



# Teletics

## Feature Server

# Installation and User Guide

Rev 1.0 – August 2008

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## **Introduction**

The Teletics Feature Server is a network appliance that adds additional features such as Public Address, Ring All and Conference Call capabilities to a Teletics WKSU or WKSU-PA system.

## **Background**

Self standing Teletics WKSU and WKSU-PA systems enable any phone to call any other phone, and to dial out through phone lines that are typically provided by either satellite, cellular or land line.

Many portable camp environments require a wireless paging infrastructure as well. The logic required to send one page to all the units on a WKSU-PA system is the function provided by the Teletics Feature Server.

In addition, many other communications features are also added. Examples such as conference calling, individual paging, paging all but the source unit are available through the use of this unit.

## **Installing the Teletics Feature Server**

### **(pic)**

The Teletics Feature Server can be added on any available RJ-45 port on a WKSU or WKSU-PA system. This unit should be connected to the system using an Ethernet crossover cable included with the unit.

The only other plug on the unit is for +12VDC. A power adapter is included with the unit for use with the Teletics Feature Server.

## **WKSU or WKSU-PA programming**

For a WKSU or WKSU-PA system to work with the Teletics Feature Server, you need to ensure that the units are programmed for paging. You should refer to the Teletics TShop Programming Software manual to get an exact description of how to do this.

A relatively quick way to check if the WKSU units that you are currently working with are programmed to recognize the Feature Server is to apply power to the WKSU or WKSU-PA units, and see if their Status LED continues to flash 30 seconds after power up. Status LEDs continue to flash if the unit is programmed for use with a Teletics Feature Server and a Feature Server is not available.

## Powering Up

The Teletics Feature Server does not require any kind of programming or setup. Once power is applied, and the Power LED is on, it will need about 20 seconds to initialize. After this time has elapsed, you should notice that all units register with the unit and any phone that is picked up will give normal dial tone.

WKSU and WKSU-PA units check for the presence of a Feature Server every 60 seconds. Since all units may be powered up at different times, some WKSU or WKSU-PA units may appear to register at different times, but in all cases they should register in about a minute or less.

## Additional Dialing Features

The Teletics Feature Server provides the following additional features to all users on the WKSU or WKSU-PA system:

### Individual Page

The **Individual Page** feature allows any user on the system to send a page to any other single WKSU-PA unit in the system.

### All But Page

The **All But Page** feature provides paging to the paging port of each of the WKSU-PAs in the system, *except* the paging port on the specified phone.

### All Page

The **All Page** feature provides paging to the paging port of each of the WKSU-PAs in the system.

### All Call

The **All Call** feature provides the ability to have the phone ports on all of the WKSUs or WKSU-PAs, except the originating phone, to ring until one is answered.

### Conference Call

The **Conference Call** feature provides a simple conference call capability. There are 3 conference rooms provided per system. Users gain access through an interactive voice response (IVR) based conference facility when they dial one of the conference call codes on their phone.

## Dial Commands

A standard WKSU or WKSU-PA allows the following two digit dial sequences:

XX	where XX = 11,12,13 ... 30	Dials Phone 11,12,13...30
9YYYYYYY	where YYYYYYY = 7 (or 10) digit phone number	Dials phone number through outside line on 2LVOICE

Here are the additional commands that are available to any user on the WKSU system when a Feature Server is present:

*XX	where XX = 11,12,13 ... 30	Individual Page Phone 11,12,13...30
#XX	where XX = 11,12,13 ... 30	Page all BUT Phone 11,12,13...30
***		Page All
*40		Ring All until one Phone answers
*5X	where X = 0, 1 or 2	Join Conference "Room" 0,1, or 2

## Dial Command Examples

**Individual Page** - If you are at Phone 12, and you want to send a page message to only the person at Phone 11, you would pick up your phone and dial \*11. You will hear a beep indicating you may now talk. You are now connected to the PA speaker located at Phone 11. Remember that anything you now say will come out the PA Speaker located at unit 11 until you hang up. You talk until you are finished and hang up.

**All But Page** - If you are at Phone 12, and you want to send a page to the entire camp, but you don't want to hear yourself talk, you would pick up your phone and dial #12. You will hear a beep telling you that you can start talking. After the tone, anything you say will be sent out over the PA speakers of all units except 12. You talk until you are finished and hang up.

**All Page** - If you want to send a page to the entire camp, including the unit you are using, you can pick up any phone and dial \*\*\* and wait for the beep to start talking. You may continue to talk for as long as you like. Again, you talk as long as you like and hang up to stop the page.

**All Call** - If you want to talk to anyone on the site, you can pick up your phone, dial \*40, and all the phones in the system will ring until the first person picks up. You can then talk to whoever answered first and all of the phones will stop ringing.

**Conference Call** – If you want to set up a conference call, each person needs to know the “conference room” where the meeting is to be held. Options are 0, 1, or 2.

Let’s pick room 0 for example.

Everyone who wishes to join the conference would pick up their phone and dial \*50. Each user will hear the conference system prompt them for their name and tell them if the conference has started, and then puts them into the conference.

The Conference Call feature on the Teletics Feature Server is designed to be simple and effective. There are no passwords to set up or administration required. Participants are simply announced as they join and leave. Every Conference room is available at any time to any user.

## **Troubleshooting**

### **Unable to use Teletics Feature Server functions**

If this occurs, check two things. First, ensure that the WKSUs or WKSU-PA units that are being used with the Teletics Feature Server have been programmed to use it. There is a very quick way to check.

Unplug all WKSU-PA or WKSU units and then plug each one in by itself. If the Status LED on the unit is still flashing after one minute, there is a good likelihood that that particular WKSU or WKSU-PA unit is programmed for use with a Teletics Feature Server. Plug the data cable into the unit, and then into the Teletics Feature Server. Check to see that the WKSU or WKSU-PA unit’s Function LED stops flashing and goes solid. If this happens, the WKSU or WKSU-PA is now talking to the Teletics Feature Server and the additional commands should work.

If you understand computer networking and just want to test if the Teletics Feature Server is present on the network, you may ping it at 1.1.1.200.

Once the Teletics Feature Server has power applied, and has initialized the services are available to any WKSU-PA or WKSU that has been programmed to register with the Feature Server. If only some of the WKSU or WKSU-PA units register, you should reprogram the units that are not registering and try them again.

## Teletics Feature Server Specifications

Data Connector	Standard RJ-45
Power Required	12 VDC @ 1A
Operating Temperature Range	-20C to +50 C / -5F to +125 F
Dimensions	7.6" x 6.1" x 2.25"
Shipping Weight, including packaging	3.4 kgs / 8.1 lbs
Mounting Holes	6.5" x 4.235"

### Warranty Statement:

Teletics warrants the Teletics Feature Server to be free of defects of materials and workmanship for a period of one year after purchase by the original owner.

Teletics will repair or replace, at its option, any Teletics Feature Server unit that fails to perform the task it was designed for under normal use, provided the Teletics Feature Server is returned, at the cost of the owner, to Teletics, or one of Teletics Authorized Repair Facilities in the United States or Canada. Items returned for repair must be accompanied with a problem description and original proof of purchase, such as an invoice.

Any operation of the Teletics Feature Server outside of specified temperatures, specified input power, environment, or in a manner specified as harmful in this manual will void any warranty. Additionally, any attempted repair or dismantling of any Teletics product, in any way, will void all warranties.

In no event shall Teletics liability exceed the original purchase price of the product from direct, indirect, special, incidental, or consequential damages from the use, or misuse of this product.

### Intended Use Statement:

This product is intended for industrial communications use. Installation is to be performed by qualified Technicians.