

STAC FAQ

How many callers will STAC conference at one time?

STAC will conference a total of four callers (two on each hybrid). For best results, we recommend placing only one caller on each hybrid, for a total of two callers.

If I have a 12-line STAC, can I use some control surfaces without sidecars?

You can; however, your sidecar-lacking six-line control surfaces won't be able to access six of your twelve lines.

What type of Internet server do I need for STAC IP?

STAC IP is integrated into the STAC mainframe, so no special hardware is necessary. To operate it locally, you can simply plug a monitor, keyboard, and mouse into your STAC. STAC will also function as its own server. If you wish to have remote access throughout your facility, or anywhere else in the world, just connect STAC to a live network connection.

I only need 6 lines now, but can I upgrade my STAC later?

Sure! The expansion kit comes with the telco boards for your mainframe, a sidecar for your control surfaces to access lines 7-12, plus all the cables you need. (Sidecars are also available separately for additional control surfaces.)

How many control surfaces can I use with STAC?

STAC will accommodate up to four physical control surfaces, plus a virtually unlimited number of users via STAC IP.

Can I screen callers without a control surface?

No. The control surface is necessary in order to speak with callers during screening. However, you can put callers directly to air through the STAC IP software without needing a control surface.

I lost my manual - how can I get a new one?

Manuals for all current Comrex products, plus many classic ones, are online. If you need a product manual that is not online, please contact Tech Support (techies@comrex.com) for assistance.

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My STAC won't boot.

If you feel comfortable, look at the power supply within the unit by unscrewing the lid. Verify that there are no bulging capacitors on the power supply. Take a picture and send to techies at techies@comrex.com if you are unsure.

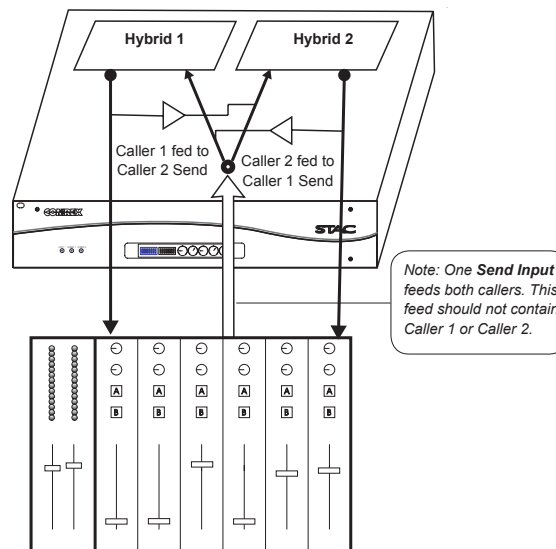
Additionally: check the voltage of the Cmos battery, and verify that its output voltage is 3 volts.

Red lights are flashing on my Control Surface. What does that mean?

Your control surface is no longer in sync with your mainframe. Most times, rebooting the unit will solve this issue. If not, call or email techies, techies@comrex.com, for additional troubleshooting.

I can't hear the second caller.

Verify you are using the proper outputs. Make sure your mix-minus is set up properly by referring to the following diagram.



What is a mix-minus?

To learn about what a mix-minus is, and how it works, please refer to your product's manual.

What can't I see caller ID on my STAC Classic?

STAC Classic does not support caller ID.