



CALLMASTER[®] IV Voice Terminal User and Installation Instructions

555-015-171
Issue 5
August 2005

**Copyright 2005, Avaya Inc.
All Rights Reserved**

Notice

Every effort was made to ensure that the information in this document was complete and accurate at the time of printing. However, information is subject to change.

Warranty

Avaya Inc. provides a limited warranty on this product. Refer to your sales agreement to establish the terms of the limited warranty. In addition, Avaya's standard warranty language as well as information regarding support for this product, while under warranty, is available through the following Web site: <http://www.avaya.com/support>.

Preventing Toll Fraud

"Toll fraud" is the unauthorized use of your telecommunications system by an unauthorized party (for example, a person who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf). Be aware that there may be a risk of toll fraud associated with your system and that, if toll fraud occurs, it can result in substantial additional charges for your telecommunications services.

Avaya Fraud Intervention

If you suspect that you are being victimized by toll fraud and you need technical assistance or support, in the United States and Canada, call the Technical Service Center's Toll Fraud Intervention Hotline at 1-800-643-2353.

Disclaimer

Avaya is not responsible for any modifications, additions or deletions to the original published version of this documentation unless such modifications, additions or deletions were performed by Avaya. Customer and/or End User agree to indemnify and hold harmless Avaya, Avaya's agents, servants and employees against all claims, lawsuits, demands and judgments arising out of, or in connection with, subsequent modifications, additions or deletions to this documentation to the extent made by the Customer or End User.

How to Get Help

For additional support telephone numbers, go to the Avaya support Web site: <http://www.avaya.com/support>. If you are:

- Within the United States, click the *Escalation Contacts* link that is located under the *Support Tools* heading. Then click the appropriate link for the type of support that you need.
- Outside the United States, click the *Escalation Contacts* link that is located under the *Support Tools* heading. Then click the *International Services* link that includes telephone numbers for the international Centers of Excellence.

Providing Telecommunications Security

Telecommunications security (of voice, data, and/or video communications) is the prevention of any type of intrusion to (that is, either unauthorized or malicious access to or use of) your company's telecommunications equipment by some party.

Your company's "telecommunications equipment" includes both this Avaya product and any other voice/data/video equipment that could be accessed via this Avaya product (that is, "networked equipment").

An "outside party" is anyone who is not a corporate employee, agent, subcontractor, or is not working on your company's behalf. Whereas, a "malicious party" is anyone (including someone who may be otherwise authorized) who accesses your telecommunications equipment with either malicious or mischievous intent.

Such intrusions may be either to/through synchronous (time-multiplexed and/or circuit-based) or asynchronous (character-, message-, or packet-based) equipment or interfaces for reasons of:

- Utilization (of capabilities special to the accessed equipment)
- Theft (such as, of intellectual property, financial assets, or toll facility access)
- Eavesdropping (privacy invasions to humans)
- Mischief (troubling, but apparently innocuous, tampering)
- Harm (such as harmful tampering, data loss or alteration, regardless of motive or intent)

Be aware that there may be a risk of unauthorized intrusions associated with your system and/or its networked equipment. Also realize that, if such an intrusion should occur, it could result in a variety of losses to your company (including but not limited to, human/data privacy, intellectual property, material assets, financial resources, labor costs, and/or legal costs).

Responsibility for Your Company's Telecommunications Security

The final responsibility for securing both this system and its networked equipment rests with you - Avaya's customer system administrator, your telecommunications peers, and your managers. Base the fulfillment of your responsibility on acquired knowledge and resources from a variety of sources including but not limited to:

- Installation documents
- System administration documents
- Security documents
- Hardware-/software-based security tools
- Shared information between you and your peers
- Telecommunications security experts

To prevent intrusions to your telecommunications equipment, you and your peers should carefully program and configure:

- Your Avaya-provided telecommunications systems and their interfaces
- Your Avaya-provided software applications, as well as their underlying hardware/software platforms and interfaces
- Any other equipment networked to your Avaya products

TCP/IP Facilities

Customers may experience differences in product performance, reliability and security depending upon network configurations/design and topologies, even when the product performs as warranted.

Standards Compliance

Avaya Inc. is not responsible for any radio or television interference caused by unauthorized modifications of this equipment or the substitution or attachment of connecting cables and equipment other than those specified by Avaya Inc. The correction of interference caused by such unauthorized modifications, substitution or attachment will be the responsibility of the user. Pursuant to Part 15 of the Federal Communications Commission (FCC) Rules, the user is cautioned that changes or modifications not expressly approved by Avaya Inc. could void the user's authority to operate this equipment.

Product Safety Standards

This product complies with and conforms to the following international Product Safety standards as applicable:

Safety of Information Technology Equipment, IEC 60950, 3rd Edition, or IEC 60950-1, 1st Edition, including all relevant national deviations as listed in Compliance with IEC for Electrical Equipment (IECEE) CB-96A.

Safety of Information Technology Equipment, CAN/CSA-C22.2 No. 60950-00 / UL 60950, 3rd Edition, or CAN/CSA-C22.2 No. 60950-1-03 / UL 60950-1.

Safety Requirements for Information Technology Equipment, AS/NZS 60950:2000.

One or more of the following Mexican national standards, as applicable: NOM 001 SCFI 1993, NOM SCFI 016 1993, NOM 019 SCFI 1998

Electromagnetic Compatibility (EMC) Standards

This product complies with and conforms to the following international EMC standards and all relevant national deviations:

Limits and Methods of Measurement of Radio Interference of Information Technology Equipment, CISPR 22:1997, EN55022:1998, and AS/NZS 3548.

Information Technology Equipment – Immunity Characteristics – Limits and Methods of Measurement, CISPR 24:1997 and EN55024:1998, including:

- Electrostatic Discharge (ESD) IEC 61000-4-2
- Radiated Immunity IEC 61000-4-3
- Electrical Fast Transient IEC 61000-4-4
- Lightning Effects IEC 61000-4-5
- Conducted Immunity IEC 61000-4-6

Federal Communications Commission Statement

Part 15:

Note: 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. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

Part 68: Answer-Supervision Signaling

Allowing this equipment to be operated in a manner that does not provide proper answer-supervision signaling is in violation of Part 68 rules. This equipment returns answer-supervision signals to the public switched network when:

- answered by the called station,
- answered by the attendant, or
- routed to a recorded announcement that can be administered by the customer premises equipment (CPE) user.

This equipment returns answer-supervision signals on all direct inward dialed (DID) calls forwarded back to the public switched telephone network. Permissible exceptions are:

- A call is unanswered.
- A busy tone is received.
- A reorder tone is received.

Avaya attests that this registered equipment is capable of providing users access to interstate providers of operator services through the use of access codes. Modification of this equipment by call aggregators to block access dialing codes is a violation of the Telephone Operator Consumers Act of 1990.

Canadian Department of Communications (DOC) Interference Information

This Class B digital apparatus complies with Canadian ICES-003.

Cet appareil numérique de la classe B est conforme à la norme NMB-003 du Canada.

This equipment meets the applicable Industry Canada Terminal Equipment Technical Specifications. This is confirmed by the registration number. The abbreviation, IC, before the registration number signifies that registration was performed based on a Declaration of Conformity indicating that Industry Canada technical specifications were met. It does not imply that Industry Canada approved the equipment.

Declarations of Conformity

United States FCC Part 68 Supplier's Declaration of Conformity (SDoC)

Avaya Inc. in the United States of America hereby certifies that the equipment described in this document and bearing a TIA TSB-168 label identification number complies with the FCC's Rules and Regulations 47 CFR Part 68, and the Administrative Council on Terminal Attachments (ACTA) adopted technical criteria.

Avaya further asserts that Avaya handset-equipped terminal equipment described in this document complies with Paragraph 68.316 of the FCC Rules and Regulations defining Hearing Aid Compatibility and is deemed compatible with hearing aids.

Copies of SDoCs signed by the Responsible Party in the U. S. can be obtained by contacting your local sales representative and are available on the following Web site: <http://www.avaya.com/support>.

All Avaya media servers and media gateways are compliant with FCC Part 68, but many have been registered with the FCC before the SDoC process was available. A list of all Avaya registered products may be found at: <http://www.part68.org> by conducting a search using "Avaya" as manufacturer.

Trademarks

Avaya Communication Manager is a trademark of Avaya, Inc. All other trademarked items are the property of their respective owners.

European Union Declarations of Conformity



Avaya Inc. declares that the equipment specified in this document bearing the "CE" (*Conformité Européenne*) mark conforms to the European Union Radio and Telecommunications Terminal Equipment Directive (1999/5/EC), including the Electromagnetic Compatibility Directive (89/336/EEC) and Low Voltage Directive (73/23/EEC). This equipment has been certified to meet CTR3 Basic Rate Interface (BRI) and CTR4 Primary Rate Interface (PRI) and subsets thereof in CTR12 and CTR13, as applicable.

Copies of these Declarations of Conformity (DoCs) can be obtained by contacting your local sales representative and are available on the following Web site: <http://www.avaya.com/support>.

Japan

This is a Class B product based on the standard of the Voluntary Control Council for Interference by Information Technology Equipment (VCCI). If this equipment is used in a domestic environment, radio disturbance may occur, in which case, the user may be required to take corrective actions.

この装置は、情報処理装置等電波障害自主規制協議会（VCCI）の基準に基づくクラスA情報技術装置です。この装置を家庭環境で使用すると電波妨害を引き起こすことがあります。この場合には使用者が適切な対策を講ずるよう要求されることがあります。

To order copies of this and other documents:

Call: Avaya Publications Center
Voice 1.800.457.1235 or 1.207.866.6701
FAX 1.800.457.1764 or 1.207.626.7269

Write: Globalware Solutions
200 Ward Hill Avenue
Haverhill, MA 01835 USA
Attention: Avaya Account Management

E-mail: totalware@gwsmail.com

For the most current versions of documentation, go to the Avaya support

Web site: <http://www.avaya.com/support>.

Contents

Your CALLMASTER IV Voice Terminal	7
■ Overview	7
■ The Headset (or the Handset)	7
■ The Recorder Interface	8
■ Organization of This Guide	8
■ Conventions	9
■ Feature Descriptions	9
■ Installation	12
Checklist of Parts	12
Orderable Equipment	12
Installation Procedures	14
Operating Range Requirements	15
The 2-Wire/4-Wire Line Adapter	15
DCP Line Interface	16
Testing the Headset or Handset	18
Labeling and Installing the Button-Designation Cards and Covers	19
■ Basic Voice Terminal Operations	20
Going Off-Hook	20
Raising or Lowering Receive Volume	20
Disconnecting from Calls	21
Feature Procedures	21
■ Technical Description	26
Physical Dimensions and Weight	26
Power Requirements	26
Environmental Requirements	26

Contents


Your CALLMASTER IV Voice Terminal

Overview

Your CALLMASTER® IV voice terminal has been specially designed for use with an Avaya Media Server.

This voice terminal has six buttons that can be used for either call appearances or features and 15 buttons that are administered exclusively for features. It also has a 2-line by 40-character liquid crystal display for showing call-related information, and designated buttons for both the ACD Log In and Release features.

In addition, the CALLMASTER IV has a built-in Recorder Interface which allows you to connect the voice terminal to a recording device so that you can record all voice interactions.

 **NOTE:**

The tape recorder used with the CALLMASTER IV voice terminal must be purchased by the user; it is *not* provided with the voice terminal.

The Headset (or the Handset)

Since the CALLMASTER IV voice terminal is most often used with a headset, each set has two headset jacks, one on each side of the housing, so that one or two headsets can easily be connected. The voice terminal is immediately off-hook when the headset is plugged into the voice terminal.

With the use of an optional handset D-Kit, a K2G2 handset can be added to the voice terminal. (See “Orderable Equipment” in the Installation section of these instructions for Comcodes of the handset D-Kits and individual parts.) This kit includes a handset and handset cord, a PJ327 adapter so that the handset cord can be connected to one of the headset jacks, and a cradle in which the handset can be kept when it is not in use. (This cradle *cannot* be used as a switchhook.)

 **NOTE:**

Equipment used with previous versions of the CALLMASTER voice terminal may not be compatible with the CALLMASTER IV.

 **NOTE:**

If you have both a handset and a headset plugged into a CALLMASTER IV voice terminal, you may want to unplug the handset when you are not using it, since it can pick up nearby noises (such as papers being shuffled) which may be heard over the headset.

The Recorder Interface

The CALLMASTER IV's Recorder Interface is designed for recording calls on a standard tape recorder. (A recorder with AGC [Automatic Gain Control] is recommended.) With this interface, a warning tone, a soft beep repeated every 15 seconds, notifies the agent and the calling party that the call is being recorded. *Be aware that this tone may be a legal requirement.*

IMPORTANT: The use of service observing features and call recording features may be subject to federal, state, and local laws, rules, or regulations and may be prohibited pursuant to the laws, rules, or regulations or require the consent of one or both of the parties to the conversation. Customers should familiarize themselves with and comply with all applicable laws, rules, and regulations before using these features.

Organization of This Guide

This user guide is divided into four main sections:

Feature Descriptions—Use the drawing to locate the features on your CALLMASTER IV voice terminal; use the feature descriptions and explanations to help you remember how these features are used.

Installation—Use the procedures listed in this section to install your CALLMASTER IV voice terminal.

Basic Voice Terminal Operations—Use the procedures here to go off-hook, raise or lower the receive volume, and disconnect from calls.

Feature Procedures—Follow the procedures listed here to use the fixed features on your voice terminal, those features you can use immediately.

Technical Description—This short section contains the dimensions, power requirements, and environmental requirements for the CALLMASTER IV voice terminal.

Conventions

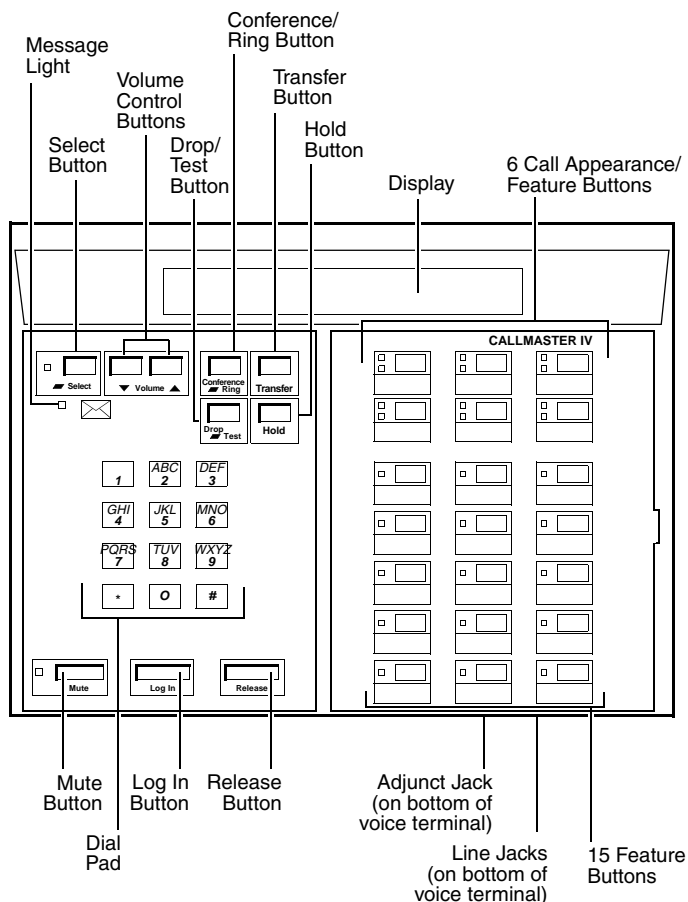
The following conventions are used in the procedures:

<div style="border: 1px solid black; padding: 2px; display: inline-block;">Feature</div>	Each of these boxes represents a button to which a feature has been assigned. The button is labeled with a feature name.
<div style="border: 1px solid black; border-radius: 15px; padding: 5px; display: inline-block;">Headset L >>>> H</div>	Each of these long rectangular boxes represents a feature message shown on the 2-line by 40-character display screen.

Feature Descriptions

Familiarize yourself with your CALLMASTER IV voice terminal and its many features by reviewing [Figure 1](#) that follows and the feature explanations on the following pages

FIGURE 1 The CALLMASTER IV Voice Terminal



Starting at the top left of [Figure 1](#) and continuing clockwise:

Message Light—A red light which goes on steadily when a message has been left for you.

Select Button—Can be used in two different ways:

- Used with to initiate a self-test of your voice terminal;
- Used with to select your own personalized ring from among eight available patterns.

Volume Control Buttons—For adjusting the volume of the headset (or handset). These buttons adjust the volume of the tone ringer if the headset (or handset) is unplugged or the CALLMASTER IV is ringing.

Drop/Test Button—For disconnecting from a call or dropping the last party added to a conference call. When used with , you can perform a self-test of your voice terminal lights and tone ringer.

Conference/Ring Button—For setting up conference calls. With a DEFINITY ECS or a DEFINITY Generic 1 or Generic 3, the conference can include up to six parties. DEFINITY Generic 2 users can conference up to three parties. (To add more parties, DEFINITY Generic 2 users should see their system manager.) When used with , you can select a personalized ringing pattern for your voice terminal.

Transfer Button—For transferring a call to another voice terminal.

Hold Button— A red button for putting calls on hold.

Display— A built-in LCD 2-line by 40-character display.

6 Call Appearance/Feature Buttons — These six buttons are devoted to handling incoming and outgoing calls (call appearances) and are labeled with an extension number. Each button has a red appearance light beside it to tell you that this is the line you are using or that this is the line you will get when you answer a call. The green status light next to each call appearance and feature button tells you the line or feature is being used.

15 Feature Buttons—Each of these 15 buttons accesses a feature and is labeled with a feature name. Each button has a green light beside it. When the green light goes on, the feature is active.

Line Jack (on bottom of voice terminal)—The line jack is used for connecting a line cord to your voice terminal. This jack is labeled “2 WIRE.”

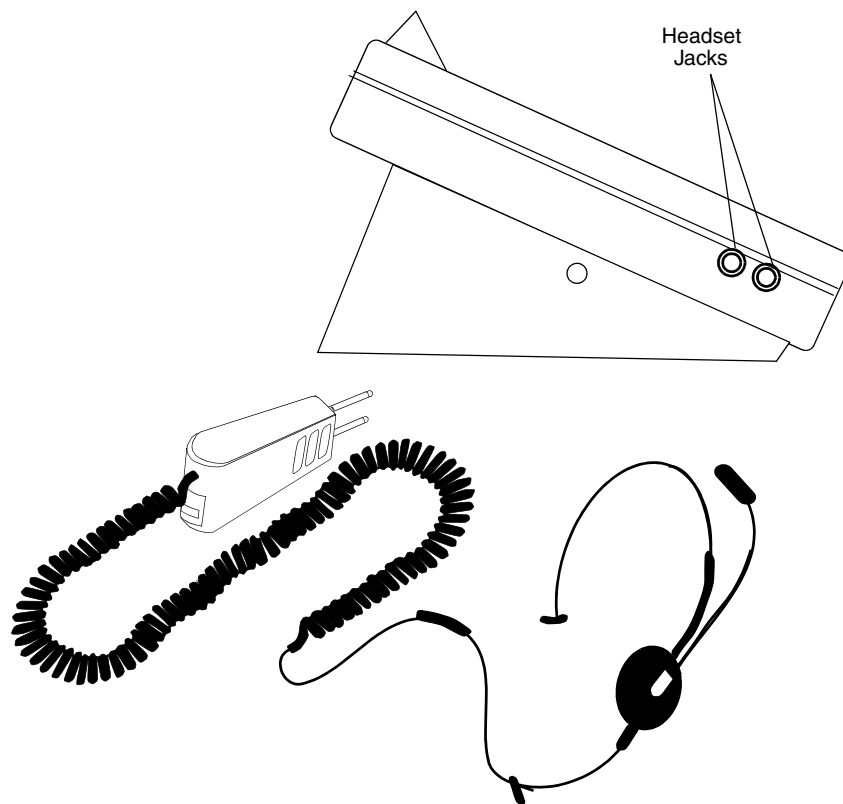
Release Button—Used in ACD operation to end a call. However, pressing is equivalent to hanging up; you will not receive dial tone.

Log in Button—Use this button to automatically log in to the ACD system when you want to begin answering ACD calls.

Dial Pad—The standard 12-button pad for dialing phone numbers and accessing features. The letters, “Q” and “Z,” have been added to the appropriate dial pad keys for directory access, and the “5” button on your dial pad has raised bars for visually-impaired users.

Mute Button—For turning off the voice transmitter in the headset or handset so the other person cannot hear you.

FIGURE 2 The Headset/Handset Jacks on the Side of the CALLMASTER IV



On both *sides* of the CALLMASTER IV voice terminal, there is a set of headset/handset jacks, as shown in [Figure 2](#) above. Use these jacks for connecting a headset and/or a handset to your CALLMASTER set.

⇒ NOTE:

Two headsets plugged into the sides of the CALLMASTER can be used simultaneously.

If any adjunct is active, the left and right headset jacks on the voice terminal are deactivated.

Installation



NOTE:

The CALLMASTER IV voice terminal can *only* be desk-mounted; it *cannot* be wall-mounted.

IMPORTANT: *DEFINITY ECS CALLMASTER II, CALLMASTER III, and CALLMASTER IV Voice Terminals Instructions for Programming the Options*, 555-015-172, is a brief set of instructions which includes procedures for setting the display for 1 or 2 lines and for controlling the Mute button. Within this booklet, there are also procedures for enabling or disabling the Recorder Interface and the Recording Warning Tones and for setting the headset and handset volume. It is important that **ONLY** a service technician or the system manager program these options. This document can be accessed from the following web site: www.avaya.com/support.

Checklist of Parts

The CALLMASTER IV voice terminal package includes the following items:

- A CALLMASTER IV voice terminal with recorder interface
- Line cord (7-foot/2.1336 meters, 8-wire D8W87 modular cord)
- Button designation cards and plastic covers
- CALLMASTER Voice Terminals Safety Instructions.

Orderable Equipment

The following equipment can be ordered by using the appropriate Comcode:

Orderable Equipment

ITEM	COMCODE
CALLMASTER IV Voice Terminal (with Recorder Interface)	Black 700275647 White 700275654
Line Cord (7-foot/2.1336 meters, 8-wire D8W87 modular cord)	103786786
Line Cord (14-foot/4.2672 meters D8W modular cord)	103786802
Plug Prong base unit (North American)	406445601
Plug Prong base unit (CE)	407708973

1 of 3

Orderable Equipment (Continued)

Handset D-Kit #182083 (black)	105514798
Handset cradle*	847731114
Thumbscrew*	845952928
Handset K2G2-03*	407228600
Handset cord H4DU*	407632819
PJ327 Adapter*	406976395
Handset D-Kit #182084 (misty cream)	105514806
Handset cradle*	847960226
Thumbscrew*	845952936
Handset K2G2-215*	407228675
Handset cord H4DU*	407632827
PJ327 Adapter*	405730946
Handset D-Kit #182835 (white)	107318438
Handset cradle*	847731106
Thumbscrew*	847278611
Handset K2G2-264*	407228667
Handset cord H4DU*	407632835
PJ327 Adapter*	407128354

2 of 3

Orderable Equipment (Continued)

Designation cards (set of 25) - U.S. English	847933850
Designation cards (set of 25) - U.S. English / Southwestern Bell	848055737
Designation cards (set of 25) - Italian	847945565
Designation cards (set of 25) - Japanese	847933868
Designation cards (set of 25) - Canadian French	847933884
Designation cards (set of 25) - Dutch	847933892
Designation cards (set of 25) - Castilian Spanish / Latin American Spanish	847933900
Designation cards (set of 25) - German	847933400
Designation cards (set of 25) - Parisian French / Belgian French	847933934
Designation cards (set of 25) - Brazilian Portuguese	847933959

* This item comes with the Handset D-Kit, but it can also be ordered separately using the Comcode in the second column.

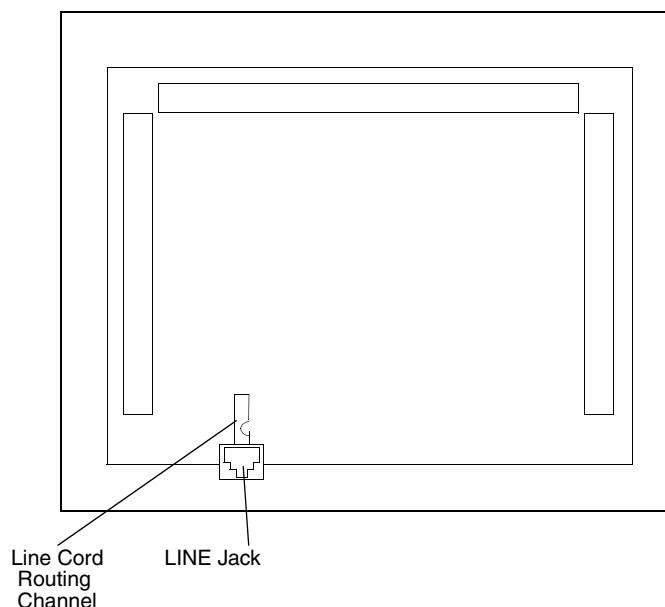
3 of 3

Installation Procedures

Use the following procedures to install your CALLMASTER IV voice terminal.

See [Figure 3](#) for the location of the jacks mentioned below.

1. Lay the voice terminal face down so the bottom slopes toward you.
2. Plug the line cord into the line jack. Press firmly until you hear the line cord click.
3. Press the line cord into the line cord routing channel, placing the cord under the tab, and gently pull any slack from the cord to the rear of the voice terminal.
4. Turn the voice terminal rightside up so that the display is facing you.
5. Plug the line cord into the modular wall jack. (Since the line cord is 7-feet/2.1336 meters long, your CALLMASTER voice terminal must be within this distance from the wall jack.)

FIGURE 3 The LINE Jack, Adjunct Jack, and Routing Channels

Operating Range Requirements

- The total distance between the CALLMASTER IV voice terminal with recorder interface active and the recording device should not exceed 200 feet/60.96 meters.
- The distance between the CALLMASTER IV voice terminal and the PBX must NOT exceed the following:
 - **In 2-wire mode**, with 22-gauge wire, the distance between the CALLMASTER IV and the PBX should not exceed 5,500 feet/1,676.4 meters; with 24-gauge wire, the distance should not exceed 3,500 feet/1,066.8 meters; with 26-gauge wire, the distance should not exceed 2,200 feet/670.56 meters.
- The record output impedance is approximately 600 ohms and the output channel is isolated from the voice terminal with an FCC Part 68-approved voice transformer.

The 2-Wire/4-Wire Line Adapter

The 2-wire/4-wire line adapter (PEC: 32302; Comcode: 407124114 for a single adapter; PEC: 32303 for a package of 25 adapters) is available to accommodate situations in which customers need to upgrade from an analog-type RJ11C jack to an 8-wire RJ45X-type jack. This adapter eliminates the need to remove RJ11C jacks which are presently being used and install new RJ45X jacks in their place.

Please read the **CAUTION** statement directly below before beginning the installation. If all connections are correct, plug the adapter into the RJ11C jack to provide the proper wiring translation to the DCP terminals.

⇒ NOTE:

This adapter works **ONLY** when using a DCP terminal on a 2-wire DCP digital line circuit card (for example, the TN2181 or TN2224). It will **NOT** work if you are connecting a DCP terminal to a 4-wire, 4-port, or 4-wire, 8-port DCP line circuit card (such as the TN754B, TN754, TN413, SN270B, or SN270).

⚠ CAUTION:

*In a previous installation of the premises line jacks, customers may have wired the jack connections as bridged or in parallel. These jacks must be rewired, at customer expense, in order for DCP terminals to function properly in either 2-wire or 4-wire installations. There must be **NO INTERCONNECTIONS** between the wire pairs used for 2-wire and 4-wire operations. Bridging or paralleling of these pairs can result in damage to the terminal or can cause the PBX line circuit card to remove power to the terminal. All interconnections between these pairs **MUST BE REMOVED BEFORE** the DCP terminals are connected to the jack.*

DCP Line Interface

The DCP line interface is a standard D8W 8-wire modular cord. The 8 line-jack pins are numbered in increasing order from left to right when facing the jack with the tab slot down. The following table shows pin assignments for the line cord and jack block interface.

The DCP Line Interface				
CONNECTOR BLOCK		DCP JACK INTERFACE		
Conn. Block Pin Number	D Inside Wire Color	Pin	Name	Signal Description
3	W-O	1	REC-1	Output to Recorder
4	O-W	2	REC-2	Output to Recorder
5	W-G	3		unused
1	W-BL	4	U-T* (Tip)	Balanced output from telephone (power -48V
2	BL-W	5	U-R* (Ring)	Balanced output from PBX (power 0v

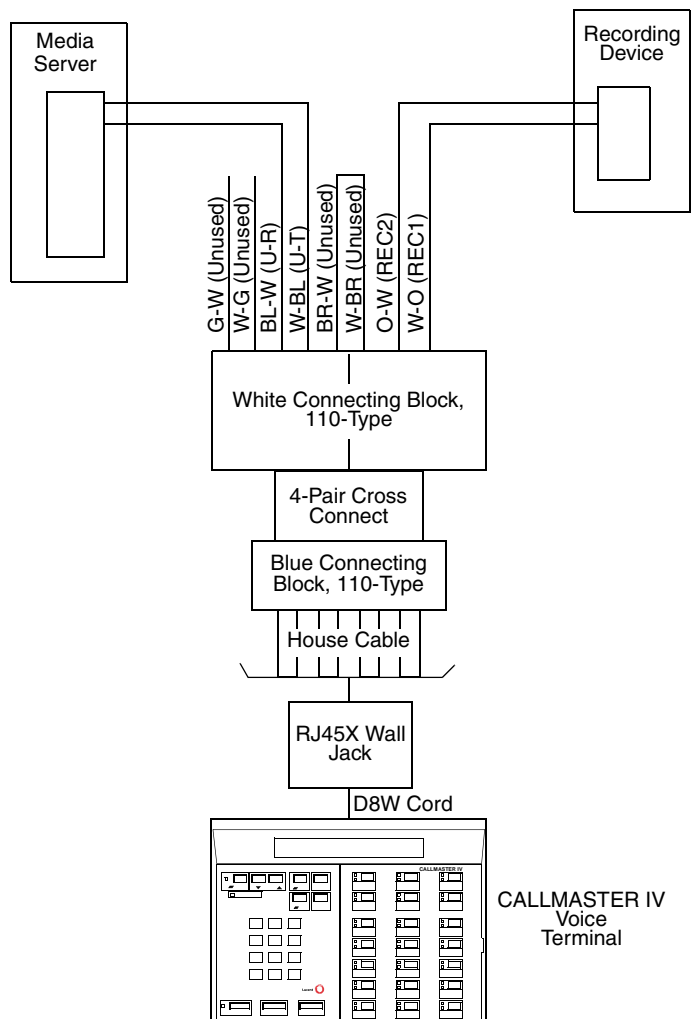
The DCP Line Interface (Continued)				
CONNECTOR BLOCK		DCP JACK INTERFACE		
Conn. Block Pin Number	D Inside Wire Color	Pin	Name	Signal Description
6	G-W	6		unused
7	W-BR	7		unused
8	BR-W	8		unused
				2 of 2

[Figure 4](#) shows how a CALLMASTER IV should be configured through the wall jack with the Avaya Media Server and the recording device.

**NOTE:**

Typically, an RJ45X or equivalent wall jack is used in this type of configuration.

FIGURE 4 Connecting the CALLMASTER IV to the Avaya Media Server and the Recording Device



Testing the Headset or Handset

NOTE:

If you are using a handset, use the installation instructions that come with the handset kit to install the handset cradle.

1. Plug in the headset or the handset, press a call appearance button, and listen for dial tone.
2. If you do not hear dial tone, press another call appearance button. You may also want to check that the cords are connected securely at both ends.

Labeling and Installing the Button-Designation Cards and Covers

⇒ NOTE:

The cards and covers are shipped as loose items with the CALLMASTER IV voice terminal.

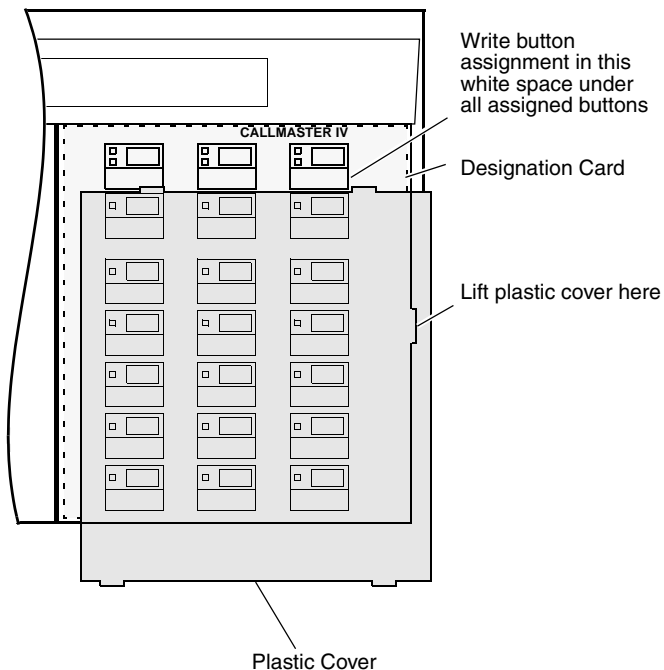
1. Make sure that the voice terminal is right side up.
2. Type or write the numbers/features on the button designation cards with the appropriate button information. See [Figure 5](#).
3. Crease the perforated edges of the button designation cards and then remove the cards.
4. If the clear plastic card cover has already been installed on the voice terminal, remove the cover on the right side of the CALLMASTER IV by gently lifting the plastic cover, with your fingernail, at the slot on the right of the set (for the card on the right).
5. If the plastic card cover has not been previously installed on your CALLMASTER IV, go on to the next step.

⇒ NOTE:

If you need to remove the clear card cover on the left side of the set, gently lift the plastic cover, with your fingernail, at the slot on the left of the set.

6. Place the designation card that you have filled out over the buttons, and then replace the clear cover by gently bending the cover so that the tabs at the top and bottom end of the cover can be inserted into the corresponding slots on the housing of the voice terminal. See [Figure 5](#).

FIGURE 5 Inserting the Designation Cards



Basic Voice Terminal Operations

The following operations can be used immediately.

Going Off-Hook



⇒ NOTE:


When the headset or handset is plugged into the terminal, it is immediately off-hook.

Raising or Lowering Receive Volume

You can use the Volume control button to raise and lower the receive level volume under the following conditions:

- The CALLMASTER IV voice terminal is off-hook, and the headset(s) is plugged in.
- The voice terminal is *not* off-hook on an external speakerphone call.
- No call is ringing.
- You are *not* in the midst of selecting a personalized ringing pattern.

- To raise or lower the receive volume
- To raise the volume of the receive level of the headset or the handset, press the right volume control button labeled .
- To lower the receive level of the headset or the handset, press the left volume control button labeled .

 **NOTE:**

There are eight possible volume settings. Each press of the volume control button raises or lowers the volume one incremental level.

As you raise or lower the headset volume level, the display reflects your choice, such as:

Headset L >>>>> H





On the display, one arrow is the lowest setting, and eight arrows is the highest setting.

 **NOTE:**

For procedures to raise and lower the ringer volume on your CALLMASTER IV set, see the procedures for the Select Ring feature later in this section.

Disconnecting from Calls

You can disconnect from a call in several ways:

- Press  to disconnect from any type of call. This method is faster than waiting for a caller or trunk to disconnect and enables you to perform other ACD or voice terminal procedures sooner. You do not hear dial tone after you press .
- Press  which disconnects you from a call and gives you dial tone. Use  when you want to disconnect from an ACD or non-ACD call and place another call.

Feature Procedures





The procedures in this section give short, step-by-step instructions for using each of these features. For your convenience, the features are listed alphabetically.

Conference

To add another party to an existing call

NOTE:

If your CALLMASTER IV voice terminal is connected to a DEFINITY ECS or a DEFINITY Generic 1 or Generic 3, the conference call can include up to six parties. If your CALLMASTER IV is connected to a DEFINITY Generic 2, the conference can include up to three parties. (For a conference call of more than three parties, contact your system manager.)

1. Press .
 - Present call is put on hold; all other parties remain connected to each other.
 - You are given a new call appearance and hear dial tone.
2. Dial the number of the new party and wait for an answer.
 - If the party answers, explain who is on the conference call and go on to Step 3.
 - If the party does not answer or if the line is busy, press the call appearance beside the fluttering light to return to the held call (skip the next step).
3. Press  again.
 - All parties on the call are now connected.
4. Repeat Steps 1 through 3 to add another party to the conference call.
 - To add a call you have put on hold to another call to which you are connected
5. Press .
 - Green light at the held call appearance continues to flutter.
 - Green light at the current call appearance also flutters.
 - You are given a new call appearance and hear dial tone.
6. Press the call appearance button of the held call (first call).
7. Press  again.
 - All parties on the call are now connected.

Drop

To disconnect from an active 2-party call

1. Press **Drop Test**.
 - You hear dial tone.



NOTE:

You may press **Release** instead of **Drop Test** to disconnect faster. However, if you press **Release** you will not hear dial tone.

To drop the last party you added to a conference call

1. Press **Drop Test**.
 - The last party added to the conference call is dropped; you and the other parties remain connected.

Hold

To put a call on hold while you answer another call, place a call, or perform some other task

1. Press **Hold**.
 - Green light next to the held call appearance flutters.



NOTE:

If you put a conference call on hold, the other parties remain connected.

To answer a new call while active on another call

2. Press **Hold**.
 - Green light next to the held call appearance flutters.
3. Press the call appearance of the incoming call.
 - To return to the held call (dropping the new call)
4. Press the call appearance of the held call.

Mute

To prevent the other party from hearing you

1. Press **Mute**.
 - Red light next to **Mute** goes on; the other person on the call cannot hear you.
2. When you want to resume the conversation with the other person on the call, press **Mute** again.
 - Red light next to button goes off; the other person can hear you again.



NOTE:

The Mute feature has no effect when an adjunct is active. Use the Mute feature on the adjunct equipment.

Select Ring (and Ringer Volume)

To select a personalized ring

⇒ NOTE:

There are eight different ringing patterns from which to choose.

1. Press **Select**.
 - Green light next to **Select** goes on steadily.
2. Press **Conference Ring**.
 - Green light next to **Select** winks.
 - Current ring pattern plays and repeats every three seconds.
 - Display shows the pattern you are currently hearing:

Personal Ring #x

("x" will be a number from 1 to 8.)

3. Continue to press **Conference Ring** to cycle through all eight ring patterns.
4. When you hear the desired ring pattern, press **Select** again.
 - Your new ring is set; the light next to **Select** goes off.



⇒ NOTE:

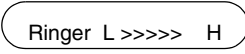
If you receive a call, go off-hook, or lose power during selection, the process is interrupted and you must start again. If you lose power *after* you have selected your personalized ring, you will have to select your ringing pattern again.

You can raise or lower the volume of the tone ringer under the following conditions:

- The CALLMASTER IV is on-hook, and the headset is unplugged.
- The voice terminal is off-hook on the external speakerphone.
- A call is ringing at the voice terminal.
- You are in the process of selecting a personalized ringing pattern for your voice terminal.

To adjust the tone ringer volume if necessary






1. To raise the volume, press the right volume control button labeled ; to lower the volume, press the left volume control button labeled .
 - Display shows the volume level:



(There are eight possible volume settings. On the display, one arrow indicates the lowest setting has been selected. Eight arrows indicates the highest setting has been selected.)



Self-Test

To test the lights, the ringer, and the display on your voice terminal

1. While on-hook or off-hook, press .
 - Green light next to  goes on.
2. Press and hold down .
 - Three groups of lights go on in sequence.
 - Ringer sounds.
 - Display is activated.
3. Release  to end test.
 - Ringer, display, and lights return to pretest state; the light next to  goes off.

Transfer

To send an existing call to another extension or outside number

1. Press .
 - Green light next to the call appearance flutters.
 - Present call is put on hold.
 - You are given a new call appearance, and you hear dial tone.
2. Dial the number where the call will be transferred.
 - You hear ringback tone.
 - If the call is answered, remain on the line and announce the call if desired. Continue to Step 3.
 - If the call is not answered or if the line is busy, return to the held call by pressing the call appearance button where the green light is fluttering. Disregard Step 3.
3. Press  again.
 - Call is transferred to the dialed number.

Technical Description

Physical Dimensions and Weight

 **NOTE:**

The CALLMASTER IV voice terminal can only be desk-mounted; it cannot be wall-mounted.

The CALLMASTER IV voice terminal measures:

- 8.5 inches/215.9 millimeters deep
- 11.0 inches/279.4 millimeters wide
- 4.25 lbs/1.853 kilograms

Power Requirements

The CALLMASTER IV voice terminal is line powered from the PBX switch. The CALLMASTER IV will operate in voltage ranges of 42.5 to 56.5 dc volts. See “Operating Range Requirements” in the **Installation** section.

Environmental Requirements

The CALLMASTER IV voice terminal can operate in temperatures ranging from 40 to 120 degrees F (4 to 48 degrees C) and relative humidity ranging from 5 to 95 percent.