

**SUPERVISOR'S HANDBOOK**  
for  
**ACCESS 1000**  
and  
**ACCESS 3000**  
**PAGING SYSTEMS**

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## ACCESS 1000 / 3000 SYSTEM CONFIGURATION

Customer Name: \_\_\_\_\_

System Specification Form No.: \_\_\_\_\_

Number of users on system: \_\_\_\_\_ maximum

Length of user numbers: \_\_\_\_\_ digits

Number of teams on system: \_\_\_\_\_ maximum

### Receiver Types

Type No.	Facilities Available
01	
02	
03	
04	
05	
06	
07	
08	
09	
10	

Number of radio channels: \_\_\_\_\_

Description of radio channels:

01	
02	
03	
04	

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## INTRODUCTION

This book describes how to perform system management functions on an Access 1000/ Access 3000 Paging System and is intended for use by the System Manager. It does not include instructions on how to make a paging call which are described in the Local Control Unit (LCU), Directory Control Unit (DCU) and PC Operator Interface (PCOI) Operator Guides. Some of the features and functions may not be available on your system configuration.

## GLOSSARY OF TERMS

Absence Registration	Users on the system can be registered absent by one of three methods: <ul style="list-style-type: none"><li>i) By an operator from an LCU, DCU, PCOI or Management Terminal.</li><li>ii) By any user from a telephone.</li><li>iii) By putting the user's pager in an absence/charging rack.</li></ul>
Alphanumeric Message Store	The memory of a DCU can store up to 100 Alphanumeric messages. Each message consisting of up to 60 characters, the first character must be a letter. These messages can be retrieved by means of the MSG key to make calls to alphanumeric pagers.
Call Transfer (Trans)	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.
Channel (Chan)	An Access 3000 can transmit paging calls on more than one radio channel or frequency. For a description of channels on your system, see the system configuration sheet at the beginning of this book.
Control Unit	This is a desktop control module with an internal microphone and loudspeaker and with either an alphanumeric keyboard (DCU or PCOI) or a numeric-only keypad (LCU). This device enables the operator to access records in the paging database to make paging calls.
DCU Directory	Users can be paged by name by building a directory within the DCUs memory. The directory can also contain other user information such as department, location or telephone number.
DLC Outputs	On some systems operation of a DLC input (see DLC Records) can activate an output line, e.g. a hospital patient presses a switch and in response, a light is illuminated by a DLC output line.

DLC Records	Paging calls on some systems can be initiated using remote contacts known as Direct Line Connections (DLC). These may be activated from door-bells, alarm panels, nursecall systems, etc. These calls can be arranged to be followed by an operator speech message by displaying an appropriate message on display of a manual control unit (LCU, DCU or PCOI).
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.
Job Function (LCU and DCU only)	<p>A job function is a user record which, instead of being assigned to an individual person, is allocated to a function such as the holder of a special key which is passed on from one user to another. The receiver type is always 00 and the job function number MUST be transferred to a valid user number.</p> <p>On a DCU the directory can be used for storing the title of the job function against the assigned user number.</p>
Message Type (Msg 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 Fast Alpha (RFA)	The RPR 530 pagers are able to store 16 preformatted alphanumeric messages. These can be displayed on the pager by sending the appropriate 2-digit message number with a designated beep code.
Receiver Address	<p>The Receiver Address is the physical identity of a pager and is the number sent out by the Access 1000/ Access 3000 which causes a pager to beep. It can also be called the Receiver Identity Code (RIC). It consists of 5 or 7 digits.</p> <p>The Receiver Address consists of the System Address, which is known by automatically by the system, and the Receiver Number, which has to be known by the operator.</p>
Receiver Number (R No)	The last three numbers of the Receiver Address are the pager's Receiver Number. These three digits are entered when creating user records. The Receiver Number can be totally independent of a pager wearer's User Number.



Receiver Type (R Type)	Paging receivers can have a variety of message facilities, i.e. Speech, Tone Only, Numeric Message or Alphanumeric Message. The Access 1000/Access 3000 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 types of pager and the associated receiver type are listed on your system configuration sheet at the beginning of this book.
Sets	<p>Availability of User Sets for the Access 3000 is limited to paging systems which have an Enhanced UTU.</p> <p>A User Set is a variation on the Access 3000 team facility. It is a collection of user numbers which can be paged from a single operation.</p> <p>Paging a User Set is done in the same way as user paging. Absence and call transfers are recognised within User Sets.</p> <p>A User Set is stored within the user record database and its members consist of user records. Therefore a User Set can be a member of another User Set.</p>
Speech MCU?	This question is asked when editing a DLC record and the response should be the address of the Manual Control Unit from which the operator will send the speech message.
Status	A user's status can either be available (in) or unavailable (out). Status can be changed from an MCU or from a telephone. If absence racks are on the system, the status will be "rack" when a pager is put in the rack. Rack absence can only be changed by removing the pager from the rack.
System Clock	Stored within the memory of the system is a 24-hour clock. Systems with the Time-of-Day facility, will broadcast the time once a minute. If a system has a Call Logger, it too has a 24-hour clock and the two are synchronised together.
System Master	The Access 1000/Access 3000 is controlled by a System Master which contains the system parameters and a database known as the User Translation Unit (UTU).
System Name	As initially supplied the display of a DCU will have "MULTITONE ELECTRONICS PLC" on the top row. This can be changed by the supervisor to any other name with a maximum of 33 characters.
Teams	Teams, which may comprise of formatted groups, users or a mixture of both, are paged at emergency priority. Each

formatted group or user is classed as a 'member' of the team. A maximum of 25 or 100 teams can be entered into the UTU, sharing up to 250 or 1000 members depending on the UTU installed. On smaller systems the limits may be set to 10 teams with 50 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 (see your system configuration sheet at the beginning of this book for your user number length). Most supervisors create a link between the User Number and the pager wearer's telephone number, i.e. telephone extension '278' is User Number '78'. The User Number is totally independent of the Receiver Number.

UTU

The User Translation Unit (UTU) is the central paging database in the system, storing information about users, teams, DLC records, absence and transfers.

## **KEY TO THIS HANDBOOK**

*Supervisor's Tasks or Comments*

**What YOU Key In**

WHAT YOU SEE ON THE DISPLAY

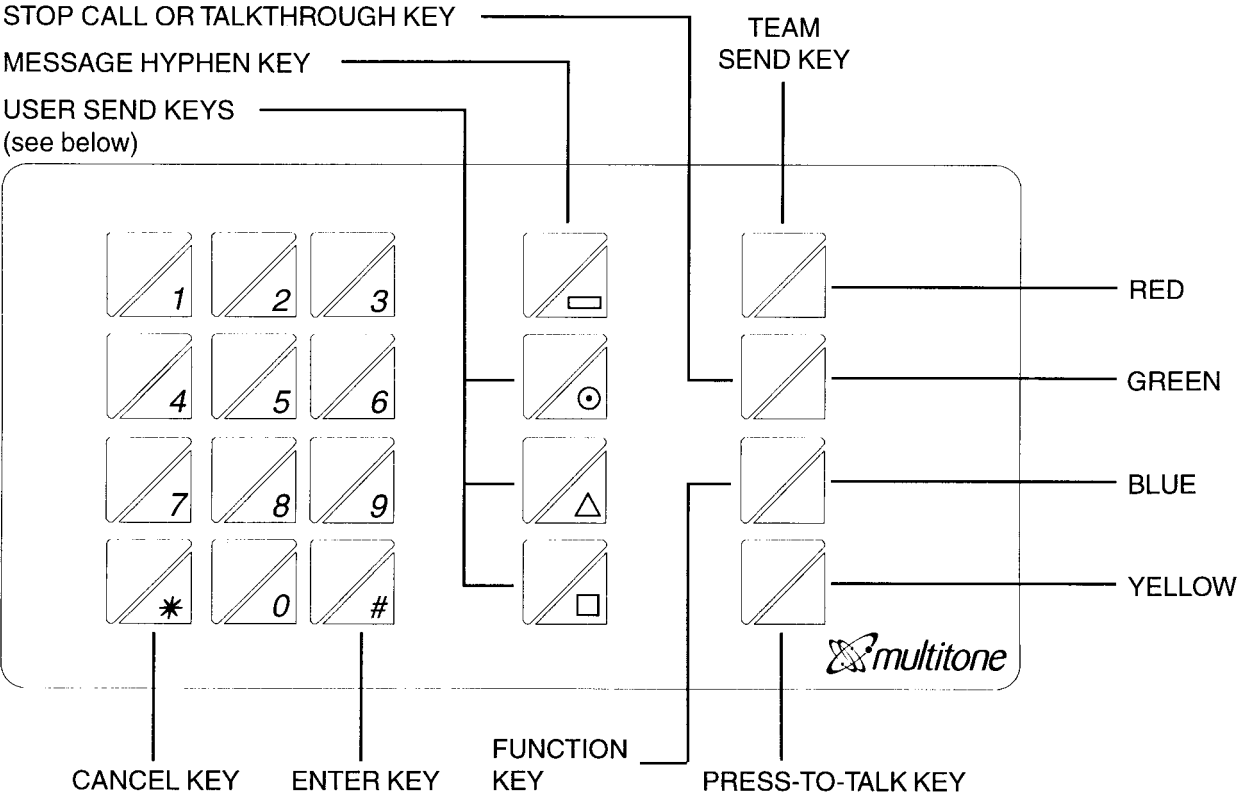
# PART A

## LOCAL CONTROL UNIT OPERATION

### INTRODUCTION

The A3MCX Local Control Unit can be used as a numeric keyboard for paging and also to carry out many system supervisory functions.

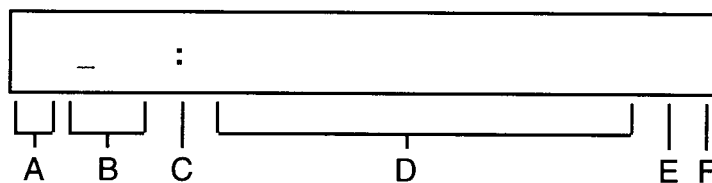
### KEYBOARD LAYOUT



### USER SEND KEY CONFIGURATION

KEY	PRIORITY	BEEP CODE	SPEECH
⊙			
△			
□			

## LCU DISPLAY



### Position A

- [ ] - Team call indicators
- @@ - Speech prompt indicators
- U: - User record mode
- T: - Team record mode
- D: - DLC record mode
- C: - System clock mode

### Position B

User/Team number entry field.

### Position C

- :
- - System normal
- - In communication with System Master
- A - User absent
- T - Transferred call
- R - User's pager in absence rack
- E - Entry error

### Position D (Message and call type indicator)

**NOTE:** These characters will also appear in the message entry field, leaving blank spaces for a message. The number of blank spaces determines the permitted length of message. If no spaces are available, the user cannot receive messages.

- \* - Tone only or Tone + Numeric Message
- S - Tone + Speech or Tone + Numeric Message + Speech
- Sp - Message to be spoken by the operator following a DLC call. (Appears with the speech prompt tone after the DLC call has been transmitted).

### Position E

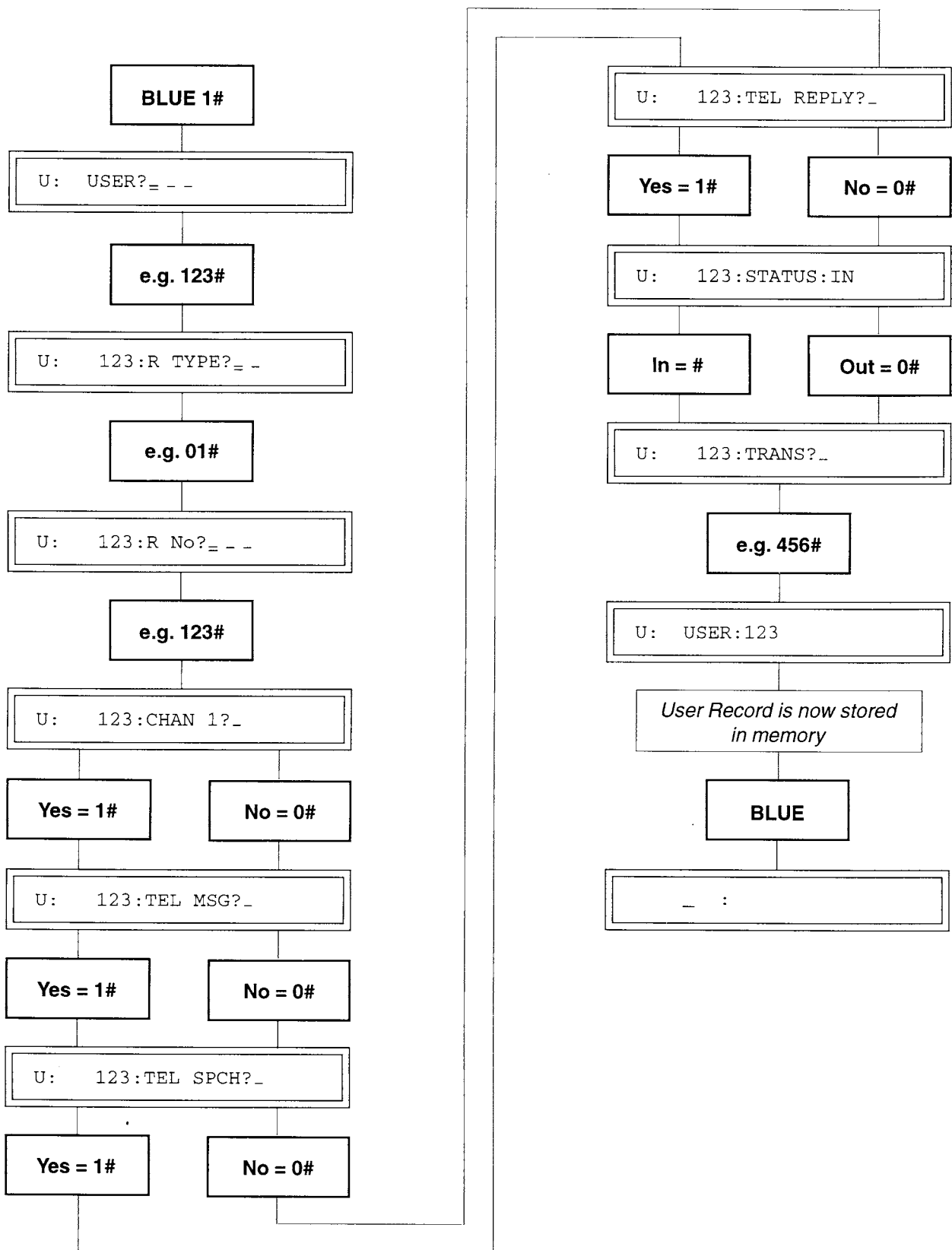
- F - System fault requiring Service Engineer

**NOTE:** This does not mean that calls cannot be sent - merely that one of the modules on the system has failed. All others may be operating correctly.

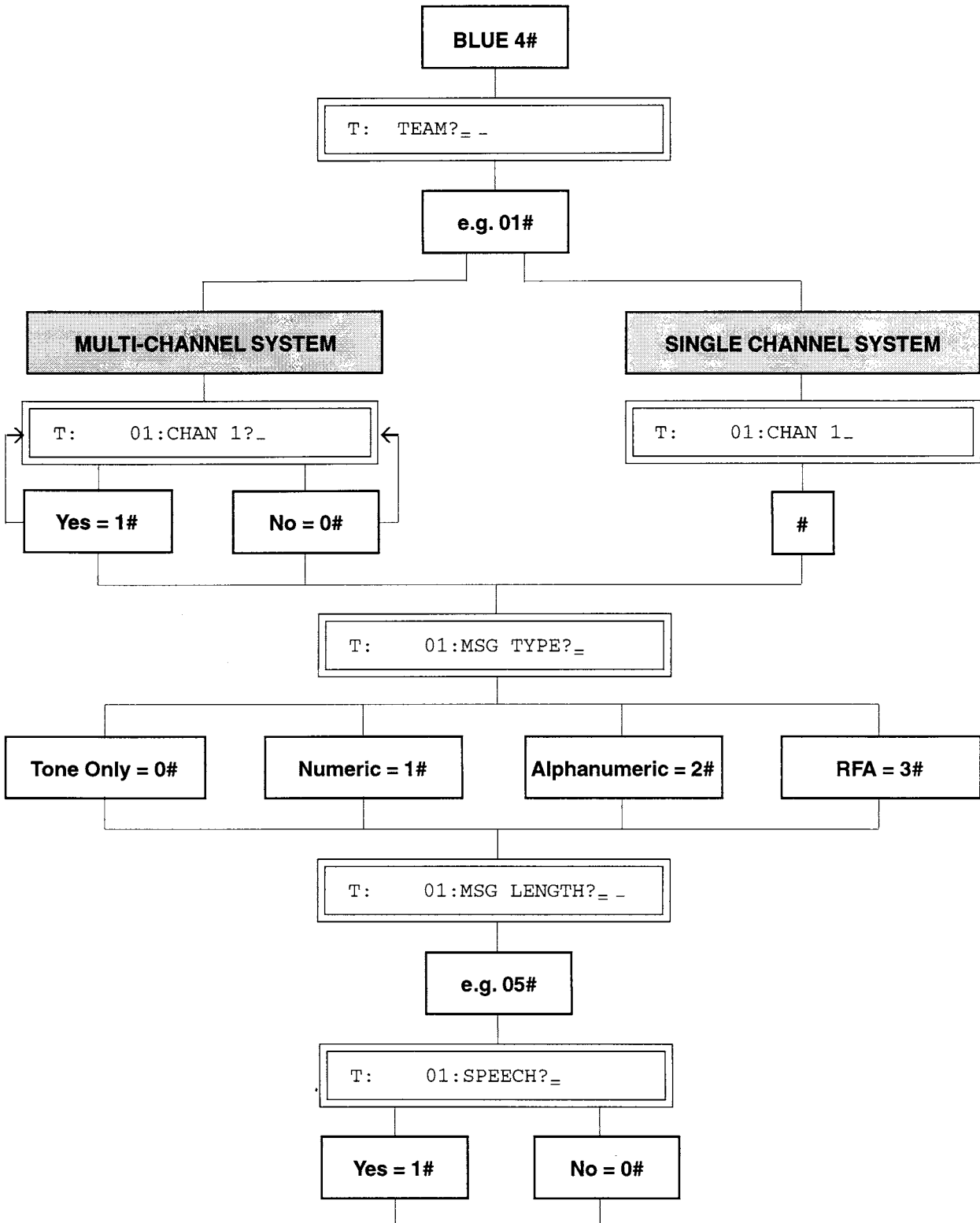
### Position F

- - Indicates that one or more system transmitters are in use. This is a normal indication and shows that the system is operating correctly. Calls may still be entered when this indicator is showing.

**A1 CREATING A USER RECORD**

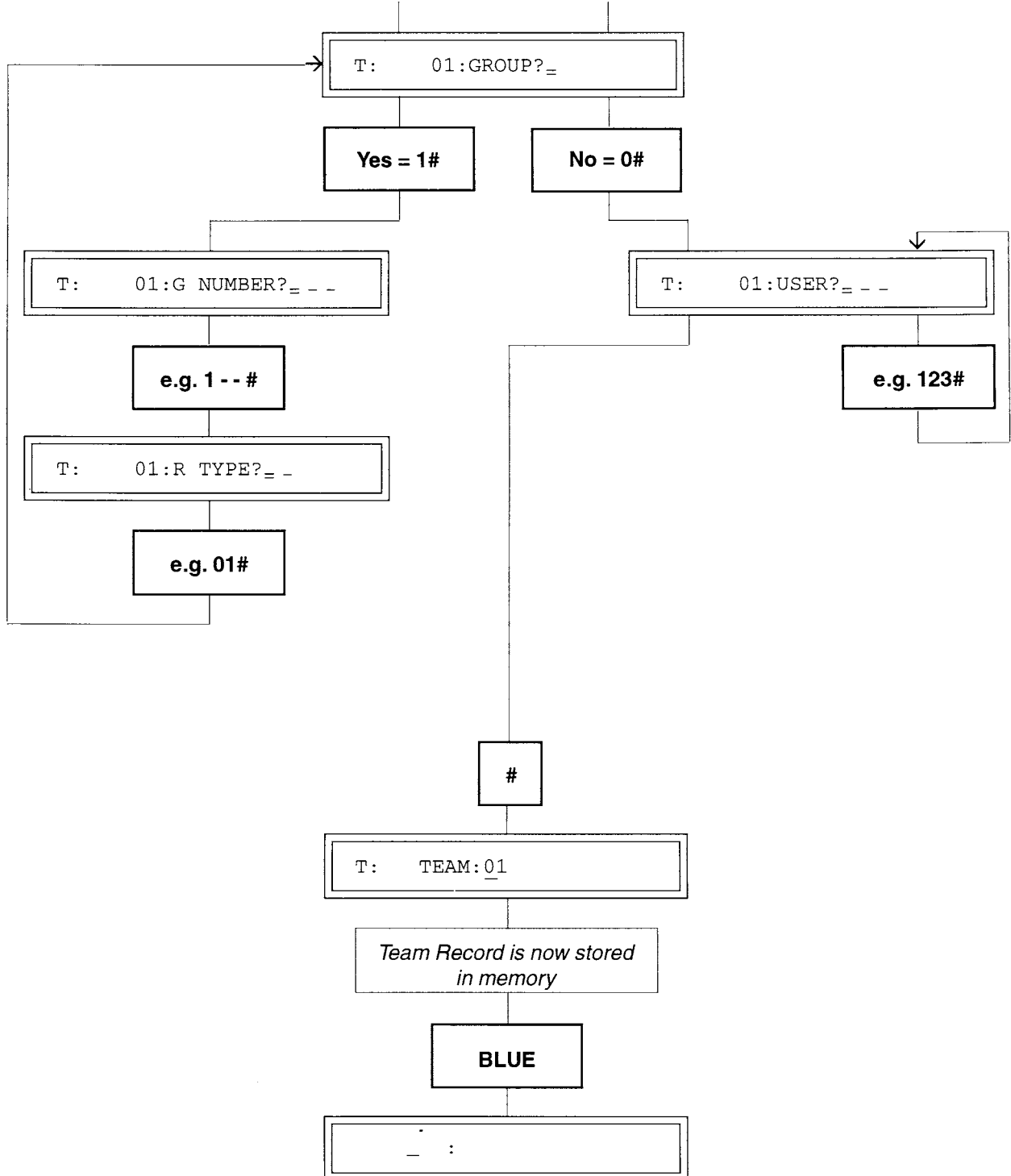


## A2 CREATING A TEAM RECORD



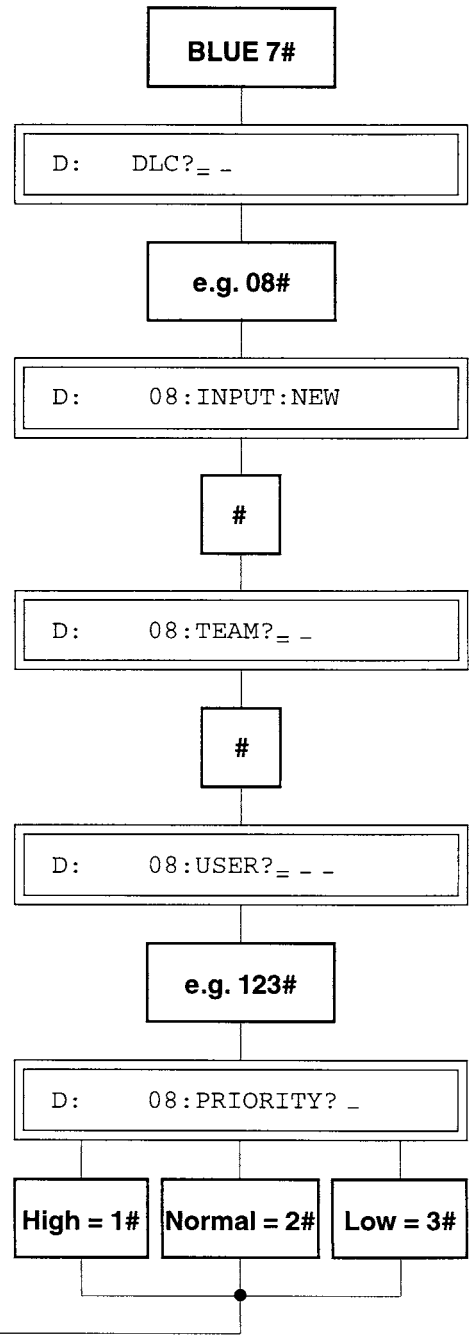
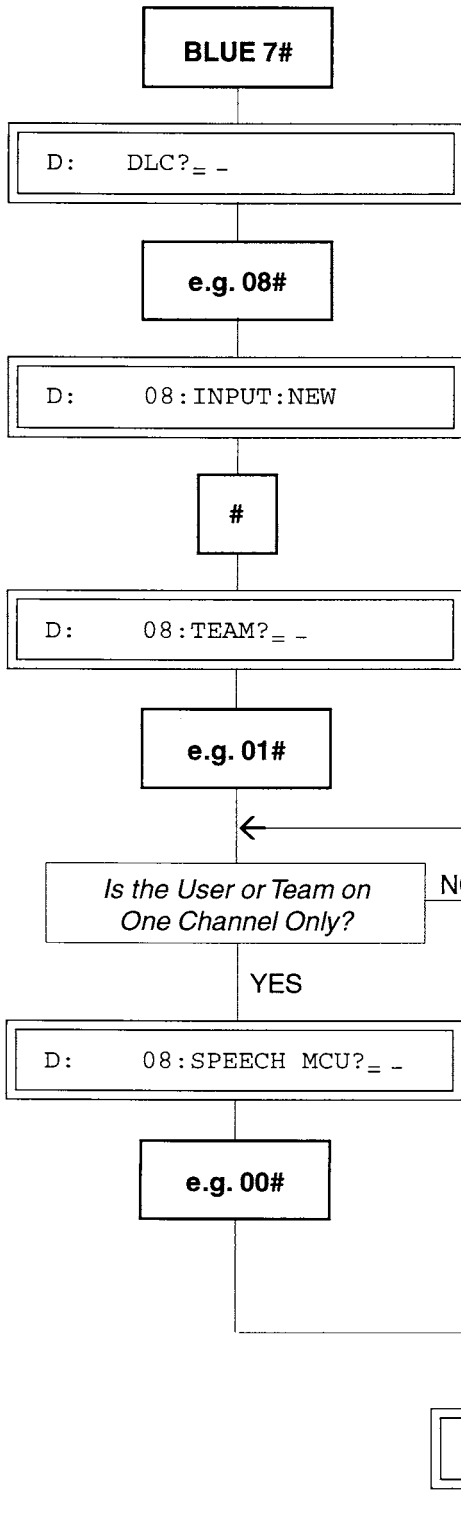
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**A3a CREATING A DLC RECORD TO CALL A TEAM**

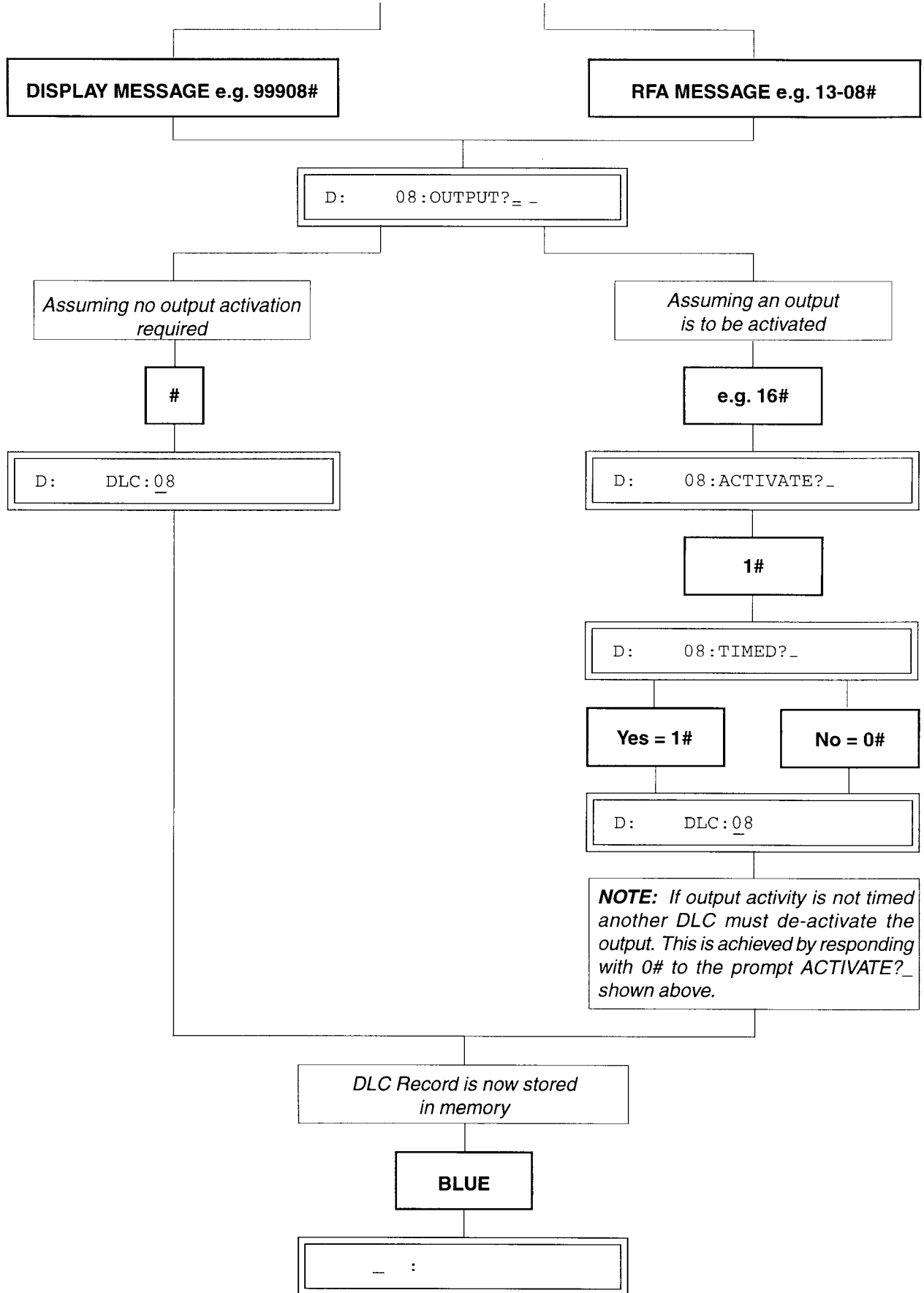
**A3b CREATING A DLC RECORD TO CALL A USER**



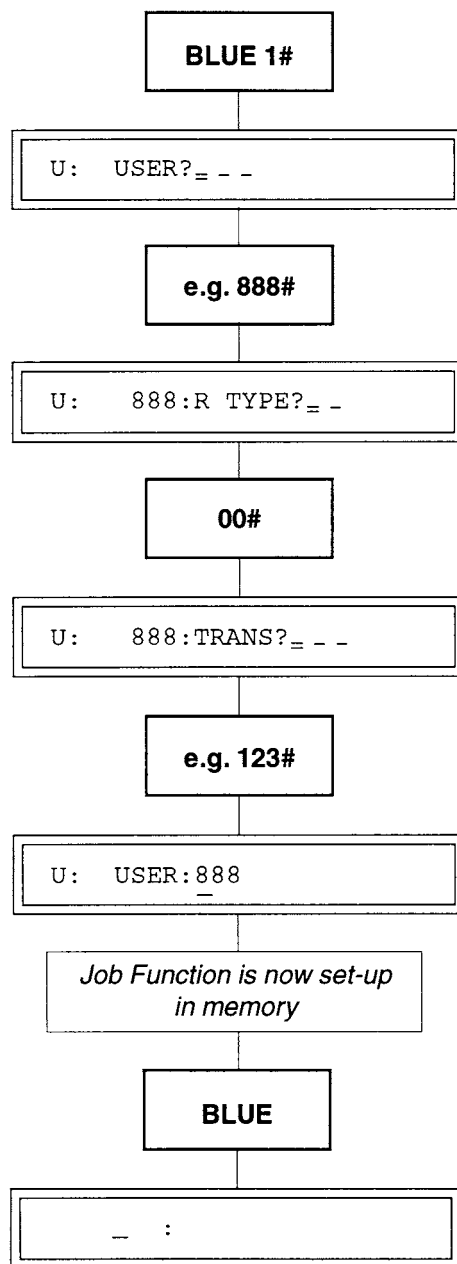
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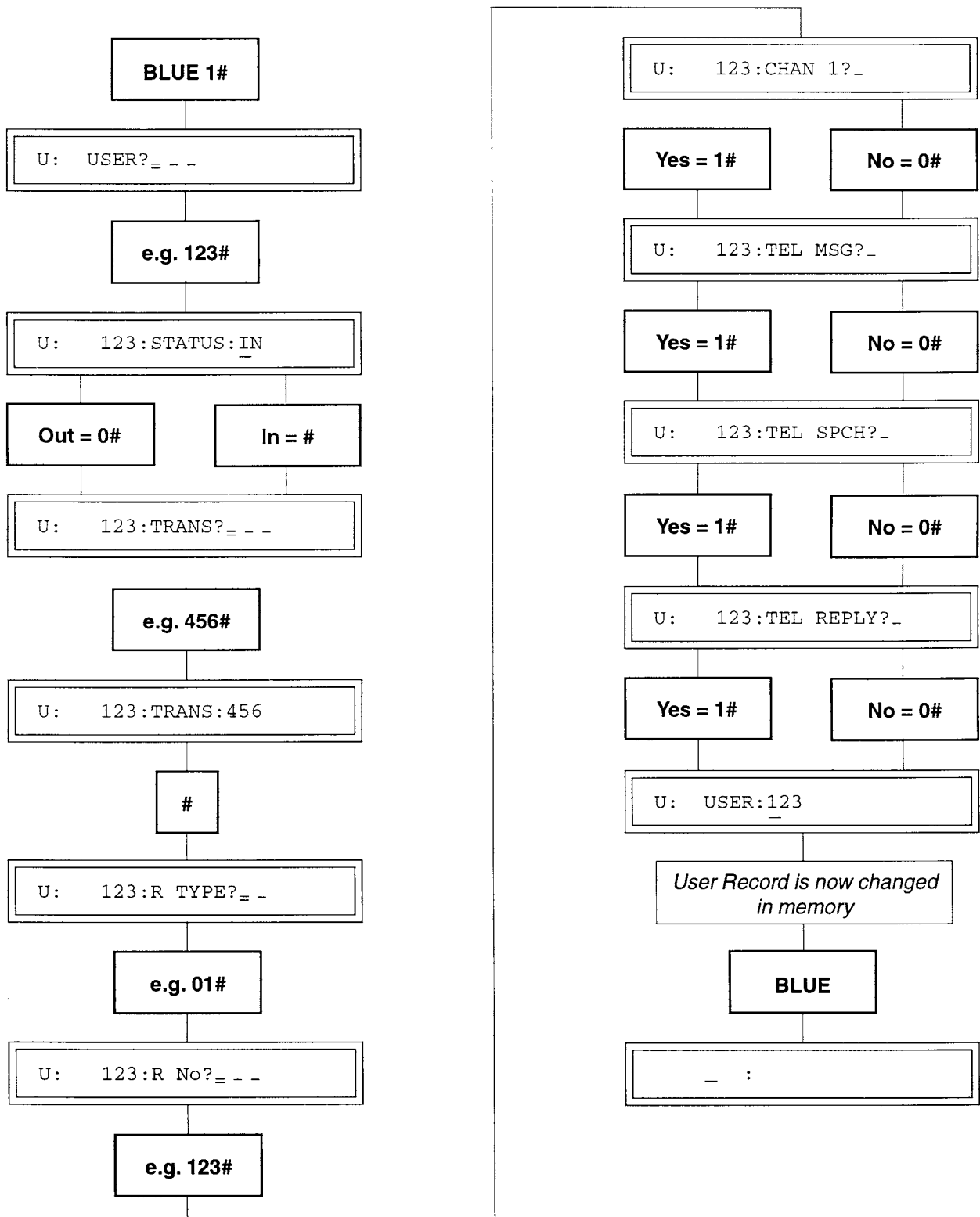
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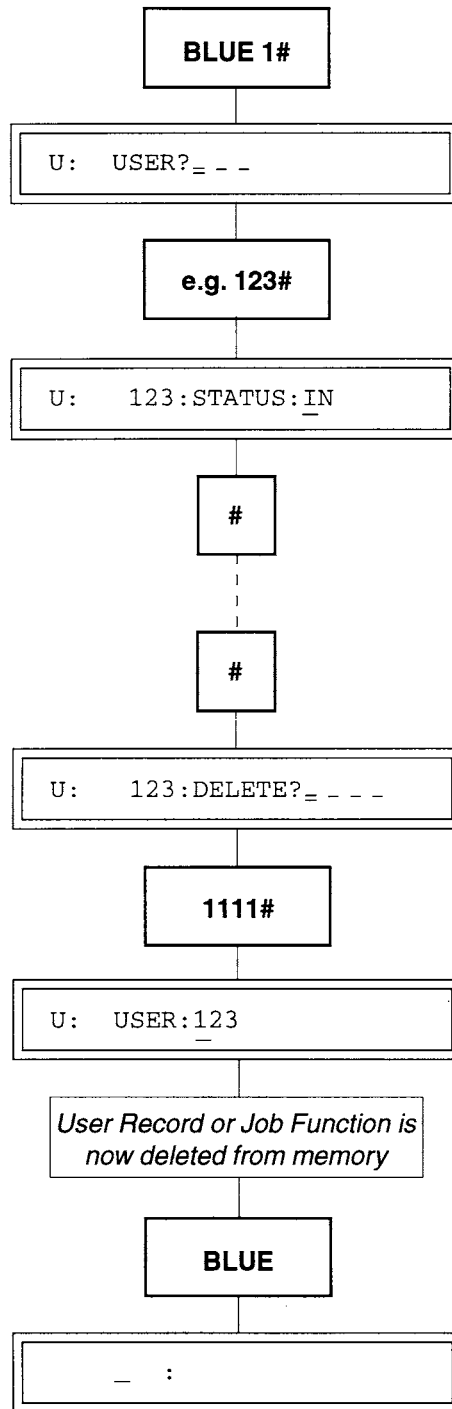
### A4 SETTING-UP A JOB FUNCTION



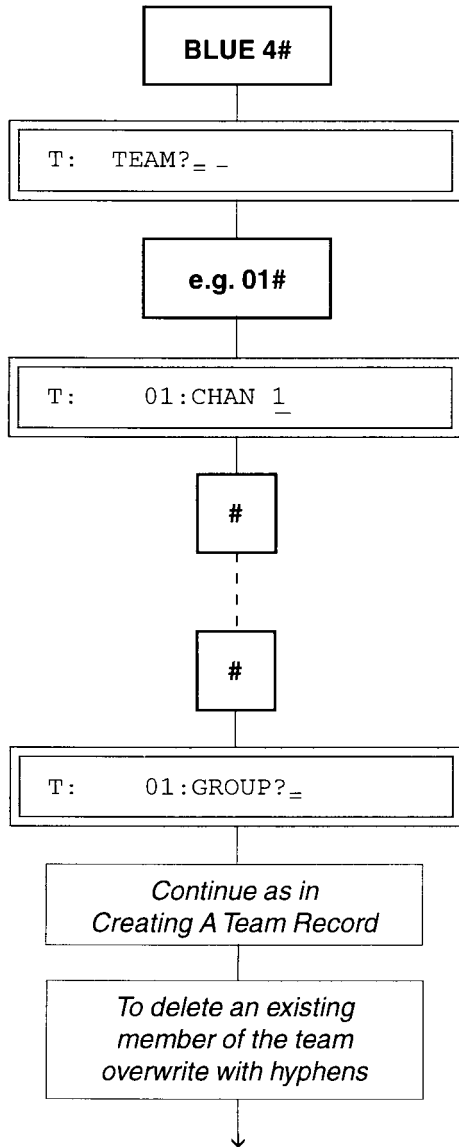
**A5 CHANGING A USER RECORD**



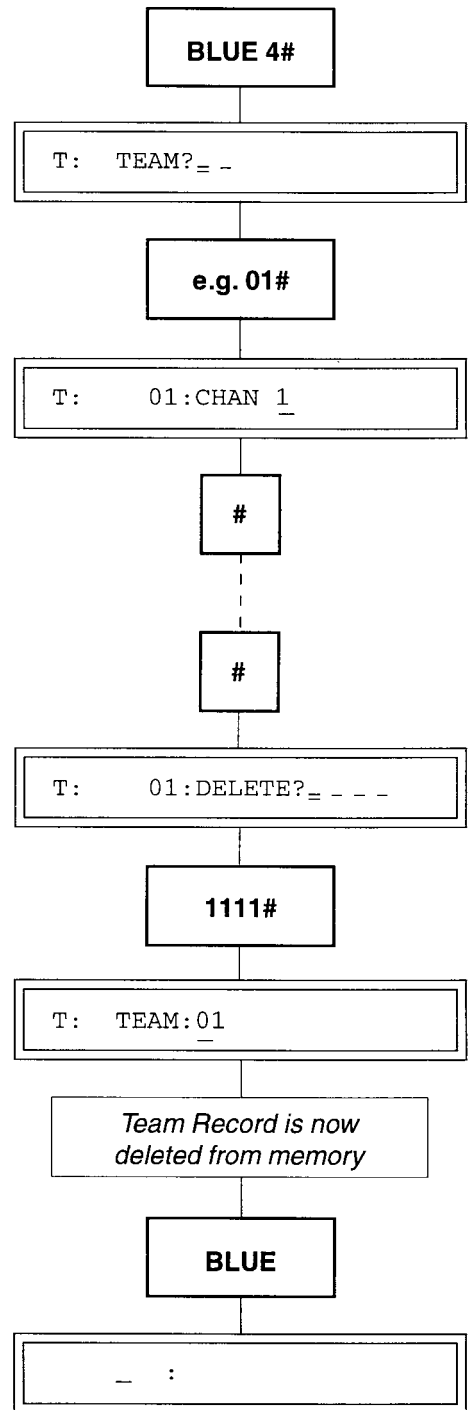
### A6 DELETING A USER RECORD OR JOB FUNCTION



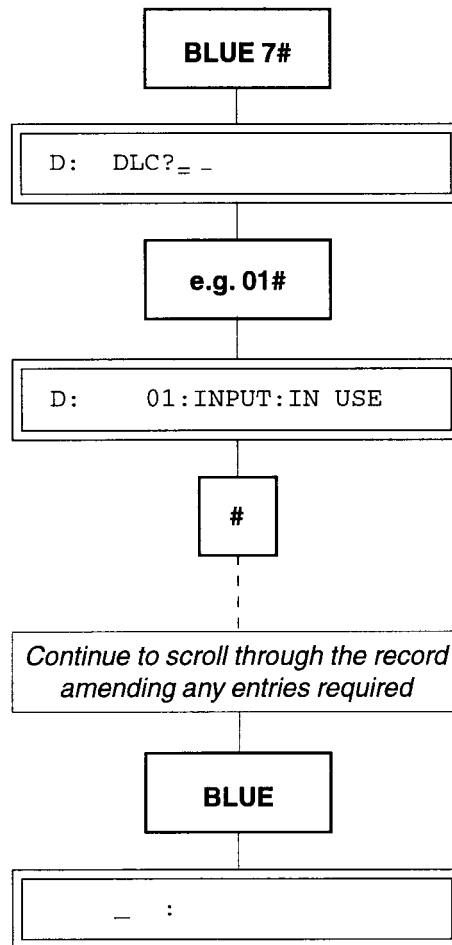
**A7 MODIFYING A TEAM RECORD**



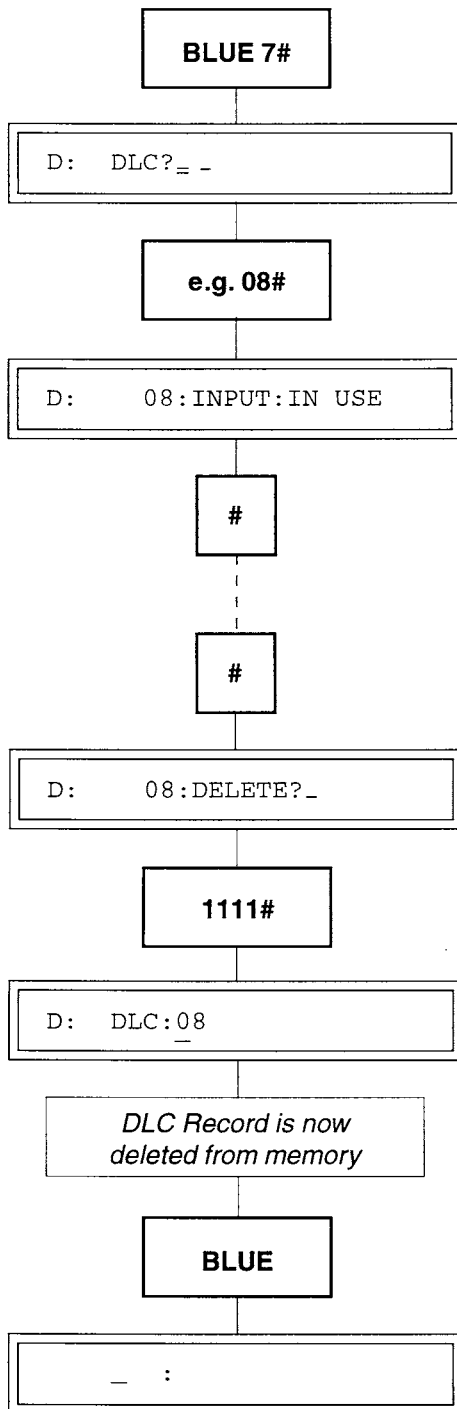
**A8 DELETING A TEAM RECORD**



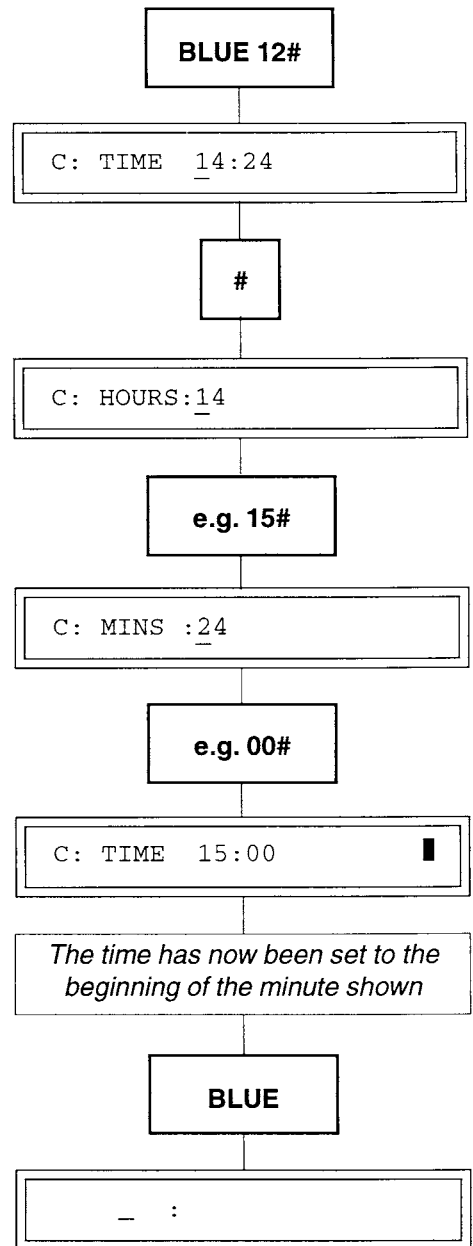
### A9 EXAMINING A DLC RECORD



**A10 DELETING A DLC RECORD**



**A11 SETTING THE SYSTEM CLOCK**



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# PART B

## PC OPERATOR INTERFACE OPERATION

### INTRODUCTION

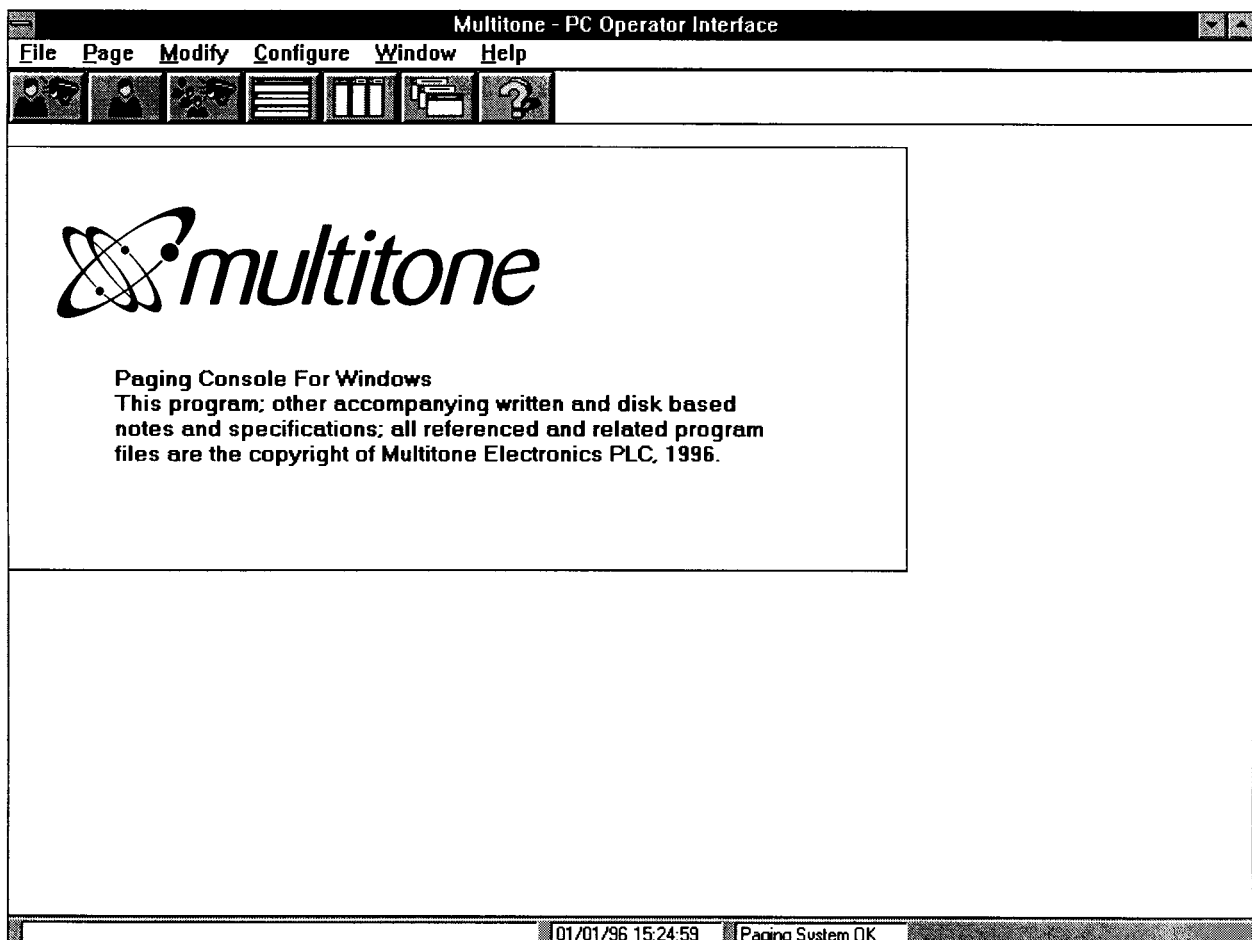
The A3MF PC Operator Interface is a Windows based facility for sending Speech, Tone, Numeric and Alphanumeric paging calls. It can be used to perform management functions and for control of the system Central Fast Alpha database.

Getting around the PC Operator Interface.

1. To open up menus or the facilities of the PC Operator Interface use either the **mouse** to click on icons or menu titles, or press **Alt+** the underlined menu character key together, e.g. Alt+H to access the Help menu.
2. To enter or edit record information you may use the **mouse** or the **TAB** key to move around the Windows dialogue boxes in order to select the appropriate fields and/or parameters.

**NOTE:** The program automatically inserts leading zeros when necessary, e.g. entering "123" becomes "0123".

### SCREEN LAYOUT



## PULL-DOWN MENUS

The main screen has four menus that are specific to this programme. These menus contain various options, some of which have shortcut keys that allow the user direct access.

Below is a list of options and, where applicable, their shortcut key.

### File

<u>S</u> ave Workspace	
<u>A</u> lways on Top	
<u>E</u> xit	Alt+F4

### Page

<u>U</u> ser Page	Ctrl+U
<u>T</u> eam Page	Ctrl+T
<u>O</u> pen Channel Speech Call	
<u>A</u> bort Speech Call in Progress	

### Modify

<u>U</u> ser Create/Modify	Alt+U
<u>T</u> eam Create/Modify	Alt+T
<u>D</u> LC Create/Modify	Alt+D
<u>C</u> FA Create/Modify	Alt+A
<u>S</u> ystem Clock	Alt+S

### Configure

<u>R</u> eceiver Names	
<u>S</u> peaker <u>V</u> olume Control	
<u>C</u> all <u>L</u> ogger Configuration	Ctrl+L
<u>O</u> utput Channel Configuration	Ctrl+O
* <u>E</u> ngineering Tests	Ctrl+E
* <u>S</u> ystem <u>M</u> aster Tests	Ctrl+M
<u>S</u> upervisor Password	
<u>U</u> ser Record Password	
<u>T</u> eam Record Password	
<u>D</u> LC Record Password	

\* These are password protected for use by qualified engineers only.

## B1 CREATING A USER RECORD

**Modify / Create User Record**

**User**  
 Number  Name

**Receiver**  
 Number  Type

Transfer  Status

**Channels**  
 1  2  3  4  5  6  7  8

**Telephone Services**  
 Message   
 Reply   
 Speech

**Record Uses**  
 Transfer   
 Team   
 DLC

1. Select **Modify** menu.
2. Select **User Create/Modify**.
3. Click in the **User Number** box, enter the user's number, e.g. 123 and press the  $\downarrow$  key.
4. Click in the **User Name** box, enter the user's name, e.g. Brown John and press the  $\downarrow$  key.
5. Click in the **Receiver Number** box and enter the receiver's number, e.g. 100.
6. Click on the **Receiver Type** down arrow button and select the appropriate receiver type from the drop-down list, e.g. Receiver Type 1.
7. If required click in the **Transfer** box and enter the user's number to which John Brown's paging calls are to be transferred when he is absent, e.g. 456.
8. Click on the **Status** down arrow button and choose either **IN** or **OUT**.
9. At **Channels** click on the appropriate boxes relevant to this user's paging call requirements. X(s) will appear in the boxes showing the selected channels.
10. Select required **Telephone Services** by clicking on the appropriate boxes. X(s) will appear showing the selected services.
11. Click on **Update**. "**Record Updated**" will appear.
12. Click on **OK**. If the data you have entered is incorrect, "**Invalid User Data**" will appear. Check all entries and amend accordingly, then click **Update**.
13. If you want to create another User Record, return to step 3.
14. When finished click on **Cancel**. The screen will return to the original display.

**Shortcut Options:**

Click on icon or press **Alt+U** together

## B2 CREATING A TEAM RECORD

1. Select **Modify** menu.
2. Select **Team Create/Modify**.
3. Click in the **Team Number** box, enter the team's number, e.g. 01 and press the ↵ key.
4. Click in the **Name** box, enter the team name, e.g. Cardiac Arrest and press the ↵ key.
5. At **Channels** click on the appropriate boxes relevant to this team's paging call requirement. X(s) will appear in the boxes showing the selected channels.
6. Click on the **Message Type** down arrow button and select the appropriate message type from the drop-down list, e.g. Numeric.
7. Click in the **Message Length** box and enter the number of characters required, e.g. 10.
8. Click in the **Speech** box if speech is required on every call. An 'X' will appear in the box.
9. Go to **New Team Member** you may create a team based on either User Numbers and Names or with Formatted Groups.

To create a team based on user numbers and names:

a) Either:

Click in the **User** box and enter the number, if known, e.g. 123 and press the ↵ key.

Or:

Click on the **Name** down arrow button and select the user's name from the drop-down list, e.g. Brown John.

b) Click on **Add Member**. "Record Updated" will appear.

- c) Click on **OK**. If the data you have entered is incorrect, "**Invalid Team Data**" will appear. Check all entries and amend accordingly, then click **Add Member** again.
- d) If you want to add another new member, return to step (a).

To create a team with a formatted group:

- a) Click in the **F. Group** box and enter the format group number, e.g. 10-.
- b) Click on the **Rx Type** down arrow button to display a drop-down list, then choose the appropriate receiver type from the list, e.g. Receiver Type 1.
- c) Click on **Add Member**. "**Record Updated**" will appear.
- c) Click on **OK**. If the data you have entered is incorrect "**Invalid Team Data**" will appear. Check all entries and amend accordingly, then press **Add Member** again.
- e) If you want to add another new member or format group, return to step (a).

10. When finished click on **Cancel**. The screen will return to the original display.

### B3 CREATING A DLC RECORD

1. Select **Modify** menu.
2. Select **DLC Create/Modify**.
3. Click in the **DLC Record Number** box, enter the DLC record number, e.g. 08 and press the ↵ key.
4. Either:
 

Click in the **User Number** box, enter the user number, e.g. 123 and press the ↵ key.

Or:

Click in the **Team Number** box, enter the team number, e.g. 01 that the DLC will call and press the ↵ key.
5. Click in the **DLC Output Number** box, enter a DLC output number if an output is to be activated by this DLC, e.g. 16 and press the ↵ key.
6. An output can be used in one of two ways:
  - a) Automatic
 

An output can be deactivated automatically after a preset time. This time is dependent on the time set in the system parameter “Elapsed Time Before Automatic Reset of DLC Output”.

To use this option click on **Activate** and **Timed**. X(s) will appear in the boxes.
  - b) Manual
 

An output can be deactivated manually by the operation of another DLC input.

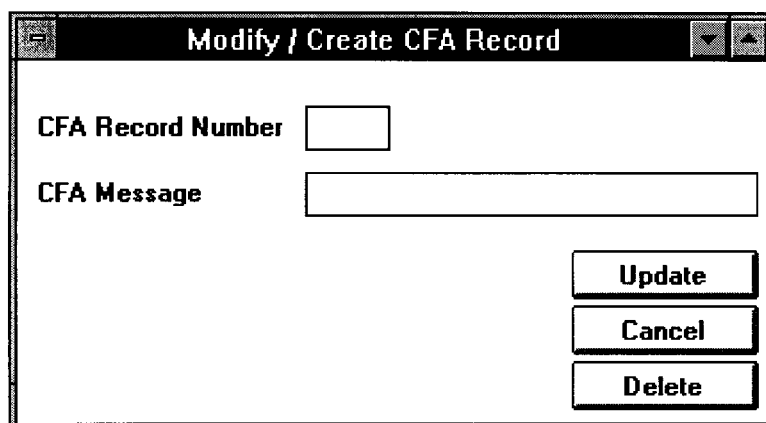
To use this option two DLC input records must be set up.

On the DLC input record which is activating the output click on **Activate** and an X will appear in the box.

On the DLC input record, which is deactivating the output, leave the Activate and Timed boxes blank.

7. Click in the **DLC Message** and enter a message, e.g. 12345, if required.  
You may wish to add a fast alpha message. Click on the **Fast Alpha** down arrow button and select the appropriate message you wish to send from the drop-down list.
8. Click on the **DLC Priority** down arrow button and select the priority required from the drop-down list, e.g. Normal.
9. If speech is required select **Speech MCU**. Use the up and down arrows to select address of MCU used to provide a speech message.
10. Click on **Update**. "**Record Updated**" will appear.
11. Click on **OK**. If the data you have entered is incorrect, "**Invalid User Data**" will appear, check all entries and amend accordingly, then click **Update**.
12. If you want to create another DLC Record, return to step 3.
13. When finished click on **Cancel**. The screen will return to the original display.

## B4 CREATING A CFA MESSAGE RECORD



The screenshot shows a dialog box titled "Modify / Create CFA Record". It contains two input fields: "CFA Record Number" and "CFA Message". Below the input fields are three buttons: "Update", "Cancel", and "Delete".


1. Select **Modify** menu.
2. Select **CFA Message Create/Modify**.
3. Click in the **CFA Record Number** box, enter a CFA record number, e.g. 00 and press the ↵ key.
4. Click in the **CFA Message** box and enter a message, e.g. Fire Alarm Building B3.
5. Click on **Update**. "Record Updated" will appear.
6. Click on **OK**.
7. If you want to create another CFA Message Record, return to step 3.
8. When finished click on **Cancel**. The screen will return to the original display.



## B5 CHANGING A USER RECORD

1. Select **Modify** menu.
2. Select **User Create/Modify**.
3. Either:

*Shortcut Options:*

Click on icon  or press **Alt+U** together

Click in the **User Number** box, enter the user number, e.g. 123, press the ↵ key and click on the field(s) to be changed.

Or:

Click on the **User Name** down arrow button, select the user's name from the drop-down list, e.g. Brown John and click on the field(s) to be changed.

4. To edit **User Number**, **User Name**, **Receiver Number** and **Transfer**.

Use the mouse to highlight the characters you want to change, e.g. highlight receiver number **100** then type in the amendment **101**.

To edit **Receiver Type**, **Status**, **Channels** and **Telephone Services**.

Use the same procedure as in "B1 CREATING A USER RECORD".

5. Click on **Update**. "**Record Updated**" will appear.
6. Click on **OK**. If the data you have entered is incorrect, "**Invalid Team Data**" will appear. Check all entries and amend accordingly, then press **Update**.
7. If you want to edit another User Record, return to step 3.
8. When finished click on **Cancel**. The screen will return to the original display.

## B6 MODIFYING A TEAM RECORD

Modifying team records can only involve adding, deleting, or changing team members.

1. Select **Modify** menu.
2. Select **Team Create/Modify** or press **Alt+T** together.
3. Either:
  - Click in the **Team Number** box, enter the team number, e.g. 01 and press the ↵ key.
  - Or:
    - Click on the **Team Name** down arrow button and select the team name from the drop-down list, e.g. Cardiac Arrest.

To add a member or format group:

4. At **New Team Member**.
5. Enter new user's number or name, or format group details.
6. Click on **Add Member**. "Record Updated" will appear.
7. Click on **OK**. If the data you have entered is incorrect, "Invalid Team Data" will appear. Check entries and amend accordingly, then press **Add Member** again.

To delete a member:

8. Click on **Next Member**, until required member is displayed.
9. Click on **Delete Member**. "Record Deleted" will appear.
10. Click on **OK**.

To change a member only (not format groups):

11. Click on **Next Member**, until the member to be replaced is shown.
12. Go to **New Team Member**.
13. Enter the new user's number, if known, or select a new user from the **Name** directory by clicking on the down arrow button.
14. Click on **Change Member**. **Record Updated** will appear.
15. Click on **OK**. If the data you have entered is incorrect, **Invalid Team Data** will appear. Check all entries and amend accordingly, then press **Change Member**.
  
16. When finished click on **Cancel**. The screen will return to the original display.

## B7 CHANGING A DLC RECORD

**Modify / Create DLC Record**

DLC Record Number: 16

DLC Paging Activation

User Number: 0123 Team Number: [ ]

DLC Output Activation

DLC Output Number: 08

Activate:  Timed:

Fast Alpha: [ ]

DLC Message: 12345

DLC Priority: Normal

Speech MCU: [ ]

Update Cancel Delete

1. Select **Modify** menu.
2. Select **DLC Create/Modify**.
3. Click in the **DLC Number** box, enter the DLC number, e.g. 08 and press the ↵ key.
4. Select the field(s) to be changed.
5. Enter or select new details.
6. Click on **Update**. “**Record Updated**” will appear.
7. Click on **OK**. If the data you have entered is incorrect, “**Invalid DLC Record**” will appear. Check all entries and amend accordingly, then press **Update**.
8. If you want to change another DLC Record, return to step 3.
9. When finished click on **Cancel**. The screen will return to the original display.


## B8 CHANGING A CFA MESSAGE RECORD

The screenshot shows a window titled "Modify / Create CFA Record". It contains two input fields: "CFA Record Number" with the value "00" and "CFA Message" with the value "Fire Alarm Building B3". To the right of these fields are three buttons: "Update", "Cancel", and "Delete".

1. Select **M**odify menu.
2. Select **CFA Message Create/Modify**.
3. Click in the **CFA Record Number** box, enter CFA record number to be edited, e.g. 00 and press the ↵ key.
4. Click in the **CFA Message** box.
5. Change the CFA Message, e.g. from "Fire Alarm Building B3" to "First Aid Building B3".
6. Click on **Update**. "Record Updated" will appear.
7. Click on **OK**.
8. If you want to change another CFA Message Record, return to step 3.
9. When finished click on **Cancel**. The screen will return to the original display.

### B9 DELETING A USER RECORD

1. Select **Modify** menu.
2. Select **User Create/Modify**.
3. Either:

*Shortcut Options:*  
 Click on icon  or press **Alt+U** together

Click in the **User Number** box, enter the user number, e.g. 123 and press the ↵ key.

Or:

Click on the **User Name** down arrow button and select the user's name to be deleted from the drop-down list, e.g. Brown John.

4. Click on **Delete**. "**Record Deleted**" will appear.
5. Click on **OK**.
6. If you want to delete or change another User Record, return to step 3.
7. When finished click on **Cancel**. The screen will return to the original display.

**NOTE:** When deleting a User Record, make sure that you have deleted it from any Transfers, Teams, DLCs or Set records first, otherwise the following will appear, "**Transfer, team, DLC or SET uses for user record**".

## B10 DELETING A TEAM RECORD

The screenshot shows a window titled "Modify / Create Team Records". It contains several input fields and buttons. The "Team" section has "Number" set to "01" and "Name" set to "Cardiac Arrest". The "Channels" section has checkboxes for 1 through 8, with "1" checked. The "Team Services" section has "Message Type" set to "Numeric", "Message Length" set to "10", and "Speech" checked. The "Current Team Member" section has empty fields for "User", "Name", "F. Group", and "Rx Type". The "New Team Member" section has "User" set to "0123", "Name" set to "Brown John", and empty fields for "F. Group" and "Rx Type". On the right side, there are buttons for "Cancel", "Delete Team", "Next Member", "Change Member", "Delete Member", and "Add Member".

1. Select **Modify** menu.
2. Select **Team Create/Modify**.
3. Either:  
Click in the **Team Number** box, enter the team number, e.g. 01 and press the ↵ key.  
Or:  
Click on the **Team Name** down arrow button and select the team name from the drop-down list, e.g. Cardiac Arrest.
4. Click on **Delete Team**. "Record Deleted" will appear.
5. Click on **OK**.
6. If you want to delete another Team Record, return to step 3.
7. When finished click on **Cancel**. The screen will return to the original display.

## B11 DELETING A DLC RECORD

**Modify / Create DLC Record**

DLC Record Number

DLC Paging Activation

User Number  Team Number

DLC Output Activation

DLC Output Number

Activate  Timed

Fast Alpha

DLC Message

DLC Priority

Speech MCU

**Update**

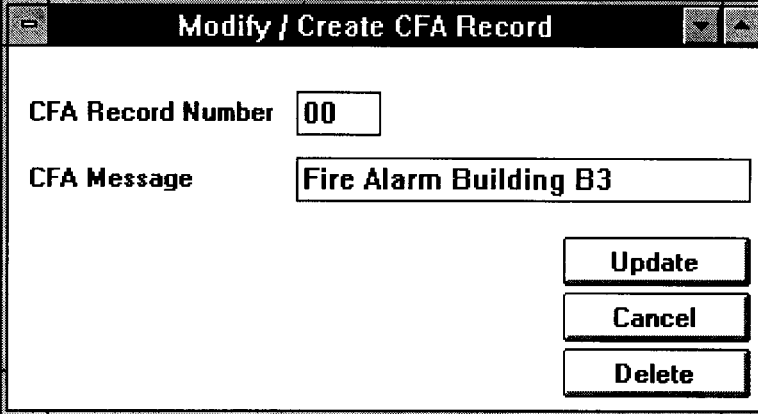
**Cancel**

**Delete**

1. Select **Modify** menu.
2. Select **DLC Create/Modify**.
3. Click in **DLC Number** box, enter the DLC number, e.g. 08 and press the ↵ key.
4. Click on **Delete**. “Record Deleted” will appear.
5. Click on **OK**.
6. If you want to delete another DLC Record, return to step 3.
7. When finished click on **Cancel**. The screen will return to the original display.



## B12 DELETING A CFA MESSAGE RECORD



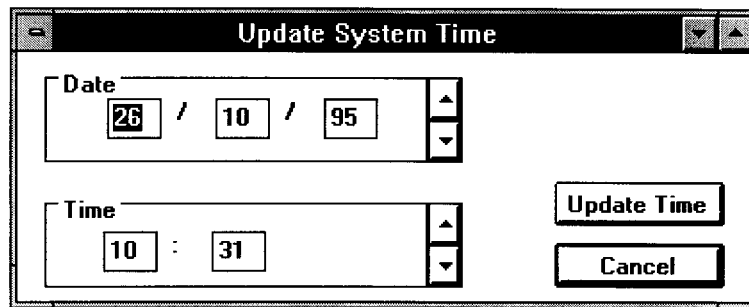
Modify / Create CFA Record

CFA Record Number

CFA Message

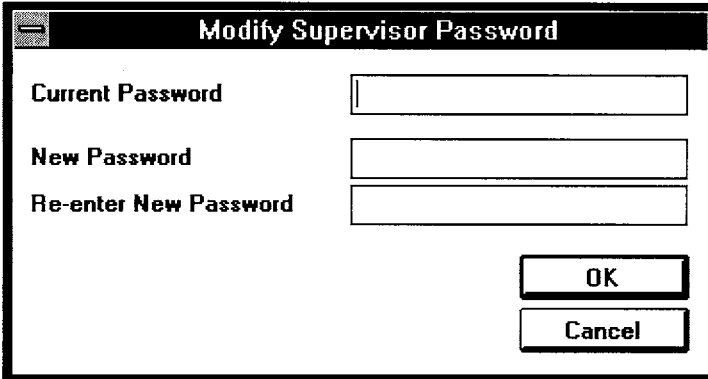
1. Select **Modify** menu.
2. Select **CFA Message Create/Modify**.
3. Click in the **CFA Record Number** box, enter CFA record number to be edited, e.g. 00 and press the ↵ key.
4. Click in the **CFA Message** box.
5. Click on **Delete**. “Record Deleted” will appear.
6. Click on **OK**.
7. If you want to delete another CFA Message Record, return to step 3.
8. When finished click on **Cancel**. The screen will return to the original display.

### B13 SETTING THE SYSTEM CLOCK



1. Select **M**odify menu.
2. Select **S**ystem Clock.
3. Click in the box(es) to be edited.
4. Enter the new details using the up and down arrow keys.
5. Click on **U**ppdate Time.
6. When finished click on **C**ancel. The screen will return to the original display.

## B14 CREATING AND CHANGING PASSWORDS

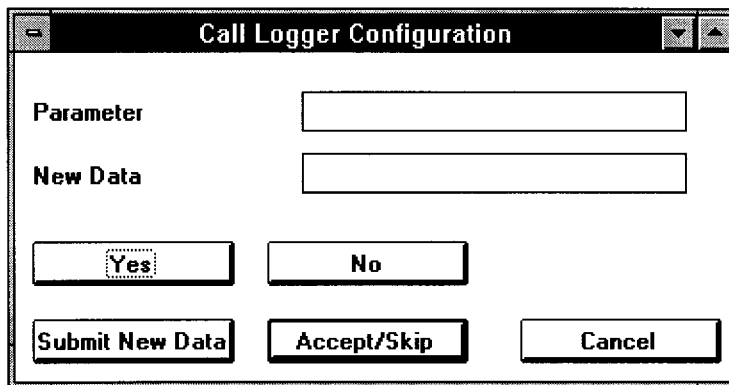


The image shows a dialog box titled "Modify Supervisor Password". It contains three text input fields: "Current Password", "New Password", and "Re-enter New Password". At the bottom right, there are two buttons: "OK" and "Cancel".

1. Select **Configure** menu.
2. Select the relevant password, e.g. **Supervisor Password**.
3. Click in the Current Password box, enter the current password and press the TAB key which will take you to the New Password box.
4. Enter the new password and press the TAB key which will take you to the Re-enter New Password box.
5. Enter the new password for a second time and press the ↵ key.
6. **“Updated”** will appear.
7. Click on **OK**.
8. When finished click on **Cancel**. The screen will return to the original display.

**NOTE:** The default Supervisor's Password is **Multitone**.

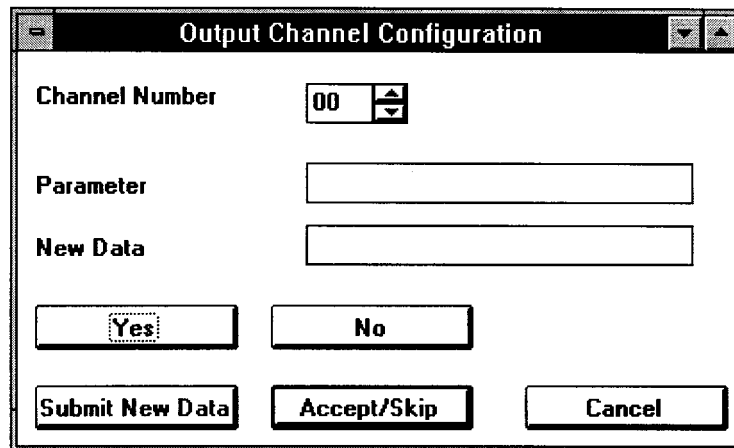
## B15 CALL LOGGING CONFIGURATION



The image shows a dialog box titled "Call Logger Configuration". It contains two text input fields: "Parameter" and "New Data". Below these fields are three buttons: "Yes", "No", and "Submit New Data". At the bottom of the dialog are three buttons: "Submit New Data", "Accept/Skip", and "Cancel".

1. Select **C**onfigure menu.
2. Select **C**all **L**ogger **C**onfiguration.
3. Please refer to "Part D: Call Logger Operation".  
Use the **Y**es and **N**o buttons for answers, or the **S**ubmit **N**ew **D**ata button for time, date and label entries. Use the **A**ccept/**S**kip button within the sub-menus.
4. When finished click on **C**ancel. The screen will return to the original display.

## B16 OUTPUT CHANNEL CONFIGURATION



The screenshot shows a dialog box titled "Output Channel Configuration". It contains the following elements:

- Channel Number:** A numeric field with the value "00" and up/down arrows.
- Parameter:** An empty text input field.
- New Data:** An empty text input field.
- Buttons:** A "Yes" button (with a dotted border), a "No" button, a "Submit New Data" button, an "Accept/Skip" button, and a "Cancel" button.

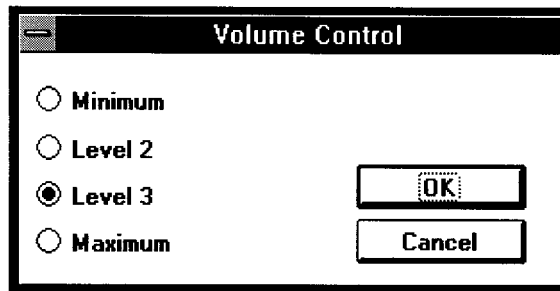
1. Select **C**onfigure menu.
2. Select **O**utput Channel Configuration.
3. Click on the **C**hannel Number up and down arrows until the correct channel is selected.
4. Click on the **A**ccept/Skip button, then refer to "Part E: Wide Area Dial Out Operation".
5. When finished click on **C**ancel. The screen will return to the original display.

### B17 CHANGING RECEIVER NAMES

Configure Receiver Names			
Receiver Type 1	Receiver Type 01	Receiver Type 2	Type 02
Receiver Type 3	03	Receiver Type 4	Alphanumeric
Receiver Type 5	Alpha + Speech	Receiver Type 6	Numeric
Receiver Type 7	Numeric + Speech	Receiver Type 8	Tone
Receiver Type 9	Tone + Speech	Receiver Type 10	
Receiver Type 11		Receiver Type 12	
Receiver Type 13		Receiver Type 14	
Receiver Type 15		Receiver Type 16	
<input type="button" value="OK"/>			
<input type="button" value="Cancel"/>			

1. Select **Configure** menu.
2. Select **Receiver Names**.
3. Click on the required entry field.
4. Amend as required.
5. When finished click on **OK**. The screen will return to the original display.

## B18 SPEAKER VOLUME CONTROL



1. Make a 2-way speech call to establish current volume.
2. Select **C**onfigure menu.
3. Select **S**peaker **V**olume **C**ontrol.
4. Change speaker volume control by clicking on either **Minimum**, **Level 2**, **Level 3** or **Maximum**.
5. When finished click on **OK**. The screen will return to the Speech Call dialogue box.
6. Complete speech call and click on **Cancel**. The screen will return to the original display.

*INTENTIONALLY BLANK*



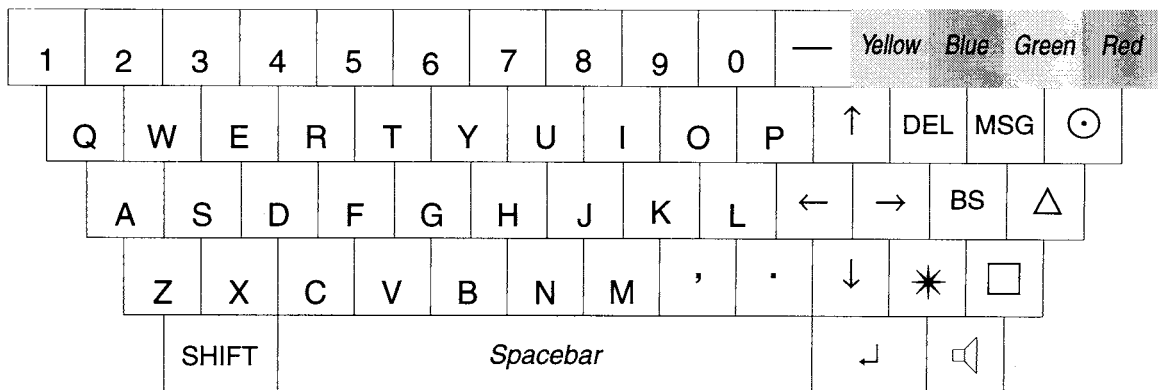
# PART C

## DIRECTORY CONTROL UNIT OPERATION

### INTRODUCTION

The A3MEX Directory Control Unit is an operator input station capable of sending speech, Tone, Numeric and Alphanumeric paging calls. It can also be used to perform system management functions and for control of the system Central Fast Alpha database.

### KEYBOARD LAYOUT



### Control Keys

0 to 9	10 numeric	↑	Go to previous entry
A to Z	26 alpha	↓	Go to next entry
*	Cancel	→	Move right one character
↵	Enter	←	Move left one character
—	Hyphen	Shift →	Move right one word
⊙	Send	Shift ←	Move left one word
□	Send	BS	Backspace and Delete
△	Send	DEL	Delete existing record/ directory entry
Red	Team/Send	MSG	Access pre-programmed messages
Green	Stop Call/Talkthrough Enable	SHIFT	Upper/lower case and second function
Blue	Function (access to memory)		
Yellow	Press for Open Channel Speech		
Spacebar	Space	🔊	Press-to-Talk

All keys, except MSG, DEL, SHIFT, USER and TEAM Send Keys, have an auto-repeat facility if selected by supervisor function 31.

The ↑ and ↓ keys with auto-repeat facility selected enable scrolling through the directory.

**USER SEND KEY CONFIGURATION**

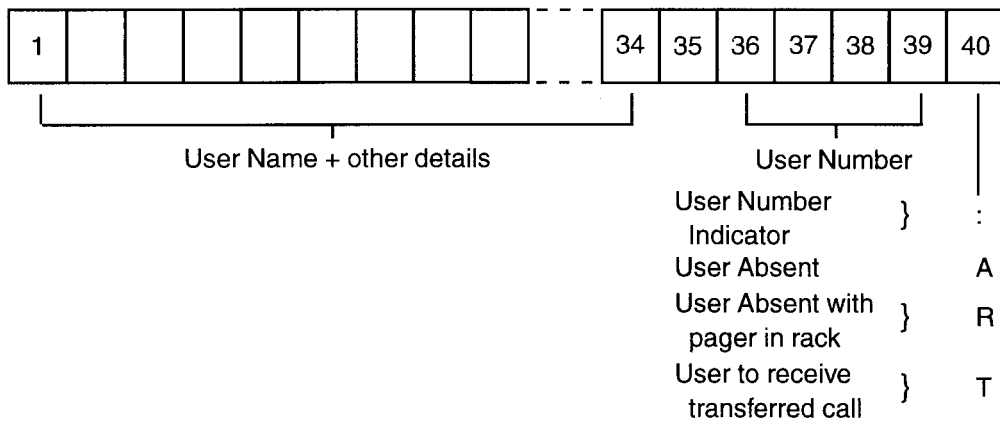
KEY	PRIORITY	BEEP CODE	SPEECH
⊙			
△			
□			

**PASSWORDS**

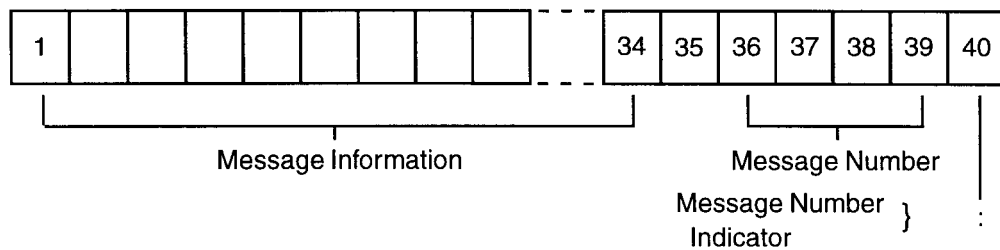
SUPERVISOR'S PASSWORD			
USER RECORD PASSWORD			
TEAM RECORD PASSWORD			
DLC RECORD PASSWORD			

**DIRECTORY DISPLAY (Upper Row)**

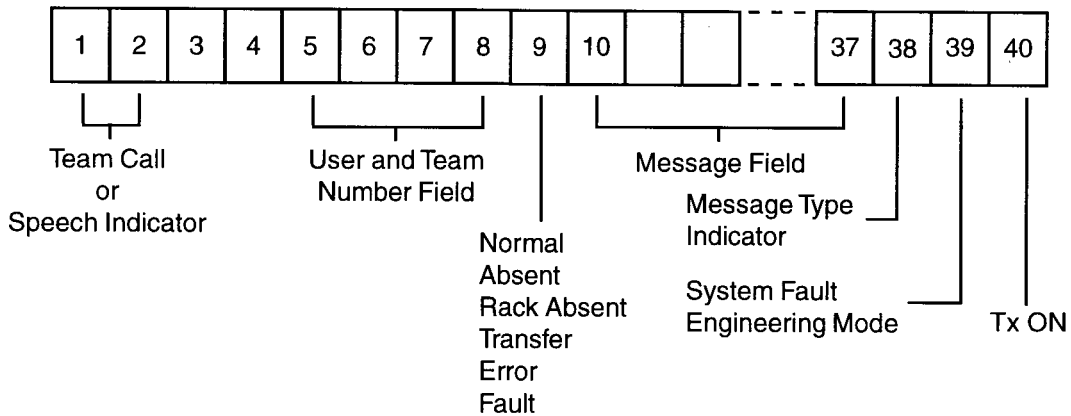
a) When used for user details



b) When used for message information



**PAGING DISPLAY (Lower Row)**



**Positions 1 and 2**

- [ ] - Team call indicators
- @@ - Speech prompt indicators
- U: - User record mode
- T: - Team record mode
- D: - DLC record mode
- C: - System clock mode
- E: - Record error

**Position 9**

- :
- A - User absent
- T - Transferred call
- R - User's pager in absence rack
- E - Entry error
- - In communication with System Master

**Position 38**

- \* - Numeric Message
- % - Alphanumeric Message
- S - Numeric Message + Speech
- @ - Alphanumeric Message + Speech
- Sp - Message to be spoken by the operator following a DLC call. (Appears with the speech prompt tone after the DLC call has been transmitted).

**Position 39**

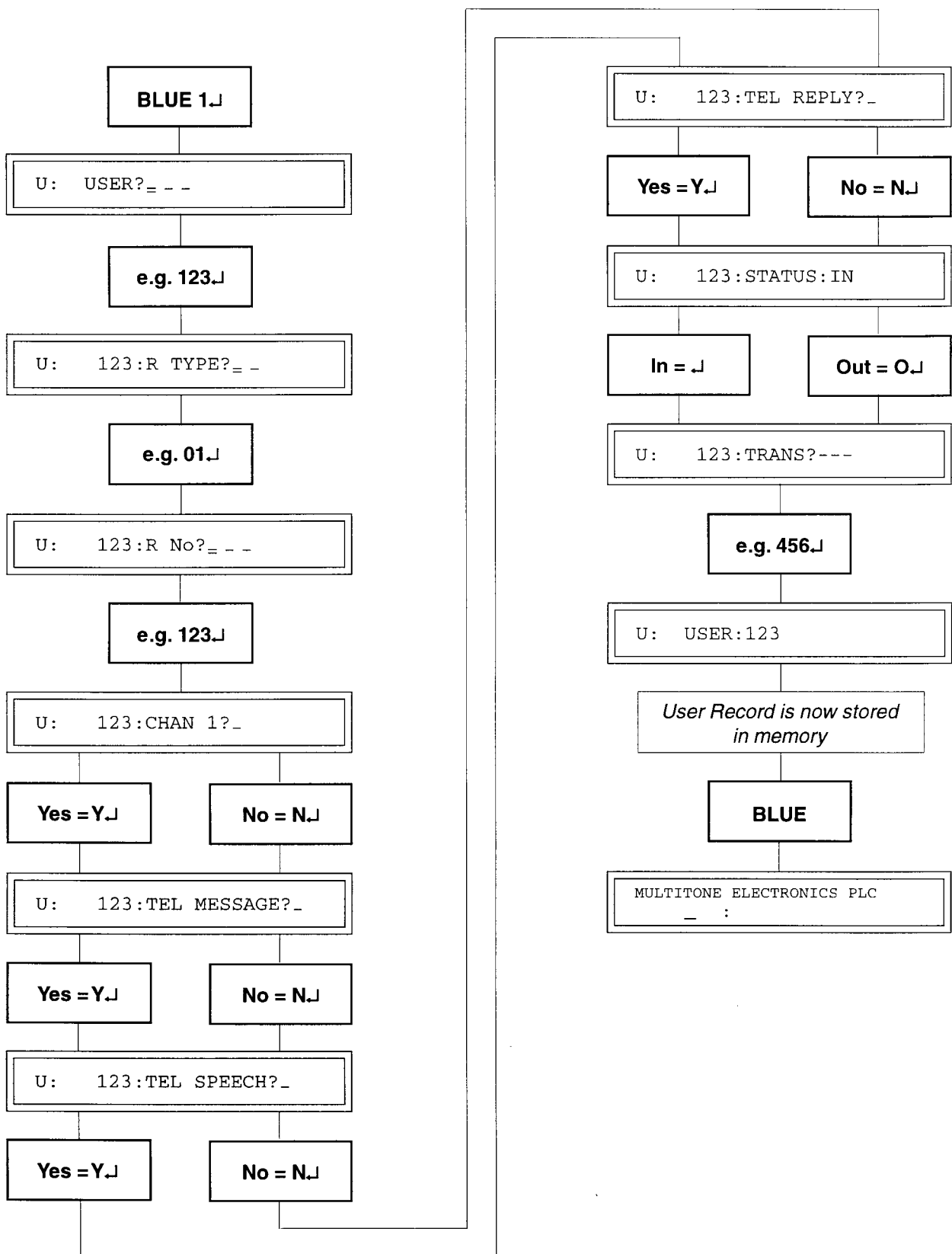
- F - System fault requiring Service Engineer

**NOTE:** This does not mean that calls cannot be sent - merely that one of the modules on the system has failed. All others may be operating correctly.

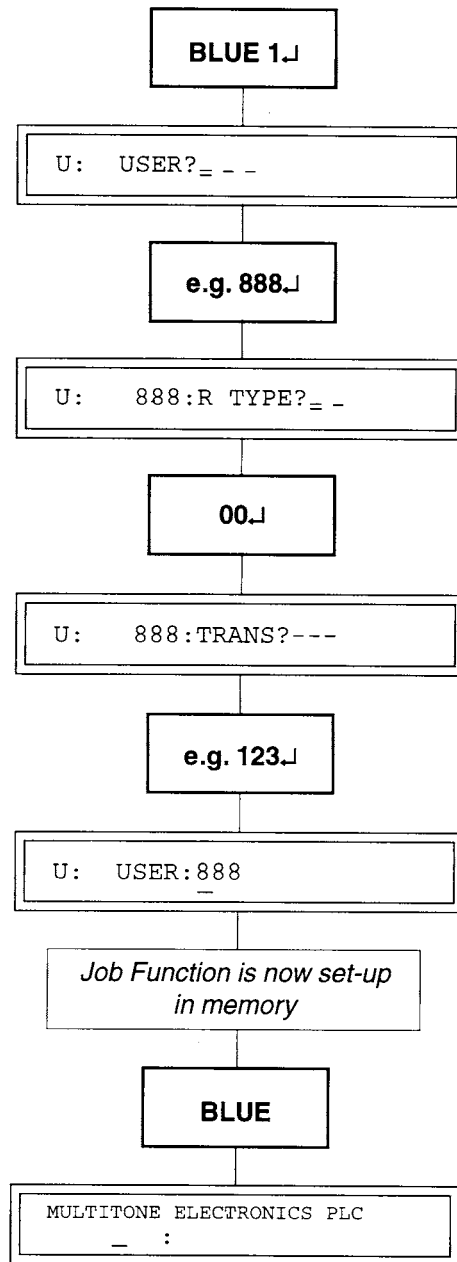
**Position 40**

- - Indicates that one or more system transmitters are in use. This is a normal indication and shows that the system is operating correctly. Calls may still be entered when this indicator is showing.

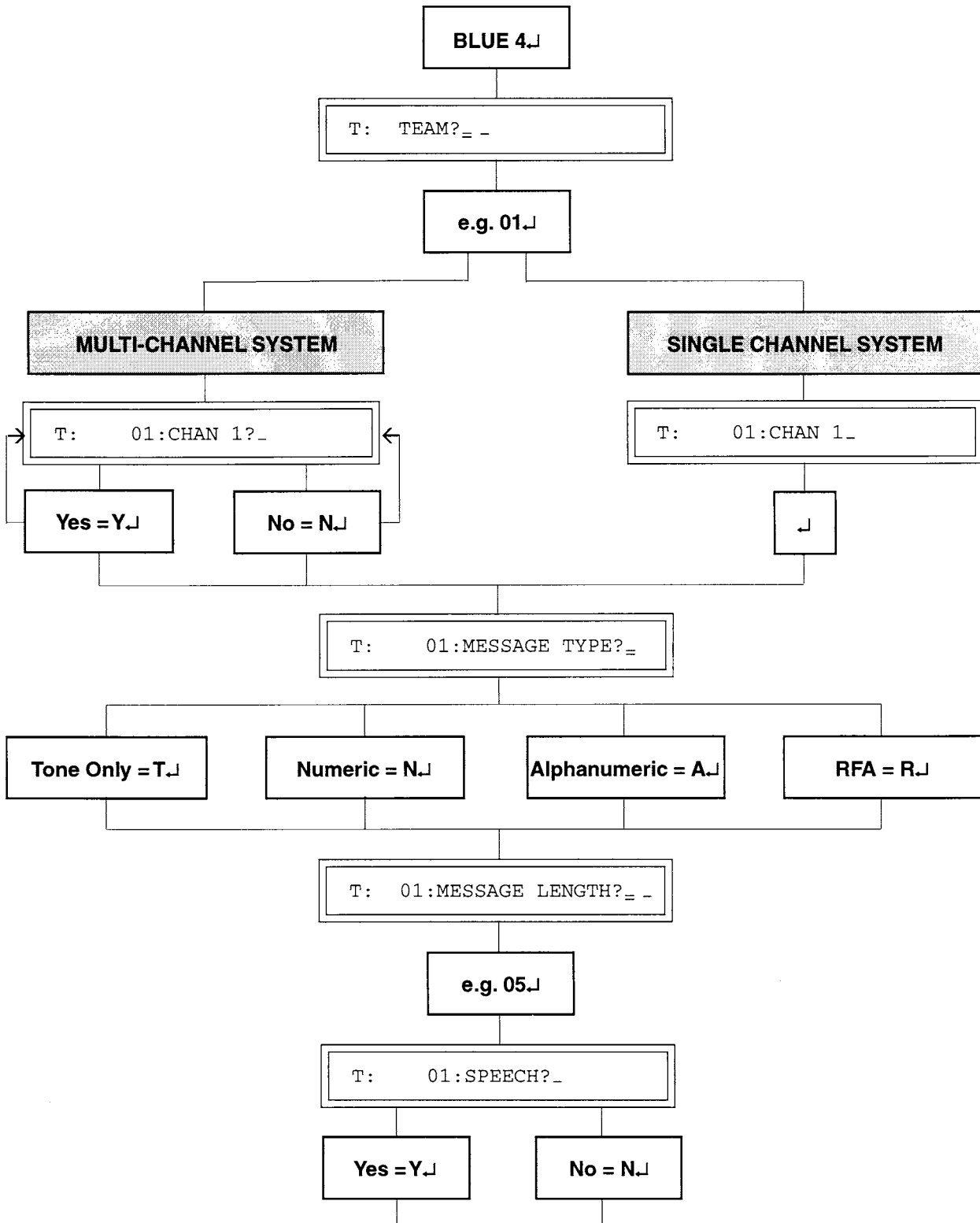
**C1 CREATING A USER RECORD**



## C2 SETTING-UP A JOB FUNCTION

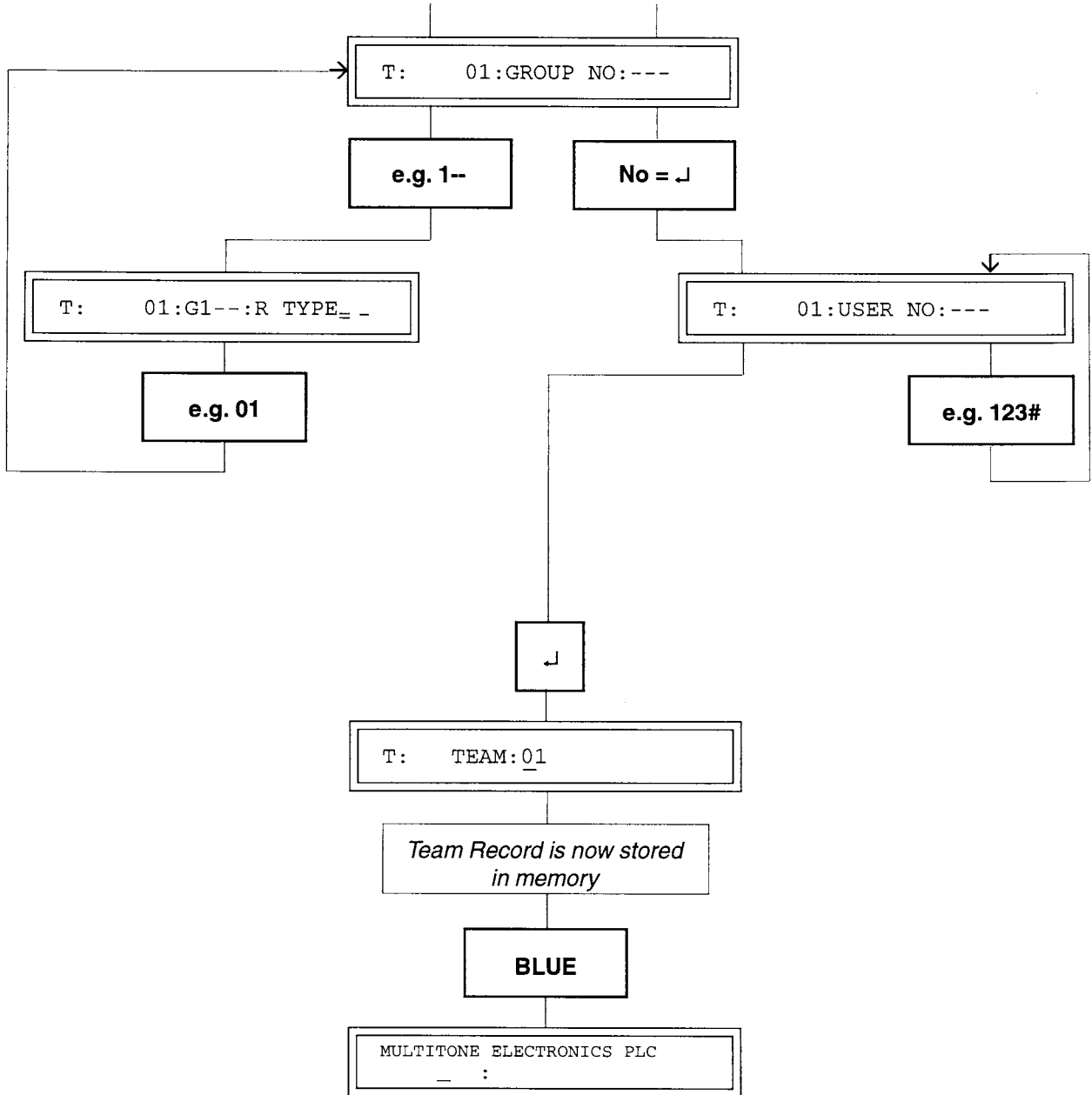


### C3 CREATING A TEAM RECORD

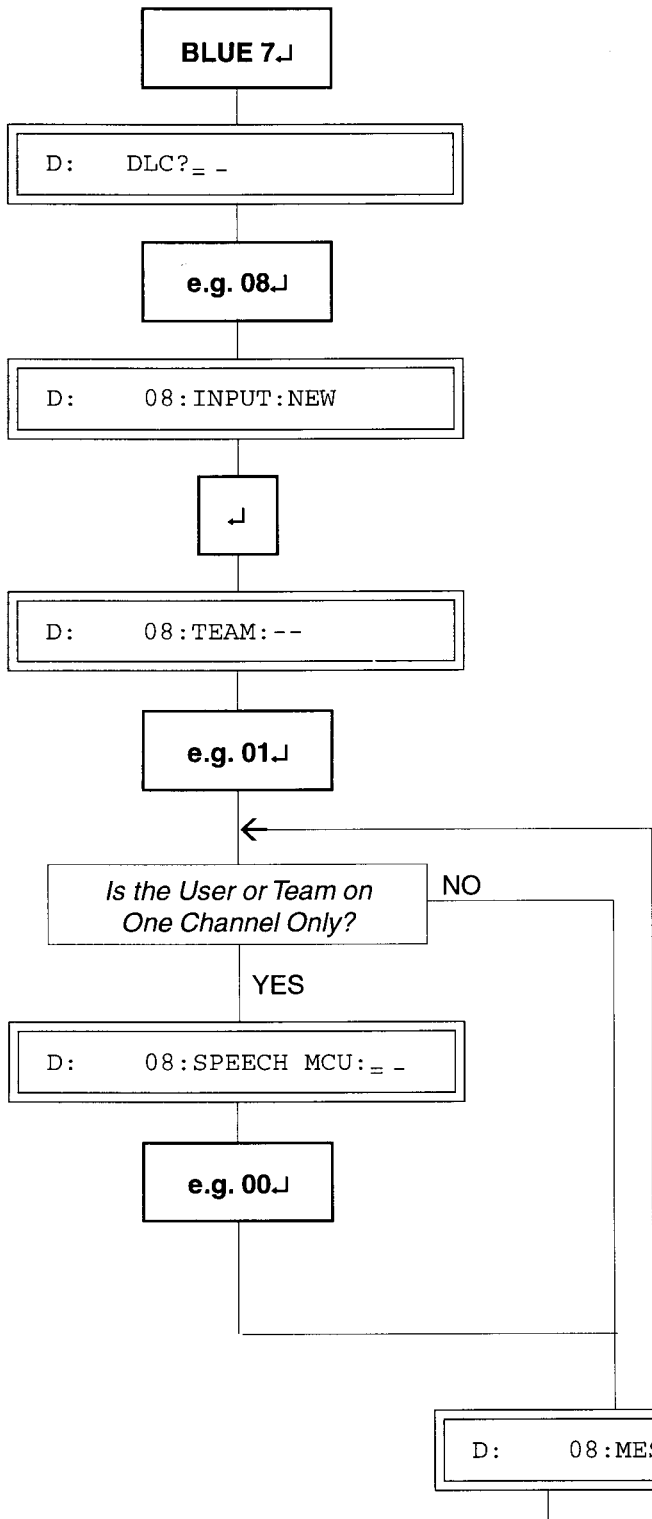


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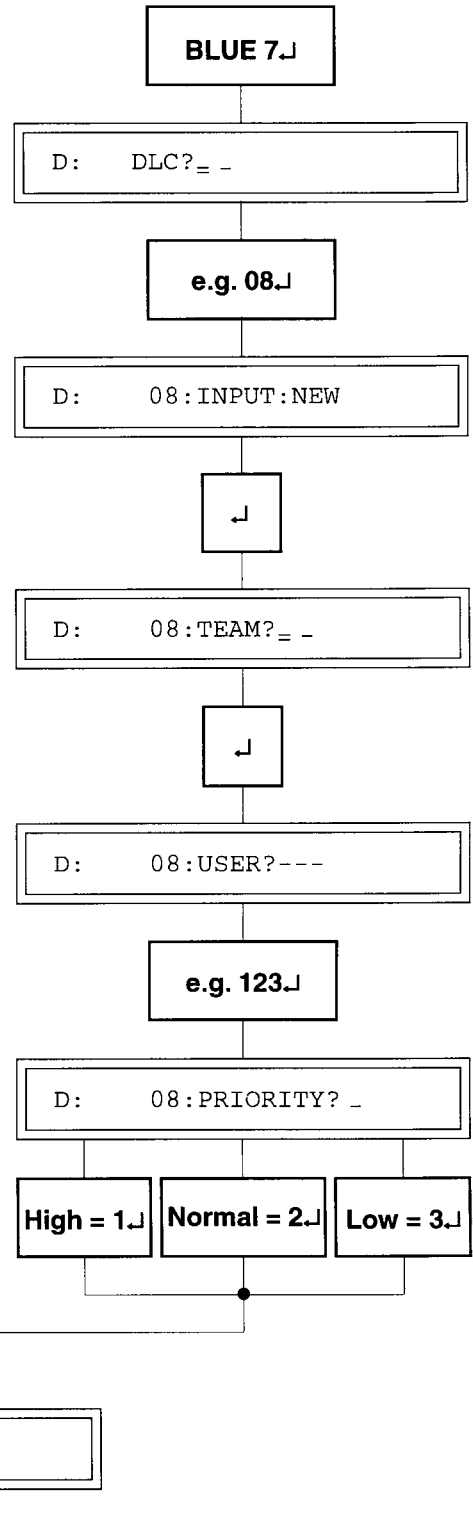
CONTINUED FROM PREVIOUS PAGE



**C4a CREATING A DLC RECORD TO CALL A TEAM**



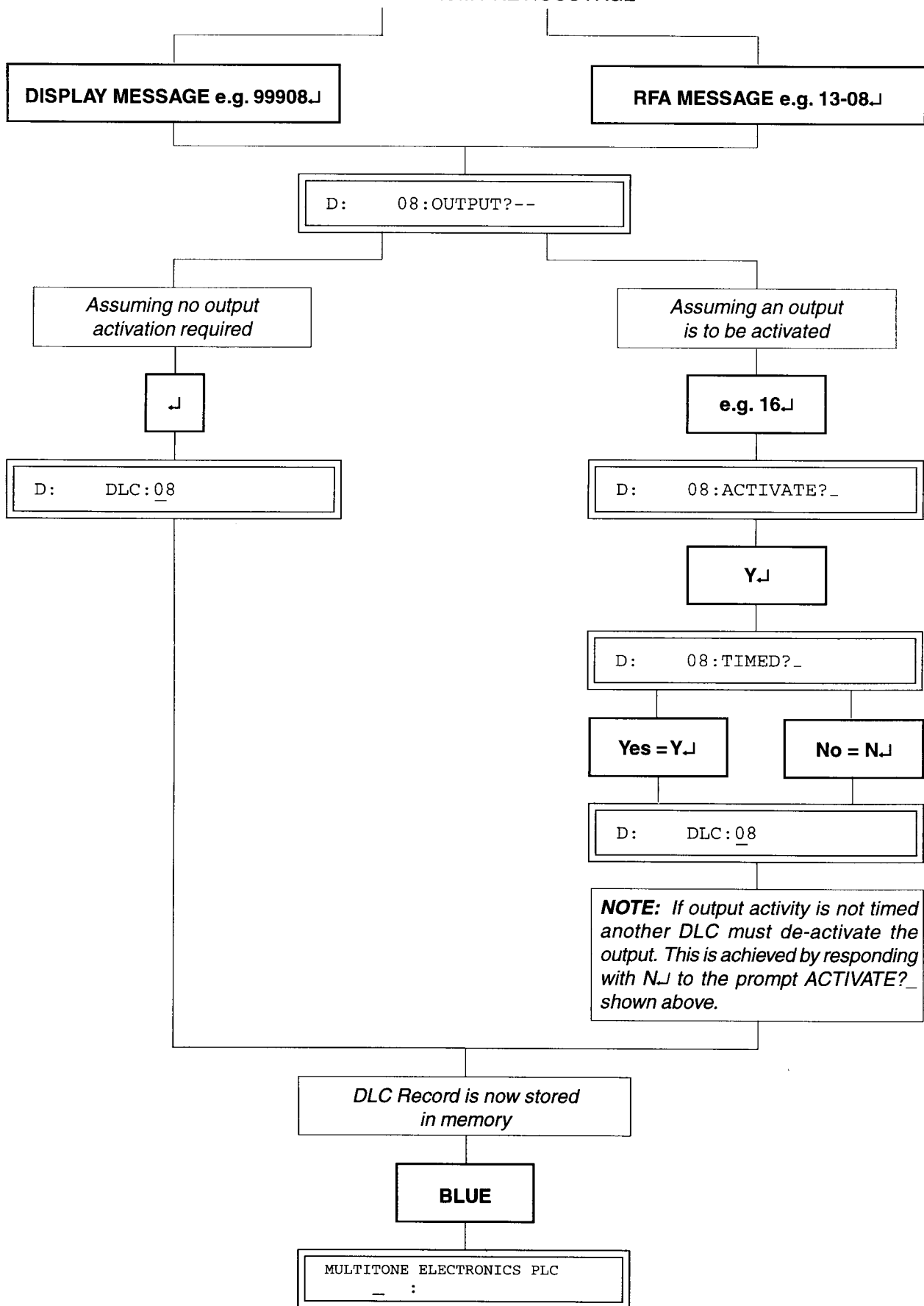
**C4b CREATING A DLC RECORD TO CALL A USER**



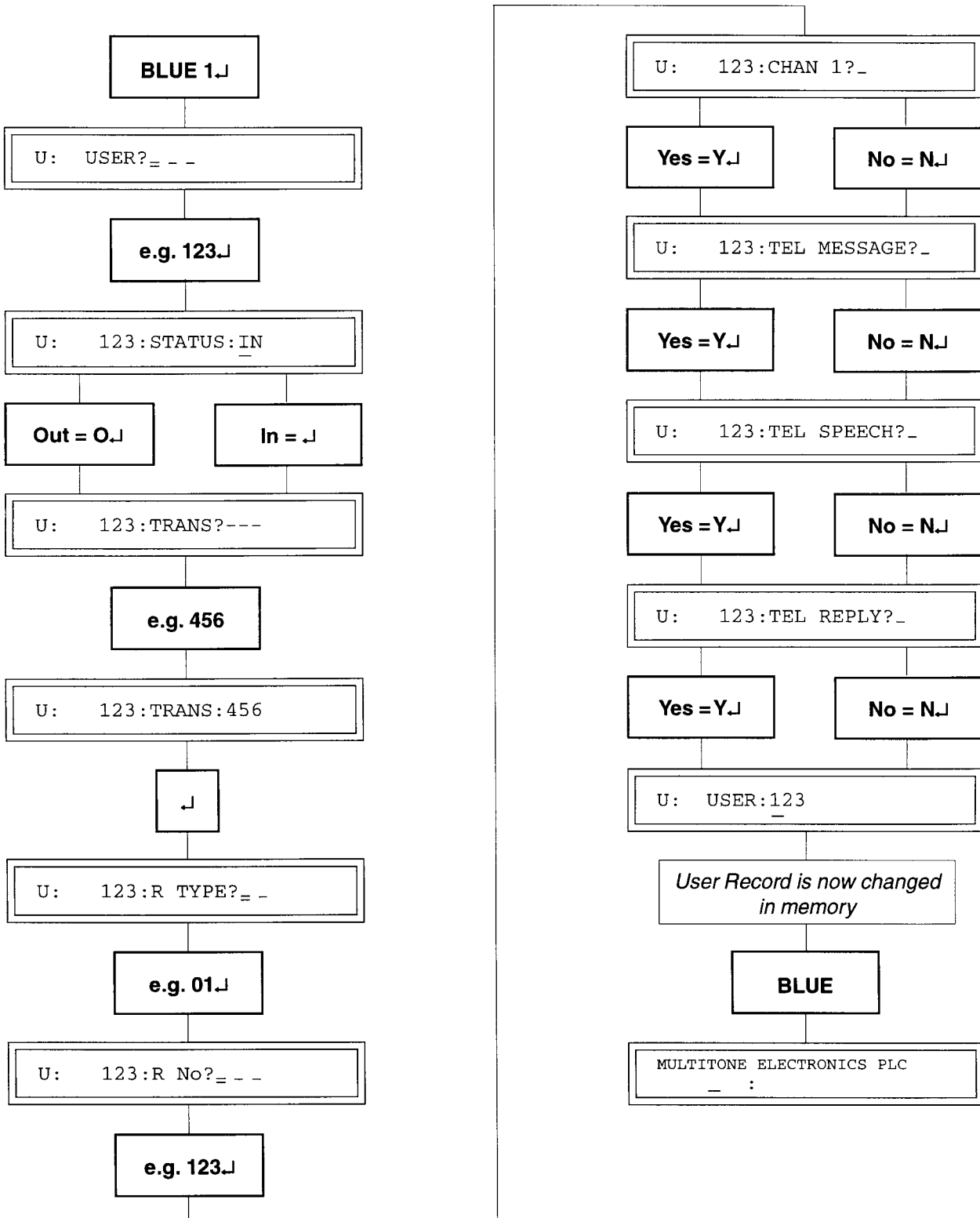
CONTINUED ON NEXT PAGE



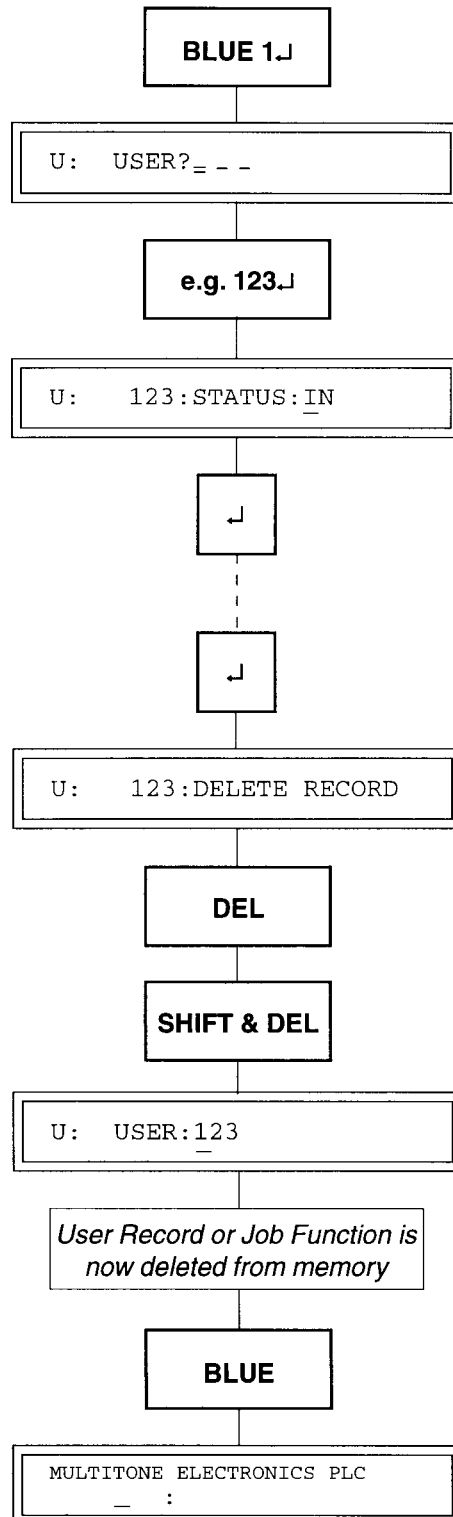
CONTINUED FROM PREVIOUS PAGE



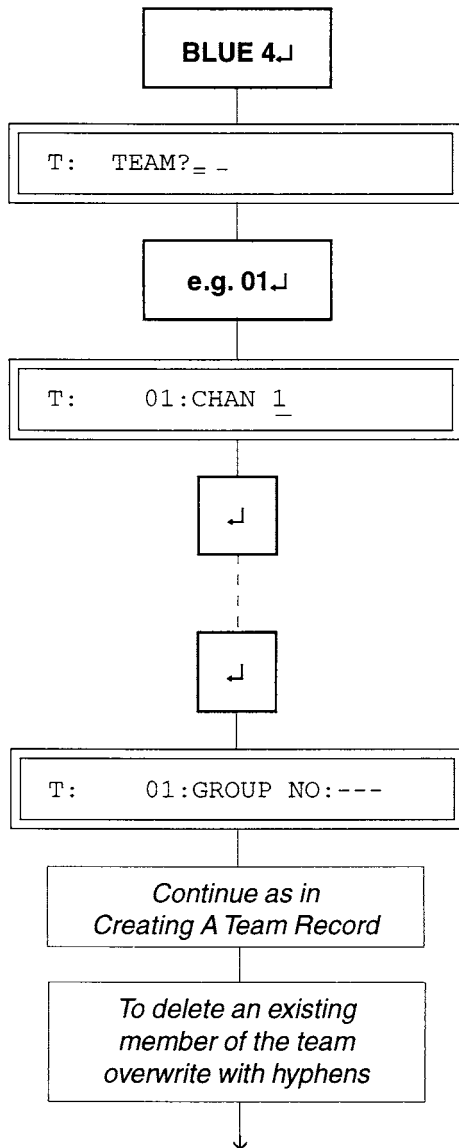
**C5 CHANGING A USER RECORD**



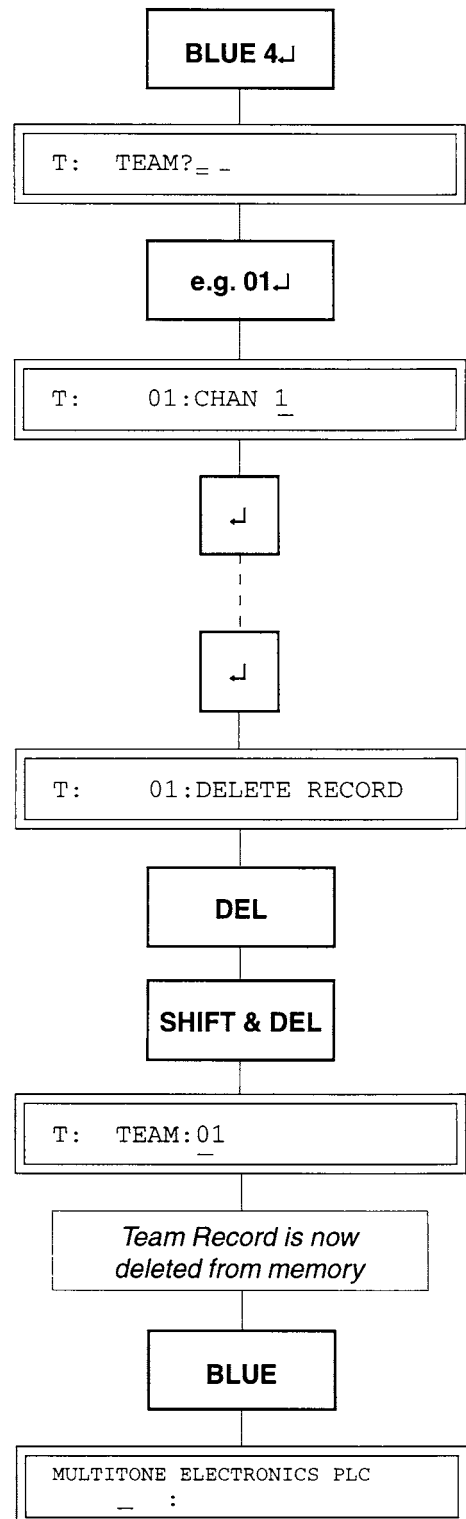
**C6 DELETING A USER RECORD OR JOB FUNCTION**



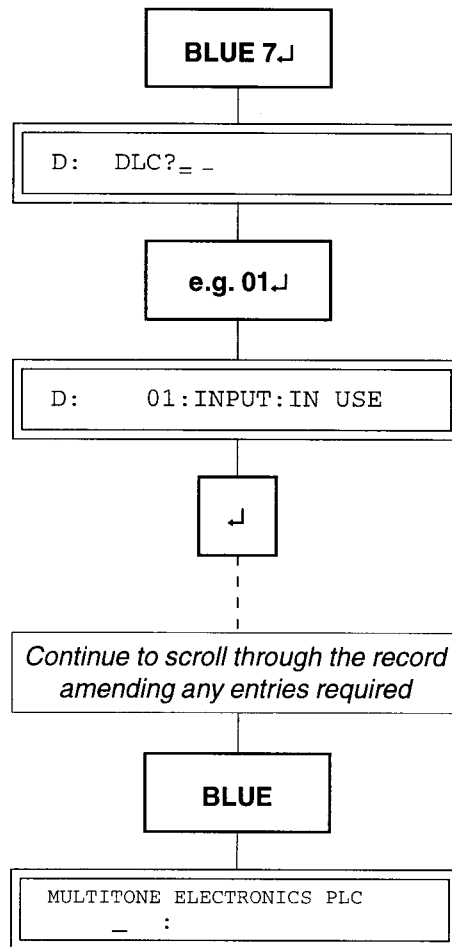
**C7 MODIFYING A TEAM RECORD**



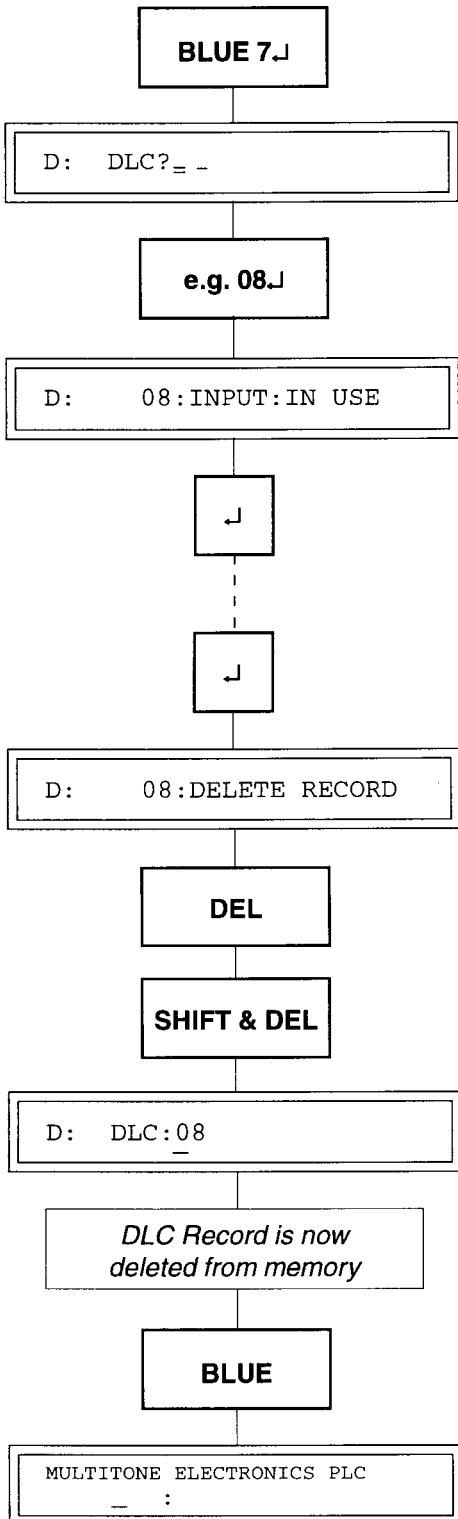
**C8 DELETING A TEAM RECORD**



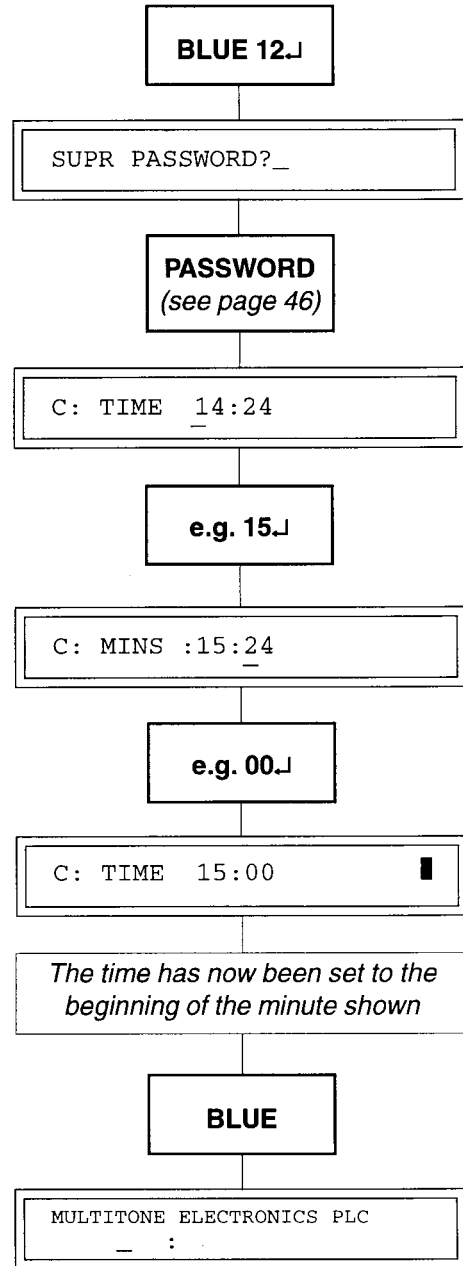
### C9 EXAMINING A DLC RECORD



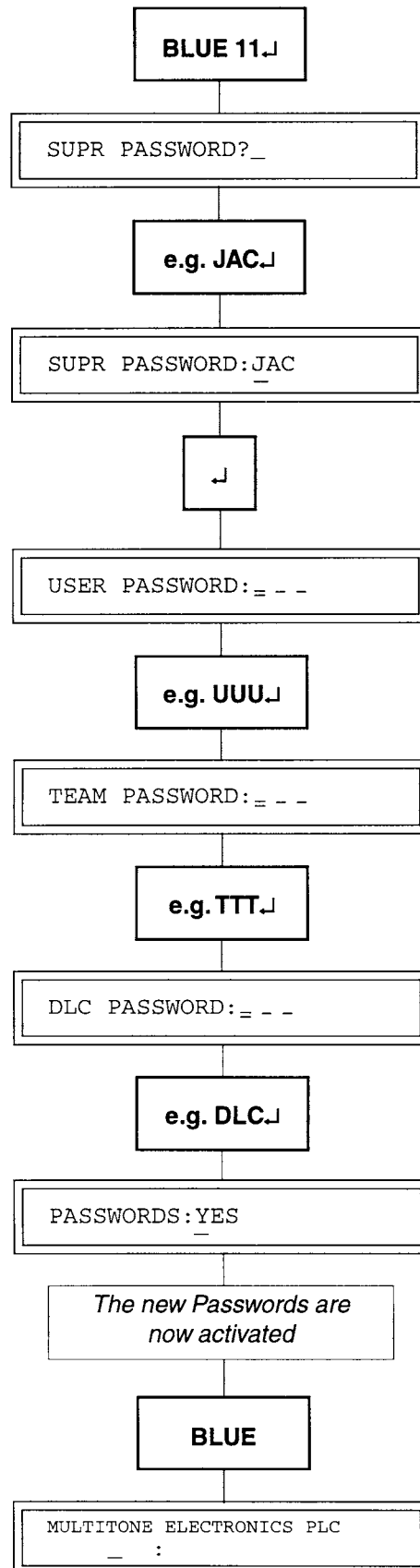
**C10 DELETING A DLC RECORD**



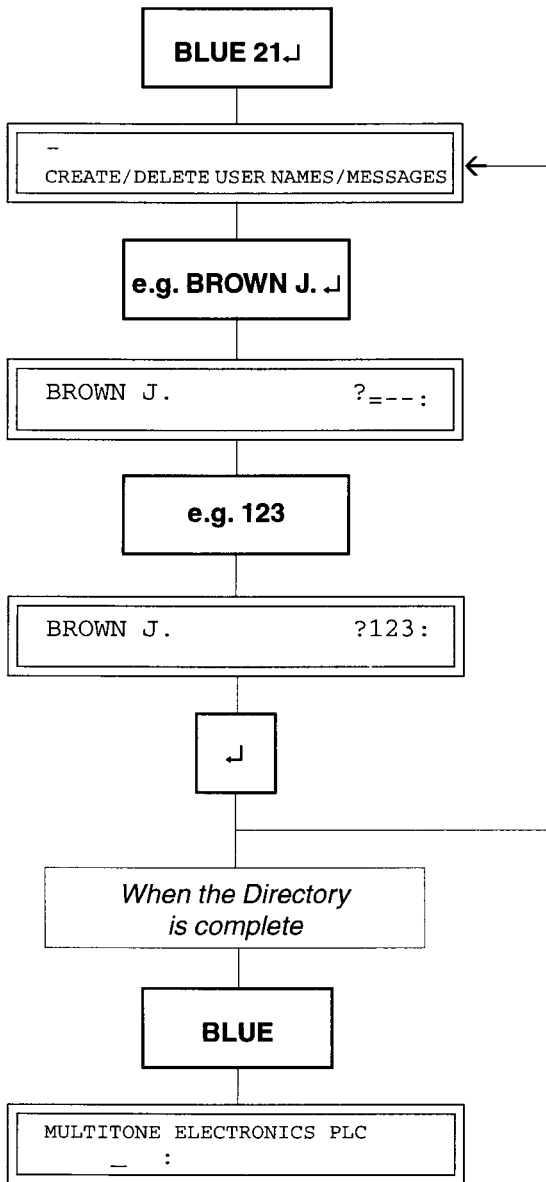
**C11 SETTING THE SYSTEM CLOCK**



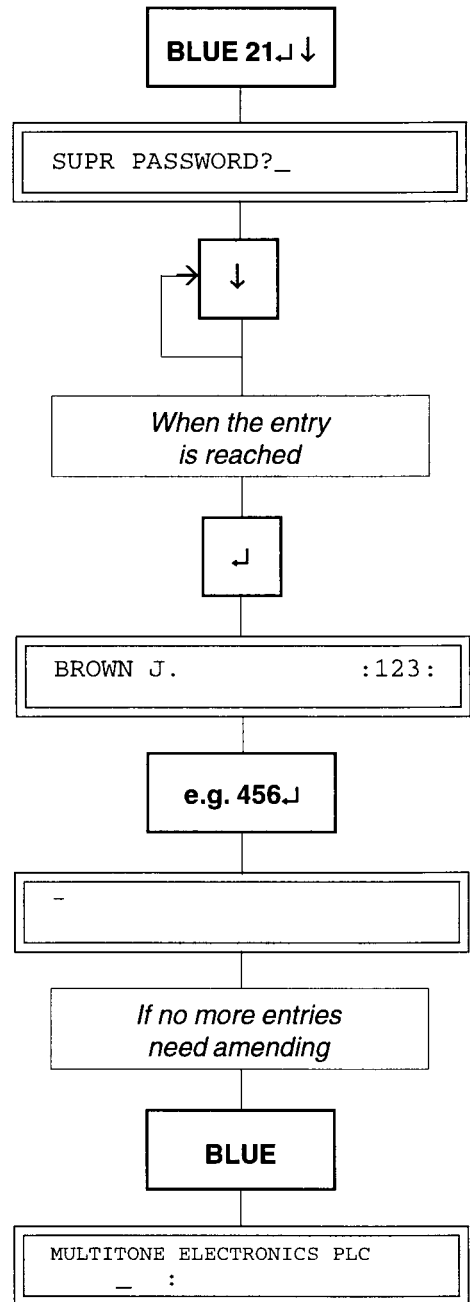
## C12 CHANGING PASSWORDS



**C13 CREATING THE DIRECTORY**

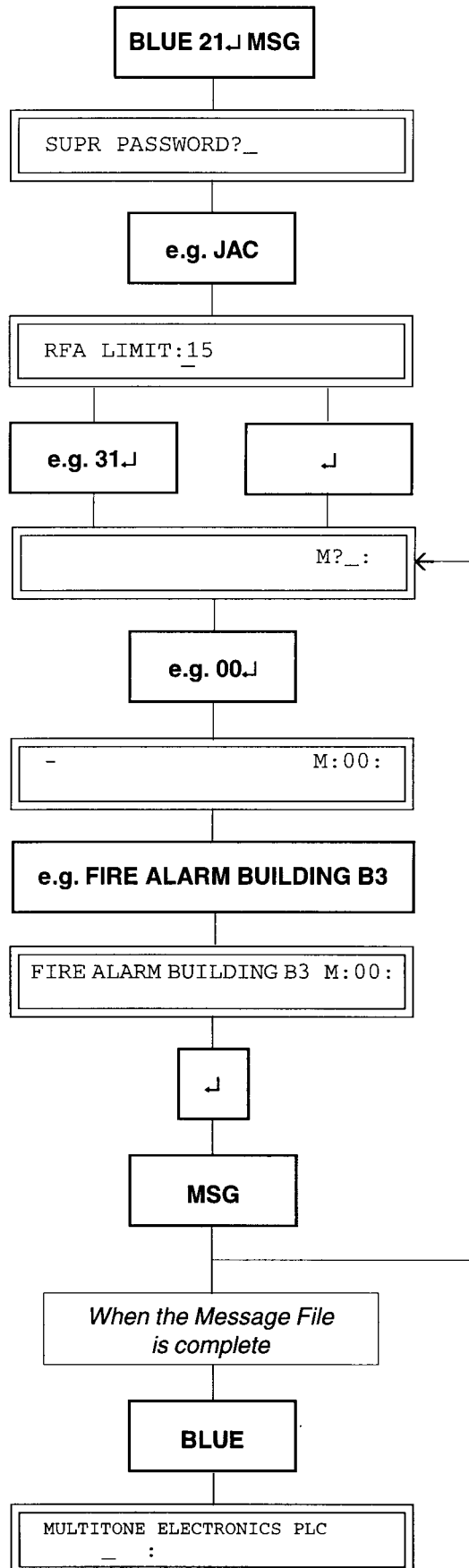


**C14 AMENDING A DIRECTORY ENTRY**

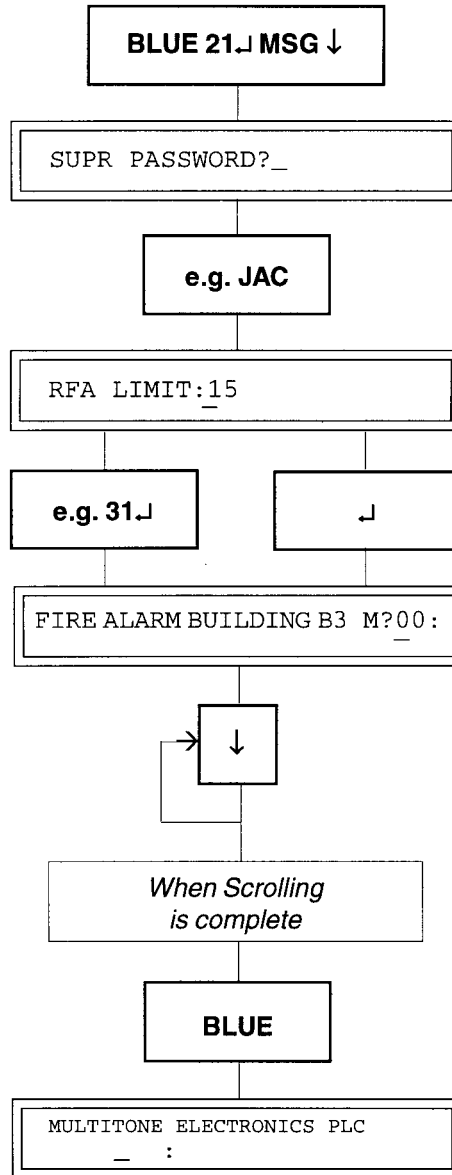




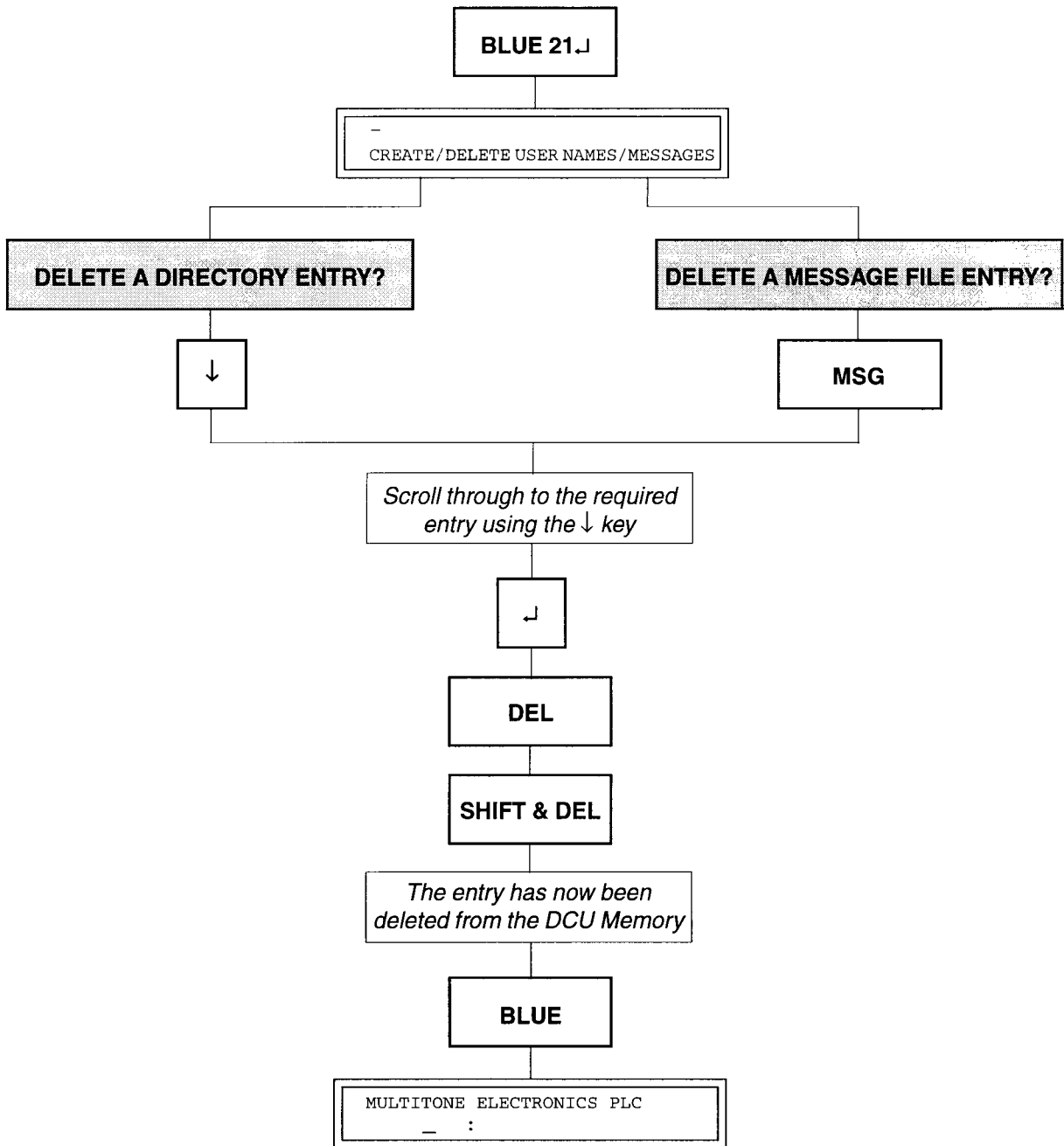
**C15 CREATING ALPHANUMERIC MESSAGES**



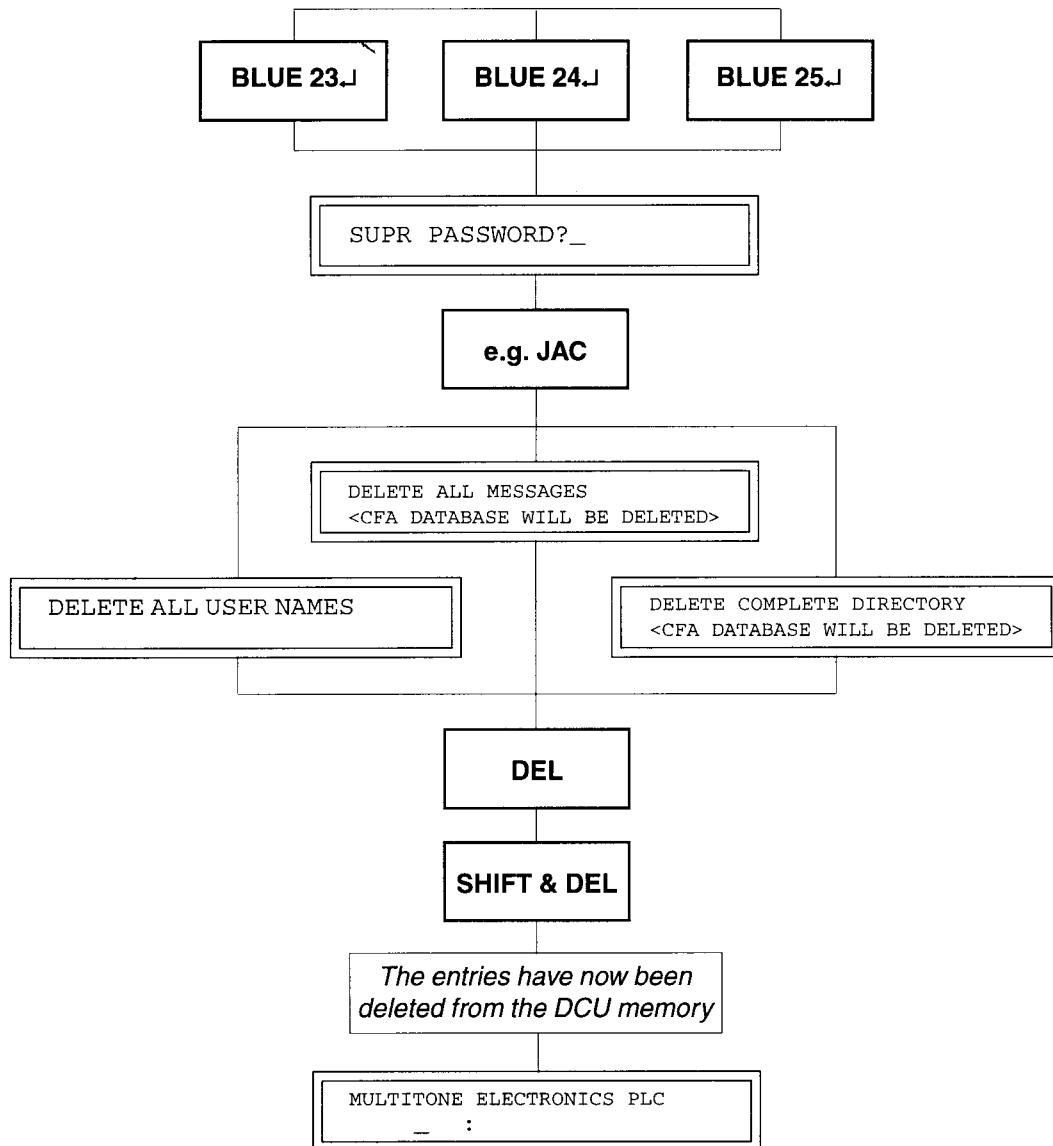
C16 SCROLLING THROUGH THE MESSAGE FILE



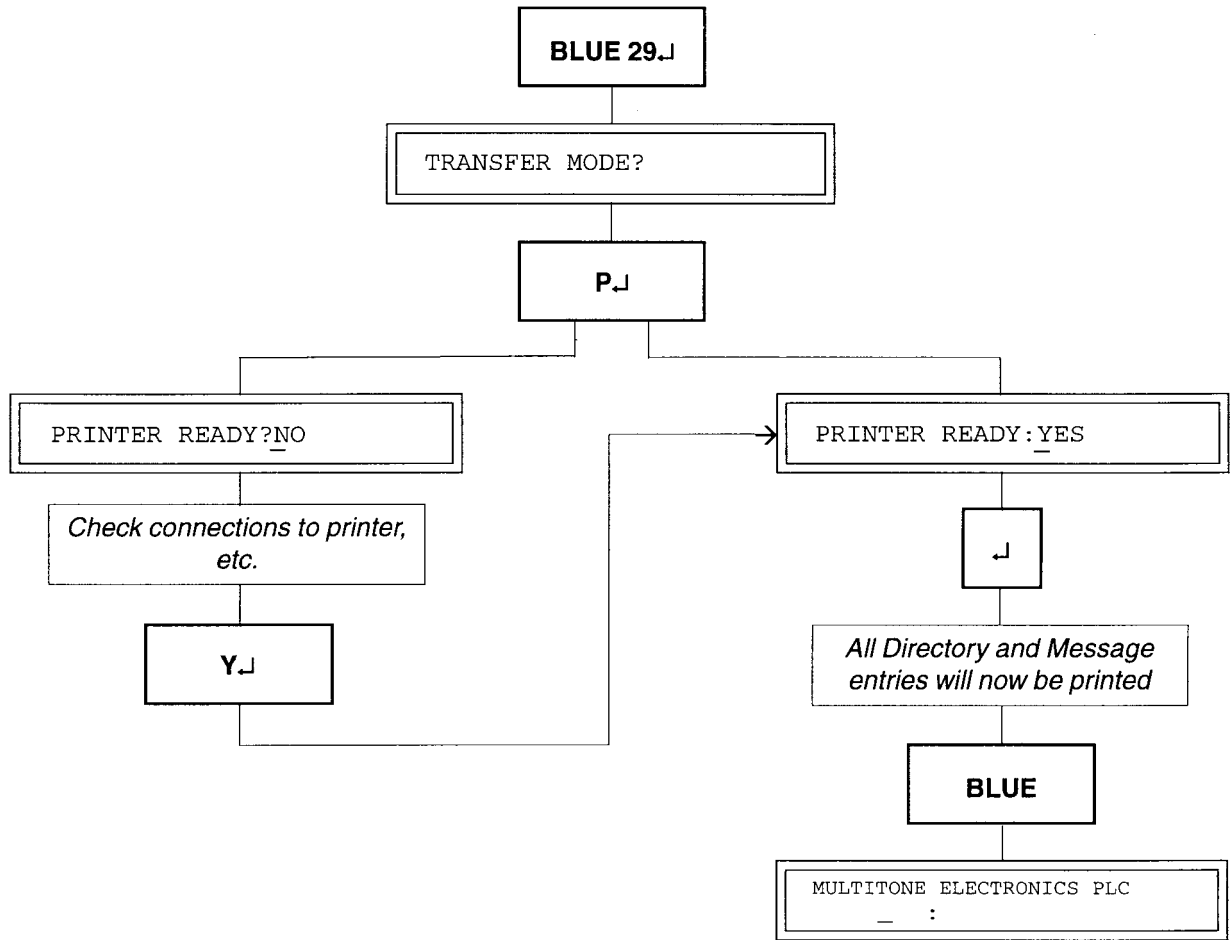
### C17 DELETING AN ENTRY FROM THE DIRECTORY OR MESSAGE FILE



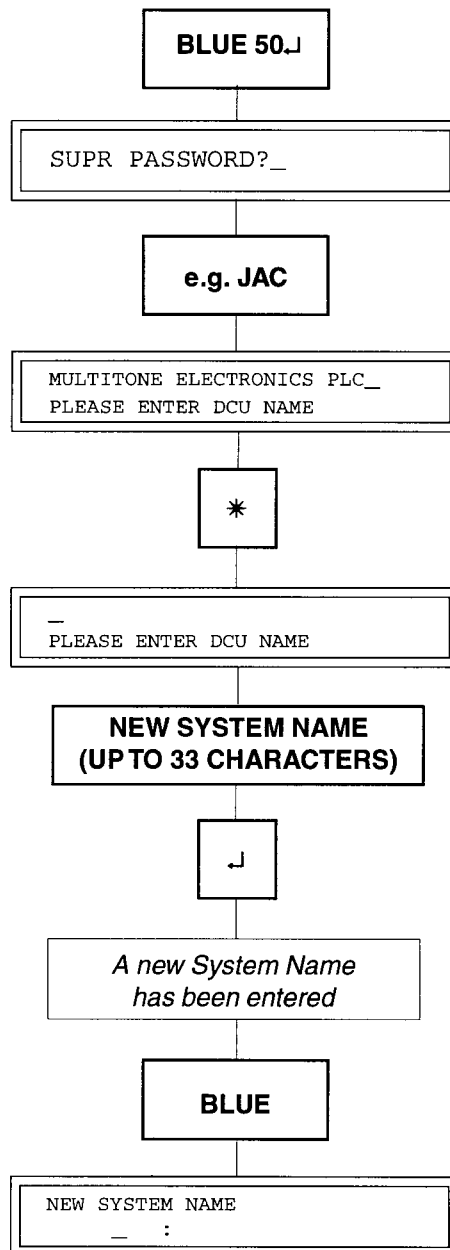
### C18 DELETING ALL USER NAMES OR ALL MESSAGES



### C19 PRINTING THE DIRECTORY



## C20 CHANGING THE SYSTEM NAME ON THE DISPLAY



# PART D

## CALL LOGGER OPERATION

### INTRODUCTION

The C3LA logger module for the Access 1000/Access 3000 Paging System not only provides a hardcopy printout of all paging calls made by the system, but is capable of printing the following management reports:

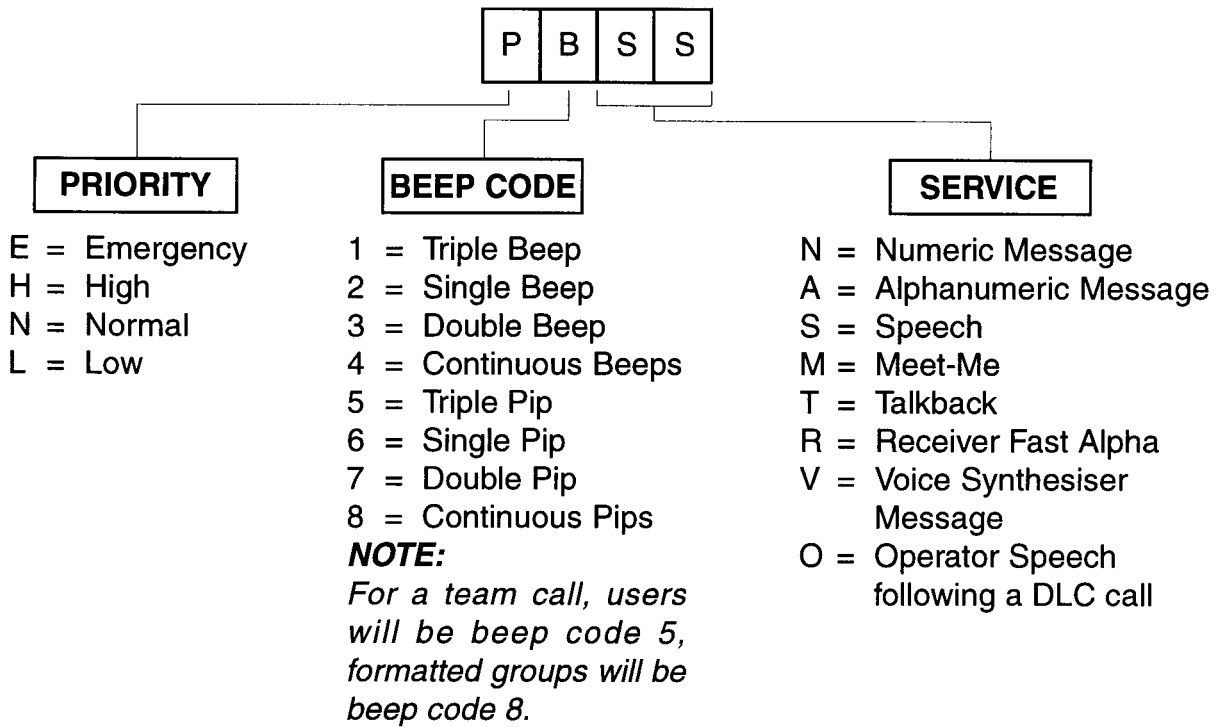
- a) Transferred Records.
- b) User Records.
- c) Team Records.
- d) Absent Users.
- e) CFA Messages.
- f) DLC Records.
- g) Dialout Users and Services.

### CALL LOGGING FORMAT

Each call will contain the following fields in its printout:

Time	24-hour clock in hours, minutes and seconds indicating the time the call was logged.
Source	If a label has been assigned to the source of the call it will be printed, otherwise the source number will be printed.
DLC No.	If the call originated from a Direct Line Connection input the DLC record number will be printed, otherwise this field will be left blank.
Team No. ) User No. )	When a team call is transmitted each member of the team logged as a separate entry on the log. For formatted groups the USER No. field will be left blank.
Receiver No.	The last three digits are the receiver number as entered into the user record. For formatted groups a hyphen is entered into the team record for a team of 10, or two hyphens for a team of 100.
Receiver Type	As entered into the team or user record.
Channel No.	Calls transmitted on more than one channel are treated as separate calls and are logged individually.

Call Type A 4-character field made up as follows:



Speech Begins Time of the speech prompt in minutes and seconds.

Message Up to 60 alphanumeric characters, over-flowing on to the next line, if necessary.

**FORMAT OF PRINTED USER RECORDS**

```

Date: 09 September 91
Time: 14.21

User| Receiver |Receiver|Telephone|Chan(s) |Transfer|Status|Usage|
No  |No   Type|Services|Services |         |        |      |     |
0001 0001001 01 NS      NSM      12345678 0123      IN      TX
    
```

**SERVICES**

A = Alphanumeric  
M = Meet-Me  
N = Numeric  
R = Receiver Fast Alpha  
S = Speech  
T = Talkback  
V = Numeric Annunciator (Voice Synthesiser)

**USAGE**

D = Used in a DLC record  
T = Member of a Team  
X = Named as a Transfer No. in another User's record



## D1 PRINTING REPORTS

Enter BLUE 60#.

**NOTE:** On a Directory Control Unit the ↵ key replaces the # key and the Supervisor's Password will need to be entered before proceeding.

On a system with Call Logger and Wide Area Dialout facilities (see Part E), the display will show:

L: LOGGER Y/N: _
------------------

Enter 1# to display the first task. Repeating # will scroll through the tasks in the following order:

PRINT - TIME - DATE - FILTER - CONFIGURE - LABEL.

The LABEL task can only be set on a Directory Control Unit.

The first task you will be offered is to instruct the Call Logger to start or stop printing a report. The display will show:

L: PRINT Y/N: _
-----------------

Enter 1# to select a report. The display will show:

L: TRANSFS Y/N: _
-------------------

Enter 1# for a report of all users with transfers and their associated absence status. Otherwise enter # and the display will show:

L: USERS Y/N: _
-----------------

Enter 1# for a report of all valid user records. Otherwise enter # and the display will show:

L: TEAMS Y/N: _
-----------------

Enter 1# for a report of all valid team records. Otherwise enter # and the display will show:

L: ABSENT Y/N: _
------------------

Enter 1# for a report of all absent users and final transfers. Otherwise enter # and the display will show:

L: CFA MSG Y/N: _
-------------------

*Supervisor's Handbook Part D: Call Logger*

Enter 1# for a report of all Central Fast Alpha messages. Otherwise enter # and the display will show:

L: DLCS Y/N: _
----------------

Enter 1# for a report of all DLC records. Otherwise enter # and the display will show:

L: DIALOUT Y/N: _
-------------------

Enter 1# for a report of all dialout users and services. Otherwise enter # to exit the printing task.

**NOTE:** *If a report is being printed when the print task is entered the first prompt will be:*

L: ABORT Y/N: _
-----------------

*Enter 1# if you wish to stop printing the report.*

## D2 SETTING THE CALL LOGGER TIME

Scroll through the menu until the display shows:

L: TIME Y/N: \_

If you wish to check or alter the time enter 1#. If the current time is, for example, 11:45, the display will show:

L: HOUR 11: \_

Enter the new hour followed by #, or enter # to make no change. The display will show:

L: MINS 45: \_

Enter the new minutes followed by #, or enter # to make no change.

**NOTE:** *If printing is in progress, changing the time will be recorded on the printout.*

### D3 SETTING THE DATE

Scroll through the menu until the display shows:

L: DATE Y/N: \_

If you wish to check or alter the date enter 1#. If the current time is, for example, 31 MAY 1992, the display will show:

L: YEAR 92: \_

Enter the new year followed by #, or enter # to make no change. The display will show:

L: MONTH 05: \_

Enter the new month followed by #, or enter # to make no change. The display will show:

L: DAY 31: \_

Enter the new day followed by #, or enter # to make no change.

**NOTE:** *If printing is in progress and the date is changed, printing will commence on a new page with a record of the change of date.*

## D4 FILTERING CALLS BEING LOGGED

If you wish to limit the calls being logged to certain levels of priority (known as 'filtering'), scroll through the menu until the display shows:

L: FILTER Y/N: \_

If you wish to check or alter the current state, enter 1#. If the current state is, for example, Low NO, Normal YES, High NO, Emergency YES, the display will initially show:

L: LOW Y/N N: \_

Enter 1# for YES, or enter # to make no change. The display will show:

L: NORM Y/N Y: \_

Enter 0# for NO, or enter # to make no change. The display will show:

L: HIGH Y/N N: \_

Enter 1# for YES, or enter # to make no change. The display will show:

L: EMGY Y/N N: \_

Enter 0# for NO, or enter # to make no change.

The next task (Configuration) is reserved for the Service Engineer and should be bypassed by the Supervisor by entering #.

At this point a Local Control Unit will revert to the first task. To exit the Supervisor's tasks enter\*.

## D5 SETTING THE LABELS FOR SOURCES OF CALLS

On a Directory Control Unit, the last task is to set the labels to be used to identify the sources of all paging calls being logged. Each label can contain a maximum of ten alphanumeric characters and spaces. The display will show:

```
L: LABEL Y/N: _
```

If you wish to check or alter any of the labels enter 1#. The display will show:

```
L: INPUT (0-31): _
```

Enter the number of the source you wish to check or alter, e.g. if source No. 3 has not been assigned a label the display will show:

```
L: 3:SOURCE 3: _
```

You can change this label so that the display shows, for example:

```
L: 3:SOURCE 3:RECEPTION
```

Then enter # and the display will revert to:

```
L: INPUT (0-31): _
```

To exit the Supervisor's tasks enter \*.

# PART E

## WIDE AREA DIALOUT OPERATION

### INTRODUCTION

The C3GC dialout functions are accessed from the Management Terminal software when a Management Terminal is part of the system. On a system without a Management Terminal the dialout module is set up from Function 60.

### Non-Management Terminal System

Enter BLUE 60#.

**NOTE:** On a Directory Control Unit the ↵ key replaced the # key and the Supervisor's Password will need to be entered before proceeding.

If the system has both Call Logger and Dialout, the following is displayed:

```
L:  LOGGER Y/N:_
```

Enter # and the following is displayed:

```
L:  REMOTE Y/N:_
```

This is also shown immediately if there is no call logger on the system.

Entering 1# will enter the cycle of three dialout settings:

USERS - LINK/IN - SERVICE

Enter # until the one required is displayed, then enter 1#.

Link/In and Service are the incoming and outgoing parameters that are changed by an engineer. The Users database is used for editing the user and team records for wide area calls (see E1 Wide Area User Database).

### Management Terminal System

The dialout module is set up by entering the Output Channel configuration under the Configuration Menu.

## E1 WIDE AREA USER DATABASE

Having selected Users the display will show:

```
L: USER NO: _
```

Key in the User number of this system and enter #. The display will show:

```
L: ID: _
```

Key in the User Identification on the remote system and enter #. The display will show:

```
L: SERVICE: _
```

Key in the Service number that is used in the dialout configuration and enter #. The display will show:

```
L: USER NO: _
```

The database can hold 300 users. If it is full and attempts are made to input a new number, the display will show:

```
L: NO SPACE
```

If the user number entered exists the display will show the User Identification and Service numbers associated with it, e.g:

```
L: ID:123456: _  
#  
L: SERVICE:01: _
```

These can be edited prior to entering #. If no edits are made the display will show:

```
L: DELETE Y/N: _
```

Enter 1 to delete, enter 0 to retain the record.



# **PART F**

## **MANAGEMENT TERMINAL OPERATION**

### **INTRODUCTION**

The C3CB Management Terminal is a PC based management facility which allows on or off line editing of the Access 3000 paging database. It also offers a quick and easy method to change a user's pager, statistical information on pager usage and printout facilities for all the Access 3000 database records.

### **SYSTEM REQUIREMENTS**

In order to run the Management Terminal facilities, an interface card and appropriate system software must be installed on the Access 3000 system by a Multitone trained engineer.

The Management Terminal software supplied runs on an IBM PC or 100% compatible computer with a minimum of one serial port. Minimum memory requirements are 640k and a 20 Megabyte hard disk is required.

### **INSTALLATION**

The PC software will be installed on the computer by the Multitone engineer using an installation program. The installation procedure will ensure that the software is installed correctly on the computer's hard disk. The hardware connections between the PC and the Access 3000 will also be made by the Multitone engineer.

### **STARTING THE PROGRAM**

After switching on the computer, simply type "MTERM" at the "C:\>" prompt to start the program.

No other commands will be required if the software has been correctly installed using the installation program.

### **USING THE PROGRAM**

#### **Help Screens**

Context sensitive help is available throughout the program by pressing "F1". The help information will automatically be relevant to the screen in which you are working. Also available is an introduction to the Access 1000/3000 system and a glossary of terms.

#### **Assist Line**

At the bottom of every program screen is a two line assist window. This window provides information on valid key strokes you may make and their functions. The window may also provide a brief description of the function of the screen you are working in.

## **PROGRAM DESCRIPTION**

On entry to the program a copyright statement is displayed. This statement is acknowledged and cleared by pressing the "Enter" key.

### **Main Menu**

The main program menu screen is then displayed.

A brief description of the functions available from the program follows:

a) **View/Edit Paging System Records**

This option allows the paging system user, team, Direct Line Contact, Central Fast Alpha records and User Sets to be viewed and amended. It also allows absent users and transfers and team members to be seen at a glance.

b) **Replace Pager**

This option enables the changes required to the system database when a user is given a replacement pager, to be done quickly and easily.

c) **Paging Menu**

Non-speech user and team paging is available using a page by name database.

d) **Supervisor Menu**

Various functions for use by the system supervisor are available, including backup and restore of the system database, new record creation, page by name database management, view system configuration, setting system time and date and Print Menu - see (h).

e) **Traffic and Statistics Menu**

Individual pager and system input device usage over time along with real time system traffic and archived files may be viewed.

f) **Configuration Menu**

This option is used to configure the Management Terminal program and Access 3000. It will be used by the Multitone engineer at the time of installation.

g) **Data Maintenance Menu**

This option is used to archive or delete various data files.

h) **Print Menu**

This option allows printouts of all system records to be taken.

## **SETS**

The C3CB Management Terminal facilities also enable a different way of calling a group of users called Sets.

A Set is a collection of users who are paged as a programmed group but whose individual transfer is honoured when paged as part of that group. A Set can also be manually registered "IN" or "OUT".

The LCU and DCU send keys define beep code and priority when paging a Set and the Red team call key is not used. Telephone and DLC operation is identical to that for a user.

Users are entered into a Set by their user number. A Set will be allotted within the user record database and each defined Set will be allocated one user record.

The type of call sent to a Set is always of the lowest receiver message type for the users contained within the group. The call type is determined at the time of paging the group and not when the group is programmed into the database. Paging of a Set is performed as if it were a standard user. Calls to the Sets can be of low, medium or high priority enabling a page by function facility. Beep code together with priority is determined at initialisation of the system.

A Set cannot be included in a programmed or format team, but a Set may be contained within another Set.

When paging a Set from a telephone device, the telephone paging services offered will not depend on the telephone services of each of the set members. Users whose records have deliberately set up to exclude certain telephone services, can be paged with these services from a telephone, when in a team or Set.

### **CONNECTION TO THE ACCESS 3000**

The computer used need not be dedicated as an Access 3000 Management Terminal as long as continuous statistical data is not required to be gathered. If continuous statistical data is required, the computer must be connected to the Access 3000 and running the Management Terminal program at all times.

### **Database Editing**

A duplicate system database is set up in the computer to enable off line editing to be done without changing the Access 3000 operation. Any changes made to the database in the computer must be transferred to the Access 3000 system using the restore database option for these changes to become active.

If off line editing is not required, the computer must be connected to the Access 3000 paging system when changes are made to the paging system database. This is to ensure that the changes are transferred from the computer hard disk to the Access 3000.

Other input devices such as LCUs and DCUs may still amend the database held in the Access 3000 even if a Management Terminal is present on the system. If the computer does not run the Management Terminal program and is not connected to the system at all times, the database held in the PC may not be current.

Therefore, the backup database option should be run before attempting any editing of records to ensure the database in the PC is up to date.

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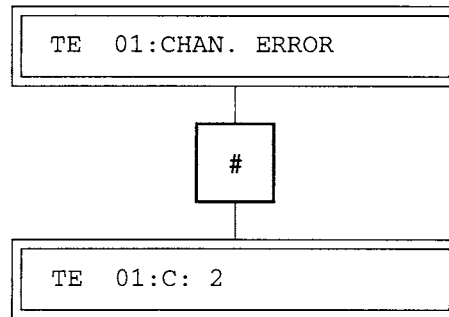
# PART G

## SYSTEM ERROR MESSAGES

### G1 MESSAGES DISPLAYED ON AN LCU

#### Channel Error Message

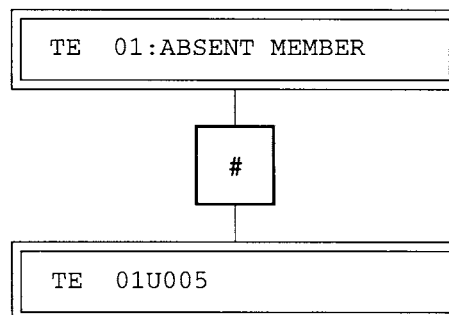
If a channel failure has occurred (e.g. channel 2 is faulty) and a team call is entered requiring use of this channel the following error message will be displayed:



This means that it was not possible to queue calls into the Encoder controlling the specified radio channel. To cancel this error message press the # key. Then report the fault to your local service engineer.

#### Absent Member Message

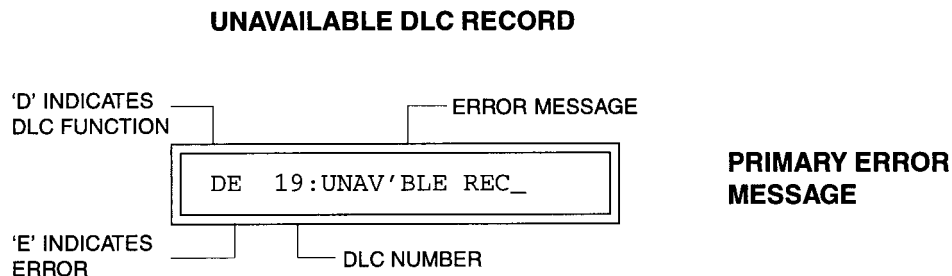
During a team call sequence, if a team member was registered rack absent, the display will show:



Note that the absent member will not be paged. To cancel the error message press the # key.

### DLC Error Messages

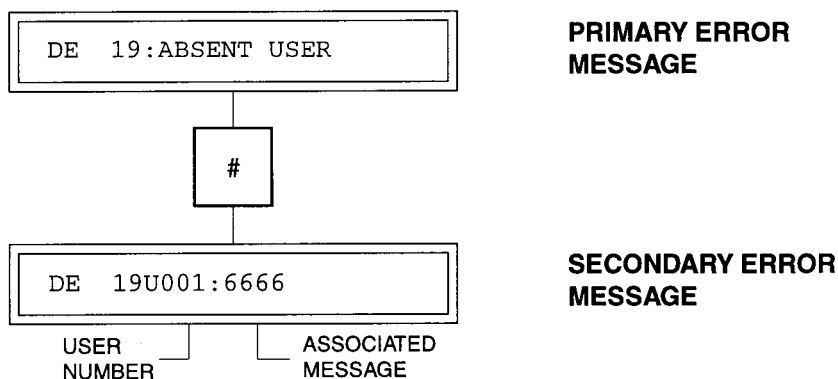
Most DLC error messages are displayed in two parts, the first part, the **Primary Error Message** gives the DLC number and error type, the second part is the **Secondary Error Message** which gives information on the User, Team or DLC output associated with the error.



The DLC record has not been programmed. In this example no secondary error message is provided. Refer to operation A4 "Setting-Up a Job Function". To cancel the error message pressed the # key.

### Absent User

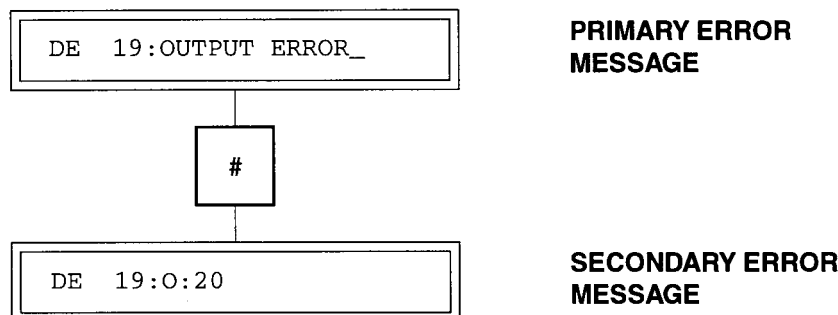
If the DLC record is programmed to call a user who is absent, but not transferred, the display will show:



Note that the absent user will not be paged. To cancel the error message press the # key.

### Faulty Output

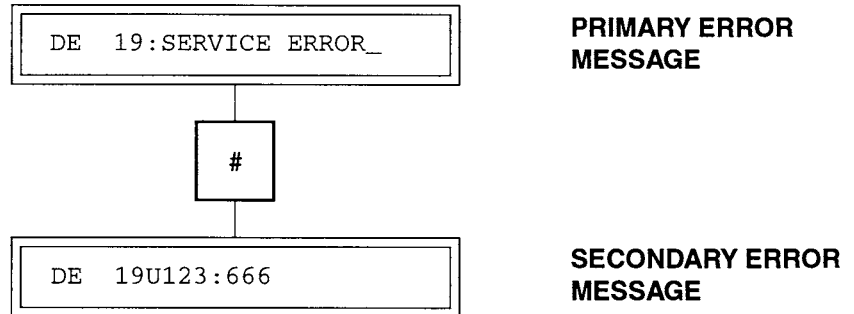
If the DLC record is required to activate an output contact on an interface that the system is unable to communicate with, the display will show:



To cancel this error message press the # key. Report the fault to your local service engineer.

### Service Error

Where a known team or user cannot receive the service required by a DLC input (e.g. DLC record has a pre-programmed message, but associated team or user has a tone only pager).



Refer to operation A9 "Examining a DLC Record". To cancel the error message press the # key.

## G2 MESSAGES DISPLAYED ON A PCOI

### Channel Error Message

If a channel failure has occurred when a call is sent the following error message will be displayed in a dialogue box:

```
te 05/01/96 11:06:32 TEAM 01 Channel(s) Faulty 02
```

Cancel the error message by closing the box. Then report the fault to the local service engineer.

### Absent Member Message

During a team call sequence, if a team member was registered rack absent a dialogue box will show:

```
te 05/01/96 11:06:40 TEAM 01 USER 543 Absent Memb.
```

Note that the absent member has not been paged. Cancel the error message by closing the box.

### DLC Error Messages

When a DLC is operated that has no record allocated, a dialogue box will show:

```
de 05/01/96 11:07:05 DLC 22 Unavailable Record
```

Refer to operation B3 "Creating a DLC Record" to allocate the record. Cancel the error message by closing the box.

When a DLC is operated and the member, e.g. 543 is absent and no transfer is available, a dialogue box will show:

```
de 05/01/96 11:07:45 DLC 22 Front Door USER 543 Absent Member
```

Note that the absent member has not been paged. Cancel the error message by closing the box.

### Service Errors

When a DLC is operated and the intended user, e.g. 543 is absent and a transfer to another user, e.g. 504 is unable to receive the message, a dialogue box will show:

```
de 05/01/96 11:08:11 DLC 22 Front Door USER 504 Service Error
```



When a DLC is operated and the intended user, e.g. 543 is unable to receive the type of message being sent, a dialogue box will show:

```
de 05/01/96 11:08:47 DLC 22 Front Door USER 543 Service Error
```

Refer to operation B7 "Changing a DLC Record" to allocate the record. Cancel the error message by closing the box.

### **Faulty Output**

When a DLC record requires an output to be activated, but the system is unable to communicate with the card that has the output, a dialogue box will show:

```
de 05/01/96 11:09:10 DLC 22 DLC Output Error
```

Cancel the error message by closing the box. Then report the fault to the local service engineer.

### G3 MESSAGES DISPLAYED ON A DCU

#### Channel Error Message

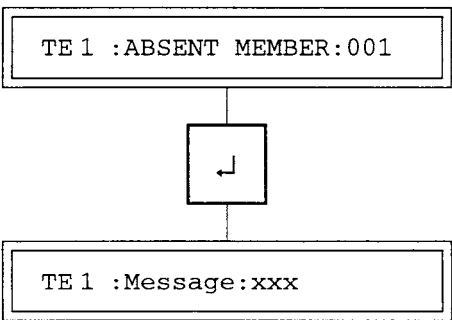
If a channel failure has occurred (e.g. channel 2 is faulty) and a team call is entered requiring use of this channel the following error message will be displayed:

```
TE 1 :CHANNEL(S) FAULTY: 2
```

There is no secondary error message. To cancel this error message press the ↵ key. Then report the fault to your local service engineer.

#### Absent Member Message

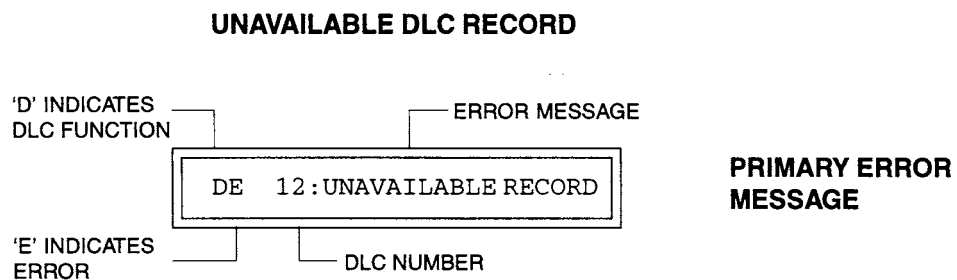
During a team call sequence, if a team member was registered rack absent, the display will show:



Note that the absent member will not be paged. To cancel the error message press the ↵ key.

#### DLC Error Messages

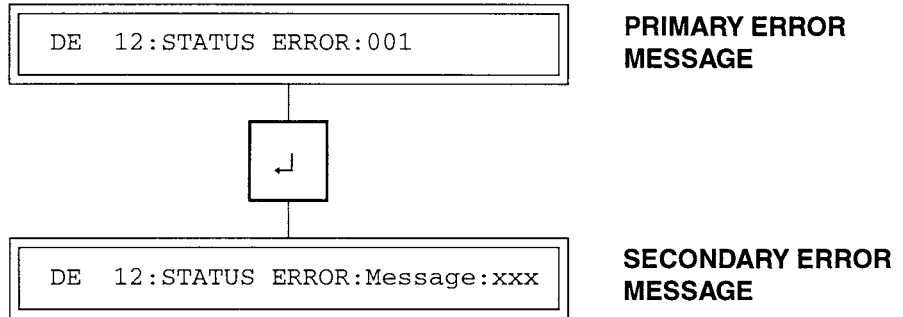
Most DLC error messages are displayed in two parts, the first part, the **Primary Error Message** gives the DLC number and error type, the second part is the **Secondary Error Message** which gives information on the User, Team or DLC output associated with the error.



The DLC record has not been programmed. In this example no secondary error message is provided. Refer to operation C4 "Creating a DLC Record". To cancel the error message press the ↵ key.

**Absent User**

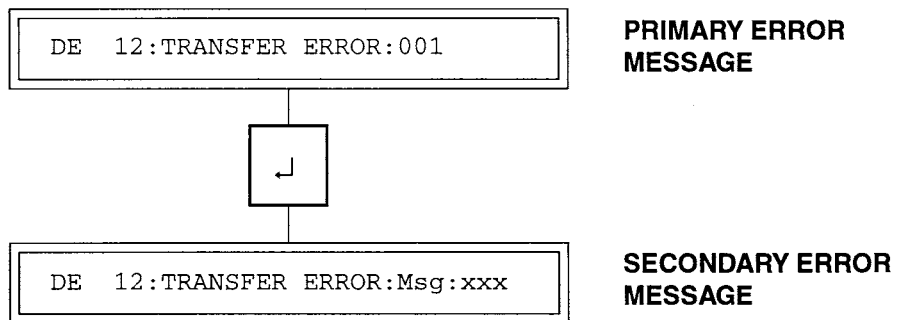
If the DLC record is programmed to call a user who is absent, but not transferred, the display will show:



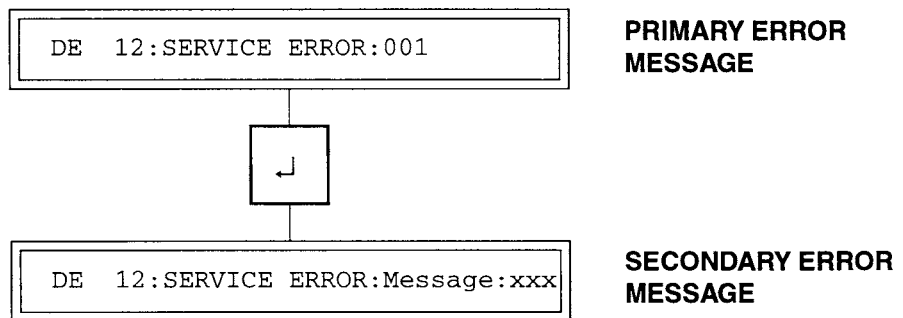
Note that the absent user will not be paged. To cancel the error message press the ↵ key.

**Service Errors**

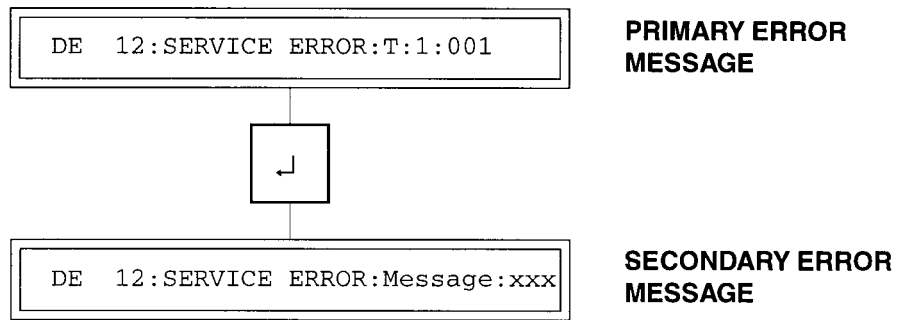
If the called user is registered absent and the transferred user is unable to receive the programmed services (example: Numeric Message to be sent to a speech only pager), the display will show:



If the called user's pager is unable to receive all the programmed services held in the DLC record, the display will show:



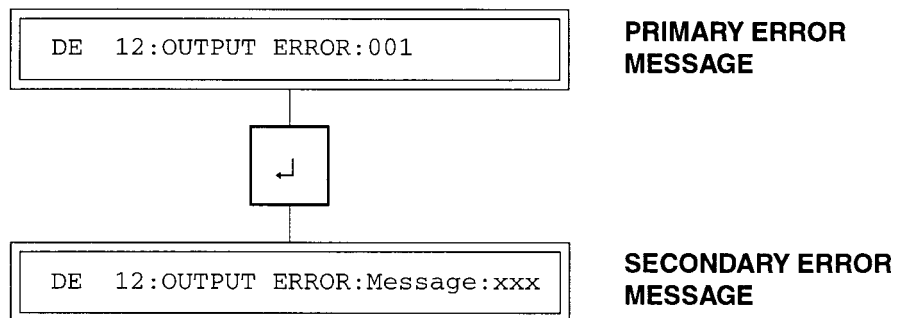
If the team is unable to receive all the programmed services held in the DLC input record, the display will show:



Refer to C9 "Examining a DLC Record". To cancel the error message press the ↵ key.

### Faulty Output

If the DLC record is required to activate an output contact on an interface that the system is unable to communicate with, the display will show:



To cancel this error message press the ↵ key. Report the fault to your local service engineer.

# **PART H**

## **SYSTEM OVERVIEW AND MODULE DATA SHEETS**

This section contains several documents which provide an overview of the features and facilities on the Access 1000/Access 3000 Paging System, a data sheet giving full technical details of each module is also included.