
TELOS SERIES 2101

Advanced All Digital Multi-line Multi-studio Broadcast Telephone System



USER'S MANUAL VOLUME 3

Part V – The Telos Desktop Director

PART VI – Troubleshooting & Technical Information, Warranty Statement

PART VII – Appendices

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TELOS SERIES 2101

**Advanced All Digital Multi-line Multi-studio Broadcast
Telephone System**

USER'S MANUAL

PART V

The Telos Desktop Director



V 2.0c

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1 Desktop Director™-Installation

The 2101 Studio Interface has 2 Desktop Director™ ports located in slot F. The system can be expanded by adding a second interface card (Telos **part # 1701-00022**) to slot F, allowing for a maximum of 8 Desktop Directors. Power for a total of 2 Desktop Directors is provided by the Studio Interface. Each port supports 1 Desktop Director™ directly. A second Desktop Director can be added to each port (for a total of 4 per interface) using a Desktop Director Power Supply Kit (**part number 2091-00001**) available from your Telos Dealer. Each power supply kit allows one additional Desktop Director. A power supply is also required for any Desktop Director located more than 250 feet (75 meters) from the Studio Interface.

The Telos Series 2101 Desktop Director (Telos **part # 2001-00071**) and Telos Series 2101 Extended Desktop Director (Telos **part # 2001-00072**) are similar units. The difference is that the Extended Desktop Director has 4 columns of line buttons whereas the Desktop Director has 2 columns of line buttons. The extra buttons on the Extended Desktop Director allow it to control 24 lines with 2 hybrids or to control 12 lines with 4 hybrids. Unless we specify otherwise, the following instructions apply to both types of Desktop Directors.

Telos also supplies "Console Director" electronic assemblies to a number of console manufacturers. The Console Director does not include the telephone feature, just on air control functions – it acts much like a Desktop Director in "Talent" mode (line control mode). Also, Two Console Directors with special software can emulate the 4-hybrid or 24 line functionality of the "Extended" Desktop Director (see below).

For details on the wiring between the Desktop Director and the 2101 Studio Interface see Volume 2, Part IV, Section 1.3.2.

1.1 Desktop Director™ Assembly

Wire assembly

This should be fairly self explanatory. The black "curly cord" plugs into the handset. The other end of this cord should be plugged into the small 4 position/4 pin modular (RJ-22 style) jack near the front left of the unit. This jack is identified with a picture of a **telephone handset** and is the jack closer to the front of the Director. The second jack at this location can be used to directly connect a telephone headset and is identified with a picture of a **headset**. Route these cables through the small slots to the left so they do not interfere with the unit sitting flat on the table.



HOT TIP!

We have tested, and recommend, the Plantronics model P51- U10P "Supra Polaris noise-canceling unamplified monaural" or model P61- U10P "Supra Polaris noise-canceling unamplified binaural " headsets for direct connection to the Desktop Director. For the name of your nearest Plantronics dealer contact them at 831 426- 5868 or www.plantronics.com.

Other headsets can be used, however an external amplifier/interface would be required between Desktop Director's handset jack and the handset to interface to the headset.

When the headset is attached, it will automatically mute the microphone of the handset to prevent extraneous noise. Disconnecting the “quick-connect” inline connector on the headset cable will re-enable the handset microphone.

Line Designation Strip

The Desktop Director ships with several pre-cut paper “designation strips” to allow labeling the lines of the Director. Choose one and fill out the line numbers if desired (we suggest a “Sharpie extra fine point” or similar fine point indelible marker). Place the paper strip on the director and then cover with the clear plastic protector, inserting the plastic tabs in the slots on the Director to hold it in place. Should you decide to change things later, simply lift one end of the plastic and slide out the strip.

Mounting Options

The Desktop Director legs can be mounted in an alternative “upright” orientation. To do so, remove the legs by removing the two Phillips head screws on each leg. The legs can then be mounted in the alternative orientation using the same screws.

The Desktop Director can be mounted on a wall or other vertical surface. First remove the legs by removing the two Phillips head screws on each leg. The unit can then be hung from two screws on 5 inch (127 mm) centers. Care should be taken that the screws do not protrude more than 1/8 inch (3 mm) from the mounting surface.

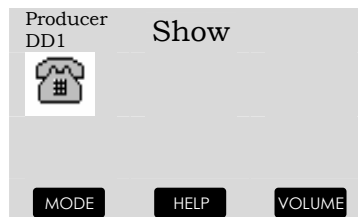
2 Desktop Director™- General description of operation

The Telos Desktop Director™ acts as a studio telephone while at the same time acts as a control surface for putting lines on either of the Telos System 2101's built-in hybrids. The Desktop Director™ has two modes of operation – Producer (Screener) mode and Talent (on-air control) mode. This section gives general information while sections 3 and 4 give complete details on using the Desktop Director™ in Producer (screener) and Talent modes (on-air control), respectively.

Those sections should be duplicated and distributed for your staff to read.

2.1 Desktop Director™ LCD Screen & Menu Navigation Buttons

The LCD status is used for general status information and for configuring the Desktop Director™. Items can be selected and changed using the 6 buttons immediately below the LCD screen. The buttons in the row immediately below the LCD screen are “soft buttons”. The function of these buttons will be indicated on the bottom row of the screen.



The default Desktop Director LCD Screen



IMPORTANT!

Since certain functions work differently in “Talent” versus “Producer” mode it is important that your staff understand that there are two modes, and how to switch between them. They must also understand the concept of joining a “Show” configuration. This is covered below and again in sections 3 and 4.

2.1.1 Menu Navigation

The LCD screen and menu navigation buttons are used to set volume settings, LCD screen backlight and contrast, and to select the “show” and “Director’s mode” for a particular Desktop Director™. The function of the three “soft keys” immediately below the LCD screen will vary depending on context, and will always be displayed on the screen. In most cases, the center soft key offers context sensitive *HELP* and the left softkey offers a *BACK* function. The *BACK* function takes you back to the default screen without saving unconfirmed changes.

The ▼ & ▲ buttons scroll through the options in a menu while the *Select* button chooses a menu selection or confirms an entry. In the volume menus ▼ decreases the

volume while \blacktriangle increases it. The change in volume takes place immediately. Pressing the Desktop Director's *Select* button will permanently store this setting.

2.1.2 Changing from Producer to Talent mode

At any given time each Desktop Director™ is in either *Producer* or *Talent* mode. This can be changed at any time for each Director in the system. *Producer* mode can be thought of as “Screener phone” mode while *Talent* mode can be thought of as “on-air control” mode. As discussed earlier, the function of certain buttons is different in these two modes. To change from *Producer* mode to *Talent* mode:

- Press the soft key button below the word *MODE*. You should now see a screen that looks similar to the following.



- Now press the \blacktriangledown twice. The words *Director's Mode* should be highlighted by a grey cursor bar and the black text will change to white.
- Now press the *SELECT* button
- You will now see a screen that looks like:



- Press \blacktriangledown or \blacktriangle to change the setting. Note that the little switch on left of the screen moves up or down as you change the setting.
- Press *SELECT* to confirm your choice or just press the soft key below the word *BACK* to return the main menu without the change taking effect.

2.1.3 Joining a “Show”

One of the advantages of the System 2101 is that multiple line configurations are possible. Management of *Show Configurations* is done on the hub and is covered in Part III of this manual. Therefore, a Desktop Director must join a “Show”, which then configures which lines and numbers are active on that Desktop Director. The usual scenario is as follows:

- 1) A Desktop Director in the studio to be used for the show is put in *Talent mode* and is then used to choose the *Show Configuration* to be used. Typically this would be done by the “board operator” for the show, although it also could be done by the Talent.

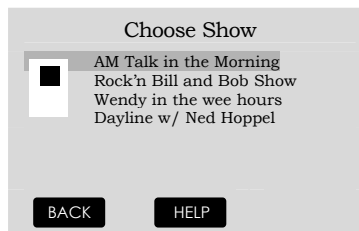
- 2) Using the Desktop Director to be used for screening the screener then chooses the same *Show Configuration*.
- 3) The show goes on.
- 4) At the start of the next show, steps 1 through 3 are repeated.

To choose a *Show Configuration* simply proceed as follows:

- Press the soft key button below the word *MODE*. You should now see a screen that looks similar to the following.



- Now press the ▼ once. The words *Choose Show* should be highlighted by a grey cursor bar and the black text will change to white.
- Now press the *SELECT* button
- You will now see a screen that looks like:

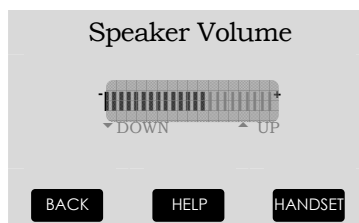


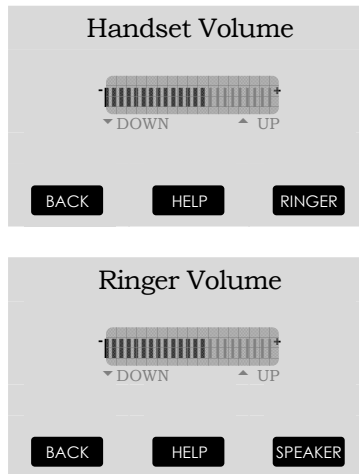
- Press ▼ or ▲ to change the setting. Note that the little switch on left of the screen moves up or down as you change the setting.

Press *SELECT* to confirm your choice or just press the soft key below the word *BACK* to return the main menu without the change taking effect.

2.1.4 Volume Menus

Pressing the soft key button below the word *VOLUME* will display one of the following screens. Pressing that soft key repeatedly will cycle through the following screens.





Pressing ▼ will decrease, while pressing ▲ will increase the volume level for the item displayed. The change will take place immediately and confirmation is not required. Pressing the soft key button under the word *BACK* or the *SELECT* button will return you to the main screen. The following volume levels can each be individually adjusted:

- Handset

This sets the level of the caller on the handset. If you are using a headset attached to the Desktop Director this will adjust the level in the headset as well.

- Ringer

This adjusts the volume of the ringer. Note that the ringer will usually be turned off whenever a microphone channel is on. See Part IV for information on the ringer mute input.

- Speaker

This adjusts the level of the built in speaker for the Desktop Director's hands-free option.

2.2 Status Symbol™ Icons & What They Mean

The Desktop Director™ breaks new ground in broadcast telephone control surfaces with the use of easy to understand Status Symbol™ Icons displayed on the LCD matrixes located between the two rows of line selectors. In most cases the meaning of each symbol is easily and effortlessly understood without study. However, to be complete, here is what each symbol (or sequence) means.



This line is on-hook ready for incoming or outgoing calls (Idle)



A shared line is in use by another studio. Or, the number of lines in use by all current studios exceeds the maximum lines in the system.



Line is ringing



Call is on hold



Call is On-Air – Caller 1 Fader



Call is On-Air – Caller 2 Fader



Call is On-Air & Locked – Caller 1 Fader.

Call is in locked mode and cannot be dropped or placed on hold. To unlock, push button to the left of this ICON.



Call is On-Air & Locked – Caller 2 Fader.

Call is in locked mode and cannot be dropped or placed on hold. To unlock, push the button to the Right of this ICON.



Screened hold - Call is on hold and has been screened.



Call is on hold, has been screened, and is Next.

*Press **Next** button to put this line On-Air*



Block All Mode.

Press X Button to cancel



Handset Mode.

Call is on the handset



Speakerphone Mode.


Call is on the speakerphone



*Line is unassigned in the current **Show Configuration***

2.3 Buttons

The functions of most of the buttons are self-evident. Again, we have used easy to understand symbols wherever possible. A brief explanation of the buttons follows:


	<p>IMPORTANT!</p> <p><i>Since certain functions work differently in “Talent” versus “Producer” mode it is important that your staff understand that there are two modes, and how to switch between them. This is covered at the beginning of this section (see menu navigation) and again in sections 3 and 4.</i></p>
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2.3.1 Line Control Buttons

Line buttons-

These work differently depending if the Desktop Director™ is in *Talent* or *Producer* mode.

In Talent mode each line has 2 buttons, the left row for Caller 1 (or whatever you choose to label the fader for hybrid 1) and right row called Caller 2. Pressing a line button places the caller on that line on-air on the corresponding hybrid.

	<p>IMPORTANT TIP!</p> <p><i>When using the Extended Desktop Director there will be either:</i></p> <ol style="list-style-type: none"> <i>1) Four Hybrids. In this case, there will be one column of line buttons for each hybrid.</i> <i>2) More than 12 lines. Lines 1- 12 will be available on the first 2 columns while lines 13 and higher will be available on the third and fourth columns. In this case the first row and third row will correspond to the “Left” (“caller 1”) hybrid and the second and fourth column will represent the “Right” (“caller 2”) hybrid.</i>
---	--



Pressing a *Line* button when caller is already on-air *locks* the caller. To unlock press that *Line* button a third time.


The handset, speakerphone and hybrid 1 are mutually exclusive in *Talent* mode. **If the handset** is picked up, or the LED next to the speakerphone button is illuminated, the Left row of buttons will control the line to be used on the telephone. The **right** row of buttons will continue to control the caller 2 hybrid as usual. To place a caller currently on the handset on the air, press either the left (caller 1 hybrid) or right (caller 2 hybrid).

In Producer mode the **left** row of buttons is used to answer calls on the handset (or headset). Pressing a left *Line* button during a call on the handset, or in hands free mode, *locks* the caller. To unlock press that *Line* button a third time.

The **right** row of buttons is used to select which call on *screened hold*. For more details on how screened hold works, see the section on the *Next* button, below.

Hold & Drop

 (Hold) and  (Drop) - You know what these do! **In Talent mode** these affect only the corresponding bank of buttons above them. A locked line will not be affected unless you unlock it first (by pushing the corresponding LINE button). All unlocked lines in that column will be dropped.

In Producer mode the **left** hold button is normal hold while the **right** hold button places a caller on “screened hold”. For more details on how screened hold works, see the section on the *Next* button, below. This right-hand hold button may be replaced by with a keycap labeled with a check mark  if the Desktop Director in question will be used primarily for screening.

Next

 (Next) button- This button works differently in **Producer** versus **Talent** mode.

In Talent mode this button will direct the call designated by the screener as NEXT to Caller 1 hybrid. When NEXT is pressed, any unlocked caller on the Caller 1 Hybrid will be dropped. It is also possible to program the system to put these callers on hold, see “Hold on Next” feature, programmed as part of the *Show Configuration*.

If a Call Screener is used, s/he may place a call on *screened hold* (see above) and the check mark will be displayed. This indicates the caller has been checked by the screener, and s/he is ready to go on air.

Call placed on screened hold in this manner are queued up from first selected to the last one selected by the Screener. The NEXT caller line Status Symbol™ is represented by a blinking check mark. This queue of screened callers is accessed by this button. See “In Producer Mode”, below, for more information.


If no call is currently on Screened Hold, the line which has been ringing longest will be selected instead. If no line is ringing, the line on hold the longest will be selected.

Note that if the handset is off-hook the caller will be directed to the handset, using the same priorities outlined above.

In Producer mode this button will select the line which has been ringing longest. If no line is ringing, it selects the line that has been on (standard) hold longest.


When NEXT is pressed, any unlocked caller will be dropped. It is also possible to configure the system to put the caller on hold instead. It is also possible to program the system to put these callers on hold, see “Hold on Next” feature, programmed as part of the *Show Configuration*.

Block All

 (Block All) - Pressing this key will clear all lines with the *only exceptions* being lines on-air, on the handset, lines on hold, and lines pre-designated (as part of the

Show Configuration) not to be part of the busy-all-group (such as direct dial-in lines such as the studio hotline). This allows you to prevent early callers from getting in on contests until after the operator has made the announcement and turned off Block All.

Unlocked lines on-air, lines on hold, and lines on screened hold will be dropped. Those lines will then be blocked from accepting any calls (in most cases the caller will get a busy signal, but this will not always be true depending on your configuration) and the *Busy All* Status Symbol™ will be displayed.

Pressing  again will clear the lines and allow incoming calls (in some configurations callers attempting to call while you are in the *Busy All* state will hear ringing. In that case the system will answer and drop those callers when you cancel busy all mode).



HOT TIP!

As you may know, there have been several lawsuits regarding to the “fairness” of radio contests. By consistently activating the Busy All feature before announcing a contest your staff will reduce the liability for the station.

2.3.2 Telephone Mode Buttons

Dial pad buttons


These are used for dialing out, as with any telephone. They remain active during a call for use accessing voice mail and other services.




DEEP TECH NOTE!

The DTMF “Touch Tones” used by telephones can easily be decoded by technical types. When dialing over the hybrid, do not enter private numbers or email passwords without first turning off the hybrid's audio on your console or this private information will be broadcast.

Speaker phone button


 (Speaker phone) – This button places a call that is on the handset onto this Desktop Director's built-in speaker phone. If the handset is on-hook this button places any line on hybrid 1 (the left column) on the speaker phone.

Mute button

 (Mute) – This button mutes the handset microphone and hands free microphone on the Desktop Director™. The LED beside this button will light to indicate that

these microphones are muted. Pressing this button again will cancel the muting function.


Transfer button

 (Transfer) – This button invokes the “transfer” function. While connected to a line, pressing this button will return dial tone. You can then dial in the regular fashion. Once dialing is complete, you can press this button a second time to connect the two parties, or you can wait for the called party to answer and announce the call (the first party will be on hold while you are dialing and talking to the called party). In the latter case, you would press this button a second time after you have finished talking to the called party, and wish to connect the two parties.


If you hang up before pressing the transfer button a second time the transfer will be aborted, leaving the original party on hold.


Note that for the duration of the transferred call two trunks will be used.

2.3.3 User Function Buttons –

These buttons can be used for control of equipment external to the Telos phone system. For instance, the  button may be used to control your obscenity delay dump, etc.

For details on the electrical characteristics of these outputs, please see Part IV.

 (user button) – This button controls an output on the parallel control port. This output will go low for the duration that the button is pressed. This output can control equipment external to the 2101 such as the “delay dump” input on an obscenity delay unit.

 (Record Control) – This button is used in conjunction with an external recording device to easily capture conversations with callers.

This is intended to control an external recording device to easily capture conversations from callers.

It operates the external equipment by pulsing the “Record Start” (pin 3) and “Record Stop” (pin 4) outputs of the Parallel Control port. These pins are pulsed for approximately 1 second. For details on the electrical characteristics of these outputs, please see Vol. 2, Part IV, Section 1.6.1.

Pressing the button once when nobody is on-air, “arms” the recording feature (LED blinking).

Once armed, placing a caller on either of the two hybrids starts the recorder automatically (LED solid). If no caller is on either hybrid, the “Record Stop” output will be pulsed to stop the recorder and the system will re enter the “armed” state. Pressing the button, once when somebody is on air, starts the recorder (LED solid) immediately instead of entering the armed state.

While recording (LED solid), pressing the button stops the recorder and puts the system back in the armed state (LED blinking).

When in armed state (LED blinking), pressing the button cancels the recording feature.

2.4 The Console Director

Telos provides electronic sub-assemblies to a number of console manufacturers, allowing them to sell a console mounted control surface compatible with the TWOx12 and Series 2101. The “Console Director” works very much like the Desktop Director in *TALENT* mode.

A special software version permits two Console Directors to act like the Extended Desktop Director (e.g. to access 12 lines with 4 hybrids or 24 lines with 2 hybrids).

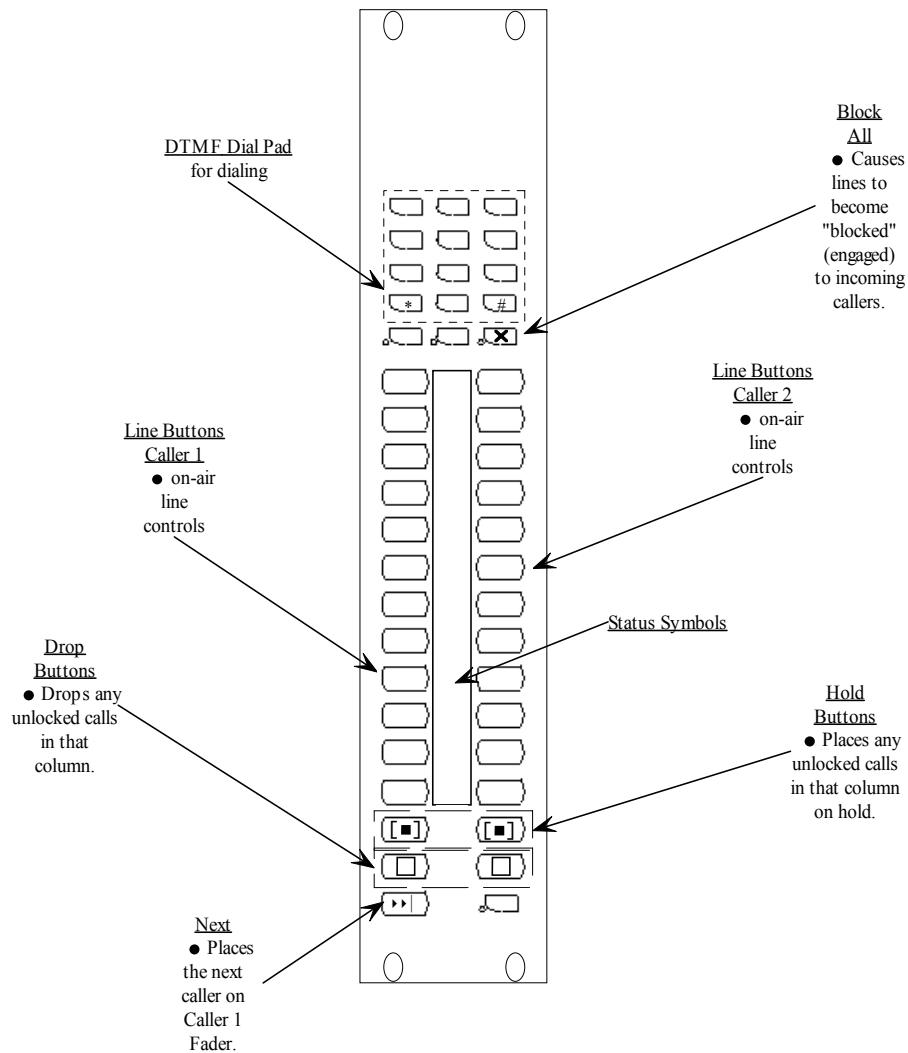
A diagram of the Console Director and its function is shown below:



Telos Console Director™
(Telos Electronics Package 0320-0000)
Operator's Guide

Telos Electronic Package 0320-0000 is distributed as part of complete assemblies available from major console manufacturers.

- The Console Director operates in Talent Mode only.
- For use with Telos T2Wx12 and Series 2101 only.
- Console Directors are connected to the Telos interface in the same manner as the Telos Desktop Director, see Vol 2, Part IV, Section 1.3.2.



For additional information see *Desktop Director Guide for Talent* in the User's Manual

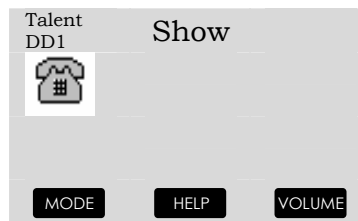
3 Telos Desktop Director™ Producer mode - Guide for Call Screeners

(Copy and distribute this information to your staff)

The Telos Desktop Director™ acts as a studio telephone while at the same time acts as a control surface for putting lines on either of the Telos System 2101's built-in hybrids (*Talent* mode). Or, it can also be used as a screener phone, which is described in this section (*Producer* mode). Section 4 gives complete details on using the Desktop Director™ in *Talent* (on-air control) mode.

3.1 Desktop Director™ LCD Screen & Menu Navigation Buttons

The LCD status is used for general status information and for configuring the Desktop Director™. Items can be selected and changed using the 6 buttons immediately below the LCD screen. The buttons in the row immediately below the LCD screen are “soft buttons”. The function of these buttons will be indicated on the bottom row of the screen.



The default Desktop Director LCD Screen



IMPORTANT!

*Since certain functions work differently in “**Talent**” (on-air control) versus “**Producer**” (screener) mode it is important that you understand that there are two modes, and how to switch between them. You must also understand the concept of joining a “**Show**” configuration. This is covered below, and is quite simple.*

3.1.1 Menu Navigation

The LCD screen and menu navigation buttons are used to set volume settings, LCD screen backlight and contrast, and to select the *show* and *Director's mode* for a particular Desktop Director™. The function of the three “soft keys” immediately below the LCD screen will vary depending on context and will always be displayed on the screen. In most cases the center soft key offers context sensitive *HELP* and the left softkey offers a *BACK* function. The *BACK* function takes you back to the default screen without saving unconfirmed changes.

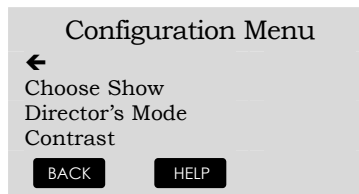
The ▼ & ▲ buttons scroll through the options in a menu while the *Select* button chooses a menu selection or confirms an entry. In the volume menus ▼ decreases the

volume while ▲ increases it. The change in volume takes place immediately. Pressing the Desktop Director's *Select* button will permanently store this setting.

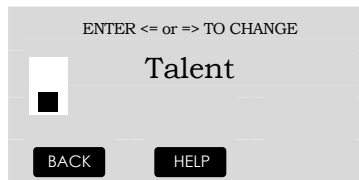
3.1.2 Changing from *Talent* to *Producer* mode

At any given time, each Desktop Director™ is in either *Producer* or *Talent* mode. This can be changed at any time for each Director in the system. *Producer* mode can be thought of as “Screener phone” mode, while *Talent* mode can be thought of as “on-air control” mode. As discussed earlier, the function of certain buttons is different in these two modes. To change from *Producer* mode to *Talent* mode:

- Press the soft key button below the word *MODE*. You should now see a screen that looks similar to the following.



- Now press the ▼ twice. The words *Director Mode* should be highlighted by a grey cursor bar and the black text will change to white.
- Now press the *SELECT* button
- You will now see a screen that looks like:



- Press ▼ or ▲ to change the setting. Note that the little switch on left of the screen moves up or down as you change the setting.
- Press *SELECT* to confirm your choice or just press the soft key below the word *BACK* to return the main menu without the change taking effect.

3.1.3 Joining a “Show”

One of the advantages of the System 2101 is that multiple line configurations are possible. Management of *Show Configurations* is done on the hub and is covered in Part III of this manual. Therefore a Desktop Director must join a “Show”, which then configures which lines and numbers are active on that Desktop Director. The usual scenario is as follows:

- 1) A Desktop Director in the studio to be used for the show is put in *Talent mode* and is then used to choose the *Show Configuration* to be used. Typically this would be done by the “board operator” for the show, although it also could be done by the Talent.
- 2) Using the Desktop Director to be used for screening the screener then chooses the same *Show Configuration*.

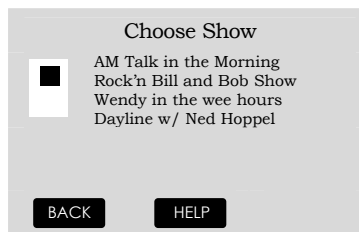
- 3) The show goes on.
- 4) At the start of the next show, steps 1 through 3 are repeated.

To choose a *Show Configuration* simply proceed as follows:

- Press the soft key button below the word *MODE*. You should now see a screen that looks similar to the following.



- Now press the ▼ once. The words *Choose Show* should be highlighted by a grey cursor bar and the black text will change to white.
- Now press the *SELECT* button
- You will now see a screen that looks like:

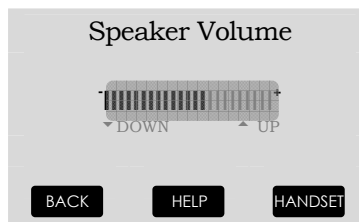


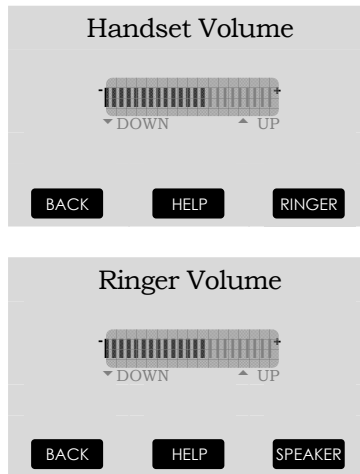
- Press ▼ or ▲ to change the setting. Note that the little switch on left of the screen moves up or down as you change the setting.

Press *SELECT* to confirm your choice or just press the soft key below the word *BACK* to return the main menu without the change taking effect.

3.1.4 Volume Menus

Pressing the soft key button below the word *VOLUME* will display one of the following screens. Pressing that soft key repeatedly will cycle through the following screens:





Pressing ▼ will decrease, while pressing ▲ will increase the volume level for the item displayed. The change will take place immediately and confirmation is not required. Pressing the soft key button under the word *BACK* or the *SELECT* button will return you to the main screen. The following volume levels can each be individually adjusted:

- Handset

This sets the level of the caller on the handset. If you are using a headset attached to the Desktop Director™ this will adjust the level in the headset as well.

- Ringer

This adjusts the volume of the ringer. Note that the ringer will usually be turned off whenever a microphone channel is on, depending on how your system is wired up.

- Speaker

This adjusts the level of the built in speaker for the Desktop Director's hands-free option.

3.2 Status Symbol™ Icons & What They Mean

The Desktop Director™ breaks new ground in broadcast telephone control surfaces with the use of easy to understand Status Symbol™ Icons displayed on the LCD matrixes located between the two rows of line selectors. In most cases, the meaning of each symbol is easily and effortlessly understood without study. However, to be complete, here is what each symbol (or sequence) means.



This line is on-hook ready for incoming or outgoing calls (Idle)



A shared line is in use by another studio. Or, the number of lines in use by all current studios exceeds the maximum lines in the system.



Line is ringing



Call is on hold



Call is On-Air – Caller 1 Fader



Call is On-Air – Caller 2 Fader



Call is On-Air & Locked – Caller 1 Fader.

Call is in locked mode and cannot be dropped or placed on hold. To unlock, push button to the left of this ICON.



Call is On-Air & Locked – Caller 2 Fader.

Call is in locked mode and cannot be dropped or placed on hold. To unlock, push the button to the Right of this ICON.



Screened hold - Call is on hold and has been screened.



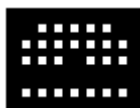
Call is on hold, has been screened, and is Next.

*Press **Next** button to put this line On-Air*



Block All Mode.

Press X Button to cancel



Handset Mode.

Call is on the handset



Speakerphone Mode.

Call is on the speakerphone



*Line is unassigned in the current **Show Configuration***

3.3 Buttons

The functions of most of the buttons are self-evident. We have used easy to understand symbols wherever possible. A brief explanation of the buttons follows:

**IMPORTANT!**

*Since certain functions work differently in “**Talent**” versus “**Producer**” (screener) mode it is important that you understand that there are two modes, and how to switch between them. This is covered earlier (see section 3.1).*

*For details on “**Talent**” modes, used for on- air line control, see Section 4.*

3.3.1 Line Control Buttons

Line buttons-

These work differently depending if the Desktop Director™ is in *Talent* or *Producer* mode.

In *Producer* mode the left row of buttons is used to answer calls on the handset (or headset). The right column of buttons is used to select which call is designated as “next” (e.g. is selected when the Talent presses the *Next* button). If a call is on the handset (or headset), pressing the right button (or that line) will place that line in the Next Queue and the check mark icon will be displayed.

The next queue works in conjunction with the *Next* button of the TALENT’s Desktop Director (any Director in *Talent* mode). Calls are removed from the next queue based on how long they have been in the queue. However, the PRODUCER can force any line to the top of the next queue by pressing the right line button for the line to be forced to the top of the queue. The line status will change to the blinking checkmark “next” icon indicating this call will be aired next if the TALENT presses his/her next button. In effect, this action makes that caller the “longest held” caller.

**HOT TIP!**




*Any Desktop Director in **Producer** (screener) mode can use this feature to re- order the next queue at any time. Simply press the right line buttons for the calls in **reverse order** from the order you wish to air them. Press the right line button first for the call to be aired last, then the button for the next line to be aired before that and so on, finally pressing the right line button for the call to be aired next **last**.*

Conferencing callers on the handset/headset

The usual operation of the line button is such that selecting a line will cause an existing line in use to be dropped (or placed on hold if your system is programmed to do so). To use multiple lines simultaneously (e.g. to conference multiple callers) you must use lock mode: With the first caller on the handset, simply press the left line button to lock that call. Now you can select another line without losing the first caller. If you wish to add a third party, simply lock the second line by pressing the line button for the second caller. You can add additional lines in this manner. To unlock a line press the line button for that line.


At any time you can drop all unlocked calls by pressing *DROP*, or you can place all unlocked calls on hold or screened hold by pressing the appropriate *HOLD* button. See below.

Hold & Drop

 (Hold) and  (Drop) - You know what these do! **In *Producer* mode** the **left** hold button is normal hold while the **right** hold button places a caller on “screened hold”. For more details on how screened hold works see the section on the *Next* button, below. This right-hand hold button may be replaced by with a keycap labeled with a check mark  if the Desktop Director in question will be used primarily for screening.


In *Talent* mode these affect only the corresponding bank of buttons above them. A locked line will not be affected unless you unlock it first (by pushing the corresponding *LINE* button). All lines in that column which are not locked will be dropped.

Next


 (Next) button- This button works differently in *Producer* versus *Talent* mode.

In *Producer* mode this button will select the line that has been ringing longest. If no line is ringing, it selects the line that has been on (standard) hold longest. When the *NEXT* button is pressed, any lines not locked will be dropped (or put on hold, if you show is configured for “hold on next” operation).

Block All

 (Block All) - Pressing this key will clear all lines with the *only exceptions* being lines on-air, on the handset/speakerphone, locked, on hold, and direct dial-in “priority” lines such as the studio hotline. This feature allows you to prevent early callers from getting in on contests, until after the DJ has made the announcement and turned off Block All.

Ringing lines, other than “priority” lines, will be dropped. Lines in use (lines on the air or to a handset, lines on hold) will be blocked when they are dropped manually by the operator. Those lines will then be blocked from accepting any calls (in most cases the caller will get a busy signal, but this will not always be true depending on your configuration) and the Block All Status Symbol™ will be displayed.

Pressing  again will clear the lines and allow incoming calls.



HOT TIP!


*As you may know, there have been several lawsuits regarding to the “fairness” of radio contests. By consistently activating the **Block All** feature before announcing a contest you will reduce the liability for yourself and the station.*

3.3.2 Telephone Mode Buttons


Dial pad buttons

These are used for dialing out, as with any telephone. They remain active during a call for use accessing voice mail and other services.


Speaker phone button

 (Speaker phone) – This button places a call that is on the handset onto this Desktop Director's built-in speakerphone. If the handset is on hook this button places the next line selected on the left column on the speakerphone.

Mute button

 (Mute) – This button mutes the handset microphone and hands free microphone on the Desktop Director™. The LED beside this button will light to indicate that these microphones are muted. Pressing this button again will cancel the muting function.


Transfer button


 (Transfer) – This button invokes the “transfer” function. While connected to a line, pressing this button will return dial tone. You can dial in the regular fashion. Once dialing is complete, you can press this button a second time to connect the two parties, or you can wait for the called party to answer and announce the call (the first party will be on hold while you are dialing and talking to the called party). In the latter case, you would press the button the second time once you have finished talking to the called party and wish to connect the two parties.

If you hang up before pressing the transfer button a second time, the transfer will be aborted, leaving the original party on hold.

3.3.3 User Function Buttons –

These buttons can be used for control of equipment external to the Telos phone system. For instance the **?#@!** button may be used to control your obscenity delay dump, etc.

 (user button) – Check with your Chief Engineer to determine what this button does. It can be used to control equipment external to the TWOx12 such as the “delay dump” input on an obscenity delay unit.

 (record control) – Again, check with your Chief Engineer to determine if this button is setup to control something. This is intended to control an external recording device to easily capture conversations from callers.

Pressing the button once when nobody is on air, “arms” the recording feature (LED blinking).

Once armed, placing a caller on either of the two hybrids starts the recorder automatically (LED solid). If no caller is on either hybrid, the “Record Stop” output will be pulsed to stop the recorder and the system will re enter the “armed” state.

Pressing the button, once when somebody is on air, starts the recorder (LED solid) immediately instead of entering the armed state.

While recording (LED solid), pressing the button stops the recorder and puts the system back in the armed state (LED blinking).

When in armed state (LED blinking), pressing the button cancels the recording feature.

For complete information on the different Status Symbols™ in *Producer Mode* (Screener Mode) see pages V-21 through V-23.

Telos Desktop Director™

Operator's Guide
for **Producer Mode**

(This Operator's Guide covers Producer Mode only)

LCD Display, Function Keys, & Cursor Keys

- The top row of buttons will have their function displayed on the screen above. The cursor-bar is controlled using the ▼ & ▲ keys. *Select* chooses the highlighted item.
- Press *Mode*, then choose *Choose Show* to select a show.
- Press *Mode*, then choose *Director's Mode* to select *Talent* (on-air control) or *Producer* (screener phone).

Caller Next

- Forces the caller on a given line to top of the Next Queue.

Handset/Headset
Line Buttons

- Places a line on the Handset, Headset, or Speakerphone.

Telephone Handset

Handset is inactive when the Speaker Phone LED is Lit.

Speaker
Phone

- Pressing this places any calls on the handset onto the built-in speaker phone

Mute

- Mutes the handset or speaker phone microphone

Busy

- Causes lines to become "busy" (engaged) to incoming callers.

Next

- Places the line ringing the longest on to the Handset/Headset or speaker phone.

Hold
Button

- Places an active calls in that column on hold.

Drop
Button

- Drops any unlocked calls in that column

Screened
Hold

- Places a call at the bottom of the Screened Queue.

Status Symbols

See other side for details.

For additional information see *Desktop Director Guide for Call Screeners* in Part V of the Series 2101 User's Manual

PART V

THE TELOS DESKTOP DIRECTOR

PLEASE COPY THIS SECTION AND GIVE TO YOUR CALL SCREENERS

SECTION 3 – DESKTOP DIRECTOR: GUIDE FOR PRODUCERS & CALL SCREENERS

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4 Telos Desktop Director™- Guide for Talent (Copy and distribute to your staff)

4.1 Introduction to the Desktop Director™

Welcome to the latest in broadcast phone systems. We know that top quality caller audio is important to your show, just as we also know that you need an easy-to-use system to get callers or guests on the air without hassle. We have written this guide for you, the on-air talent, to help you get the best performance the system has to offer.

You may be familiar with Telos' earlier phone systems, so we thought we'd start out by comparing the new system with the older systems (if not skip right ahead to section 4.2). In the older Telos phone systems there are either 2 rows (Telos Console) or 2 columns of buttons (Console mounted control surface). The top row (or left column) is usually referred to as "Caller 1" bank and the lower row (or right column) is usually referred to as "Caller 2" bank. You generally have a separate fader on the console for both Caller 1 and Caller 2. Not all systems will use both Caller 1 and Caller 2, so you may only have a single bank of buttons active and a single fader.

In a system that uses both Caller 1 and Caller 2, each phone line appears on both rows (or columns) of the control surface. A red status bar above each button (or a light inside) shows the status of the line; by being on, off, or blinking... i.e. "off-hook", "ringing", or on "hold" etc. A round status light indicates if the line is "on-air," either on Caller 1 or Caller 2.

If a third simultaneous caller were desired on-air, you would place her/him on Caller 1 or Caller 2 (along with another caller) by using a lock-on conference. By pressing a line button which already has a caller on air, the round indicator will begin to flash and is in *locked conference mode*.

Drop and Hold buttons are provided for each bank.

WOW! That seems a bit complicated, but it *IS* familiar. You'll be happy to know that the new phone system works the same way, only those confusing little lights have been replaced with new intuitive Status Symbol™ icons. Please look over the description of the Desktop Director's ICONs, and then skip ahead to: Section 4.4.3 PLACING CALLERS ON AIR later in this guide.

4.2 Status Symbol™ Icons & What They Mean

The Desktop Director™ breaks new ground in broadcast telephone control surfaces with the use of easy to understand Status Symbol™ Icons displayed on the LCD matrixes located between the two rows of line selectors. In most cases, the meaning of each symbol is easily and effortlessly understood without study. However, to be complete, here is what each symbol (or sequence) means.



This line is on-hook ready for incoming or outgoing calls (Idle)



A shared line is in use by another studio. Or, the number of lines in use by all current studios exceeds the maximum lines in the system.



Line is ringing



Call is on hold



Call is On-Air – Caller 1 Fader



Call is On-Air – Caller 2 Fader



Call is On-Air & Locked – Caller 1 Fader.

Call is in locked mode and cannot be dropped or placed on hold. To unlock, push button to the left of this ICON.



Call is On-Air & Locked – Caller 2 Fader.

Call is in locked mode and cannot be dropped or placed on hold. To unlock, push the button to the Right of this ICON.



Screened hold - Call is on hold and has been screened.



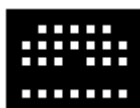
Call is on hold, has been screened, and is Next.

*Press **Next** button to put this line On-Air*



Block All Mode.

Press X Button to cancel



Handset Mode.

Call is on the handset



Speakerphone Mode.

Call is on the speakerphone



Line is unassigned in the current **Show Configuration**

4.3 Desktop Director™ Display Operation- Talent Mode



HOT TIP!

*The directions in this section assume you are in **Talent Mode**. The Desktop Director™ display should read “TALENT” below a picture of a phone. If it does not, follow the directions below to configure this Desktop Director before starting your show.*

4.3.1 LCD display screen and menu navigation buttons

The LCD screen and menu navigation buttons are used to set volume settings, LCD screen backlight and contrast, and to select the *show* and *mode* for a particular Desktop Director™. The function of the three “soft buttons,” immediately below the LCD screen, will vary depending on context. Their function will always be displayed on bottom row of the screen (much like an ATM machine). In most cases, the center soft key offers context sensitive *HELP* and the left softkey offers a *BACK* function. The *BACK* function takes you back to the default screen without saving unconfirmed changes.

The ▼ & ▲ buttons scroll through the options in a menu while the *Select* button chooses a menu selection or confirms an entry. In the volume menus ▼ decreases the volume while ▲ increases it. The change in volume takes place immediately. Pressing the Desktop Director’s *Select* button will permanently store this setting.

4.3.2 Changing from Producer to Talent mode

At any given time each Desktop Director™ is in either *Producer* or *Talent* mode. This can be changed at any time for each Director in the system. *Producer* mode can be thought of as “Screener phone” mode while *Talent* mode can be thought of as “on-air control” mode. As discussed earlier, the function of certain buttons is different in these two modes. To change from *Producer* mode to *Talent* mode:

- Press the soft key button below the word *MODE*. You should now see a screen that looks similar to the following.



- Now press the ▼ twice. The words *Director's Mode* should be highlighted by a grey cursor bar and the black text will change to white.
- Now press the *SELECT* button
- You will now see a screen that looks like:



- Press ▼ or ▲ to change the setting. Note that the little switch on left of the screen moves up or down as you change the setting.
- Press *SELECT* to confirm your choice or just press the soft key below the word *BACK* to return the main menu without the change taking effect.

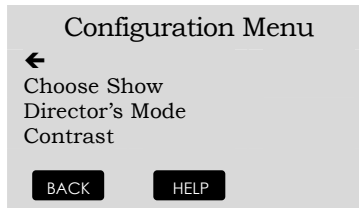
4.3.3 Joining a “Show”

One of the advantages of the System 2101 is that multiple line configurations are possible. Management of *Show Configurations* is done on the hub and is covered in Part III of this manual. Therefore a Desktop Director must join a “Show”, which then configures which lines and numbers are active on that Desktop Director. The usual scenario is as follows:

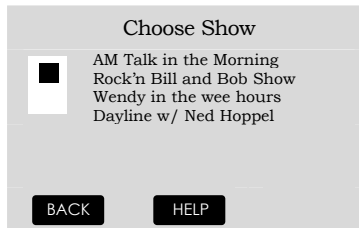
- 1) A Desktop Director in the studio to be used for the show is put in *Talent mode* and is then used to choose the *Show Configuration* to be used. Typically this would be done by the “board operator” for the show, although it also could be done by the Talent.
- 2) Using the Desktop Director to be used for screening the screener then chooses the same *Show Configuration*.
- 3) The show goes on.
- 4) At the start of the next show steps 1 through 3 are repeated.

To choose a *Show Configuration* simply proceed as follows:

- Press the soft key button below the word *MODE*. You should now see a screen that looks similar to the following:



- Now press the ▼ once. The words *Choose Show* should be highlighted by a grey cursor bar and the black text will change to white.
- Now press the *SELECT* button
- You will now see a screen that looks like:

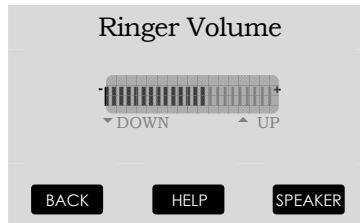


- Press ▼ or ▲ to change the setting. Note that the little switch on left of the screen moves up or down as you change the setting.
- Press *SELECT* to confirm your choice or just press the soft key below the word *BACK* to return the main menu without the change taking effect.

4.3.4 Volume Menus

Pressing the soft key button below the word *VOLUME* will display one of the following screens. Pressing that soft key repeatedly will cycle through the following screens.





Pressing ▼ will decrease, while pressing ▲ will increase the volume level for the item displayed. The change will take place immediately and confirmation is not required. Pressing the soft key button under the word *BACK* or the *SELECT* button will return you to the main screen. The following volume levels can each be individually adjusted:

- Handset

This sets the level of the caller on the handset. If you are using a headset attached to the Desktop Director this will adjust the level in the headset as well.

- Ringer

This adjusts the volume of the ringer. Note that the ringer will generally be automatically turned off whenever a microphone channel is on, depending on your installation.

- Speaker



This adjusts the level of the built in speaker for the Desktop Director's hands-free option.


4.4 Desktop Director™ Buttons – Talent Mode

4.4.1 Line buttons-

Each line has 2 buttons, the left column for Caller 1 (the console might be labeled "Caller 1" "Phone 1" or something else) and right column called Caller 2 (the board may be labeled "Caller 2" or "Phone 2" or something else). Pressing a line button places the caller on that line on-air on the corresponding fader on the console (mixing desk, board, etc).

Pressing a *Line* button when that line is already on-air *locks* the caller. You can use this capability to prevent accidentally losing a guest. To unlock press that *Line* button a third time.

 (*Hold*) and  (*Drop*) buttons- You know what these do! These affect only the corresponding bank of buttons above them. A locked line will not be affected unless you unlock it first (by pushing the corresponding LINE button). All unlocked lines in that column will be dropped.

 (*Next*) button- this button will direct the call designated by your screener as NEXT to Caller 1 hybrid (usually the call which has been on Screened Hold the longest, but your screener can change this) will be directed to the Caller 1 hybrid. If a screener is not used, the line that has been ringing longest will be selected instead. If no line is ringing, the line on hold the longest will be selected.

**IMPORTANT!**

*Next will work differently when the unit has been set for **Producer** mode. Call screeners should see section 3 for Desktop Director™ operation.*

X (*Block All*)- Pressing this key will clear all lines. with the *only exceptions* being on-air, on the handset/speakerphone, on hold, and lines pre-designated not to be part of the busy-all-group (such as direct dial-in lines like the studio hotline). This feature allows you to prevent early callers from getting in on contests until after the DJ has made the announcement and turned off *Black All*.

Ringing lines, other than “priority” lines will be dropped. Those lines will then be blocked from accepting any calls (in most cases the caller will get a busy signal, but this will not always be true depending on your configuration) and the *Busy All* Status Symbol™ will be displayed.

Pressing **X** (*Busy All*) again will clear the lines and allow incoming calls.

**HOT TIP!**

*As you may know, there have been several lawsuits regarding to the “fairness” of radio contests. By consistently activating the **Busy All** feature before announcing a contest you will reduce the liability for yourself and the station.*

4.4.2 User Function Buttons –

These buttons can be used for control of equipment external to the Telos phone system. For instance the **?#@** button may control your obscenity delay dump, etc. Your Chief Engineer is your best source for information on how the following buttons operate in your facility.

?#@ (user button) – Check with your Chief Engineer to find out if this button is connected to something. It is typically used to control a piece of equipment external to the TWOx12 such as the “delay dump” on an obscenity delay unit.

☹☹ (record control) – Again, check with your chief engineer to determine if this button controls something. This button is generally used in conjunction with an external recorder. This button can be used to activate feature that causes the recorder to start and record whenever callers are present on the hybrids.

Pressing the button once, when nobody is on air, “arms” the recording feature (LED blinking). Until disarmed, the system will start and stop the recorder to capture calls placed on the air.

Once armed, placing a caller on either of the two hybrids starts the recorder automatically (LED solid). If no caller is on either hybrid, the “Record Stop” output will be pulsed to stop the recorder and the system will re enter the “armed” state.

Pressing the button once, when somebody is already on air, starts the recorder (LED solid) immediately instead of entering the armed state.

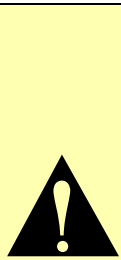
While recording (LED solid), pressing the button stops the recorder and puts the system back in the armed (LED blinking) state.

When in armed state (LED blinking), pressing the button cancels the recording feature.

4.4.3 Placing Callers On-Air – Single caller

To place a caller on-air, push the appropriate *Line* button for the phone line on which the caller is located. The left *Line* button will place the call on the Caller 1 Fader (sometimes called Phone 1) while the right *Line* button will place him/her on the Caller 2 Fader (sometimes called Phone 2).

Note that if the line has already been screened, the *Screened* symbol (a check mark) will be displayed. If the caller has not been screened the *Hold* symbol or *Ring* symbol will be displayed (see section 4.2 for picture of these Status Symbols™). Once you select the line the ICON will change to an arrow indicating it is on the Caller 1 <- or Caller 2 -> fader. The line may be dropped or placed on hold by using the buttons below the row indicated by the arrow. If you select another line on the same column, the line selected earlier will be dropped unless the line is first placed in locked mode (see below for putting more than one caller on a fader).



IMPORTANT!

You will, of course, need to turn on and bring up the appropriate input on your console (mixing desk). You will usually have two faders associated with the phone system, one for “Caller 1” (or “Phone 1”) and one for “Caller 2” (or “Phone 2”).

4.4.4 Placing Multiple Callers On-Air – Using lock mode



Pushing a *Line* button **once** places that line on-air. Pressing the same *Line* button a **second time** will place that line in LOCKED status. The status symbol™ for that line will display the LOCKED symbol (see section 4.2 for a picture of this Status Symbol™). The *Drop* and *Hold* buttons have no effect on a line in LOCKED status. If another line is selected on the same column, the line in LOCKED status will remain on-air. When a LINE button is selected a third time it reverts to unlocked status with the ◀ or ▶ ICON displayed.

The usual method of operation would be to lock the guest (if any) on the Caller 2 hybrid and use the Caller 1 hybrid for call-in listeners. If no guest is present, you can follow the directions below.

**HOT TIP!****CONFERENCING**

1. In standard mode, select your first caller on the left (Caller 1) row of the Desktop Director.
 2. If you wish to keep a caller on the air and add more callers, put the first caller in **LOCKED** status by pressing the **Line** button a second time to avoid accidentally hanging up on him/her.
 3. A second caller can be added by selecting another **Line** button on the Caller 2 (right) column using the same procedure. Pressing that **Line** button again can also **LOCK** this caller.
 4. Although audio fidelity may decline, you may have multiple callers on the Caller 1 column or the Caller 2 columns. For best quality always keep the number of calls evenly distributed across the two columns.
- Remember, to unlock a line simply press its **Line** button. You may now press **Hold** or **Drop** as desired.

4.4.5 Dropping Calls Off-Air

- Look at the Status Symbol™ icon for the line(s) in question and verify that that the LOCK symbol is not showing. If LOCK is showing, press the *Line* button for this line to unlock it.
- If you wish to select another caller, you can just press another *Line* button in this column, or you can press the *Drop*  button.
- To place the call on hold press, the *Hold*  button instead.

4.5 Using as a Telephone*Making calls using the handset*

-Pick up the handset, select a line **using the left column**, and dial. Some installations will require a “9” before dialing an outside line. To dial use the dial pad buttons as you would any phone. If you wish to place this caller on-air you can press the Left or Right *Line* button to place the caller on Caller 1 or Caller 2, respectively. If you hang-up the handset, the caller will be lost unless you have placed them on hold or on-air.

Using the studio microphone and cue speaker

-This is identical to placing callers on-air, just be sure that your microphone and caller 1 & caller 2 faders are in cue, not program! Put the caller you want to talk to in cue. Your board may have an automatic provision for this. In the unlikely event you experience feedback lower the cue speaker volume slightly.

Making calls using the built-in speaker phone

- Make sure that the Left row has no active calls on-the-air (Caller 1 fader). Then push the *Handsfree* button, select a line **using the left column**, and dial. To dial use the dial pad buttons as you would any phone. If you wish to place this caller on air

you can press the Left or Right *Line* button to place the caller on Caller 1 or Caller 2, respectively.

Answering calls with the handset

-Pick up the handset and select a line **using the left column** or press *Next* to select the line which has been ringing longest.

Answering calls with the Speakerphone

-Press the *Handsfree* button and select a line **using the left column** or press *Next* to select the line which has been ringing longest.

This page intentionally left void of information.

Telos Desktop Director™

Operator's Guide
for Talent Mode

(This Operator's Guide covers Talent Mode only)

LCD Display, Function Keys, & Cursor Keys

The top row of buttons will have their function displayed on the screen above. The cursor-bar is controlled using the ▼ & ▲ keys. *Select* chooses the highlighted item.

Press *Mode*, then choose *Choose Show* to select a show.

Press *Mode*, then choose *Director's Mode* to select *Talent* (on-air control) or *Producer* (screener phone).

Line Buttons

Caller 2
on-air
line
controls

Line Buttons
Caller 1/Handset

on-air
line
controls

Telephone Handset

- Lifting the handset off the cradle places any calls on hybrid one on the handset.

Speaker Phone

- Pressing this places any calls on hybrid one on or the handset on the built-in speaker phone

Mute

- Mutes the handset or speaker phone microphone

Busy

- Causes lines to become "busy" (engaged) to incoming callers.

Next

- Places the next caller on Hybrid 1

Status Symbols
See other side for details.Hold Buttons

- Places any unlocked calls in that column on hold.

Drop Buttons

- Drops any unlocked calls in that column

For additional information see *Desktop Director Guide for Talent* in Part V of the Series 2101 User's Manual

PART V

THE TELOS DESKTOP DIRECTOR

PLEASE COPY THIS SECTION AND GIVE TO YOUR ON-AIR STAFF

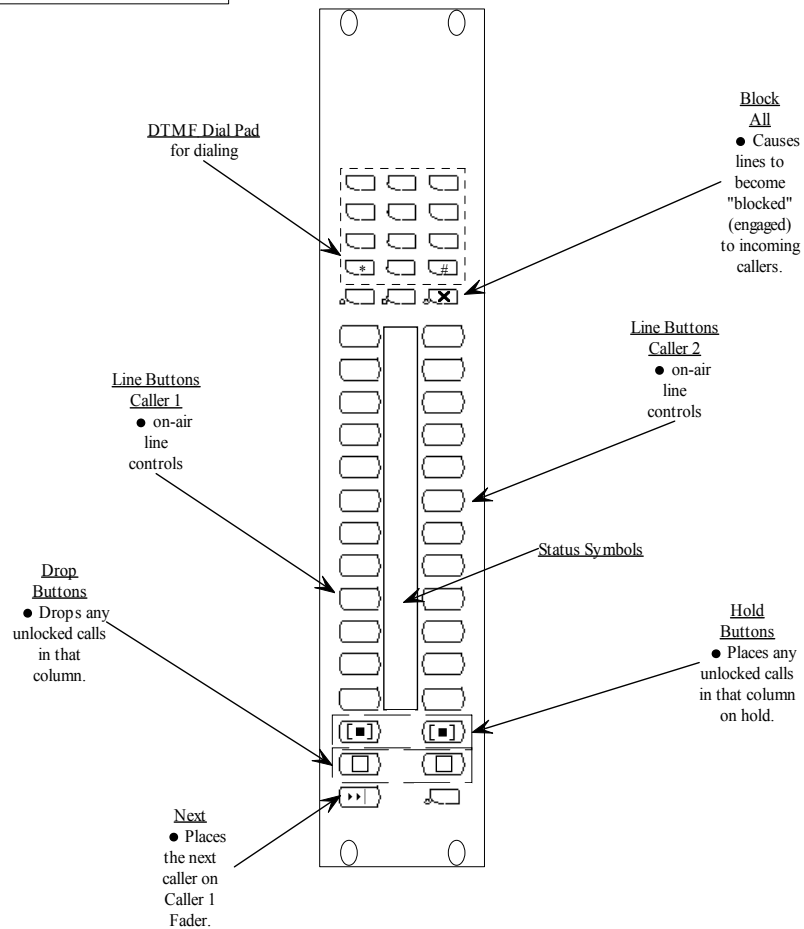
SECTION 4 – DESKTOP DIRECTOR: GUIDE FOR TALENT



Telos Console Director™
(Telos Electronics Package 0320-0000)
Operator's Guide

Telos Electronic Package 0320-0000 is distributed as part of complete assemblies available from major console manufacturers.

- The Console Director operates in Talent Mode only.
- For use with Telos TWOx12 and Series 2101 only.
- Console Directors are connected to the Telos interface in the same manner as the Telos Desktop Director. See Vol 2, Part IV, section 1.3.2.



For additional information see *Desktop Director Guide for Talent* in the User's Manual

For complete information on the different Status Symbols™ in *Talent Mode* see pages V-30 through V-32.