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Master Station IP Area of Refuge Installation & Operation

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OVERVIEW

The Master Station is the primary component of Emcom's Area of Refuge (AoR) System. The management of the entire AoR system is handled through the Master Station tablet contained within the cabinet. This document contains instructions on the operation of the system.

ITEMS INCLUDED WITH MASTER STATION

"Emcom Area of Refuge Instructions" label for Emcom Master Station
Master Station Tablet with Handset
Tablet Power Supply

ITEMS NOT INCLUDED

UPS Power Supply
Switch (PoE)
Network Cable
IP Emergency Phones (Ordered Separately)
Area of Refuge Signage and Instructions

1. **MOUNTING MASTER STATION CABINET - REFERENCE FIG. 1 & FIG. 2**
 - 1.1 Unlock and remove the Master Station cabinet door by lifting it upward and pulling it away from the main body.
 - 1.2 Remove the four nuts securing the tablet/handset plate using $\frac{3}{8}$ " nut driver or socket wrench and carefully place it at a safe location. Take care not to lose the nuts as they will be used to re-attach the tablet/handset plate.
 - 1.3 Utilize the knockouts located on the top and bottom of the cabinet to run power and communication through.
 - 1.4 Mount the Master Station cabinet at the determined location using the holes provided on the back wall or side walls of the cabinet.
 - 1.5 Connect network cable and power to back of tablet. The power plug for the tablet is included with the Master Station.
 - 1.6 Carefully slide the tablet/handset plate back into the cabinet using the studs provided. Secure it using the four nuts removed $\frac{3}{8}$ " nut driver or socket wrench.
 - 1.7 Reattach the door reversing the process in step one.
 - 1.8 Place the "Emcom Area of Refuge Instructions" label, included with the Master Station, in a conspicuous location. (Recommended: On inside of door)

FIGURE 1. - MOUNTING MASTER STATION CABINET

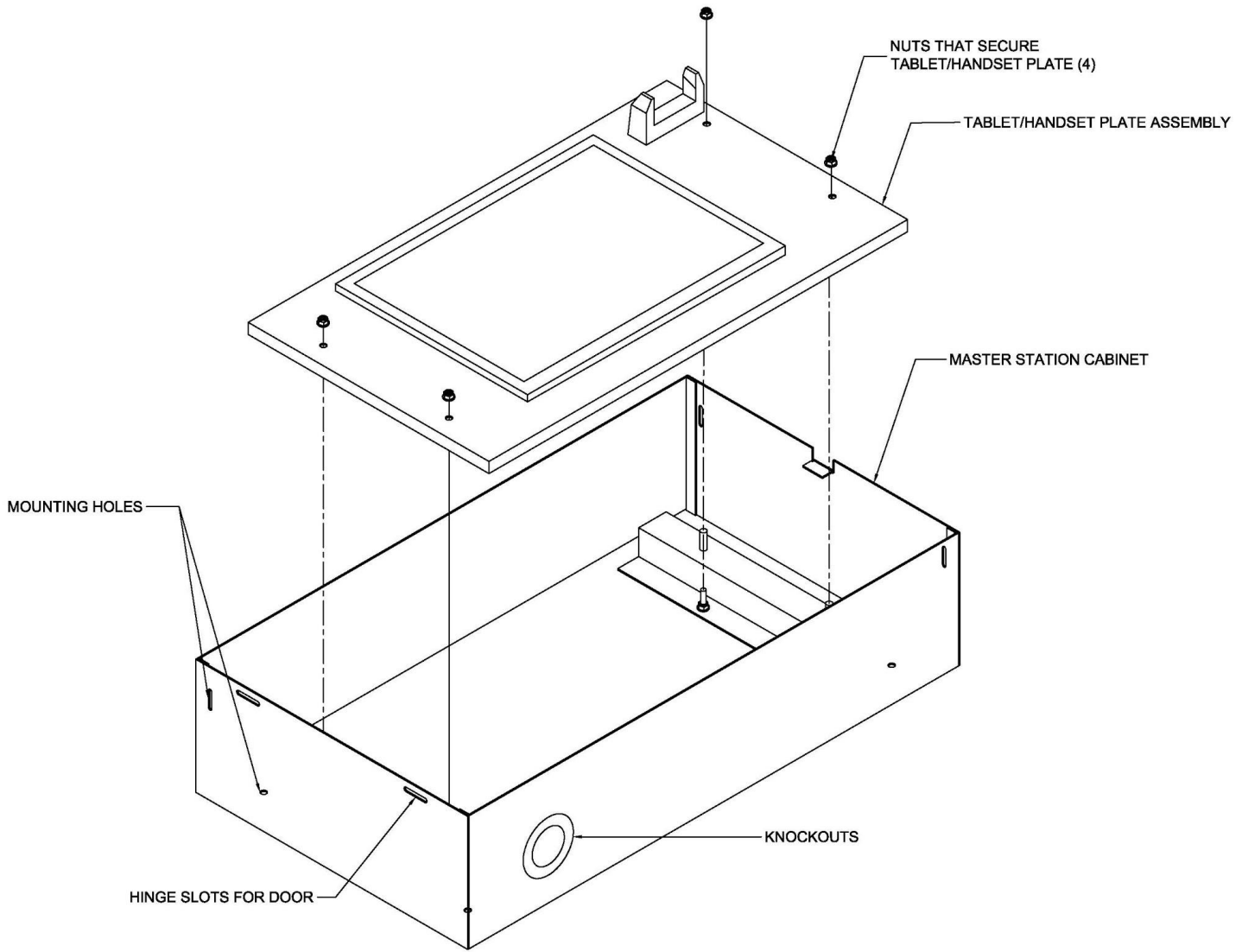


FIGURE 2. - EMCOM AREA OF REFUGE INSTRUCTIONS LABEL

Emcom Area of Refuge Instructions

Touch to select Call Box.	A dialog box with options will appear, touch to select.	NOTE: Picking up the handset will NOT by itself answer a call.
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Display Button Status:

INCOMING CALL:	
ACTIVE CALL:	 
CALL ON HOLD:	 
OUTGOING CALL:	
COMM FAULT DETECTED:	

This label contains an overview of the operation of the AoR system.

2.1 MASTER STATION OPERATING INSTRUCTIONS

2.1.1 When a phone call is placed on the AoR system, it will appear on the Master Station screen. The chart below links button color to function on the Main Screen of the AoR System.

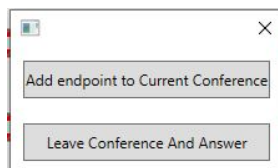
BUTTON COLOR	INDICATES	APPEARANCE
RED	INCOMING CALL	
GREEN	ACTIVE CALL	
YELLOW	CALL ON HOLD	
BLUE	OUTGOING CALL	
RED BORDER	PHONE OFFLINE	

2.2 ANSWERING A CALL

2.2.1 Once the Master Station rings, lift the handset and touch to select the call box with the flashing red fill to answer.

Note: Picking up the handset will **NOT** answer a call automatically. The user must also touch to select the call box.

2.2.2 If another call is coming in, touch to select the desired call box. A dialog box will appear with two options:



Option 1: Add endpoint to Current Conference - This will add the new call to the existing call.

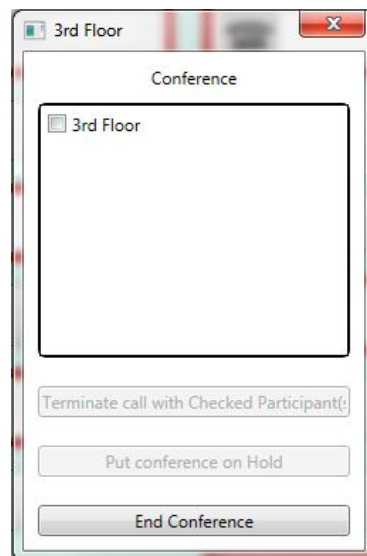
Option 2: Leave Conference and Answer - This will put the current call on hold and answer the new one.

2.3 MULTIPLE CALL SELECTION

2.3.1 If multiple calls are coming in, select a call box with flashing red fill. In the pop-up dialog box, select “Add Endpoint to Current Conference.” The conference can support up to 5 lines using this feature.

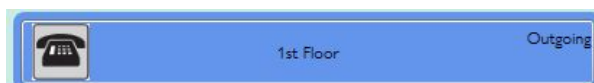
2.4 DISCONNECTING A CALL

2.4.1 To disconnect a call, touch to select the call box and terminate call. Calls with multiple lines can be disconnected using the option “End Conference” or “Terminate Call with Checked Participant.”



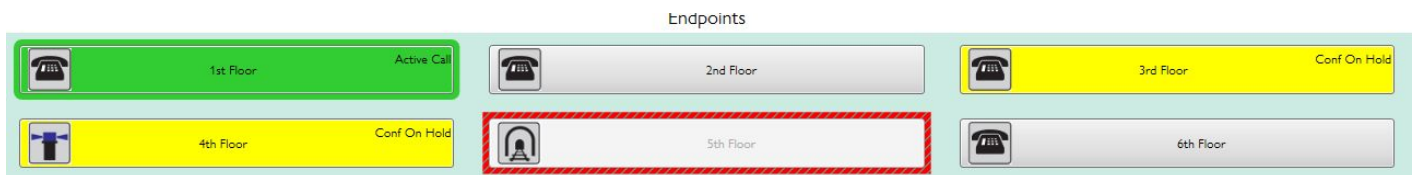
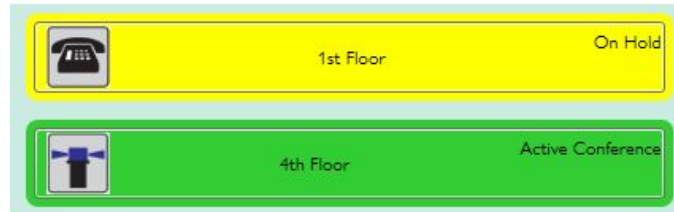
2.5 OUTGOING CALLS

2.5.1 To place an outgoing call, select the call box. The call box will flash blue, turning to solid green once the call is connected.



2.6 SWITCHING BETWEEN CALLS

2.6.1 Click on the flashing yellow display button to make the on-hold call/on-hold conference active. This will place any other active (green) calls on hold automatically.



2.7 IF CALLS ARE NOT ANSWERED AT THE MASTER STATION

2.7.1 If a call is not answered at the master station for 10 seconds, it will be rerouted to the constantly attended location.

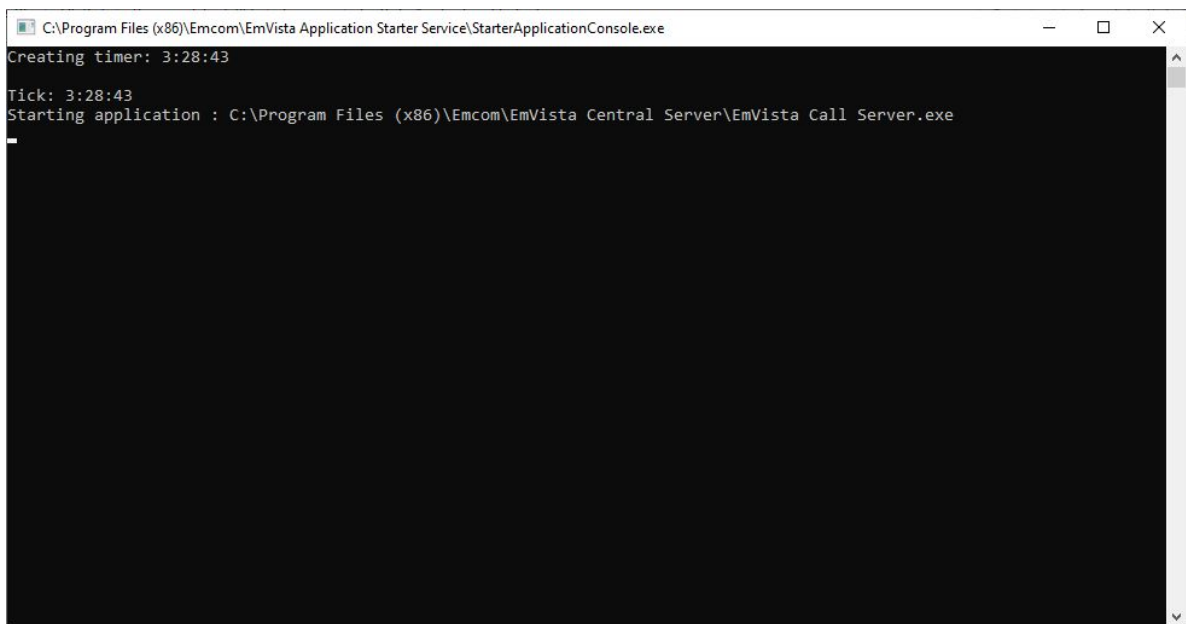


2.7.2 If the AOR Master Station is offline, the phone will have a second phonebook entry programmed that will place a direct call to the constantly attended location which does not involve the server.

3. REMOTE ACCESS TO MASTER STATION FOR TROUBLESHOOTING

3.1 Restart the Master Station using the power button.

3.2 Close the console application as soon as it started. Below is the console image.



```
C:\Program Files (x86)\Emcom\EmVista Application Starter Service\StarterApplicationConsole.exe
Creating timer: 3:28:43
Tick: 3:28:43
Starting application : C:\Program Files (x86)\Emcom\EmVista Central Server\EmVista Call Server.exe
```

3.3 Open Control Panel. Go to Network Settings.

3.4 Enable the WiFi adapter.

3.5 Make sure TeamViewer is running. (Note: The Master Station will have TeamViewer installed).