Call Controller

Control Surface for Telos 3rd Generation Telephone Systems

USER'S GUIDE

Manual Version 1.0 for software version 1.0 and later

7 July, 2004

Customer Service

We support you...

By phone/Fax in the USA.

Customer service is available from 9:30 AM to 6:00 PM USA Eastern Time, Monday through Friday at +1 216.241.7225.

Fax: +1 216.241.4103.

By phone/Fax in Europe.

Service is available from Telos Europe in Germany at +49 81 61 42 467.

Fax: +49 81 61 42 402.

By E- Mail.

The address is: support@telos- systems.com.

Via World Wide Web.

http://www.telos- systems.com/

Telos Systems
2101 Superior Avenue
Cleveland, OH 44114
USA
+1 (216) 241-7225
Fax: +1 (216) 241-4103

Telos Europe
Johannisstra βe 6
85354 Freising
Germany
+49 81 61 42 467
Fax: +49 81 61 42 402

Trademarks

Telos Systems, the Telos logo, Status Symbols, Desktop Director, and Call Controller are trademarks of TLS Corporation. All other trademarks are the property of their respective holders.

Copyright

Copyright © 2004 by TLS Corporation. Published by Telos Systems, who reserves the right to make improvements or changes in the products described in this manual, which may affect the product specifications, or to revise the manual without notice. All rights reserved.

Warranty

This product is covered by a limited warranty, the full text of which is included in your Telos Telephone Interface Manual.

Service

You must contact Telos before returning any equipment for factory service. Telos Systems will issue a Return Authorization number, **which must be written on the exterior of your shipping container.** Please do not include cables or accessories unless specifically requested by the Technical Support Engineer at Telos. Be sure to adequately insure your shipment for its replacement value. Packages without proper authorization may be refused. US customers please contact Telos technical support at +1 (216) 241- 7225. All other customers should contact your local representative to arrange for service.

We strongly recommend being at the unit when you call, so our Support Engineers can verify information about your unit and the conditions under which the problem occurs. If the unit must return to Telos, we will need your serial number, located on the bottom of the unit.

Notices and Cautions

This equipment uses, and can radiate RF energy. For important safety and compliance information see the notes and cautions sections of your Telos telephone system manual.

1 Introducing the Call Controller ™

The Telos Call Controller ™ is intended for use with Telos third- generation Talkshow Systems such as the TWOx12 ™ and Series 2101 ™. The Call Controller offers similar functionality to the Telos Desktop Director ™ with a reduced footprint and cost. The call controller uses an external Telephone for local telephone functions. This telephone connects to the "Telephone Set" connector of the Call Controller.

Just like the Desktop Director ™, the Call Controller has large buttons and our exclusive Status Symbol ™ icons, for smooth and easy control of your Talkshow system. And also like the Desktop Director, it can be operated in either of two modes:

- *Producer Mode* (Screener) - In this mode the function of the Call Controller is to switch lines to the attached phone for talking and screening. A line currently on the attached phone can be dropped, placed on hold (normal hold), or placed on Screened Hold.

- *Talent Mode* (on- air line control) - In this mode, the Call Controller is used to place lines on one of the Talkshow System's two hybrids. The left column of buttons control the line(s) on the "Caller 1" hybrid, while the right column controls the line(s) to be placed on the "Caller 2" hybrid.

The current mode is shown by illumination of the appropriate LED at the top of the Controller.

2 Operation

The basic operation of the Call Controller™ is identical to the operation of the Telos Desktop Director™, see your Telos Talkshow System manual for details. The biggest difference is that the functions associated with the Desktop Director's built- in telephone are, instead, controlled by the telephone attached to the Call Controller; for example, ringer and handset volume.

A few other functions that required the Desktop Director's LCD screen have been replaced by keyboard "shortcuts" on the Call Controller's keypad. The system will accept these keyboard shortcuts only when no lines are selected and the system is idle, to avoid accidentally placing lines on air, or losing callers. Each Shortcut is a <*> followed by several digits. The digits used for each shortcut also serve to spell a word, as a mnemonic to help in recalling the shortcut.

These shortcuts and corresponding mnemonics are outlined below, and are also listed on the bottom of the Console Director for convenient operator reference.

- *Mode Selection* - These two commands change between *Talent* and *Producer* mode. The current mode is displayed by two green LEDs near the top of the Call Controller.

    - *77638237 (*PRODUCER)

    - *825368 (*TALENT)

- *Unit ID* - When software, such as Assistant Producer 3.5, is used to control the functions of a Call Controller the user must know the current system ID for that Call Controller. This ID number generally does not change, however it may change if the system is reconfigured, or Call Controllers (or other system control surfaces) are moved between systems. To view the current ID use the following shortcut:

- *33 (*DD)

- *Show Selection* - Some dual hybrid interface units can be operated in a dual studio mode, where the two hybrids are used independently in two studios. In these cases Desktop Directors may choose from "*Show 1*" (hybrid 1) or "*Show 2*" (hybrid 2). If your system is configured for one of the dual modes you can use the following shortcuts to change the *Show* being controlled by a specific Call Controller:

  - *74691 (*SHOW1)

  - *74692 (*SHOW2)

NOTE: When the Call Controller is used with the Series 2101 it cannot choose a show. However, a Desktop Director can be used to select the show being used on that 2101 Studio Interface, and all Call Controllers, Console Directors and Desktop Directors connected to that Studio Interface will, of course, be associated with that show as well.

3 Connections

Connecting the Call Controller to your Telos Talkshow system is identical to connecting a Desktop Director, as covered in your Telos Talkshow system manual. This jack is labeled *Telos Interface* and the connection is made using an 8- pin miniature modular cable (RJ- 45 style) provided with the unit. An LED adjacent to this jack will illuminate continuously if the connection is correct.

In cases where two Telos control units share the same Desktop Director port on the Talkshow system, one unit will need to have its termination resistors disabled (units are shipped with the terminators enabled). To do so, remove the unit's cover by removing the screws around the edge of the black metal cover. Inside locate two 3- pin headers, labeled "JP- 1" and "JP- 2" and move the jumper blocks top the alternate positions for both jumpers. Replace the cover and screws.

The connection to the telephone set is made using a standard 6- position 2- pin miniature modular cable (RJ- 11 style) to the jack on the unit labeled *Telephone Set*. The center two pins are used. If your Telephone does not use this type of connector an adaptor may be purchased locally.

4 Telephone Set Interface

Most analog telephone sets intended for use with standard analog "POTS" line will work with the Call Controller for basic operation. The "Telephone Set" jack provides a signal that emulates a USA analog telephone line as follows (for more detailed information see TIA/EIA- 464- B):

Loop Specifications:	*Loop Current - 25 mA*
	Loop Voltage - 48 VDC
Ringer Specifications:	*Configuration - Metallic (line to line)*
	Voltage/Frequency - 20 Hz/ 51 Volts RMS (Sine)
	Max Ringer Equivalence - 2 REN