = 911, B= any 10-digit phone number.

Basic function settings

When auto-dialer is being configured, certain tones will be generated. A single “BEEP” sound means the command entered is good, but a double “BEEP” sound means the command entered is bad / rejected.

Please note that you need to use ***8888 to log in the system when do programming for each programming function.

PROGRAMMING:

1) System reset

To reset the dialer for factory default value, use*00**.

For example: pick up the phone and enter:

Step 1: ***8888 Wait for “BEEP” sound, log in the system.

Step 2: *00** Wait for “BEEP” sound, hang up.

Notice: Please be careful when using this function, as it will eliminate all the set configurations and restore the system to the default status.

2) Setting access number and PIN:

(a) Set Access number, use *01*N*access number**, where N (sequence number) = 1 to 4 (where 4 is the maximum number of access numbers that can be programmed).

(b) Set language option & PIN code, use 02*N*option*PIN**, where N = 1 to 4. For example, if users want to set the access number 1800-2261348 with N=1, language voice prompt option 2 for Spanish, and PIN =2429674860, pick up the phone and enter:

Step 1: ***8888 Wait for “BEEP” sound, log in the system.

Step 2: *01*1*18002261348** Wait for “BEEP” sound, set the access number.

Step 3: *02*1*2*2429674860** Wait for “BEEP” sound, set language option and PIN. If the

destination number must end with a # (no optional entry), use *02*1*2*2429674860#**Wait for “BEEP” sound, hang up.

(c) To delete a prepaid card entry (access) from auto-dialer, use *01*N**, where N = 1 to 4. For example: users want to delete the second phone card (access) from the dialer, pick up the phone and enter:

Step 1: ***8888 Wait for “BEEP” sound, log in the system.

Step 2: *01*2**Wait for “BEEP” sound, hang up.

3) Setting dial plan

The dialer will generally pass through (bypass) all the numbers unless programming it.

Users could reroute calls begin with certain prefix to go through a certain service (access number) which is at the Least Calling Rate (LCR), use *03*N*prefix...**.

For example, users may want calls begin with 001 (to the US) to use access number 1 and calls begin with 0086 (to China) to use access number 2, pick up the phone and enter:

Step 1: ***8888 Wait for “BEEP” sound, log in the system.

Step 2: *03*1*001**Wait for “BEEP” sound.

Step 3: *03*2*0086**Wait for “BEEP” sound, hang up.

4) Set or quit the local toll free bypass

(a) Set prefix bypass dialer use *04* prefix...**.

(b) Remove the bypass prefix (Counter command of *04* prefix...*) use*05*Prefix...**.

For example: users want 02, 03, 04, and 05 by pass the dialer, pick up the phone and enter:

Step 1: ***8888 Wait for “BEEP” sound, log in the system.

Step 2: *04*02*03*04*05** Wait for “BEEP” sound, hang up.

The calls with prefix 02, 03, 04, and 05 will use regular telephone system service.

If users want 03 goes though dialer again, pick-up the phone and enter:

Step 1: ***8888 Wait for “BEEP” sound, log in the system.

Step 2: *05*03** Wait for “BEEP” sound, hang up.

5) IVR detection and time delay setting

Because the voice prompt or IVR delay time may affect the service access, to get optimal time delays for the auto-dialer to function correctly, you may need to set the dialer to detect the presence of IVR and proper time delay.

(A)Enable/disable IVR detection, use *11*N*1(0) ** (1=enable, 0=disable).

For example: pick up the phone and enter:

Step 1: ***8888 Wait for “BEEP” sound, log in the system.

Step 2: *11*1*0** Wait for “BEEP” sound, hang up. This will “Ignore” the presence of IVR and dial all the stored digits without stopping in between.

(B) Set time delay

(a) To set a delay time after the access N (where N=1-4), use *06*N*TT**, N= (1-4), TT = (00-99)/10 seconds (default TT=20).

For examples: users want add 2 seconds delay after the access number 1, pick up the phone and enter:

Step 1: ***8888 Wait for "BEEP" sound, log in the system.

Step 2: *06*1*20** Wait for "BEEP" sound, hang up.

(b) Set time delay after pin, use *07*N*TT**, TT = (00-99)/10 seconds (default TT=20).

For examples: users want add 3 seconds delay after PIN before the destination number for the access number 2, pick up the phone and enter:

Step 1: ***8888 Wait for "BEEP" sound, log in the system.

Step 2: *07*2*30** Wait for "BEEP" sound, hang up.

(c) Set time delay between access number and PIN, use *08*N*TT**, TT = (00-99) /10 seconds (default TT=20).

For example: users want to add 1 second delay after language option and card code for the access number 4, pick up the phone and enter:

Step 1: ***8888 Wait for "BEEP" sound, log in the system.

Step 2: *08*4*10** Wait for "BEEP" sound, hang up.

(d) To cancel the time delay setting, repeat above command but use TT = 00 (E.g. *06*1*00**).

NOTE: If the auto-dialer is set to Detect IVR, then it must wait until the IVR is detected to start the time delay. However if the auto-dialer is set to Ignore IVR, then it will not wait for Next IVR to start the time delay following the access number, language option or PIN code entries.

(6) Advanced function settings

1) Settings for extension line of PABX system

If the dialer is connected through an extension of a PABX, in order to get an outgoing line, users must enter a certain prefix number first before a dial tone is heard.

(A) To set the prefix for outgoing calls: use *09??** (the entry?? designates a single or double-digit number to reach outside line).

For example: If the outgoing number is 9, pick up the phone and enter:

Step 1: ***8888 Wait for "BEEP" sound, log in the system.

Step 2: *09*9** Wait for "BEEP" sound, hang up.

(B) To reset and use the direct line, use *09** .Whenever dialing an extension number to reach outside line is no longer needed.

2) Pin protect (enable or disable PIN)

Users sometime don't want dialer send pin, then could use this command *10*N*1(0) ** (1=enable, 0=disable).

3) System PIN management (data lock protection)

Set system PIN use *12* 4-digit PIN**. In default, system password is 8888. Every time programming the dialer and set a new command, users must first to enter this command prior to log in the system: ***8888.

For example: users want to change the password to 1111, pick up the phone and enter:

Step 1: ***8888, Wait for “BEEP” sound, log in the system.

Step 2: *12*1111** Wait for “BEEP” sound, hang up. The new system PIN now is 1111. When programming the dialer next time, users need to use ***1111 to log in the system.

Note: if system PIN code is set for protection, it can avoid problems of mistakenly deleting modified data or instructions.

4) Dialing speed adjustment

(A) DTMF ON TIME: To program the variation of dial speed on different PSTN switch, use *13*TT** (TT= 04 to 15).

For example: Users want to set 40 ms dial tone duration, pick up the phone and enter:

Step 1: ***8888 Wait for “BEEP” sound, log in the system.

Step 2: *13*04** Wait for “BEEP” sound, hang up.

N=04.....40 ms (fastest)	N=0550 ms
N=06.....60 ms	
N=07.....70 ms	N=08.....80 ms (default)
N=09.....90 ms	
N=10.....100 ms	
N=11.....110 ms	
N=12.....120 ms	N=13.....130 ms
N=14.....140 ms	N=15.....150 ms (slowest)

(B) DTMF OFF TIME: To program the variation of dial tone separation for different PSTN switch, use *14*TT** Wait for “BEEP” sound, (TT= 04 to 15).

For example: users want to set 130 ms tone separation, pick up the phone and enter:

Step 1: ***8888 Wait for “BEEP” sound, log in the system.

Step 2: *14*13** Wait for “BEEP” sound, hang up.

5) Prefix removing settings

Users could remove prefix from the dialed destination numbers, use*15*prefix1...**.

For example: users dial 0086755123456, but want the dialer only dial 86755123456, then pick

up the phone and enter:

Step 1: ***8888 Wait for “BEEP” sound, log in the system.

Step 2: *15*00** Wait for “BEEP” sound, hang up. The dialer will remove 00 and only sends 1790986755123456(Suppose access number is 17909).

If users dial 1795101234567, but want the dialer dial 1793101234567, then pick up the phone and enter:

Step 1: ***8888 Wait for “BEEP” sound, log in the system

Step 2:*01*1*17931**Wait for “BEEP” sound, set access number 17931.

Step 3: *15*17951**Wait for “BEEP” sound, remove the prefix 17951.

Step 4: *03*1*17951**Wait for “BEEP” sound, set 17951 to go through the dialer, and then hang up. The dialer will remove 17951 and dial 1793101234567.

(7) Additional features

1) Line reversal function

This device can hold the line reversal from the telecom. The unit receives the confirmed connection signal from the gateway. This is to avoid the incorrect billing by the line reversal billing system, the connection signal accepted by our dialer is A, B, C, and D.

*21*E*TT** (X=0, 1,2. 0=disable, 1=enable, 2=ABCD tone, TT=0-99 second).

2) Call home function

Use *24*1(0)*MM*HH*SS** to set “Call HOME” (a management server) at certain time interval. (MM= 00 to 99 minute, HH=0-99 hour, SS=0-99 second, 0=disable, 1=enable)

When the pre-set time interval is up, the dialer will call the pre-programmed number (the server) to ‘report itself’ that it is still ‘alive’ (We keep the access number 4 as server number).

At the same time, the dialer will update itself with newer version of settings, if available.

For example: carrier wants to set 3 days to “call home”.

Step 1: ***8888888 Wait for “BEEP” sound, log in the system.

Step 2: *01*4*access number**Wait for “BEEP” sound, hang up. Set server number. (You could only use the access 4 as server number).

Step 2: *24*1*00*72*60**Wait for “BEEP” sound, hang up.

After 3 days (72 hours), dialer will call your server to report its information, and the dialing time will last 60 seconds.

Quick Command list

*00**	System reset	Delete/Disable when parameter len = 0(Y/N?)
*01*N*access**	Program Access N = 1-4	Y
*02*N*Pin**	Program PIN N = 1-4	Y
*03*N*prefix... **	Set prefix to go through access N	Y
*04*prefix... **	Set prefix not to go through dialer delete when	Y
*05*prefix... **	Counter command of *04*... **	N
*06*N*TT**	Set time delay after access (TT=0-99/10 second)	N
*07*N*TT**	Set time delay after pin (TT=0-99/10 second)	N
*08*N*TT**	Set time delay among pin (TT=0-99/10 second)	N
09??**	Set pabx prefix	Y
*10*N*1(0)**	Enable/disable PIN (1= enable , 0 = disable)	N
*11*N*1(0)**	Enable IVR detection(1= enable , 0 = disable)	N
*12*PPPP**	Set system password	N
*13*TT**	DTMF on time TT=(04-15)*10ms, default=8	N
*14*TT**	DTMF off time TT=(04-15)*10ms, default=8	N
*15*prefix1... **	Set removable prefix(eg. 00186→ 86 when function take effect)	Y
*17*N*TT*E**	Set ending code and waiting time for auto appending(E=1(#), 2(*), 3(none))	N
*18*NNN... **	Set quick search index	N

Additional functions for A+,B+,E+.....

*21*E*TT**	Set ABCD tone for line (E=0,1,2, 0=disable, 1=enable, 2=ABCD tone, TT=00-99second)
*24*1(0)*MM*HH*SS**	Set call home wait for(HH:MM) call on(SS) (HH=0-99hour, MM=0-99 minute, SS=0-99second, 0=enable , 1=disable)

Log in password is 888888 for + serial models.

Please visit <https://www.hqtelecom.com/autodialer> for additional support on this product. Also, please visit the [FAQs](#) for this Auto Dialer / Call Router product (model: HQ-3232B).