3.1.2 Call Director Control

The Call Director Control provides an indication of the CD on/off-hook status and serves as a transmit button when a headset is not used. See Section 6.1 for more details.

3.1.3 Compact Telephony Control

The Compact Telephony Control provides an always-available control that manages ringing and active telephony calls. The control is located on the Select Bar of the Full Screen Display and is referred to as the Select Bar Telephony Control. The control is located on the Baton and is referred to as the Telephony Widget. See Figure 3-4.

The Compact Telephony Control focuses on answering and managing calls. To place calls or access advanced telephony features, see the Telephony Panel in Section 3.4.5.

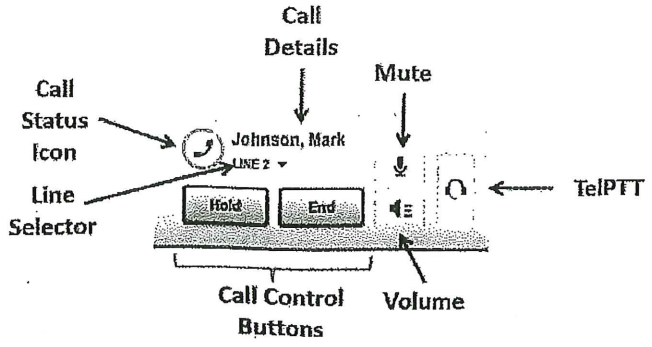
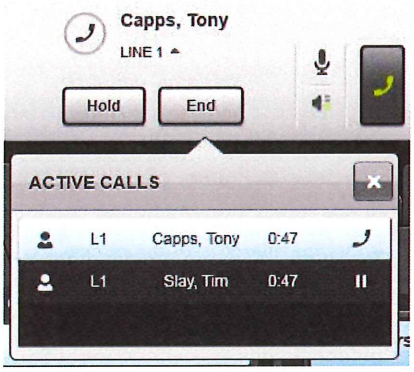


Figure 3-4: Compact Telephony Control

The Compact Telephony Control shown in Figure 3-4 has the following elements:

- Call Status Icon: This icon shows the current state of the call. See Table 3-7 for details.
- Call Details: This field includes information about the caller/callee if available. This can be an alias such as "Tim Slay" or a phone number.
- Line Selector: The line selector shows the currently selected line. Click on the Line Selector or the Call Details field to open the Active Call popup. This popup shows the active calls and allows the dispatcher to select a different call. This is a compact form of the Active Call List found in the Telephony Panel. See Section 3.4.5 for details.



- Mute: Mute the mic audio to the phone.
- Volume: Pop out the volume control.
- Call Control Buttons: These buttons provide the most used controls for a particular call situation. The buttons change depending on call state. For example, for a ringing call, the buttons are **Answer** and **Decline**; the buttons for an active call are **Hold** and **End**.
- TelPTT: The Telephony PTT is a multipurpose control that indicates when the call is active and/or in a TelePatch™ and provides a PTT control when telephony is in half duplex mode.
- More Button (Baton Only): The Baton includes a more button to open the Telephony Panel Pop up for access to advanced telephony features.

Table 3-1 summarizes the call status icons.

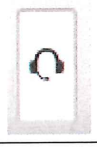
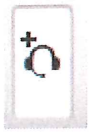
Table 3-1: Call State Table

ICON	DESCRIPTION
	No call is currently active
	Call is ringing. Applies to inbound and outbound calls.
	Call on the primary line is ringing. Applies to inbound and outbound calls.
	Call is active. Audio flows to and from the remote party.
	Call failed. See the System History for details on the call failure.

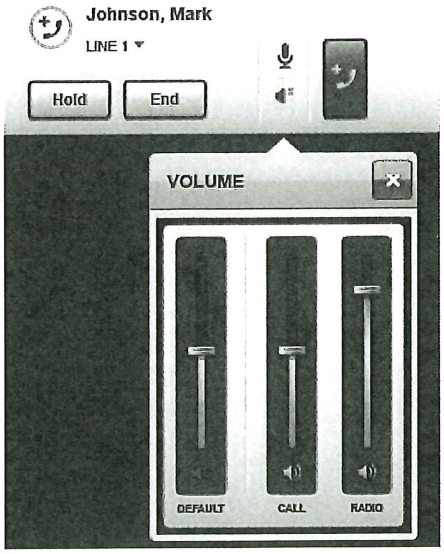
ICON	DESCRIPTION
	Call is on hold.
	Call has been placed on hold remotely (i.e., by the far side, not by Symphony).
	Calls are forwarded.
	Call is being transferred.
	Call is in a TelePatch.
	Call in TelePatch is on hold.

The Telephony PTT is a multipurpose control that indicates when the call is active and/or in a TelePatch and provides a PTT control when telephony is in half duplex mode. Table 3-2 summarizes the states of the Telephony PTT.

Table 3-2: Telephony PTT States

CALL STATE	HALF DUPLEX	FULL DUPLEX	HALF DUPLEX TELEPATCH*	FULL DUPLEX TELEPATCH
No Active Call			NA	N/A
Ringing			NA	N/A
Active				
Hold				

Click the volume control to open a multi-slider dialog as shown below:

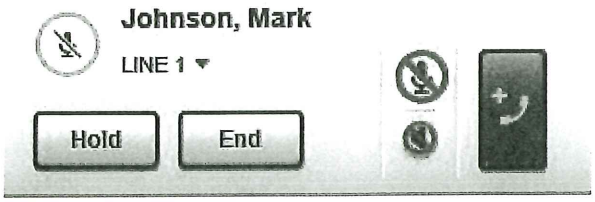


The volume control includes:

- Default phone volume: The default volume used to begin every call.
- Call volume: Volume of the currently active call. This slider is not shown if there is no active call, or the call is a member of a conference.
- Radio volume: Volume of the radio entity in a TelePatch. Only shown when in a TelePatch.

The volume control shows the default volume if no calls are active and the volume of the active call if a call is active. The mute state is shown if any of the sliders are muted. The default sliders cannot be muted.

The mute control mutes the mic audio from the dispatcher as you would expect on a desk phone. The muted state is shown below:



	TelePatch Call: A plus sign (+) appears in the top right corner of the Smart button when this entity is TelePatched to the local Call Director. The module is receive-only.

3.4.4 Call Director Sidebar Panel

The Telephony Sidebar Panel allows the dispatcher to view and control active telephony (Call Director) calls. The panel consists of two tabs, the History Tab which displays records of each telephony call placed or received and the Active Tab which shows information and controls for the current active telephony call.

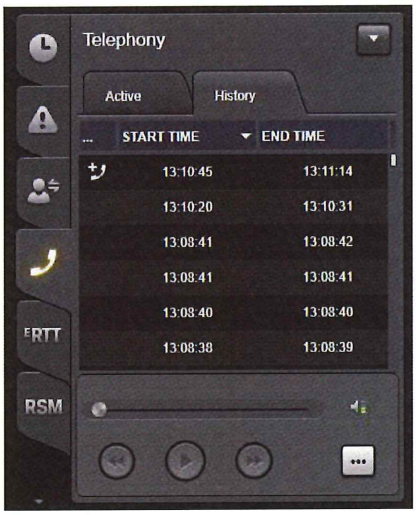


Figure 3-41: Telephony Sidebar Panel

Active Tab:

When there is an active Call Director call, the Active tab will show an entry identifying the call information. The call information includes three columns of information, LINE, CALL INFO, and STATUS. LINE identifies the line number that the call in on (L0 for Call Director calls) and CALL INFO identifies the type of call, e.g., Call Director. STATUS will show the amount of time that the call has been active and also if the call is currently TelePatched to the radio system.

History Tab:

The History tab in the Telephony Sidebar Panel displays all Call Director calls that have been made or answered from the Symphony dispatch console and allows the user to play back any of these calls. Highlight one or more calls from the list to activate the playback controls. See Section 5.6 for more information on using the Playback Controls.

Figure 3-42: Active tab

When it is required that an active call be TelePatched to another entity (a Talkgroup, radio Patch or Base Station) the More button can be used to open the Call Director TelePatch panel. Reference the Call Director operation section for more detail.

3.4.4.1 Call Director TelePatch Operations

Symphony provides the ability to connect the local call director to one or more "radio" entities, thus allowing an incoming caller on the phone system to communicate directly with radio end users in the field. This feature is known as Call Director TelePatch. The types of entities which may be patched to the phone in this manner are Talkgroups, Base Station channels, and active radio Patches. The entity being patched to the phone may be either selected or unselected. During TelePatch operations, normal dispatch operations can continue as normal. For example, while TelePatched to an unselect entity, if a module for a different entity is selected, transmits may be performed via the Select Module Smart Button or the footswitch or the desk mic's PTT switch while communications with the TelePatch is accomplished using the CD PTT button in the Select Bar.

3.5.2.2 Phone Call History

The Extended Phone Call History displays either Call Director calls or SIP Telephony Calls depending on the current telephony configuration. The phone call history is similar to the radio history, so only the differences are addressed in this section.

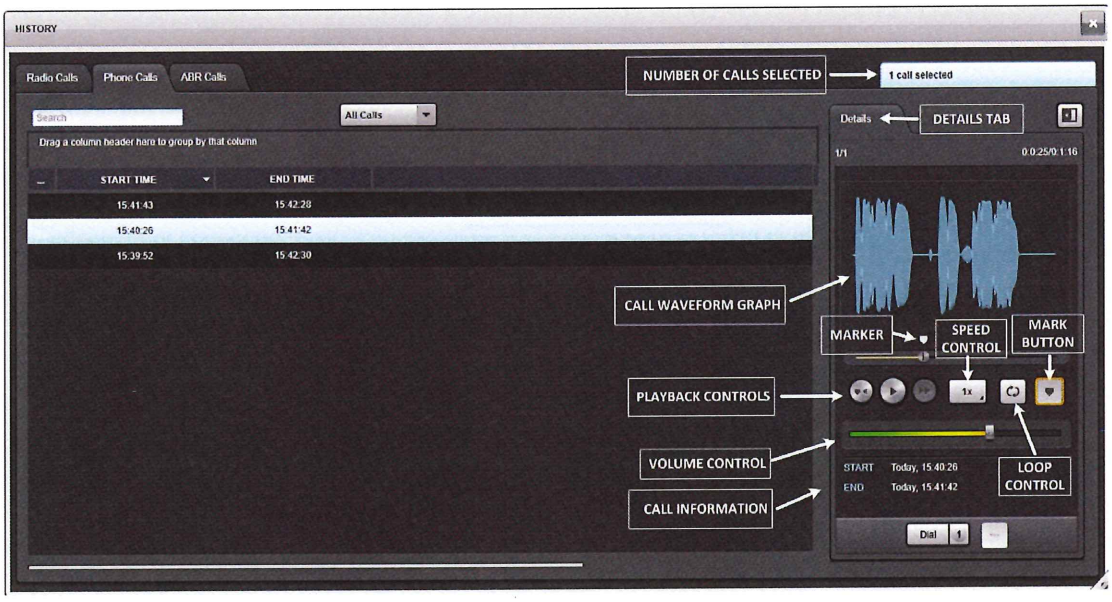


Figure 3-69: Extended Call History - Call Director Phone Calls

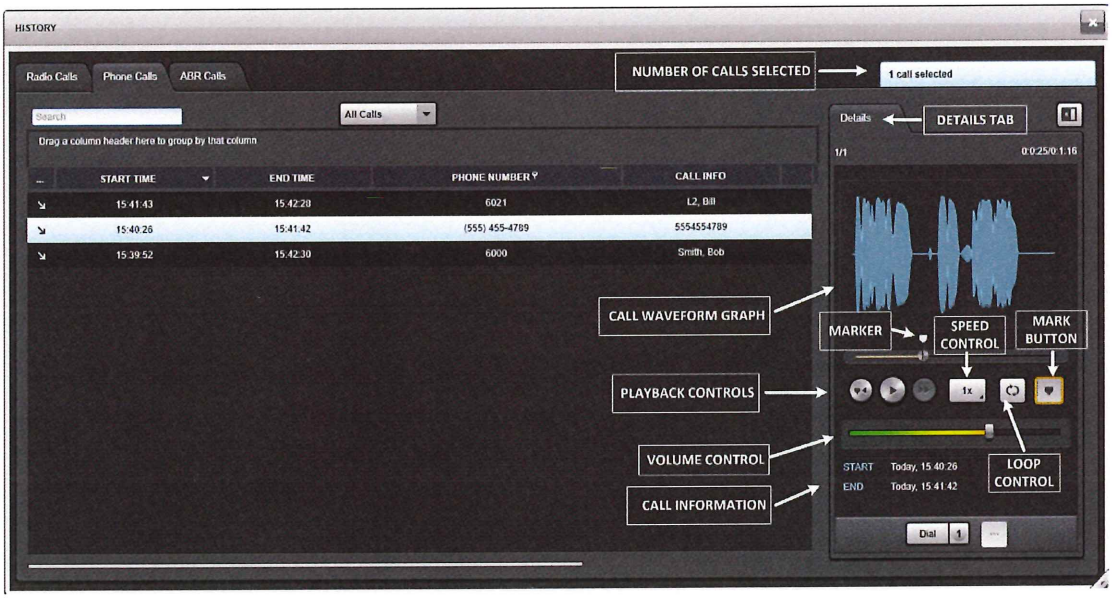


Figure 3-70: Extended Call History – SIP Phone Calls

Table 3-13 lists and describes the columns displayed on the Phone History dialog. Click a column header to sort entities by that column or click and specify filter criteria. Click and drag a column header as shown in Figure 3-71 to group entities by that column.

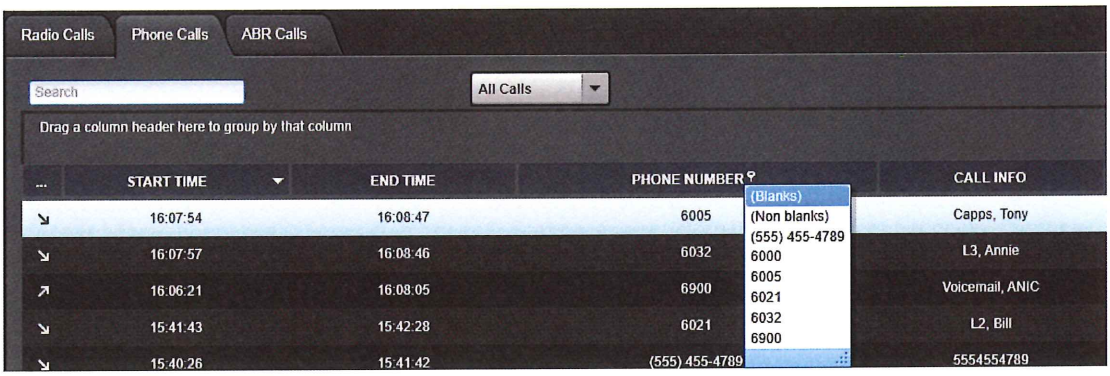


Figure 3-71: Group by Phone Call History Column

Table 3-13: History Dialog Columns (Call Director Phone Calls)

COLUMN	DESCRIPTION
...	Icons to highlight aspects of phone calls, e.g., call director, patch, etc.
START TIME	When the call started (HH:MM:SS).
END TIME	When the call ended (HH:MM:SS).
CALL TYPE	Indicates the type of call, e.g., including Call Director.

Table 3-14: History Dialog Columns (SIP Phone Calls)

COLUMN	DESCRIPTION
...	Icons to highlight aspects of phone calls, e.g., inbound, outbound, etc. See Section 3.4.5.2 for list of icons.
START TIME	When the call started (HH:MM:SS).
END TIME	When the call ended (HH:MM:SS).
DURATION	Indicates the duration of the call.
PHONE NUMBER	Indicates the phone number of the other party of the telephone call.
CALL INFO	Indicates the name, if configured in the directory. Displays the Phone number if the contact is not currently present in the directory.
LINE	Indicates the line associated with the call (e.g., L1 for line 1). The primary line is indicated by a red circle in the background.
TELEPATCH	Indicates the entity that was TelePatched during this call.

The Phone Call tab with SIP Telephony includes a drop-down filter button (next to the search box) which filters calls by type such as inbound, outbound, or missed calls.

3.5.2.2.1 Details Tab

The Details tab includes contextual information about the highlighted call, as well as playback controls. The Details Tab includes:

Playback Controls

Highlight one or more calls from the list to activate the playback controls. See Section 5.6 for more information on using the Playback Controls.

PTT SOURCE	MICROPHONE USED	TRANSMIT TO
Mouse/Touchscreen (Unselect Module)	Supervisor Headset Mic	Clicked Module
Mouse/Touchscreen/Keyboard (Select Module)	Supervisor Headset Mic	Select Entity
Supervisor Headset PTT	Supervisor Headset Mic	Select Entity
OPERATOR AND SUPERVISOR HEADSETS INSERTED		
Desk Mic PTT	Desk Mic	Select Entity
Operator Footswitch	Operator Headset Mic	Select Entity
Supervisor Footswitch	Supervisor Headset Mic	Select Entity
Mouse/Touchscreen (Unselect Module)	Operator Headset Mic	Clicked Module
Mouse/Touchscreen/Keyboard (Select Module)	Operator Headset Mic	Select Entity
Operator Headset PTT	Operator Headset Mic	Select Entity
Supervisor Headset PTT	Supervisor Headset Mic	Select Entity

4.5 VOLUME INDICATIONS

The VU (Volume Unit) Meter (Figure 4-1) indicates outgoing audio levels during a console foreground transmission to the radio system and to SIP telephone calls. Foreground audio includes mic audio, alert tones and foreground pages. The VU meter does not display indications for mic audio transmitted to Call Director. This panel is located in the top of the Full Screen display and to the left of the Select Module on the Baton. See Figure 3-74 for the VU location.

Figure 4-1: VU Meter - Full Screen Display

Figure 4-2: VU Meter - Baton

When transmitting a call from the console to a selected module, the unselected modules (instant transmit), or a SIP telephone call, the VU meter panel indicates the audio level that is applied to the open microphone. The LEDs on the side of the VU meter indicate the transmission type. PTT LED indicates a foreground call to the radio system. The Tel LED indicates an SIP Telephone call, and the Other LED indicates background transmissions such as PMT and background pages.

When transmitting, it is best to speak directly into the open microphone in a normal voice level. Shouting in a microphone is never necessary. The best voice audio clarity at the receiving units can be achieved by maintaining, on average, a mid-range VU meter indication while speaking into the microphone. However, occasional maximum and minimum indications during a PTT sequence are normal and should be expected. A minimum indication almost always briefly appears between spoken words. To achieve an optimum audio level, adjust voice level and/or mouth-to-microphone distance as necessary during transmissions.

Excessive background noise during a PTT sequence may cause indications to appear on the VU meter panel when the open microphone picks up this audio. This should be avoided whenever possible to prevent background noise from being transmitted.

4.6 PRIORITY GROUPS

Groups/Units can be assigned to speaker 1 (select speaker) as their unselect speaker. This makes them a "priority" group. Audio from these groups and units is sent to the select device; the select speaker or headset earpieces.

- These groups are NOT selected.
- They are muted when mute all unselect is pressed.
- They are not transmitted to when a select transmit action is performed.

4.7 RECEIVE AUDIO ROUTING

Audio received from the "selected" module and priority groups is heard in the "select" speaker. However, if a headset is connected to the console, the select speaker may be muted (muting is optional, dependent on setting "Set Select Speaker Always On," set by the administrator), in which case select audio is heard only in the connected headset.[1]

Audio received from "unselected" modules is heard in an "unselect" speaker, typically speaker 2. Receive audio that is simultaneously received from two or more unselected modules shares an unselect speaker and the audio is summed (mixed) together in the speaker. The console can be equipped with up to seven unselect speakers, identified as speakers 2 through 8. Each programmed Communication Module has an assigned unselect speaker to which the module's incoming audio is routed when the module is unselected. The factory default unselect speaker is speaker 2. If allowed by the administrator, each programmed module's unselect speaker can be changed from the default unselect speaker to any available unselect speaker. To change a module's current unselect speaker, select from the speaker selection drop-down (see Figure 3-24). The "Can Change Entity Unselect Speaker" configuration setting controls this behavior.

When an emergency exists on one or more programmed Communication Modules, audio received from units calling on the groups is routed per standard methods. If the emergency group's module is selected, audio from units calling on the group is heard in the select speaker. If an emergency group's module is unselected, audio from units calling on the group is heard in the module's unselect speaker. Alarm audio is routed in the same way.

4.8 AUDIO FOR INTERCOM CALLS

Audio for Intercom calls is routed using the standard select and unselect audio routing rules. Intercom transmit operations also follow the standard select and instant TX rules.

4.9 AUDIO FOR PATCHES

Audio routing for calls received on an active Patch occurs similarly to non-Patch operations. If a Patch is selected, incoming call audio on the Patch is routed to the select speaker or the headset. If a Patch is unselected, incoming call audio on the Patch is routed to the unselect speaker.[2]

When a Patch activates, all of its modules' volume settings equalize to the highest setting among the patched modules. To adjust a Patch's volume setting, choose a module in the Patch or the Patch module and perform volume up or down actions as required. The volume indicators on all of the patched modules change simultaneously.

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[1] During local Call Director operations, select audio is directed to the select speaker while a headset is in use.

[2] If the console is equipped with more than one unselect speaker and modules in the patch have different unselect speaker settings, receive audio on the patch is routed to the unselect speaker as determined by the module with the lowest unselect speaker number.

Muting one module in an active Patch mutes all modules in the Patch. During a Patch mute condition,  is displayed next to the volume indicators in all of the patched modules. To mute a Patch, choose any module in the Patch and toggle the module mute function on (see Section 5.2.7). Repeat this operation to unmute a muted Patch. If a muted Patch is deactivated or cleared, all modules in the Patch return to their pre-patched conditions. Independent module volume adjustments can then be performed.

Muting all unselected modules via the consoles "mute all" function mutes all modules in an unselected Patch. If a Patch is selected during a mute all condition, none of the modules in the Patch are muted—the Patch does not mute.

4.10 AUDIO FOR SIMULSELECTS

All modules included in a SimulSelect are selected when the SimulSelect is activated. Unlike a Patch, the volume settings of the SimulSelected modules are not equalized. The volume setting of each module can be individually controlled. Audio summation occurs in the select speaker/headset when two or more calls are concurrently received on modules included in a SimulSelect.

Modules within a SimulSelect can be individually muted. To mute a module, choose the desired module and toggle the module mute function on. Repeat this operation to unmute a module. While a module is muted,  replaces the volume indication in the module. The "mute all" function does not affect a SimulSelect since all modules in the SimulSelect are selected.

4.11 AUDIO FOR CALL DIRECTOR

Call Director supports local operations where the dispatcher is connected to the local phone caller/callee and TelePatch operations where the dispatcher and phone caller/callee are connected to a radio entity such as a talkgroup or radio patch. Audio routing for these operational modes depends on whether or not the headset is plugged in. For TelePatches, the audio routing also depends on whether the radio entity is selected or not.

4.11.1 Local Operations

If a headset is used during local CD operations, audio is "full-duplex," much like a normal telephone conversation. In other words, both parties always hear each other speak during the conversation and no console PTT action is necessary when the dispatcher speaks to the CD telephone callee/caller. The dispatcher speaks into the headset's microphone and the CD telephone callee/caller is heard in the headset's earphones. Refer to Table 4-2.

If a headset is *not* used during local CD operations, audio is "half-duplex from the dispatcher's point-of-view. In other words, a console PTT action is necessary when the dispatcher speaks to the CD telephone callee/caller. Also, the CD telephone callee/caller's voice mutes (at the select speaker) during the console PTT. The dispatcher speaks into the open microphone and the CD telephone callee/caller is heard in a console's select speaker. Refer to Table 4-2.

Table 4-2: Audio Routing During Local CD Operations

	DESK MIC & SPEAKER OPERATIONS	HEADSET OPERATIONS
Headset/Handset Hears:		Telephone Audio
Select Speaker Output:	Telephone Audio & Select Audio	Select Audio
Unselect Speaker Output:	Unselect Audio	Unselect Audio

	DESK MIC & SPEAKER OPERATIONS	HEADSET OPERATIONS
Telephone Hears:	Dispatcher (half-duplex)	Dispatcher (full-duplex) excluding dispatcher PTTs to the radio system
Dispatcher Talks To Phone With:	**CD Control Button** (PTT necessary)	"hands-free" (no PTT necessary)
Dispatcher Talks To Radios With:	Unselected ("Instant") TX, Selected TX or Microphone PTT	Unselected ("Instant") TX, Selected TX or Footswitch PTT

4.11.2 TelePatch operations

Audio routing for Call Director TelePatch varies slightly from the routing which occurs with local CD. In addition, audio routing is handled differently when the entity to which the phone is patched is an unselect entity as opposed to the select entity. The CD TelePatch interaction is Full Duplex only when a headset is attached and the Phone is TelePatched to the select entity. In all other scenarios the interaction is Half-Duplex requiring the dispatcher to key the CD PTT button in order to communicate on the CD TelePatch. The following tables detail how the audio (both outbound and inbound) is routed during CD TelePatch operations

4.11.2.1 CD TelePatch with a Headset

4.11.2.1.1 TelePatch to Select Entity

In this scenario, the outbound audio for the CD TelePatch is sampled from the headset mic and is sampled as full-duplex. The mic is always active, no PTT is required to communicate with the TelePatch. Should the dispatcher wish to communicate with an entity outside the CD TelePatch, he/she may key on the Smart Button of the entity's module. This will temporarily interrupt transmission to the CD TelePatch and allow the outbound audio to be directed to the unpatched entity. As soon as the dispatcher un-keys, the headset mic reverts to full-duplex communication with the TelePatch. Incoming audio from both radios and the phone are routed to the headset earpiece.

Table 4-3: Audio Routing During CD TelePatch to Select Entity

	DESK MIC AND SPEAKER OPERATIONS	HEADSET OPERATIONS
Headset Hears:	N/A	TelePatch Audio (phone and radio)
Select Speaker Output:	TelePatch Audio (phone and radio)	N/A
Unselect Speaker Output:	Unselect Audio	Unselect Audio
TelePatch (Phone and Radio) Hears:	Dispatcher (half-duplex)	Dispatcher (full-duplex) excluding dispatcher PTTs to the radio system
Dispatcher Talks To TelePatch (phone and radio) With:	**CD Control Button** (PTT necessary)	"hands-free" (no PTT necessary)
Dispatcher Talks To Radios With:	Unselected ("Instant") TX, Selected TX or Microphone PTT	Unselected TX using module Smart Button

NOTE

When CD TelePatched to the select entity with a headset attached, the foot switch and the headset PTT button are not operational.

4.11.2.1.2 TelePatch to an Unselect Entity

In a CD TelePatch to an unselect entity with the headset attached, the outgoing audio is also sampled from the headset mic. However, the mic operates as half-duplex, requiring the dispatcher to key the CD TX button in the select bar in order to transmit to the CD TelePatch (both phone and radios). This scenario causes the CD TelePatch's inbound audio to be routed to the unselect speaker assigned to the entity which is patched to the phone and the dispatcher will hear both phone and radio traffic in that speaker.

Table 4-4: Audio Routing During CD TelePatch to UnSelect Entity

	DESK MIC AND SPEAKER OPERATIONS	HEADSET OPERATIONS
Headset Hears:	N/A	Select audio
Select Speaker Output:	TelePatch Audio (phone and radio)	N/A
Unselect Speaker Output:	TelePatch Audio (phone and radio) and other Unselect Audio	TelePatch Audio (phone and radio) and other Unselect Audio
TelePatch (Phone and Radio) Hears:	Dispatcher (half-duplex) from desk mic	Dispatcher (half-duplex) from headset mic
Dispatcher Talks To TelePatch (phone and radio) With:	**CD Control Button** (PTT necessary)	**CD Control Button** (PTT necessary)
Dispatcher Talks To Radios With:	Unselected ("Instant") TX, Selected TX or Microphone PTT	Unselected ("Instant") TX, Selected TX or Microphone PTT

4.11.2.2 CD TelePatch Without a Headset

When the Symphony console sets up a CD TelePatch with no headset attached, outbound audio is always sampled from the main mic (typically the desk mic or gooseneck mic) in half-duplex. Transmit occurs to both phone and radios in the TelePatch when the dispatcher keys the CD TX button in the select bar. Inbound audio follows typical routing patterns for radio calls, i.e., if the phone has been patched to the select entity, inbound audio (both phone and radio) will be heard in the select speaker. If, however, the phone has been patched to an unselect entity, all inbound audio on the TelePatch will be heard on the unselect speaker assigned to the entity to which the phone is patched.

4.11.3 Phone Sidetone, Volume, and Mute

Phones connected to Symphony via Call Director produce sidetone (low-level audio diverted from the phone's microphone to its earpiece to provide feedback to the phone operator) which Symphony has no ability to remove or filter out. As a result, some of the audio controls during a CD TelePatch behave differently from what a dispatcher might expect. The effect of this sidetone is most noticeable when trying to adjust the volume and/or mute one or more of the components of the CD TelePatch. The effect is the same whether CD is patched to the select or an unselect entity and whether using headset or speakers. This behavior is detailed in the following table:

Table 4-5: CD TelePatch Volume/Mute Controls

OPERATION	EFFECT
Mute TelePatched Entity	Audio from phone and radio (via phone sidetone) heard in speaker
Mute Phone	Phone audio no longer heard in the speaker; radio audio still present
Mute TelePatched Entity and Phone	Neither Phone nor Radio audio heard in speaker

6 TELEPHONY OPERATION

Symphony supports two kinds of telephony:

- Call Director: This feature connects a physical phone to the console as if the console were a headset for the phone. All telephony functions are controlled with the physical phone.
- SIP VOIP Telephony: This feature uses Voice over IP (VOIP) and Session Initiation Protocol (SIP) to integrate telephony features directly into the Symphony user interface. With this feature, Symphony replaces the physical phone and provides access to all telephony features including call transfer and conferencing.

Symphony currently only supports one telephony mode at a time. The user interface for Call Director and SIP telephony are similar, but SIP VOIP telephony provides many more features. Details of each interface are provided in the appropriate sections of this manual.

6.1 CALL DIRECTOR OPERATION

NOTE

Since Call Director is a feature-licensed option, this feature is only available if the console is equipped with this software license.

The Symphony Console can be connected to a telephone for telephone-interconnect operations. This enables the dispatcher to access standard telephone lines for standard telephone call operations while maintaining normal dispatch communications. The Call Director (CD) feature manages the communications with the telephone and coordinates interactions with radio dispatch features.

This manual describes the typical Call Director configuration where Symphony interfaces to a telephone via the headset jack on the phone. Due to differences in phone systems, you may have additional equipment specifically designed for your installation. Consult with your administrator for details on your system.

Symphony provides a Call Director Control which indicates the current on/off-hook status and serves as a telephone PTT when the headset is not used. The term on-hook means the phone is inactive. When you hang up the phone, it is on-hook. The term off-hook means the phone is active. When you answer a call or receive dial tone to place a call, the phone is off-hook. Figure 6-1 shows the on/off hook states of the Call Director Control for the Full Screen and Baton. The Baton off-hook example includes a "TX" label. When this label is present, the CD Control becomes a button which is used to PTT to the phone. The "TX" is only present when a headset is not plugged in as described below. The telephone PTT function is available on the Full Screen and Baton.

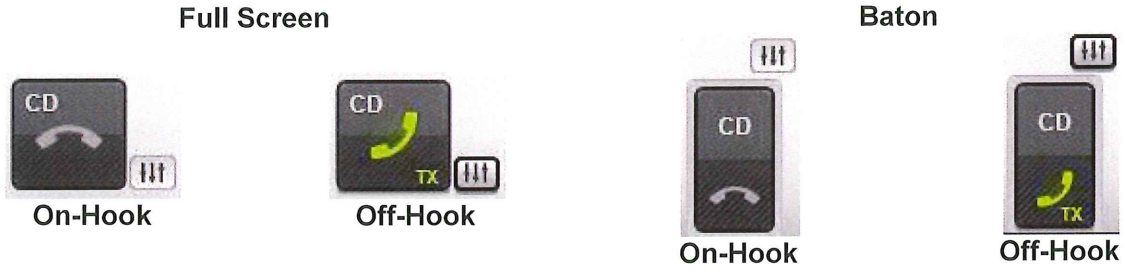

Figure 6-1: Call Director Control

6.1.1 Local Call Director Operations

Connecting a phone to the Symphony Call Director feature is referred to as "local" since no radio units are involved. During local CD operations, normal dispatch operations can continue as normal. For example, if a module is selected, selected transmits may be performed via the Select Module Smart Button or the footswitch's PTT switch.

During local CD operations, monitoring of the incoming CD telephone audio and incoming audio from programmed entities can occur. Also, transmissions to programmed entities and speaking to the CD telephone callee/caller can be performed separately.

6.1.1.1 Using the CD Volume Slider

The volume of the audio from the Call Director telephone to the select speaker/headset can be controlled using the CD Volume Slider control. This control is displayed adjacent to the Call Director Control and is enabled when Call Director is off hook.

To adjust the volume:

1. Click on the Volume Slider icon to display the Volume Slider popup.
2. Adjust the volume by moving the slider as required. The changes in the volume level can be heard on the connected headset or speaker while the slider is being moved.

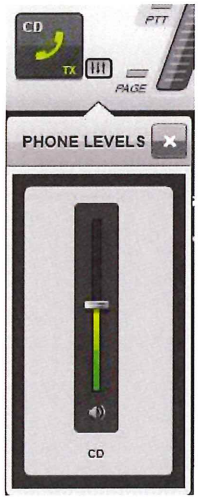

Figure 6-2: Call Director Volume Slider Control

6.1.1.2 Placing a CD Telephone Call

6.1.1.2.1 Using the Desk Microphone and Speaker

The following procedure details the operations required to place a telephone call with the Call Director, but *without* a headset at the console. Normal dispatch operations can be performed at any time during this procedure.

1. Take the phone off-hook by lifting the handset or pressing the headset button. A dial-tone sounds in the select speaker and the CD Control indicates off-hook. Incoming select audio will also be heard in the select speaker.
2. At the phone, dial the desired telephone number. Tone/Pulse digits sound in the select speaker as they are dialed. When the called telephone begins ringing, the rings sound in the select speaker along with incoming select audio, if any.
3. When the telephone user answers, their voice is heard in the select speaker along with incoming select audio, if any. Adjust the speaker's volume control as necessary. Module volume adjustments along with other normal dispatch operations may be performed at any time during this procedure.
4. To speak to the telephone user, PTT via the CD Control button. Speak into the open mic during the PTT.
5. Release CD Control to listen to the reply. Incoming audio from the CD telephone is heard in the select speaker along with incoming select audio, if any.
6. Re-PTT the console and monitor replies as necessary.
7. To end the telephone call, hang up the phone. The CD Control indicates the on-hook condition.

6.1.1.2.2 Using the Headset

The following procedure details operations required to place a telephone call with the Call Director while using a headset at the console. No console PTT action is necessary when speaking to the CD telephone callee since CD operation is full-duplex. When the CD is off-hook and a headset is plugged-in, any incoming select audio (for example, on a selected trunked talkgroup) is heard in the select speaker instead of the headset. Select audio returns to the headset as soon as the CD telephone is in the on-hook condition. Normal dispatch operations can be performed at any time during this procedure:

1. Take the phone off-hook. A dial-tone sounds in the headset and the CD Control indicates the off-hook condition.
2. At the phone, dial the desired telephone number. Tone/Pulse digits sound in the headset as they are dialed. When the called telephone begins ringing, the rings sound in the headset.
3. When the telephone user answers, their voice is heard in the headset. Adjust the headset's volume control as necessary. Normal dispatch operations can be performed at any time during this procedure.
4. No PTT action is required to speak to the telephone user; speak into the headset's microphone. Incoming audio is heard in the headset. Incoming select audio is heard in the select speaker.
5. To end the telephone call, hang up the phone. The CD Control indicates the on-hook condition. Also, select audio returns to the headset.

If, during the above procedure, a select or unselect ("instant") transmission is performed, console headset microphone audio temporally switches from the CD telephone to the selected/unselected entity. In other words, the CD telephone user does not hear the dispatcher speak during a select or instant console PTT.

6.1.2 Hanging up a CD Telephone Call

To hang-up (end) a Call Director telephone call, hang up the phone. The CD Control will indicate the on-hook condition.

6.1.3 Answering a CD Telephone Call

When the phone rings, answer the call on the phone. This is usually done by pressing a headset button on the phone. The CD Control will show the off-hook condition and the caller will be heard in the select speaker or the headset if the headset is plugged in. Manage the call as described above depending on whether you have the headset plugged in or not.

6.1.4 TelePatch a CD Telephone Call

When the Call Director telephone call is established, the operator can patch the phone call to a Talkgroup, radio Patch, or a Base Station by using the ... button on the Telephony Sidebar Panel Active Tab. Pressing the More button opens up the Call Director TelePatch panel. From the panel, the call can be TelePatched to the current Select entity by selecting "TelePatch Select" or the TelePatch dialog can be opened by selecting "TelePatch."

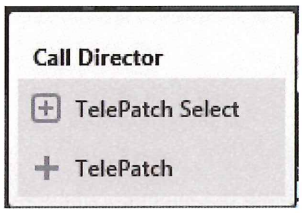

Figure 6-3: Call Directory TelePatch

When selecting "TelePatch Select," the outside phone will be patched to the current Select entity. The Smart button in the Select bar will now show the TelePatch cross icon as well as the active call radiating waves.

Figure 6-4: Module in TelePatch

From the TelePatch Dialog, the desired entity to patch the phone call to can be selected. Once selected, the **Patch now** button will be enabled if the entity is available to patch. Pressing the **Patch now** button will create a connection from the outside phone line to the patched entity and the dispatcher operator. If the **Patch now** button is grayed out, then the selected entity cannot be TelePatched. Hover the mouse pointer over the grayed-out **Patch now** button to display the possible reasons why the entity cannot be patched.

Figure 6-5: TelePatch Dialog