# ICIT TeleCenter

# TC-100E

# User Manual

## For OEM / VAR and Services Distributors

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Of this User Manual for delivery to end-user customers which will purchase
or rent the TeleCenter product.

**Version 1.1**

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## FCC / CSA / UL COMPLIANCE STATEMENT

### FCC PART 15

**NOTE :**
This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

### FCC PART 68

**NOTE :**

This equipment complies with FCC Rules Part 68. The FCC Part Registration Number is 6ME KOR-34490-MT-E, and The Ringer Equivalence Number (REN) is 0.3B. You must provide this information to the telephone company when requested.
This equipment uses the following USOC jacks : RJ11C.

### CSA/UL

**NOTE :**

This equipment is tested and certified as cUL-us Safety standards compliant. The cUL-us Mark is an accepted standard for both the USA and Canada. The cUL-us certification number is _____.

**WARNING**

Changes or modifications not expressly approved by the manufacturer could void the user’ s authority to operate the equipment.

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## SAFETY INFORMATION

The TeleCenter is an electrical appliance and you should follow all precautions that would be expected and applied to such a product. Don' t use it near or in water, keep dangerous chemicals away. Don' t spill liquids on the keyboard. Don' t place it too closely to other electronic products such as a radio or television. Ensure there is reasonable air circulation around unit when installed. It should be installed on a level surface. Clean the screen with a soft dry cloth only.

"**CAUTION** Danger of Explosion if battery is in correctly replaced. Replace only with same or equivalent type recommended by the manufacturer. Dispose of used batteries according to the manufacturer' s instructions"

## WARRANTY AND SERVICE INFORMATION

The TC-100E in warranted by the manufacturer ICIT Co. Ltd. for a period of one year f rom the date of installation or sale to an end-user. The warranty applies to correct any defect in manufacture or material and includes all cost of parts and labor to repair the defect or replace the defective unit at the manufacturer' s cost.

You may have purchased your TeleCenter from a distributor or dealer or as a component of a complete service or system product. Please see your distributor or service provider for more information about warranty and after-warranty service procedures.

You may get additional warranty and service information from the manufacturer' s agent and master distributor in North and South America, ICIT America by calling (613) 562-0598 or by sending email to info@icitamerica.com or by accessing our web-site at www.icitamerica.com/service.

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## HELP AND ADDITIONAL INFORMATION

Contact the services provider or VAR / OEM dealer that supplied you the TeleCenter for more information and assistance.
ICIT America offers additional help and information about the TeleCenter and related products from our Internet World Wide Web site at www.icitamerica.com/service. The TeleCenter is set-up to easily access ICIT America when the system is operational and connected to the Internet. You can also call ICIT America at (613) 562-0598 or fax at (613) 562-0914.
Additional information and help are included in the applications and software that are included with the TeleCenter.

## INSTALLATION AND CONNECTION

**Included with your TeleCenter unit–** You should have a) an external power adapter for 110V or 220V power, b) a phone hand-set, c) a phone line cable.

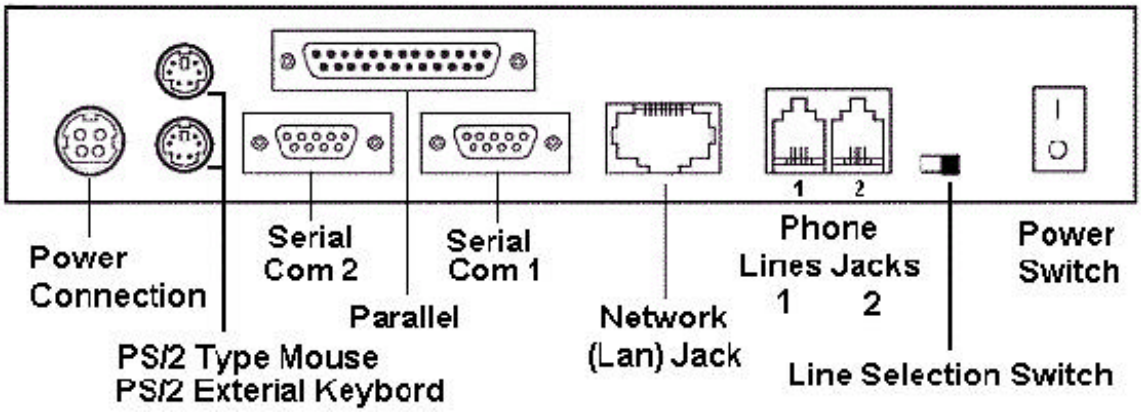
**Installation–** a) insert the power adapter cable in to the rear right connector on the TeleCenter, b) insert the short telephone cable into the hand-set and the telephone jack at the side of the TeleCenter, c) insert the long telephone cable into the telephone jack at the right rear of the TeleCenter (one line operation) or at the left and right rear (two line operation). Set the Line Selection Switch to the left for one line operation or the right for two line operation. See the External Connectors section below for illustration.

**Connection –** a) connect the power plug from the power adapter to your electrical power. Use a power bar with filter and breaker if you have irregular power levels, b) connect the long telephone cable(s) to your telephone service jack(s).

## EXTERNAL CONNECTORS AND SWITCHES

This diagram shows the connectors on the rear base of the TeleCenter looking from the back;

**REAR OF BASE**

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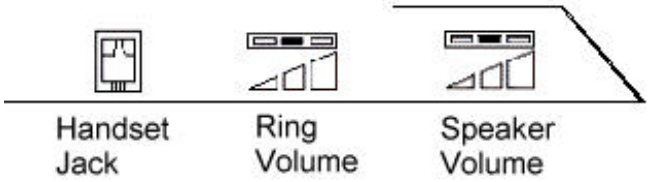
**Note** that the 25-pin Parallel port is usually used to connect a printer. **Note** that you should NOT connect a modem or similar device to Com 1 or Com2 as these ports include a small power voltage on pin 9 and are designed to drive external devices that require power. **Note** that the Line selection switch should be set to the left (one line) or to the rights (two lines). If you operate the TeleCenter with one line, then only one of the voice phone or the data terminal may be used at the same time. If you operate with two lines connected, you may use the voice phone and data terminal simultaneously.

When facing the front of the TeleCenter, the left side of the base includes switches that allow you to adjust the volume of the speaker phone and the phone ringing. The higher peak is louder volume.




**Side of Base View**

The volume will be adjusted whenever you move the Switch position. Toward the front is louder. There are 3 positions for each of ring volume and speaker volume.

**PHONE AND ANSWER MACHINE OPERATION**

When the TeleCenter is connected to power but **not turned on** from the rear base power switch, the PHONE and ANSWER MACHINE functions described here are available for use. The TeleCenter PHONE DISPLAY screen will not be operational.

**Phone and Speakerphone –** The **POWER** Button is illuminated if the power is turned on at the rear of the base. The **HOLD** button will put your call on hold and play a melody to signal the line is still connected. Press **HOLD** again to pick-up the line. **REDIAL** will dial the last number dialed. **FLASH** is used to switch between services or turn on or off a phone company service. **SPEAKER** turns the speakerphone on or off Each time it is pressed. The telephone Handset will not work while the Speaker is on.

**Telephone Keypad**

**Answer Machine -** The Answer Machine will allow you to record your own Out Going Message (OGM) of up to 30 seconds and receive and playback messages of up to one (1) minute in length each and a total of up to 10 minutes of recorded messages. You can operate the Answer Machine function both locally and remotely by a telephone call.

**The ANS ON/OFF** button is also an LED that is not on when the Answer Machine function is OFF. Press the ANS ON/OFF button once to turn ON the function. Each time

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you turn ON the Answer Machine function, you will hear the Out Going Message (OGM). The LED will now light green. When there is a message received , the ANS ON/OFF button will show a flashing green light. When the phone is ringing, the LED will flash more quickly on and off.

**The REC** button allows you to hear the existing Out Going Message or record a new one. *Press and hold down the button* until you hear a beep, then speak to record a new message. Just press the button briefly to hear the existing message.

**The B.SKIP F.SKIP** button allows you to both back and forward skip through recorded messages. Press the button on the left side to back skip. Press the button on the right side to forward skip.

**The CLEAR** button is used to clear or erase the last incoming message played. If you push and hold the CLEAR button for a longer period, approximately 2 seconds, it will clear ALL incoming recorded messages.

**The PLAY ON / OFF** button will turn on and off the play back of recorded messages.

**Remote Answer Machine Functions**- You may program the Answer Machine to accept remote operation with a password number. Press the FLASH key and enter a 3 digit password number. You will hear a tone to confirm it has been set. The factory default is "123". When you call remotely and the Answer Machine picks-up, while the Out Going Message is playing, press the # key and then enter the 3 digit password number. Then use these telephone number "controls" to operate the Answer Machine functions; 1 – PLAY, 2 – REC, 3 – ANS-ON / OFF, 4 - B.SKIP,
6 – F.SKIP, 0 – CLEAR.

**OPEN KEYBOARD MODE –** All of the telephone and Voice Message functions described above work while the TeleCenter unit is closed with the keyboard folded against the screen. The I/O power switch does NOT need to be ON. When you open the keyboard and turn ON the I/O switch, the full screen display and a wide selection of additional services and functions are available.

## O/S OPERATING SYSTEM SUPPORT

The TeleCenter incorporates a dedicated computing device with data terminal functions that can be used for a variety of applications in different industries, including Internet access, Email, Facsimile Messaging, etc.

The operating software and configuration and operation of applications and functions will be dependant upon the system supplied to you as an inherent part of the TeleCenter system. See instructions and information supplied by your Services provider, distributor or VAR from which you received the TeleCenter product.

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Optional Operating System (O/S) support for the TeleCenter includes; DOS (default), Windows 95, Windows CE, QNX and LINUX. DOS is resident in the EPROM of each TeleCenter unit.

**TELECOMMUNICATOR for WIN95**

***TeleCommunicator*** is a simple software system for Win95 installations that implements an easy to use, "one-touch" interface to all TeleCenter messaging and communication functions. You can use TeleCommunicator with a computer MOUSE if you wish, or you can use it with the TeleCenter touch-screen and your finger (or a pointer ).

With *TeleCommunicator* on your TeleCenter, you have the benefit of many convenient, easy and automatic functions that will enhance your ability to communicate, for both business and personal applications, including;

- **USE AN UNLIMITED PERSONAL DIRECTORY** with home, office, cell and fax numbers and email address, to automatically call, email or fax!
- **SEE A CALLER' S NAME AND NUMBER**, automatically return the call or add the name and number to your Directory automatically.
- **SEE THE NAME AND NUMBER OF PEOPLE LEAVING VOICE MESSAGES**, play them in any order your choose.
- **USE YOUR PHONE COMPANY' S CALL MANAGE FEATURES** without having to remember or enter codes each time you use the feature.
- **USE A SIMPLE EMAIL FUNCTION** to compose and send email, or use an email program you already know and prefer.
- **EASILY COMPOSE AND SEND FACSIMILE MESSAGES**, or use a facsimile program you already know and prefer.
- **CONNECT WITH THE INTERNET AND USEFUL WEBSITES** with a simple "touch" to the Service Connection options on-screen.

***TeleCommunicator*** will automatically start when you "turn-on" the TeleCenter with the rear-base power switch. After Win95 is loaded, the TeleCommunicator splash screen and then MainScreen will be displayed. (Some systems may require that you choose a Win95 Desktop Icon to start TeleCommunicator).

**TeleCommunicator MainScreen**– The *TeleCommunicator* MainScreen is designed so that you can see and operate the telephone related functions even when the keyboard is closed. All of the MainScreen is displayed when the keyboard is open. When open, additional functions like Email and Facsimile which require a keyboard are easily accessible. Below is an example of the MainScreen with the keyboard open.

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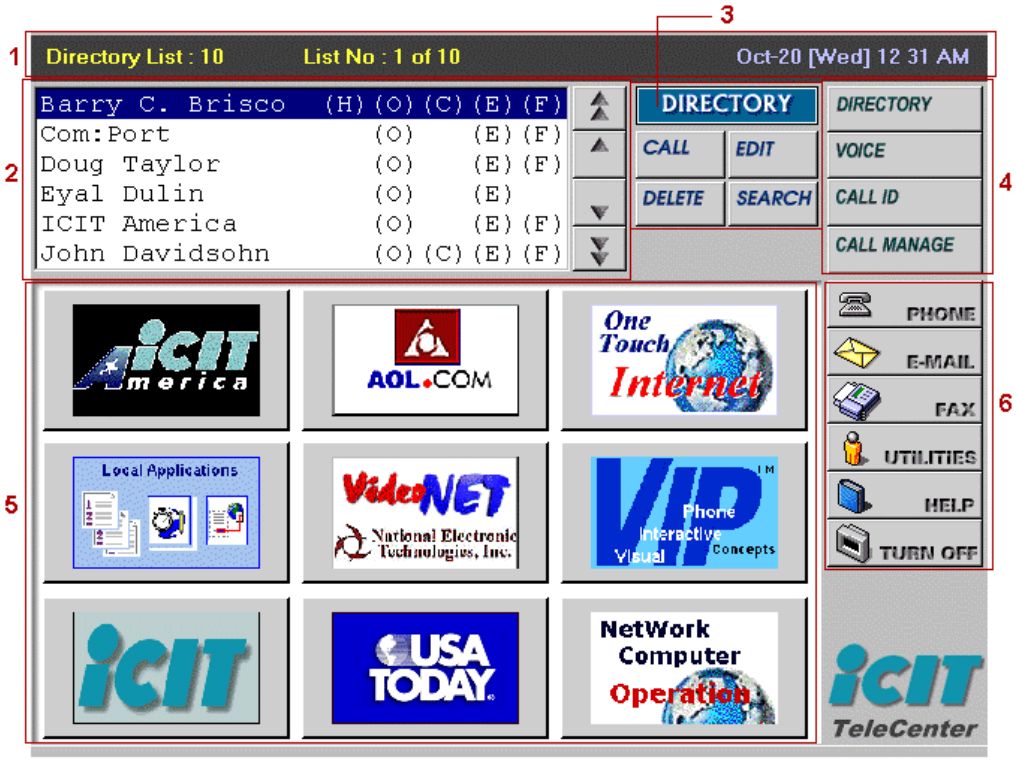
Only areas 1 through 4 at the top of your screen are visible when the TeleCenter keyboard is closed. These areas allow you to use Call-ID and Call Manage services from your phone company and to use a powerful PHONE DIRECTORY and the VOICE messaging ANSWERING MACHINE in your TeleCenter.

An important feature of *TeleCommunicator* is the ability of your Internet Service Provider and or financial or other services provider, to automatically place "One-touch" connection buttons on the MainScreen to be always accessible and visible for your use with convenience. These areas are called "Service Connection" areas and they are identified with graphics and logos that identify the services easily and clearly. Just touch the area for on-demand "one-button" connection and service.




**The Message Line** (Area 1) shows you the current status of telephone operations such as the number being dialed, the number of messages or calls received, as well as the time and date. The List Box (Area 2) shows the list of entries or messages for the current function. You can touch an entry directly to select it or you can use the up/down arrows at the side of the List Box to move up or down a line or a full-screen. The current Mode is displayed at the top of the Function Box (Area 3) together with the functions available in that mode. The Mode Select Box (Area 4) allows you to change between modes.

**Service Connection Buttons**– The MainScreen above shows multiple Service Connection Buttons when you open the keyboard (Area 5). Your screen will have different Buttons set-up by your Service Provider , to automatically "one-button" connect to a variety of services with the data terminal and modem used by the TeleCenter.

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**Application Panel** – The Application Panel (Area 6) allows you to start major applications like Phone, Email, and Facsimile. **PHONE** is a convenient version of the physical phone buttons under the TeleCenter keyboard so you don' t have to close the keyboard to use these functions! **EMAIL** and **FACSIMILE** start easy to use TeleCommunicator functions that use the TeleCommunicator Phone Directory for addresses and keep options and choices very simple. **UTILITIES** allows you to turn-off Call ID or Call Manage if you won' t be using these services, to set-up your own Email address and to set-up Speed Dial buttons and other options on the TeleCenter. In the Application Panel area, you can also choose **EXIT** to exit TeleCommunicator to the Operating System or to shut-down the system entirely.

**Personalize TeleCommunicator for You**

**General Instructions for Use and Familiarity**– Use your finger or a pointer-device like a pencil tip to touch the buttons you want to select on the TeleCommunicator screen. You will hear a low "beep" to signal that your touch was recorded and that TeleCommunicator will respond. Don' t be afraid to experiment, watch the results and choices or options that come up with each selection you make. You can' t hurt anything, so experiment and get familiar with how TeleCommunicator works. You can select any name or number in the List Box by touching it, or by using the up/down arrow keys to move the highlight cursor to show which item in the List is selected.

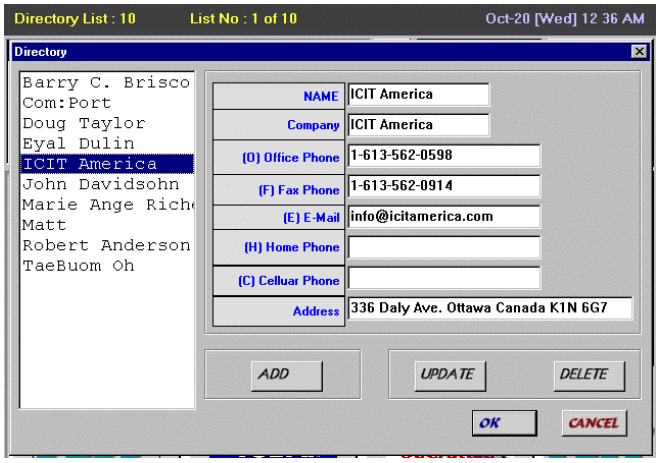
Once you make a choice, there will usually be a response like a change in the item list selected, the choices and options available, or a confirmation request such as confirm Yes or No or OK. Often you cannot make another choice until you answer the confirmation request. To enter data into a field or text box, touch the beginning of the box so that a "cursor" appears there, then type the text with the keyboard.

**DIRECTORY Set-up** – You can easily add the names, numbers and addresses that you will use in *Telecommunicator* to your own DIRECTORY.

**Add DIRECTORY Entries**–

Choose **DIRECTORY** in the Mode Select Box so that the Function Box indicates you are in Directory mode.

Now select **EDIT** in the same Function Box. You will see a screen which is very similar to the one displayed at right. it already has 10 entries in the Directory.

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Choose **ADD** to enter a new entry in the Directory. Then type in the name, phone and fax numbers that you want to use for this entry, as well as any email address. It is not necessary to enter a number or address for each type. In the List Box, *TeleCommunicator* will show what numbers are entered, example (O) means an office number is entered. If you enter only one phone number, when you choose to CALL from the Function Box, then TeleCommunicator will Call automatically. If you enter multiple numbers, such as Home, Office and Cell numbers, then TeleCommunicator will prompt you to select what number you want when you choose CALL.

To change an existing DIRECTORY entry, select the entry name so that the details are displayed. Then change or edit details and select **UPDATE** . You may **DELETE** an entry in the same manner. Select it so the details are displayed and select **DELETE** .

**UTILITY Set-Up Options** – When you first use TeleCommunicator, you can also select the functions that you will use and add your personal information for email and facsimile messaging. Choose **UTILITY** in the Application Panel and you will then have a choice between multiple folder tabs, each for a different group of settings, including **Phone**, **Email Account**, **Function** and **Wallpaper**.

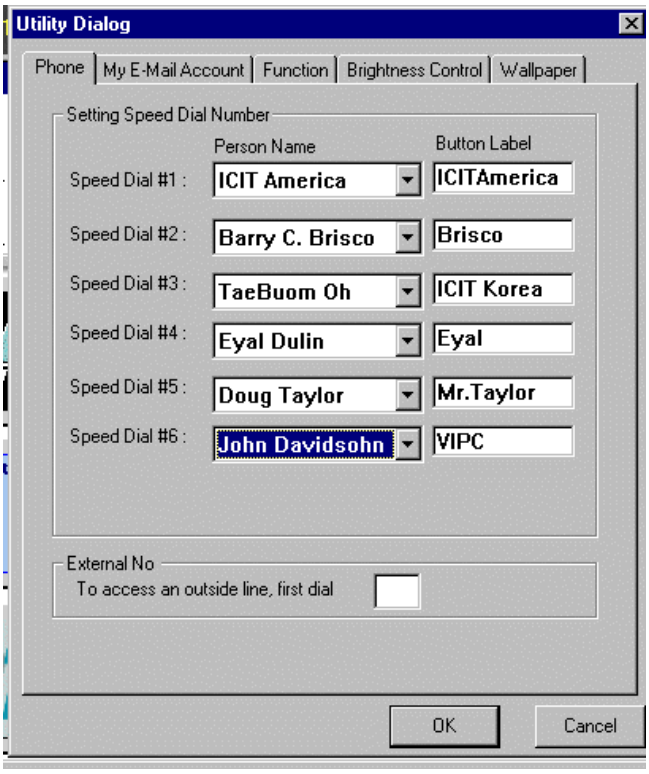
The Phone tab, as shown below will allow you to select Speed Dial buttons for use in the PHONE application.

**Enter Speed Dial Numbers -**
To enter speed dial numbers that will be placed on Speed Dial buttons 1 – 6, choose the down arrow at the right of each Name box.

The names in your Directory will be displayed and you can choose the one that you want placed on this Speed Dial button.

Next, for the "Label" box, enter the text name you want to display on the button – a maximum of 13 characters will be displayed!

If you must dial a number first to get on outside line, enter the number as the "External No"

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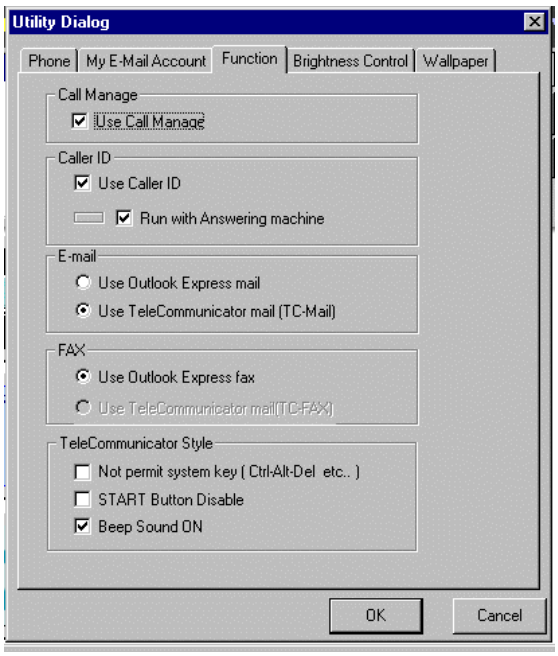
**Utility E-Mail set up** - Next, choose the E-mail Account tab. You should enter your own email account information to be used with *TeleCommunicator*.

Note that you can enter multiple accounts if you wish, for different users of the system or for your own use.

Do NOT enter the Password if you want to be sure that others cannot send email under your account and name. If not entered, the Password must be entered each time you try to send an email.

When an entry is selected, choose **SET DEFAULT** to make it the entry which automaticly appears when you send e-mail.. Change an existing entry by typing in the changes and choosing **UPDATE.**

**Utility Function Set-up** - Next, choose the **Function** tab. You will see the screen displayed to the right. Here you can choose to "turn-off" the Call-ID and or Call Manage functions, if you will not use these services from your phone company. You can also choose to "turn-off" the use of Call-ID with the Voice messaging function. The default setting is to use these services so the choice in marked with a check-mark. Just touch the check-mark box to un-select and "turn-off" the service so that these functions will NOT be displayed on the MainScreen.




You can also choose what Email and FAX functions you wish to use. The default is to use the simple email and fax capabilities which are included with *TeleCommunicator*.

If you choose to use Outlook Express or another email or facsimile program, you must be certain that this program or program(s) is properly installed on the TeleCenter unit. Finally the **Function** tab in UTILITY will allow you to customize the operation of *TeleCommunicator* to meet your personal preferences. You can choose to have the Beep sound when you touch the screen ON (check-marked) or OFF (not check-marked).

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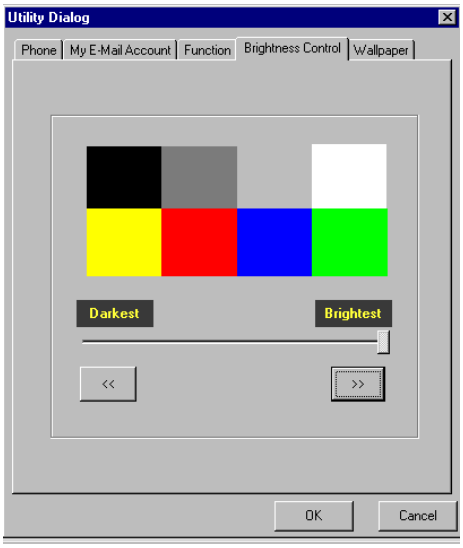
You can choose to turn ON (check-marked) or OFF (not check-marked) the Windows START button. You can also choose to disable the soft re-boot keys Ctrl-Alt-Del (check-marked) so that the TeleCenter cannot be re-started in this manner.

**Utility Brightness Control**– Next, choose the Brightness Control tab. The screen at right will display with color squares that will help you to judge the level of brightness that you wish to set for the screen.




Touch and drag the adjustment bar to the right for the brighest setting. Move it further left toward Darkest for less brightness in the display. You can also touch the right or left arrow buttons to adjust the brightness in increments.

Click OK when you have set the level of brightness that you want to use.

**Utility Wallpaper Set-up -** The Wallpaper set-up allows you to change the graphics and actions that are mapped to the **Service Connect Area** of *TeleCommunicator*. In some versions of TeleCommunicator, this option may not be present as the settings are determined by the on-line services that you have subscribed to. When you choose the **Wallpaper** tab, you will be asked for a Password. The default Password is icit in lower-case. Once you enter a Password and press ok, you will see a similar screen as right side.

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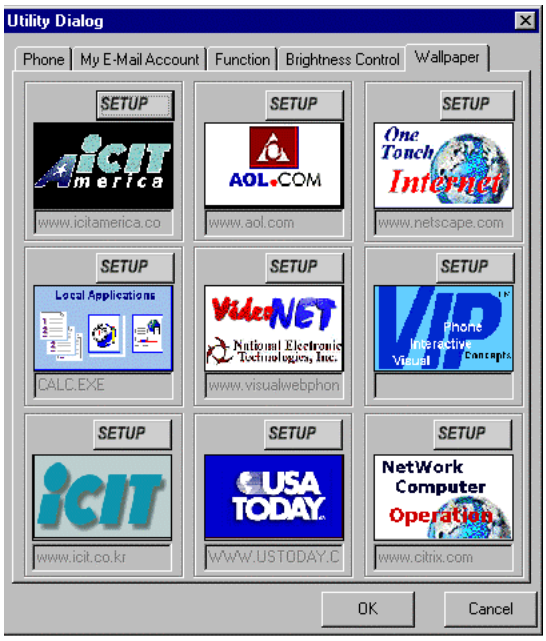
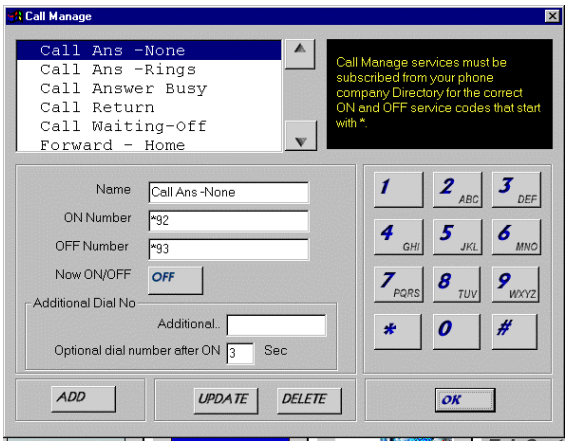



You can choose **SETUP** for each or any one of the 9 Service Connection touch-areas. When SETUP is selected, you will have the choice to select an IMAGE for this touch-area. Images should be bit-map graphic files that are 120x75 pixels in size. If a bit-map image is selected that is larger or smaller, *Telecommunicator* will scale the image and display it, but there may be some distortion. By default, when you choose to select an image, *TeleCommunicator* will read the directory named /image which is a sub-directory of the TeleCommunicator directory. NOTE that if you read and load the image from another directory, such as a floppy disk drive, TeleCommunicator will try to read the image from the same directory each time it starts-up. Therefore DO NOT read. the image from a floppy disk, but copy it to the /image directory first.

**CALL MANAGE Set-up -** To use CALL MANAGE for your phone company service requirements and for your choice of services, you must set-up the codes that are required to start and stop the different services.

**CALL MANAGE** services include services like Call Forward, Call Waiting, Call Return and Call Answer. You will find the codes used by your phone company in the front of your white pages and yellow pages phone book. You can also call your phone company for help. You only need to enter the codes for the service(s) that you want to use




**CALL MANAGE SET-UP** from the Select Mode Box to be sure you are in **CALL MANAGE** mode. Then select **EDIT** from the Function Box. The edit screen will be displayed like the screen at right. Choose **ADD** to enter a new CALL MANAGE service code. Select the Name box and enter a name that you will identify with the service option, such as Call Forward (Home). Then enter the code used to turn-on or start the service, such as *72. Then enter the code used to stop the service, such as *74.
Then choose whether the service is currently ON or OFF. (If you are not sure if it is now ON or OFF, don' t worry you can easily change this anytime.) For some service choices,

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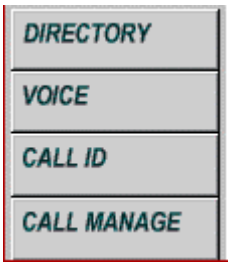
like Call Forward, you must enter the phone number that you want your calls forwarded too. Put this number in the "Additional" box. (You can use this Additional box whenever an ON code requires a subsequent entry, like Call Answer pick-up after # rings). You can use the phone keypad at the right of the screen to enter numbers and codes easily.

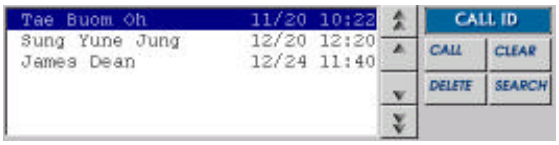
After you fill-in each of the choices above, select **OK** to save or ADD to add another entry. To **UPDATE** an existing entry, select that entry from the List Box in the edit screen, either by touch or up/down cursor keys, change the part of the entry you want to change, then press **UPDATE**. Remember that you also enter and easily use Call Manage codes for features like Call Return and Call Trace. Just choose EDIT while *TeleCommunicator* is in CALL MANAGE mode and choose ADD to enter a new service code. Remember that some services will NOT work until you subscribe for the service from your phone company.

**Using TeleCommunicator Telephone Functions**

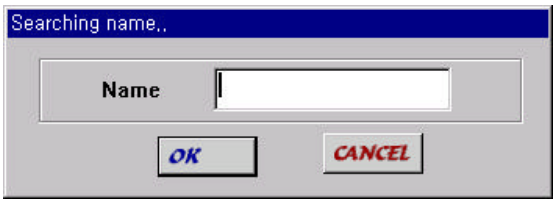



You can personalize, set-up and add to the TeleCommunicator Directories and options as you use your TeleCenter. Many automatic functions and built in features give you ease and convenience that no other "telephone" can offer. Using the TeleCommunicator PHONE functions; CALL-ID, DIRECTORY, VOICE MSG, CALL MANAGE and PHONE will save you time and give you powerful communication tools.

**CALL-ID -** When in Call-ID mode, the number and name (if available) of the incoming caller, as well as the time and date of their call, will be displayed in the List Box at the top of the list. If you are in any other mode, the caller information is displayed on the Message Line. It is still added to the list of callers which is unlimited in size.




In Call-ID mode, use your pointer to touch an entry in the List or use the up/down arrow keys to select an entry, then press **CALL** to automatically use the number information and return the call. Press **DELETE** to delete the entry. If the entry is NOT in your TeleCommunicator DIRECTORY, you will be asked if you want to add it to you DIRECTORY.




Press **SEARCH** to search the List of Call-ID entries for all entries which meet your search definition. Enter a first, second or third letter for the search. Note that the search will search from left to right in the name and only include the entries which match exactly. See the detailed explanation for the Search function under DIRECTORY which follows. Press **CLEAR** to delete ALL entries in the List. You will be asked if you want to ADD each entry to be cleared to your DIRECTORY if it is not already in the DIRECTORY.

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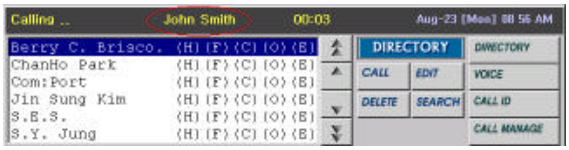
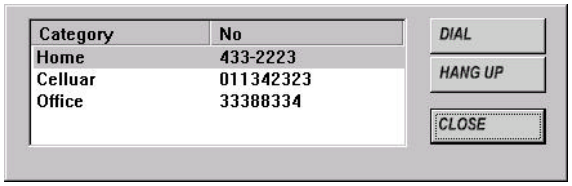
**DIRECTORY –** When in DIRECTORY mode, the list of entries in your DIRECTORY will be displayed in the List Box. Use your pointer to touch and select an entry, or use your up/down arrow keys to select an entry by highlighting the line.

Note that each entry shows if Home (H), Office (O) or Email (E) and Fax (F) information is included for this entry.

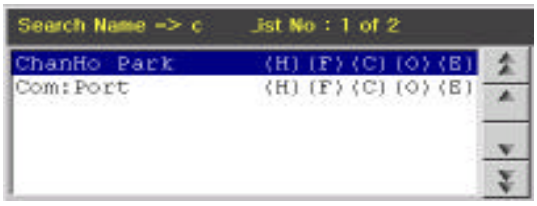



Press **CALL** to automatically dial the selected entry. If there are multiple phone numbers for the entry, you will be prompted to choose which number you wish to call. This is very useful for trying to reach someone when you are not sure where they are. NOTE that when you have entered only one number for an entry in the DIRECTORY, it will be automatically dialed and you will NOT be asked to confirm. This is very useful when you only call someone at their office for example.



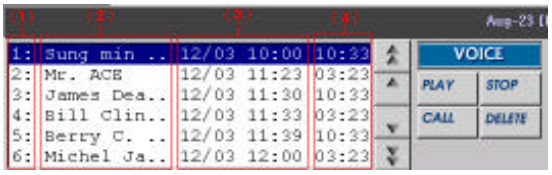

Press **SEARCH** to search your DIRECTORY for all Name entries which meet the search criteria, which can be any number of letters or characters. However, note that the search operates to find exact matches only from left to right. A search for "C" will bring up all names that start with C. A search for Co will only bring up all Names that have the first two letters of Co.

**The DIRECTORY** List Box will display the search results. To again view all Directory entries, Press **ALL VIEW** . Press **DELETE** to erase a selected DIRECTORY entry from your DIRECTORY. You will be asked to confirm, Yes or No. Press **EDIT** to change a selected DIRECTORY entry, such as when you want to add or change a number or email address. Detailed explanation of the **EDIT** function is included in the Personalize TeleCommunicator section of this User Guide.




*NOTE that both the EMAIL and FACSIMILE functions of* TeleCommunicator *use your Personal DIRECTORY so that you do not have to enter addresses and names or numbers twice. This is not possible if you choose to use another Email or Fax program.*

**VOICE** – When in VOICE mode, the List Box will show the voice messages received by TeleCenter in the order received (1) with the name (2) date time (3) and length of the message (4).

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Only the message number (1) and length (4) will be displayed if Call-ID is not used.

Use a pointer to touch and select an entry, or use the up/down arrow keys to select an entry. Press **PLAY** to skip to the selected message and play it back on the TeleCenter speaker. This is a unique convenience that allows you to listen to the messages you want first, without going through other messages. Press **STOP** to stop a message that is being played. Press **CALL** to dial the caller who left the selected message. This is only possible if Call-ID is used. Press **DELETE** to erase a message that is selected.

**CALL MANAGE** – When in CALL MANAGE mode, the List Box will show the Call Manage service entries that have been added to *TeleCommunicator*. Beside each entry is the list box is an indicator (NOW ON) or (NOW OFF) which shows the current status of the service as being ON or OFF.

Use a pointer to touch and select an entry, or use the up/down arrow keys to select an entry. Press **ON** to turn ON an entry that is currently OFF.

Press **OFF** to turn OFF an entry that is currently ON. In each case, a dialog box will appear that shows the TeleCenter is attempting to dial the codes to turn on or off the service. If there is no dial tone (for example someone is using the line from another extension) the code will not be dialed and will not take effect. Chose HangUp and try again. *There will be no effect except an error message if you chose to turn ON a service that is already ON*. Press **DELETE** to erase a selected Call Manage service from the List Box. You will be asked to confirm before it is deleted. Press **EDIT** to change a selected service or add a new service. The EDIT function is described in detail in **the Personalize Your TeleCenter Set-Up** section of this User Guide.

NOTE that someone may use another phone extension to change the status of your Call Manage Service from ON to OFF and TeleCenter will have no way to know this. If this happens, choose the EDIT function and change the status manually from ON to OFF.

**PHONE application -** When the TeleCenter is OPEN to display the full screen and keyboard, the physical telephone buttons for dialing the telephone, operating the speakerphone and Voice Messaging machine are no longer available for convenient use because they are on the bottom of the keyboard. You may CLOSE the TeleCenter keyboard at any time to use these PHONE buttons. Alternatively, you may access and use all of the same functions on the TeleCenter screen by choosing the **PHONE** application from the Application Panel of *TeleCommunicator*.

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Press **PHONE** on the right side of the TeleCommunicator MainScreen to start the PHONE application. A telephone keypad like the keypad on the front of the TeleCenter will be displayed. Touch any key to make a manual call.

The DIRECTORY List Box and Functions Box will be displayed for your use and convenience.

The Speed Dial buttons that you entered in the UTILITY – Phone tab are displayed in area (2) and can be used.

**ALL** of the telephone and speakerphone control buttons are displayed and can be used exactly as used from the physical buttons on the front of the TeleCenter keyboard.

Only the Voice Messaging control is slightly different. The OGM "button" is not present on the physical telephone controls. OGM means "Out-Going-Message" and replaces the action to press and HOLD the REC button to cause the out-going-message to play.

To exit the PHONE application, Press **CLOSE** in the Application Panel (3)

**Using TeleCommunicator EMAIL Functions**

**TC-Mail or Alternative** - The TeleCommunicator EMAIL application is designed to be simple and convenient and yet provide most of the commonly used functions for email. It uses the DIRECTORY in TeleCommunicator to store and access email addresses for people to whom you wish to send email . If you wish to have a more elaborate email application for use on TeleCenter, or you wish to use an email application that you are already familiar with, the alternative email software must be installed on TeleCenter and *TeleCommunicator* must be configured in UTILITY to link to this alternative application. You may also operate an alternative email application separately from *TeleCommunicator*

**Set-up for TC-Mail** - The **UTILITIES – Function** tab in *TeleCommunicator* which selects EMAIL applications must be set to TC-EMAIL or another Email program or no Email will be operational in *TeleCommunicator.* Also, the **UTILITES – Email** tab in *TeleCommunicator* must include proper settings for your email account to function. Default settings may have been included by your Service Provider or supplier of TeleCenter.

**Start TC-Mail** - To use EMAIL in TeleCommunicator, Press EMAIL on the right side of the MainScreen in the Application Panel. The TC-EMAIL screen will be displayed and will be very similar to the example below.

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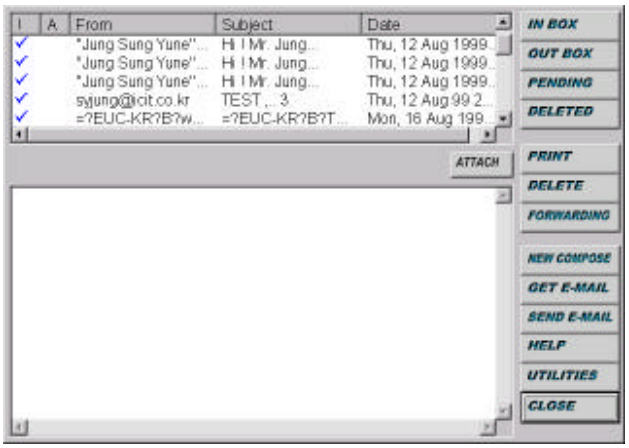
**View Mail-Boxes** - The top-right "Mail-Box" area (1) shows which of four mail-boxes is currently open to display any email messages stored there. You may touch any of these Mail-Box labels to display the email messages in the box. The **IN BOX** stores messages you received. The **OUT BOX** stores messages you sent. The **PENDING** box stores messages you composed and saved to send later. The **DELETED** box stores messages you deleted.

**Read Mail** - The selected Mail-Box label is high-lighted to show it is selected. For each message in the selected Mail-Box, the To/From, Subject and Date will be displayed in area (2) .

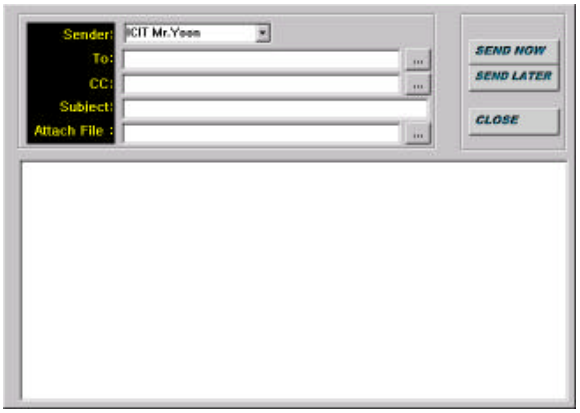
Use your pointer to touch and select a message, or use the up/down arrow keys to select a message. The text of the message will be displayed in area (3).




**Message Actions** - Press **PRINT** to print a selected message. Press **DELETE** to delete a selected message. Press **ATTACH** to see the details of an attachment to the message, such as a filename and size. Press **FORWARDING** to forward a selected message in another email that will be sent now or later.

**Get and Send Email** – Press **SEND E-MAIL** to connect to the network and send all e-mail messages currently in the PENDING Mail-Box. Press **GET E-MAIL** to connect to the network and retrieve all messages currently received for you by the network e-mail service. After you send a message, it will be moved from the PENDING Mail-box to the OUT BOX Mail-Box. After you receive a message from the network email service, it will be stored in the IN BOX for you to read or print and delete when you wish.

**Compose New Email** – Press **NEW COMPOSE** to compose a new email message. The "**Sender**:" will show as the default e-mail address that you set in UTILITIES. If you have multiple email accounts that you send e-mail from, such as one for personal and one for business, choose the down button next to "Sender:" and the list of e-mail accounts that you have entered will display. Choose the one you wish to send this message from.




**To: address** – To address your email message, you can enter the address manually by typing it into the "To:" box or you can enter it automatically from the DIRECTORY.

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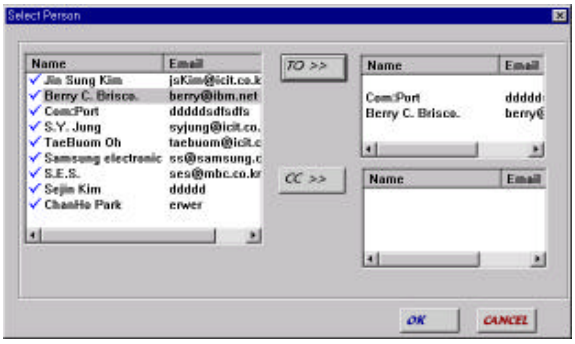
Press the small ..button at the side of the "To:" box and a list of people with email addresses will be displayed from your DIRECTORY . Only Names from your DIRECTORY that have an email address will appear.

Use a pointer to touch and select an entry, or use up/down arrow keys to select an entry, then touch **TO >>** to add the entry to the address for this e-mail.




You may add multiple TO >> addresses and you may also add multiple **CC >>** addresses which is a "Courtesy Copy" for the email you are going to compose.

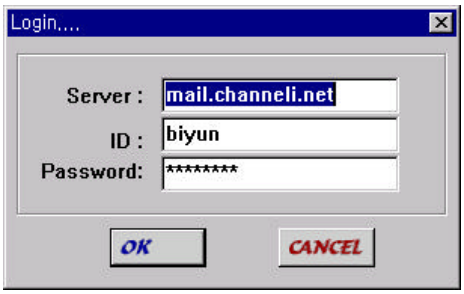
To delete or erase an entry you have already selected and added to the list, select the entry in the right side TO >> or CC >> box and then press **DELETE** at the bottom of the screen. Press OK when you have selected the person or people that you will send this email to and again the NEW COMPOSE screen will be displayed.

Choose the "**Subject**:" area and enter a subject for this message. You can enter any amount of text here but a shorter description is more convenient for you and the receiver of the message to read. If you want to attach a file or another message to your e-mail message, select "**Attach**:" and you will be prompted to select a file to attach.

Now you are ready to enter the main text or body of your message. Select the large text input area and then type in your text. You can use tab, up/down arrow and backspace keys on the keyboard, as well as Delete and Insert keys to edit, correct and change your text as you wish.

When your message is finished, Press **SEND NOW** or Press **SEND LATER** to save the message and either send it immediately or send it later. If you choose **SEND LATER** then you can edit or finish the message at anytime before you choose to **SEND EMAIL** from the TC-Mail screen, at which time the message will be sent. Note that you can compose multiple e-mail messages to multiple people, in each case choose **SEND LATER** and then send all the messages at one time by connecting to the e-mail service network only one time.

**Sending E-mail –** When you do choose SEND E-MAIL all of the e-mail messages in the PENDING Mail-Box will be sent. When you choose SEND NOW after composing an e-mail, only the current message will be sent. In each case, you will see status messages displayed by *TeleCommunicator*. The e-mail network service, user-id will be displayed**.**

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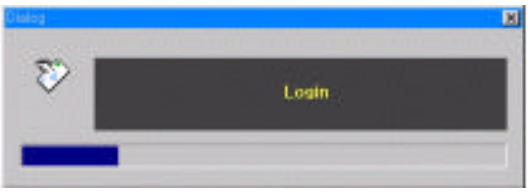
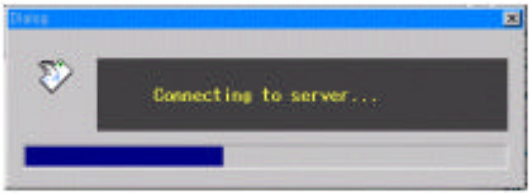



As the messages are sent, you will see status messages that show the progress and confirm the message is sent. Sometimes the connection to the e-mail service network will not be successful and the messages not sent will remain in your PENDING Mail-box. Try again later or call your e-mail network service provider if the problem continues.




**Receiving E-mail –** When you receive e-mail after selecting **GET EMAIL** you will also see status messages displayed by TeleCommunicator. You will also see the number of messages being received. They will be stored automatically in the IN BOX Mail-box. If there is an error and the messages are not received properly, then the e-mail network service computer will keep the e-mail messages and send them again when you choose to GET MESSAGES again.

**Using TeleCommunicator Facsimile Functions**

**TC- Fax or Alternative -** The TeleCommunicator **FACSIMILE** application is designed to be simple and convenient and yet provide most of the commonly used functions for sending and receiving facsimile messages. It uses the DIRECTORY in TeleCommunicator to store and access facsimile phone numbers for people to whom you wish to send a facsimile. If you wish to have a more elaborate facsimile application for use on TeleCenter, or you wish to use a facsimile application that you are already familiar with, the alternative facsimile software must be installed on TeleCenter and *TeleCommunicator* configured in UTILITIES to link to this alternative application. You may also operate an alternative facsimile application separately from *TeleCommunicator*

**Set-up for TC-Fax** - The UTILTIES – Function tab in *TeleCommunicator* which selects Facsimile applications must be set to TC-Fax or another facsimile program or no facsimile function will be operational in *TeleCommunicator*. Default settings may have been included by your Service Provider or supplier of TeleCenter.

**Start TC-Fax -** To use FACSIMILE in TeleCommunicator, press FACSIMILE on the right side of the MainScreen in the Application Panel. The TC-Fax screen will be displayed and will be very similar to the example below. Note that TC-Fax was designed to be very similar to TC-Mail in user-interface and operation. It includes the basic most used functions for sending and receiving facsimile messages.

**View Fax-Boxes** – The top right "Message-Box" are (1)a shows which of four facsimile Message-boxes is currently open (green button ) to display the titles of facsimile messages stored there. You may touch any of these Message-Box labels to display the facsimile messages in the box.

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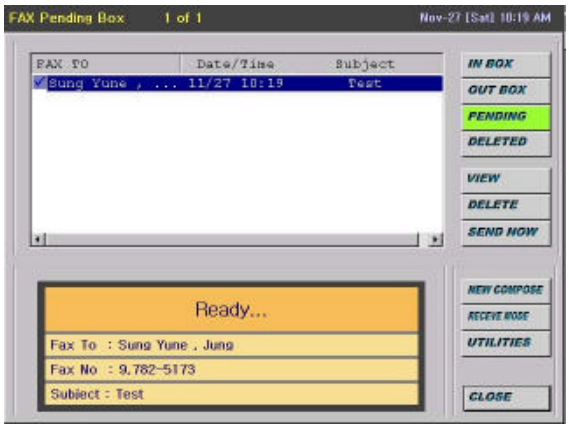
The IN BOX stores messages you received.

The OUT BOX stores messages you sent.

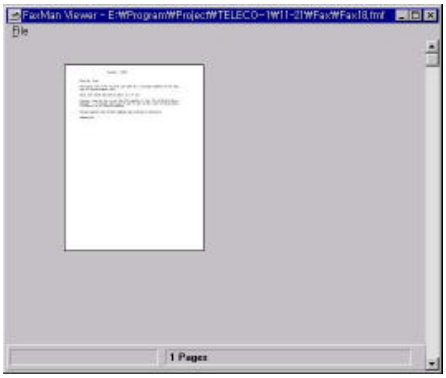
The PENDING BOX stores messages you composed and saved to send later.

The DELETED BOX stores facsimile messages that you have deleted.




**Select Facsimile Message**- The selected Message-Box label is displayed in green to show That this message Box is "open". For each facsimile message in the selected Message-Box, the To/From, Subject and Date will be displayed in the main list box.(2) Use your pointer to touch and select a message, or use the up/down arrow keys to select a message.

View Facsimile Message – Press **VIEW** to display the main body page(s) of the selected facsimile message. When you choose **VIEW**, there are two sizes available – full page and full screen. In full page display, you can see the whole page reduced to fit on screen, but the actual text will not be readable. In full screen mode, you can read the text and see it as an image, however it may take more than one screen and you may have to scroll to read all of the message. Choose the MENU BAR across the top of the screen to change from one VIEW size to the other, or to exit VIEW.



**More Actions on Selected Facsimile Messages**- When you have selected a Facsimile Message from a Message Box as described above, you can perform another Action, which is to **DELETE** the message. It will be moved from the Message Box it is in to the DELETED Message Box. If it is already in the DELETED Message Box, it will be erased from the TeleCenter and you cannot recover it again. Another Action that you can take, if the message selected is in the PENDING Box, is to **SEND NOW.**

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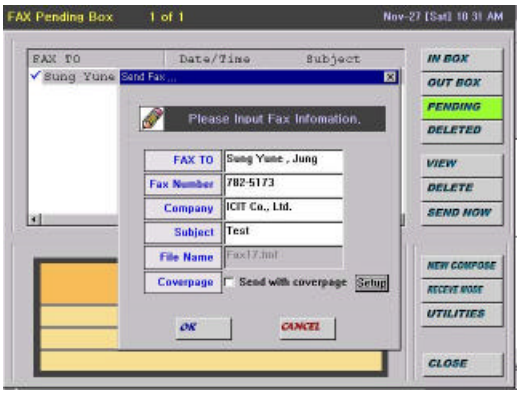
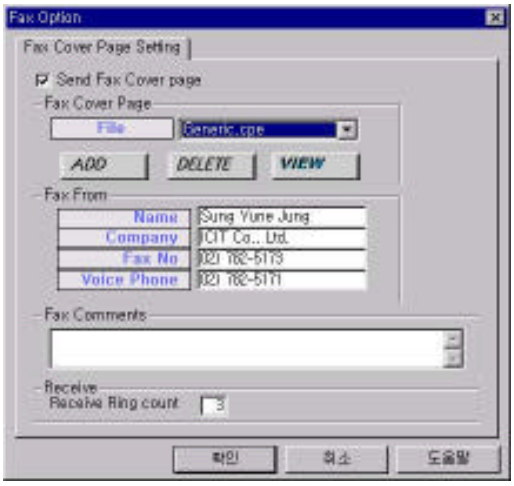
Send Now - Before the selected facsimile message from the PENDING Box is sent, the number and address information will be displayed for you to confirm or change. The display will be very similar to the screen at right and the information displayed will be the information that you entered when you composed the fax message. Touch any of the information boxes and enter the new information if you want to make a change.



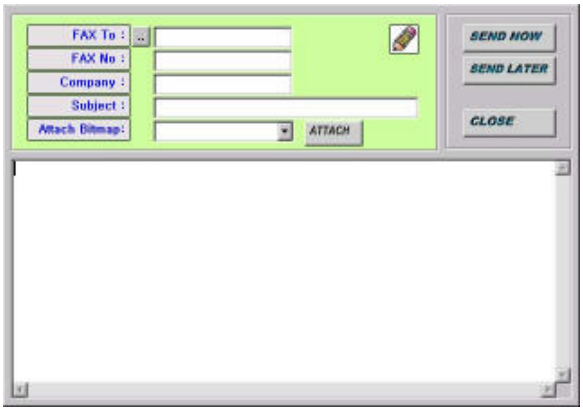

Sending Facsimile Messages – Before you choose OK to send the facsimile message, you can choose to send with a cover page or not. The **UTILITIES** section of TC-Fax allows you to choose a cover page and enter your name, fax number and phone number, as well as any comments that you want to be included in your facsimile message Fax Cover page.




Note that standard fax cover design pages are included for you to choose from. You can choose to change any of the utility settings on a one time basis each time you send a facsimile message.

Press OK from the Send Fax screen to send the facsimile message now. You will see a progress screen like the one displayed at right.You can cancel at any time. If there is an error and one or more pages is not successfully sent, there will be an error message and description of the error displayed in the yellow status box.
If there is an error condition, the facsimile message will remain in your PENDING Box and not be transferred to the OUT BOX.

**Compose New Facsimile**– Press **NEW COMPOSE** to compose a new facsimile message. The compose facsimile message screen will appear similar to the screen at right.




To address your facsimile message, you can enter the name manually by typing it into the “FAX To:” box or you can enter it automatically from the DIRECTORY.

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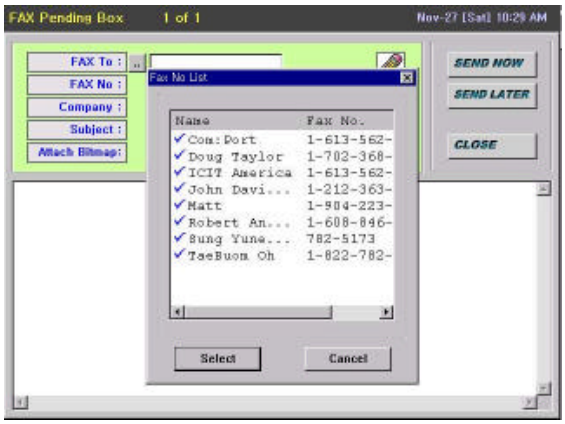


Fax To: - Press the small ..button at the left side of the "**FAX To**:" box and a list of all entries with a facsimile number will be displayed from your DIRECTORY.. Only Names from your DIRECTORY that have a facsimile number will appear.

Use a pointer to touch and select an entry, or use up/down arrow keys to select an entry, then touch "Select" to choose the person that you want to send a facsimile message to. The Name, Number and Company will be added to the message. Now, touch the "**Subject**:" area and enter a subject for this message. You can enter any amount of text here but a shorter description is more convenient for you and the receiver of the message to read.

If you want to attach a file or another message to your facsimile message, select "Attach Message:" and you will be prompted to select a file to attach.

Now you are ready to enter the main text or body of your message. Select the large text input area and then type in your text. You can use tab, up/down arrow and backspace keys on the keyboard, as well as Delete and Insert keys to edit, correct and change your text as you wish.

When your message is finished, Press **SEND NOW** to send it immediately and then save the message in the OUT Box or Press **SEND LATER** . If you choose **SEND LATER** then the facsimile message will be saved in the **PENDING BOX** and you can edit or finish the message at anytime before you choose to SEND NOW at which time the message will be sent. Note that you can compose multiple facsimile messages to multiple people, in each case choose **SEND LATER** and then send all the messages at one time.

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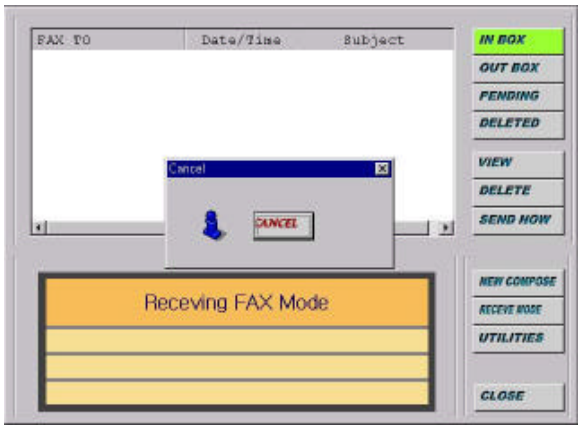
**Receiving Facsimile Messages –**
When you wish to receive a Facsimile Message, choose **RECEIVE MODE.** A status box will be displayed which is similar to the one at right. The incoming facsimile message will be saved automatically in the IN BOX.




If there is an error and the Facsimile Message is not received properly, you must call the sender and have the message sent again.

**To EXIT TC-Fax** – Choose CLOSE from the lower right of the TC-Fax screen to exit TC-Fax and return to TeleCommunicator MainScreen.

**To EXIT TeleCommunicator**–
At the MainScreen, choose **CLOSE** to exit from TeleCommunicator. You will be presented with a choice, to Shut Down the entire system including the Win95 operating system, or to exit TeleCommunicator and still leave the Win95 O/S operating. A password is necessary to exit. The default password is “icit”.

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## Installation and Troubleshooting Notes for TeleCommunicator

### For Win95 Installations

**Installed Directories –**
TeleCommunicator can be installed in any directory under a Windows 95 operating system. The files TeleCommunicator.exe (main application) and data.mdb (user data) must be in the same directory. Sub-directories from this installed directory are REQUIRED to be present for proper operation and include a) **\image** which stores the wallpaper graphics, b) **\res** which stores the wallpaper and label resources and c) **\mailbox** which stores the email and facsimile mail-box directories and saved email and fax files.

**Version Updates –**
The version of TeleCommunicator installed is displayed under HELP – About TeleCommunicator. Updates may be downloaded from the web-site of ICIT America at. In most cases, an update will include only a new updated TeleCommunicator.exe main application that should be copied over and replace the older version of the same file in the installed directory. The users set-up and saved Directory, Email and other settings will be available from the new version as the same data.mdb file which stores these settings will not be changed. If there is an update that includes other files or updates to data.mdb the update will specify and include this information and update procedures to be followed.

**Start-Up Error – Com4 or Com5 –**
When TeleCommunicator is started, it will check to verify that interfaces to telephone functions are available and operating properly. An error message will be displayed if they are not. Reference the VAR and OEM TECHNICAL GUIDE for procedures to determine if the error is a software or hardware problem and follow procedures to correct the problem.

**Graphics or Wallpaper Display Error**–
If TeleCommunicator starts and operates, but graphics or logo areas or touch-area graphics do not display properly, it is probably that sub-directories required and detailed above are not installed properly or graphic files that were set-up as Wallpaper in the UTILITY – Function tab have been erased or moved from their original directory. Check that the sub-directories are available from the installed directory, check that the

**VAR AND OEM TECHNICAL GUIDE**
A VAR and OEM Technical Guide for the TeleCenter is available from ICIT America. It includes all of the detailed hardware configurations and software interfaces required to program and customize the TeleCenter and operate different operating systems and third party applications.

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