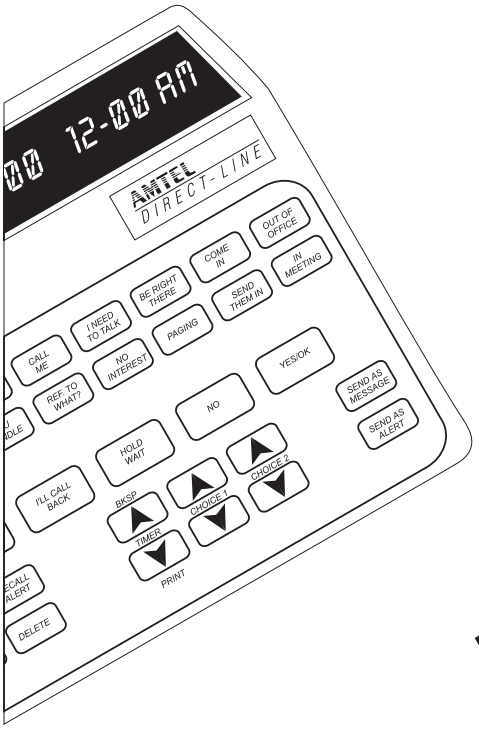
AMTEL



Panel / Wallmount User Manual

2.1

AMTEL

Direct-Line™ 700 Series

AMTEL

Congratulations and thank you for choosing the Amtel Direct-Line™ system as your means of intra-office communication and message delivery.

Over the years, Amtel products have proven to be an invaluable and integral part in the overall efficiency of a business. Using our state-of-the-art Amtel Direct-Line system ensures that communications are handled easily and efficiently.

Since 1978, Amtel Systems Corporation has remained the leader in visual text communication intercom systems by focusing on customer needs and being responsive to the ever changing communications technology. We maintain the highest quality in the manufacture of our products.

With the benefits of the Amtel Direct-Line system, coupled with our quality customer service, Amtel dealers, and reliable factory support, you can feel confident and proud to own an Amtel Direct-Line system.

We welcome your comments and suggestions, and we look forward to serving you.

AMTEL

AMTEL SYSTEMS CORPORATION
Eaglepointe Industrial Center
55 Pottstown Pike, Suite 800
Chester Springs, PA 19425
(800) 999-8903

Introduction

Using This Manual

The subject of this guide is communication — easy, quick, clear communication.

This manual provides step by step procedures to use your Amtel Panel or Wallmount unit. It is divided into sections; each section describes using functions at individual units.

Format

The text for this manual is formatted in the following manner:

- **BOLD CAPITALIZED** words denote buttons and keys on the units.
- A box with text in this form represents the display screen of a unit along with the associated text

TEXT SHOWN DURING PROCEDURE

- CAUTION NOTES will be in dash-line boxes.

CAUTION: regard with particular care

A Word from Amtel

Please READ

This one page introduction is the beginning of a long-term partnership. A word about alerts and messages. And — almost forgot — reminders.

Amtel communicates with words. We make a distinction between the words that comprise alerts, messages and reminders in order to describe and make use of the different applications provided by our software.

An ***alert*** is a communiqué designed to firmly get your attention. Upon receipt the unit beeps; the alert is displayed and stored in the electronic storage bin. It will persist until such time that you recognize its existence with a reply, or it will time out and be stored. An alert is used to announce a telephone call, a visitor, etc.

A ***message***, in contrast to an alert, is stored for later review and action. Upon receipt, the message is briefly displayed on the screen, date and time stamped and stored in the electronic recall storage bin. Think of it as an electronic "while you were out" message slip.

A ***reminder*** is a communiqué that you can prepare during a period of calm and then have appear at another time to prompt your attention, as well as that of others, to issues that might otherwise have been forgotten. You may use reminders for meetings, scheduled routine maintenance, appointments, etc.

Your Amtel provides you with audible signals to gain your attention when the foregoing appear. You can control the intensity and frequency of the sounds to meet your requirements.

Our quick guides and manuals provide you with all the requisite information needed to make your Amtel partnership productive and pleasurable.

INFORMATION IS BETTER AS TEXT

This Powerful Amtel Communication System

The Amtel Direct-Line system is a powerful tool for controlling and routing incoming calls, handling visitors, and keeping everyone in your office fully informed on a need-to-know basis.

In order to accomplish essential tasks, interruptions must be kept to a minimum. It is important to have the ability to screen calls and move messages around the office without interrupting or distracting others.

The Amtel Direct-Line system provides a channel of communication with which you can send alerts, messages, and reminders quietly and in a timely manner to persons while they remain free to continue a meeting or telephone conversation. In this way, information that may even affect a current conversation can be delivered confidentially, without interruption. Staff can now decide if a communication merits an interruption.

When You	You Can Do This . . .
SEND ALERTS	• Announce a telephone call or visitor. • Eliminate "telephone tag." • Page someone. • Keep everyone informed quickly and easily. • Communicate with someone who is on the telephone or behind closed doors in a meeting with minimal interruption.
SEND MESSAGES	• Eliminate hand-written messages. • Store messages for later review. • Print outgoing messages to produce a "To Do" list, or keep a phone log.
SEND REMINDERS	• Remind anyone of appointments, meetings or returning phone calls. • Remind yourself of important dates/events (birthdays or anniversaries).
USE THE TIMERS	• Time a phone conversation or consultation – print the time as hard copy to a companion printer. • Time procedures by counting from a user-defined time to Ø.
ACTIVATE A STATUS	• The Amtel can inform others while you are away from your desk about where you are and when you will return, when an alert is received at your unit. • Incoming alerts to your unit are automatically answered with information as to your whereabouts and/or time of return.
SET A PASSWORD	• Protect remote recall of messages or programming of your unit by setting an *individual password*. • Protect some of the programming of units by setting a *setup password*.

700 Series — New Features

The 700 series offers many improvements over the earlier series of the Amtel Direct-Line systems. These improvements include:

ALERT STORAGE	Store 50 alerts instead of 6.
ALERT RENOTICE SCROLLING	allows multiple alerts to be displayed in a scrolling fashion
GROUP ADDRESSING	Using a pre-programmed distribution list of Amtel users, information can now be sent automatically to this select group of other Amtels on the network, using a group address.
EMERGENCY ALERT	When activated, this function will send a continuous pre-programmed alert for help, until the alert is canceled.
INDIVIDUAL PASSWORD	Now prevent unauthorized recall of messages or unauthorized programming.
SETUP PASSWORD	Protect addresses and network communication settings from being changed.
TEXT FRAGMENTS	(for a panel and wallmount unit) used to construct phrases and/or modify a phrase before sending as an alert, message, or response
EVENT TIMER	counts down from a pre-set time to zero
EXPANDED USER DIRECTORY	increased from 10 to 20 addresses

We are always gathering suggestions, tips, and other helpful hints about our Amtel system, and would like to share them with you. Send us a note, telling us how you use Amtels in your office, and we'll send you an occasional *Direct-Line Newsletter* that will inspire a few "Aha!" insights into the power and enjoyment of good communications.

The Direct-Line Newsletter
Amtel Systems Corporation
Eaglepointe Industrial Center
55 Pottstown Pike, Suite 800
Chester Springs, PA 19425

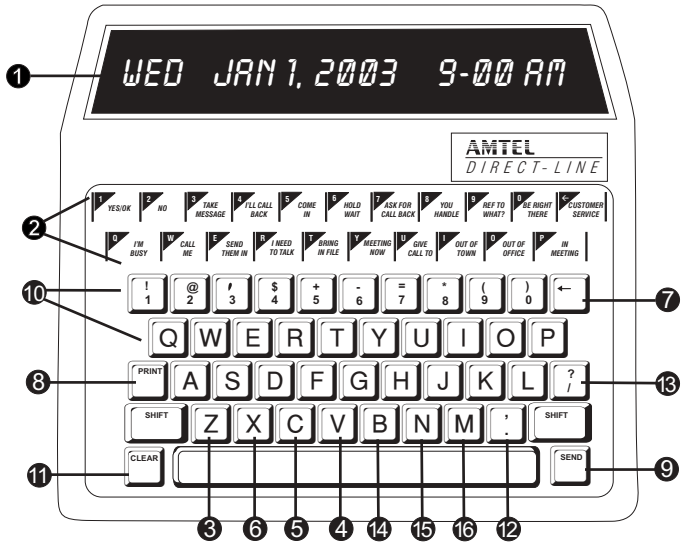
Unit Overview

The Amtel Direct-Line system configuration may be designed using a combination of our four models: keyboard, panel, wallmount, and printer. Each unit is a powerful tool for controlling incoming calls, handling visitors and keeping everyone informed.

Every system must have at least one keyboard unit for programming functions, and it features a full-size keyboard for ease of typing. A panel or wallmount unit offers a touch keypad with programmed phrases eliminating the need to type. An optional printer can also be used with the Amtel Direct-Line system.

Keyboard

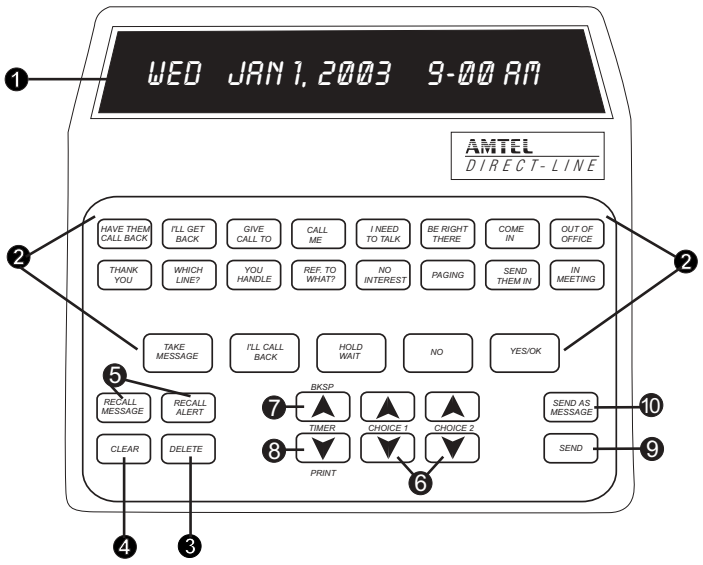
Model 701 Keyboard



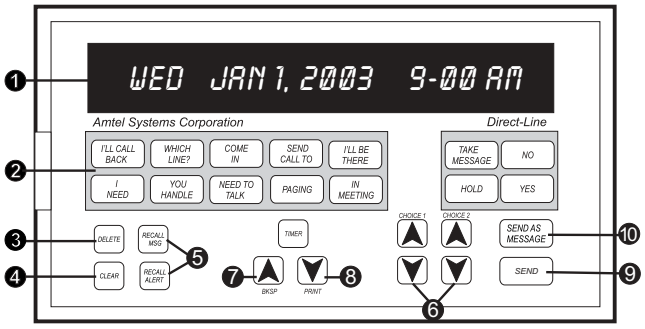
❶ Display Screen — displays day, date and time or text
❷ Phrase Template — indicates pre-programmed phrases associated with phrase keys
❸ Delete/Timer — to erase stored alerts, messages, and reminders and to activate the elapsed timer
❹ Message Recall — to view stored messages
❺ Alert Recall — to view stored alerts
❻ Reminder Recall — to view stored reminders
❼ Backspace — to scroll backwards through text for editing purposes, and to display customer service #
❽ Print — to selectively print messages
❾ Send — to transmit communications
❿ Phrase Keys — programmable keys used for one-touch response to alerts, messages and setting a status
⓫ Clear — to return unit to idle mode (date and time)
⓬ Set Up — for programming functions (co-located with the comma/period key)
⓭ Next Person — for multiple addressing (co-located with the ?/ key)
⓮ Reminder Enter — to program reminders
⓯ Alert Enter — to initiate custom alerts
⓰ Message Enter — to initiate custom messages

Panel & Wallmount

Model 702 Panel



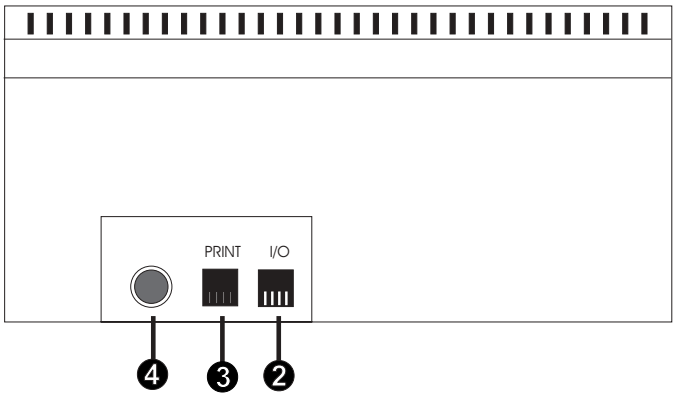
Model 706 Wallmount



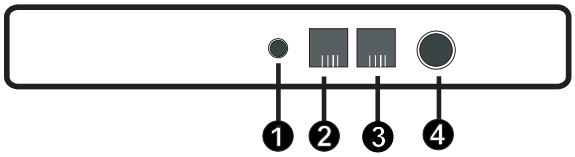
❶ Display Screen — displays day, date and time or text
❷ Phrase Buttons — to activate pre-programmed phrases to respond to or initiate communications
❸ Delete Button — to erase stored alerts and messages
❹ Clear Button — returns unit to idle mode
❺ Recall Message/Recall Alert — to view stored messages and alerts
❻ Choice 1/Choice 2 Buttons — to change text in pre-programmed phrases
❼ Backspace — to activate the elapsed timer and to scroll backwards through messages during message recall
❽ Print — to activate the event timer and for printing selected messages
❾ Send — to transmit phrases as alerts
❿ Send as Message — to transmit phrases as messages

Wiring Connections to Units

Model 701 Keyboard & Model 702 Panel
Rear View



Model 706 Wallmount Unit
Bottom View

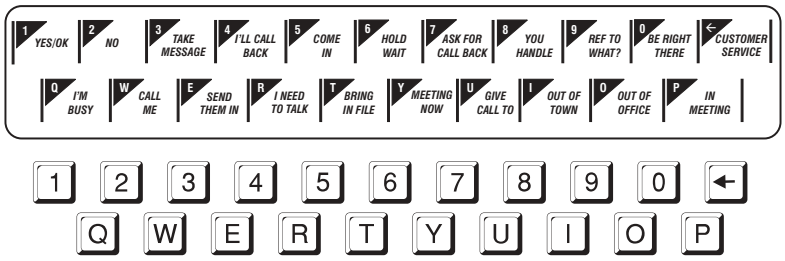


❶ Speaker Jack — attach point for auxiliary speaker
❷ I/O Port — input/output port
❸ Printer Port — attach point for optional printer or CDD
❹ Power Inlet

Templates

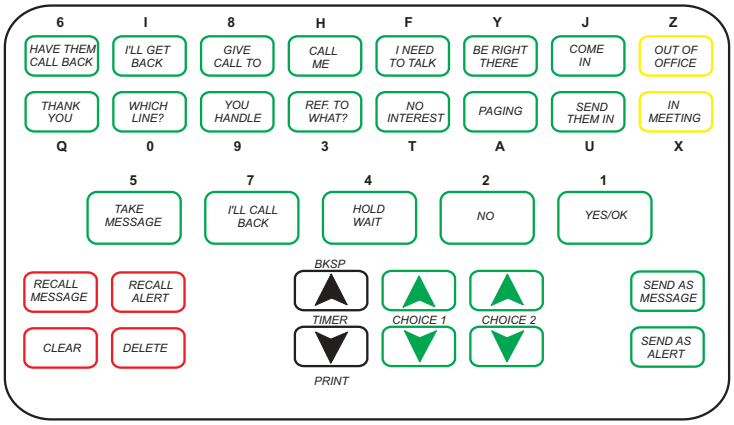
Keyboard Phrase Key Template

A phrase key template is located above the keys on a keyboard unit, showing the programmed phrase and corresponding key.



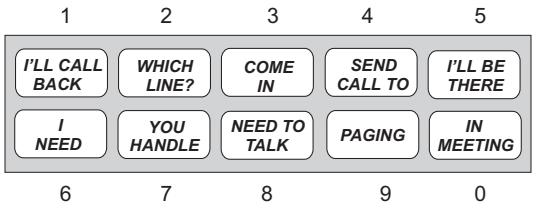
Panel Phrase Button Template

This template illustrates the alphanumeric assignment, used for programming, for each phrase button on the phrase pad of a panel unit.



Wallmount Phrase Button Template

This template illustrates the numeric assignment, used for programming, for each phrase button on the phrase pad of a wallmount unit.



Terms and Definitions

ADDRESS	The address identifies an Amtel unit. Each Amtel unit must be assigned a unique 2 character, alphanumeric address to communicate with other units. Addresses are normally assigned and maintained by the System Administrator.
ALERT	An alert is a short bit of information that is sent when you want an immediate response. An alert is limited to one screen (29 spaces) of text. When an alert is received, the unit will emit a single beep and display the alert text. You can send an alert to announce a phone call or visitor, or to converse with another unit — think of it as Amtel's "chat" feature.
CDD	An optional device that will flash an external device (such as a lamp) when an alert or message is received. It is used as a visual signal in addition to an audible beep.
CENTRAL TIMEKEEPER	The designated keyboard unit that maintains time and allows the user to modify the date and time for the entire network by sending electronic time updates to all other units set to "auto." There must be only one central timekeeper per network or zone.
CHOICE BUTTONS	The buttons on a panel unit or wallmount unit used to modify the text fragments of a phrase before sending a response, or initiating an alert or message.
COMMAND CODE	A two or four digit number used to activate some programming steps by the System Administrator.
DISTRIBUTION LIST (GROUP ADDRESS)	A list containing two to twenty addresses of other units on the same network. It is used to define a specific group and assigned a unique group address.
ELAPSED TIMER	The elapsed timer counts up like a "stopwatch."
ELECTRONIC STORAGE BIN	The memory of the unit that stores alerts, messages and reminders.
EMERGENCY ALERT	A communication sent globally alerting all units of an emergency.
EVENT TIMER	The event timer counts down to Ø.
FASTWIRE	A mode of communication that provides instantaneous alert and message delivery. Fastwire is the recommended setting for Amtel units in the 600 and 700 series.

FIFO	First In First Out. A message recall option that defines the order in which stored messages are retrieved. The first (oldest) message will be the first recalled.
GLOBAL ADDRESS	The address "+ +" that sends an alert, message, or reminder to all units simultaneously.
GROUP ADDRESS (DISTRIBUTION LIST)	An address used to identify a distribution list. When used it will send an alert, message or reminder to all units contained in that distribution list.
HARDWIRE	A mode of communication which allows 600 and 700 series units to communicate with 500 series units.
IDLE MODE	The unit is waiting for use. When in idle mode, the screen displays the day, date, and time.
INITIAL ADDRESS	The first address displayed when a phrase button/key, **ALERT ENTER**, **MESSAGE ENTER**, or **REMINDER ENTER** is pressed.
I/O PORT	The port used to connect a data cord to the unit.
KEYBOARD UNIT	An Amtel unit with a keyboard. This unit can remotely program other units.
LIFO	Last In First Out. A message recall option that defines the order in which stored messages are retrieved. The last (most recent) message will be the first recalled.
MESSAGE	A non-time critical communication. Messages are date and time stamped, and stored for later review. A message can be up to 7 screens (224 characters) in length.
MULTIPLE ADDRESSING	To address communication to more than one unit: type the address of the first unit followed by pressing the **NEXT PERSON** key. Continue typing addresses of additional units separating each address by pressing the **NEXT PERSON** key.
NEXT PERSON	On the keyboard, use the **NEXT PERSON** key to send communication or program more than one unit at a time by pressing the **NEXT PERSON** key, between addresses (up to 20).
PANEL UNIT	An Amtel unit with a membrane touch pad and programmable phrase buttons.

PASSWORD	A programmable security function for an Amtel consisting of 4 alphanumeric characters. ***Setup Password*** – Protects addresses and some setup programming functions from being changed by unauthorized users. Used by the System Administrator. ***Individual Password*** – Protects messages at an individual unit from being accessed either locally or remotely. Used by the individual user at his/her unit.
PHRASE	The programmed text displayed when a phrase button is pressed.
PHRASE BUTTON/KEY	Programmable button or key which displays a pre-programmed phrase.
PHRASE SLIDE CARD	A card on which the phrase labels are printed. It is located under the front cover plate and is accessible through a slot to the left of the card. (Available on wallmount units only.)
POWER SUPPLY	Provides power to the unit.
PRINTER PORT	Port to connect an optional printer or CDD.
RECALL	The function that enables a user to view a stored alert, message or reminder.
REMINDER	A reminder is a message programmed to be sent at a later time and/or date to a single unit (including the sending unit), a group, or globally.
REMOTE ACCESS	Allows another keyboard user to recall messages or program from a remote keyboard unit.
SCREEN EXERCISE	This automatic function is designed to “exercise” every segment of the screen ensuring consistent brightness across the display. At a pre-programmed time (usually after office hours) the display flashes alternating ✳ Ø ✳ Ø ✳ Ø ✳ across the entire screen. This is Amtel’s screen saver feature.
SEND AS	Transmits a communication as an alert, message, or reminder.
SPEAKER PORT	Port for connecting auxiliary speaker devices for extra volume. (Wallmount only)
STATUS	A status is a pre-programmed phrase which is automatically sent in response to an alert. Setting your status is a way of giving other Amtel users information when you are away from your desk.
SYSTEM ADMINISTRATOR	Person designated to configure and maintain the Amtel network.

TEXT FRAGMENT	Portions of programmed text used by a panel unit or wallmount unit to construct phrases and/or modify a phrase before sending as or responding to an alert or message.
TEXT PAGING	Optional function which allows messages to be sent to an alphanumeric pager.
TIME KEEPING	Keyboard units have 3 ways of keeping time: ***Central*** – designates the keyboard unit that keeps time and allows the user to modify the date and time for all units on the system that are set to auto. There must be only one central timekeeper per network or zone. ***Auto*** – designates that a unit automatically receives time updates from the central timekeeper. The time cannot be changed at this individual unit. Panel and wallmount units only function on auto. ***Local*** – this unit keeps track of, and changes its own time.
TIMER FUNCTIONS	The Amtel unit measures time in two modes: *elapsed time* or *event time*.
UNIT	Refers to any Amtel Direct-Line keyboard, panel, or wallmount unit.
USER DIRECTORY	The user directory is a programmed address list of other Amtel units on the network. Each panel unit or wallmount unit has its own user directory capable of storing up to 20 addresses.
WALLMOUNT	An Amtel unit with a membrane touch pad and programmable buttons, designed to be mounted on a wall or in a cabinet.
ZONE	The zone acts as an extended address that enables a group of Amtel units within a building or network to be separated from other Amtel units. All Amtel units in a network that need to communicate must be on the same zone.

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Alerts

Alerts Defined

An alert is a short bit of information that is sent when you want an immediate response. An alert is limited to one screen (29 characters) of text.

Alerts are used to:

- initiate communication.
- request an item.
- announce a meeting.
- page someone.

Alerts can be sent to an individual unit, groups of units, or globally to all units.

Note: A user directory must be programmed in a panel or wallmount unit with the addresses of the units to which communications will be sent.

- When an alert is received, the receiving unit emits a single beep and the alert is displayed for a pre-programmed amount of time.
- A renotice beep can remind the recipient of an unanswered alert (programmable feature).
- A response to an alert can only be sent to the original sending unit.
- When a response to an alert is received the unit emits a distinct warble tone.

Panel and wallmount units store the most recent 50 alerts received or sent. As the 51st alert and additional alerts are received or sent, the oldest stored alert is automatically deleted.

Pressing the **CLEAR** button at any point during receiving or recalling an alert will send the alert to the unit's electronic storage bin where it is saved for later recall or action.

Note: If there are multiple unanswered alerts being displayed, the **CLEAR** *button may need to be repeatedly pressed to return to idle mode.*

Alerts can be initiated two ways from a panel or wallmount unit using a:

- ***Programmed Phrase Key*** – if necessary modify the address and/or phrase.
- ***Recalled Alert*** – recall an alert to resend if initially sent from your unit or modify the response phrase of an alert you received.

Note: To initiate an alert from your unit, it must be in the idle mode.

Phrase buttons: (See page 1-9 for Panel and Wallmount button template.)

- can display complete phrases or have one or two flashing text fragments that are able to be modified using the **CHOICE** buttons.
- are able to be customized with frequently used text (see System Administrator's manual for programming).
- can be used to initiate or respond to alerts or messages, or activate a status.
- can be assigned an initial address (the first address displayed when a phrase button is pressed) for all buttons, or a unique initial address for individual buttons.
- when pressed, a panel or wallmount unit first displays the initial address. Repeatedly press a phrase key to view the user directory.
- the first entry of the user directory is displayed the second time a phrase button is pressed. Panel and wallmount units must have a user directory programmed for a unit to initiate alerts or messages. (See System Administrator's Manual)

Text fragments provide the user with additional options to complete a phrase.

- are the flashing areas of text within a phrase that can be modified at a panel or wallmount unit.
- can be modified by repeatedly pressing the **CHOICE 1** ∧ or ∨ button to change the 1st area of flashing text, and the **CHOICE 2** ∧ or ∨ button to change the 2nd area of flashing text.
- lists must be programmed for your unit for you to use this option. (See System Administrator Manual)

EXAMPLE: The phrase *I'LL CALL BACK IN 5 MIN*, has one text fragment. Press the **CHOICE 1** ∧ or ∨ button repeatedly to scroll through List 1 to your desired choice. Press **SEND AS ALERT**.

List 1
IN 1Ø MIN
IN 5 MIN
NEXT WEEK
TOMORROW
IN 1 HOUR
IN 3Ø MIN
IN 15 MIN

Note: A user directory must be programmed into a panel or wallmount unit in order for the user to communicate with units other than the initial address unit.

Note: To initiate an alert from your unit it must be in idle mode.

Sending Alerts

This section will describe how to send an alert:

- using a phrase button.
- using a phrase button and modifying the address and/or phrase.

Phrase Buttons

Alerts can be easily initiated by pressing a phrase button and pressing **SEND AS ALERT**.

EXAMPLE: You would like AA to come into your office. For this example, the initial address is AA.

1. Press the appropriate **PHRASE** button. Example: *COME IN PLEASE*. The screen displays:

   AA COME IN PLEASE

2. Press **SEND AS ALERT**. The screen returns to idle mode, indicating the alert was received. (The receiving unit beeps and the alert displays along with your address identifying the sender.)

Address and/or Phrase Modification

There may be times when you want to initiate an alert using a phrase button as we did above, but a little differently:

- and send it to an address other than the customized initial address. (Other addresses must be programmed into the user directory.)
- and/or modify the phrase. (Text fragments must be programmed by the System Administrator.)

EXAMPLE: You would like to send the alert: *AA NEED TO TALK WHEN FREE* IN *MY OFFICE*, and modify the address to CC and modify the phrase to read: *NEED TO TALK IN 5 MIN* IN *BOARD ROOM*

1. Press the appropriate phrase button. The screen displays:

   AA NEED TO TALK WHEN FREE IN MY OFFICE

2. a. To modify the address:
   1. Repeatedly press the phrase button to scroll through the user directory until the desired address is displayed to the left of the phrase. The screen displays:

      CC NEED TO TALK WHEN FREE IN MY OFFICE

   b. To modify the phrase:
      1. Repeatedly press **CHOICE 1** ∧ or ∨ to change the 1st area of flashing text.
      2. Repeatedly press **CHOICE 2** ∧ or ∨ to change the 2nd area of flashing text.
3. Press **SEND AS ALERT**. The screen returns to idle mode, indicating the alert was received.

Sending an Alert to Multiple Addresses

In this section, the next two examples deal with the delivery of an alert to more than one unit using:

- a group address **+Ø** through **+9**.
- the global address + +.

Group Address

A group address is used to identify a distribution list. Using a group address will send an alert to all units contained in the distribution list which is identified with that group address.

A distribution list contains two to twenty addresses of groups of other units on the same network.

A group address starts with "+" followed by the list number **Ø** through **9**. Example +Ø, +1, +2, +3, +4, +5, +6, +7, +8, +9.

Note: To initiate an alert using a group address, the group address must be programmed into the unit's user directory. To modify the flashing text of a phrase the text fragments must be programmed by the System Administrator.

EXAMPLE: All units in the sales department could be assigned the group address **+Ø,** administrative personnel **+1**, accounting department **+2**, etc. The following example will contact the accounting department.

1. Press a phrase button repeatedly to scroll through the user directory to the group address **+2**. The screen displays:

+ 2 MEETING IN 1 HOUR

2. a. To modify the phrase:
   1. Repeatedly press **CHOICE 1** ∧ or ∨ to change the 1st area of flashing text.
   2. Repeatedly press **CHOICE 2** ∧ or ∨ to change the 2nd area of flashing text.
2. Press **SEND AS ALERT**. The screen returns to idle mode, indicating the alert was received.

Global Address + +

A global alert is sent to *all* units on the network simultaneously. All units on the network beep two times upon receipt of the alert and display the alert. A global alert can also be used for paging.

Note: To initiate a global alert, the address + + must be programmed in the user directory.

EXAMPLE: PAGING OFC MGR. When a response is received, the address of that unit is displayed along with the response.

1. Press a phrase button repeatedly to the address + +. The screen displays:

++ PAGING OFC MGR

   a. To modify the phrase:
   1. Repeatedly press **CHOICE 1** ∧ or ∨ to change the 1st area of flashing text.
   2. Repeatedly press **CHOICE 2** ∧ or ∨ to change the 2nd area of flashing text.
2. Press **SEND AS ALERT**. The screen returns to idle mode.

Receiving Multiple Alerts

When your unit receives an alert, it will emit a single beep and display the alert text followed by the address of the sending unit. The alert will display for a user-defined programmed amount of time (from 1 to 9800 seconds).

The last 50 alerts sent or received are stored. As the 51st and subsequent alerts are sent or received, the oldest alert is automatically deleted.

When multiple alerts are received simultaneously, your unit can be programmed to scroll the alerts. Scrolling alerts are displayed and separated by the words *NEW ALERT* or *NEXT ALERT*. Each alert displays for a programmed amount of time to allow the user time to respond to the appropriate alert. (The scrolling time of an alert is programmed by the System Administrator.)

While scrolling, and if a new alert is received, the new alert is preceded by the term:

NEW ALERT

While scrolling, the next time the same alert is displayed, it is preceded with the words:

NEXT ALERT

Panel and wallmount units can be programmed to emit an alert renotice beep to remind you of an unanswered alert.

Responding to an Alert

Upon receipt of an alert, you are able to respond in one of two ways:

- using a phrase button.
- using a phrase button and modifying the phrase.

Note: A response to an alert can only be sent to the original sending unit.

Phrase Buttons

EXAMPLE: You receive the alert *MR JONES ON LINE 3*, and would like to reply with the response *I'LL CALL BACK*.

The alert text you wish to respond to must be displayed on your unit's screen.

1. Press the appropriate phrase button. The screen displays:

I'LL CALL BACK --

2. Press **SEND AS ALERT**. The screen returns to idle mode, indicating the response was received.

Phrase Modification

Upon receipt of an alert, you are able to respond with a phrase button, and edit the flashing text fragments as necessary using the **CHOICE 1** or **CHOICE 2** buttons.

Note: A response to an alert can only be sent to the original sending unit. To modify the flashing text of a phrase the text fragments must be programmed by the System Administrator.

EXAMPLE: You receive the alert: *MR JONES ON LINE 3*. The response we use is: *I'LL CALL BACK TOMORROW*

List 1
IN 10 MIN
IN 5 MIN
NEXT WEEK
TOMORROW
IN 1 HOUR
IN 30 MIN
IN 15 MIN

The alert text you wish to respond to must be displayed on your unit's screen.

1. Press the appropriate phrase button. The screen displays:

I'LL CALL BACK IN 5 MIN

   (*IN 5 MIN* is flashing and can be changed).
2. To modify the phrase:
   a. Repeatedly press **CHOICE 1** ∧ or ∨ to change the 1st area of flashing text.

I'LL CALL BACK TOMORROW

   b. If there is a 2nd flashing text fragment, repeatedly press **CHOICE 2** ∧ or ∨ to change the 2nd area of flashing text.
3. Press **SEND AS ALERT**. The screen returns to idle mode, indicating the alert was received.

Recalling a Stored Alert

Amtel units store a combination of the most recent 50 alerts sent or received. As the 51st and additional alerts are sent or received, the oldest alert is automatically deleted.

There are two types of alerts stored in the electronic storage bin:

- ***Initiated Alerts*** – alerts you sent. You are only able to resend alerts initiated at your unit. When recalled, alerts you initiated display the address of the receiving unit followed by the alert text.
- ***Received Alerts*** – alerts you receive. You are only able to respond to alerts received at your unit. The response is sent to the original sending unit. When recalled, alerts you have received will display the alert text followed by the address of the sending unit and the response.

Recall an alert:

- to view and/or delete.
- to respond to a received stored alert:
  a. with the same response.
  b. with a new response using a phrase button and/or modifying the phrase.

- to resend the same alert.
- to resend as a message.

To recall an alert, repeatedly press **RECALL ALERT** to scroll through all of the stored alerts.

View or Delete

- ***To view*** – After recalling and viewing an alert, it can be stored at any point by pressing **CLEAR**.
- ***To delete*** – After recalling an alert, it can be deleted by pressing the **DELETE** button twice. *Once an alert is deleted, it cannot be recalled.*

Alerts that have been *sent to* or *received by* your unit are stored in your unit along with the response.

1. Press **RECALL ALERT** repeatedly until the desired alert is displayed.
2. To view:
   a. Press **CLEAR** to keep the alert and return to idle mode, or
   b. To continue, repeatedly press **RECALL ALERT** to view additional stored alerts.

   To delete:
   a. Press **DELETE** twice. If additional alerts are stored, the next alert will be displayed.

Note: Pressing **CLEAR** *at any point during recall returns the unit to idle mode.*

Responding to a Stored Alert

You have received an alert at your unit. You have sent an answer to this alert or you wish to respond for the first time. Now, you wish to recall the alert and make a change to your response, or you want to respond for the first time.

Alerts received at your unit are able to be recalled and responded to.

Note: A response to a received alert can only be sent to the original sending unit.

Respond to a stored alert:

- using a phrase button.
- using a phrase button and modifying the phrase.

Note: An alert will go to storage even though there was no reply to the alert. In these examples however, there was an initial reply when originally sent.

Responding with a Phrase Button and/or Modifying the Phrase

The appropriate alert must be displayed on the screen.

1. Press **RECALL ALERT.** The screen displays the last alert stored in your unit. (The alert toggles with the original alert response — if there was no response, *??* will appear on the response screen.) Repeatedly press **RECALL ALERT** until the desired alert text is displayed.
   The alert :

MS SMITH ON LINE 3 AA

   The initial response:

HAVE THEM HOLD/WAIT

2. To respond:
   a. Press the same response button to send the same response or modify this response.
   b. Press a different phrase button to send a new response, and/or modify the phrase.
      1. Press **CHOICE 1** ∧ or ∨ to modify the 1st area of flashing text.
      2. Press **CHOICE 2** ∧ or ∨ to modify the 2nd area of flashing text.

   The screen will display the response chosen:

I'LL CALL BACK IN 1 HOUR

3. Press **SEND AS ALERT**. The screen returns to idle mode, indicating the response was received.

Resending a Stored Alert

There are two types of alerts stored in the electronic storage bin:

- ***Initiated Alerts*** – alerts you sent. You are only able to resend alerts initiated at your unit. When recalled, alerts you initiated display the address of the receiving unit followed by the alert text.
- ***Received Alerts*** – alerts you receive. You are only able to respond to alerts received at your unit. The response is sent to the original sending unit. When recalled, alerts you have received will display the alert text followed by the address of the sending unit and the response.

There may be times when you send an alert and you would like to send the same alert again.

Note: You are only able to resend alerts initiated at your unit.

The appropriate alert must be displayed on the screen:

1. Press **RECALL ALERT.** (The alert toggles with the original alert response — if there was no response, *??* will appear on the response screen.) Repeatedly

press **RECALL ALERT** until the desired alert text is displayed. The screen displays the alert address and text:

```
FD ALERT TEXT DISPLAYED
```

2. To respond, press a phrase button then
   a. Press **CHOICE 1** ∧ or ∨ to modify the 1st area of flashing text.
   b. Press **CHOICE 2** ∧ or ∨ to modify the 2nd area of flashing text.
3. Press **SEND AS ALERT**. The screen returns to idle mode, indicating the alert was received.

Resending a Stored Alert as a Message

An alert can be resent as a message. If you send someone an alert and you don't receive a timely answer, you may want to resend the same information as a message.

Note: You can only resend alerts that were initiated at your unit.

EXAMPLE: You have sent an alert to *AA NEED TO TALK WHEN FREE*. A response was not received. Resend the alert as a message.

The appropriate alert must be displayed on the screen:

1. Press **RECALL ALERT.** The screen displays the last alert stored in your unit. Repeatedly press **RECALL ALERT** until the desired alert text is displayed. The screen displays:

```
AA  NEED TO TALK WHEN FREE
```

2. Press **SEND AS MESSAGE**. The screen returns to idle mode, indicating the message was received.

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Messages

Messages Defined

A message is a non time-critical communication stored for later recall. Messages can be up to 7 screens/lines in length (224 characters). Messages are Amtel's electronic "While You Were Out" message slip.

Unlike alerts, messages are stored only in the receiving unit. The receiving unit stores the message; when a response is sent back to the initial sending unit, this unit now stores the response and the message.

Messages are used when:

- the communication does not require an immediate reply or action.
- the sender is directed to take a message.
- the sender knows the intended recipient is unavailable.

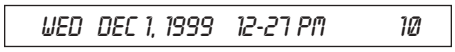
Messages can be sent to an individual unit, groups of units or globally to all units.

- When a message is received, the receiving unit beeps three times, the message displays briefly along with the sender's address and date, time stamped and stored. The number on the right side of the display screen indicates the number of messages stored. If the number is flashing, at least one new message has been received but not viewed.
- When a message is answered, the response can only be sent to the original sending unit.
- When a response to a message is received, the receiving unit beeps three times.

Message Storage

Amtel units have the capacity to store up to 200 messages. The amount able to be stored depends on the number and length of already stored messages.

On this screen 10 messages are being stored:



Note: The counter to the right side of the display is limited to two digits. Even if 200 messages are stored in the unit's electronic storage bin the counter will only display up to 99.

Note: Only received messages are stored.

Messages can only be deleted one at a time, to prevent the wrong message from being deleted.

Pressing **CLEAR**, at any point while viewing or recalling a message, will send it to the unit's electronic storage bin and save the message for later review or action.

To initiate a message at a panel or wallmount unit:

- ***Phrase Button*** — if necessary, modify the address and/or text fragment(s).
- ***Recall a Message to Resend***

Note: To initiate a message from your unit, the unit must be in idle mode.

Phrase buttons: (See page 1-9 for Panel and Wallmount button template.)

- can display complete phrases or have one or two flashing text fragments that are able to be modified using the **CHOICE** buttons.
- are able to be customized with frequently used text (see System Administrator's manual for programming).
- can be used to initiate or respond to alerts or messages, or activate a status.
- can be assigned an initial address (the first address displayed when a phrase button is pressed) for all buttons, or a unique initial address for individual buttons.
- when pressed, a panel or wallmount unit first displays the initial address. Repeatedly press a phrase key to view the user directory.
- the first entry of the user directory is displayed the second time a phrase button is pressed. Panel and wallmount units must have a user directory programmed for a unit to initiate alerts or messages. (See System Administrator's Manual)

Text Fragments:

- provide the user with additional options to complete a phrase.
- are the flashing areas of text within a phrase that can be modified at a panel or wallmount unit.
- can be modified by repeatedly pressing the **CHOICE 1** button to change the 1st area of flashing text and the **CHOICE 2** button to change the 2nd area of flashing text.
- lists must be programmed for your unit for you to use this option. (See System Administrator Manual)

EXAMPLE: The phrase: *I'LL CALL BACK IN 5 MIN*, has one text fragment. Press the **CHOICE 1** ∧ or ∨ button repeatedly to scroll through List 1 to your desired choice. Press **SEND AS MESSAGE**.

List 1
IN 1Ø MIN
IN 5 MIN
NEXT WEEK
TOMORROW
IN 1 HOUR
IN 3Ø MIN
IN 15 MIN

Press the **CHOICE 1** button repeatedly to scroll through the list to your desired choice.

Note: A user directory must be programmed into a panel or wallmount unit in order for the user to communicate with units other than the initial address unit.

Note: To initiate a message from your unit it must be in idle mode.

Sending Messages

This section will describe how to send a message:

- using a phrase button.
- using a phrase button and modifying the address and/or phrase.

Phrase Buttons

Messages can be easily initiated by pressing a phrase button and pressing **SEND AS MESSAGE.**

EXAMPLE: You would like to talk to someone when they have time. For this example, the initial address is AA.

1. Press the appropriate phrase button. Example: *NEED TO TALK WHEN FREE*. The screen displays:

   AA NEED TO TALK WHEN FREE

2. Press **SEND AS MESSAGE**. The screen returns to idle mode, indicating the message was received.

Address and/or Phrase Modification

There may be times you want to initiate a message using a phrase button as we did above but a little differently:

- and send it to another address other than the customized initial address.
- and/or modify the phrase.

EXAMPLE: The programmed phrase is to be sent to FD and displays: *SEE ME TOMORROW IN MY OFFICE*, or the phrase can be modified using text fragments. For this example, the initial address is AA.

List Ø	List 1
IN 1Ø MIN	MY OFFICE
IN 5 MIN	ACCOUNTING
NEXT WEEK	SERVICE
TOMORROW	RECEPTION
IN 1 HOUR	ASSTS DESK
IN 3Ø MIN	
IN 15 MIN	

1. Press the appropriate phrase button. The screen displays:

   AA SEE ME TOMORROW IN MY OFFICE

2. a. To modify the address: repeatedly press the phrase button to scroll through the user directory until the desired address is displayed to the left of the phrase.
   b. To modify the phrase:
      1. Press **CHOICE 1** ∧ or ∨ to change the 1st area of flashing text.
      2. Press **CHOICE 2** ∧ or ∨ to change 2nd area of flashing text.

3. When the appropriate address and phrase are displayed, press **SEND AS MESSAGE**. The screen returns to idle mode, indicating the message was received.

Sending a Message to Multiple Addresses

In this section, the next two examples deal with the delivery of a message to more than one unit using:

- a groups address **+Ø** through **+9**.
- the global address + +.

You will quickly see how wonderfully capable your Amtel unit is.

Group Address

A group address is used to identify a distribution list. Using a group address will send a message to all units contained in the distribution list which is identified with that group address.

A distribution list contains two to twenty addresses of other units on the same network.

A group address starts with "**+**" followed by the list number **Ø** through **9**. Example: +Ø, +1, +2, +3, +4, +5, +6, +7, +8, +9.

Note: To initiate a message using a group address, the group address must be programmed in the unit's user directory. To modify the flashing text of a phrase the text fragments must be programmed by the System Administrator.

EXAMPLE: All units in the sales department could be assigned the group address **+Ø,** administrative personnel **+1**, accounting department **+2**, etc. The following example will contact administrative personnel **+1**.

1. Press a phrase button repeatedly to scroll through the user directory to the group address **+1**. The screen displays:

+ 1 I NEED ASSISTANT

   a. To modify the phrase:
      1. Press **CHOICE 1** ∧ or ∨ to change the 1st area of flashing text.
      2. Press **CHOICE 2** ∧ or ∨ to change 2nd area of flashing text.
2. Press **SEND AS MESSAGE**. The screen returns to idle mode, indicating the message was received.

Global Address ++

A global message is sent to *all* units on the network simultaneously. Upon receipt of the message, all units on the network beep three times, display the message briefly and then store the message.

Note: To initiate a global message the address ++ must be programmed in the unit's user directory.

1. Press a phrase button repeatedly to the ++ address. The screen displays:

   ```
   ++  I NEED ASSISTANT
   ```

   a. To modify the phrase:
      1. Press **CHOICE 1** ∧ or ∨ to change the 1st area of flashing text.
      2. Press **CHOICE 2** ∧ or ∨ to change 2nd area of flashing text.
2. Press **SEND AS MESSAGE**. The screen returns to idle mode.

Recalling a Stored Message

When received, messages are dated, time stamped, and stored until deleted. The number on the right side of the display screen indicates the number of messages stored. If the number is flashing, this indicates that there is at least one new message being stored which has not been viewed.

Unlike alerts, messages are stored only in the receiving unit. The receiving unit stores the message; when a response is sent back to the initial sending unit, this unit now stores the response and the message.

Recall a message to:

- view and/or delete.
- respond to a message.
- resend or redirect a message to another address.

There are two types of stored messages:

- messages not responded to — when recalled display the message only.
- messages with responses — when recalled display the response {RE} and the original message.

Note: Messages can be up to 7 screens long (224 characters). When recalling a message, press **BACKSPACE** *repeatedly to view the last screen(s) displayed, or* **RECALL MESSAGE** *to continue forward.*

View or Delete

- ***To view*** – After recalling and viewing a message, it can be stored at any point by pressing **CLEAR**.
- ***To delete*** – After recalling a message, it can be deleted by pressing **DELETE** twice. Once a message is deleted it cannot be recalled.

Note: Messages can only be deleted individually to prevent the wrong message from being deleted.

Note: Pressing **BACKSPACE** *during recall allows the user to view the previous screen.*

1. Press **RECALL MESSAGE**. The screen displays *MESSAGE 1 FROM __ __* (showing the address of the sending unit)

(number) (sending unit)

2. Press **RECALL MESSAGE** again. The screen displays the day, date, and time the message was received.
3. Repeatedly press **RECALL MESSAGE** to view each line of the message up to 7 lines.
4. At the end of the message, the screen displays:

   To view:
   a. Press **CLEAR** to keep the message and return to idle mode, or
   b. To continue, repeatedly press **RECALL MESSAGE** to view additional stored messages.

   To delete:
   a. Press **DELETE** twice. If additional messages are stored, the next message will be displayed.

Note: Pressing **CLEAR** *at any point during recall returns the unit to idle mode.*

Responding to a Stored Message

Messages received at your unit are able to be recalled and responded to.

You have received a message at your unit and you would like to respond for the first time or respond and change your initial response.

Note: A response to a received message can only be sent to the original sending unit.

When responding to a message, the receiving unit will store the response as a message. Since the receiving unit will view this response as a regular message, the original sender can, in turn, respond to your answer.

Note: The message must be displayed in order to respond to it.

Note: Pressing **BACKSPACE** *during recall allows the user to view the previous screen,* **MESSAGE RECALL** *continues the scrolling.*

Respond to a stored message:

1. Press **RECALL MESSAGE** repeatedly until the desired message is displayed.
2. Press the desired response phrase button. The screen displays the selected response phrase.
   a. To modify the phrase if necessary:
      1. Press **CHOICE 1** ∧ or ∨ to change the 1st area of flashing text.
      2. Press **CHOICE 2** ∧ or ∨ to change 2nd area of flashing text.
3. Press **SEND AS MESSAGE**. The screen returns to idle mode, indicating the response was received.

Resending or Redirecting a Stored Message

You have received a message at your unit and you would like to send it to another Amtel unit on the network.

Note: A user directory of the units you wish to communicate with must be programmed in your unit.

1. Press **RECALL MESSAGE** repeatedly until the desired message is displayed.
2. Press **CHOICE 1** ∨ until desired address is displayed.
3. Press **SEND AS MESSAGE**. The screen returns to idle mode, indicating the response was received.

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Timer Functions

Two timers are available on a panel or wallmount unit.

- ***Elapsed Timer*** – This timer counts from zero (Ø) up.
- ***Event Timer*** – This timer counts from a pre-set time down to (Ø).

Elapsed Timer

There may be times when you need to time a phone call or consultation, how long a certain task takes to complete, or how long you have been away from your desk. Activate the elapsed timer for this purpose.

While the timer is activated your Amtel still functions normally. The unit can receive and send alerts and messages. If, while your timer is activated, an alert, message or reminder should come to your unit, the text will displace the time on your screen. Following the text display, the timer will again occupy the screen. Of course, there will be no time interruption.

1. Press **BACKSPACE** to activate the timer. The screen displays: *ELAPSED TIMER STARTED* and then the date of the week, the timer in parentheses with the seconds increasing, the current time, and your message counter on the right:

   ```
   MON  (00-04-35)  2:38 PM        5
   ```

   (The timer above was started on Monday it has timed 4 minutes 35 seconds as of 2:38 PM and 5 messages are stored.)
2. Press **BACKSPACE** to stop the timer. The screen displays: *ELAPSED TIME* __ with the time in hours, minutes and seconds.The screen continues to display the elapsed time until **CLEAR** is pressed.
   Again, if an alert or message is received it will be displayed and stored and the timer will return to the screen.
3. Press **CLEAR.** The screen returns to idle mode.

Event Timer

The event timer counts down from a pre-set time to Ø. When the timer reaches Ø the unit beeps five times.

There may be events or procedures that occur in your office that need to be timed. The timer default set at Amtel for your unit is ØØ-3Ø (ØØ minutes and 3Ø seconds). Perhaps your System Administrator will choose to change this default time. The maximum capacity of this timer is 99 minutes and 59 seconds (99-59).

The System Administrator can program your unit with the most frequently used time for your unit, or the user is able to change the default on a time to time basis.

In our example the pre-set default time is 3Ø seconds.

1. Press **PRINT**.

   SET EVENT TIME 00 - 30

2. Press **SEND AS ALERT**. The timer is activated and begins counting down. At Ø seconds the unit beeps five times. The screen returns to idle mode.

Modifying the Event Time

There may be times when you want to time an event or procedure but the default time is not appropriate. You can set the time values on a time-to-time basis.

NOTE: This procedure modifies the values for this time only.

1. Press **PRINT**. The screen displays the preset event time.
2. Press: **CHOICE 1** ∧ or ∨ to scroll from ØØ through 99.
   CHOICE 2 ∨ to move to second set of numbers.
   CHOICE 1 ∧ or ∨ to scroll from ØØ through 59.
3. Press **SEND AS ALERT.** The timer is activated and begins counting down.

   REMAINING EVENT TIME 00 - 40

   At Ø seconds the unit beeps five times The screen returns to idle mode.

Time Keeping

The time and date for panel and wallmount units is kept by a remote keyboard unit. Panel and wallmount units only keep time on auto. To change the time for your unit and/or for the network see the System Administrator.

Personal Preferences

Your unit has been programmed at the factory with default settings. You may want to adjust these settings to meet individual preferences.

Individual Password

To protect the confidentiality of the messages being stored in your unit and prevent them from being reviewed or recalled by others, you may want to set your individual password.

- The individual password is 4 characters — alpha and/or numeric.
- Each unit may have its own unique individual password which must be set at each unit.
- The factory default setting is 9999, and disables the password function.

CAUTION: Record the password — it **cannot** be recalled.

Setting an Individual Password

If your unit has as a password the factory default 9999, this then is most likely the first time that this unit is to be assigned an individual password.

1. Press and hold **CLEAR** and **RECALL ALERT**, and press the **CHOICE 2** ∨ button. The screen displays:

   SET RECALL PASSWORD 9 9 9 9

2. Press: **CHOICE 1** ∧ or ∨ to scroll to 1st character.
   CHOICE 2 ∨ one time to advance to the next space.
   CHOICE 1 ∧ or ∨ to scroll to 2nd character.
   CHOICE 2 ∨ one time to advance to the next space.
   CHOICE 1 ∧ or ∨ to scroll to 3rd character.
   CHOICE 2 ∨ one time to advance to the next space.
   CHOICE 1 ∧ or ∨ to scroll to 4th character.
3. Press **SEND AS ALERT** to save setting. The screen returns to idle mode.

Changing an Individual Password

At this point your unit has a password other than the original factory default (9999). When we enter a password over the default, we say that we "set" a password. Under any other circumstance we say that we "change" a password.

1. Press and hold **CLEAR** and **RECALL ALERT**, and press the **CHOICE 2** ∨ button. The screen displays:

   ENTER PASSWORD ? ? ? ?

2. Enter your current password.
3. Press **SEND AS ALERT**. The screen displays:

   SET RECALL PASSWORD ? ? ? ?

5. Press: **CHOICE 1** ∧ or ∨ to scroll to 1st character.
   CHOICE 2 ∨ one time to advance to the next space.
   CHOICE 1 ∧ or ∨ to scroll to 2nd character.
   CHOICE 2 ∨ one time to advance to the next space.
   CHOICE 1 ∧ or ∨ to scroll to 3rd character.
   CHOICE 2 ∨ one time to advance to the next space.
   CHOICE 1 ∧ or ∨ to scroll to 4th character.
6. Press **SEND AS ALERT** to save setting. The screen returns to idle mode.

Remote Access

Remote access is a network and/or personal preference setting regarding access to your unit as well as to other units. Only a keyboard can remotely recall messages from other keyboard, panel, or wallmount units.

OPTIONS: NONE – PROGRAM – RECALL. *Factory default is PROGRAM*

- ***None*** – Secures a unit from remote access. This restricts any other unit from recalling messages or remotely programming a unit.
- ***Program*** – Allows an Amtel to be programmed from a remote keyboard unit.
- ***Recall*** – Allows your messages to be recalled from a remote keyboard unit.

Note: Set an individual password to protect messages when remote recall is set.

EXAMPLE: If you are away from your desk or "on the road' and call in for your messages, the person recalling your messages does not need to go to your unit. Your messages can be recalled remotely from another keyboard unit, if the remote access setting on your unit is set to "Recall."
OR
You may want a unit on another floor to be able to review messages specifically addressed to you and, at the same time, you may wish to review messages addressed to a unit on the 9th floor. In order to make this possible, all of the units involved must be set to "Recall."

Setting Remote Access for a Unit

1. Press and hold **CLEAR** and press **RECALL ALERT**. The screen displays:

   SET REMOTE ACCESS __

   (with the current setting flashing). At this point you are at the unit which will have received the messages that you wish to view while at another unit.
2. Press **CHOICE 1** ∧ or ∨ to the desired setting.
3. Press **SEND AS ALERT** to save the setting.

Remote Recall of Messages

Messages can only be recalled from a remote keyboard unit.

Refer to the "Remote Recall of Messages" and "Editing Remotely Recalled Messages" sections in the Keyboard User Manual.

Beeper Volume

The beeper volume is set to meet personal preference.

OPTIONS: Levels OFF through 4. *Factory default is Level 3.*

1. Press and hold **CLEAR** and then press **DELETE**. The screen displays:

   SET BEEPER VOLUME LEVEL 3

2. Press **CHOICE 1** ∧ or ∨ to desired setting.
3. Press **SEND AS ALERT** to save the setting. The screen returns to idle mode.

Beeper Tone

The beeper tone is set to meet personal preference.

OPTIONS: LOW – MEDIUM – HIGH. *Factory default is MEDIUM*

1. Press and hold **CLEAR** and then press **DELETE**. The screen displays SET BEEPER VOLUME.
2. Press **CHOICE 2** ∨. The screen displays:

   SET BEEPER TONE MEDIUM

3. Press **CHOICE 1** ∧ or ∨ to the desired setting.
4. Press **SEND AS ALERT** to save setting. The screen returns to idle mode.

Display Brightness

OPTIONS: Levels 1 through 4. *Factory default is level 3*.

You may want to adjust the display brightness depending on the location of the Amtel unit.

1. Press and hold **DELETE** and **CHOICE 1** ∨. The screen displays:

   SET DISPLAY BRIGHTNESS LEVEL 3

2. Press **CHOICE 1** ∧ or ∨ repeatedly to desired level.
3. Press **SEND AS ALERT** to save setting. The screen returns to idle mode.

Optional Features

There are four optional functions available for panel or wallmount user. Your unit may be programmed to accommodate:

- Emergency Alerts
- a Status
- a Printer
- a CDD

Emergency Alerts

An emergency alert is a communication sent system wide to all units in the network (in the same zone), alerting all units of an emergency. Although all units on the network receive an emergency alert, not all units may be programmed to send the alert. Units programmed with the emergency alert send function, should have the key or button labeled accordingly.

When an emergency alert is sent:

- it overrides all other network functions.
- it turns the network to maximum beep volume and display brightness.
- *every* unit on the network will continuously beep in a distinctive two-tone alarm until the emergency alert is canceled.
- the sending unit is silent but will display a flashing notification ensuring the emergency alert is being sent. This phrase is customized by the System Administrator and can be different than the phrase seen at the receiving units.
- an elapsed timer is activated at the sending unit, but is not be displayed until the emergency alert is canceled.
- it can only be canceled at the sending unit.

Note: Only one phrase button per unit can be programmed to send an emergency alert.

Note: Only one emergency alert response time can to be stored per unit.

EXAMPLE: Your keyboard unit address is AA and is one of six units on a network, the other addresses: BB, CC, DD, EE, FF. Your network has been programmed for units AA through EE to send an emergency alert. FF cannot send an emergency alert. However, if an emergency alert is initiated, all units on this network including FF will receive the transmission.

Initiating an Emergency Alert

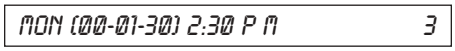
1. Press the button designated as the emergency alert. Immediately displayed flashing on the sending unit's screen is a programmed phrase showing the emergency alert is being sent. All receiving units are turned up to maximum brightness and volume and display the emergency alert phrase (which may be different than on the sending unit). The emergency alert continues to be sent until it is canceled.

Canceling an Emergency Alert

An emergency alert can only be canceled at the sending unit.

After the emergency alert is canceled all units return to normal functions.

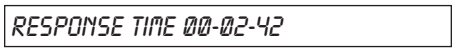
1. Press the **CLEAR** button. All receiving units return to normal functions. At the sending unit, the screen displays the day of the week, the elapsed timer counting up, the current time of day, and the number of messages being stored.

   (The above time is 1 minute, 30 seconds and counting.)

Stopping the Elapsed Timer

1. To stop the timer at the sending unit, press the **TIMER** button. The screen displays the response time in minutes and seconds.

   (The total response time 2 minutes, 42 seconds.)
2. Press **CLEAR** to store the response time. The response time is date and time stamped, and stored in the sending unit's electronic storage bin. The screen returns to idle mode.

Recalling the Response Time

1. Press and hold the **CLEAR** and **TIMER** buttons. The screen will display the date, the time initiated, and the duration of the most recent emergency.

Note: The emergency response timer will count to a maximum time of 59:59. If the timer goes beyond 59:59, the response time will be displayed with a series of asterisks indicating the response time was more than one hour.

2. Press **CLEAR** to return to idle mode.

Status

Activating a status is a way of giving other Amtel users information when you are away from your desk, if you are in a meeting, or it can also act as an electronic *DO NOT DISTURB* sign. When activated, your status will flash on your unit's display. When an alert is received, your unit will automatically respond with the status phrase. For example: *IN A MEETING/UNTIL 1 PM.*

If an alert is sent to your unit while in the status mode, it will not be displayed. Instead it will be automatically directed to your unit's electronic storage bin for later recall and review.

Messages sent to your unit while in the status mode will be briefly displayed in a scrolling fashion, and will automatically be stored in your unit's electronic storage bin.

Note: The keyboard and panel unit have factory default status phrase keys and buttons. Some wallmount models may not have a default status phrase, however, one can be programmed by the System Administrator.

Note: A temporary status may be set from a remote keyboard unit. See the System Administrator.

Setting Your Status

The status set for this example is: *IN A MEETING.*

1. Press the appropriate status button. The screen displays:

IN A MEETING

2. Press **SEND AS ALERT.** The phrase will continuously flash on your screen until the status is cleared.
3. Press **CLEAR** to discontinue the status mode. The screen returns to the idle mode indicating the status is canceled.

Option Printer

It is useful at times to have a hard copy of the messages from your Amtel unit.

You can take these messages with you when you leave the office to return calls from another location, or you may want a hard copy of verification of messages sent to keep a phone log of your calls.

Panel and wallmount units can be programmed to print incoming and/or outgoing messages.

- Print all incoming messages automatically.
- Print all outgoing messages automatically.
- Print all incoming and outgoing messages automatically.

- Print on demand.
- Print when the units electronic storage bin is full.

Automatic printing of outgoing and incoming messages is a programmable feature which is set by the System Administrator. For more information refer to the instruction sheet supplied with the printer.

A companion optional printer:

- prints a displayed alert or message.
- is dedicated to one unit.
- has the option of printing individual or all messages sent to it.

When you want a hard copy of an alert or message, press the **PRINT** key while the information is displayed. Use this to "capture" an item that you want to delete from memory.

CDD

Amtel Direct-Line units have the capability of being fully utilized in a noise intensive environment, or environments in which silence is appropriate. When an alert or message is received at a unit which has a CDD connected, the CDD will cause an electric device, such as a lamp to flash alternately between on and off.

CAUTION: Any device used must be less than 200 watts.

Problem Solving and Error Messages

If an Amtel unit stops communicating with other units, there are some basic problem-solving steps you can do with your System Administrator to correct the problem, or help determine if the unit needs to be sent to the manufacturer for repairs.

Problem Solving

Situation	Solution
No power No display on keyboard / panel / wallmount	• Check that the individual power supply is plugged into an electrical outlet, OR • Check the Group Power Supply is plugged into the electrical outlet, and check if that outlet has power. • Check that power cord or power/data cord is properly connected to the back of the unit and the four pins are straight. • Check that the electrical outlet has power. • Check the screen brightness setting.
Display has asterisks and Ø's flashing	• The Screen Exerciser is activated. Re-program setting to activate after office hours. Refer to System Administrator's Manual.
Display shows day with a timer running in parentheses followed by the time	• The elapsed timer is running. • For a keyboard, press the **TIMER** key, then **CLEAR**. • For a panel/wallmount unit, press the **TIMER** button, then **CLEAR**.
Time/date incorrect	• At keyboard units, set to local or central, re-enter correct time/date. Refer to the Time Keeping section in the System Administrator's Manual.
Time/date erratic	• More than one keyboard is set to be the central timekeeper. Identify which unit is to be the one central, find the other unit(s) set to central, and set their timekeeper status on auto or local. Refer to the Time Keeping section in the System Administrator's Manual.
Beeper volume is too low /No beeper noise	• Check beeper volume setting.

Situation	Solution
Incorrect initial address displayed when phrase button/key is pressed	• Program the initial address. Refer to the System Administrator's Manual.
Messages/alerts not being received	• Check the address of the receiving unit. • Check that 2 units do not have the same address. • Refer to the System Administrator's Manual. • Check the communication mode and zone settings. • Check the connection of data cord to the back of unit and wall jack. • Check that power cord or power/data cord is properly connected to the back of the unit and the four pins are straight.
Flashing number on the right side of display	• A flashing number indicates at least one new message has been received and not reviewed. The number indicates how many messages are stored.
Unit has stopped communicating	• Refer to the System Administrator's Manual. • Sometimes a unit will stop communicating after being moved from one location to another. If the unit is not working at the new location: 1. Check the mode of communication – fastwire/hardwire. 2. Same zone as other units on the network. 3. Are hardwire cords plugged in properly? Make sure the hardwire cable is plugged securely into the I/O port, and in turn, plugged into the proper Amtel dedicated RJ-11 jack. 4. Check that power cord or power/data cord is properly connected to the back of the unit and the four pins are straight. 5. Try swapping this unit with another working unit. If another unit still is not able to establish communication at your location, you will need to have vendor that did your hardwiring check the network wiring. 6. If all units stop communicating, check to see if any electrical or telephone work has been done in your building. You may need to have the vendor that did the hardwiring check the network wiring. Electrical or telephone workers can interrupt the Amtel network. 7. Sometimes you can re-establish communication by simply unplugging and re-plugging the unit (similar to rebooting a computer). a) Check the data jack in the back of the Amtel. b) Check the power cord. *(Caution: unplugging may cause loss of memory if the battery is dead or not functioning.)* 8. If something is plugged into an Amtel jack that is not an Amtel, one or all units may not communicate.

Error Messages

The Amtel unit is capable of distinguishing between several types of errors. The unit will try to perform the function requested; however, if the function requested is not valid, a flashing error message will be displayed. The following is a list of error messages, the types of situations that invoke them, and suggestions to correct them. (See the System Administrator for additional information.)

Error Message Displayed Flashing	Cause	Remedy
AUTO TIME KEEPING MODE	• A user is attempting to change the date/time on a keyboard unit set to auto time keeping. When set to auto time keeping, time is kept for all units by the central timekeeper.	• Check with the System Administrator how time is kept for your network, then refer to the Time Keeping section.
COMM ERROR (SEE USER GUIDE)	• The address entered is not the address of any unit on the network. • Receiving unit's address changed. • Communication path between the sending and receiving unit has been interrupted. The display will flash the error message, and will time out, and the display will show the address entered.	• Check address entered. 1. If the address is incorrect, wait until the check address error code stops flashing. 2. The alert/message address will appear. 3. Press the **SPACEBAR** to get the cursor. 4. Type in the correct address and press **SEND**. The communication was delivered if the display returns to the idle mode. • Refer to the System Administrator's Manual. • Check the communication path of both units. 1. Same mode of communication (fastwire/hardwire). 2. Same zone. 3. Check data cord connections — is the hardwire cord (looks like a phone cord) plugged into the I/O port in the back/bottom of unit and securely plugged into the Amtel dedicated RJ-11 jack. 4. Check that power cord or power/data cord is properly connected to the back of the unit and the four pins are straight.

Error Message Displayed Flashing	Cause	Remedy
INPUT FORMAT ERROR	• Data entered incorrectly, or invalid/improper data has been entered while programming in the "Special Function" mode.	• Re-enter data. • Refer to Programming section in the System Administrator's Manual.
INVALID PASSWORD	• Wrong password entered.	• Re-enter the password. • See System Administrator.
MESSAGE STORAGE FULL	• Unit's memory is at capacity.	• Delete unnecessary messages to provide additional memory in the electronic storage bin.
NO ALERTS RECEIVED	• Alert storage bin is empty. No one is looking for you.	• No Action.
NO MESSAGES RECEIVED	• Message storage bin is empty.	• No Action.
NO REMINDERS SET	• At a keyboard, no reminders have been entered.	• No Action.
NO TEXT ASSIGNED	• An attempt has been made to customize a key/button, but no text is entered.	• Re-program the key/button with an appropriate phrase. (Refer to Customizing section in the System Administrator's Manual.)
NON-PRO-GRAMMABLE KEY	• An invalid key/button is being assigned a phrase or status.	• Check the template for the unit being programmed to determine keys/buttons capable of accepting programming. (Refer to Customizing section in the System Administrator's Manual.)
RECEIVING UNIT MEMORY FULL	• The message storage capacity in a unit is full and not able to accept another message.	• The unit with the full message capacity must delete some of the stored messages before any new messages can be accepted.
REJECTED REMINDER TO	• A reminder has been programmed to an invalid address.	• Redirect reminder to proper address.
REMOTE ACCESS DISABLED	• Receiving unit remote access function is set to program or none.	• Reset remote access function to recall. (Refer to Remote Access section.)
REMOTE PROGRAMMING DISABLED	• Receiving unit remote access function is set to recall or none.	• Reset remote access function to program. (Refer to Remote Access section.)

Error Message Displayed Flashing	Cause	Remedy
REPLY REJECTED	• The 700 series has a larger storage capacity for alerts than older units. The 700 series stores 50 alerts, older units store 6. When a 700 series tries to recall an alert that may have already been deleted from the older unit's memory, the alert is gone and cannot be recalled, and this "Reply Rejected" message will appear.	• Resend the alert.
	• If two units on a network have the same address as the sending unit, the reply may be rejected. *Note: Each unit on a network must have a unique address.*	• Check unit addresses.
UNIT ERROR (SEE USER GUIDE)	• The unit's memory data file has been corrupted.	• Call customer service to arrange for the unit to be sent in for repairs

Note: For further assistance or to arrange for the unit to be returned for repairs, please contact your local authorized Amtel dealer or Amtel Systems Corporation.

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AMTEL

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