

Enterprise Call Manager

Installation & Operation Manual

Please leave this manual with the unit after installation

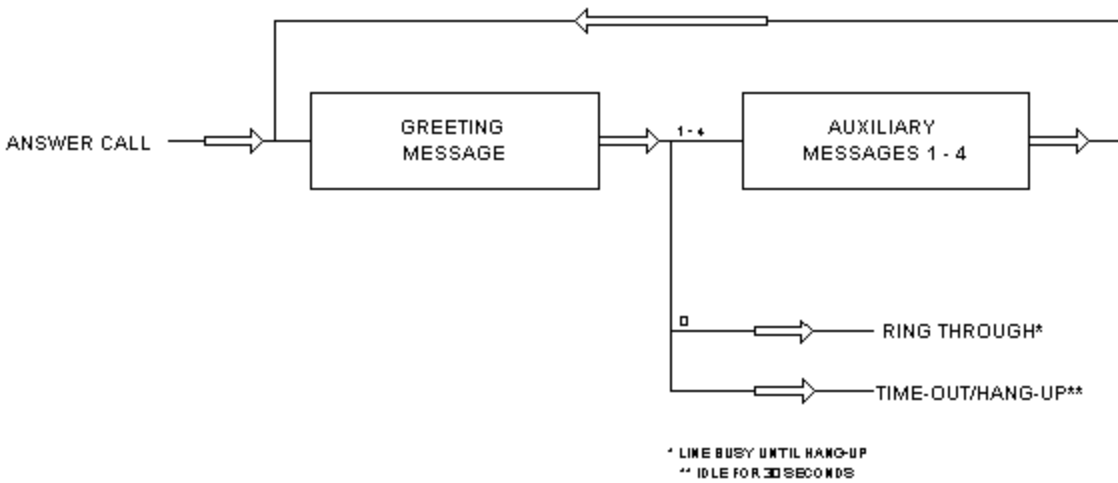
INTRODUCTION

SYSTEM DESCRIPTION

The Enterprise Call Manager is an advanced digital call screening and messaging system designed to answer calls with an informative greeting, then let the callers select pre-recorded messages, or transfer the caller to call center for live assistance.

A standard touch-tone phone accesses message recording and system programming functions locally or remotely. The Call Manager is compatible with Nel-Tech Labs' WinLink System Controller automated message loading and programming.

Call Manager Messaging Flow



TRANSFER MODES

The Call Manager provides the capability to answer, play messages and transfer callers to a specific telephone number. When activated (ON), the Call Manager answers incoming calls, depending upon the Transfer Option selected;

Answer/Transfer Mode	Action
1	Transfer Immediately
2	Play the Greeting Message then transfers or by entering "0"
3	Play the Greeting Message transfer only when caller enters "0"

NIGHT ANSWER MODE

The Night Answer Mode of the Call Manager can be set On, Off or Scheduled by depressing the Night Answer button on the front of the unit.

Scheduled – Under Scheduled operation, the Call Manager can be scheduled from the PC Controller to turn on and off automatically once per day, on a seven-day calendar. Sample schedule: Night Answer turns OFF at 9am and

ON at 5pm Monday-Friday, with no ON or OFF time scheduled for Saturday and Sunday. Under this schedule, Night Answer is active during non-business hours (5pm-9am) and all weekend long.

Manual - Night Answer can be turned ON or OFF on demand by pressing the NIGHT button on the front panel. If you manually turn Night Answer ON or OFF, it remains in that state until you cancel Manual mode (press the NIGHT button again). Then, Night Answer operation returns to Scheduled.

IMPORTANT: If Night Answer is turned ON manually, you must remember to turn it OFF when you want calls to ring through normally. Until Night Answer is turned OFF, the Call Manager continues to answer calls. DO NOT forget to turn Night Answer OFF at the desired time.

When using Night Answer, it is extremely important that the TELink is installed on the first phone number that the phone system answers. However, because this line is likely to be the most heavily used, the PC Controller may encounter difficulty (busy line) when trying to call the unit. For the same reason, the unit may also have difficulty calling the PC Controller. Therefore, it is recommended that the initial installation and subsequent downloads be scheduled during times when the line is not likely to be in use (during non-business hours).

Note that when the TELink answers a call in Night Answer mode, any other calls that come in will not hear the Night Answer message, but will instead be handled normally by the phone system.

The **NIGHT** light on the front of the TELink indicates the current ON/OFF status of the Night Answer feature:

NIGHT Lamp	Indication
On	Night Answer ON
Off	Night Answer OFF
Flashing	Slow flash – Night Answer OFF Fast flash – Night Answer ON

Table 2—Night Light Indications

Status Lamp

The Status LED normally flashes green to indicate the answer mode that the unit is currently operating in:

Status Lamp	Indication
Green	Normal Operation – Idle
Green Flash	Normal Operation – Call Active
Amber	Remote Programming Mode
Red	Unit Failure

Audio Memory - CALL MANAGER may use either internal memory or an external memory card for storage of audio information and call logging. The 2MB Smart Media card is not compatible with NTL's Message Mate Programmer or Messenger Products.

INSTALLATION

GENERAL INFORMATION

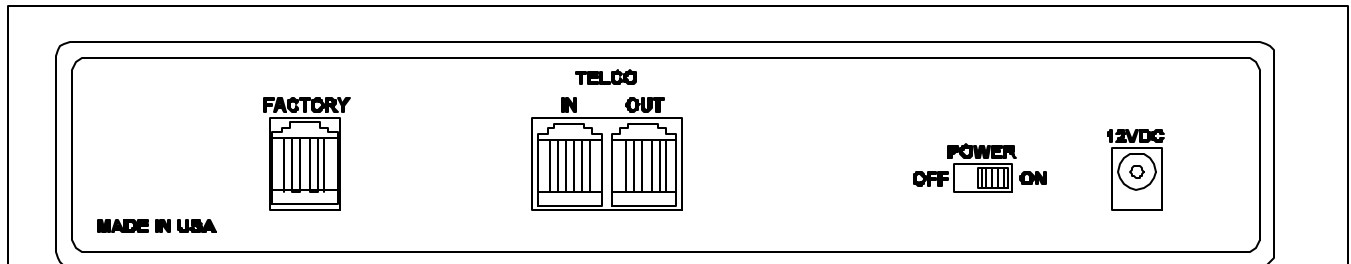
Situate the CALL MANAGER in close proximity to the telephone line, which the unit is to answer, and within 6' of a 110VAC-wall outlet. The CALL MANAGER is designed to mount on a wall, shelf or other flat surface. When mounting the unit, be sure to leave clearance at the rear of the unit for connection accessibility.

STANDARD INSTALLATION

Install the CALL MANAGER directly on the incoming telephone line at a point before the line is split into multiple extension lines. If you cannot locate the point at which your telephone line is split into extensions or if you are unable to tap into the line at this point, contact your telephone company.



Front View



Rear View

Follow steps 1-6 for standard installation:

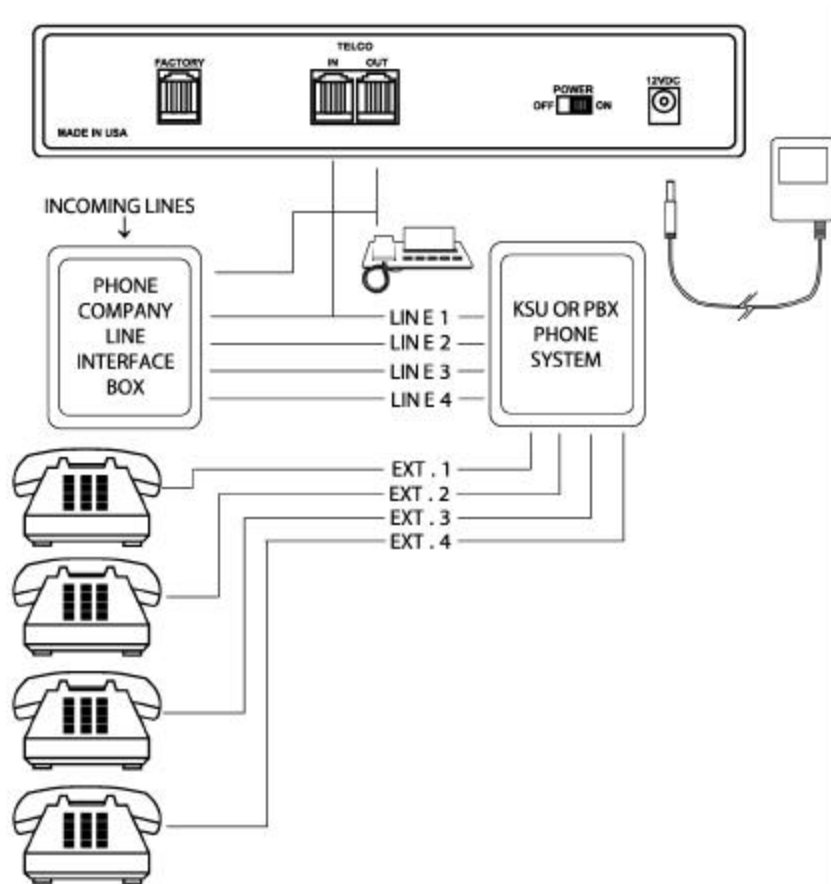
1. Attach one end of the included modular telephone cable to the **TELCO IN** jack of the CALL MANAGER.
2. Attach the other end of the included modular telephone cable to the wall jack of the line intended for use.
3. Connect one end of a modular telephone cable to the **TELCO OUT** jack of the CALL MANAGER.
4. Connect the other end of the modular telephone cable to an extension wall jack associated with the Fax or an outgoing telephone line.
5. Attach the included power supply to the 12Vdc jack of the CALL MANAGER.

6. Plug the other end of the power supply into the 110VAC wall outlet.

NOTE: Applying power to the CALL MANAGER disrupts any calls in progress on the installed lines

KSU / PBX INSTALLATION

The CALL MANAGER must be installed on the telephone company side of your phone system. If installed directly to an unsuitable extension line the phone system or the CALL MANAGER may be damaged. If you are not familiar with how your phone system is installed, or do not know which lines go directly to your phone company please find a qualified person to perform the installation.



Follow steps 1-4 for KSU/PBX installation:

1. From your telephone system input, connect the telephone line for which the CALL MANAGER is to answer.
2. Attach the disconnected line to the **TELCO IN** jack of the CALL MANAGER.
3. Connect one end of the included modular telephone cable to the **TELCO OUT** jack of the CALL MANAGER.
4. Connect the other end of the modular telephone cable to an extension of the fax or an outgoing telephone line.
5. Attach the included power supply to the 12Vdc jack of the CALL MANAGER.
6. Plug the other end of the power supply into the 110VAC wall outlet.

NOTE: Applying power to the CALL MANAGER disrupts any calls in progress on the installed lines

INSTALLATION NOTES

Required Lines

The CALL MANAGER does require a working phone line to be attached to the **TELCO IN** connector. It is highly recommended that the **TELCO OUT** jack be connected to the fax line. This line is used to place outgoing calls to the call center. Usage of another incoming voice line could result in two callers being connected together rather than to the call center.

Line(s) to be Answered

The CALL MANAGER can only handle one line. The CALL MANAGER can only answer the line it is attached to, additional lines bypass the CALL MANAGER and ring straight through.

Hunt Groups

Hunt groups are a set of lines that all answer to the same number, if the first number in the group is busy the next call rings in on the next line in the set and so on. This service is arranged through the phone company. If installing the CALL MANAGER on lines arranged in a hunt group, be sure to place the unit on the first incoming line. Be aware that the CALL MANAGER can only handle one call at a time. If placed in hunt groups with more lines additional calls bypass the CALL MANAGER and ring straight through.

Hook Flash Transfers

Some installations may use services such as CENTREX or CALL WAITING that rely on a Hook Flash signal being sent to the Central Office. The CALL MANAGER is not compatible with these services and interferes with the Hook Flash signal.

CPC

The CALL MANAGER is designed to use the Calling Party Control signal sent from the Central Office to sense when the caller has hung up the phone. Not all Central Offices support CPC signaling. If the CALL MANAGER does not receive the CPC signal it may take as long as 90 seconds after message play is complete to return to normal operation and calls also ring through even if the calling party has hung up during the message or transfer.

SET UP / OPERATION

FACTORY RESET

The CALL MANAGER can be reset to the factory default settings by holding the Answer Mode button down while power is applied. This brings the system to a known state that provides a good starting point for system configuration. See Appendix C for a full listing of the default values.

SEIZING CONTROL

The CALL MANAGER is setup by seizing control of the unit, then entering a series of two digit command codes to manipulate settings and record messages. Control is seized by placing a call to the line which the CALL MANAGER is installed. The CALL MANAGER can only answer if the Night Mode is active. The unit answers and plays the greeting message after a predetermined number of rings (factory default = 2). As soon as message play begins you may proceed by entering # * * followed by the Master Password (factory default = "1 2 3 4"). Within 5 seconds of entering the Master Password the CALL MANAGER seizes the line and plays a triple beep indicating it has been placed in Command Mode. Failure to enter a password after the end of the message results in disconnection.

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Once the unit is in Command Mode the user may start entering commands. All commands start by entering "*" and end by entering a "#". After each valid command, a single success beep, invalid entries are indicated by a double beep error tone.

MESSAGE DELETE

Each Message Delete command allows the user to delete one of the six messages. While the message is being deleted the user hears the system busy signal for a period of time followed by the success beep, returning to command mode ready to enter the next command.

Syntax:

- * 7 0 # 0 1 # - Delete Greeting Message
- * 7 0 # 0 2 # - Delete Hold Message
- * 7 0 # 1 1 # - Delete Auxiliary #1 Message
- * 7 0 # 1 2 # - Delete Auxiliary #2 Message
- * 7 0 # 1 3 # - Delete Auxiliary #3 Message
- * 7 0 # 1 4 # - Delete Auxiliary #4 Message

MESSAGE RECORD

The Message Record command allows the user to record one of the available messages. After the command is entered, the CALL MANAGER plays a steady series of short beeps(ready tones) At any point after the ready tones begin, the user may enter " * " to start the recording. Recording continues until the user enters " # " or the maximum record time for the message is reached. At this point, the CALL MANAGER plays a success beep and is ready to receive the next command. The error tone sounds if the user attempts to record a message that is not available in the current Message Table or if the selected message has previously been recorded and not erased.

Syntax:

- * 5 0 # 0 1 # - Record Greeting Message
- * 5 0 # 0 2 # - Record Hold Message
- * 5 0 # 1 1 # - Record Auxiliary #1 Message
- * 5 0 # 1 2 # - Record Auxiliary #2 Message
- * 5 0 # 1 3 # - Record Auxiliary #3 Message
- * 5 0 # 1 4 # - Record Auxiliary #4 Message

MESSAGE REVIEW

The Message Review command allows the user to review one of the six messages. After the command is entered the requested message plays. After message play completes the user hears the success beep and returns to command mode ready to enter the next command. The user may enter " # " at any point during message review to abort the play back, at which point the user hears the success beep and returns to command mode ready to enter the next command. If the selected message has not been recorded the user hears the error tone and returns to command mode ready to enter the next command.

Syntax:

- * **6 0 # 0 1 #** - Review Greeting Message
- * **6 0 # 0 2 #** - Review Hold Message
- * **6 0 # 1 1 #** - Review Auxiliary #1 Message
- * **6 0 # 1 2 #** - Review Auxiliary #2 Message
- * **6 0 # 1 3 #** - Review Auxiliary #3 Message
- * **6 0 # 1 4 #** - Review Auxiliary #4 Message

SET RING

Set Rings command sets the number of rings that the unit answers. Valid numbers of rings range from 02 to 15. If a valid number of rings are entered the user hears the success beep and returns to command mode ready to enter the next command. If the entered number of rings is not valid the user hears the error tone and returns to command mode ready to enter the next command.

Syntax... (X X = any value 02 - 15)

- * **1 1 # X X #** - Set Rings – Factory Default (02)

SET TRANSFER OPTION

The Transfer Options are selected by number where valid numbers range from 01 to 03 as numbered below. If a user enters a valid number they hear the success beep and return to command mode ready to enter the next command. If the entered number is not valid the user hears the error tone and returns to command mode ready to enter the next command.

Syntax... (X X = any value 01 - 03)

- * **1 2 # X X #** - Set Transfer Option – Factory Default (01)

Command	Day Mode Syntax
Transfer Immediately	* 1 2 # 0 1 #
Play the Greeting Message then transfers or by entering "0"	* 1 2 # 0 2 #
Play the Greeting Message transfer only when caller enters "0"	* 1 2 # 0 3 #

SET NUMBER OF REPEATS

The Set Number of Repeats command sets the number of times the Greeting message repeats. Valid numbers of repeats range from 00 to 15. If a user enters a valid number they hear the success beep and return to command mode ready to enter the next command. If the entered number is not valid the user hears the error tone and returns to command mode ready to enter the next command.

Syntax... (X X = any value 00 - 15)

* **1 6 # X X #** - Set Repeats – Factory Default (00)

SET MASTER PASSWORD

The Set Master Password command changes the units Master Password. Changing the Master Password prevents unauthorized access to command mode. If the Set Master Password command is entered correctly the user hears the success beep and returns to command mode ready to enter the next command. If the entered password is not valid the user hears the error tone and returns to command mode ready to enter the next command.

Syntax... (X X X X = any value 0000 - 9999)

* **9 2 # X X X X #** - Set Master Password – Factory Default (1234)

NOTE: If you forget or lose your Master Password you will be unable to seize control of your unit until the unit is reset on power.

MEMORY REQUEST

The Memory Request command allows the user to identify how much memory is installed in the system. If the command is correctly entered the user hears several beeps where each beep represents 1 installed memory chip, or 2 MB of memory. After the command has completed the unit returns to command mode ready to enter the next command.

Syntax...

* **8 0 #** Memory Request

MEMORY TEST

The Memory Test command performs a diagnostic on the audio memory, testing for errors. If the command is correctly entered the user hears the system busy signal for a period of time while the test is performed, followed by the success beep or error tone depending on the outcome of the test. After the command has completed the unit returns to command mode ready to enter the next command.

Syntax...

* **8 1 #** Memory Test

NOTE: The Memory Test command erases all messages and resets the unit to the factory default settings.

RESTORE DEFAULT CONFIGURATION

The Restore Default Configuration command restores the unit to the factory defaults. This command brings the system to a known state that provides a good starting point for system configuration. If the command is correctly entered the user hears the system busy signal for a period of time while the units memory is erased, followed by the success beep, returning to command mode ready to enter the next command. See Appendix D for a full listing of the default values.

Syntax...

* **9 9 #** Restore default configuration

APPENDIX A

Troubleshooting

Problem or Indication	Possible Cause and Solution
Why can't I record a message?	Make sure that you are in Command Mode, and that the message slot you are trying to fill is blank.
I enter #**1234 to get into Command Mode and nothing happens or I get the operator.	The CALL MANAGER can't be controlled through a PBX or KSU. You must plug a standard analog phone into the FAX port to access Command Mode call into the unit on a different line.
I press *50#01# to record the greeting message and my message doesn't get recorded.	You must press * after entering in the record command syntax and then # to end the recording.

APPENDIX B

COMMAND SUMMARY

NAME	SYNTAX	RANGE	DESCRIPTION
Number Rings	* 1 1 # X X #	02 - 15	Sets ring to answer
Transfer Option	* 1 2 # X X #	01 - 03	Sets Transfer Option
Number Repeats	* 1 6 # X X #	00 - 15	Sets number of Day Greeting repeats
Transfer Wait Time	* 1 5 # X X #	15 – 30	Wait Time to Transfer Caller
Message Record	* 5 0 # X X #	None	Records Messages 01= Greeting, 02 = Hold, 11-14 = Aux. 1 - 4
Message Review	* 6 0 # X X #	None	Reviews Messages 01= Greeting, 02 = Hold, 11-14 = Aux. 1 - 4
Message Delete	* 7 0 # X X #	None	Deletes Messages 01= Greeting, 02 = Hold, 11-14 = Aux. 1 - 4
Master Password	* 9 2 # X X X X #	0000 - 9999	Sets the Master Password
Reset	* 9 9 #	None	Resets Unit to default settings

APPENDIX C

DEFAULT SETTINGS

This table lists the settings that your unit has when first powered up or after using the Restore Default Configuration command (99).

Number Rings	02
Number Repeats	0
Transfer Option	1 (Answer & Transfer without Playing Message)
Transfer Wait Time	15 (seconds)
Master Password	1234
Call Center Telephone Number	1-800-???-????
Night Mode	On

APPENDIX D

SPECIFICATIONS

AUDIO

Encoding/Decoding	8 Bit U-LAW
Sampling Frequency	8Khz
Frequency Response	50 Hz to 3.5 kHz +/- 1.5 db

MEMORY

Type	Flash
Size	2 Megabytes (3 ½ minutes + Call Log)

MESSAGING

Number of Messages	6
Greeting	60 seconds
Hold Message	30 seconds
Aux. 1 – 4	30 seconds
Total Message Time	3.5 minutes

CONNECTORS

Power	2.5mm Power Connector
Line 1 Telco	RJ-11 Type Modular Jack
Line 1 Fax	RJ-11 Type Modular Jack
Factory	RJ-45 Type Modular Jack

TELCO INTERFACE

REN(in)	1.2b
Required Line	90V Ring, Loop Start

POWER

Primary Input	12Vdc @ 500mA
Source	110VAC, 60 Hz UL/CSA Listed Power Pack

APPENDIX E

CONTACTING NEL-TECH CUSTOMER SUPPORT

Only contact customer service if you are unable to resolve your problem through the dealer you purchased from, and while you are able to review and make changes to the settings on the CALL MANAGER you are experiencing problems with.

NOTE: Nel-Tech customer service provides support for the CALL MANAGER only. If you are experiencing problems with your phone system itself please refer your problem to the correct vendor.

Customer service can be reached Monday through Friday at 800-344-4685, from 8:00 to 5:00 EST.

APPENDIX F

NOTICES & WARRANTY

FCC Notice

WARNING: This equipment HAS BEEN TESTED AND FOUND TO COMPLY WITH THE LIMITS FOR A CLASS A DIGITAL DEVICE PURSUANT TO PART 15 OF FCC RULES. THESE LIMITS ARE DESIGNED TO PROVIDE REASONABLE PROTECTION AGAINST HARMFUL INTERFERENCE WHEN THIS EQUIPMENT IS OPERATED IN A COMMERCIAL ENVIRONMENT. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential environment is likely to cause harmful interference in which case the user will be required to correct the interference AT HIS/HER OWN EXPENSE.

LIMITED WARRANTY

NTL warrants that all equipment sold is free from defects in material and workmanship at the time of purchase. The warranty extends 5 years from the date of original purchase and covers parts and labor. Buyer must provide written notice to NTL within the warranty period of any defective part or conditions. If the defect is not the result of improper use, service, maintenance or installation, and if the equipment has not been otherwise damaged or modified after shipment, NTL or its authorized representative shall either replace or repair the defective equipment at NTL's option. After return of such equipment by buyer to NTL, or its representative, shipment shall be paid for by buyer. No credit shall be allowed for work performed by the buyer. Out-of-warranty repairs will be invoiced at the current NTL hourly rate plus the cost of parts, and shipping.

All implied warranties, if any, terminate three years from date of original purchase. NTL is not responsible for damage to other equipment or property or any other consequential incidental damage of any kind, whether based upon contract, negligence or strict liability. Maximum liability shall not, in any case, exceed the purchase price of the equipment.

The foregoing constitutes NTL's entire obligation with respect to this product. The original purchaser and user or owner shall have no other remedy and no claim for incidental or consequential damages. Some states do not allow limitations of how long an implied warranty lasts or do not allow the exclusion of incidental or consequential damages, therefore, the above limitations and exclusions may not apply to you.

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