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ACCESS 3000 COMPACT

(RPE920 ENCODER)

SUPERVISOR'S GUIDE

Part No. 9261-7849 Issue 1

This guide is for use with the Access 3000 Compact console only. It covers the making of paging calls to users, teams and sets; automatic paging, transfer and status registration; creation and modification of users, teams and set records.

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SECTION 1

INTRODUCTION TO PAGING

1.1 Introduction to Radio Paging

The ability to contact people quickly is important in today's business environment. A radio paging system can play an essential role in communications efficiency.

When a key person needs to be contacted and cannot be found at their normal location, a paging call can be sent. The pager user will then receive a signal alerting them that someone wants to make contact. This signal can be coded to denote what action needs to be taken, e.g. call the operator, contact a colleague or proceed to a particular location. Only the person paged receives the message, other people are not disturbed.

Different types of pager enable people to be contacted in a variety of ways. For example, by tone signals, by a display of numbers, such as a telephone number to call, by display of a text message ('Call Reception'), or even by a spoken message. Access 3000 Compact, depending on receiver type, can support either one-way or full two-way speech messaging. Furthermore, when discrete contact is required or where the surrounding noise level is too high, the user can be alerted by a flashing light or vibrating pager.

Pagers are not just used for person-to-person contact but also to contact teams of people, or for machinery, computer or alarm systems to pass information to people.

1.2 Your Access 3000 Compact Equipment

Your new paging system is designed to allow you to make paging calls from your telephone, computer using Access 3000 Server or the Access 3000 Management Terminal as well as from the operator console. It comprises the following equipment.

- A number of pagers, which receive paging calls.

- A transmitter to send out the paging calls.

- An encoder; this is the heart of the system, which controls the paging facilities available. It also has an integral display and keyboard, incorporating a microphone and speaker for one and two-way speech paging calls.

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▪ A system link unit, for all paging system wire connections.

Your system installer will program your paging system so that it operates in the most appropriate way for your organisation.

1.3 Making a User Paging Call

In the same way that you have individual telephone extension numbers, each person carrying a pager will have a number known as their USER NUMBER. In many cases the user number is programmed to be the same as the person's telephone number, making it easy to remember.

As well as being able to make paging calls from the operator's console, your paging system may have been connected to your telephone system, so you can use any extension telephone to make a paging call. From a telephone, simply dial the access code for the paging system and then you will be guided through the process of making a paging call by tone or voice prompts.

1.4 Call Transfers & Status Registration

Access 3000 Compact allows you to manage those times when people are out of the office, or simply when it not convenient for them to receive paging calls. The person using the pager may transfer their calls to a colleague, or may register themselves as 'absent' from the paging system; this is known as status registration, there are two methods of status registration:

a. Manual registration via a telephone or operator console.

b. Automatic registration by placing the pager in an Absence Rack.

Call transfer and status registration are two facilities that have been designed to work closely together. When you are out your calls can be transferred to a colleague. Each time you register your status as absent the colleague will automatically receive your calls. Each time you register your status as present your calls will be sent to you.

For any call transfer to operate you must be registered absent. Please beware that if you do not wish the person to whom your calls are transferred to receive further calls again the next time you are absent, you must cancel the call transfer as well as registering your status as 'present'.

1.5   Making a Team Paging Call

It may be necessary to contact several users at once. A team of users can be created using a single team number. The call is undertaken in more-or-less the same way as a user paging call. A team paging call can be sent with speech, provided the receiver supports this functionality and the speech feature is enabled on the system.

1.6   Making a Set Paging Call

A set is a variation on the Access 3000 Compact team paging facility. A set consists of user records and like user paging they are called from a single USER NUMBER. A set may comprise of mixed receiver types and is called sequentially. Sets do not support speech and services will always default to the lowest common denominator, i.e. the most basic receiver type in the 'set'. In addition absence and call transfers are recognized and a set may be a member of another set.

1.7   Automatic Paging

Automatic contacts or direct line contacts (DLCs) enable paging calls to be sent from an alarm system, production equipment, or even the front door. When such automatic calls are made on your paging system you will be able to monitor the activity of important equipment remotely, be informed instantly if alarms are triggered, or simply monitor 'visitors' entry through the front door to ensure greater security.

1.8   Operator Passwords

The operator password restricts operation of user paging, team paging and transfers to an operator. Note that if you want to transfer a call or change status registration you will be prompted by Access 3000 Compact to enter the operator password to activate this facility.

1.9   Directories

At the back of this handbook are a number of directories, these will enable you to record; the system passwords, fast alpha messages, key team numbers, key paging user numbers, details of the two on-board DLCs and receiver types.

SECTION 2

USING THE OPERATOR CONSOLE

2.1   Access 3000 Compact Display & Keyboard
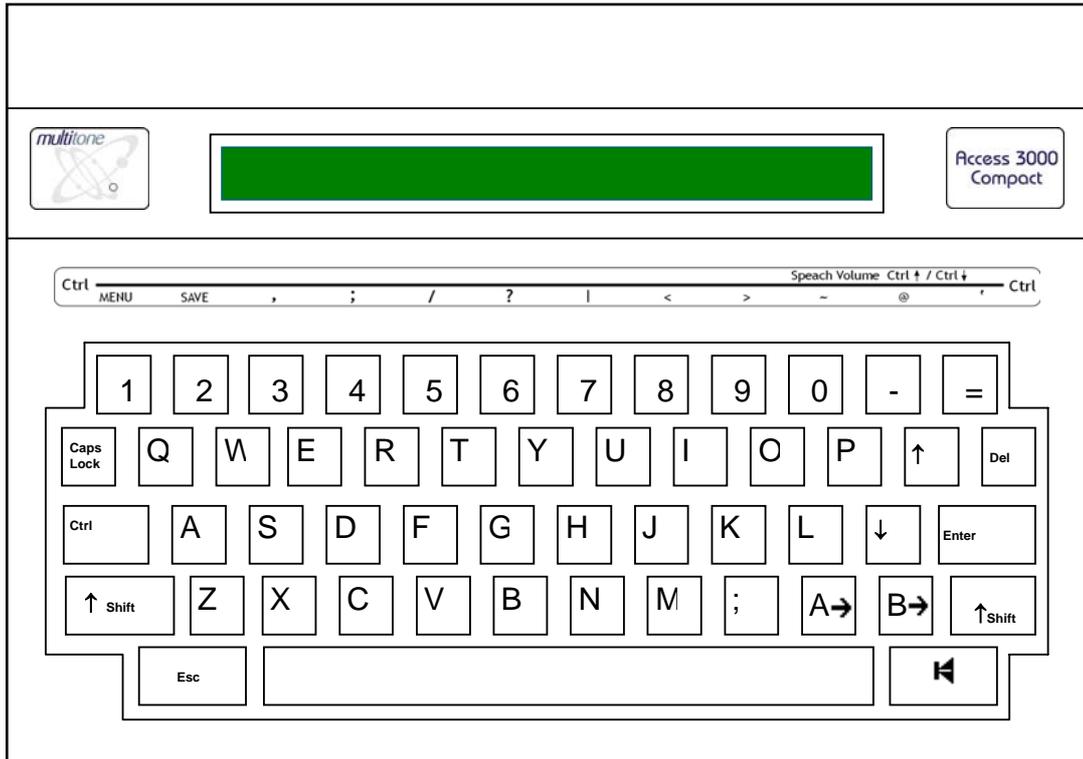
Access 3000 Compact Keyboard

Ctrl 1 - Main Menu Key

The Ctrl 1 key is used to abandon the current operation and move directly to the main operating menu structure, giving access to:

1-Page User   4-Administration
2-Page Team   5-Reports
3-Transfers   6-Installation

Pressing Ctrl 1 followed by 1 at any time will always return you to making user-paging calls. Pressing Ctrl 1 followed by 2 at any time will always return you to making team-paging calls.

↑ **Previous Key/Scroll-Up Arrow Key**

The ↑ key is used to move backwards through prompts by one step; it is also used to scroll up any of the Access 3000 Compact menus.

↓ **Next Key/Scroll-Down Arrow Key**

The ↓ key is used to move forward one step through the prompts; it is also used to scroll down any of the Access 3000 Compact Menus.

Ctrl 2 - Save Changes and Exit

The Ctrl 2 key is used to save data entry and exit current screen.

Esc Key (Escape)

The Escape is used to abandon the current operation (referred to as Esc in the text).

Enter Key (Enter)

Referred to as **Enter** in the text. Used to confirm entry of data and move forward through the prompts step-by-step.

Delete Key (Del)

Used to delete a data entry.

Speaker Key (⾆)

This key is used to send speech calls. It is also used during speech calls. The action of pressing and releasing this key enables speech to be sent and received respectively, and mutes speech respectively. It may also be used as a scroll key as an alternative to the ↓ key.

A➡ and B➡ Send Keys

Used to send paging calls. In system management operation these keys are used to type in Alphabetical information when creating fast alpha messages, channel names, receiver types and DLC records.

Note*: If at any time you press a key, which is invalid for an operation, you will hear a warning.*

SECTION 3

OPERATOR INSTRUCTIONS

3.1   Paging a User - Tone Only Pagers

1. Press **Ctrl 1** then press **1** to select **Page User**

> **1- Page User**
> **2- Page Team**

2. Type in the user number, e.g. **123** and press **Enter**

> **User 123   12:00**
> **Enter User Number   ↵**

3. For non-speech calls press **A→** or **B→** to page. If you attempt to enter a message this will be rejected and a warning beep emitted

> **123**
> **Press A→ or B→ to Page**

4. For speech calls press the ◄ key and wait for Access 3000 Compact to process the call

> **123**
> **A→, B→ to Page, ◄ + Speech**

5. Press the ◄ key and speak your message. Press the **Delete** key to terminate the call

> **123**
> **◄ - Speak   Del – Finish**

3.2   Paging a User - Numeric Pagers

1. Press **Ctrl 1** then press **1** to select **Page User**

```
1- Page User
2- Page Team
```

2. Type in the user number, e.g. **123** and press **Enter**

```
User 123                          12:00
Enter User Number                    ↵
```

3. Enter your message, e.g. **4567** and press **Enter**. Please note if you attempt to enter a text message this will be rejected and a warning beep emitted

```
123   4567_
Message                              ↵
```

4. For non-speech calls press **A→** or **B→** to page

```
123   4567
Press A→ or B→ to Page
```

5. For speech calls press the ◄ key and wait for Access 3000 Compact to process the call

```
123   4567
A→, B→ to Page, ◄ + Speech
```

6. Press the ◄ key and speak your message. Press the **Delete** key to terminate the call

```
123   4567
◄ - Speak     Del – Finish
```

3.3   Paging - Numeric & Alphanumeric Pagers with (or without) Fast Alpha

1. Press **Ctrl 1** then press **1** to select **Page User**

1- Page User **2- Page Team**

2. Type in the user number, e.g. **123** and press **Enter**

User 123   **12:00** **Enter User Number**   ↵

3. Type in the **Fast Alpha** message code if known e.g. **01** and press **Enter**. Alternatively, use the ↑ or ↓ keys to scroll through the complete list of stored fast alpha messages. If you do not wish to enter a fast alpha message code press **Enter** and go to **Step 5**

User 123 **Alpha Code message number 01**

4. The Fast Alpha message will be displayed, press **Enter** to confirm selection

User 123 Please call **Fast Alpha Code 01**

5. At the following prompt:

User 123 Please call _ **Message**   ↵

   Dependent upon pager type you may type-in from the keyboard an Alphanumeric or Numeric message e.g. **John Smith on 4567** or **4567**

User 123 Please call John Smith on 4567_ **Message**

   On completion of the message press **Enter**

   Note: If you attempt to send a text message to a numeric pager this will be rejected and a warning beep emitted

6. For non-speech calls press **A➔** or **B➔** to page

> **123 Please Call John Smith on 4567**
> **Press A➔ or B➔ to Page**

7. For speech calls press the **◄** key and wait for Access 3000 Compact to process the call

> **123 Please Call John Smith on 4567**
> **A➔, B➔ to Page, ◄ + Speech**

8. Press the **◄** key and speak your message. Press the **Delete** key to terminate the call

> **123 Please Call John Smith on 4567**
> **◄ - Speak   Del – Finish**

3.4   Status Registration & Call Transfer

1. Press **Ctrl 1** then press **3** to select **Transfer**:

> **3- Transfer**
> **4- Administration**

2. Type in the user number, e.g. 123 and press **Enter**.

> **User No. 123**
> **↵ - Edit - ↓ Search**

3. To change the **Status** press **1** for **IN** or **0** for **OUT** then press **Enter**.

> **User 123 Status = In**
> **Press 0-Out   ↵**

4. To create a new **Call Transfer** enter the user number to which the paging call is to be transferred, e.g. user number 456 and press **Enter**. If you do **NOT** wish to enter a Call Transfer do **NOT** enter a user number and press **Enter** to continue.

> **User 123**
> **Transfer to 456 _   ↵**

5. Having entered a transfer, either press **Enter** to repeat the process, or press **Ctrl 1** to return to the main menu.

> **User 123 Changes Saved**
> **   Press ↵**

Note: A user must be registered as OUT for a call transfer to operate.

3.5   To Cancel a Call Transfer

1. Press **Ctrl 1** then press **3** to select **Transfer**

```
3- Transfer
4- Administration
```

2. Type in the user number, e.g. 123 and press **Enter**

```
User No. 123
↵ Edit - ↓ Search
```

3. At the **Status** screen, press **Enter** to go to the next display

```
User 123 Status = In
Press 0-Out                              ↵
```

4. To cancel a **Call Transfer** press **Delete** and press **Enter**

```
User 123
Transfer to 456                          ↵
```

5. Either press **Enter** to repeat the process, or press **Ctrl 1** to return to the main menu.

```
User 123 Changes Saved
                              Press ↵
```

3.6 Paging a Team - Tone Only Pagers

1. Press **Ctrl 1** then press **2** to select **Page Team**

```
1- Page User
2- Page Team
```

2. Enter the Team number, e.g. **01** and press **Enter**

```
Team _
Enter Team number
```

3. For non-speech calls press **A→** to page. If you attempt to enter a message this will be rejected and a warning beep emitted

```
Team 01
A→  Page, ESC – quit
```

4. For speech calls press the **A→** key and wait for Access 3000 Compact to process the call

```
Team 01 Speech
A→  Page, ESC – quit
```

5. Press the ◄ key and speak your message. Press the **Delete** key to terminate the call

```
01
◄ - Speak     Del – Finish
```

3.7   Paging a Team - Numeric Pagers

1. Press **Ctrl 1** then press **2** to select **Page Team**

        ┌──┐
        │ **1- Page User**   │
        │ **2- Page Team**   │
        └──┘

2. Enter the Team number, e.g. **01** and press **Enter**

        ┌──┐
        │ **Team _**   **12:00** │
        │ **Enter Team number**   ↵   │
        └──┘

3. Enter your message, e.g. **1234** and press **Enter**. Please note if you attempt to enter a text message this will be rejected and a warning beep emitted

        ┌──┐
        │ **Team 01**   │
        │ **Message 1234**   │
        └──┘

4. For non-speech calls press **A→** to page. If you attempt to enter a message this will be rejected and a warning beep emitted

        ┌──┐
        │ **Team 01**   │
        │ **A→ Page, ESC – quit**   │
        └──┘

5. For speech calls press the **A→** key and wait for Access 3000 Compact to process the call

        ┌──┐
        │ **Team 01 Speech**   │
        │ **A→ Page, ESC – quit**   │
        └──┘

6. Press the ◖ key and speak your message. Press the **Delete** key to terminate the call

        ┌──┐
        │ **01**   │
        │ **◖ - Speak   Del – Finish**   │
        └──┘

3.8 Paging a Team - Numeric & Alphanumeric Pagers with (or without) Fast Alpha

1. Press **Ctrl 1** then press **2** to select **Page Team**

```
1- Page User
2- Page Team
```

2. Enter the Team number, e.g. **01** and press **Enter**

```
Team _                                12.00
Enter Team number                        ↵
```

3. Enter the Fast Alpha message number if known, e.g. **20** or use the ↑ or ↓ keys to locate the required stored message and press **Enter**. If you do not wish to enter a fast alpha message code press **Enter** and go to **Step 5**

```
Team 01
Fast Alpha message number 20
```

4. At the following screen press **Enter** to confirm message selection

```
Team 01 Cardiac Arrest Ward
Fast Alpha Code 20
```

5. At the following prompt:

```
Team 01
Message _
```

Depending on pager type you may type-in from the keyboard an Alphanumeric or a Numeric message, e.g. **10 Urgently** or **10**

```
Team 01
Message Cardiac Arrest Ward 10 Urgently_
```

On completion of the message press **Enter**

Note: *If you attempt to send a text message to a numeric pager this will be rejected and a warning beep emitted*

6. For non-speech calls press **A→** to page

> **Team 01**
> **A→ Page, ESC – quit**

7. For speech calls press the **A→** key and wait for Access 3000 Compact to process the call

> **Team 01 Speech**
> **A→ Page, ESC – quit**

8. Press the ◄ key and speak your message. Press the **Delete** key to terminate the call

> **01**
> **◄ - Speak   Del – Finish**

3.9 Paging a Set

A call to a Set is sent in the same way as paging a user. Please note that you may not send a speech call to a Set.

1. Press **Ctrl 1** then press **1** to select **Page User**

   ```
   1- Page User
   2- Page Team
   ```

2. Type in the Set Identification number, e.g. **300** and press **Enter**

   ```
   User 300                          12:00
   Enter user number                   ↵
   ```

3. You will now be prompted with one of several screens depending on the least featured pager type within the Set you are calling, see below:

   a. If you are paging a Set that includes a **Tone Only** pager as the least featured pager type you will be prompted with the screen:

   ```
   User 350
   Press A→ or B→ to Page
   ```

   Press **A→** or **B→** to page

   b. If you are paging a Set that includes a **Numeric** pager as the least featured pager type you will be prompted with the screen:

   ```
   User 350  _
   Message
   ```

   Type in your message:

   ```
   350   1234
   Press A→ or B→ to Page
   ```

   Press **A→** or **B→** to page.

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c. If you are paging a Set that includes a **Numeric** or **Alphanumeric** pager with **Fast Alpha** pager as the least common pager type.

    i. Type in the **Fast Alpha** message code if known or use the ↑ or ↓ keys to locate the required message, e.g. **01** and press **Enter**. If you do not wish to enter a fast alpha code press **Enter** and go to **Step iii**

User 123 **Alpha Code message number 01**   ↵

    ii. The Fast Alpha message will be displayed, press **Enter** to confirm selection

User 123 Please call **Fast Alpha Code 01**

    iii. At the following prompt:

User 123 Please call _ **Message**   ↵

Dependent upon pager type you may type-in an Alphanumeric or Numeric message e.g. **John Smith on 4567** or **4567**

User 123 Please call John Smith on 4567_ **Message**

On completion of the message press **Enter**

Note: If you attempt to send a text message to a numeric pager this will be rejected and a warning beep emitted

    iv. For non-speech calls press **A➜** or **B➜** to page

123 Please Call John Smith on 4567 **Press A➜ or B➜ to Page**

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3.10 Sending a 2-way Speech Call From a 2-way Handset

If a two-way speech paging call has been initiated between a paging user With two-way speech and the operator console, the screen prompt will change from the quiescent display, such as:

User _ **Enter user number**

To:

-- Please Wait --

1. Then at the screen prompt Press down the ◄ key to speak your message and release to listen.

◄ **- Speak   Del – Finish**

3. Press the **Delete** key to end the call.

3.11 Sending a Speech Call Initiated From a DLC

1. If a paging call has been initiated by a DLC, which involves a one-way or two-way speech paging call between the operator console and the paging user. The screen prompt will change from the quiescent display, such as:

> **User**
> **Enter User number**

To:

> **-- Please wait --**

2. Then at the screen prompt:

> **D034 U123 Alarm 999**
> ◄ **- Speak   Del - Finish**

Press down the ◄ key to speak your message, if the receiver you are paging is capable of two-way speech, release the ◄ to listen.

3. Press the **Delete** key to end the call.

Note: Operators must be aware of what speech message is required, e.g. the DLC may be activated by an intruder alarm and the operator must speak the message appropriate to the event.

SECTION 4

SYSTEM MANAGEMENT FACILITIES

4.1 Introduction

This section describes how to perform system management facilities on Access 3000 Compact and is intended for use by the System Manager. All system management facilities are configured through the Operator Console and you are taken step-by-step through each one of the prompts on the display.

If there are any terms, which are unfamiliar and you require greater clarification, refer to the Glossary of Terms, see **Appendix I** at the back of this guide.

To carry out management and administration on Access 3000 Compact, various menus will require selection, please use the Up (↑) and Down (↓) arrow keys to scroll through menu options. To select a menu make sure that you scroll to the top line of the display and press the Enter key, alternatively you can select the number associated with the menu option. Throughout this section the associated number is shown in brackets, i.e. [1].

If you require a system overview of Access 3000 Compact with regard to Menu Structure, refer to the System Schematic, **Appendix II** of this guide.

4.2   Creating a User Record

First determine the new user number and the pager number to be allocated, and then follow the instructions below:

1. Press: **Ctrl 1**

2. Select: **Administration [4]**

3. Select: **User Records [1]**

4. Select: **Create [3]**

5. Type in the new user number, e.g. 123 and press **Enter**, or press ↓ to display the next available user number and press **Enter**.

6. If there is only one pager type on the system you will automatically be taken to step 7. If there is more than one pager type available you will be prompted to make a selection. Press the ◀ key to scroll through the different options. To make your selection press **Enter** twice.

7. Type in the pager number, e.g. 001 and press **Enter**.

8. If you have a telephone coupling and Numeric or Alphanumeric pagers with Fast Alpha you will be asked to select **Telephone Message**, press **Enter** for **Yes**. If a telephone message is not required press **0** followed by **Enter**.   If you have a **Tone Only** pager go to step 9.

9. If speech is not enabled you will automatically be taken to step 10. If speech is available and telephone speech is required press **Enter**. If speech from the telephone is not required press **0** followed by **Enter**.

10. To select **Status** press **Enter** for **In** or **0** for **Out** then press **Enter**.

11. If required enter a **Call Transfer**. To enter a call transfer, type in the user number to which the paging call will be transferred, e.g. 456 and press **Enter**. If a call transfer is not required, press **Enter**.

12. Access 3000 Compact should now confirm the creation of a new User Record.

13. Press the **Enter** key to repeat the process, or press **Ctrl 1** to return to the main menu.

4.3   Creating a Block of User Records

First, determine the allocation of user numbers. To create a block of records the user numbers must be in a sequential order, e.g. 01, 02, 03. If you have a number missing from the sequence, just create the block of records and then delete the record for the user and pager number which is not required. The pager numbers must also be in sequence, e.g. 292, 293, 294. Follow the instructions below:

1. Press: **Ctrl 1**

2. Select: **Administration [4]**

3. Select: **User Records [1]**

4. Select: **Create Block [5]**

5. Type in the first user number of the block, e.g. 001 and press **Enter**.

6. Type in the last user number of the block, e.g. 009 and press **Enter**.

7. If there is only one pager type on the system, you will automatically be taken to step 8. If there is more than one pager type on the system you will no be prompted to select a pager name. Press the ◄ key to scroll through the different options, to make your selection press **Enter** twice.

8. If you have a telephone coupling and Numeric or Alphanumeric pagers with Fast Alpha you will be asked to select **Telephone Message**, press **Enter** for **Yes**. If a telephone message is not required press **0** followed by **Enter**.   If you have a **Tone Only** pager go to step 9.

9. If speech is not enabled you will automatically be taken to step 10. If speech is available and telephone speech is required press **Enter**. If speech from the telephone is not required press **0** then press **Enter** then go to step 10.

10. Enter the first pager number of the block, e.g. 001 and press **Enter**.

11. The records will now be created automatically and confirmation will be given as to the number of new records created, i.e. 9 users created.

12. Press the **Enter** key to repeat the process, or press **Ctrl 1** to return to the main menu.

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4.4   Editing a User Record

Decide on the user number you wish to modify then follow the instructions below:

1. Press: **Ctrl 1**

2. Select: **Administration [4]**

3. Select: **User Records [1]**

4. Select: **Edit [1]**

5. Type in the new user number you wish to edit, e.g. 123 and press **Enter**.

6. If there is only one pager type on the system you will automatically be taken to step 7. If you do not wish to change the pager type, press **Enter** to confirm current selection and go to step 7.   If you have more than one receiver type on the system, you may change the receiver type by pressing the ◀ key to scroll through the different pager options. To make your selection press **Enter** twice.

7. You will now be shown the pager number allocated to this user. If you wish to retain the pager number, press **Enter**. You may change this by typing in a new number, e.g. 789 then press **Enter**.

8. If you have a telephone coupling and Numeric or Alphanumeric pagers with Fast Alpha you will be asked to select **Telephone Message**. To leave the **Telephone Message** unmodified press **Enter**. To change the **Telephone Message** press **1** or **0** for Yes or No then press **Enter**.

9. If speech is not enabled you will automatically be taken to step 10. If speech is available and telephone speech is required press **Enter**. If speech is not required press **0** then press **Enter** then go to step 10.

10. You will be shown **Status**. To change this press **1** for IN or **0** for OUT followed by **Enter**. To leave status unmodified press **Enter**.

11. If there is a call transfer set for this user, you may either cancel it by pressing **Delete** followed by **Enter**, OR you may change it by typing in a new user number followed by **Enter**.

12. You have now examined and edited the contents of the user record. If you have made any changes you will receive confirmation: **Changes Saved**.

13. Press the **Enter** key to repeat the process, OR press **Ctrl 1** to return to the main menu.

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4.5   Deleting a User Record

1. Press: **Ctrl 1**

2. Select: **Administration [4]**

3. Select: **User Records [1]**

4. Select: **Delete [4]**

5. Type in the user number you wish to delete, e.g. 123 and press **Enter**.

6. Press the **Delete** key and await confirmation that the user number 123 has been deleted.

    Note:

    a. *If the record you wish to delete is the target of a call transfer, i.e. 100 is transferred to 123, the screen will display the message **123 Used in Transfer**.   Refer to section **4.6 Deleting a User with a Call Transfer** prior to deleting the user record.*

    b. *If the record you wish to delete is used in a team, the screen will display the message **123 Used in Team**.   Refer to section **4. Searching User Records, User In Team Search** to identify the relevant teams using the user number.   Then refer to section **4.9 Editing a Team Record** in order to remove user number from the team prior to deleting the user record.*

    c. *If the record you wish to delete is used in a DLC, the screen will display the message **123 Used in DLC**.   Refer to section **4.12 User in DLC Search** then section **4.11 Creating & Editing a DLC Record**.*

7. Press the **Enter** key to repeat the process, or press **Ctrl 1** to return to the main menu.

4.6   Deleting a User Record with a Transfer

To help you understand this process assume that user number 456 has been transferred to user number 123 and you wish to delete user number 123, follow the instruction outlined below:

1. Press: **Ctrl 1**

2. Select: **Administration [4]**

3. Select: **User Records [1]**

4. Select: **Search [2]**

5. Select: **Transfer No. Search [3]**

6. Type in the user number you wish to delete, e.g. 123, and press **Enter**. You will now be shown the first user number transferred to this user record, e.g. 456.

7. In order to remove the transfer from user number 456, press **Enter** to edit this user record. Then press **Enter** at each screen prompt until you get to the message:

> **User 123**
> **Transfer to 456**

8. Press **Delete** followed by **Enter**. The message **Changes Saved** will confirm deletion of the transfer from user number 456.

9. Press **Enter** then press ↓ to give you the next user number transferred to this record. If you receive the message: **No More Items** go to step 10. If there are further numbers transferred repeat step 7.

10. At the message: **No More Items** press **Ctrl 1** to return to the main menu.

11. Now delete the user number, e.g. 123 in accordance with **Section 4.5** - **Deleting a User Record**.

4.7   Searching User Records

1. Press: **Ctrl 1**

2. Select: **Administration [4]**

3. Select: **User Records [1]**

4. Select: **Search [2]**

5. Select one of the following Search options:

   ▪ User Number Search [1]
   ▪ Pager Number Search [2]
   ▪ Transfer Number Search [3]
   ▪ Status Search [4]
   ▪ User in Team Search [5]
   ▪ User in DLC Search [6] - Available if DLC activated

User Number Search [1]

1. Press the ↓ key to search through the user numbers until you find the one you want.

2. If you wish to examine or modify the details of this record press **Enter** or press **Ctrl 1** to return to the main menu.

Pager Number Search [2]

1. Enter the pager number and press the ↓ key to search through the user numbers associated with this pager.

2. If you wish to examine or modify the details of any record press **Enter** or press **Ctrl 1** to return to the main menu.

Transfer Number Search [3]

1. Enter the user number and press the ↓ key to search through the user numbers associated with the transfer number.

2. If you wish to examine or modify the details of any record press **Enter**, or press **Ctrl1** to return to the main menu.

Status Search [4]

1. You will now be prompted with **Status 0**, 0 equals status out. If you want to search by status out, press the ↓ key to search through all the user numbers that are OUT.

2. If you want to search by user numbers whose Status is IN. Enter **1** and press the ↓ key to search through all the user numbers that are IN.

3. If you wish to examine or modify of any record press **Enter**, or press **Ctrl 1** to return to the main menu.

User in Team Search [5]

1. Enter a user number, e.g. 123 and press the ↓ key to search through the team numbers associated with this user.

2. If the user number 123 is in a team, e.g. team 01, you will now get the message: **User 123 Team 01**, you may either:

   a. Press the ↓ key to search through other teams with including the user number 123, or

   b. Press **Enter** to edit the team, refer to **Section 4.9 - Editing a Team Record**.

3. Exit by pressing **Ctrl 1** to return to the main menu.

User in DLC Search [6]

1. Enter a user number, e.g. 123 and press the ↓ key to search through the DLC numbers associated with the user.

2. If the user number is in a DLC record, e.g. DLC 01, you will now receive the message: **User 123 DLC 01**. Press **Enter** to modify the DLC record and refer to section **4.11 Creating and Editing a DLC Record**.

3. To finish at any point press **Ctrl 1** to return to the main menu.

4.8   Creating a Team

This process allows you to create teams of individual user records and/or format groups. Before you undertake this process first determine the team number, channel number(s), users and format groups to be allocated.

1. Press: **Ctrl 1**

2. Select: **Administration [4]**

3. Select: **Team Records [2]**

4. Select: **Create Team [3]**

5. Type in the team number e.g. 01 and press **Enter**.

6. If you have a single channel system you will automatically be taken to step 7. If you have a multi-channel system press **1** followed by **Enter** to select each channel required. When this process is complete go to step 7.

7. At the prompt: **Message Type**, press the ◄ key to scroll through the different message options. Press **Enter twice** to make your selection, then refer to step 8. If you have selected Tone go to step 9.

8. If you have selected either a Numeric, Alphanumeric or a Receiver Fast Alpha, you will now be prompted to confirm or change the message length:

    a. Press **Enter** to confirm the current message length, or

    b. To change the message length type in the new length, e.g. 12 and press **Enter**.

9. If speech is NOT enabled you will automatically be taken to step 10. If speech is enabled and required press **1** followed by **Enter** then go to step 10. If speech is NOT required press **Enter** then go to step 10.

10. At the prompt: **Group** you will have two options:

    a. If you want to enter a format group into a team go to step 11.

    b. If you want to add an individual user into the team press **Enter** this will take you to the prompt: **New Member** then refer to step 14.

11. To enter a format group type in either a **1** or **2** for one or two digit format group (for examples refer to the Glossary of Terms) then press **Enter**.

    If there is only one pager type on the system, the system will then confirm that the Group has been created, with the message: **Group added to Team**, then go to step 13.

    If there is more than one pager type on the system you will automatically be asked to select a pager type, refer to step 12.

12. At the prompt: **Select Pager Name** press, the ◄ key to scroll through the receiver type options. Press **Enter twice** to make your selection. The system will now confirm that the group has been added to the team.

    Note: *The Message Type and Receiver Type must always be consistent or an error message will be displayed. For example, a text message cannot be sent to a Tone Only pager.*

13. Once a format group has been created you may either:

    a. Press **Enter** again this will take you back to the **Group** prompt. If you want to add further format groups follow the same process outlined in step 11 and 12.

    b. If you want to add individual members to the team press **Enter** again and this will take you to the prompt: **New Member** and refer to step 14.

    c. If you want to finish the team creation process press **Ctrl 2** (Save), the message: **Changes Saved** will appear, either press **Enter** to create a new team or press **Ctrl 1** to return to the main menu.

14. To add a user to a team you may either:

    a. Type in a user number, e.g. 123 and press **Enter** to add it to the team. The message: **User added to Team** will confirm selection, or

    b. Press ↓ to scroll through available users, make your selection by pressing **Enter** to add a user to the team the message: **User added to Team** will confirm your selection.

    When a user has been added to a team you may:

    c. Press **Enter** to add another user and repeat the process, or

    d. Press **Enter** followed by **Ctrl 2 (Save)** to finish, the message: **Changes Saved** will then be displayed, go to step 15.

Notes*:*

i. *If a user number is already in the team you will be prompted with the message:* **Already in Team***. Press* **Enter** *and type in a new number or press* **Enter** *followed by* **Esc** *to finish. Go to step 15.*

ii. *If you get the message:* **Unknown User***. Press* **Enter** *and type in a new number or press* **Enter** *followed by* **Esc** *to finish. Go to step 15.*

iii. *If you get the message:* **Not in Team***. Press* **Enter** *and type in a   new number or press* **Enter** *followed by* **Esc** *to finish. Go to step 15.*

15. At **Changes Saved** you may either press **Enter** to create a new team, or press **Ctrl 1** to return to the main menu.

4.9   Editing a Team Record

First determine the team number, users and format groups you wish to edit.

1. Press: **Ctrl 1**

2. Select: **Administration [4]**

3. Select: **Team Records [2]**

4. Select: **Edit [1]**

5. Type in the team number e.g. 01 and press **Enter**. You will <u>only</u> be allowed to edit a Group or add a new User to the team or delete a User member. Press **Enter** until you reach the **Group** prompt.

6. At the **Group** prompt you may:

    a. Add a **Group** (See Step 7), or

    b. Press **Enter** once to add a **New User** (see Step 8), or

    c. Press **Enter** twice to **Delete** a group or a user (see Step 9)

7. To Add a Group to Team

    a. To enter a group, type-in **1** for a one-digit format group or **2** for a two-digit format group and press **Enter**. If there is only one pager type available Access 3000 Compact will confirm that the Group has been created.

    b. If there is more than one pager type you will be asked to select the required pager. Use the ◄ key to scroll through available pager types, press **Enter** to select. Then press **Enter** to add the group to the team.

        Note: The Message and the Pager type must always be consistent or an error message will be displayed, e.g. text cannot be sent to a tone pager.

    c. Once a group has been created either:

        i.   Press **Enter** to add another group (See Step 7)

        ii.   Press **Enter** twice to add a user (See Step 8)

        iii. Press **Enter** three times to delete a group or a user (See Step 9)

        iv.   To save and return to the main menu. Press **Enter** followed by **Esc** to save changes, then select **Ctrl 1** to return to the main menu

8. To Add a User to a Team

    a. Type in the required user number, e.g.123 or use the down arrow key ↓ to scroll through available users and press **Enter** to add a the user to the team, the message: **User added to Team** will confirm selection.

    b. When a user has been added to a team you may:

        i.   Add another user, press **Enter** to repeat the process, or

        ii. Save and go to the delete options. Press **Ctrl 2** and refer to the **Delete Options**, or

        iii. To save and return to the main menu. Press **Ctrl 2** twice the message **Changes Saved** will confirm selection. Press **Ctrl 1** to return to the main menu.

        Note*:*

        *i.   If a user number is already in the team you will be prompted with the message: **Already in Team**. Press **Enter** and type in a new number or press **Enter** followed by **Esc** to finish.*

        *ii. If you get the message: **Unknown User**. Press **Enter** and type in a new number or press **Enter** followed by **Esc** to finish.*

        *iii. If you get the message: **Not in Team**. Press **Enter** and type in a new number or press **Enter** followed by **Esc** to finish.*

9. To Delete a User or Group

    a. Press ↓ or the **Enter** key to search through Groups and User numbers. To erase an entry press **Delete**. You will now be prompted with the message **Delete Member** press **Delete** again. Access 3000 Compact will confirm deletion with the message: **Team Member removed**.

    b. Press **Enter** to continue or press **Enter** followed by **Ctrl 2** to complete this process, you will now receive the prompt **Changes Saved** then press **Ctrl 1** to return to the main menu.

    Note*: You are not allowed to delete the last group or the last individual user number in a team. If you attempt this, you will receive the message: **Last Team Member**. To delete a format group or a user number in this situation the whole team must be erased, refer to Section 4.10 **Deleting a Team**.*

4.10   Deleting a Team

First determine the team number you wish to delete.

1. Press: **Ctrl 1**

2. Select: **Administration [4]**

3. Select: **Team Records [2]**

4. Select: **Delete Team [4]**

5. Type-in the team number which you wish to delete, e.g. 01 and press **Enter**.

6. Press **Delete**. Confirmation will now be given that Team number 01 has been deleted.

7. Press **Enter** to repeat the process, or press **Ctrl 1** to return to the main menu.

4.11   Creating & Editing A DLC Record

First determine which DLC record number you wish to create or edit. You will then need to consider which User Number, Team Number and/or DLC Output Record the selected DLC record is to call and/or activate. Please follow the instruction outlined below:

1. Press: **Ctrl 1**

2. Select: **Administration [4]**

3. Select: **DLC Records [3]**

4. Select: **Create or Edit DLC [1]**

5. At the following prompt enter the DLC number, e.g. 01 and press **Enter**

```
DLC Number _
Enter DLC Number
```

6. At the following prompt:

```
01 Input
New DLC Number
```

Press **Enter** to confirm

7. You may create a **DLC to call a Team** refer to **Section 4.11.1** or

```
01 Team
- Team
```

8. Press **Ctrl 2** to create a **DLC to call a User** and refer to **Section 4.11.2**

```
01 User
- User
```

4.11.1 <u>To Create a DLC to Call a Team</u>

1. Type in the team number, e.g. 5 and press **Enter**

01 Team 5_ **- Team**

2. If the Speech MCU option is available and speech is required, press **1** followed by **Enter**. Alternatively, if speech is not required press **0** followed by **Enter**.

3. If an additional Management Control Unit (MCU) is connected to Access 3000 Compact you may select additional speech source. Press the ◄ key to scroll through the MCU options and press **Enter** twice to select and confirm.

4. You may enter an alphanumeric message, e.g. Evacuate All Staff, press **Enter** twice to select and confirm. Alternatively, you may select a pre-set message, use the ↓ key to scroll the list of pre-set messages and press **Enter** twice to select and confirm.

5. At the following prompt you may either:

01 Output _ **Enter Output DLC Number**

    a. Complete the entry and add a new DLC record, press **Enter** then at the prompt **Changes Saved** press **Enter** again to create further records or

    b. Complete the entry and return to the main menu, press **Enter** followed by **Ctrl 1** or

    c. Add a **DLC Output**, at the above prompt enter the DLC Output record number, e.g.10 then press **Enter**.

6. To activate the DLC Output press **1** followed by **Enter**, to de-activate a DLC press **0** followed by **Enter**

7. To activate the DLC Output Timer Press **1** followed by **Enter**, to de-activate the Timer press **0** followed by **Enter**

8. At the following prompt, either press **Enter** to create or edit another DLC team record or press **Ctrl 1** to return to the Main Menu.

DLC Number 01 **Changes Saved**

4.11.2 <u>To create a DLC to call a User</u>

1. Enter the user number, e.g. 123 and press **Enter**

   ```
   01 User 123
   User
   ```

2. You will now be required to select the paging call priority, either press **Enter** to confirm the default priority or press the ◄ key scroll through the priority options. Having made your selection press **Enter** twice.

3. If the Speech MCU option is available and speech is required, press **1** followed by **Enter**. Alternatively, if speech is not required press **0** followed by **Enter**.

4. If an additional Management Control Unit (MCU) is connected to Access 3000 Compact you may select the speech source. Press the ◄ key to scroll through the MCU options, press **Enter** twice to select confirm.

5. You may enter an alphanumeric message, e.g. Evacuate All Staff, press **Enter** twice to select and confirm. Alternatively, you may select a pre-set message, use the ↓ key to scroll the list of pre-set messages and press **Enter** to select and confirm.

6. At the following prompt you may:

   ```
   01 _
   Enter Message, ↓ - Alpha Code
   ```

   Enter an alphanumeric message, e.g. Evacuate All Staff, then press **Enter** to select. Alternatively, you may select a pre-set message, use the ↓ key to scroll the list of pre-set messages and press **Enter** to select.

7. At the following prompt you may:

   ```
   01 Output _
   Enter Output DLC Number
   ```

   a. Complete the entry and add a new DLC record, press **Enter** then at the prompt **Changes Saved** and press **Enter** again to create further records or

   b. Complete the entry and return to the main menu, press **Enter** followed by **Ctrl 1** or

   c. Add a **DLC Output** at the above prompt enter the DLC Output record number, e.g.10 then press **Enter**.

8. To activate the DLC Output press **1** followed by **Enter**, to de-activate a DLC press **0** followed by **Enter**

9. To activate the DLC Output Timer Press **1** followed by **Enter**, to de-activate the Timer press **0** followed by **Enter**

10. At the following prompt, either press **Enter** to create or edit another DLC team record or press **Ctrl 1** to return to the Main Menu.

DLC Number 01 **Changes Saved**

4.12 Searching Through DLC Records

1. Press: **Ctrl 1**

2. Select: **Administration [4]**

3. Select: **DLC Records [3]**

4. Select: **Search DLC [2]**

5. Select one of the following Search options

   ▪ User in DLC Search [1]
   ▪ Team in DLC Search [2]
   ▪ DLC Output in DLC Search [3]

User in DLC Search [1]

1. Type in the user number, e.g. 123 and press **Enter**

2. At the following prompt you may either:

   ┌─────────────────────────────────────┐
   │ **User 123 DLC No. 01**   │
   │ **↵ - Edit - ↓ Search**   │
   └─────────────────────────────────────┘

   a. Press **Enter** to edit **DLC Input 01**, refer to section **4.11 Creating and Editing a DLC Record**, or

   b. Press the ↓ key to examine other DLC records, where this user number may be used, or

   c. Press **Ctrl 1** to return to the main menu.

Team in DLC Search [2]

1. Type in the user number, e.g. 123 and press **Enter**.

2. At the following prompt you may either:

> **Team 01 DLC No. 05**
> ↵ **- Edit - ↓ Search**

   a. You may either press **Enter** to edit **DLC Input 05** and refer to section **4.11 Creating and Editing a DLC Record**, or

   b. Press the ↓ key to examine other DLC records, where this team number may be used, or

   c. Press **Ctrl 1** to return to the main menu

Search by DLC Output in DLC Search [3]

1. Type in the DLC Output number, e.g. 31 and press **Enter**.

2. At the following prompt you may either:

> **Output 31 DLC Number 23**
> ↵ **Edit - ↓ Search**

3. At the following prompt you may either:

   a. Press **Enter** to edit **DLC Input 23** and refer to section **4.11 Creating and Editing a DLC Record**, or

   b. Press the ↓ key to examine other DLC records, where this DLC Output may be used, or

   c. Press **Ctrl 1** to return to the main menu

4.13 Deleting a DLC Record

First decide which DLC record you wish to delete, and then follow the instructions below:

1. Press: **Ctrl 1**

2. Select: **Administration [4]**

3. Select: **DLC Records [3]**

4. Select: **Delete DLC [3]**

5. Type in the DLC record number you wish to delete, e.g. 01 and press **Enter**.

6. Press **Delete**. Confirmation will now be given that DLC 01 has been deleted.

7. Press **Enter** to delete another DLC, or press **Ctrl 1** to return to the main menu.

4.14 Creating Fast Alpha Messages

First determine the message number and the message you want to enter, and then follow the process below:

1. Press: **Ctrl 1**

2. Select: **Administration [4]**

3. Select: **Alpha Code Records [4]**

4. Type in the alpha code message number you wish to create, e.g. 12 (Message numbers 00-99 are available) and press **Enter**

5. Type-in the 'alphanumeric' message and press **Enter**

6. You may type in a new alpha code message number to create a new message, or press **Ctrl 1** to return to the main menu.

4.15   Editing Fast Alpha Messages

First determine which message number and/or message you wish to edit, and then follow the process below:

1. Press: **Ctrl 1**

2. Select: **Administration [4]**

3. Select: **Alpha Code Records [4]**

4. At the following prompt, you may either:

> **Alpha Code message number _**
> **Enter number, ↑/↓ search**

   a. Type-in the alpha code message number you wish to edit, e.g. 14 and press **Enter** to edit the message, or

   b. Use the ↑/↓ keys to search through the messages and press **Enter** to select

5. To add or delete text from an existing message:

   a. Use the **Delete** key to remove any text

   b. Use the key-pad to type-in any changes

6. Press **Enter** to save the message

7. Select another message or press **Ctrl 1** return to the main menu.

4.16   Deleting Fast Alpha Messages

First determine which message number and/or message you wish to delete and
follow the process below:

1.   Press: **Ctrl 1**

2.   Select: **Administration [4]**

3.   Select: **Alpha Code Records [4]**

5.   At the following prompt, you may either:

> **Alpha Code message number** _
> **Enter number, ↑/↓ search**

   a.   Type-in the alpha code message number you wish to edit, e.g. 14 and
   press **Enter**, or

   b.   Use the ↑/↓ keys to search through the messages and press **Enter** to
   select

6.   Use the **Delete** key to erase all the characters in the message then press
Enter.

7.   You will now return to the prompt **Alpha Code Msg. No. 12** enter another
message number or press **Ctrl 1** to return to the main menu.

4.17   Creating a Set

A set is a group of user numbers that are sequentially called under a single user identification number. Set calls are non-speech and services will default to the lowest common denominator. For example, if you have a group of Alphanumeric, Numeric and Tone Alert receivers, the paging call will default to the capabilities of the Tone Alert receiver.

3.   Press: **Ctrl 1**

4.   Select: **Administration [4]**

5.   Select: **Sets Records [5]**

6.   Select: **Create Set [2]**

7.   Type in the set identification number, e.g. 12 and press **Enter**

8.   At the screen prompt, either:

> **012 New Member_**
> **↵ - Add   ↓ - Search**

   a.   Type in a user number, e.g. 123 and press **Enter**, you will then receive the message: **User added to Set**. To add further user numbers press **Enter** to repeat this process, or

   b.   Press the ↓ key to search through the available user numbers and press **Enter** to add a user number to the set, you will then receive the message: **User added to Set**. Press **Enter** then ↓ key again to repeat this process.

9.   When you have finished press **Ctrl 1**, you will now receive the message: **Changes saved**. Press **Enter** to add further sets, or press **Ctrl 1** to return to the main menu.

4.18   Editing a Set

First decide which set that you wish to edit, and then follow the instructions below:

1. Press: **Ctrl 1**

2. Select: **Administration [4]**

3. Select: **Sets Records [5]**

4. Select: **Edit Set [1]**

5. Type in the set identification number you wish to edit, e.g. 12 and press **Enter**.

6. At the following screen prompt, you have the following options:

> **Set 012   User 123**
> **Del - Delete   ↓ - Next**

   a. If you do not wish to delete a set member press **Ctrl 2** this will take you directly to step 7 where you may add a new user number to the set.

   b. You may delete the first set member or press the ↓ key to scroll through each set member sequentially. To erase a set member press the **Delete** key, the message: **Delete Member** will be displayed. Press the **Delete** key again, you will then receive the message: **Set Member Removed**. Press **Enter** this will take you to the next set member in the sequence, or

   c. To finish this process press **Ctrl 2** this will take you directly to step 7, where you may add new set members. If you have finished editing a set press **Ctrl 2** again, the message: **Changes Saved**. Press **Enter** to edit another set, or press **Ctrl 1** to return to the main menu.

   Note*: You are not allowed to delete the last member left in a set. If you attempt to do so you will get the message: **Last Set Member**. To delete a set in this situation the whole set must be erased, see section **4.19 Deleting A Set**.*

7. At the screen prompt, either:

> **12 New Member** _
> ⏎ **- Add** ↓ **- Search**

   a. Type in a user number, e.g. 456 and press **Enter**, you will then receive the message: **User added to Set**. To add further user numbers press **Enter** to repeat this process, Or

   b. Press the ↓ key to search through the available user numbers and press **Enter** to add a user number to the set, you will then receive the message: **User added to Set**. Press **Enter** then ↓ key again to repeat this process.

*Note: If a user is already in a set, the message: **Already in Set** will be displayed, press **Enter** and try a new user number. If you try to enter the set identification number for this set, e.g. 1 you will receive the message: **Invalid Number for Set**. Press the **Delete** key and enter another user number.*

8. When finished press **Ctrl 2**. At the message **Changes Saved**, press **Enter** to edit further sets, or press **Ctrl 1** to return to the main menu.

4.19   Deleting a Set

First decide which set that you wish to delete, and then follow the instructions below:

1. Press: **Ctrl 1**

2. Select: **Administration [4]**

3. Select: **Sets Records [5]**

4. Select: **Delete Set [3]**

5. Type in the set identification number you wish to delete, e.g. 12 and press **Enter**.

6. Press the **Delete** key, the message: **Set deleted** should be displayed, then press **Enter**. You may delete another set, or press **Ctrl 1** to return to the main menu.

    ***Note**:*

    *i. If the set identification number is used in another set, you will receive the message: **Used in Set**. Press **Ctrl 1** and refer to the paragraph entitled **Editing a Set** to remove the set identification number.*

    *ii. If the set identification number does not exist you will receive the message: **Unknown Set**. Press **Enter** and try another number.*

4.20   Changing the System Date & Time

1. Press: **Ctrl 1**

2. Select: **Administration [4]**

3. Select: **Time and Date [6]**

4. Use the numeric keys to type in the time (hours and minutes) and press **Enter**.

5. Use the numeric keys to type in the Day, Month and Year (DDMMYY) and press **Enter**. You will now be prompted with the message: **Changes Saved**, press **Enter** this will take you back to the Administration Menu.

6. Press **Ctrl 1** to return to the main menu.

4.21   Changing System Passwords

Determine your Supervisor and Operator passwords and follow the process outlined below:

1. Press: **Ctrl 1**

2. Select: **Administration [4]**

3. Select: **Password [7]**

4. You will now be prompted to enter the **Supervisor Password**. If a password exists, press **Delete** to remove all the numbers. Type-in the new password, e.g. 1234 and press **Enter**.

5. You will now be prompted to enter the **Operator Password**. If a password exists, press **Delete** to remove all the numbers. Type in a new number, e.g. 5678 and press **Enter**.

6. You will now be prompted with the message: **Changes saved**, press **Enter**, this will take you to the administration menu.

7. Press **Ctrl 1** to return to the main menu.

4.22 Configuring On-Board DLCs

You will now be asked to select options for the two on-board DLC contacts. Please follow the instructions below:

1. Press: **Ctrl 1**

2. Select: **Administration [4]**

3. Select: **Local DLC Setup [8]**

4. Type in a user number to which the DLC will call, e.g. 123 and press **Enter**. Alternatively, if a team is to be called, press Del to remove the user number displayed, you will then be prompted for a team for a team number.

5. Type in a beep code 1-8 (see Glossary of Terms for Beep Code Patterns) and press **Enter**.

6. At the screen prompt: either:

```
Contact 1 123
Enter Priority (0-3)                    ⏮
```

    a. Press **Enter** to confirm default priority, or

    b. Press the ⏮ key scroll through the priority options, once you have made your selection press **Enter** twice.

7. At the screen prompt:
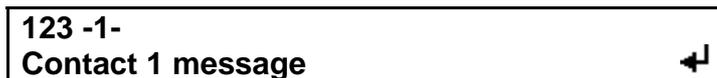
```
123 -1-
Contact 1 message                       ↵
```

Type in a Numeric or Alphanumeric message and press **Enter**. As there is no message validation from the UTU, check the message capabilities of the receiver that you intend to call to define the message parameters.

8. At the screen prompt you will be prompted to configure the second on-board DLC:

```
Contact 2
Enter user number                       ↵
```

Follow the same procedures as outlined in steps 4 to 7. When you have finished step 7 you will receive the message: **Changes Saved**, press **Enter**, then press **Ctrl 1** to return to the main menu.

4.23   Reports & System Faults

1. Press: **Ctrl 1**

2. Select: **Reports [5]**

The reports section has four sub-menus, these are:

- Memory Errors [1]

- Operating Problems [2]

- A3K Bus Usage [3]

- Pager Summary [4]

The first two sub-menus: Memory Errors and Operating Problems, these are used to override system faults. When a fault occurs it is recommended that you note down the circumstances in which it occurred and if possible any error messages, then report it to your Multitone Field Service Engineer who will be able to assess the seriousness of the problem.

The last two sub-menus: A3K Bus Usage and Pager Summary provide information only. In the main these will be used by a Multitone Service Engineer to undertake an audit of what system modules and pager types are used on your Access 3000 Compact paging system.

If a fault does occur on your paging system it will be flashed up on the display up for 10 seconds accompanied by an alert, after this, the fault is then logged under Operating Problems in the Report Section of the Main Menu. To clear the fault, follow the instructions and the recommendations outlined below:

1. Press: **Ctrl 1**

2. Select: **Reports [5]**

3. Select: **Memory Errors [1]**

   If the fault is related to a Memory Error an error message will now be displayed, press **Enter**. The fault should then clear with the paging system returning back to normal operation. Remember to note down the error message.

   If there are further memory faults, additional fault messages will be displayed. To clear these, press **Enter** at each error message prompt. If the fault is not related to the memory, this will be signaled by the fact there is no response when **1** is pressed, then:

4. Select: **Operating Problems [2]**

If the fault is related to Operating Problems an error message will now be displayed, press **Enter**. The fault should then clear with the paging system returning back to normal operation. Remember to note down the error message before returning the display to normal operation.

If there are further Operating Problems, additional fault messages will be displayed. To clear these, press **Enter** at each prompt.

If the fault is still not cleared and the alarm continues, call out your Multitone Field Service Engineer as soon as possible.

SECTION 5

SYSTEM MESSAGES & ERROR INDICATIONS

The system can issue the following error/information messages. The context and responses are detailed below:

5.1   Call Cancelled

This message is displayed whenever the operator intervenes whilst the system is waiting to queue a call; this may occur if the system is unable to transmit a paging call for some unspecified reason.

```
┌─────────────────────────────────────────┐
│ User 123 12345                           │
│ Call Cancelled                        ↵  │
└─────────────────────────────────────────┘
```

Press **Enter** to acknowledge this message.

5.2   Comms Error

This error can occur when the user Database is unavailable. The database may be unavailable because of the periodic self-checks and during configuration.

```
┌─────────────────────────────────────────┐
│ Comms Error.                  Press ↵   │
└─────────────────────────────────────────┘
```

Press Enter to proceed. The System Supervisor should repeat the last transaction, as the fault should be rectified on the next attempt.

5.3   Database Full

When attempting to add a new user to the database and the maximum limit has been exceeded, the following warning is displayed:

```
┌─────────────────────────────────────────┐
│ User 123                                 │
│ Database Full                         ↵  │
└─────────────────────────────────────────┘
```

Press **Enter**, this will return the operator to the screen prompt for a User Number.

5.4   Inconsistent Parameters

This message can be shown for two seconds, during configuration, or when the unit is powered up. It indicates one or more conflicts exist in the parameter/options; some aspects of the configuration are incompatible with others. This problem is most likely associated with the Special Dial Sequence, when an option is enabled on Dial Digit, which is disabled within the system.

```
  Inconsistent Parameters
```

No action is required, after 2 seconds the system will continue.

5.5   Initialisation

This message is displayed during initialisation when the system is ready and available for use the display will change. Pressing the key at this time has no effect (except for Esc, which will, if held down, cause the system to commence in Power up Configuration).

```
  ******* Multitone Access 3000 Compact *******
  -- Please wait --
```

5.6   Paging Database Empty

```
  No user to page
  ↵ to create users
```

Press **Enter** and create new paging users.

5.7   Queue Full

No more paging calls can be accepted - the appropriate internal queue is full:

```
  User 123 1234567890
  -- Please wait --
```

Press **Esc** to cancel the call and **Ctrl 1** to return to the main menu.

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5.8   Search Failed

When there are no more matching items during a search.

```
User No.  123
No More Items.                    Press ↵
```

All keys, except Enter have the same function as though a search was successful, pressing **Enter** will allow the search value to be re-entered.

5.9   System Error

This message may be displayed in the reports Log errors of the **Reports** menu, when an inconsistency is detected by the periodic self-checks. This menu will be accompanied by periodic double pips - which indicates that the System Supervisor should access the **Reports** menu - see **Reports and System Faults**.

```
System Error: xx
                                  Press ↵
```

Press **Enter** to acknowledge the error and to stop the double pips. Any other valid key will not cancel the report.

This error message may also occur during power-up; after acknowledgement the system will not start.

5.10   Team Number Outside Permissible Range

This message is the response to entering a team number that is greater that 49.

```
Team 55
Invalid team No.                  Press ↵
```

Press **Enter** and re-enter a new Team number.

5.11   Transfer Unknown

The specified transfer number is not a valid user in the database.

```
User 123
Transfer No.  Invalid             ↵
```

Press **Enter** to add a new transfer number.

5.12   User Already Created

This screen may be displayed when you are attempting to create a new user who already exists.

Create User No. 123	
User already exists 5	↵

Press **Enter** and type in an alternative user number.

5.13   User is the Target of Transfers

123 Used in Transfer
↵ - Delete?

This question is asked when a request is made to delete a user who is the target of one or more transfers (from other users).

Refer to paragraph entitled **Deleting a User With a Call Transfer**.

5.14   User Not Found in Database

This warning is shown when an invalid user number is entered in the transfer function, or in the Delete User menu.

User 123	
Unknown user	Press ↵

Press **Enter** to re-enter a user number.

5.15   User Number is Already Used

This screen may be displayed when attempting to create a Block of Users; it indicates that a User in the specified range already exists.

User 123 exists
↵ to proceed

Pressing **Enter** will allow the existing data for that User to be amended; the system will look for further conflicts. Any key except **Enter** will prevent the creation of ANY new Users in the range.

5.16   User Number Outside Permissible Range

This error message is the response to entering a User number, which is less than the base user number.

```
User 123
Invalid user number ↵
```

Press the **Enter** key to re-enter user number.

5.17   Wait

This message will be displayed whenever a significant delay will occur before the next event or activity:

```
   -- Please wait --
```

In most cases pressing **Ctrl 1** or **Esc** will cancel the operation before it occurs.

SECTION 6

DIRECTORIES

6.1   Automatic Paging

Contact No.	Send Message From	To User No.	The Message is
1			
2			

6.2   Passwords

Supervisor Password	
Operator Password	

6.3   Receiver Fast Alpha Directory

Code	Message
00	
01	
02	
03	
04	
05	
06	
07	
08	
09	
10	
11	
12	
13	
14	
15	
16	

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6.4   Description of Radio Channels

No. of Radio Channels _____

01	
02	
03	
04	

6.5   User Number Directory

Name	Telephone No.	Paging System User No.	Comments Team Member Pager No.

6.6   Key Team Numbers

Team Name	Team Number	Comments

6.7   Receiver Types

Type No.	Facilities Available
01	
02	
03	
04	
05	
06	
07	
08	
09	
10	
11	
12	
13	
14	

APPENDIX I

GLOSSARY OF TERMS

This section describes the terms that you will come across when using the Supervisor functions on Access 3000 Compact. Please note that term MCU refers to the Access 3000 Compact Control Unit or Manual Control Unit, LCU refers to a Local Control Unit and PCOI refers to the PC Operator Interface.

Absence Registration

Users on the system can be registered absent by one of three methods:

a) By an operator from the MCU, LCU, Management Terminal or Access 3000 Server.
b) By any person from a telephone.
c) By putting the users' pager in an absence/charging rack.

Automatic Paging - DLC Records

Paging calls on some systems can be initiated using remote contacts known as Direct Line Connections (DLC). These may be activated from doorbells, alarm panels, nurse call systems, etc. These calls can be arranged to be followed by an operator generated speech message by displaying the appropriate message on the display of either the MCU, LCU or PCOI.

Beep Codes

There are up to eight beep codes on the Access 3000 Compact. A beep code relates to the tone patterns on a receiver. Beep codes are:

Beep Code 1 - Triple Beep
Beep Code 2 - Single Beep
Beep Code 3 - Double Beep
Beep Code 4 – Continuous Beep
Beep Code 5 - Triple Pip
Beep Code 6 - Single Pip
Beep Code 7 - Double Pip
Beep Code 8 – Continuous Pip

A 'Beep' is half a second, whereas a 'Pip' is an eighth of a second in duration.

Call Transfer

Users can appoint a deputy to whom their calls will be transferred while they are registered absent. A call transfer chain of up to seven users can be configured depending on the system parameters. The last user can be transferred back to the first.

Central Fast Alpha (CFA) Messages

The memory of Access 3000 Compact can store up to 100 alphanumeric messages. Each message consists of up to 60 characters. The first character of a central fast alpha must be a letter.

Channel

Access 3000 Compact can transmit paging calls on more than one radio channel or frequency. The system will support up to 5 channels. One channel is held internally.

Control Unit

This is a desktop control module with an internal microphone and loudspeaker and with either an alphanumeric keyboard (MCU) or a numeric keypad (LCU). This device enables the operator to make paging calls and access the paging database to create, edit or delete records.

DLC Outputs

On some systems operation of a DLC not only activates an automatic paging call but also activates a DLC output line, e.g. a doorbell is pushed which initiates a paging call and activates a DLC output line to turn a floodlight on.

Format Groups

Some Multitone digital code formats allow groups of pagers with sequential receiver numbers to be paged simultaneously. For example, pagers 100-109 comprise a group of ten whose FORMATTED GROUP NUMBER is '10-', whereas pagers 200-299 comprise a group of one hundred whose FORMATTED GROUP NUMBER is '2--'. Each formatted group is classed as a single member within a Team Record. See examples below:

1 digit format group	2 digit format group
To enter a format group of up to 100 receiver numbers, type in a single number group digit, e.g. 2. This will allow you to call all receiver numbers from 200 to 299, i.e. 100 receivers. See examples below: 3. By typing group digit 0, receiver numbers 000 to 099 will be called. 4. By typing group digit 1, receiver number 100 to 199 will be called. 5. By typing group digit 2, receiver number 200 to 299 will be called.	To enter a format group of up to 10 receiver numbers, type in a two number group digit, e.g. 30. This will allow you to call all receiver numbers from 300 to 309 i.e. 10 receivers. See examples below: 1. By typing group digits 00, receiver numbers 000 to 009 will be called. 2. By typing group digits 02, receiver numbers 020 to 029 will be called. 3. By typing group digits 30, receiver numbers 300 to 309 will be called.

Message Type

When creating a team, the message type is specified to check that all users entered into the team can receive that type of message.

Receiver Address

The Receiver Address is the physical identity of a pager, it is the number sent out by the Access 3000 Compact that causes the pager to beep. It can also be called the Receiver Identity Code (RIC). It consists of 5 or 7 digits. The Receiver Address consists of the System Address, which is programmed using the pager configuration and the Receiver Number, which has to be known by the operator when creating a user.

Receiver Fast Alpha (RFA)

The RPR 530 is able to store 16 pre-formatted alphanumeric messages (message numbers 00 to 15). These can be displayed on the pager by sending the appropriate 2-digit message number with an associated beep code.

Note: *The RFA messages are the first 16 of the 100 stored Central Fast Alpha messages.*

Receiver Number

The last three numbers of the Receiver Address are the pager's Receiver Number these three digits are entered when creating a user records. The Receiver Number can be totally independent of the pager wearer's User Number.

Receiver Type

Paging receivers can have a variety of message facilities, i.e. Tone Only, Numeric Message, Alphanumeric Message and Speech. The Access 3000 Compact identifies each different type of receiver to ensure that the operator is only prompted to enter the correct type of message for the pager being called. The type of pager and associated receiver type are listed under the Directory section of this guide. A maximum of 14 receiver Types can be supported.

Sets

A set is a variation on the Access 3000 Compact team paging facility. A set consists of user records, and like user paging, they are called from a single USER NUMBER.
A set may comprise mixed receiver types, however, as a result of sets configuration, paging users are paged sequentially. Speech is not supported and services will always default to the lowest common denominator, i.e. the most basic receiver type in the Set.
In addition, absence and call transfers are recognized and a set may be a member of another set.

Speech MCU

This question is asked when editing a DLC and the response should be the address of the relevant MCU or LCU from which the operator will send a speech message.

Status

A user's status can either be available (IN) or unavailable (OUT). Status can be changed from either an MCU or a telephone. If absence racks are on the system, the status will be 'rack' when a pager is put in a rack. Rack absence can only be changed by physically removing the pager from the rack.

Supervisor & Operator Password

The Supervisors Password will allow the system supervisor to access all the system administration functions and to view, but not edit, the system parameters.
The Operator Password restricts and operator to user paging, team paging and transfers. If you want to transfer a call or change status registration you will be prompted by Access 3000 Compact to enter the Operator Password to activate this facility.

System Clock

Stored within the memory of the system is a clock. Systems with Time-of-day facility, will broadcast the time once a minute. If Access 3000 Compact system is supplied with the Management Terminal or Access 3000 Server, time can be synchronized from the PC. Access 3000 Compact will maintain time for a few days after the unit has been switched-off.

System Master

Access 3000 Compact is controlled by the 'System Master', which contains all system parameters and the user database known or User Translation Unit or UTU.

Teams

Teams, which may comprise of paging users, formatted groups or a mixture of both and are paged at emergency priority. Each pager user or formatted group is classed as a 'member' of the team. A maximum of 50 teams can be entered into Access 3000 Compact sharing up to 300 members.

Telephone Message / Speech / Reply

These are facilities, which may be specified for a user, enabling the user to receive paging calls from a telephone caller accompanied by a numeric message, and/or speech, or to make a return telephone call via a special access number.

User Number

The User Number is the number, which a pager wearer (User) is assigned. It may either be 2, 3 or 4 digits in length. Most supervisors create a link between the User Number and the pager wearer's telephone number, i.e. telephone extension '225' is User '25'. The User Number is totally independent of the Receiver Number.

User Translation Unit (UTU)

The User Translation Unit or UTU is the system central paging database, containing all user, team, DLC, absence and transfer information.

APPENDIX II

MENU STRUCTURE

Main Menu
Ctrl 1

1. Page User
2. Page Team
3. Transfer
4. Admin
5. Reports
6. Install

1. Memory Errors
2. Operating Problems
3. A3K Bus Usage
4. Pager Summary

Administration

1. User records
2. Team records
3. DLC records
4. Alpha code records
5. Sets records
6. Time & Date
7. Passwords
8. Local DLC settings

User

1. Edit
2. Search
3. Create
4. Delete
5. Create Block

User Search

1. User No.
2. Pager No.
3. Transfer No.
4. Status
5. User in Team
6. User in DLC

Teams

1. Edit
2. Search
3. Create
4. Delete

Team Search
1. User in Team
2. Team in DLC

Sets

1. Edit
2. Create
3. Delete

DLC Records
1. Create/Edit
2. Search
3. Delete

DLC Searches
1. User in DLC
2. Team in DLC
3. DLC o/p in DLC