

# CALL MANAGER

## **INSTALLATION and OPERATION INSTRUCTIONS**



JULY 17, 2006

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## TABLE OF CONTENTS

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INTRODUCTION	
Use of this manual -----	2
Product Overview -----	2
MOUNTING -----	3
WIRING -----	3
SETUP and EDITING -----	3
Auto Answer Mode -----	3
Non Auto Answer Mode -----	3
Set Answer Mode -----	3
Set Clock -----	3
Edit Records -----	3
OPERATION	
General -----	4
Programming a Remote Site's Telephone -----	4
Reviewing Audit Logs -----	4
 Addendum	
Wiring Diagram -----	5

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## INTRODUCTION

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### Use of This Manual

This manual contains all the information required to successfully install and program the TRIGON CALL MANAGER. If you are using this manual to install this unit, it will be very useful to read the following sections in order:

INTRODUCTION  
MOUNTING  
WIRING  
SETUP  
OPERATION

You should read these instructions before you begin this installation. This will insure that everything is done efficiently.

If you are using this manual as a operation guide after the initial installation, you may find the TABLE OF CONTENTS useful in locating the particular procedure you wish to use.

### Product Overview

The TRIGON CALL MANAGER provides a means of auto-

atically managing the exchange of information coming into a central location (i.e. a Model 6000D gate/station location) from remote sites (i.e. Resident telephones). Those remote sites are primarily intended to be resident telephones connected to a Model 6000D Intercom, but it could also include additional entry telephones, information telephones, as well as emergency station telephones.

The CALL MANAGER shares a telephone line with a standard handset telephone (desk phone). While the desk phone (i.e. concierge telephone) is used for voice communications, the CALL MANAGER collects data from, and/or sends data to, the remote site. The exchange of data allows the CALL MANAGER to display information about the calling site. The CALL MANAGER can also be used as an electronic directory for rapid lookup of resident apartment numbers and /or resident codes.

Data regarding remote sites (i.e. resident information) can be entered into the CALL MANAGER record memory. From 80 to 900 site records can be stored. Each site record can contain up to 64 characters.

The CALL MANAGER provides two RS232 outputs. One to a computer, the other to a printer. The Time and Date function allows maintenance of an Internal Audit log of 150 transactions.

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# INSTALLATION

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## MOUNTING

The Call Manager is intended to work with a standard desk telephone and is to be mounted on the desk next to the telephone. In the case of the Model 6000D, the Call Manager is to be mounted in between the telephone and the gate/station board. The desk telephone is to be connected to the Phone RJ11 jack and the phone line from the gate station board is to be connected to the Telco RJ11 jack.

## WIRING

Do not energize the system until all wiring is completed.

Connect any Printer and Computer cables to the CALL MANAGER and their respective device. The DB-9 jacks are provided and marked on the back of the unit. Communications is serial at 2400 baud, 8 bit, no-parity. Interface is via standard 9-pin serial connector.

Insert the power plug of the power transformer into the jack on the center back of the unit.

Do not power any other device from the TRIGON's's transformer.

When all wiring completed, plug the transformer into a properly grounded wall outlet.

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## SETUP and EDITING

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If you are installing the unit and ready to begin setup, you must first determine the desired mode of operation: auto, or non auto answer. The Call Manager can be programmed with a Window's based computer using Trigon's TriCom Pro software or it can be manually programmed from the keypad on the front of the unit.

**Notice:** When the Call Manager is being used with the Trigon Model 6000D, it should be operated in the Non-Auto answer mode. When the Gate/Station phone (i.e. Concierge phone) is answered, the Call Manager will display the namd of the calling resident, the resident's code and the resident's apartment number as the Model 6000D dials the next resident in queue.

### Auto Answer Mode

In the auto answer mode, the CALL MANAGER automatically answers the call on the first ring. It then immediatley requests the calling site's ID number. Upon recognition of the ID data, the CALL MANAGER displays the site ID number and the first line of record information. Simultaneously, the call data is sent to the computer and printer ports and the transaction is recorded in audit memory.

Note: Trigon units with back-up number dialing capability (HF-2, Televator II, etc.) manufactured before September 1995 may require a firmware modification in order to recognize the CALL MANAGER's automatic request for site ID. Contact the Factory for assistance.

### Non-Auto Answer Mode

In the Non-Auto Mode (Auto Answer Off), the attendant manually answers the call by picking up the desk phone's handset. They then request the calling site's ID by pressing the appropriate button on the desk phone. Data is then received by the CALL MANAGER and is sent to the computer and printer ports, and the transaction recorded in audit memory.

**Note:** the "\*" key may be referred to as the "COMMAND" key. That means it is to be used as a modifier key and is to be pressed at the same time as some other key. For example; "Command 7" means press the "\*" key at the same time as pressing the "7" key.

### Setting the Answer Mode:

Press Command 1 to toggle Auto Answer on, or off. The display will indicate which mode you are in.

### Set the Time and Date:

The time and date are set using twenty-four hour military time. Set, or reset, each character on the clock display by pressing the correct key for that position. As each position is set or modified, the next position will become active.

Press Command 7 to enter the set time mode.

### Editing Records:

All remote sites(i.e. residents) can each have an information record created for it. Each record can store up to 3 each 20 character lines of information.

Press Command 4 to edit a record. At the prompt, enter the remote site's ID number(i.e. resident code).

Keypad alphabet and numerics are placed at the current cursor position.

Alphabet characters are defined by pressing two keys in sequence. For example: To attain an "A", press the two key because it contains the letter A. Then press the one key because A is the first letter on the key. Refer to the Keystroke Table below to set the alphabet characters.

Use the "command" sequence to set numbers (example: Command 7 produces a "7").

Use Command # to exit the edit mode.

### Keystroke Table:

Press the numbers shown in { } below to attain the matching character or action.

{21} A	{53} L	{83} V
{22} B	{61} M	{91} W
{23} C	{62} N	{92} X
{31} D	{63} O	{93} Y
{32} E	{71} P	{13} Z
{33} F	{12} Q	{11} SPACE

{41} G    {72} R    {0}    Cursor Right

{42} H    {73} S    {#}    Next Line

{43} I    {81} T    {\*}    Previous Line

{51} J    {82} U    {#\*}    Exit Edit Mode

{52} K

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## GENERAL

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Note: System operators should familiarize themselves with the SETUP section above before proceeding with operations.

### Unit Reset:

Unit reset allows the operator to restore the CALL MANAGER to the ready mode.

Press Command # to restore the ready mode.

### Edit Record:

See the SETUP section above

### Delete Record:

Delete Record clears entire record from memory. Display will request site ID of record to be deleted.

Press Command 5 to begin delete sequence.

### Browse Records:

The first record is presented when Browse Records is active. Use the following keysets to browse through the records in memory:

Command 6 begins the browse sequence at record number one.

Press the # key to advance to the next record.

Press the \* key to return to the previous record.

Press "0" to advance to the next line in a record.

Press Command 4 to enter the Edit mode (see SETUP)

Press Command 3 to begin printing transactions.

Data will appear as: 1234 08/22/95 17:31; where 1234 is the site code, 08/22/95 is the date, and 17:31 is the time.

Press Command # to terminate printing.

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## SOFTWARE/PC Compatibility

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The TRIGON CALL MANAGER is compatible with the TRIGON Tri-Com Pro product support software. This compatibility allows programming of CALL MANAGER site records via any Windows based computer.

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## USING THE AUDIT LOG

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Press Command 5 to delete the current record.

### Print Records

Activation of the Print Record command causes the CALL MANAGER to output all records to the Printer port.

Press Command 2 to begin printing records.

Press Command # to terminate printing.

The audit log provides a convenient means to review the unit's transaction history. Each call logged is time and date stamped. Up to 150 such transactions are maintained in memory. The audit log can be reviewed on the display, or output to a printer or computer.

### Browsing the Audit Log

The first record is presented when Browse Audit Log is active. Use the following Command combinations to browse through the transactions in memory:

Command 9 begins the browse sequence at record number one.

Press the # key to advance to the next record.

Press the \* key to return to the previous record.

Press the "0" key to find the next occurrence of the current site ID.

### Selecting a specific Site's Audit Log

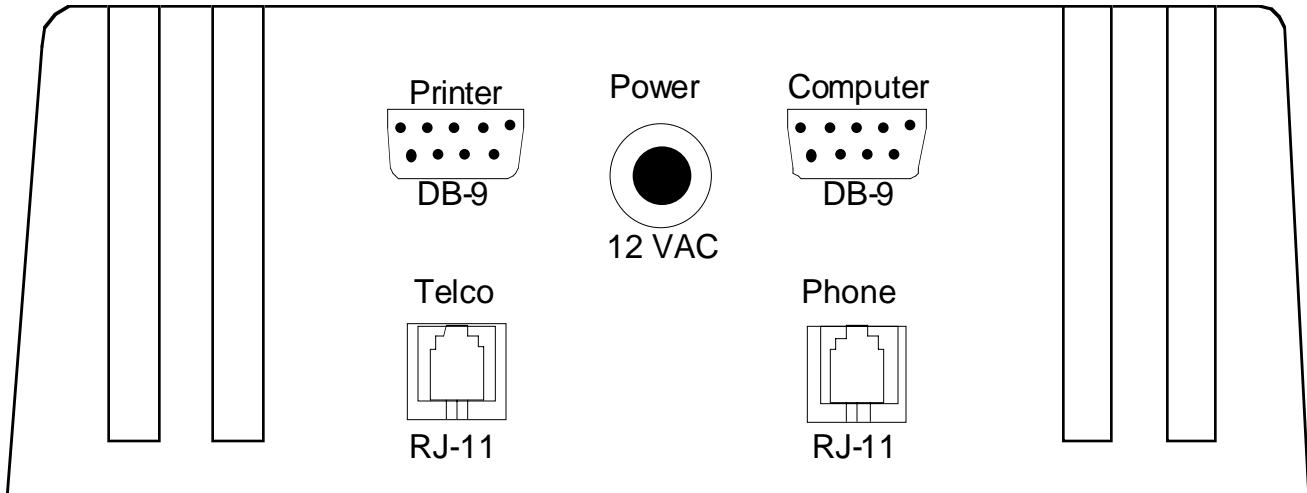
If you wish to review a specific site's audit log, enter that site's ID code at the prompt.

Press Command 8 to begin the "find" sequence.

### Printing the Audit Log

Activation of the Print Audit command causes the CALL MANAGER to output all audit transaction to the Printer port.

**Caution:** Audit Data can be lost if the printer is not turned on and ready when transmission begins.



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**Notes:**