AVAYA
communication

CALLMASTER® VI Voice Terminal
Version 1.0
Installation and User's Manual

Caution: **Please DO NOT DISCARD this booklet. It contains important safety information necessary for anyone responsible for installing or using these terminals.**

INTERFERENCE WARNING INFORMATION

WARNING: This equipment has been tested and found to comply with the limits for a **Class B** digital device, pursuant to Part 15 of the FCC Rules and CISPR-22. These limits are designed to provide reasonable protection against harmful interference in an installation. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio and television communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antennae.
- Increase the separation between the equipment and receiver.
- Plug the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/tv technician for help.

ENVIRONMENTAL INFORMATION

In accordance with international environmental standards, parts of this Lucent Technologies voice terminal have been manufactured with recyclable plastic resins. These telephone parts have been marked **>ABS<** so they can be easily identified at recycling or waste recovery facilities when appropriate. The paper used in this documentation is also recyclable.

IMPORTANT USER SAFETY INSTRUCTIONS

Careful attention has been devoted to quality standards in the manufacture of your new voice terminal. Safety is a major factor in the design of every set. But, safety is YOUR responsibility, also.

Please read the following helpful tips. These suggestions will enable you to take full advantage of your new voice terminal. Then, retain these tips for later use.

CAUTION: This voice terminal is NOT for residential use. It is for business systems applications ONLY. Use in a residential environment could result in an electrical short circuit when the telephone wiring is set up to provide other applications, for example, for appliance control or power transformers. The AC power used in these applications may create a safety hazard by placing a direct short circuit across the telephone wiring.

USE

When using your telephone equipment, the following safety precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons.

- Read and understand all instructions.

- Follow all warnings and instructions marked on the telephone.

- This telephone can be hazardous if immersed in water. To avoid the possibility of electric shock, do not use it while you are wet. If you accidentally drop the telephone into water, do not retrieve it until you have first unplugged the line cord from the modular jack and the EIA/TIA cable from your personal computer. Then, call service personnel to ask about a replacement.

- Avoid using the telephone during electrical storms in your immediate area. There is a risk of electric shock from lightning. Urgent calls should be brief. Even though protective measures may have been installed to limit electrical surges from entering your business, absolute protection from lightning is impossible.

- If you suspect a natural gas leak, report it immediately, but use a telephone away from the area in question. The telephone's electrical contacts could generate a tiny spark. While unlikely, it is possible that this spark could ignite heavy concentrations of gas.

- Never push objects of any kind into the equipment through housing slots since they may touch hazardous voltage points or short out parts that could result in a risk of electric shock. Never spill liquid of any kind on the telephone. If liquid is spilled, however, refer servicing to proper service personnel.

- To reduce the risk of electric shock, do not disassemble this telephone. There are no user serviceable parts. Opening or removing covers may expose you to hazardous voltages. Incorrect reassembly can cause electric shock when the telephone is subsequently used.

SERVICE

1. Before cleaning, unplug the telephone from the modular wall jack and your personal computer. Do not use liquid cleaners or aerosol cleaners. Use a damp cloth for cleaning.

2. Unplug the telephone from the modular wall jack. Be sure to refer servicing to qualified service personnel when these conditions exist:

    - If liquid has been spilled into the telephone

    - If the telephone has been exposed to rain or water

    - If the telephone has been dropped or the housing has been damaged

    - If you note a distinct change in the performance of the telephone.

SAVE THESE INSTRUCTIONS

When you see this warning symbol on the product, refer to the instructions booklet (packed with the product) for more information before proceeding.

IMPORTANT SAFETY WARNINGS
FOR INSTALLATION

When this product is located in a separate building from the telephone communications system, a line current protector MUST be installed at the entry/exit points of ALL buildings through which the line passes. Only one protector is needed at each installation point.

For 2-wire installations, the following is recommended:

- Lucent Technologies 4-type protectors
- ITW LINX LP-type protectors.

Lucent Technologies 3BIC (carbon block) or Lucent 3BEW (gas tube) protectors are also acceptable in a 2-wire installation.

INSTALLATION WARNING
(for the *CALLMASTER* VI)

1 2 3 4 5 6 7 8
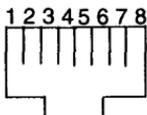
MODULAR WALL JACK WIRING			
Pin	Pair	Name	Description
4	1	BL-W	2-Wire (Tip)
5	1	W-BL	2-Wire (Ring)

FAILURE TO FOLLOW THESE INSTRUCTIONS CAN CAUSE DAMAGE TO THE TERMINAL OR CAUSE THE ASSOCIATED *DEFINITY*®ECS CIRCUIT PACK TO REMOVE POWER TO THE TERMINAL. IN EITHER CASE, THE TERMINAL WILL NOT FUNCTION CORRECTLY.

For 2-wire operation, if you need to plug the voice terminal into a 4-pin or 6-pin wall jack, instead of a standard 8-pin modular jack, see the Modular Wall Jack Wiring table to ensure that the wires from the 4-pin or 6-pin wall jack are connected to the correct pins on the terminal LINE jack.

Two-wire installations must have only PBX connections on pair 1.

This information applies to the *CALLMASTER*®VI.

ABOUT THE *CALLMASTER*® VI Voice Terminal

The *CALLMASTER* VI is a miniature, digital-voice terminal. It works in conjunction with the *DEFINITY*® Enterprise Communications Server (ECS) Release 6.1 and your application software.

The *DEFINITY* ECS uses the *CALLMASTER* VI voice terminal to download selected *DEFINITY* ECS configuration data to the application software. The PC that is running the application software controls the voice terminal through an EIA/TIA-574 serial port interface, and full functionality is accessible only from that PC.

Power for the *CALLMASTER* VI voice terminal, including the headset, comes from the *DEFINITY* ECS through the 2-wire DCP line. This power allows the voice terminal to operate even when local power to the PC fails.

The following sections explain the features of the *CALLMASTER* VI, including the headset jacks, handset, buttons, and announcements recorder.

Headset Jacks

Headset input jacks are located on both sides of the base of the *CALLMASTER* VI voice terminal, as shown in Figure 1. You can plug headsets into both sides at the same time.
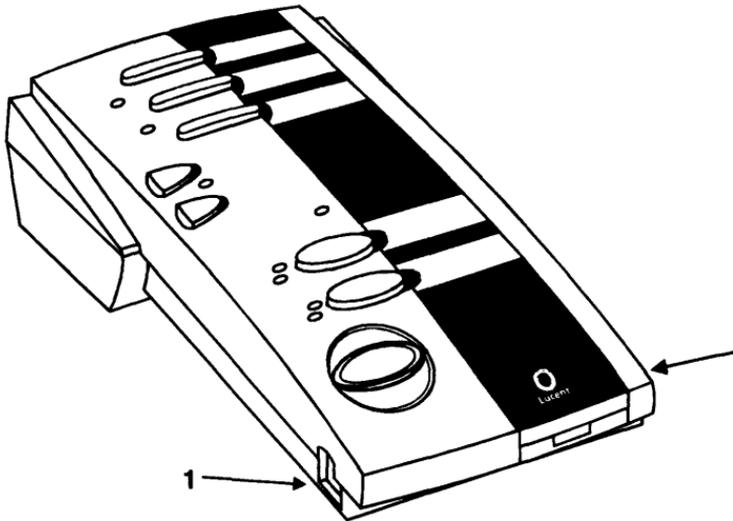
1. Left Headset Jack
2. Right Headset Jack

Figure 1: Headset Jacks

Handset

A handset with a custom cable operates when plugged into one of the headset jacks. The handset and cable are provided as a D-Kit.

The pin-outs of the headset jack are compatible only with the handset provided in the D-Kit. Plugging in equipment that does not meet the Lucent specification may damage the voice terminal and/or the handset.

Buttons

The *CALLMASTER* VI voice terminal has eight raised buttons and one Message Waiting indicator (see Figure 5). Six of the buttons represented in Figure 5 can be administered on the *DEFINITY* ECS. These are buttons 1, 2, 3, 7, 8, and 9.

Voice Announcement Recording

The Announcements Recorder feature in the application software and the *CALLMASTER* VI voice terminal enables recording and playback of personalized announcements. You can record up to 6 announcements at a length of 9.6 seconds per announcement. The application software provides the user interface to record and play back the announcements, while the *CALLMASTER* VI provides the sound chip for which announcements are recorded (via the headset) and stored.

INSTALLING THE CALLMASTER VI VOICE TERMINAL

Important Notes on Installation

All wiring between the *DEFINITY* ECS and the *CALLMASTER* VI voice terminal including the line cord, must consist of twisted pairs. Twisted-pair wiring makes lines less sensitive to crosstalk. The line cord must be a D8W, which consists of four twisted pairs, or a Lucent Technologies-approved equivalent.

Failure to use twisted-pair wiring may result in inadequate performance of the terminal and also may contribute to line problems.

Distance Limitations

The distance that the *CALLMASTER* VI must be from the *DEFINITY* ECS is determined by the diameter of the wire. See the following specifications:

- Within 5,500 feet for 22-gauge wire
- Within 3,500 feet for 24-gauge wire
- Within 2,200 feet for 26-gauge wire.

WARNING: Failure to follow these instructions can cause damage to the terminal or cause the associated *DEFINITY* ECS circuit pack to remove power to the terminal. In either case, the terminal will not function correctly.

Checklist of Items

Before beginning the installation, check your package contents against the list of items in Table 1. To order accessories for your *CALLMASTER* VI voice terminal, call Lucent Technologies at 1-800-451-2100. For international ordering, call your Lucent Representative or Distributor for assistance.

Table 1: Checklist Of Items

Item	Description
CALLMASTER VI	Digital voice terminal
Designation Strips	Paper punch-outs
Line Cord	7 foot, D8W line cord

Table 1: Checklist Of Items — *Continued*

Item	Description
EIA/TIA-574 Serial Port Cable	9-pin, male/female cable
Headset (optional)	**Note:** Lucent supports only Lucent headsets. For headsets compatible with the *CALLMASTER* VI, see "Connecting the Headset" later in this chapter.
Handset (optional)	Handset with custom cable provided as a D-Kit.
Headset Adapter Cord	4-pin cord that connects the phone to the headset.
Mounting Strips	A kit containing two strips of fastening tape.

Installation Procedures

The *CALLMASTER* VI voice terminal comes with two mounting strips that you can use to mount the unit to the desktop, the side of the monitor, or the wall in your work area. The installation procedures are the same no matter where you mount the unit.

To mount the strips, do the following steps:

1. Turn the *CALLMASTER* VI voice terminal over.

2. Remove the backing from one side of the mounting strips.

3. Stick the mounting strips in the indentations on the top and the bottom on the back of the *CALLMASTER* VI voice terminal.

4. Remove the remaining backing from the mounting strips.

5. Fasten the *CALLMASTER* VI voice terminal to the wall, desktop, or other area.

Support

If you have difficulty installing the voice terminal, contact the Lucent Call Center Helpline or Professional Services Installation Consultation on 1-800-344-9670. For international support, call your Lucent representative or distributor for assistance.

Installation Diagram

Figure 2 shows the connections between the *CALLMASTER* VI, the *DEFINITY* ECS, and the PC. Refer to the figure below when following the installation procedures on the following pages.
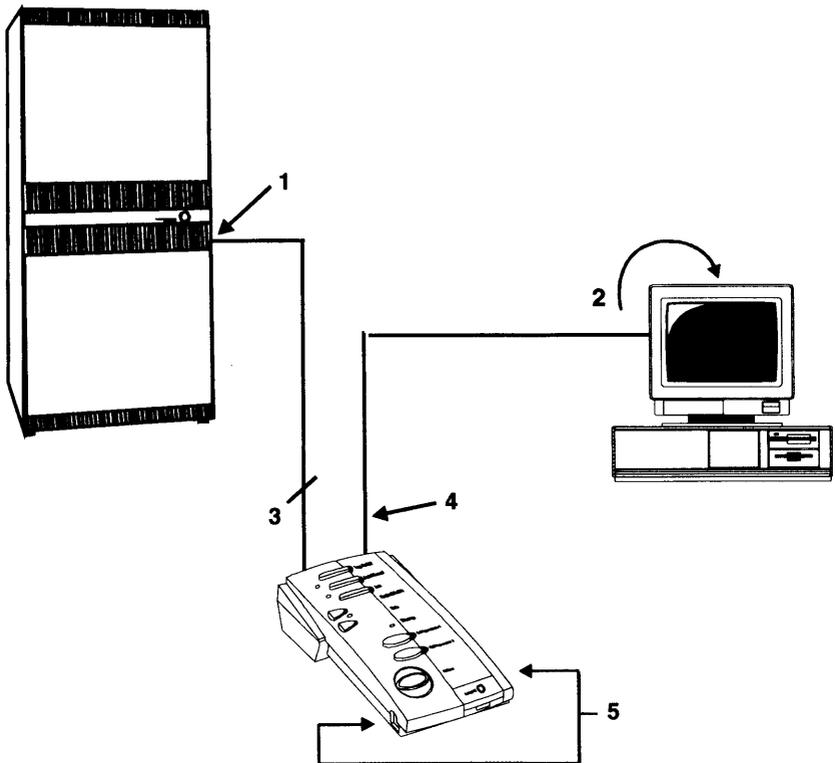

1. *DEFINITY* ECS 2-wire DCP Interface
2. PC Serial Port Connector
3. Digital Communications Protocol (DCP) Interface
4. 9-Pin Serial Connector
5. Headset Jacks

Figure 2: Installation Diagram

Connecting the *CALLMASTER* VI to the *DEFINITY* ECS

The D8W line cord that connects the *CALLMASTER* VI to the *DEFINITY* ECS is 7 feet long. This cord uses a standard 8-pin modular jack, but only the two pins in the center are used. See Figure 3 for an example of this connection.
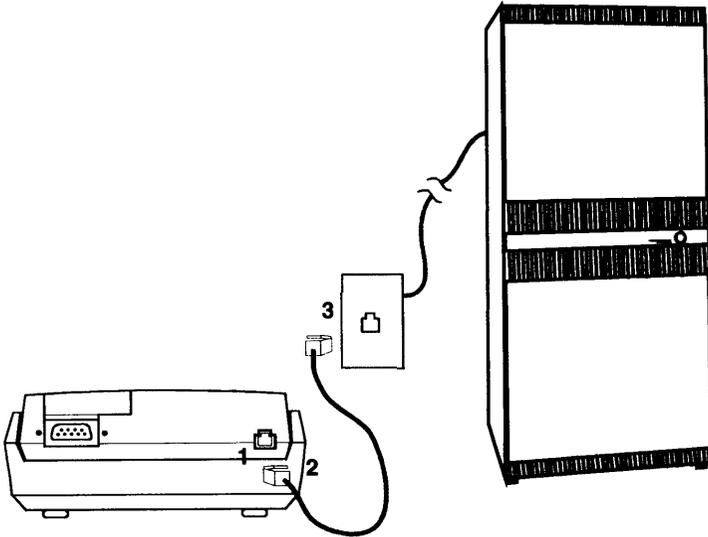
1. Line (labeled)
2. Connection to *CALLMASTER* VI
3. Connection to *DEFINITY* ECS

Figure 3: *CALLMASTER* VI to *DEFINITY* ECS Connection

To connect the *CALLMASTER* VI to the *DEFINITY* ECS, do the following steps:

1. Insert the modular jack at one end of the line cord into the *CALLMASTER* VI jack, labeled "LINE."

2. Insert the modular jack at the other end of the line cord into the wall jack.

Connecting the *CALLMASTER* VI to the PC

The *CALLMASTER* VI relays call information to and from the PC over the Electronic Industry Association (EIA/TIA-574) cable. The PC uses this interface to dial and provide a graphical user interface to the *DEFINITY* ECS. See Figure 4 for an example of this connection.
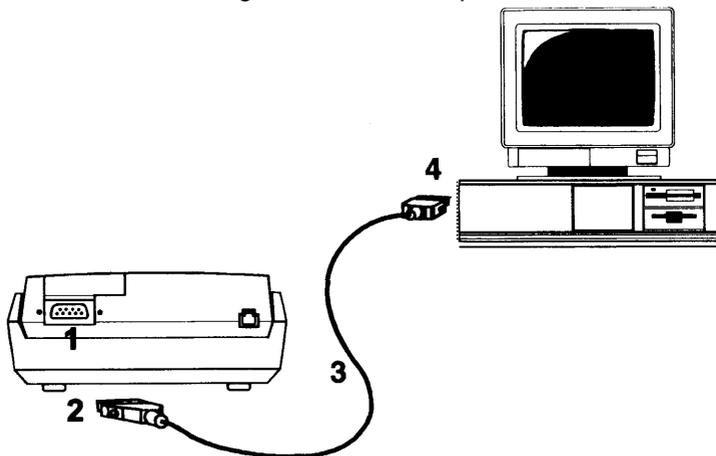
1. EIA (labeled)
2. Connection to the *CALLMASTER* VI
3. EIA/TIA-574 Cable
4. Connection to a Serial COM Port on the PC

Figure 4: *CALLMASTER* VI to PC Connection

To connect the *CALLMASTER* VI to the PC, do the following steps:

1. Insert the 9-pin male connector at one end of the EIA/TIA cable into the female D-subminiature connector located in the back of the *CALLMASTER* VI, labeled "EIA." Tighten both connector retaining screws.

2. Insert the 9-pin female connector at the other end of the EIA/TIA cable into an unoccupied COM port in the PC. Tighten both connector retaining screws.

    NOTE: Write down which COM port connection is being used, because this information will be required during the software installation process.

Connecting the Headsets

The *CALLMASTER* VI provides two 4-pin headset jacks. The following Lucent headsets are compatible with the *CALLMASTER* VI:

- *Starset** Headpiece

- *Supra** Headpiece

- *Mirage** Headpiece

- *TriStar†* Headpiece

- *Encore†* Headpiece

The two headset jacks share the same volume setting. The headset jacks are not labeled; they are located near the bottom front of the unit on the right and left sides. See Figure 5 for an example of the headset jack connections.

1. 4-Pin Connector
2. Quick Disconnect
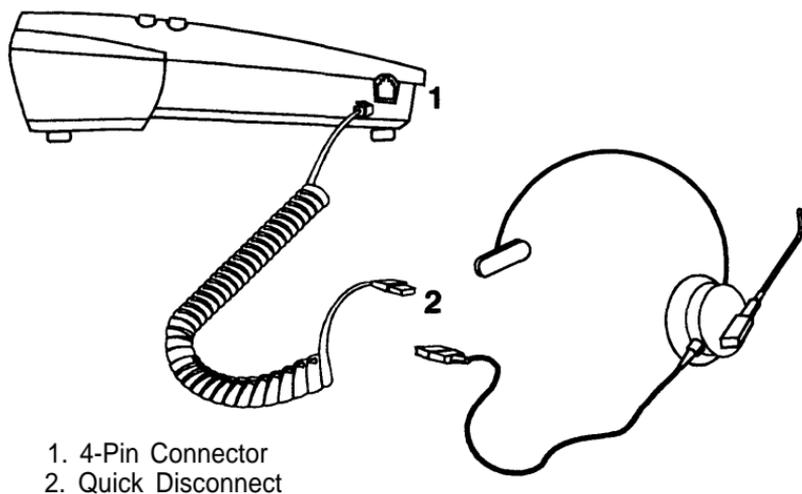
Figure 5: Connecting the Headset Jacks

To connect the headset, do the following steps:

1. Insert the 4-pin male connector end of the headset adapter cord into the headset jack on either the right or left side of the *CALLMASTER* VI.

2. Insert the quick disconnect end of the headset adapter cord into the headset.

A handset with a custom cable will work if plugged into one of the headset jacks. The handset is available as a D-Kit.

---

*Registered trademarks of Plantronics, Inc.
†Trademarks of Plantronics, Inc.

Testing the Headset

To test the headset, do the following steps:

1. Connect the headset to the *CALLMASTER* VI.

2. Press the Headset On/Off button, and listen for the dial tone. If you do not hear the dial tone, press a Call Appearance button.

If you still do not hear a dial tone, check that the cord is securely connected to both the jack and to the headset.

It is recommended that you do <u>not</u> remove the headset adaptor cord from the *CALLMASTER* VI unless it becomes necessary to replace the cord. Disconnect the headset at the quick disconnect point on the headset cord, not at the *CALLMASTER* VI jack.

Designation Strips

You receive the following designation strips with the *CALLMASTER* VI:

- The first has English descriptions of three buttons (Headset On/Off, Mute, and Release) and the Message indicator.

- The second strip was designed for international applications. It has no descriptions but has the *CALLMASTER* VI name and Lucent logo. You would use it to describe buttons in languages other than English. You can also use it if you do not want button descriptions, or if the <u>blue</u> button is not administered for the Release function.

- The third strip is blank for custom applications.

A transparent cover holds the designation strip in position on the *CALLMASTER* VI voice terminal.

To insert the designation strip, do the following steps:

1. Remove the transparent cover by pulling the bottom edge of the cover toward you.

2. Put the designation strip in place.

3. Replace the cover by hooking it over the top edge of the *CALLMASTER* VI voice terminal and snapping it in place over the bottom edge.

The transparent cover is attached to the frame of the voice terminal by tabs on the top and bottom of the cover.

Using the Buttons

The *CALLMASTER* VI has eight buttons and eight indicators (see Figure 6). The voice terminal arrives with some of the buttons—Log In, Headset On/Off, Mute, Call Appearance 1, Call Appearance 2, and Release—already configured with button assignments. The buttons and indicators are described in this section.


1. Log In
2. Feature
3. Feature
4. Headset On/Off
5. Mute
6. Message Waiting
7. Call Appearance 1
8. Call Appearance 2
9. Release
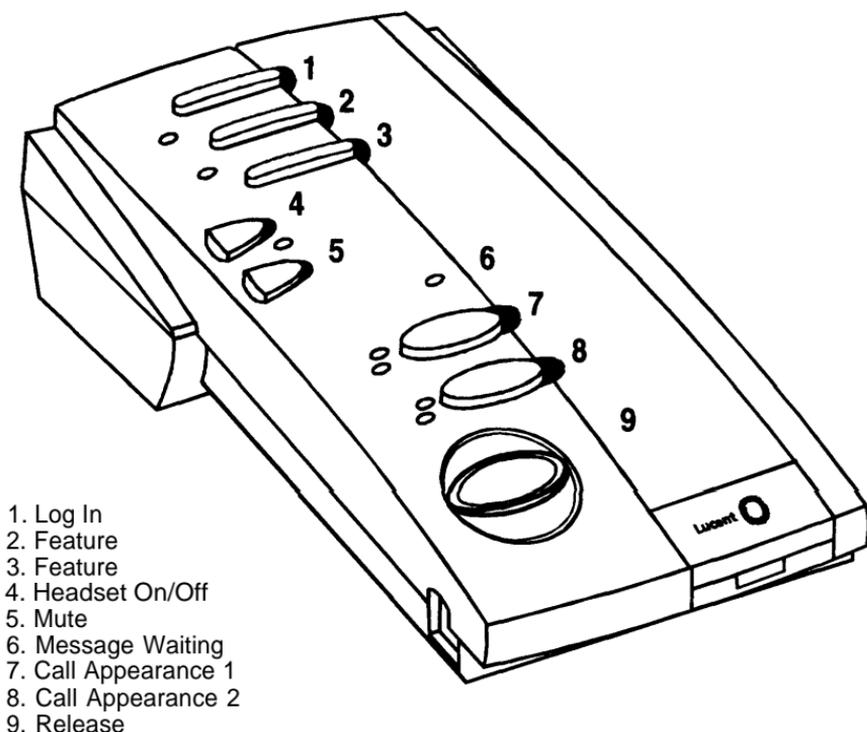
Figure 6: The *CALLMASTER* VI Voice Terminal

Log In Button

This button is configured on the switch as an abbr-dial button programmed to a number associated with the ACD log in. As such, you can use this button to log in to the *DEFINITY* ECS.

This button is administerable.

Feature Buttons

Buttons 2 and 3 on the *CALLMASTER* VI have one lamp each and can be administered on the *DEFINITY* ECS.

The *CALLMASTER* VI can be administered with many features that are accessible only from your PC. Careful consideration of which features are assigned to these buttons will make your *CALLMASTER* VI more useful when your PC is not available.

Note: One possibility is to administer these buttons as abbr-dial numbers for use when the PC is not available to provide dialing.

Headset On/Off Button

The *CALLMASTER* VI does not have a physical switchhook or an integrated handset cradle. Instead, you press the Headset On/Off button to toggle between the on-hook condition and the off-hook condition.

On the *CALLMASTER* III, plugging the headset into the jack puts the *CALLMASTER* III off-hook. Unlike the *CALLMASTER* III, plugging the headset into the *CALLMASTER* VI does not affect the headset On/Off function. You can remove your headset without toggling the on-hook/off-hook condition.

The red status indicator associated with the Mute button serves as an indicator for the Headset On/Off function. When the *CALLMASTER* VI is first powered up, and after a reset, the headset is in the on-hook condition. When the headset is on-hook, the status indicator is red, meaning the voice path to the headset is turned off.

When the headset is off-hook, the status indicator is dark, and the voice path to the headset is fully functional.

This button is not administerable.

Mute Button

The purpose of the Mute function is to electronically disconnect the microphone so that the caller cannot hear you if you want to speak to someone else in the room.

Use the Mute button to toggle the mute function on and off. When the voice terminal is muted, the red status indicator is flashing on for 50 ms, and then off for 200 ms.

NOTE: Going on-hook ends mute, so the lamp will go from flashing to steady on.

This button is not administerable.

Message Waiting Indicator

One red LED in the center of the *CALLMASTER* VI serves as a
Message Waiting indicator. The lamp lights when a message is
waiting.

Note: if this lamp flashes it is an indication that the *DEFINITY* ECS is
not communicating with the *CALLMASTER* VI.

Call Appearance Buttons

These two call appearance buttons have two lamps each. The green
lamp indicates that the line is in use, while the red lamp indicates that
there are no calls on the line at the present time.

These buttons are administrable. One suggestion is to configure them
as Send All Calls or Call Forwarding buttons for use when the PC goes
down.

Release Button

The large blue button has no indicator. Pressing the Release button
clears the current call.

This button is administerable, but it is recommended that it be
assigned to the Release function.

ORDERING DOCUMENTATION

This manual, the *CALLMASTER® VI Voice Terminal Installation and User's Manual* (Lucent Technologies 555-015-162), can be ordered from the Lucent Technologies BCS Publications Center.

When ordering, use the following information:

Write: Lucent Technologies BCS Publications Center
P.O. Box 4100
Crawfordsville, IN 47933

Call: Voice 1-800-457-1235
International Voice +1-317-361-5353

Fax: Fax 1-800-457-1764
International Fax +1-317-361-5355

Order: When ordering this document, be sure to specify the title and the "555" ordering number.

Lucent Technologies
Bell Labs Innovations

13