12-36-0000

Paging Telephone Voice Interface

PRODUCT MANUAL

Version 1.01

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Salcom Product Documentation

This document is designed to familiarise you with Salcom products and guide you through the hardware, configuration, installation and overall system management.

Salcom is an environmentally conscious company and in an effort to conserve paper no longer prints manuals with shipped products. All relevant documentation can be downloaded in PDF form from our website www.salcom.com

Warranty and Disclaimer

Salcom products are warranted for a period of 12 months from the date of purchase against faulty materials and workmanship. Should any fault occur the unit should be returned to the vendor, freight pre-paid. Please include a description of the fault to assist with prompt return. Any unauthorised alterations or repairs will invalidate the warranty.

All information provided in this document is carefully prepared and offered in good faith as a guide in the installation, use and servicing of Salcom products. Installers must ensure that the final installation operates satisfactorily within the relevant regulatory requirements. Salcom accept no responsibility for incorrect installation. We reserve the right to change products, specifications and installation data at any time without notice

Product Overview

When used in combination with a Salcom Paging Message Transmitter, the 12-36 provides a telephone controlled, voice prompted paging interface. All paging functions available when using a paging message transmitter are also available via the office PABX system from any telephone, by using the telephone keypad. Users who are unfamiliar with the system are guided through the process by electronically recorded voice prompts. Experienced operators can short cut the process by entering the appropriate key sequence without waiting for the prompts.

The voice prompted telephone access system comprising a Paging Message Transmitter, and the 12-36 Telephone Voice Interface is called "FONEpage".

Installation and Connections

Connecting the unit to the phone system and the paging console is a simple process when connecting to a Salcom 12-62 paging transmitter.

1. Plug the telecom style telephone connector into the wall telephone socket.

2. Plug the RJ11 (6P4C) plug on the other end into the right socket on the 12-36 telephone interface unit (see below).

   Note: Cables supplied with computer modems may not work as they may use the 2 outside contacts on the American style connector instead of the inside contacts used by the 12-36.

3. Connect the supplied RJ12 (6P6C) paging transmitter interface cable between the 12-36 and the 12-62.
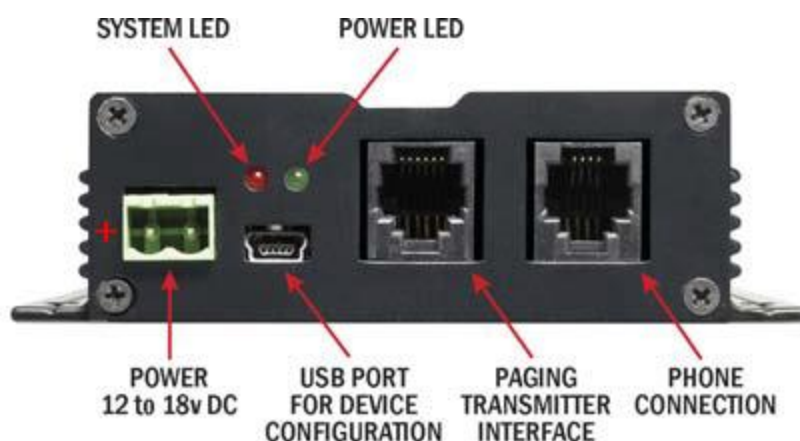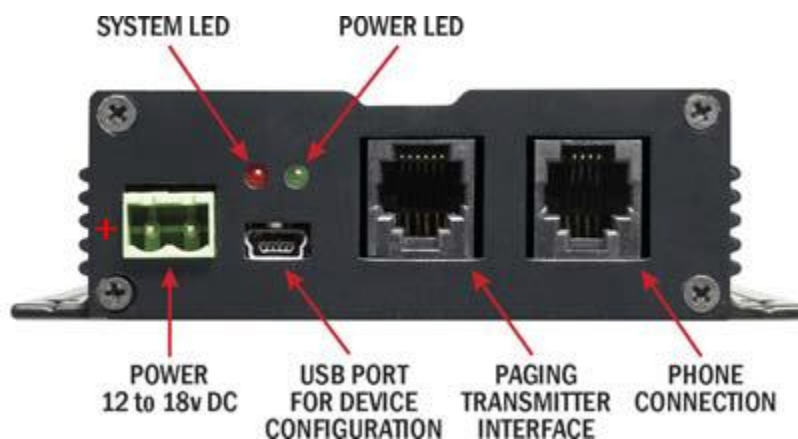

Pin Connections

Paging Transmitter Interface (RJ12 6P6C)		Phone Connection (RJ11 6P4C)	
Pin	**Connection**	**Pin**	**Connection**
1	Ground	1	Not Used
2	Not Used	2	Not Used
3	Not Used	3	Tel 2
4	Not Used	4	Tel 1
5	RS232 Tx	5	Not Used
6	RS232 Rx	6	Not Used

Indicators

The unit has 2 LED indicators as shown below:

Purpose	Description
System LED	The red LED indicates a fault if flashing red. When processing a call the LED will be held on until the call has been terminated.
Power LED	The green flashing LED indicates that the unit is operating normally.

Operation

CALLING A PAGER

As when using a paging transmitter, there are several types of paging calls which can be made from telephone extensions.

Normal pager call: Call a pager as follows:

1. Dial the extension number the 12-36 telephone interface unit is connected to. FONEpage will respond with:

    "Welcome to FONEpage"

2. An experienced operator can immediately enter the key sequence. If a key is pressed before the prompt, FONEpage will not prompt again. If no key is pressed within 5 seconds, FONEpage will prompt as follows:

    "Please enter a pager code then star"

3. Enter the one or two-digit pager code, then press the star key e.g.

4. A message of up to twenty digits can be sent. FONEpage will prompt for the message to be entered as follows:

    "Please enter the message then hash"

5. Enter the message and press the hash key

    The entire paging sequence for the example call would be:

6. FONEpage will place the call into the queue and respond with the prompt **"Sending Page"**. If no other calls need to be made, it is safe to hang up, but no confirmation will have been issued that the message has actually been sent.

Predefined message: Predefined messages (sometimes called "canned messages") can be programmed into the paging transmitter using configuration software. Pager codes and predefined messages cannot be changed via the telephone. Call a pager using a predefined message as follows:

1. Dial the FONEpage extension number and commence making the call as in items (2), and (3) in the above section.

2. After the prompt **"Please enter the message then hash"**, press the star key and select a predefined message by entering the single digit message number (0-9), followed by hash to initiate the transmission

$$\boxed{\ast}\ \boxed{4}\ \boxed{\#}$$

The entire paging sequence for the example call with a pre-defined message would be:

$$\boxed{1}\ \boxed{3}\ \boxed{\ast}\ \boxed{\ast}\ \boxed{4}\ \boxed{\#}$$

3. FONEpage will place the call into the queue and respond with the prompt **"Sending Message"**. If no other calls need to be made, it is safe to hang up, but no confirmation will have been issued that the message has actually been sent.

Message confirmation: FONEpage confirms that the call has been sent once a call is placed into the transmission queue with the prompt **"Page Sent"** or **"Message Sent"** depending on the type of call made.

Under some circumstances, FONEpage may say **"Sending Page"** or **"Sending Message"** several times while waiting for the call to be queued.

If for any reason, FONEpage cannot communicate with the Paging Message Transmitter, the prompt **"Sending Page"** or **"Sending Message"** will be issued five times, followed by **"we are experiencing difficulties at the moment, please try again later. Thank you, goodbye."**

Sending another message: Once the **"Message Sent"** or **"Page Sent"** prompt has been issued, it is possible to immediately enter another pager code and message, or wait 5 seconds for the prompt to be guided through the process again.

Automatic call termination: FONEpage will say goodbye and hang up if nothing has been entered within 10 seconds of a prompt being issued.

Trouble Shooting

The following table may help in problem solving where necessary:

Issue	Cause	Corrective Action
Green LED not flashing	No power to the unit	Check that power is connected to the paging transmitter and that all cables are securely connected
Unit does not answer when dialled	Telephone connection incorrect	Confirm that the extension is working by replacing the 12-36 with a telephone. If the extension works, ensure the correct cable is being used refer to earlier.
Every time a call is sent, FONEpage eventually responds with: "We are experiencing difficulties at the moment, please try again later"	Unit not communicating with the paging transmitter	Check the cable connections between the 12-36 and the paging transmitter
Erratic behaviour	RF transmission affecting the operation of the 12-36	Relocate the 12-36 as far away as possible from sources of radio interference (ie radio transmitters)

Programming

Installing the VCP USB Driver

To use the USB port to communicate with the 12-36, a Virtual Com Port driver must be installed on the PC.

To install the Silicon Laboratories USB driver, run the driver installer CP210x_VCP_Win2K_XP_S2K3.exe provided on the supplied PSD CD and follow the on screen instructions. Once the driver is installed, an additional COM port will be available via the Salcom PSD programming software. Alternatively, windows should be able to automatically locate and load drivers from the internet.

VCP USB driver updates are provided periodically by Silicon Laboratories and may be downloaded free of charge from https://www.silabs.com/support.

Preparations for Connecting the Programming Software

To change the field programmable options, the unit must be connected to a PC running the 12-36 PSD programming software in Windows XP or later.

The 12-36 must be powered during programming, +13.8V to power terminals.

Ensure that the 12-36 PSD has the correct com port selected. Once correctly configured perform the following:

1. Press connect. The status at the bottom of the 12-36 PSD will indicate if successfully connected.

2. Press the read button, or load a PSD configuration file. This will load all settings of the 12-36, which is required before any changes can be programmed. The 12-36 PSD will provide feedback if the user selected operations are successful.

Using the Programming Software

The 12-36 PSD allows the user to configure the following characteristics:

- Language.
- Delay before 12-36 answers call.
- Custom wave files. New wave files can be uploaded to allow the 12-36 to use a custom message.

Once the program is running, the opening screen appears. Use the mouse to select the configuration fields for each feature.
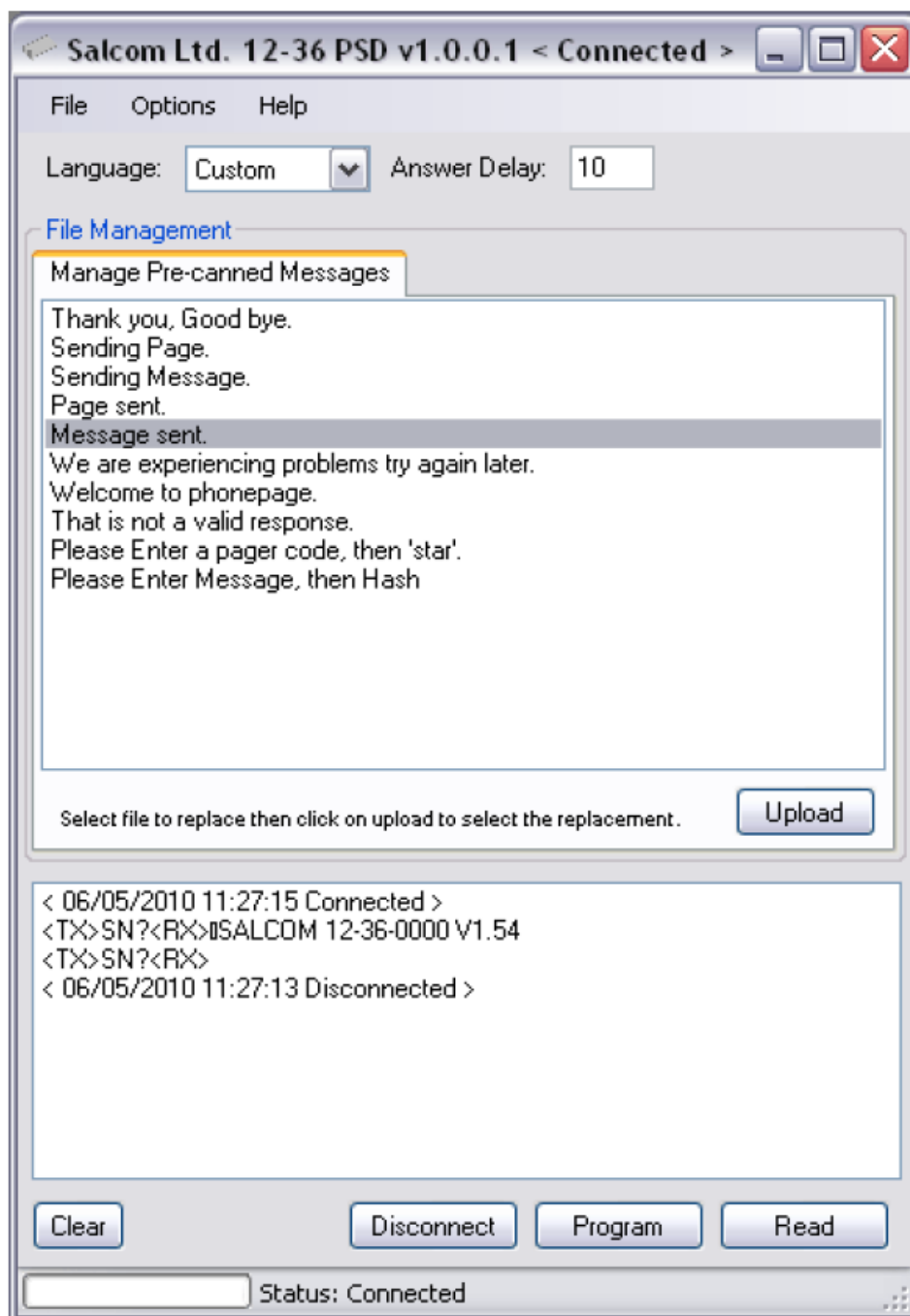
Language: Language to use. The 12-36 is pre-programmed with English (default), Spanish and French voice files. Using the configuration software the user may select a custom voice file option and upload their own wave files.

Answer Delay: How long the 12-36 will wait before answering the call. (In seconds 0-25). By using a long ring delay the 12-36 may share a common phone line if required.

File Upload: Allows message replacement when "custom" language has been selected.

Custom Wave File Preparation

When uploading wave files, it is important that the wave files are correctly formatted. The wave files should be formatted as 8 bit mono, sampled at 11025 Hz. If these settings are not used the wave file when played will be distorted or unrecognisable.

Created wave files should be processed so that they are amplified as much as possible without distortion (using a wave file manipulation tool such as "GoldWave").

After uploading, it is advisable that the user checks files for suitability (e.g quality, adequate volume etc.).

NOTE: After uploading a custom wave file the original file will be replaced. The text of the original message will still be displayed to show the original meaning.

Technical Specification

Technical Specification 12-36-0000 - Paging Telephone Voice Interface	
Power Supply	+13.8V typical (11 to 15 VDC range)
Power Consumption	Normal Operation: 45mA
Configuration Application	12-36 PSD
Serial Port	9600 , N, 8, 1; USB
Other I/O	Telephone Interface: 2-Wire, 600Ω dc blocked transformer with electronic loop and optically isolated ring detector
Languages Supported	English, French and Spanish. User may support any other language by uploading their own Wav files
Connectors	Paging transmitter interface (RS232) = RJ12 (6P6C) Phone connection = RJ11 (6P4C) Programming = mini USB
Power Connector	2-way plug & socket, screw connections (supplied)
Environmental Protection	Not suitable for outdoor use and should be protected from adverse environmental conditions
Operating Temperature	-10ºC to +50ºC (+14ºF to +122ºF)

Indicators	Power LED (Green)
	  - Slow Flashing = Normal Operation
	Status LED (Red)
	  - On = Processing Call
	  - Flashing = Error Condition

Weight	302g
Enclosure Dimensions	100mm x 130mm x 30mm (WxDxH)
Enclosure Material	Extruded aluminium
Colour	Matt black
Type Approvals	AS/NZS CISPR 22:2009 (EMC) EN 55022:2006+A1:2007 (EMC)

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