
MicroComm DXI

Telephone Set Master Station

Operating Manual

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Introduction

The DXI MicroComm system is designed so operators working from Master Stations control the system. Normally these operators work from desktop, panel mount or rack mount Master Stations. In addition to these standard Master Stations, a telephone set connected to a TSB board can also be used as a Master Station. The telephone set has limited display area (normally a 2 line by 16-character display) and the method of communicating with the SAC computer is limited compared to the other types of Master Stations.

Using the Telephone Set Master Station

The telephone set Master Station can be used to:

- make calls to designated Master Stations and designated Intercom Stations
- answer calls from designated Master Stations,
- answer calls from designated Intercom Stations,
- make announcements to specified Page Zones,
- monitor a Station,
- arm or disarm the automatic monitoring of Audio Level Alarms (ALA's) at predefined stations.

The System Administrator defines the software configuration for the Telephone Set Master Station

Calling from a Telephone Set Master Station

Calling Master Stations

The number of digits that are used to identify Master Stations, Intercom Stations, Page Zones or ALA's is determined by the '#Alarm width' setting in the Globals database. In the following descriptions we will assume that '#Alarm width' is set to 3, i.e. three digit numbers are used to dial other Master Stations.

To dial a Master Station (you can only call those Master Stations that are included in the Master call list) dial "0" then the three digit Master Station ID number.

For example to call Master Station 007 you would listen for the dial tone then dial "0007"

Calling Intercom Stations

To dial an Intercom Station listen for the dial tone then press the "#" key followed by the three digit Intercom Station ID number. You can only call Intercom Stations that are included in the 'Station Call List' in the database for this Master.

For example to call Intercom Station 034 you would dial "#034".

Making Page Zone Announcements

To make a Page Zone announcement listen for the dial tone then press "*" key followed by the three-digit Page Zone ID. You can only call Page Zones included in the 'Page call list' for this Master.

For example to make an announcement over Page Zone 002 you would dial "*002".

Arming/Disarming Audio Level Alarms (ALA)

To arm or disarm an ALA listen for the dial tone then dial “1”, followed by the three-digit ALA ID, followed a “#”, followed by “0”, “1”, “2”, “3”, or “4”. You can only arm or disarm ALA’s that are included in the ‘ALA set list’ for this Master.

Following the “#” a digit of “0” will disarm the ALA, while digits “1”, “2”, “3” or “4” will arm the ALA. The ALA database allows for four different audio alarm characteristics to be defined. For example one type of alarm setting could be used during the day and a different alarm setting used at night.

As an example if the ALA group 001 is to be armed with ALA settings corresponding to the page 4 of the ALA database you would dial “1001#4”. If you wanted to disarm the same ALA you would dial “1001#0”.

Monitoring of a Station

To monitor an Intercom Station listen for the dial tone then dial “2” followed by the three-digit ID number for the Station. You can only monitor Intercom Stations that are included in the ‘Station Call list’ for this Master Station.

For example if you wish to monitor Intercom Station 134 you would dial “2134”. Note that settings in the database for the Station will determine if monitor tones are generated at the Intercom Station while it is being monitored.

Calling a Station that is Busy or Nonexistent

If you attempt to call a Master Station or Intercom Station that is busy you will get the standard telephone busy signal. If you dial the number of a Master Station or Intercom Station that you do not have access to (it corresponds to a nonexistent number or a Station number that is not included in the Telephone Set Master Station’s access lists) you will get the standard telephone error tone which sounds like a fast busy signal.

Answering calls at a Telephone Set Master Station

The Telephone Set Master Station acts the same as any other telephone, in that you pick up the phone to answer it. The type of telephones used for a Master Station will normally have a 2-line by 16-character display. After the first ring and before the second ring, data is transmitted to the telephone and is displayed for the operator. The first line will display the Name (Station Name or Master Station Name) and in the rightmost position of the display the type of call, which can be

- “I” to indicate that an intercom station is calling,
- “M” to indicate that a Master Station is calling, or
- “A” to indicate an incoming audio alarm.

On the second line of the display the full phone number of the caller is displayed, i.e. “#034” for an Intercom Station, “0012” for a Master Station. If a Master Station is making a call the telephone display will have the following appearance:

Front Desk	M
0007	

If an Intercom Station is making the call then the display will appear as follows:

Cell 034	I
#034	

If the telephone set receives an incoming audio alarm the name of the Intercom Station that generated the alarm will be displayed as well as the full telephone number of the Station. As an example if an audio alarm is generated at 'Cell 034' the display would appear as follows:

Cell 034	A
#034	

When the operator picks up the telephone an audio connection is established to the Intercom Station that was the source of the audio alarm.

Other Telephone Features

Telephones are available with a wide variety of features. For features such as speed dialing, memory of calls received etc. you should read the manual that comes with the particular telephone.

If a Call is not answered

If a call is not answered within the period defined by 'Call Req timeout' in the software configuration a timeout alarm will be sent to the secondary Master Station.

If a Master Station has called and hangs up his call will be removed.

If an Intercom Station has called, the phone will continue to ring until the call is answered by this phone, or potentially, if it has timed out, by the secondary Master Station.

Critical Settings in the Administration configuration

The operation of the Telephone Set depends on programmable settings made in the Globals and the Master Station databases. (A list of all programmable parameters is given in the System Administration Manual).

Critical Globals settings

In the Global database the entries that alter the operation of the Telephone Set include:

- | | |
|------------------|---|
| # Alarm width | sets the number of digits required to dial a number. If # Alarm width is set to 2 then Stations and Master Stations can be called with ID numbers from 01 to 99. If #Alarm width is set to 3 then the Master Station and Intercom Stations with ID numbers from 001 to 999 can be called. |
| Call Req timeout | set to 0 or 1 to 65535 seconds

If a call is not answered within this time an alarm will be sent to the Secondary Master Station.

If set to 0 no alarm will be generated. |
| Timeout Display | set to Station ("1"), Master ("2"), Event ("3"), Xfer ("4") or Cancel ("5").

If an incoming call to the Telephone Set Master Station is not answered within this time the action taken will depend on the Timeout Display setting. |

Station (“1”): The incoming call request will remain at this master and a time out alarm message will be sent to the secondary Master Station indicating which Intercom Station made the call request. The secondary master is not able to answer the call.

Master (“2”): The incoming call request will remain at this Master and a time out alarm message will be sent to the secondary Master Station indicating which Master Station failed to acknowledge the call request. The secondary master is not able to answer the call.

Event (“3”): The incoming call request will remain at this Master and a time out alarm sent to the secondary Master Station indicating the Intercom Station ID and Name. The secondary Master Station can answer or make a call to the Intercom Station by responding to the alarm. If the original Master Station answers the call it will be removed from the Event queue of both the original Master Station and the Secondary Master Station. However, if the Secondary Master Station answers the call the call request still remains on the Event queue of the original Master Station. Until the original Master Station answers this call no further call requests from that Intercom station will be reported.

Xfer (“4”): The incoming call request is removed from the Master and a call is queued to the secondary Master Station.

Cancel (“5”): This is similar to Event (“3”) above where the call request will remain at this Master Station and a time out alarm will be sent to the Secondary Master Station. However, if the Secondary Master Station answers the call the call request will be removed from the Event queue of the original Master Station.

Critical setting in the Master Station database

Keypress Timeout set to 0 or 1 to 65535 seconds

This setting determines how long the DXI system waits for incomplete phone numbers to be completed. Once the operator has started dialing, and this time period has elapsed since the last keypress and the full phone number has not been entered, the DXI will attempt to dial the number entered by adding leading zeros.

If dialing for example a three digit number and the Intercom Station ID is 005 and you dial “#5” then wait for the ‘Keypress timeout’ to expire, the system will automatically insert the two leading zeros as if you had dialed “#005”. It is highly recommended that you turn this feature off (set to 0) and always dial the three digits with leading zeros. This will prevent dialing a wrong station number if you dial too slowly.