

# Multi-Announcer



Models 311 and 310

Passive

## USER GUIDE

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## Introduction To Your Multi-Announcer

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

There are two models in the Multimessage Multi-Announcer range:

- ◆ the Model 311, which is fitted in a one-unit-high case and may be equipped to answer 2, 4 or 6 telephone lines
- ◆ the Model 310, which is fitted in a three/five-unit-high case and may be equipped to answer up to 15/31 telephone lines.

The instructions in this User Guide apply to both models, except for the installation instructions these apply to the Model 311 only; the Model 310 must be installed by qualified engineers.

Your Multimessage Multi-Announcer gives you the ability to play up to 63 pre-recorded announcements to your callers. Each caller hears the relevant announcement from the beginning. Each announcement can be assigned to just one port or to a group of ports, as you prefer. Some or all ports may have the same set of announcements; or each port may have a different one.

To record announcements and set up the system, you use an ordinary tone-dialling telephone; and you can modify the announcements and settings while the system continues to answer calls. You can also use recordings made on an external device such as a cassette recorder.

## Approval Information

This apparatus has been approved for use with the following facilities:

- ◆ Auto-answering;
- ◆ Auto-clearing;
- ◆ All callers hear the announcement from the beginning;
- ◆ Call counters for each port and for system total;
- ◆ Announcements can be modified while the machine continues to answer calls;
- ◆ Controlled from simple telephone with tone dialling;
- ◆ Mains powered from 240 V AC, 100 mA 24W peak;
- ◆ Battery backup - running for three hours; 45 hours memory retention(optional extended memory for Model 310 - running for ten hours: 135 hours memory retention).
- ◆ Solid-state storage of announcements.

### System Capacity:

- ◆ 3.5 to 220 minutes on Model 310.
- ◆ 3.5 to 14 minutes on Model 311.
- ◆ 2 to 31 ports on Model 310.
- ◆ 2,4 or 6 ports on Model 311.
- ◆ Up to 62 announcements.
- ◆ 1 post announcement.
- ◆ Any announcement may be assigned to any port.
- ◆ Any port can be enabled.disabled or forced to drop the call in progress.
- ◆ Ports can be assigned to groups of lines.
- ◆ Connection of external tape recorder for audio input and output ( -10dBm peak maximum input)

Any other usage will invalidate the approval of the apparatus if as a result it ceases to comply with the standards against which approval was granted.

# Installation

These installation instructions apply to Multi-Announcer Model 311 only. Model 310 must be installed by engineers authorised by Multimessage Systems Ltd. If you are installing a Model 311 Multi-Announcer please make sure you follow the instructions carefully and in the order given.

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## Choosing A Suitable Site

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

- ◆ the mains lead will reach a 240 V AC switched mains socket, preferably with a guard fitted so that it cannot be accidentally switched off.
  - ◆ 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 Model 311/310 Multi-Announcer.
  - ◆ a mains lead with fitted plug (if you need to change the plug, refer to the 'Safety Information' page).
  - ◆ the battery fuse.
  - ◆ telephone line cords (the quantity depends on the number of lines you purchased)/cable with krone termination strips.
  - ◆ a telephone handset.
  - ◆ this User Guide.
- 

## Connection And Conditions For Use

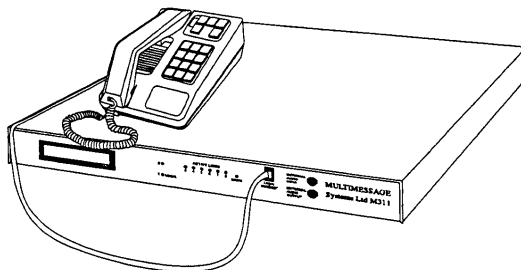
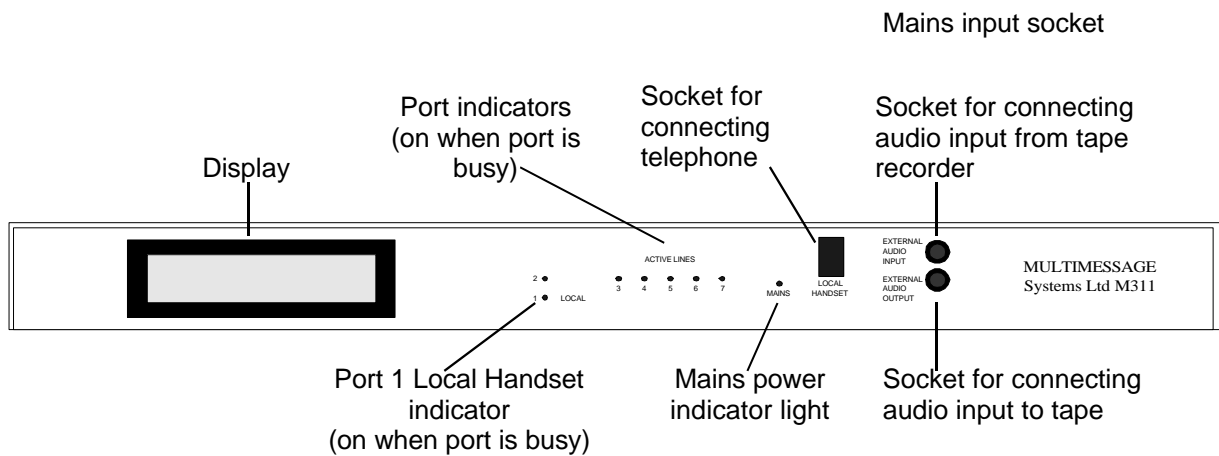
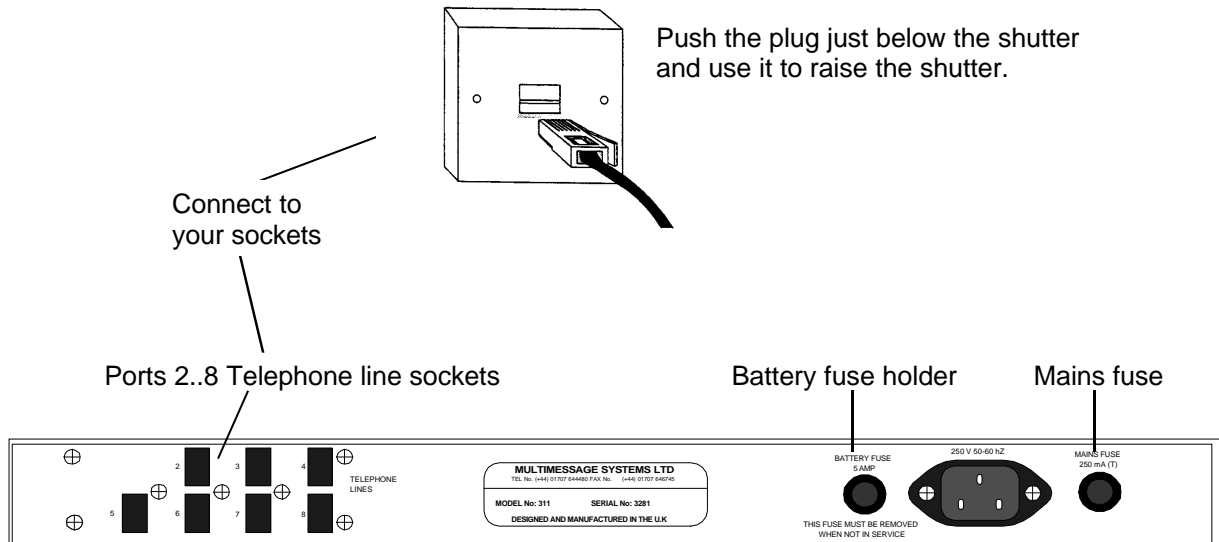
Multimessage Multi-Announcer Models 310 and 311 are approved for: connection to two or more direct exchange lines from the public switched telephone network; Two or more extension lines on an approved call routing apparatus (PBX or key system). These line may use either DTMF4 (tone) or loop-disconnect (pulse) signalling.

The apparatus is not suitable for connection as an extension to a payphone, neither to a shared-service (party) line or a 1+1 carrier system.

The Multimessage Multi-Announcer Model 311 is connected to the public network using the British Telecom modular plug and socket system. If you do not have a telephone socket, contact your local BT Telephone Sales Office (the number is in your local Phone Book) or fill in and post the Socket Request Card supplied with the unit.

The Model 310 is hard-wired, and must be installed by an authorised engineer

# Connections On Front And Rear Panels - M311



M311 with telephone connected to local control port 1

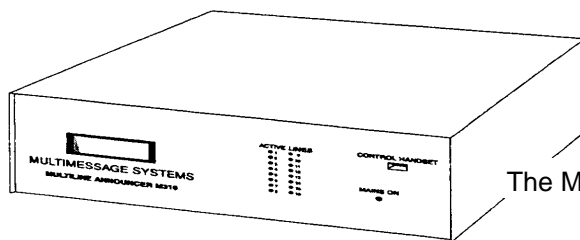
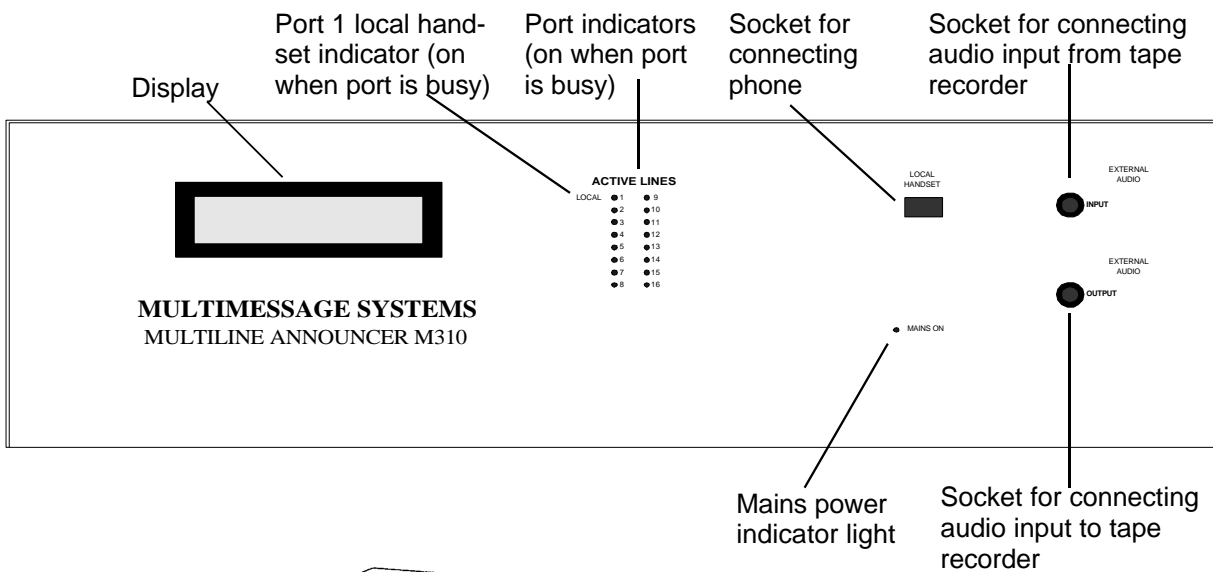
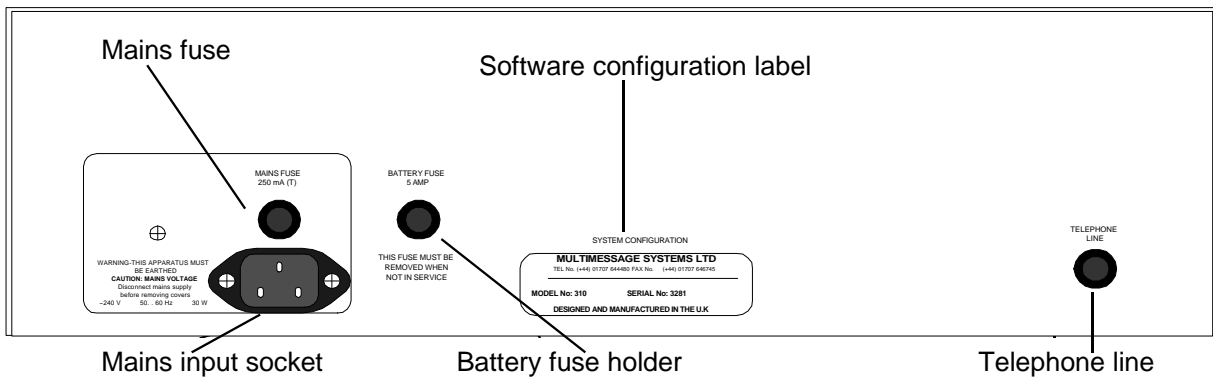
# Connections On Front And Rear Panels - M310

## M310 Krone Strip Connection Details

Krone strip	1	2	3	4	5	6	7	8	9	10
Announcer line	2	3	4	5	6	7	8	9	10	11

Krone strip	1	2	3	4	5	6	7	8	9	10
Announcer line	12	13	14	15	16	NU	NU	NU	NU	NU

NU = Not Used



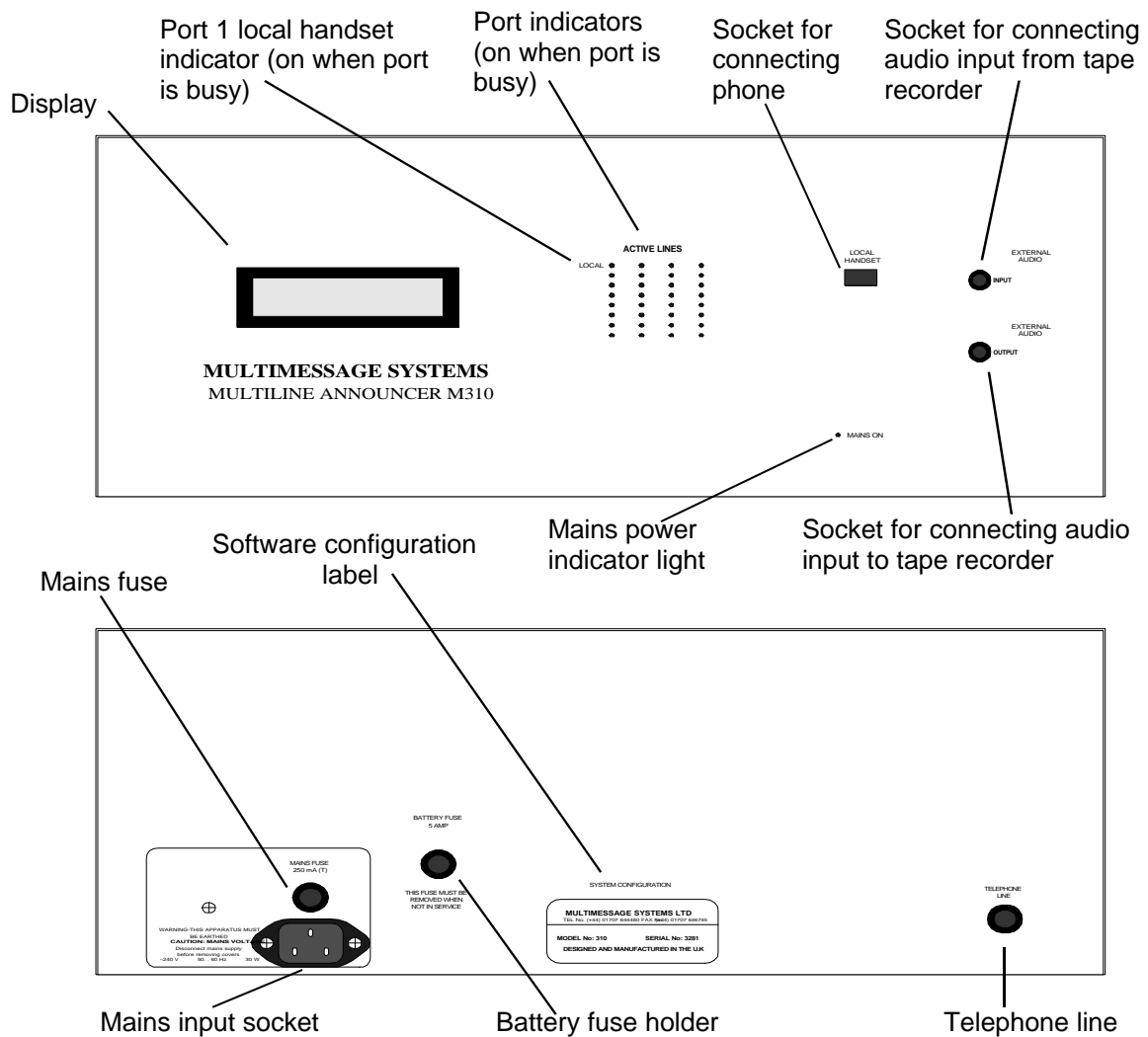
The Model 310 Multi- Announcer

# Connections On Front And Rear Panels - M310L

## M310 Krone Strip Connection Details

Krone strip	1	2	3	4	5	6	7	8	9	10
Announcer line	2	3	4	5	6	7	8	9	10	11
Krone strip	1	2	3	4	5	6	7	8	9	10
Announcer line	12	13	14	15	16	17	18	19	20	21
Krone strip	1	2	3	4	5	6	7	8	9	10
Announcer line	22	23	24	25	26	27	28	29	30	31
Krone strip	1	2	3	4	5	6	7	8	9	10
Announcer line	32	NU	NU	NU	NU	NU	NU	NU	NU	NU

NU = Not Used



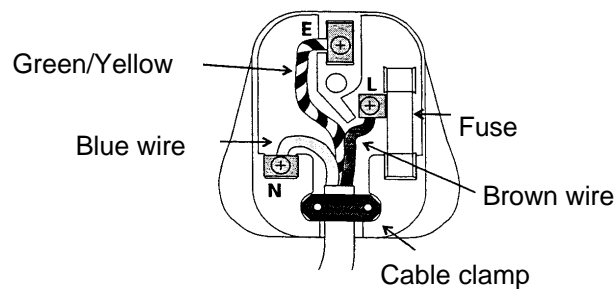
## Safety Information

Please be aware of this important safety information before you install or operate your Multi-Announcer. Only a simple telephone with tone dialling, such as the one supplied with the unit, is to be connected to the **LOCAL HANDSET** port (see page 9). If you connect any other type of telephone, you may damage the unit and make it unsafe.

Your Multi-Announcer is supplied with a mains lead terminating in a moulded plug suitable for connection to a typical 240 V AC mains socket (standard in the UK). Normally, you should not attempt to remove this plug; however, if you need to fit a plug for operation outside the UK, please make sure you follow these instructions;

- ◆ Connect the wire which is coloured **BLUE** to the terminal marked with the letter **N** or coloured **BLACK**.
- ◆ Connect the wire which is coloured **BROWN** to the terminal marked with the letter **L** or coloured **RED**.
- ◆ Connect the wire which is coloured **GREEN AND YELLOW** to the terminal marked with the letter **E** or an **EARTH SYMBOL**, or coloured **GREEN** or **GREEN AND YELLOW**.

### Fitting A Plug



# Installation Procedure

Please make sure you follow these steps in the correct order, and that you have read the safety information.

- 1 Carefully remove the unit from its plastic bag.
- 2 Plug the local handset in to the front socket marked 'LOCAL HANDSET'.
- 3 Remove the battery fuse and holder from its bag. Fit it into the socket marked 'BATTERY FUSE' at the rear of the unit making sure it is **securely screwed in**.
- 4 For the M311 plug the telephone line cords into the sockets marked 'TELEPHONE LINES' on the rear of the unit starting with the socket marked '2'. The socket marked '1' cannot be used because the corresponding port is used for the local handset. Or for the M310 hardwire the lines on to the krone strips.
- 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 Watch the display and check that it shows the correct information as follows:

When the Multi-Announcer is first switched on this is the information that appears on the screen. The unit checks the size of installed memory and displays the memory size.



Memory Top 8200

The number displayed shows the amount of memory on your system.

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

## Read This First

### 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. When you first switch the system on, the display shows the size of installed memory. If you then lift the handset and press the # key, you see the Initial Menu, which looks like this:

- ◆ 1 to record an announcement
- ◆ 2 to play or delete an announcement
- ◆ 4 to assign the announcement to a line
- ◆ 5 to enable, inhibit, drop, zero
- ◆ 8 to set the time
- ◆ 9 to set the date
- ◆ # to see the 2nd menu

1-Rec 2-Pl /Del 4-Ass  
5-Ena 8-Tm 9-Date #↔

---

### 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 lowest one possible, e.g. Announcement 2. The number you can change now 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. If the number you enter is invalid the Multi-Announcer will offer a corrected value or ignore it and wait for you to key in a valid digit.

The Multi-Announcer accepts only appropriate button pushes at each step in a sequence. It ignores inappropriate button pushes where it is able to make such a decision. Where announcement numbers or line numbers need input e.g. to play an announcement, the Multi-Announcer offers default values. You can alter these values if you wish. The currently alterable digit blinks then just key in the new digit. Alternatively you can accept the offered value by pressing the # button.

**The # button**-where a number is offered the # button accepts the number.

**The \* button**-in many places the \* button allows a correction to be made by backspacing to the previous digit, number or menu.

If the handset is replaced before a sequence is followed through to its usual ending then wherever possible the multi-announcer reverts to its condition before the sequence began. If the sequence has gone too far then it finishes as if the whole sequence had been followed. For instance if the handset is replaced when a recording is in progress then the recording is finished and stored as if the # button had been pressed.

## Setting The Time And Date

Lift handset press #. From the 1st menu press 8 for time.

Enter current time in 24 hour format. Press # to complete.



Enter new time  
hh mm

Press # again to return back to the menu.

From the 1st menu press 9 for date.



Enter new date  
dd mm yy

Enter current date. Press # to complete.

## Record Announcements

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

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



Record ann 01  
0..6-? #-start

Or if the announcement exists.

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



Delete Old 01  
\*-no #-start

Press # to start the recording.



Record Ann 01  
0..6-? #-start

Now speak clearly into the handset.

Press # to stop or \* to pause, resume by pressing \*



Recording 01  
\*-pause #-stop

Press # then \* twice to end your recording session.



End Recording 1  
#→

## Other Displays During Record

All 63 announcements have been recorded. Delete those no longer needed to make room for the new recording.



All anns used #→

The full memory capacity has been used. Delete unwanted announcements to make room for the new recording.



Memory full #→

You are trying to record an announcement where someone else is recording on another line. Use a different announcement number.



23 being recorded on another line

You have used all available memory-your announcement has been truncated. Free some memory by deleting unwanted announcements and re-record.



Memory end 54 #→

Short version of initial menu when 'memory full', 'memory end' or 'all announcements used' messages are exited with the \* button.



2-Pl /Del 4-Ass  
5-Ena 8-Tm 9-Date #→

## The External Input Socket

The external input socket may be used for recording speech or music. As an option it may be used to control the system by playing tone dialling (MF) control signs in between the required announcements.

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 button, 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 wanted 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 the callers to be prematurely cut off where the port has dial tone clearing enabled.

## Erasing Announcements

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

Enter announcement number, press 6 to move across when selecting the chosen announcement. Then press # once selected.



Play / Delete  
3 21

Press 3 to delete announcement.



Announcement 21  
1-Play 3-Delete

Press # to confirm the delete or \* to cancel delete.



Delete 21  
\*-no #yes

Press # twice to return back to the main menu.



Ann 21 Deleted  
#→

## Playing Announcements

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

Enter announcement number, press 6 to move across when selecting the chosen announcement. Then press # once selected.



Play / Delete  
01 09 23

Press # to confirm play.



Announcement 1  
1-Play 3-Delete

If this is displayed whilst trying to play or delete an announcement. This means there are no announcements recorded, so you cannot play or delete one.



There are no anns.  
recorded

## Enable Lines

Lift handset press #. From the main menu press 5 for enable

Enter line number or press # to accept the one offered as the beginning of the range.



Ena/Inh/Drop/Zero  
Lines 02.64

Enter line number or press # to accept the one offered for the first digit of the end of the range. Then select the next number for the second digit of the end of the range.



Ena/Inh/Drop/Zero  
Lines 02.32

Press # to accept the range just chosen. Press 1 to select enable. Press # twice to return back to the main menu.



2.32 enabled  
#→

## Inhibit Lines

Follow the enable sequence until:

Select the second digit of the end of the range. Press # to accept the range just chosen.



Ena/Inh/Drop/Zero  
Lines 02.32

Press 2 to inhibit lines. Press # twice to return to the main menu.



2.32 inhibited  
#→

## Drop Lines

This operation not only drops the affected lines it also inhibits them. Follow the enable sequence until:

Select second digit of the end of the range. Press # to accept the range just chosen.



Ena/Inh/Drop/Zero  
Lines 02.32

Press 3 to drop lines. Press # twice to return to the main menu.



2.32 off-line  
#→

## Zero Calls

Follow the enable sequence until:

Select the second digit of the end of the range. Press # to accept the range just chosen.



Ena/Inh/Drop/Zero  
Lines 02.32

Press 4 to select drop lines. Press # twice to return back to the main menu



2.32 - 0 calls  
#→

## Assign Announcement

Lift handset press #. From the main menu press 4 for assign.

Select announcement number or press # and accept the one offered. Press # to accept the line offered or select the one of your choice as the beginning of the range.



Assign ann.01  
to lines 01..16

Enter the first digit of the end of the range or accept the one offered by pressing #. Enter the second digit of the end of the range, then press # to accept.



Assign ann.01  
to lines 01..32

Press # to confirm the assign announcement. Press # again to return back to the main menu.



Lines 1..32  
assigned ann.1

## Total Count Of Calls Received

Lift handset press # and # again. From the 2nd menu press 2 to select the global counter.

Press 0 to reset to zero, then #, or just # to return to 2nd menu.



Total calls = 105489  
0-reset to zero

## Checksum

Lift handset press # twice.

From the second menu press 1 for checksum of the ROM.



```
Version 1.10  
Chksm DCOC #→
```

Press # twice to return back to the main menu.

## Directory Of Lines

Lift handset press # twice.

From the second menu press 3 to select the directory.



```
1e 01n  
2i 1n 0000 0000
```

Press \* twice to return back to the main menu.

