

Interceptor

Model **340**

Version 01.05

USER GUIDE

Multimessage Systems Ltd

Units 1 & 2 Cranborne Ind. Estate, Cranbourne Road, Potters Bar Herts, EN6 3JH
Telephone: ++44 (0) 1707 644480 Fax: ++44 (0) 1707 646745
www.multimessage.co.uk

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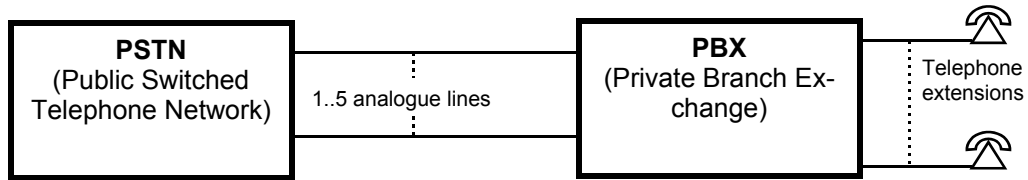
TECHNICAL NOTES

1. This equipment has been approved pursuant to Council Decision 98/482/EC [CTR 21] for pan-European single terminal connection to the Public Switched Telephone Network (PSTN). However, due to differences between the individual PSTN provided in different countries, the approval does not, of itself, give an unconditional assurance of successful operation on every PSTN termination point. In the event of problems, you should contact your equipment supplier in the first instance.
2. The Multimessage Systems model 340 Interceptor is suitable for connection to Exchange lines which provide Multi-Frequency (MF) signalling. The model 340 Interceptor is not suitable for connection as an extension to a payphone, neither to a shared-service (party) line or a 1+1 carrier system.
3. Interconnection directly, or by way of other apparatus, of ports marked in accordance with BS 6301 or EN41003 with ports not so marked may produce hazardous conditions on the telephone network and that advice should be sought from a competent engineer before such a connection is made.
4. Interconnection circuits made to the audio in, out and out(8Ω) ports should be such that the equipment continues to comply with the requirements of EN60950 2.3 for SELV circuits. (the voltages in a SELV circuit shall not exceed 42.4V peak or 60V dc). Advice should be sought from a competent engineer before such a connection is made.
5. The system is not suitable for use as an extension to a payphone.
6. Refer all servicing to qualified personnel or to the Multimessage Systems Customer Servicing Department at the address given on the front page of this handbook. The system does not contain any user serviceable parts.
7. **The line cords and mains cable must be disconnected before removing the cover of the Interceptor system.**

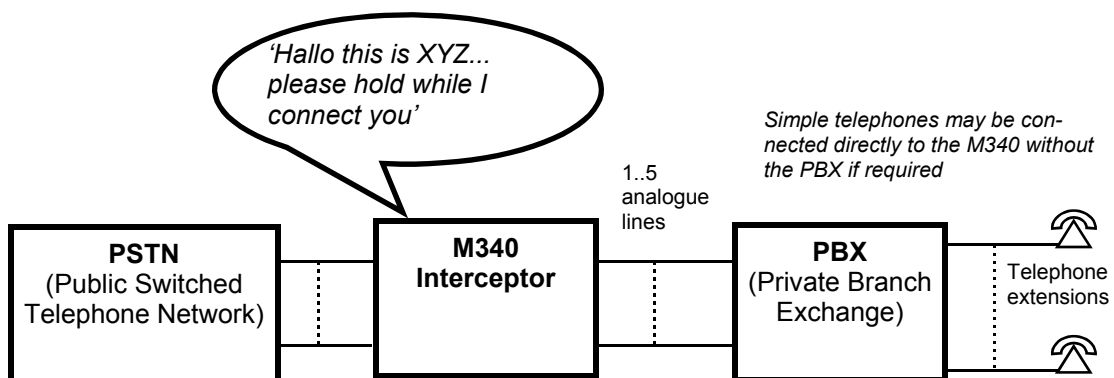
Exchange Lines	MF REN of 3 (TNV3 CIRCUIT)
Extensions	MF REN of 1 (TNV3 CIRCUIT)
External input	-10 dBm 600 Ohms peak maximum input.
External outputs	0 dbm 8 Ohms -10 dbm 600 Ohms
Dimensions	255mm long x 320mm wide x 40mm deep
Weight	3.2kg
Power Supply	230V AC 50 Hz
Power Consumption	65mA
Temperature	0 to 40°C working -20 to +70°C storage
Relative Humidity	0 to 95% (non-condensing)

Introduction to your Interceptor

Read this section to get an overview of how your Multimessage interceptor works. This section also contains some important information about conditions for installing and connecting the unit.



Before M340 interceptor installation



M340 interceptor installed

The Model 340 is fitted in a one-unit-high case, equipped with 5 ports, each has a socket for connection to an exchange line port and an extension line port (analogue telephone lines) in addition to 1 local control telephone handset port. All ports are analogue 2-wire type.

The sockets of the 5 ports are paired; a call received from the PSTN can only be connected through its companion to a PBX exchange line port.

Ports may be connected to:

- ◆ An analogue PSTN line paired with PBX exchange line port;
- ◆ An analogue PSTN line paired with a simple telephone handset;
- ◆ A PBX extension line paired with PBX exchange line port or
- ◆ A PBX extension line paired with a simple telephone handset.

Incoming and out going calls are catered for.

The announcements and settings can be modified while the system continues to function with calls in progress and answering incoming calls on other ports.

Announcement recording and set-up selection requires one of the following:

1. an ordinary tone-dialling telephone handset connected to the local handset port on the rear panel,
2. When remote control is enabled, a tone-dialling telephone handset calling any of the 5 ports via the public/private telephone system.

Types of announcement set-up

Each port of the interceptor is assigned an announcement.

Each announcement is assigned 1 of the 2 types of set-up, which determines how they will behave when answering callers.

Up to 99 different announcements are available.

Each caller hears the relevant announcement from the beginning.

Announcements from 1 to 99 may be set-up as follows:

- 1 **Music on Hold (MOH)** Used to comfort callers who are being held waiting for the telephone to be answered. The port is ringing the destination telephone while playing this.
- 2 **Greeting** Announcements are played to callers when they are first answered. This type is assigned to the port as the first in a sequence of announcements strung together, callers listen to them in order, the 1st announcement is the initial greeting. The destination telephone does not ring while the greeting type announcement is being played. The last two announcements in the sequence are MOH type. When the first of these starts to play the destination telephone rings. If there is no answer after the time out-period the last announcement is played. The time-out is normally 30 seconds, but may be adjusted.

Facilities

- ◆ Solid-state (digital) storage of announcements
- ◆ 24 hour battery back-up for when mains power fails
- ◆ Through connection when announcements or power fail
- ◆ Up to 99 announcements may be recorded
- ◆ Announcements may be of any duration, only limited by total storage capacity
- ◆ Any announcement may be assigned to any port.
- ◆ Announcements can be modified while the system continues to answer calls.
- ◆ Any port can have auto-answering enabled, disabled or forced to drop the call in progress (subsequent calls will be connected through)
- ◆ Auto-answering
- ◆ Auto-clearing
- ◆ Individual call counts for each port and total count for all the ports, allowing the monitoring of the calls received
- ◆ Complete system set-up using MF telephone handset.
- ◆ Connection, both input and output via 3.5mm jack sockets for external equipment such as a tape recorder / CD player. Outputs = 0 dbm 8 ohms and -10 dbm 600 Ohms. Input = -10 dBm peak maximum 600 Ohm.
- ◆ Remote control may be obtained while the greeting is heard, via the PSTN, for recording, playing or assigning announcements to ports. Access is guarded using a 4 MF digit security code. Individual ports can have remote control enabled.

Installation

Choosing A Suitable Site

The system should be installed on a level, solid surface, where:

- ◆ It is near an earthed mains socket outlet, so that the mains lead will reach. This socket shall remain easily accessible.
- ◆ The telephone line cords will reach your telephone line sockets.
- ◆ There is a minimum of background noise, so that you can record your announcements satisfactorily.
- ◆ You can easily see the display (preferably at head height).
- ◆ The unit is away from direct sunlight or heating appliances
- ◆ Air can circulate around the unit (allow at least 10 mm clearance all round)
- ◆ The temperature is maintained between -10°C and 40°C.
- ◆ The unit is away from water or corrosive chemicals, particularly salt spray.

Unpacking The System

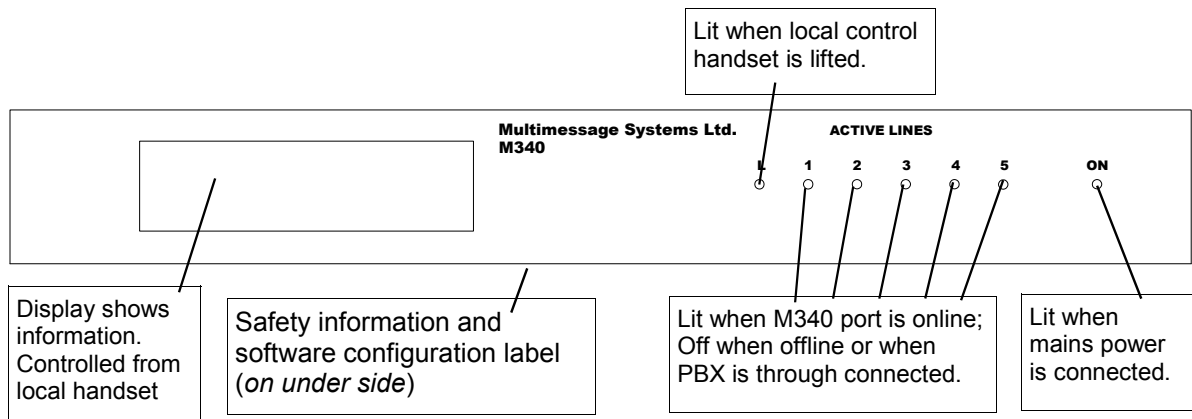
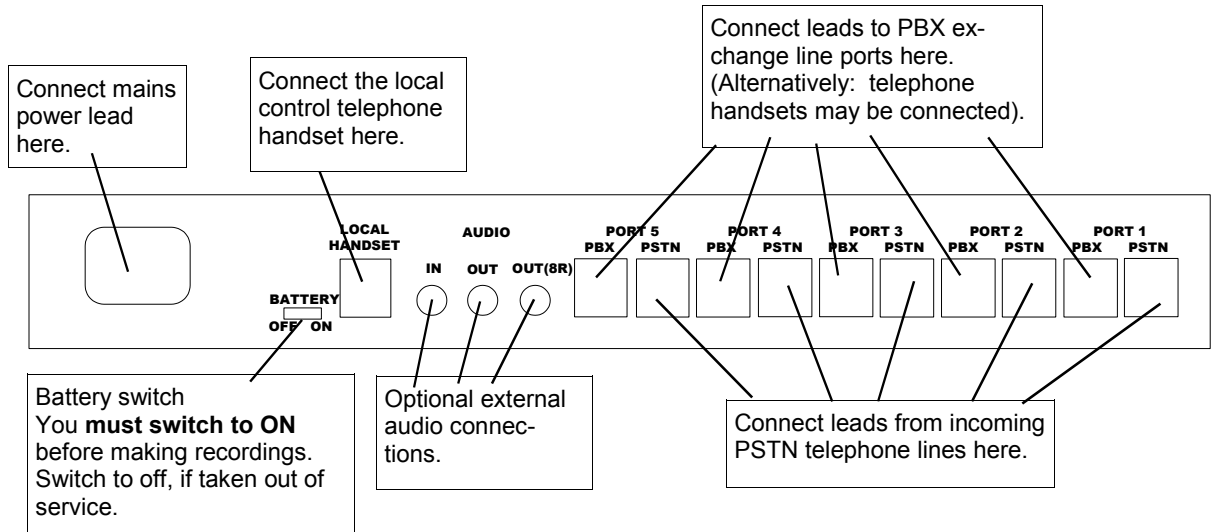
When you unpack the system from its box, you will find:

- ◆ The Multimessage Model 340 Interceptor.
- ◆ A mains lead with fitted plug.
- ◆ 10 telephone line cords.
- ◆ A telephone handset.
- ◆ This User Guide.

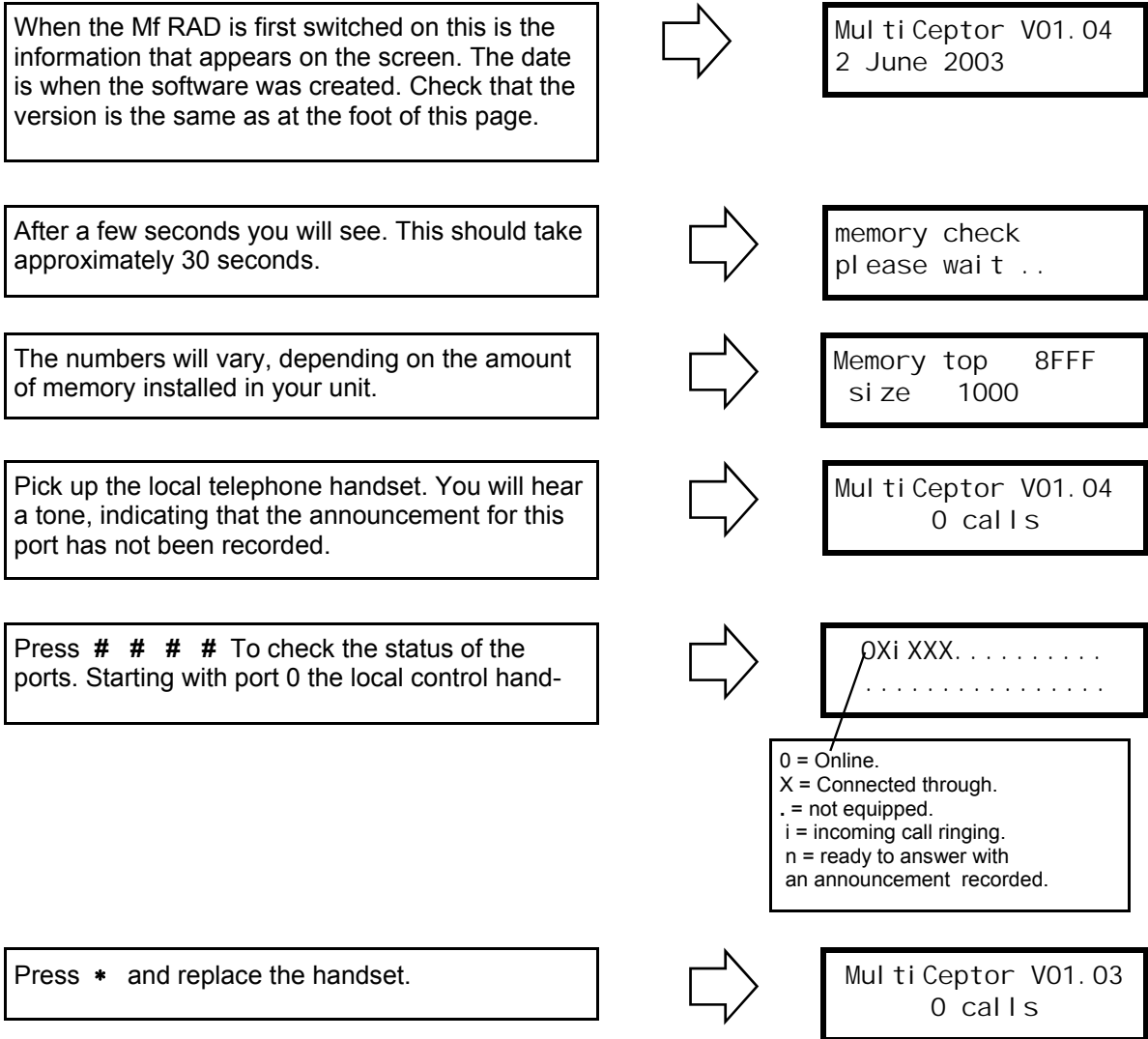
Installation Procedure

Please make sure you follow these steps in the correct order, and that you have read the TECHNICAL NOTES. ***This order is for safety reasons, there is an electric shock hazard if this order is not followed.***

- 1 Carefully remove the unit from its plastic bag.
- 2 Plug the local handset in to the socket marked 'LOCAL HANDSET'.
- 3 Plug **both ends** of **all** the telephone line cords required to connect M340 sockets marked 'PBX' to the PBX exchange line ports (or telephone handsets).
- 4 You **must** plug the line cords into the M340 sockets marked 'PSTN', before connecting the other end to the PSTN. Do this now.
- 5 Plug the mains lead into the socket at the rear of the unit.
- 6 With the switch on the mains socket set to **off**, plug the mains lead into the socket. Switch on at the socket.
- 7 Switch the battery switch to the on position.



Watch the display and check that it shows the information as follows:



You are now ready to set the system up to answer your callers. Go to **Read This First**.

Read This First (*How to control it*)

Menus

The system works via a series of menus. The display offers you a number of options, to be selected by pressing a key on the telephone. When you press a key, you may see another menu. Inviting you to choose a further option. If you then lift the handset (*You will hear a tone or an announcement if it has been recorded and assigned to port 0*), press the # key, a 'pip pip' tone is played indicating that you are now in the initial menu.

Press 1-Record 2-Play/Assign #→

What this means is that you can press:

- 1** to record or delete an announcement;
- 2** to play an announcement or assign an announcement;
- #** to see the 2nd menu;
- *** to return to play and display the current announcement for port 0;

Function Displays

When you have pressed a key to select a function from the menu, the display may prompt you to key in some data. If you need to key in an announcement number, a port number, etc. the display offers you a default value-usually the one assigned to that port, e.g. Announcement 1. The offered number you can change is blinking to indicate that you can key in a new digit. Alternatively, if you want to accept the value shown, just press the # key

The # key-where a number is offered the # key accepts the number.

The * key-is used to exit from the current function without making further changes and in many places the * key allows a correction to be made by backspacing to the previous digit, number or menu.

The 0 key-is used to step to the next available announcement number for recording or playing announcements.

If the handset is replaced before a sequence is followed through to its usual ending then wherever possible the M340 reverts to its condition before the sequence began.

Getting started

Using the procedure for 'Record- Play- Assign Announcements' record the following:

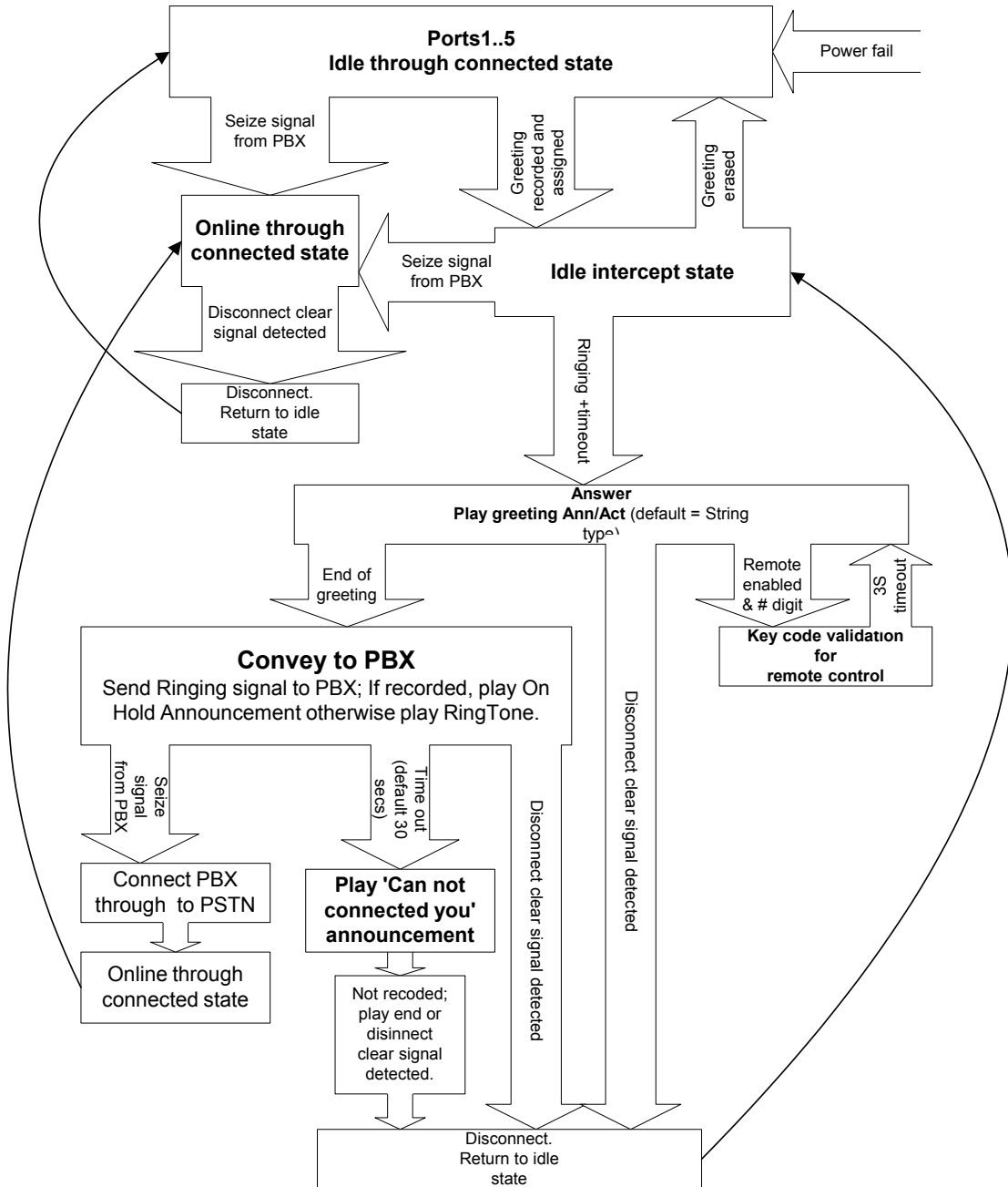
Announcement 1 "*Hello this is... (your name)*" plus any other information such as "*your call may be recorded*";

Announcement 2 "*Please hold I am trying to connect you*" pause for a few seconds before pressing # to end this recording;

Announcement 3 "*I am very sorry I am unable to connect you*". Add any other information such as *as the times when you will be able to take calls*.

There is no need to change any other settings to achieve the functions as shown in the following flow diagram. (Remote control will be disabled).

Interceptor



Confirmation

When you have completed the recordings and assignments, replace and then pickup the local handset. The local telephone now plays the announcements, in the same way as callers would hear them. To make changes, press # for the main menu.

Record- Play- Assign Announcements

Lift handset press # . From the main menu press 1 for record.

Record ann 1
01..99 #-start

Enter announcement number
or press # to accept the one
offered.

Or if the announcement exists.

Re-record 1 ?
0-next *-no #-start

Enter announcement number,
press # to re-record the one offered,
0 to find first available
or
* to end without re-recording.

Press # to start the recording.



Recording 1
free 1634 #-stop

After the tone, speak clearly into the handset.

Shows seconds of free recording
time available to you.

Press # to stop
or
* to pause, resume by pressing
* again.



1 Playing Time 14
#-Accept *Do again

The announcement you have just recorded is played.

Shows length of recording
in seconds.

Press # , to accept and review or change the assign-
ment,
or
* or any other key will **discard** your new recording.



Shows the set-up type for this act
Act 1 = Greeting
→ports 0..1 #-next

The announcement is played repeatedly

Shows range of ports to which
this act is currently assigned and
offers start of the range.

If set-up type = string,
skips past this to here

Press # , to accept and review or change the assign-
ment,
or
* or any other key will **discard** your new recording.



Press 1-Record
2-Play/Assign #→

The peep-peep is played indicating that you are back at the main menu
again..

The External Audio Input Socket

The external input socket may be used for recording speech or music.

If speech with background music is required then follow the section 'Record Announcements' until it displays '# to start'. Start the CD Player (or Tape), press # key to start the recording, say your announcement, then press the # key to end the recording.

If speech from the handset is not required then follow the section 'Record Announcements' until it displays '# to start'. Press secrecy / Mute button (*to mute the handset microphone*), start the CD Player (or Tape) when it reaches the section of music that you wish to record, press # key to start the recording, then press # key to end the recording.

To record a mixture of speech and music e.g. "You have been placed on hold, please wait", follow the section 'Record Announcements' until it displays '# to start'. Press # key to start recording; once you have finished recording your speech press * to pause, press the secrecy button, then start the CD Player (or Tape); press * to continue recording. Once the section of music you wish to record has finished press # key to end the recording.

The level of music should be kept low to avoid the automatic gain control circuit from compressing the music. Replaying compressed music to the callers may cause them to be prematurely cut off.

Remote control of the mf RAD

Before you can use remote phone control you must enable remote access to the ports that you are going to use for this. (see **Remote control access**).

Call the remote control port. Listen for the announcement then press # you will now hear silence. Enter your 4 digit key code, (default code is 0 0 0 0)when correct you will hear 'pip pip' tone played. You can now select the functions from the main menu:

1-Record or 2-Play/Assign. The 2nd menu is not accessible.

Remotely Rerecord

The following assumes that the Announcement number you wish to rerecord is the same as currently assigned to the port you are using for remote control. If the number is different then go to ***Remote Assignment of Announcement to ports*** first.

Press **# x x x x** (your remote access key code)

After gaining remote access you will hear 'pip pip', press **1 #**

to start recording, speak after the tone, press **#** to stop. The recording that you have just made is played back to you for confirmation.

Press **#** to accept the new recording, any other key will **discard** the new recording. (Callers will continue to hear the old one.)

Press ***** you will hear the 'pip pip' tone confirming that you are back at the main menu again.

Remote Assignment of Announcement to ports

Press **# x x x x** (your remote access key code)

After gaining remote access you will hear 'pip pip'

Press **2** The first announcement starts to play

Press **0** to play the next, or enter the announcement number **1..9 9** press **#** to start.

When you hear the one to be assigned:

Press **#** then **1..5** for the first port in the range, then **#** to accept.

Enter **1..5** for the last port in the range, then **#** to accept.

You will hear the 'pip pip' tone confirming that you are back at the main menu again.

Erasing Announcements

Lift handset press # . From the main menu press 1 for record.

Re-record 1 ?
0-next *-no #-start

Enter announcement number, press *



Erase 21 ?
*-no #-yes

Callers listening to this will be dropped. Use re-record if you wish callers to stay online.

Press # to erase or
press * to return to the main menu



Offers the next announcement.

Re-record 22 ?
0-next *-no #-start



Press 1-Record
2-Play/Assign #->

The peep-peep is played indicating that you are back at the main menu again.

Playing Announcements

If you are playing in a noisy environment, press the Secrecy key to ensure that noises from the handset microphone do not interfere with any MF digits.

Selecting an announcement to play

Lift handset press # . From the main menu press 2 for play



Shows length of recording in seconds.

1 Playi ng Ti me 14
1..9 #-assi gn 0-next



Press #

The first recorded announcement starts playing.

To select an announcement:
press digits for the announcement number 1..99 ,
press #
to start playing it.



Ann 23
1..99 #-Accept *->

At the end the display shows

23 end 11 seconds
1..9 #-assi gn 0-next



To select another press digits for the announcement
number 1..99, press #

If the announcement has not been recorded then the display will show-

Ann 21 not recorded
0-Next *



Select another announcement number, or 0 for the
next recorded one.

If no announcements have been recorded then the display will show-

There are no anns.
recorded



Press * to return to the main menu.

Press * to return to the main menu at any time.

Review or Change Assignment of Announcement to Ports

Lift handset press # . From the main menu press 2 for play

The first recorded announcement starts playing.

Shows length of recording in seconds.



1 Playing Time 14
1..9 #-assign 0-next

Select announcement. Press digits for it's number 1.. 9 9 , press # to start playing it.



1 Playing Time 14
1..9 #-assign 0-next

Press # , to review or change the assignment.

The announcement is played repeatedly.

Shows the set-up type for this act



Act 1 = Greeting
→ports 0.. 1 #-next

Shows range of ports to which this act is currently assigned and offers start of the range.

Select port for the start of range, press digits for it's number 1.. 5,
press # for range end offer,
to review next range of ports if present or return to the main menu if no other range exists.



Act 1 = Greeting
→ports 0.. 5 #-next

Offers end range of ports.

Select port for the end of range, press digits for it's number 1 .. 5, press # to accept and review next range of ports if present or return to the main menu if no other range exists.
or
* to return to the main menu.



Act 1 = Greeting
→ports 10.. 15 #-next



Press 1-Record
2-Play/Assign #→

The peep-peep is played indicating that you are back at the main menu again.

Reviewing and Changing Type of Set-up

Lift handset press # and # again for the 2nd menu press 4 for Set-up.

Ann 1 Greeting
1..99 #-pick type



Select announcement. Press digits for it's number
1 .. 99 , press # to accept it.

If an announcement exists it will be played repeatedly. Remains silent, if the announcement is not recorded.

Choose Type of Set-up to give to the selected announcement.
1 = Music On Hold
2 = Greeting
press # to accept the choice.



Ann 1 Musi cOnHol d
1..9-Type? #-sel ect

2 pressed In this example for Greeting type



Ann 1 Greeting
1..9-Type? #-sel ect



Ann 1 Greeting
Save? #-Yes * No

Press # to confirm this choice.
* to quit without changing.



Ann 1 Greeting
1..99 #-pick type

Press * again to return to the 2nd menu.
Press * again to return to the 1st menu.



1-Hi ts 2-Free
4- Setup 5-Clock #->



Press 1-Record
2-Pl ay/Assi gn #->

Remote control access

Changing Key Code for remote control

At the time of installation remote control access will be barred.
You may only change the access key code. It cannot be reviewed.

Lift handset press # # . From this 2nd menu press 7 (hidden key)



1-Del ays 2-Enabl e
3-Guard 4-Reset #→

3 for Guard.



3-Key Code
4- Securi ty *-Qui t

2 for Remote control key.



0000 code for key
remember? *-no #-yes

Enter the your new code **and make a note of it**

0 0 0 0 .. 9 9 9 9.

to accept.



1234 code for key
remember? *-no #-yes



Key remembered
For Ports 01.. 31 #→

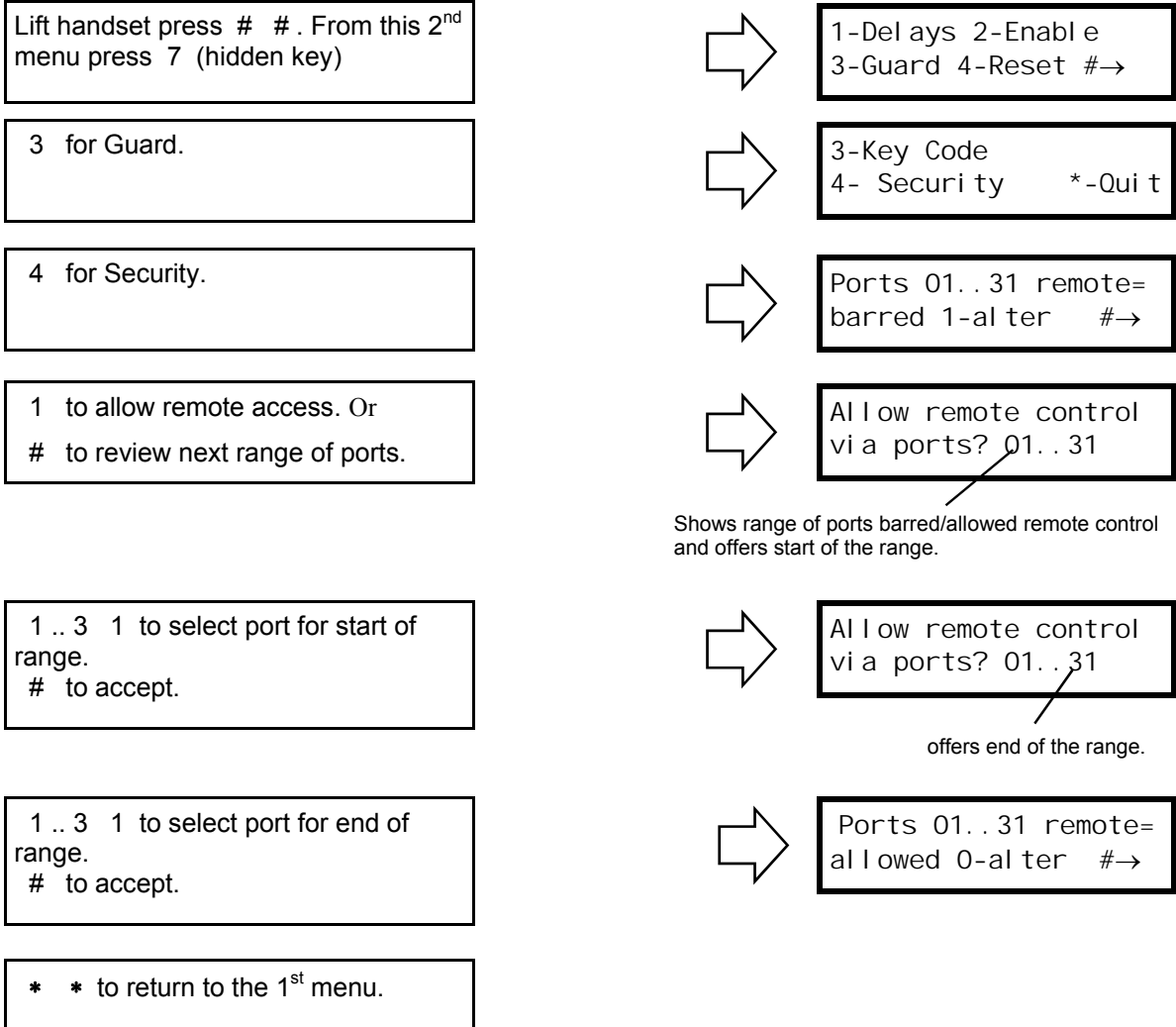
* * to return to the 1st menu.



Press 1-Record
2-Pl ay/Assi gn #→

Allow or bar remote control

Change or review the range ports allowed to control the system for making changes such as new recordings or assign announcements to other ports. At the time of installation remote control access will be barred.



Call Counters

Total Count Of Calls Received

Lift handset press # # . From the 2nd menu press 1 for Hits.



1-ResetCalls
2-Calls per port #→

1 for Reset Calls.
* to return to the 2nd menu.



Total calls = 000028
0-reset to zero

0 for reset to zeros.



Calls = 000000
#→

* to return to the 2nd menu.



1-Hits 2-Free
4-Setup 5-Clock #→

* to return to the 1st menu.



Press 1-Record
2-Play/Assign #→

Count of Calls Received by each port

Lift handset press # # . From the 2nd menu press 1 for Hits.



1-ResetCalls
2-Calls per port #→

2 for Calls per port.
or * to return to the 2nd menu.



Port0 (Local handset) calls are not counted.

00	0000	0000
01	0120	0120

Port number Re-settable counter. Non-resettable counter.

8 to scroll down.



Selected port re-settable counter blinks.

01	0120	0120
02	0045	0045

0 to zero and scroll down.



01	0000	0120
02	0045	0045

2 to scroll up.



00	0000	0000
01	0000	0120

* to return to the 2nd menu.



1-Hits 2-Free
4-Setup 5-Clock #→

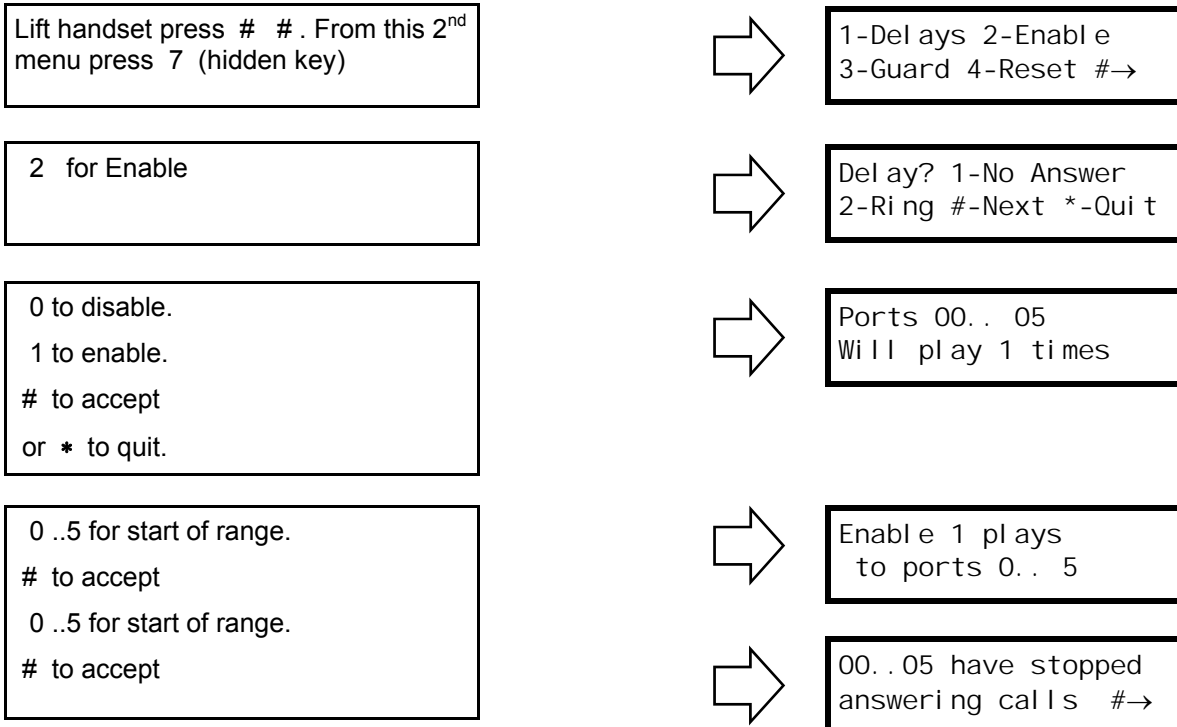
* to return to the 1st menu.



Press 1-Record
2-Play/Assign #→

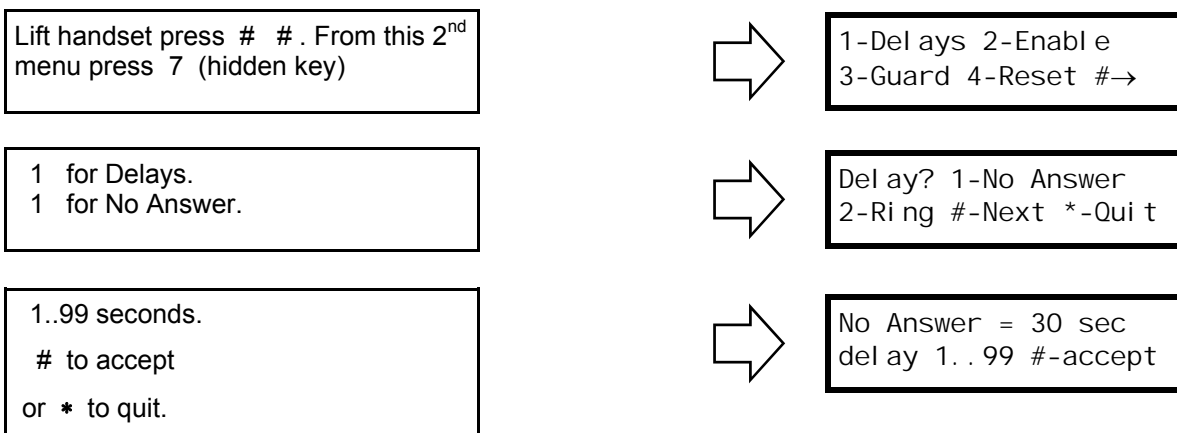
Enable or disable ports from answering

When disabled the port will be connected directly though to the destination telephone and callers will not hear the announcements.



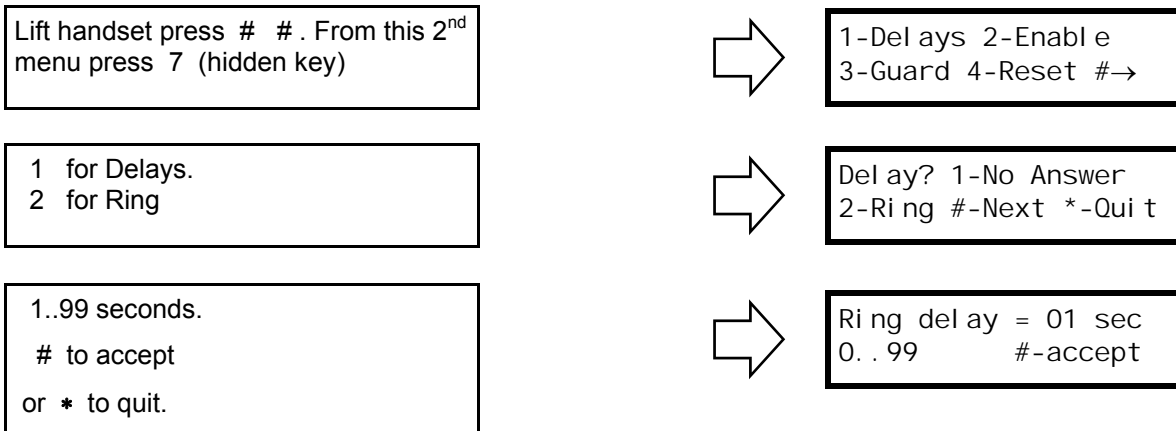
No-answer delay

Review or change the time-out period before the caller hears the 'can not connect you' announcement. The destination telephone rings for this period.



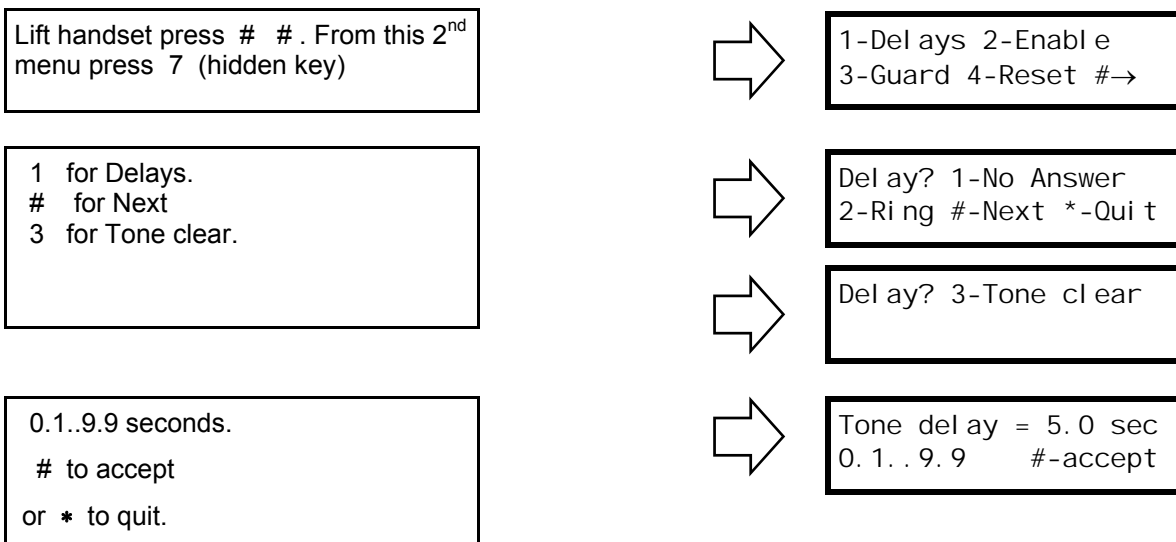
Ring delay

Review or change the time before an incoming call is answered.



Clearing to dial-tone delay

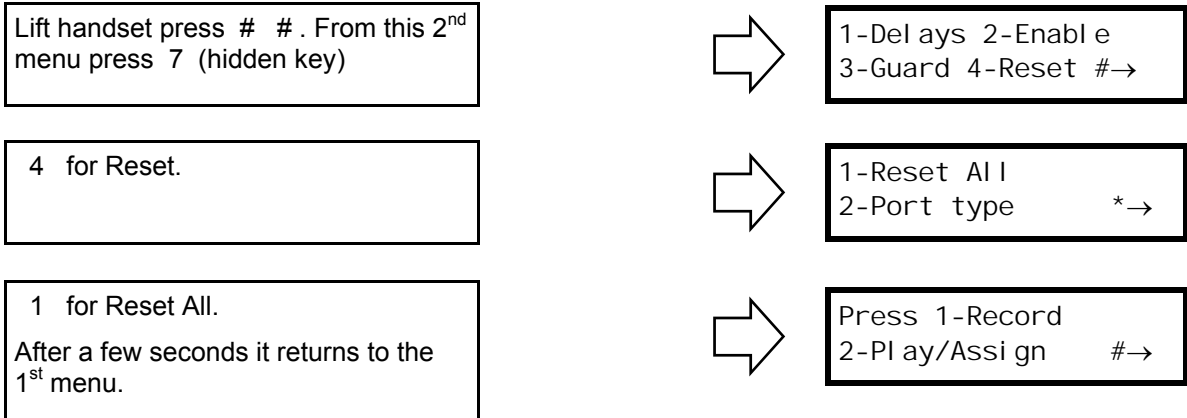
Review or change the time dial-tone has to be present before an incoming call is cleared. If the time is short, noise from the caller may cause premature clearing. If the time is long, you could experience false calls, where callers hang up during the greeting and the disconnect clear signal from the PSTN is not presented. *Only change from the default value of 5 seconds if you are experiencing problems.*



Reset all ports

Only use this if you are experiencing problems.

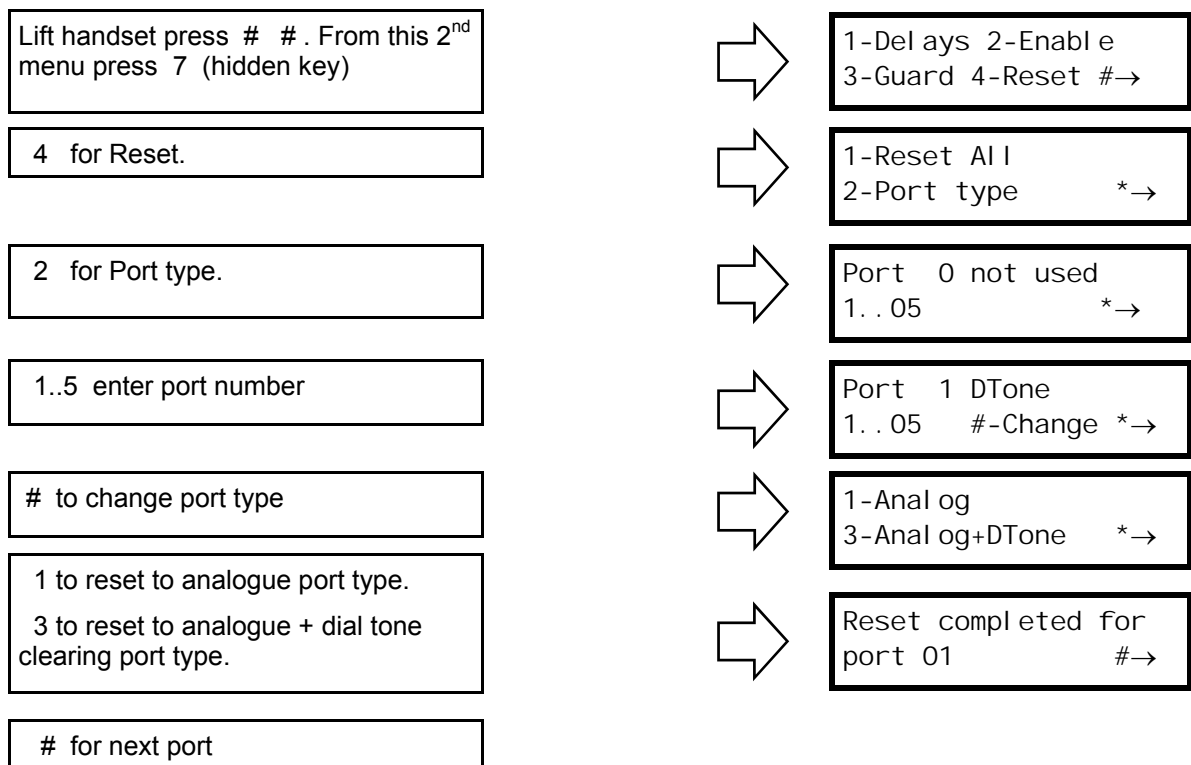
Calls in progress will be cut off. The stored announcement data will be tested and cleared if found to be incorrect. Make a note of your current settings before you follow this procedure.



Reset a port and set its type of clearing signal

Only use this if you are experiencing problems.

A call in progress will be cut off. The stored announcement data will remain unchanged. Only change the type to 'analogue' if callers are prematurely disconnected while listening to announcements with tones or music, otherwise you could experience false calls, where callers hang up during the greeting and the disconnect clear signal from the PSTN is not presented.



Setting the time and date

This is not essential.

Lift handset press # # . From this 2nd menu press 5 for Clock.



1-Time 2-Date
3-Summer time #→

1 for time.



enter new time
hh mm

Enter current time in 24 hour format.
(Example for 14:15 hours press
1415)



enter new time
1415

Press # to complete.



14: 15 Fri 16 Mar 01
0 calls

to return to Clock menu.



1-Time 2-Date
3-Summer time #→

2 for date.



enter new date
dd mm yy

Enter current date (Example for 16th
of April 2003
press 160403
Press # to complete.



enter new date
16 04 03



14: 15 Wed 16 Apr 03
0 calls

GUARANTEE

Multimessage Systems Ltd. guarantees this product for one year from the date of purchase provided that:

- The product has only been used for its intended purpose, and has not been subjected to misuse, or been wilfully or accidentally damaged.
- The product has been installed according to the maker's Installation Instructions.
- The product has not been tampered with or repaired by anyone other than Multimessage Systems Ltd. or its approved agents.

If a fault occurs in this product within twelve months of purchase you should return it to where you bought it, together with the sales receipt, and it will then be replaced or repaired free of charge.

This guarantee does not affect your statutory rights and is applicable to the United Kingdom only.