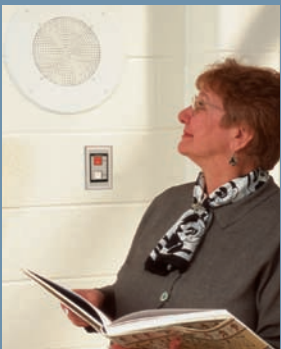# Telecenter® ICS

Integrated Communications Solution

Dependable School Communications
for Emergencies and Everyday

Rauland

Communication: Classroom to Administration

Most events within a school are not emergencies, yet are still important and need a quick response. The majority of calls come in during school hours, but your facility is also in use many evenings and on the weekends. Telecenter ICS addresses all these issues by automating and streamlining operations and communications throughout the entire facility.

With the system's flexibility and automatic call routing, Telecenter ICS is on call 24/7. No busy signals or complicated dialing codes. With Telecenter ICS calls will be answered as quickly as possible.

- **Multiple Call Levels:** Upgrade a call to an emergency on the fly. In the classroom, the teacher can determine what type of assistance they need and place the appropriate level of calls.

- **Call Priority Sorting and Stacking:** Wherever calls are answered, calls display the type of call and time of placement. The oldest calls and emergency calls are always displayed first.

- **Automatic Call-Forwarding:** If the Secretary is away from their desk or is already on the phone, Telecenter ICS can automatically forward calls to another administrative person.

- **Visual and Audible Identification:** Calls from classrooms and other areas display their location information on strategically positioned displays and/or sound call reminder tones over selected speakers.

- **Announce Calls:** Telecenter ICS can announce the room number and call priority over designated speaker(s) in your facility; *"Emergency call room two, three, three."* This flexibility is important when there are still staff in the building, and the front office is closed.

- **After Hours Call Routing:** When regular school hours are over and no one is in the office to answer calls, Telecenter ICS can automatically pick up an outside telephone and route calls to any phone number, including an off-site security office.

Emergency Communications

Whether it's a lockdown or an evacuation, facility-wide paging to classroom, hallway, and outside speakers ensures that everyone is informed. For emergencies and events that affect the entire school, Telecenter ICS saves precious seconds.

- **Emergency Tones:** Pressing a single button in the front office or from key administrative telephones can send emergency tones throughout the school. Up to ten different tone types are available to signify different events.

- **One Touch Emergency Paging:** There is no second-guessing during an emergency; pressing a single button in the front office immediately connects a microphone to every speaker inside and outside the school. An administrator has this same capability from any front office or dialing classroom phone (using a PIN code).

- **Automatic Voice Messages:** Telecenter ICS voice prompting can give preset instructions, *"Fire alarm, proceed to the exit,"* all without a press of a button. As soon as the pull station is activated on the fire alarm system, the Telecenter ICS automatically makes the emergency announcement over every classroom and hallway speaker. With the built-in vocabulary, messages can be customized for different type of events.

Paging: Throughout the Facility or Only Select Areas

Announcements are part of life in the K-12 environment, but there are times when only select groups need to be notified. Telecenter ICS offers that flexibility.

- **Direct Pages to All or Select Speakers:** including areas such as corridors, gyms, playground and 1st floor classrooms; up to sixteen unique groups of speakers.

- **Page From Anywhere:** Paging can come from designated office phones, a centrally located microphone or any classroom with the use of a PIN code. If an emergency arises, administrative staff can use any dialing telephone within the facility to initiate a page or send emergency tones.

- **Pre-programmed Timed Pages:** Some routine events require informational voice direction rather than tones ("first grade lunch period"). Telecenter ICS allows up to sixteen pre-programmed messages to automatically announce throughout the facility, or only select areas, at specific times throughout the day.

Telecenter® ICS

We Started with a Comprehensive School Communications System...

Rauland-Borg's Telecenter ICS system is the **I**ntegrated **C**ommunications **S**olution for all the communication needs within your school. Telecenter ICS delivers the versatility to meet the demands of school communications—from every corner of the school—from the hallway, front office, to the gymnasium.

Comprehensive also means affordable installation and wiring. Telecenter ICS utilizes a single Category 5 cable to each classroom that will support a speaker, call switch and clock.

...then, Added Critical Safety and Security Features

A fundamental goal of every school is to create a safe and secure environment where teachers and students can focus on learning. When emergencies happen, Telecenter ICS allows teachers and in administrative staff to respond quickly. A single button emergency call switch lets teachers automatically alert key administrative staff that assistance is needed. In combination with paging, emergency tones, security monitoring, hands-free intercom, and more; Telecenter ICS provides the communication and information options schools need.

Telecenter ICS Provides Important In-Classroom Communication Features:

- ■ **One Touch Calls:** Pressing a single button in the classroom automatically notifies administrative staff of the situation

- ■ **Automatic Call Routing:** With Telecenter ICS no call goes unanswered. If someone does not respond within a predetermined period, the call is automatically **rerouted** to other administrative staff, is **voice announced** over select speakers, or can even automatically **reroute** to an **off-site** phone number.

- ■ **Strategically Mounted Speakers:** Large 8-inch wall or ceiling intercom/paging speakers provide clear, full-room coverage while minimizing tampering. Unlike a phone that can be easily disabled, the intercom speaker always provides a communication path to the classroom.

- ■ **Hands-Free Intercom:** No need to disrupt class to walk to a phone. Simply respond from anywhere in the classroom.

Security Monitoring: An Option for Every Room with Telecenter ICS

Your school has labs, computer facilities and a media center, all of which present special loss prevention challenges even during normal hours of operation. Your main security system typically covers all the key entrances and exits in your facility, but now you can monitor any classroom or area covered by Telecenter ICS. The security options include:

- **Security Monitoring:** Doors and windows can be monitored, especially important for rooms with expensive equipment inside.

- **Arm and Disarm:** Arm individual rooms or areas from any dialing telephone within the facility, using a PIN code. If the computer lab teacher needs to leave the lab for several minutes in the middle of the day, they simply arm the Telecenter ICS security monitoring as they leave.

- **Flexible Alert Notification:** As with any Telecenter ICS call, a security alarm can route to a front office phone, announce over selected speakers "security alarm room four, eight, one," and/or dial an off-site security office telephone. To minimize vandalism, the Telecenter ICS can even announce the security alarm over the speakers in the room where the alarm occurred.

Keep Schools Running Smoothly: Clocks and Class Change Tones

Telecenter ICS keeps your entire facility on schedule—effortlessly. The system offers a variety of class change tones options that can be scheduled and synchronized with clocks to keep the school day moving.

- **Multiple Class Change Schedules:** No need to worry about teacher training days, half days, vacations days, or tones sounding outside when it's summer vacation. Telecenter ICS can be programmed for up to eight of your most common school days: full day, half day, parent/teacher conference, vacation, holidays and more.

- **Automatically Switch Between Schedules:** Let Telecenter ICS know which days are vacation, half days, etc., and the system will automatically switch to the class change schedule for those days.

- **Not Just One Type of Bell Tone:** Automatically sound different tones in different areas—one type of tone for the gym class, a second tone for primary class changes—over ten unique tones are available.

- **Music During Class Change:** Break up the noise of class change by playing music between class periods. Once the music stops, everyone should be in their classrooms.

- **Clock Correction and Atomic Time Synchronization:** Keep everything in synch; Telecenter ICS corrects secondary clocks in the classrooms and corridors and automatically changes time for daylight savings. As an option, the Telecenter ICS time can be synchronized to national atomic time. You never need to correct the time and if you have Telecenter systems throughout your district, the entire district can be synchronized to the same time.

- **Reduced Installation Costs:** Rauland analog clocks can be installed using Category 5 or better cabling. The cost of custom cabling and conduit is no longer required to support clocks..

Voice Prompts & Streamlined Operation

Telecenter ICS is powerful and flexible, but it's also easy to learn and use.

- **Computer-generated Voice Prompts:** Guide users through daily system activities with voice prompts, for instance selecting a bell schedule or announcing a room call.

- **One Button Operation:** Using the speed-dial buttons on your telephone or Telecenter ICS switch panels can operate bells, paging, and intercom at the touch of a button.

Music & Program Distribution

"The Star Spangled Banner" in all classrooms. The school anthem during class changes. It's music you choose from any source.

- **Automatic or Manual:** Music and program delivery to all or select speakers.

- **Distribute Music on the Fly:** Simply cue up your music and then use your telephone to tell Telecenter ICS where to send it.

- **Compatibility with Many Music Sources:** Radios, CDs, Cassettes and MP3 players.

Integrated Telephone Operation or Stand Alone

You may already have or are planning to purchase an in-house phone system. Telecenter ICS makes sure all your internal communication requirements are covered including calls, intercom, paging, class change tone, emergency tones, and more—everything you need for safe and efficient school communication.

- **Designed for Schools:** Telecenter ICS was designed specifically for schools so it fills in all the internal communication and emergency notification gaps left by a typical phone system.

- **Integrates Seamlessly:** With almost any telephone system (VoIP, PBX, EKSU, or Hybrid) and with Centrex service. One button on your telephone connects you with the Telecenter ICS system.

- **Classroom Telephones:** If you have classroom telephones included with your telephone system, the Telecenter ICS classroom intercom/paging speaker and call switch works with the classroom phone. With a single button press, a Telecenter ICS intercom conversation with a classroom can be rerouted to the associated classroom telephone.

- **Dedicated System:** You can operate Telecenter ICS as a stand-alone system; Telecenter ICS does not require a telephone system to operate. A standalone Telecenter ICS system can have up to four administrative consoles to access all of the system's features.
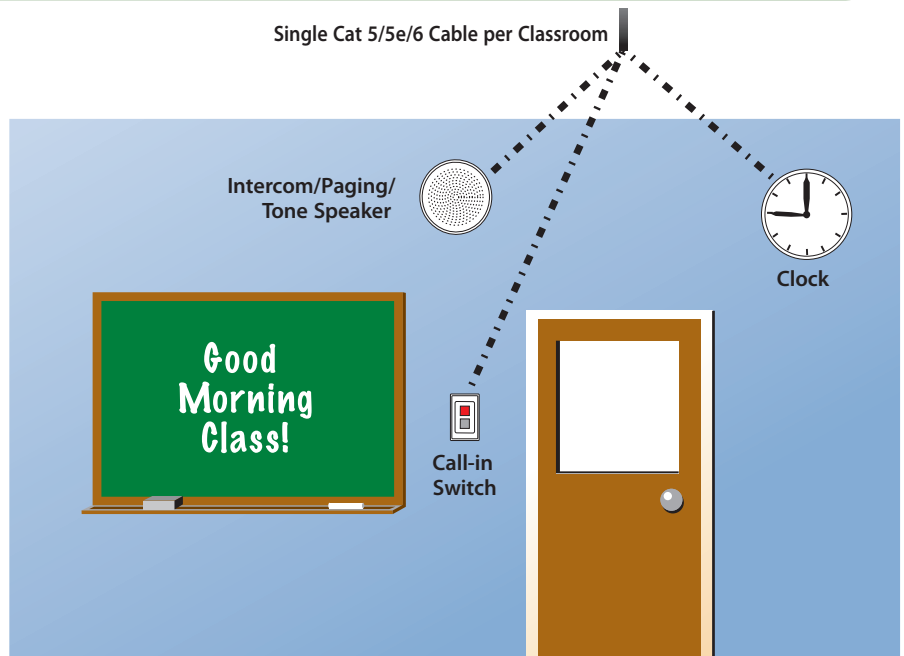
Expandability and Flexibility

Telecenter ICS was designed to accommodate your facility no matter the size, existing wiring infrastructure, and communications equipment locations. Telecenter ICS can satisfy your current needs while providing the flexibility to grow. The 5-year warranty from Rauland-Borg assures you of quality and performance.

- **Capacity:** Telecenter ICS grows to accommodate up to 350 stations including speakers and call switches.

- **Installs Using Category Cabling:** Telecenter ICS supports shielded or Category 5 — no need to install a custom cable plant just for Telecenter ICS. You can utilize unused data drops from your network data cable plant to support classroom speakers, call switches, and analog clocks.

- **Installs Where You Have the Space:** You don't need an equipment rack for systems up to seventy classrooms—the Telecenter ICS simply sits on a desktop or shelf.

- **Supports Remote Troubleshooting and Configuration:** Telecenter ICS saves on non-productive technician travel time. All system configuration changes can be handled remotely via an optional telephone modem interface or an optional Ethernet connection on your school's/district's data LAN/WAN.

Simplified Category Cable Installation

Single Cat 5/5e/6 Cable per Classroom

Intercom/Paging/Tone Speaker

Clock

Good Morning Class!

Call-in Switch

Telecenter® ICS

Designed and Manufactured by Rauland-Borg

For more than 75 years, Rauland-Borg has been dedicated to the communication needs of K-12 schools, which is why you'll find Rauland-Borg communication systems in more schools than any other brand. Telecenter ICS is a proven platform used by thousands of schools just like yours to address their emergency and everyday communications needs.

Telecenter ICS is backed with an industry leading five-year manufacturer's warranty. It's our guarantee to you of system quality, performance, and reliability that Rauland-Borg customers have come to expect year in and year out.

Rauland-Borg's family of Distributors shares our same dedication to supporting the unique requirements of K-12 schools. Together we can provide turn-key integrated solutions for all of your communication needs.

School Safety, An Industry-Wide Initiative

Rauland-Borg, as a long-standing member of the National Electrical Manufacturer's Association (NEMA), has teamed with other industry partners to support safety in K-12 schools through creation of the NEMA Standard SB40: Emergency Communications in K-12 Schools. For more information on the SB40 Standard and the NEMA organization, please visit www.nema.org

To learn more about Telecenter ICS, visit us at www.rauland.com/TelecenterICS.cfm