Using an ETS 300 (Euro ISDN) telephone with the Telos TWO

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ISDN users outside the USA & Canada frequently use multiple ISDN devices ("terminals") on the same ISDN BRI (ISDN-2, S0) circuit. The physical connection consists of multiple devices paralleled across the S interface. This Customer Support Bulletin covers the requirements for telephones used with the Telos TWO Dual hybrid.

When used with ETS-300, the Telos TWO can "suspend" (or "park") a call using "suspend" ID #0 (zero). This call can then be picked up (i.e. "resumed") on any other terminal sharing the ISDN circuit. The call may also be picked up again on either of the Telos TWO's hybrids.

The Telos TWO can also resume a call "suspended" by another terminal. The terminal suspending the call must use "suspend" ID #0 if the call is to be picked up ("resumed") by the Telos TWO.

Here is an example of how this works:

1. A call comes in and both the Telos TWO and the ISDN telephone ring (if desired, MSNs can be used to restrict which device(s) ring).

2. The operator picks up the telephone and talks to the caller. The call will then disappear from the Telos TWO, which will stop ringing.

3. The talent puts the caller on "hold" by pressing the appropriate buttons on the ISDN telephone, and then hanging up the handset. The call is now "parked" and the caller hears silence. In some cases, the caller may hear a message such as "Your call is on hold, please wait" depending on your local Telco's practices.

IMPORTANT: On the ISDN telephone a "suspend" ID of 0 (zero) must be used! If any other number is specified, the Telos TWO cannot resume the call. How this number is specified varies depending on the telephone used. See the owner's manual of the telephone for details.

4. To place the call on the Telos TWO, simply select the desired hybrid (Line 1 or Line 2) and then press the *Resume* button. The call will be connected and the caller will be on the selected hybrid.

5. In case the operator wishes to talk to the caller off-air, s/he can press the *Hold* button on the Telos TWO. This will again park the caller (using "suspend" ID # 0).

6. On the ISDN telephone, the operator can then resume the call - again using "suspend" ID # 0. How this number is specified varies depending on the telephone used. See the owner's manual of the telephone for details.

Additional notes:

- A call can be suspended ("parked") and resumed ("picked up") as many times as necessary.

- Any device sharing the ISDN S bus can resume a parked call. If the Telos TWO parks a call, it can be resumed by the Telos TWO, or some other device. Same is true for the other ISDN equipment.

- No two calls with the same suspend ID can be parked. If there are two callers the operator could park them both from the ISDN telephone using IDs "0" and "1". S/he can then put the call using ID # 0 on the hybrid at any time. However, before one can put a call with ID # "1" on one of the hybrids, the operator must first pick it up the ISDN telephone and park it again using ID 0, so that the Telos TWO can pick it up.

- Calls cannot be parked forever. After approximately three minutes the Telco will disconnect the call.

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