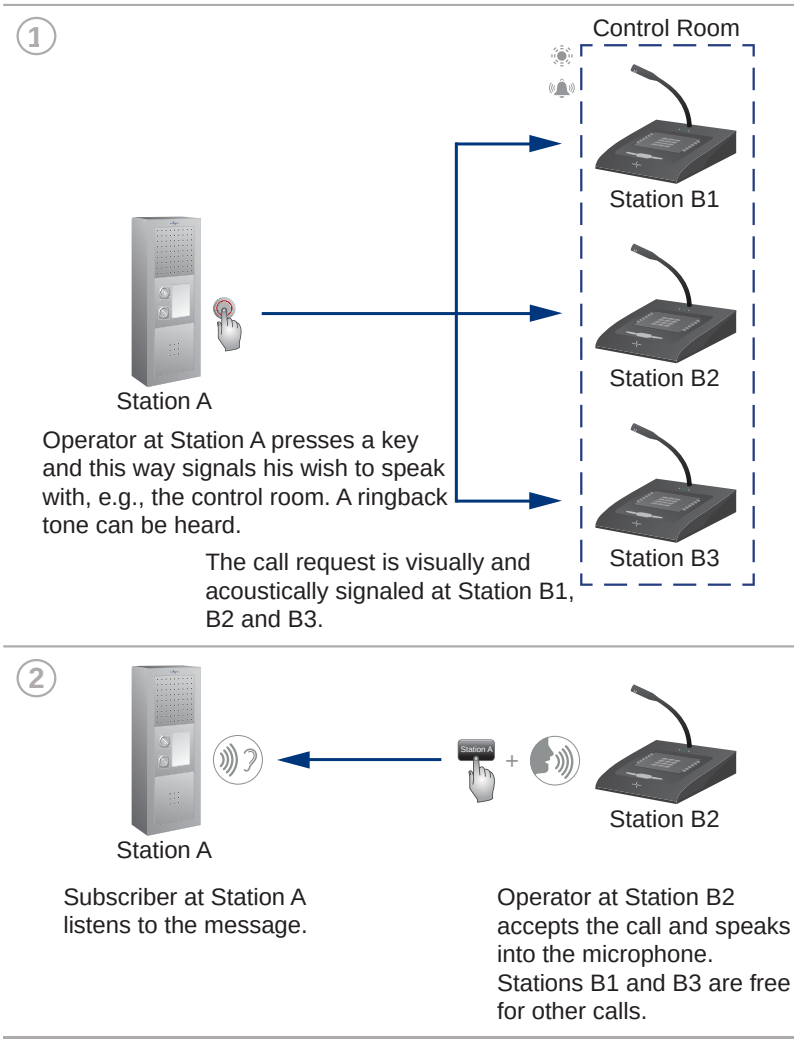
CALL REQUEST CONTROL

IN A NUTSHELL

A subscriber makes a call request to a station or a group of stations. This request is signaled visually and acoustically. As soon as a subscriber at a free station accepts the call, a two-way connection, which is controlled by one side, is established between the 2 subscribers. All other stations within the group cannot listen. They are free and can accept further calls.

After the call has been accepted, the conversation is controlled by the called subscriber. The calling subscriber does not have to press another key during the course of the conversation.

ILLUSTRATION



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Station A

Station B2

As soon as the operator at Station B2 releases the key, a short acoustic tone is played back at Station A and the microphone is activated. Subscriber at Station A can now answer without keypress.

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Station A

Station B2

Operator at Station A speaks into the microphone.

Subscriber at Station B2 listens to the message.

DESCRIPTION

Via simple keypress, the operator at Station A makes a call request, e.g., to a control room. A ringback tone acknowledges that the control room is being called.

The call request is visually and acoustically signaled at all stations included in the group at the same time. As soon as the call has been accepted at a free station, a two-way connection, which is controlled by one side, is established. To do this, the operator presses the key which indicates the call request at one of the stations (e.g. at B2), keeps it pressed and speaks into the microphone (Push-to-Talk). Subscriber at Station A listens to the message.

As soon as he releases this key, a short acoustic tone is played back at Station A. This way, the subscriber is informed that his microphone is now activated and that the subscriber at Station B2 can now listen to him. He does not have to press a key, just simply speak into the microphone.

If the subscriber at Station B2 wants to answer again, he has to press his key again. Both can now speak and listen alternately, but not simultaneously. The other subscribers cannot listen.

At the same time, Stations B1 and B3 are free. This means that they can accept further calls. The voice connection is terminated as soon as the subscriber presses the corresponding Delete key at Station B2.

SIGNALING AT CALLED STATIONS

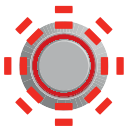
LEDs at the keys indicating the different connection states are helpful for the operator personnel. The following illustrations show the default signaling types at stations which accept call requests using the example of an IP desktop intercom station from INDUSTRONIC with display buttons.

Signaling	Description
 Display button is off.	No call request received.
 Display button blinks cyan at a frequency of 500:500 (500 ms on / 500 ms off).	A call request is received and can be accepted.

	Button is pressed. Display button is illuminated in green.	The call request was accepted, a two-way connection, which is controlled by one side, is established and the operator can speak into the microphone.
	Display button blinks green at a frequency of 500:500 (500 ms on / 500 ms off).	The target which can be reached via this button is speaking to you (Ready-to-listen signaling).

SIGNALING AT CALLING STATIONS

To show the signaling at stations which make call requests, a gate intercom station from INDUSTRONIC is used as example.

Signaling	Description
 LED is off.	No call request placed.
 LED blinks at a frequency of 250:250 (250 ms on / 250 ms off).	a) Shortly before the key was pressed and a ringback tone could be heard: Call request is active and was received by the control room. b) A subscriber at the control room is speaking to you (Ready-to-listen signaling).
 LED is illuminated.	The subscriber at the control room can now listen to you. You can speak into the microphone (Ready-to-talk signaling).

APPLICATION EXAMPLES

Call request control is often used at gateways and entrance areas. There, visitors must make a call request to the central control room via a gate intercom station. Only after the call has been accepted, a voice connection is established. If several call requests are placed simultaneously, each subscriber at a control room intercom station can accept a different call.

CUSTOMER BENEFITS

- A call request reaches several control room intercom stations simultaneously
- Depending on the situation, operators in the control room can decide at which intercom station they want to accept the call request and conduct the conversation
- Operators in the control room can flexibly decide when to accept which call request
- Increased availability of a control room as several call requests can be accepted at different intercom stations simultaneously
- Private voice connection after the call has been accepted (other subscribers cannot listen)
- No call request is lost

OPTIONS

Control Lines/Indicators

As soon as a call request has been accepted, control line outputs and/or indicators can be triggered. This way, an entrance gate can be opened, for example.

Duplex

As soon as an operator at a station accepts the call, the conversation can also be held in full-duplex mode. This means that both subscribers can speak and listen simultaneously. Depending on the application, either the called stations must be equipped with a handset or both stations. By default, the conversation is held in half-duplex mode as two-way connection and is controlled by one side. Here, the operator at the called station controls the conversation.

Accepting Calls in Chronological Order

Incoming call requests can be accepted in chronological order. For this purpose, the FIFO method (First In - First Out) is used. The call request with the longest waiting time is accepted first. Here, only one key is required. By default, call requests are accepted at the intercom stations by pressing the corresponding direct call key.

Other options are available upon request.

TECHNICAL DETAILS

Call requests can be accepted using INDUSTRONIC intercom stations of any type. These intercom stations require at least the following keys:

- 1 direct call key for each target from which you want to accept a call request. If you want to accept call requests from 5 different targets with your intercom station, you need 5 direct call keys
- 1 key to terminate the voice connection and thus delete the call request.

At an intercom station or a group of intercom stations, several call requests can be indicated and controlled.

Only when all intercom stations of the group are busy, no further calls can be accepted.

Call requests are stored and can be accepted at a later time.

By default, the acoustic signal for a call request is played back at the called intercom station for 10 s. After the specified time has elapsed, only the visual key signaling indicates the call request.

Each intercom station which is used for placing a call request to a central point requires only 1 key for the call request.

Each time the microphone is activated at the calling intercom station, an acoustic tone is played back. This way, the person is informed that the subscriber at the target is now listening.

RELATED FUNCTIONS

- MultiControl group
- Call storage