



MASTER CONTROL DIAL PAD

If you will be taking calls in addition to your normal duties, then you must log in.

Load ID, Log In/Out, Release/Resume

- Load ID
 - Occupy your console's PBX line. This is the channel in the top left corner of the channel module (i.e., 1201, 1202, 1203, 1204, etc.).
 - Enter #1973, followed by your ID# (#####). Listen for the three-beep confirmation tone.
- Log in
 - After you have loaded your ID, hang up and then occupy the line again to log in.
 - Select the PBX channel that corresponds to your console. Enter #1974 and the number allowed by your ACD group, which is 6800, then *11. You should hear a three-beep confirmation tone.
 - You may also log in using the Alias dialer.



CHAPTER 7

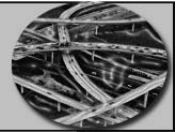
BAKER CONSOLE

- On the City ID module, type L or LO, then press the # key. The system will search for the closet match to whatever you have entered. If you press the # key again it will scroll through the Alias dialer in alphabetical order. Press the # key until "Login" appears in the LED display. If you bypass a code, you may press the * key to go back.
- Occupy your console's line and then press "Call".
- Listen for the three-beep confirmation tone and then hang up. You can check the ACD terminal in room 113 to verify that you are logged in to take calls.
- Release and Resume
 - If you wish to take a break during your shift, but will be returning to answer calls, you can use the Release/Resume function.
 - Using the Alias dialer, the code is "REL". Get "REL" in the LED display.
 - Occupy your console's PBX line, and then press "Call".
 - Listen for the confirmation tone and then hang up.
 - To resume taking calls
 - Using the Alias dialer, the code is "RES". Get "RES" in the LED display.
 - Occupy your console's PBX line, and then press "Call".
 - Listen for the confirmation tone and then hang up.
- Log out
 - Enter #1974, followed by 6800, then 10. You should hear a confirmation tone
 - To log out using the Alias dialer
 - Get Logout in the LED display
 - Occupy your console's PBX line, and then press "Call"
 - Listen for the confirmation tone and then hang up

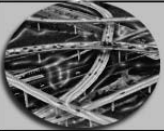
Dials and Controls

- **KNOB R** - Radio volume control for handset or headset
- **KNOB P** - Telephone volume control for handset or headset
- **LED Display Window** - Will display the number dialed or the date and eastern time (Note: We operate on military time)
- **PRI MUTE** - Primary Mute: Mutes the headset or handset audio coming from the radio or telephone channels routed to the Primary Monitor/Audio Monitor. This will only mute for 10 seconds
- **SEC MUTE** - Secondary Mute: Mutes the headset or handset audio coming from the radio or telephone channels routed to the Secondary Monitor/Audio Monitor. This will only mute for 10 seconds
- **SPK MUTE** - Speaker Mute: Will mute the audio speakers of all Audio Modules in the console for 10 seconds
- **RING MUTE** - Will mute all audible ringing signals in both Primary and Secondary Modules for 10 seconds. Can be discontinued prior to the 10-second limit by manually pressing the switch again

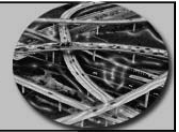


**CONSOLE OPERATOR TRAINING MANUAL**

- **DUAL** - When activated will allow simultaneous access to both telephone and radio channel. When on the line with either radio or telephone, press the dual function before connecting with second party. When operating in this mode, the operator must use the Push-To-Talk (PTT) switch to communicate with the radio and release it to talk on the telephone
 - Restrictions to this feature include:
 - Neither PH MON nor PH PTT may be activated
 - There can only be one channel selected in order to release from the dual mode
 - The CLEAR button (#64) will release the telephone only
 - You must press the radio channel button to release the radio
 - After releasing the radio, then press the DUAL button (#5) to release the console from the DUAL mode of operation and the DUAL button light will extinguish
- **FREQ SEL** - Frequency Select: This feature will allow you to select different frequencies from a selected radio channel. Remain on District 7 frequency unless directed otherwise
- **DISP INTS** - Display Intensity: Pressing this will intensify the LED display window. There are seven different settings for your preference
- **PH MON** - Phone Monitor: This function is used to place a call from a telephone line in the speaker in one of the Audio Monitors. This is provided for listening only; you must use your handset/headset to talk
- **AUTO ASSN** - Automatic Assignment: This feature allows the user to have a radio channel assign itself automatically to a pre-designated Audio Monitor when the console user chooses that channel on his/her handset/headset. To activate, hold down the SEL button on the Primary Audio Monitor and then press AUTO ASGN. The ASGN button will illuminate. To deactivate hold down the DSEL button and then press the AUTO ASGN button. The light on the AUTO ASGN button should extinguish
- **UN ASGN** - Unassigned: Depressing this button will allow the user to monitor any unassigned channel(s) in the system on a selected Audio Monitor. To activate the UN ASGN feature, hold down the SEL button on the Secondary Audio Monitor and then depress the UN ASGN button. The button will illuminate. To deactivate hold down the DSEL button and then press the UN ASGN button. The light on the UN ASGN button should extinguish
- **T/A** - Talk Around: Using this feature with a radio channel selection allows the user to bypass the repeater. In essence, you can communicate over the radio, but you are not tying up the system. The only persons able to listen are those tuned to the channel selected
- **SIML CAST** - Simulcast: By pressing this button, the user may select more than one radio frequency to transmit over. This is a great feature for announcing one message over multiple frequencies
- **TIME** - Time: This button selects the time zone and the associated 12-hour or 24-hour time zone format to be displayed in those "windows" on the console which are capable of displaying time



- **SHOW** - Show: When activated, the SHOW function causes a variety of information to be displayed in the various windows on the console
- **PH PTT** - Phone push-to-talk: The PTT feature on the telephone mutes the microphone in your telephone handset or headset, but allows you to listen constantly
- **PRIV** - Privacy: When activated by the user, this feature prevents any other console from accessing the circuit being used. If the call is already being monitored, it is not possible to activate the PRIV feature
- **LOCK OUT** - Lock out: This function allows a user of a radio channel to lock out the transmitter so no one is able to transmit on that channel
- **Manual Patch**: When patching together a radio channel and a telephone channel, it is necessary to activate the DUAL function. After placing the selected radio channel and telephone line in DUAL mode, hold down the CNSL A button and select the radio or telephone line and vice versa for the CNSL B button. When patching together two radios or two telephone lines the console must not be in DUAL. Select the channels the same for CNSL A button and CNSL B button. In order for the parties to communicate with one another the operator must control which party is talking to whom. This is done by selecting one of the XMIT A or XMIT B buttons. Only one XMIT button may be selected at a time
- **AUTO PTCH** - Automatic patch: After a manual patch has been established, pressing this button will cause the patch to become automatic, thus eliminating the need for the user to constantly switch back and forth with the XMIT A and XMIT B buttons. The automatic patch can be converted back to manual patch by depressing the AUTO PTCH again
- **XMIT A** - Channel B transmits to Channel A: This is one of the four buttons used in Manual Patch of radio and/or telephone channels. Depressing this button while in the Patch mode enables the channel "B" party to transmit to the channel "A" party
- **XMIT B** - Channel A transmits to Channel B: This button enables channel "A" party to transmit to channel "B" party
- **SAVE** - Save: After dialing a number and before disconnecting, press one of the save numbers to save the number
- **CONF** - Conference: This feature will allow conference calling. On an active line, depress the CONF key. This will place the caller on hold and give the user a dial tone to call the second party. Once connected with the second party, press the CONF key again to join all parties. Additional parties can join the conference by following the same procedures
- **RLS/RSM** - Release/Resume: Depressing this key followed by *10 will redirect your calls to another operator. Depressing this key followed by *11 will allow your console to resume receiving calls
- **PICK-UP** - Pick up: To pick up another line, access a telephone line, depress PICK UP and dial the extension number that you wish to pick up
- **TRF** - Transfer: To transfer a caller to another telephone, depress the TRF button and the caller will be placed on hold and the user will have an open line. Either dial the extension (internal) or 9, followed by the number (external)



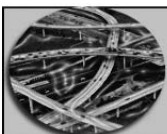
- **HOLD** - Hold: Place the caller on hold. To release, press the selected channel
- **FLASH** - Flash: Use this button to deselect a channel and receive a new dial tone
- **REDIAL** - Redial: This function allows the user to redial the last number dialed
- **CLR** - Clear: This function will clear out all functions selected. If you are in DUAL mode it will only disconnect the telephone channel



CITY ID - Alias Dialer

This module contains the alias dialer, which allows you to type in abbreviated names and numbers or scroll through the data populated menu to select the person or function needed. Take some time to scroll through the Alias Dialer using the (*) or (#) keys. Some examples are:

- To dial Atlanta's 911, you simply type ATL9, depress a telephone channel and press call
- If unaware of the code (ATL9), you could enter in the first two or three characters followed by an asterisk (*), then press the (#) key. The system will bring up the first entry it finds that matches the characters entered. You can then scroll with the (#) and (*) keys
- You may also search for entries that end in the same manner by pressing (*), the last few letters the code may be identified as, then press (#)
- Persons listed on the notification checklist are stored in the Alias Dialer with the first letter of their first name, followed by the first three letters of their last name. For their pager number, simply add PAG to their name code
- District Offices are identified by taking the first letters of the office followed by the district number, i.e. the District Maintenance Engineer for District 3 would be DME3, whereas the District Construction Engineer for District 4 would be DCE4
- 911 services are normally the first three letters of the city followed by 9, but in some cases it may be the first two letters followed by the fourth letter then 9. This will be the case where multiple cities have the same first three letters. If in doubt use the first two letters followed by the scroll function. If the center has two names, like East Point, then type the first letter, first consonant, the first letter of the second name and 9. East Point would be ESP9



SPEED DIAL AND CHANNEL SELECT MODULES

These keys are generally referred to as "channels", whether it be a radio channel or a telephone channel. The channels are color coded for your convenience.

- Red - ACD lines, incoming calls only
- White - Call out lines, used to make outgoing calls
- Violet - Emergency Centers
- Blue - Outside agency radio frequencies, such as GEMA and DNR
- Dark Green - DOT radio frequencies
- Light Green - 800 MHz radio frequencies
- Orange - TCCs
- Yellow - Notification personnel
- Dark Pink - Audio and voice devices

The telephone channels will illuminate red when in use and the amber light will illuminate indicating the line the user is occupying.

The radio channels will illuminate red when the channel is selected and amber when there is transmission.

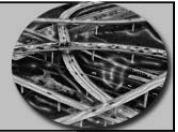
To use one of the quick-dial telephone channels, such as a yellow key, select an available call-out line (white) and depress the selected channel. You must occupy a call-out line in order to utilize the quick-dial keys.

AUDIO MONITOR MODULES

The Audio Monitor Modules, commonly referred to as AMM, enable the user to listen to the audio from his/her radio and/or telephone channels via his/her handset, headset, or the loud speaker which is part of the Audio Monitor Module. It has its own volume controls for the module and three pushbuttons.

- **SEL** - Select: By depressing this button and, at the same time, selecting a telephone or radio channel will enable the channel to be monitored audibly over the module. More than one channel can be monitored in one AMM
- **PICK UP** - Pick up: Allows the user to pick up a line
- **DSEL** - Deselect: By depressing this button and, at the same time, selecting a telephone or radio channel that has already been selected for monitoring in the AMM, will take it out from that selected in the AMM

In order to view what is selected in an AMM, simply press the SHOW key, then press the SEL key on the AMM and hold it down. This will cause the channels selected to scroll through the display of the AMM.



CHAPTER TEST

1. When must you be logged into the Baker Console?
 - a. At all times
 - b. Whenever you want
 - c. When performing duties as a call taker
 - d. At the beginning of your shift

2. What code do you enter to Log In or Log Out of the Baker Console?
 - a. 6801
 - b. 1974
 - c. 1975
 - d. 1984

3. What control will assign a radio channel automatically?
 - a. ASGN
 - b. Auto ASSN
 - c. KNOB P
 - d. Dual

4. What character replaces unknown letters in a search on the Alias Dialer?
 - a. #
 - b. @
 - c. *
 - d. &

5. What does AMM refer to?
 - a. Automatic Maintenance Monitor
 - b. Audio Monitor Modules
 - c. Audio Maintenance Monitor
 - d. Automatic Monitor Module



