



August 2011

Suggestions for using SubFinder[®] via the Phone

As with any automated phone system, SubFinder relies on clear touchtone based communication from your telephone or mobile device to properly navigate through the menu options. From time to time you may experience issues accessing the system when it calls you because something has interfered with the proper transmission of these tones. Here are a few tips to ensure your experience with SubFinder's *outbound* calling function is successful:

Cell Phones

- Disable ringback tones. A ringback tone is the song or sound that is heard by the calling party after dialing and prior to the call being answered. These tones interfere with SubFinder's outbound calling function and may be interpreted as a person answering the phone.
- Do not use speakerphone while entering your PIN or any other touch tone command when navigating through the system.
- Ensure DTMF (Dual Tone Multi Frequency) tones are enabled and set to "*long*". This setting ensures that the tones being sent back to the automated system are being transmitted at the proper length and can be properly recognized. You may need to contact your cell phone provider for assistance.

Home Phones

- Remove TeleZappers. A TeleZapper is a device that can be used to reduce the number of calls a home receives by mimicking a tone played by the phone company to indicate the line has been disconnected and no longer in use.
- Do not use speakerphone while entering your PIN or any other touch tone command when navigating through the system.

Other

- At this time, it is not recommended that you use Google Voice in conjunction with the automated calling system. Google Voice is an Internet based phone forwarding service provided by Google. Please visit <http://www.google.com/support/forum> and select Google Voice for additional information on using this service with automated calling systems.