



USER GUIDE

COMMUNICATIONS MODULE

CSG COMMUNICATIONS GATEWAY



IMPORTANT SAFETY INSTRUCTIONS

1. READ these instructions.
2. KEEP these instructions.
3. HEED all warnings.
4. FOLLOW all instructions.
5. DO NOT use this apparatus near water.
6. CLEAN ONLY with dry cloth.
7. DO NOT block any ventilation openings. Install in accordance with the manufacturer's instructions.
8. DO NOT install near any heat sources such as radiators, heat registers, stoves, or other apparatus (including amplifiers) that produce heat.
9. DO NOT defeat the safety purpose of the polarized or grounding type plug. A polarized plug has two blades with one wider than the other. A grounding type plug has two blades and a third grounding prong. The wider blade or the third prong are provided for your safety. If the provided plug does not fit into your outlet, consult an electrician for replacement of the obsolete outlet.
10. PROTECT the power cord from being walked on or pinched, particularly at plugs, convenience receptacles, and the point where they exit from the apparatus.
11. ONLY USE attachments/accessories specified by the manufacturer.



12. USE ONLY with a cart, stand, tripod, bracket, or table specified by the manufacturer, or sold with the apparatus. When a cart is used, use caution when moving the cart/apparatus combination to avoid injury from tip-over.
13. UNPLUG this apparatus during lightning storms or when unused for long periods of time.
14. REFER all servicing to qualified service personnel. Servicing is required when the apparatus has been damaged in any way, such as power-supply cord or plug is damaged, liquid has been spilled or objects have fallen into the apparatus, the apparatus has been exposed to rain or moisture, does not operate normally, or has been dropped.
15. DO NOT expose this apparatus to dripping or splashing and ensure that no objects filled with liquids, such as vases, are placed on the apparatus.
16. To completely disconnect this apparatus from the AC Mains, disconnect the power supply cord plug from the AC receptacle.
17. Where the mains plug or an appliance coupler is used as the disconnect device, the disconnect device shall remain readily operable.
18. DO NOT overload wall outlets or extension cords beyond their rated capacity as this can cause electric shock or fire.



The exclamation point, within an equilateral triangle, is intended to alert the user to the presence of important operating and maintenance (servicing) instructions in the literature accompanying the product.



The lightning flash with arrowhead symbol within an equilateral triangle is intended to alert the user to the presence of uninsulated "dangerous voltage" within the product's enclosure that may be of sufficient magnitude to constitute a risk of electrical shock to persons.



ESD Warning: The icon to the left indicates text regarding potential danger associated with the discharge of static electricity from an outside source (such as human hands) into an integrated circuit, often resulting in damage to the circuit.

- WARNING:** To reduce the risk of fire or electrical shock, do not expose this apparatus to rain or moisture.
- WARNING:** No naked flame sources - such as lighted candles - should be placed on the product.
- WARNING:** Equipment shall be connected to a MAINS socket outlet with a protective earthing connection.
- WARNING:** To reduce the risk of electric shock, grounding of the center pin of this plug must be maintained.

COPYRIGHT NOTICE

AMX© 2016, all rights reserved. No part of this publication may be reproduced, stored in a retrieval system, or transmitted, in any form or by any means, electronic, mechanical, photocopying, recording, or otherwise, without the prior written permission of AMX. Copyright protection claimed extends to AMX hardware and software and includes all forms and matters copyrightable material and information now allowed by statutory or judicial law or herein after granted, including without limitation, material generated from the software programs which are displayed on the screen such as icons, screen display looks, etc. Reproduction or disassembly of embodied computer programs or algorithms is expressly prohibited.

LIABILITY NOTICE

No patent liability is assumed with respect to the use of information contained herein. While every precaution has been taken in the preparation of this publication, AMX assumes no responsibility for error or omissions. No liability is assumed for damages resulting from the use of the information contained herein. Further, this publication and features described herein are subject to change without notice.

AMX WARRANTY AND RETURN POLICY

The AMX Warranty and Return Policy and related documents can be viewed/downloaded at www.amx.com.

Table of Contents

Using the Communications Module	1
Overview	1
Main Screen	1
Using the Keypad to Place a Call	3
Answering an Incoming Call	3
Setup Screen	4
Adding a Contact to Your Phone Book.....	5
Using Your Phone Book to Call a Contact.....	6
Transferring a Call	6
Monitoring a Touch Panel.....	6
Monitoring an Entry Communicator	7
Setting the Image on the Entry Communicator	8
Follow Me	9
Adding an Extension	9
Advanced Setup.....	11
Modifying the Entry Communicator Settings	12
Voice Mail.....	13

Using the Communications Module

Overview

With a CSG Communications Gateway (**FG2182-01, -02, -03**), you can use an intercom-enabled touch panel to place phone calls or communicate with another intercom-enabled touch panel or Metreau Entry Communicator. Setting up your touch panel as a telephone requires that you set it up as one in the CSG Communications Gateway configuration pages. Refer to the CSG Communications Gateway Operation/Reference Guide and your touch panel's manual for information on setting up your touch panel to work as a telephone.

The Communications module acts as a phone agent to give touch panels and entry communicators phone capabilities. The module provides basic telephony building blocks like call, answer, hang-up, and transfer that enable the NetLinx master to create a customizable phone/intercom with the panel. Visit www.amx.com for information on which touch panels are compatible with the CSG Communications Gateway and the Communications module. Refer to the module documentation for details on incorporating the module into your source code and loading it onto the NetLinx Master.

Main Screen

The Main screen contains most of the call functionality for the Communications module. Across the top of the screen, there are several function buttons you can use to organize or call your contracts. The options in the center of the screen vary according to the function button you press. Along the left side of the screen are the call and panel options buttons.



FIG. 1 Main screen

The following options appear on the main screen:

Main Screen Options	
Global PB	Displays all listings in the global phone book. The global phone book includes all listings from all panels on the network.
Local PB	Displays all listings in the local phone book. The local phone book includes only the listings on the panel you are currently using.
Keypad	Displays a keypad you can use to enter a phone number to call.
Voice Mail	Calls the voice mail for the extension of the touch panel. The Voice Mail button blinks when you have a voice mail. See the <i>Voice Mail</i> section on page 21 for more information.
Setup	Displays the Setup screen. See the <i>Setup Screen</i> section on page 12 for more information.
Call	Initializes a call to the selected entry in the phone book or to the phone number you enter in Keypad mode.
DND	Do Not Disturb. No calls or pages are accepted by the panel while in this mode.
Hold	Places an active call on hold. Pressing the button again takes the call off hold.
Redial	Dials the last number you called.

Main Screen Options (Cont.)	
Transfer	Sends an active call to the selected phone book entry or to the phone number you enter in keypad mode.
Flash	Switches between two connected calls.
Page All	Hold down this button to send a page to all panels. Release the button to stop paging the panels.
Monitor	Press this button to monitor the panel you select from your phone book.
Monitor Entry	Press this button to monitor an entry communicator. When monitoring an entry communicator, the images captured by the entry communicator's video camera stream onto the panel.
Volume	Use the slider bar to adjust the volume of the panel.
Mute	Press the mute button to turn off the volume on the panel.
Index	Displays all phone contacts. Press a letter in the alphabetic list to jump to the corresponding entry in the list. If a contact beginning with the chosen letter does not exist, you jump to the closest letter in the list.
Target icon	When the panel is connected to a communications gateway, a green target icon appears in the lower right corner of the screen. If no target is present, the panel does not have access to a communications gateway. Consult the <i>CSG Communications Gateway Operation/Reference Manual</i> for more information.

Using the Keypad to Place a Call

You can use your touch panel to place a call by using the keypad to manually enter a phone number. You can manually enter a phone number on the Keypad screen (FIG. 2). Perform these steps to use the keypad to place a call:

1. Press **Keypad**. The Keypad screen appears.



FIG. 2 Keypad screen

2. Use the keypad to enter the number you want to call.
3. Press **Call**. The number you entered is dialed.

An alternate method to place phone calls is by creating a phone contact list and dialing by accessing the list. The following sections describe how to create a phone contact list and how to use it to place calls.

Answering an Incoming Call

When you receive an incoming call or someone presses the doorbell button at an entry communicator, you have the option to answer the call or ignore it. An incoming call to your panel opens the Incoming Call pop-up screen (FIG. 3). You can press the Answer button to accept the call or the Ignore button to send the call to voice mail, if available.



FIG. 3 Incoming Call pop-up screen

When the doorbell button is pressed at an entry communicator, your panel opens a pop-up screen (FIG. 4) with options for the call. If no option is selected, the call terminates after 35 seconds.



FIG. 4 Entry Communicator Alert pop-up screen

The following options appear on the Entry Communicator Alert pop-up screen:

Entry Communicator Alert Pop-up Screen Options	
Flash	Connects to the call at the entry communicator.
View	Streams the image from the camera on the entry communicator so you can see who is at the door.
Ignore/Exit	Closes the pop-up screen without responding to the call.

Setup Screen

The Setup screen enables you to add or remove contacts from your panel's phone book and make settings adjustments to the entry communicator. You can access the Setup screen by pressing the Setup button. The following options appear on the Setup screen:

Setup Screen Options	
Phone Book Setup	Opens the Phone Book Setup screen which contains options to add, remove, and modify contacts in your phone book.
Entry Communicator	Enables you to change the image that appears on the display on the entry communicator. See the <i>Setting the Image on the Entry Communicator</i> section on page 16 for more information.
Advanced Setup	Opens the Advanced Setup screen. See the <i>Advanced Setup</i> section on page 19 for more information.

Adding a Contact to Your Phone Book

Adding contacts to your phone book enables you to place calls to more quickly and easily. After adding a contact to your phone book, you can view the list of contacts by pressing the Local PB button. The following options appear on the Phone Book Setup screen:

Phone Book Setup Screen Options	
Add New Contact	Opens the Add New Contact pop-up screen (FIG. 6). This pop-up screen does not appear if the phone book is full.
Delete Contact	Enables you to select a contact to remove from the phone book. This option only appears if you have at least one contact in the phone book.
Modify Contact	Opens the Modify New Contact pop-up screen. This option only appears if you have at least one contact in the phone book.

These options for the Local Phone Book are identical to the options available for the Global Phone Book (accessible from the Advanced Setup screen). Perform these steps to add a contact to your phone book:

1. Press **Setup**. The Setup screen appears.
2. Press **Phone Book Setup**. The Local Phone Book options appear (FIG. 5).



FIG. 5 Local Phone Book screen

3. Press **Add New Contact**. The Add New Contact pop-up screen appears (FIG. 6).



FIG. 6 Add New Contact pop-up screen

4. Press the **Name** field to open an alphanumeric keypad. Using the keypad, enter the name of the contact, and press **Done** to return to the Add New Contact pop-up screen.
5. Press the **Number** field to open a numeric keypad. Using the keypad, enter the phone number or extension of the contact, and press **Done** to return to the Add New Contact pop-up screen.
6. Press **Save**. The contact now appears in your phone book.

To modify the entry, press **Modify Contact** on the Local Phone Book screen. The Modify Contact pop-up screen appears. Repeat steps 4 through 6 to make any necessary changes.

Using Your Phone Book to Call a Contact

After adding contacts to your phone book, you can call any one of them by performing the following steps:

1. Press **Local PB**. Your list of contacts appears in the center of the screen.
2. Press the contact you want to call.
3. Press **Call**. The panel dials the associated phone number.

Transferring a Call

You can transfer an active call to another phone number or contact in your phone book by pressing the Transfer button. Perform these steps to transfer a call:

1. While on an active call, press **Transfer**. The panel's phone book opens.
2. Select a contact from the phone book to which you want to transfer the call.

Monitoring a Touch Panel

You can use your touch panel to monitor another touch panel. Entry communicators cannot monitor panels or other entry communicators. Perform these steps to monitor a touch panel:

1. Press **Monitor**. A pop-up screen opens with a list of panels.
2. Select a panel to monitor. FIG. 7 displays the message that appears on the panel you are monitoring.



FIG. 7 Message pop-up screen

Monitoring an Entry Communicator

You can use a touch panel to monitor an entry communicator. When monitoring an entry communicator, the images captured by the entry communicator's video camera stream onto the panel. Perform these steps to monitor an entry communicator:

1. Press **Global PB**. The Global Phone Book screen appears (FIG. 8).



FIG. 8 Global Phone Book

2. Press **Monitor Entry**. A pop-up screen opens with a list of entry communicators.
3. Select an entry communicator to monitor (FIG. 9).



FIG. 9 Select Entry Communicator

The images captured by the video camera on the entry communicator stream onto the touch panel (FIG. 10).



FIG. 10 Monitoring Entry Communicator

4. Press **Exit** to stop monitoring the entry communicator.

Setting the Image on the Entry Communicator

MET-ECOM-D model entry communicators have LED displays which can display various messages or graphics. The Communications module enables you to easily select the image you want to display on the LED. See the *Metreau Entry Communicators Operation/Reference Guide* for more information on creating an image for the display.

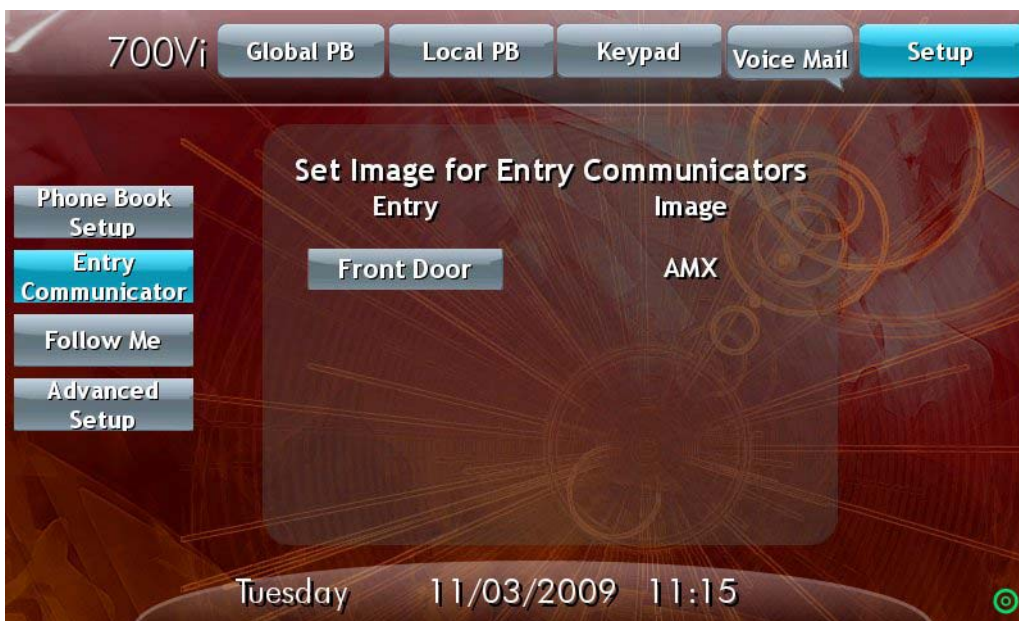


FIG. 11 Set Image for Entry Communicators

Perform these steps to set the image on the entry communicator:

1. Press **Setup**.
2. Press **Entry Communicator**. The Set Image for Entry Communicators screen appears (FIG. 11).
3. Press the corresponding entry communicator button repeatedly until you find the image you want.

Follow Me

Follow Me is a feature which allows a caller to reach you wherever you may be by forwarding your calls to a list of predefined numbers until you are reached. If you cannot be reached, Follow Me transfers the caller to your voicemail box.



FIG. 12 Follow Me

Adding an Extension

Follow these steps to add a Follow Me extension:

1. Press **Setup**.
2. Press **Follow Me**.
3. Press **Add**. The Add Follow Me pop-up appears (FIG. 13).



FIG. 13 Add Follow Me pop-up

4. Use the numeric pad to enter an extension.
5. Press **Done**.

Advanced Setup

The Advanced Setup screen enables you to set permissions for your panel and adjust the settings on your entry communicator. FIG. 14 displays the Advanced Setup screen.



FIG. 14 Advanced Setup

The following options appear on the Advanced Setup screen:

Advanced Setup Screen Options	
Allow this panel to be Monitored	Toggles whether other panels can monitor this panel.
Allow this panel to Monitor	Toggles whether this panel can monitor other panels.
Disable all Entry Communicators	Turns off all Metreau Entry Communicators. The Entry Communicators can still be monitored by the panel, but no doorbell rings are heard by the panels.
Auto-Answer	Toggle whether you want the panel to automatically answer each incoming call.
Modify Door Adjustments	Enables you to change the settings on your Metreau Entry Communicator. See the <i>Modifying the Entry Communicator Settings</i> section on page 20 for more information.
Modify Global Phone Book	Enables you to make modifications to the global phone book. The options available are identical to the options available for modifying the local phone book.
Modify Panel Name	Enables you to change the name of the panel. Pressing this button opens an alphanumeric keyboard screen you can use to enter the new name of the panel. The panel name you enter is displayed in the global phone book of other panels.
Reset all	Enables you to reboot all connected panels and entry communication devices.

Modifying the Entry Communicator Settings

The Entry Communicator Adjustments pop-up screen enables you to change the microphone and speaker levels in addition to other settings on your entry communicator. The following options appear in the Entry Communicator Adjustments pop-up screen:

Entry Communicator Adjustments Pop-Up Screen Options	
Mute buttons	Each corresponding turns off the sound from the microphone or speakers on the entry communicator.
Volume arrows	The up-and-down arrows control the volume for the microphone and speaker on the entry communicator.
Number Communicator will Call	Sets the extension or phone number the entry communicator calls when its doorbell button is pressed.
Disable Entry Communicator	Turns off the entry communicator. The Entry Communicator can still be monitored by a touch panel, but no door rings are heard by the panel.

Follow these steps to modify your entry communicator settings:

1. Press **Setup**.
2. Press **Advanced Setup**. The Password pop-up screen appears (FIG. 15).



FIG. 15 Password pop-up screen

3. Enter the password, and press **Done**. The Advanced Setup screen appears (FIG. 14).
4. Press **Door Adjustments**. The Entry Communicator Adjustments pop-up screen opens (FIG. 16).

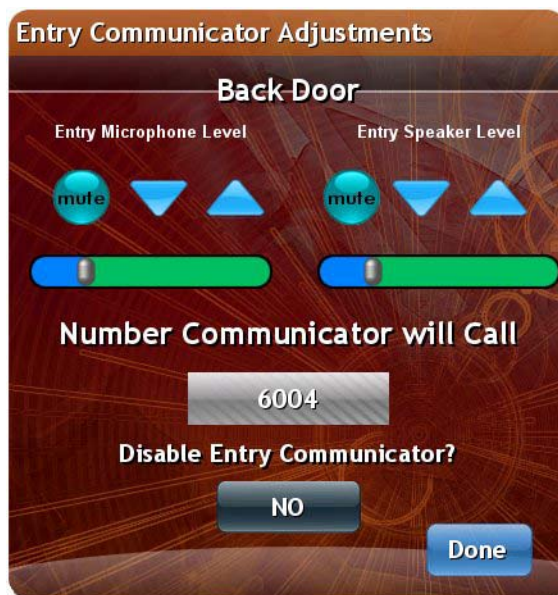


FIG. 16 Entry Communicator Adjustments

5. Use the up-and-down arrows to adjust the microphone and speaker levels.
6. Press the **Number Communicator will Call** button to change the extension the communicator calls when its button is pressed. A numeric keypad pop-up screen opens. Use the numeric keypad to enter a new extension, and press **Done**.
7. Press the **Disable Entry Communicator** button to disable the entry communicator.
8. Press **Done** when you are finished changing the settings.

Voice Mail

The Voice Mail button at the top of the screen blinks whenever you have a voice mail. Pressing the voice mail button accesses your voice mail and begins to play your messages.

NOTE: *Not all panels may be set up for voice mail. Voice mail for your extension is set up while configuring the CSG Communications Gateway. Contact your administrator for voice mail access and passwords.*



© 2016 Harman. All rights reserved. NetLinx, AMX, AV FOR AN IT WORLD, HARMAN, and their respective logos are registered trademarks of HARMAN. Oracle, Java and any other company or brand name referenced may be trademarks/registered trademarks of their respective companies. AMX does not assume responsibility for errors or omissions. AMX also reserves the right to alter specifications without prior notice at any time. The AMX Warranty and Return Policy and related documents can be viewed/downloaded at www.amx.com.
3000 RESEARCH DRIVE, RICHARDSON, TX 75082 AMX.com | 800.222.0193 | 469.624.8000 | +1.469.624.7400 | fax 469.624.7153
AMX (UK) LTD, AMX by HARMAN - Unit C, Auster Road, Clifton Moor, York, YO30 4GD United Kingdom • +44 1904-343-100 • www.amx.com/eu/

Last Revised:
6/09/2016