

CLASSCO

InTouch™ 510

Internet Call Waiting Alert

Users Guide

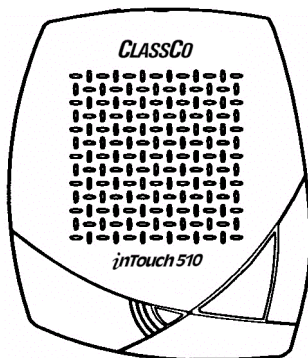


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If you have questions about the operation of your InTouch 510, be sure to check out the troubleshooting tips and FAQs beginning on page 11.

More information can also be found on-line at

www.classco.com

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InTouch™ 510

Internet Call Waiting Alert

Introduction

With the InTouch 510, you'll never miss another call while surfing the Internet. InTouch works with call waiting service from your local telephone company to detect and alert you to the presence of a call-waiting call while you're online. You'll know when someone's trying to reach you when the unit flashes its LED and "beeps". To connect the caller, answer the telephone plugged into the unit. The unit will automatically disconnect the modem and connect the call. If you ignore the call, your Internet session should not be disrupted. InTouch is compatible with all makes and models of personal computers, and all telephone network services. Requires Call Waiting service from your local telephone company.

Features

- Alerts User to Incoming Calls while using dial-up Internet
- Connects calls Automatically when Phone Is Answered
- Eliminates Need for expensive Additional Phone Line or dedicated Internet Connection
- Works with Standard Telephones and Existing Telephone Numbers
- Does Not Require Special Internet Services or Software

Important: Requires Call Waiting service from your local Telephone Company.

Installation

In order to function, this product requires Call Waiting service from your local telephone company.

Installation is easy. Simply follow these directions to install the unit and you can begin receiving calls while you're on line.

1. Unplug your modem line cord from the wall.
2. If you have plugged a telephone into the modem or another wall outlet, unplug the telephone's line cord now.
3. Connect the line cord that extends from the back of the unit to the telephone jack on your wall.
4. Connect your telephone set to the jack marked PHONE on the back of the unit. (Do not plug your telephone into the phone jack on the modem.)
5. Connect your modem to the jack marked MODEM on the back of the unit.
6. Plug the AC adapter into the unit and a power outlet. *(Adapter rating is 120VAC IN / 9VAC OUT). The unit does not use batteries.*
7. Make sure Call Waiting is not disabled in your modem software. See "Modem Settings" below.



Important Safety Instructions

When using your telephone equipment, basic safety precautions should always be followed to reduce the risk of fire, electric shock and injury to persons, including the following:

1. Read and understand all instructions.
2. Follow all warnings and instructions marked on the product.
3. Unplug this product from the wall outlet before cleaning. Do not use liquid cleaners or aerosol cleaners; use a damp cloth for cleaning.
4. Do not use this product near water for example, near a bath tub, wash bowl, kitchen sink, or swimming pool, or in a wet basement.
5. Do not place this product on an unstable cart, stand or table, as the product may fall, causing serious damage to the product.
6. Slots and openings in the cabinet and the back or bottom of this product are provided for ventilation (to protect it from overheating) and should not be blocked or covered. The openings should never be blocked by placing this product on a bed, sofa, rug or other similar surface. This product should never be placed near or over a radiator or heat register. This product should never be placed in a built-in installation unless proper ventilation is provided.
7. This product should be operated only from the type of power source indicated on the marking label. If you are not sure of the type of power supply to your home, consult your dealer or local power company.
8. Do not allow anything to rest on the power cord. Do not place this product where the cord will be abused by people walking on it.

9. Do not overload wall outlets and extension cords, as this can result in the risk of fire or electric shock.
10. Never push objects of any kind into this product through cabinet slots, as they may touch dangerous voltage points or short out parts, resulting in the risk of fire or electric shock. Never spill liquid of any kind on the product.
11. To reduce the risk of electric shock, do not disassemble this product, but take it to a qualified serviceman, when service or repair work is required. Opening or removing covers may expose you to dangerous voltage or other risks. Incorrect reassembly can cause electric shock when this product is subsequently used.
12. Unplug this product from the wall outlet and refer servicing to a qualified service personnel under the following conditions:
 - a) when the power supply cord or plug is damaged or frayed;
 - b) if liquid has spilled into the product;
 - c) if the product has been exposed to rain or water;
 - d) if the product does not operate normally when you follow the operating instructions (adjust only those controls that are discussed in the operating instructions, as improper adjustment of other controls may result in damage, often requiring extensive work by a qualified technician to restore the product to normal performance);
 - e) if the product has been dropped or the cabinet has been damaged;
 - f) if the product exhibits a distinct change in performance.
13. Avoid using a telephone (other than a cordless type) during an electrical storm. There may be a remote risk of electric shock from lightning.
14. Do not use the telephone to report a gas leak in the vicinity of the leak.

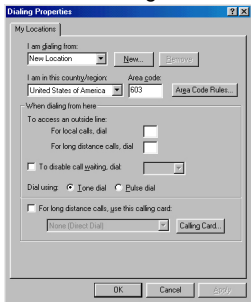
Save these instructions.

Modem Settings

Your InTouch 510 will identify incoming “call waiting” calls even when you’re online. Make sure your modem is connected to the jack on the back of your unit marked MODEM. And be sure your telephone is plugged into the jack on the back of the unit marked PHONE. (Do not plug your telephone into the phone jack on your modem. Doing so could cause the unit to operate improperly.)

You will also need to verify two settings on your computer.

1. Make sure Call Waiting is not disabled. From the Windows® desktop, go to ‘My Computer’ and select the ‘Control Panel.’ Then select ‘Modems’. From there, select ‘Dialing Properties’. The following window will be displayed. Make sure the ‘Disable call waiting’ box is NOT checked.



Modem Connection Troubleshooting Tips

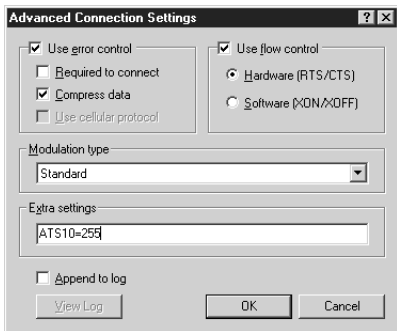
If your InTouch units fails to detect incoming calls, make sure you have CALL WAITING service from your local telephone company, and make sure you have not disabled call waiting in the Dialing Properties box.

You can find additional information on how to make these changes by visiting our website at www.classco.com.

2. If your computer modem is very sensitive to loss of carrier, you may need to modify the computer modem's setup register. From the Windows desktop, go to 'My Computer' and select the 'Control Panel.' Next select 'Modems.' From there, select 'Properties' followed by 'Connection' and 'Advanced'. Then insert the following line into the field marked 'Extra settings.'

ATS10=255

(If you already have something in the dialog box, then add S10=255 to the end of it.)



Modem Connection Troubleshooting Tips

If your InTouch unit abruptly disconnects from the Internet as soon as you receive an incoming call, add the "ATS10=255" string to the Extra Settings in the Advanced Connections box.

You can find additional information on how to make these changes by visiting our website at www.classco.com. Operation

Operation

Your modem session must be active for at least 60-seconds (allowing time for the modem connection to become stable) before the InTouch 510 can detect calls. The LED on the front of the unit indicates the status of your modem and the InTouch 510 unit:

<u>LED State</u>	<u>Status</u>
Steady Green	Modem not in use
Blinking Green	Modem connecting
Steady Red	Ready to detect incoming calls
Blinking Red	Incoming call detected

Receiving Calls when you are on the Internet

When an incoming call has been detected, the LED will flash Red and the unit will beep for up to 10-seconds or until the call is answered. At this point, you have three options:

1. Answer the telephone plugged into the unit. The unit will isolate the modem from the line and automatically connect you to the calling party. When you hang-up, the connection between the modem and the line may be restored. However if your conversation is much longer than ten seconds, the data connection may have been terminated. (This depends on how long your ISP waits before automatically disconnecting.)
2. Do nothing and ignore the call. If you have network voicemail service, your call will be routed to voicemail automatically by your telephone company
3. Hang up on your Internet session from your computer. If you do this within 10-15 seconds, your telephones will start to ring and you can answer the call from any telephone extension.

Troubleshooting and FAQs

Have Questions? Before contacting ClassCo or your dealer, check the following list of suggestions. You might be able to solve the problem yourself. You can also find more troubleshooting tips on-line at

www.classco.com

Q: It's not detecting call-waiting calls when I'm online

Check your connections. Make sure your modem is plugged into the MODEM jack on the unit, and that the telephone line from the unit is plugged into your telephone wall jack.

The unit will not respond to call waiting calls until the modem connection has stabilized. This usually takes about 60-seconds. This applies when you first dial-out to your Internet service, and any time you re-establish your connection to the Internet following a call-waiting call.

Make sure you have NOT disabled call waiting in your modem software configuration.

Q: My Internet session is gone after I hang-up my call waiting call.

Your Internet service provider may terminate the connection if your telephone conversation is longer than a few seconds. In general, if you choose to take the call, you should expect to lose your Internet connection.

Your modem may be sensitive to carrier loss. Try changing the value of the S10 register in your modem's software configuration (see Modem Settings).

Q: I hear modem tones when I answer the telephone

Check your connections. Make sure your modem is plugged into the MODEM jack on the unit, and that the telephone line from the unit is plugged into your telephone wall jack.

Make sure your telephone is plugged into the jack marked PHONE on the back of the IT510. Do not connect your telephone to the jack marked PHONE on your computer modem.

The call can only be answered on the telephone plugged into the jacked marked PHONE on the back of the InTouch unit.

If you share the line with a Fax machine, make sure the tones you hear are not from the sender's fax transmission.

Q: Will it detect if I have an incoming FAX?

If you use a single line for shared Internet and Fax and you hear a fax tone after answering the call, simply press the "Start" button on your fax to begin receiving.

Make sure your fax machine is plugged into the jack marked PHONE on the back of the InTouch unit.

Q: Will it detect if I have an incoming FAX?

If you use a single line for shared Internet and Fax and you hear a fax tone after answering the call, simply press the "Start" button on your fax to begin receiving. Make sure your fax machine is plugged into the jack marked PHONE on the back of the InTouch unit.

FCC Part 68 and ACTA Information

Your caller ID unit has been registered with the Federal Communications Commission (FCC), and it complies with the standards set forth in part 68 of the FCC rules. The FCC requires that we provide the following information.

Connection And Use:

The FCC requires you to use a modular telephone jack. This equipment may not be used with party line service or coin-operated telephone lines.

Notification Of The Telephone Company

The FCC requires that upon request of your local telephone company you provide the following information: the line to which you will connect the caller ID unit (your phone number), the caller ID units FCC registration number and ringer equivalence number (REN) (located on the back of your caller ID unit), and the USOC jack required (USOC RJ-11C or RJ-11W). (note: the REN is useful in determining how many devices you may connect to your telephone line and still have all of them ring when someone calls your telephone number. in most, but not all areas, the sum of all RENs should be five or less. contact your local telephone company for more information.)

Problems And Repairs

If your caller ID unit is malfunctioning, the FCC requires you to completely disconnect it until the problem has been solved. If your caller ID unit is harming the nationwide telephone network, the telephone company may temporarily discontinue your telephone service. The telephone company will try to notify you before discontinuing service. If advance notice isn't possible, the telephone company will notify you as soon as possible. you'll be given the opportunity to correct the problem, and you'll be informed of your right to file a complaint with the FCC.

Your local telephone company may make changes in facilities, equipment or operations that affect the proper functioning of your caller ID unit. If such changes are planned, you'll be notified and advised of your right to file a complaint with the FCC.

FCC Part 15 Radio Interference Statement

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 harmful radio frequency, 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 to 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.

Canadian Telecom Statement

Notice: The Canadian Industry and Science Canada label identifies certified equipment. This certification means that the equipment meets certain telecommunications network protective, operational and safety requirements. The department does not guarantee that the equipment will operate to the user's satisfaction.

Before installing this equipment, users should ensure that it is permissible to be connected to the facilities of the local telecommunications company. The equipment must also be installed using an acceptable method of connection. In some cases, the company's inside wiring associated with a single line individual service may be extended by means of a certified connector assembly (telephone extension cord). The customer should be aware that compliance with the above conditions may not prevent degradation of service in some situations.

Repairs to certified equipment should be made by an authorized Canadian maintenance facility designated by the supplier. Any repairs or alterations made by the user to this equipment, or equipment malfunctions, may give the telecommunications company cause to request the user to disconnect this equipment.

Caution: Users should not attempt to make such connections themselves, but should contact the appropriate electric inspection authority, or electrician, as appropriate.

The load number (LN) assigned to each terminal device denotes the percentage of the total load to be connected to a telephone loop which is used by the device to prevent overloading. The termination on a loop may consist of any combination of devices subject only to the requirement that the total of the load numbers of all the devices does not exceed 100.

Manufacturers 1-Year Limited Warranty

Who Is Covered?

You must have proof of purchase to exchange the product. A sales receipt or other document showing the date that you purchased the product is considered proof of purchase.

What Is Covered?

Coverage begins the day you buy your product. For one year thereafter, a defective or inoperative product will be replaced with a new, renewed or comparable product at no charge to you. A replacement product is covered only for the original warranty period. When the warranty on the original product expires, the warranty on the replacement product also expires.

What Is Excluded?

Your warranty does not cover:

- labor charges for installation or setup of the product and adjustment of customer controls on the product.
- product replacement because of misuse, accident, unauthorized repair or other cause not within the control of ClassCo Inc.
- a product that requires modification or adaptation to enable it to operate in any country other than the country for which it was designed, manufactured, approved and/or authorized, or repair of products damaged by these modifications.
- incidental or consequential damages resulting from the product. (Some states do not allow the exclusion of incidental or consequential damages, so the above exclusion may not apply to you.)

**FOR CUSTOMER SERVICE
CALL CLASSCO
TOLL FREE: (888) 252-7726**

**or visit product support on-line at
www.classco.com**

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