TECHNICAL Practice
TELECOM SOLUTIONS FOR THE 21ST CENTURY

VIKING

ACA-1A
Single Port Automated Call Attendant
November 4, 2004

Affordable, User-Friendly Auto-Attendants For Centrex, PABX and Many Key Systems

The **ACA-1A** Automated Attendant provides a professional solution for increasing call handling capacity without adding costly staff. The **ACA-1A** answers promptly and courteously and allows callers to route themselves, with a Touch Tone phone, to an extension or department. Callers can interrupt the message at any time by dialing a single digit or extension. Callers without Touch Tone phones default to a live attendant.

The **ACA-1A** is a single-port Automated Attendant with a user recordable digital voice announcer. One minute of non-volatile digital memory is available to provide a greeting and a menu of up to 10 departments or extensions.

⚠️ *This product does not eliminate the possibility of toll fraud! To further protect against fraudulent calls, use with a TR-1 toll restrictor (Fax Back Document 705).*

Features

- Professionally greets and processes calls
- Bilingual mode offers menu selection in two languages
- Compatible with Centrex, PABX, Hybrid, Key and many other systems
- Processes approximately four calls per minute (stackable for greater capacity)
- Separate announcements for greeting/menu, confirmation and busy message
- Remote or local recording
- Non-volatile E² memory
- Stores up to (9) 16 digit speed dial numbers and (1) 32 digit number
- Record announcements with a standard carbon handset or tape player
- Blocks 8+ and 9+ dialing
- Touch Tone interruptible announcement
- CPC disconnect detection
- Programmable ring delay
- **Programmable hookswitch flash timing**

Applications

- Increase call capacity without adding staff

- Operator back-up during high-traffic hours

- Use as the first level of a multi-level announcer with additional **ACA-1A**'s

Phone...715.386.8861

info@vikingelectronics.com

http://www.vikingelectronics.com

Specifications

Power: 120V AC/12V DC 500mA, UL listed adapter provided
Shipping Weight: 1.0 Kg (2.2 lbs)
Environmental: 0° C to 32° C (32° F to 90° F) with 5% to 95% non-condensing humidity
Hook Switch Flash: 512 ms ± 50 milliseconds
Busy Detect Cadence: 200ms-300ms or 450ms-550ms on/off
Speed Dial Timing: 120ms on/off (typical) - normal, 60ms on/off (typical) - fast
Answer Message Default Time-out: 6 seconds
Busy Message Default Time-out: 2.5 seconds
Message Length: 1 minute
Sampling Rate: 64K (equivalent)
Connections: (1) RJ11 jack, (1) 3.5mm (1/8") tape jack, (1) modular handset jack

Warranty

IF YOU HAVE A PROBLEM WITH A VIKING PRODUCT
PLEASE CONTACT: VIKING TECHNICAL SUPPORT AT (715) 386-8666

Our Technical Support Department is available for assistance Monday 8am - 4pm and Tuesday to Friday 8am - 5pm central time. So that we can give you better service, before you call please:

1. Know the model number, the serial number and what software version you have (see serial label).
2. Have your Technical Practice in front of you.
3. It is best if you are on site.

RETURNING PRODUCT FOR REPAIR

The following procedure is for equipment that needs repair:

1. Customer must contact Viking's Technical Support Department at 715-386-8666 to obtain a Return Authorization (RA) number. The customer MUST have a complete description of the problem, with all pertinent information regarding the defect, such as options set, conditions, symptoms, methods to duplicate problem, frequency of failure, etc.
2. Packing: Return equipment in original box or in proper packing so that damage will not occur while in transit. Static sensitive equipment such as a circuit board should be in an anti-static bag, sandwiched between foam and individually boxed. All equipment should be wrapped to avoid packing material lodging in or sticking to the equipment. Include ALL parts of the equipment. C.O.D. or freight collect shipments cannot be accepted. Ship cartons prepaid to: **Viking Electronics, 1531 Industrial Street, Hudson, WI 54016**
3. Return shipping address: Be sure to include your return shipping address inside the box. We cannot ship to a P.O. Box.
4. RA number on carton: In large printing, write the R.A. number on the outside of each carton being returned.

RETURNING PRODUCT FOR EXCHANGE

The following procedure is for equipment that has failed out-of-box (<u>within 10 days of purchase</u>):

1. Customer must contact Viking's Technical Support at 715-386-8666 to determine possible causes for the problem. The customer MUST be able to step through recommended tests for diagnosis.
2. If the Technical Support Product Specialist determines that the equipment is defective based on the customer's input and troubleshooting, a Return Authorization (R.A.) number will be issued. <u>This number is valid for fourteen (14) calendar days from the date of issue.</u>
3. After obtaining the R.A. number, return the approved equipment to <u>your distributor, referencing the R.A. number.</u> Your distributor will then replace the product over the counter at no charge. The distributor will then return the product to Viking using the same R.A. number.
4. **The distributor will NOT exchange this product without first obtaining the R.A. number from you. If you haven't followed the steps listed in 1, 2 and 3, be aware that you will have to pay a restocking charge.**

WARRANTY

Viking warrants its products to be free from defects in the workmanship or materials, under normal use and service, for a period of one year from the date of purchase from any authorized Viking distributor or 18 months from the date manufactured, which ever is greater. If at any time during the warranty period, the product is deemed defective or malfunctions, return the product to Viking Electronics, Inc., 1531 Industrial Street, Hudson, WI., 54016. Customer must contact Viking's Technical Support Department at 715-386-8666 to obtain a Return Authorization (R.A.) number.

This warranty does not cover any damage to the product due to lightning, over voltage, under voltage, accident, misuse, abuse, negligence or any damage caused by use of the product by the purchaser or others.

Vikings sole responsibility shall be to repair or replace (at Viking's option) the material within the terms stated above. VIKING SHALL NOT BE LIABLE FOR ANY LOSS OR DAMAGE OF ANY KIND INCLUDING INCIDENTAL OR CONSEQUENTIAL DAMAGES RESULTING DIRECTLY OR INDIRECTLY FROM ANY BREACH OF ANY WARRANTY EXPRESSED OR IMPLIED, OR FOR ANY OTHER FAILURE OF THIS PRODUCT. Some states do not allow the exclusion or limitation of incidental or consequential damages, so this limitation may not apply to you.

THIS WARRANTY IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING THE WARRANTIES OF MERCHANTABILITY AND FITNESS FOR A PARTICULAR PURPOSE, WHICH ARE HEREBY EXCLUDED BEYOND THE ONE YEAR DURATION OF THIS WARRANTY. Some states do not allow limitation on how long an implied warranty lasts, so the above limitation may not apply to you.

FCC REQUIREMENTS

This equipment complies with Part 68 of the FCC rules. Located on the equipment is a label that contains, among other information, the FCC registration number and ringer equivalence number (REN). If requested, this information must be provided to the telephone company.

The REN is used to determine the quantity of devices which may be connected to the telephone line. Excessive REN's on the telephone line may result in the devices not ringing in response to an incoming call. In most, but not all areas, the sum of the REN's should not exceed five (5.0) To be certain of the number of devices that may be connected to the line, as determined by the total REN's, contact the telephone company to determine the maximum REN for the calling area.

This equipment cannot be used on the telephone company-provided coin service. Connection to Party Line Service is subject to State Tariffs.

If this equipment causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. If advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make the necessary modifications in order to maintain uninterrupted service.

If trouble is experienced with this equipment, please contact: ***Viking Electronics, Inc., 1531 Industrial Street, Hudson, WI 54016 (715) 386-8666***

If the trouble is causing harm to the telephone network, the telephone company may request you to remove the equipment from the network until the problem is resolved.

The E-1600A Series phones use the USOC jack RJ11C.

It is recommended that the customer install an AC surge arrester in the AC outlet to which this device is connected. This is to avoid damaging the equipment caused by local lightning strikes and other electrical surges.

This equipment is Hearing-Aid Compatible (HAC).

The telephone Consumer Protection Act of 1991 makes it unlawful for any person to use a computer or other electronic device, including fax machines, to send any message unless such message clearly contains in a margin at the top or bottom of each transmitted page or on the first page of the transmission, the date and time it is sent and an identification of the business or other entity, or other individual sending the message and the telephone number of the sending machine or such business, other entity, or individual. (The telephone number provided may not be a 900 number or any other number for which charges exceed local or long-distance transmission charges.)

PART 15 LIMITATIONS

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

ACA-1A Compatibility

To use a Viking ACA-1A on your Electronic Key System, you MUST be able to do the following:

a. Connect a standard "2500" single line phone directly or via an OPX station card.

b. Program your key system to send incoming calls to the "2500" phone.

c. The "2500" phone must be able to answer, then hookswitch flash and blind transfer* the call to another extension.

d. If the other extension is busy, the "2500" phone must be able to get the incoming call back to advise: "The extension is busy."
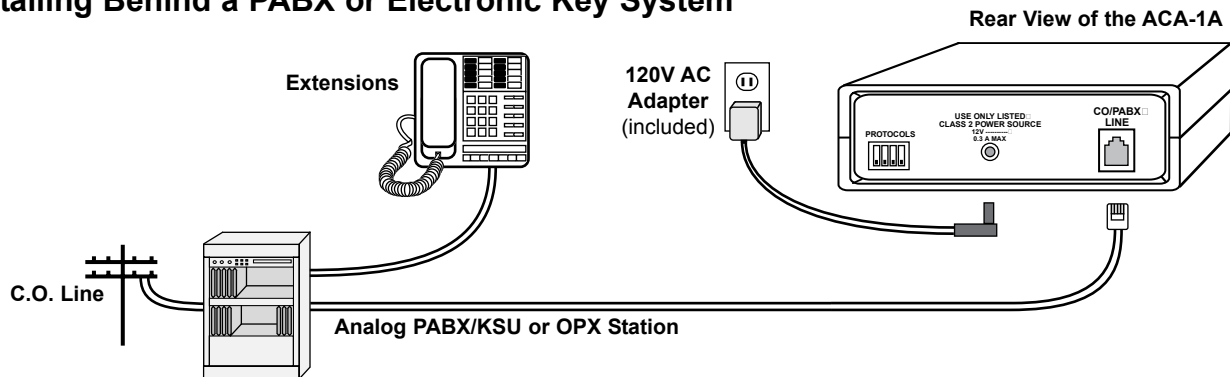
A blind transfer means that the "2500" set hookswitch flashes, dials an extension, but does not require that extension to answer before releasing the call.

Manufacturer and Model	Compatible	Required Software	Busy Protocol Sw1	Busy Protocol Sw2
ATLAS 824/2E	Yes		Off	Off
AT&T				
Horizon	Yes		On	On
Dimension	Yes		On	On
Com-Key 416	No			
Merlin	Yes		On	On
Merlin 1030/3070	Yes		On	On
820D	Yes		On	On
Merlin II	Yes		On	On
Merlin Plus	Yes		On	On
Partner	Yes		On	On
Partner Plus	Yes		On	On
System 25/75/85	Yes		On	On
CENTREX	Yes		On	On
CMX				
Citation 1648	No			
COMDIAL				
1024B	Yes	AA1-CSS	Off	Off
Executech 1432	Yes	AA1-CSS	Off	Off
2232	Yes	AA1-CSS	Off	Off
2264	Yes	AA1-CSS	Off	Off
2296	Yes	AA1-CSS	Off	Off
In Touch 22/32	Yes	AA1-CSS	Off	Off
64/96/128	Yes		Off	Off
EC60PT	Yes		Off	Off
System 2000 (all)	Yes		Off	Off
Digitech (all)	Yes		Off	Off
Unisyn TO616	Yes		Off	Off
CSE				
Criterion	No			
ERICSSON				
Prodigy	Yes			
ESTECH				
Candella Card. 30/45	Yes			
Candella Card. 60	No			
EXECUTONE				
Encore CX	Yes	AA1-ECX	Off	Off
FUJITSU				
Focus 50	Yes			
Focus 196	Yes	AA1-FJS		
Elite	Yes	AA1-FJS		
GALAXY				
Delta 2464	Yes	AA1-DEL	Off	Off
Delta 514/824/1232	No			
HARRIS				
All PABX's	Yes	AA1-HAR	Off	Off
HATACHI				
All PABX's	Yes			
INTEL				
SCX80	Yes		Off	Off
INTERTEL				
GMX48	Yes		Off	Off
Aires 616	No			
EKS 1664	No			
Hitec Phoenix	No			
824/1232	No			
GLX/IMX 84	Yes		Off	Off
ISOTECH	No			

Manufacturer and Model	Compatible	Required Software	Busy Protocol Sw1	Busy Protocol Sw2
ITT				
501 (1A2)	No			
3100/ECS56/136	Yes		Off	Off
IWATSU				
ADIX	Yes			
Omega III	No			
Omega IV	Yes		On	On
IDSI28	Yes			
JISTEL				
95/200	Yes			
KANDA				
EK616	No			
Keystar 616	No			
MACROTEL				
Excel 308/616	No			
16H	Yes			
MARSHALL				
TLC412	No			
ST-B616	No			
MARUBENI				
DX-H1240/2470	No			
MITEL				
SX20/50	Yes		Off	Off
Analog SX100/200	Yes		Off	Off
Digital SX200	Yes		Off	Off
NAKAYO				
DKX32/88	Yes			
NEC				
Electromark II	Yes			
824	Yes	AA1-824		
2400/12A	Yes			
1648	No			
Electra 824	No			
Electra Pro II	Yes			
NIPPON				
All PABX's	Yes			
NITSUKO				
Portrait 824/DMIG	Yes			
NORTHCOM				
Premier/1648	Yes			
N. TELECOM				
ICS	Yes	AA1-ATA		
SL-1	Yes			
Meridian Norstar	Yes	AA1-ATA		
Vantage/1A3	No			
NW BELL				
Integra 208/412/616	No			
OKI				
PABX's	Yes			
Discovery III	Yes			
OPTIMA				
Digital Key	No			
PANASONIC				
VA (all)	No			
DBS (all)	Yes		Off	Off
KX-T-ESS (all)	Yes		Off	Off
EMS-336	Yes		Off	Off

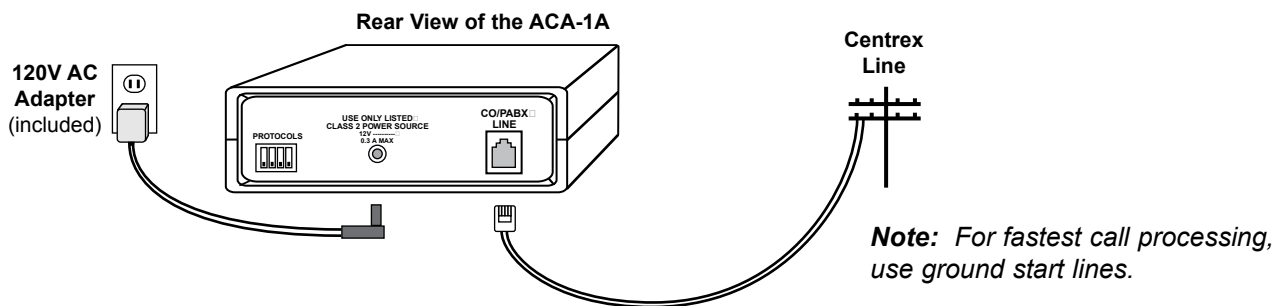| Manufacturer and Model	Compatible	Required Software	Busy Protocol Sw1	Busy Protocol Sw2
PREMIER				
1648	Yes		Off	Off
SLS	Yes		Off	Off
PROSTAR				
120	Yes		Off	Off
816/DCS	Yes		Off	Off
ROLM				
Redwood	Yes			
PABX	Yes	AA1-RLM		
SAMSUNG				
816	Yes		Off	Off
SANYO				
S6120/6160	No			
SIEMENS				
SD-192/192MX	Yes		Off	Off
SD232	No			
8-16/12-24/20-40	No			
S.W. BELL				
246	No			
SPRINT				
Protege	Yes			
STC				
Prostar 120/816	Yes		Off	Off
Pro-XL 616/1032	No			
TADARAN				
Emerald	Yes		Off	Off
Coral	Yes		Off	Off
TELRAD				
2464	Yes		Off	Off
2464 w/software	Yes	AA1-RAD	Off	Off
818 Digital	Yes		Off	Off
TIE				
TCX 128	No			
Businesscom Plus	Yes		Off	Off
Businesscom 16/32	No			
Businesscom 2260	No			
DSOI/Onyx/OnyxII	Yes		Off	Off
Ultracom AT/UMT	Yes		Off	Off
Ultracom TC12	Yes		Off	Off
TOSHIBA				
DK16/DK280	Yes		Off	Off
Strata 6E/DK56/DK96	Yes		Off	Off
Perception	Yes		Off	Off
TRILLIUM				
Panther	No			
Panther II	Yes		Off	Off
Panther II (Canada)	No			
VODAVI				
308EX	Yes			
616EX/616Flex	Yes			
2448/96EX	Yes			
Digital Systems (all)	Yes			
STX/1224 EX	Yes			
WALKER (WIN)				
100D	Yes		Off	Off
Marathon	Yes		Off	Off
Poet/24A	Yes		Off	Off
Reliant	No			

Installation

Important: *To protect the micro-processor and provide maximum efficiency, the installation of a surge protector is recommended. The **ACA-1A** uses non-volatile message storage. In the event of a power loss, the messages and programming will be retained indefinitely. For applications requiring full operation during power failures, use a commercially available uninterruptible power source (UPS).*
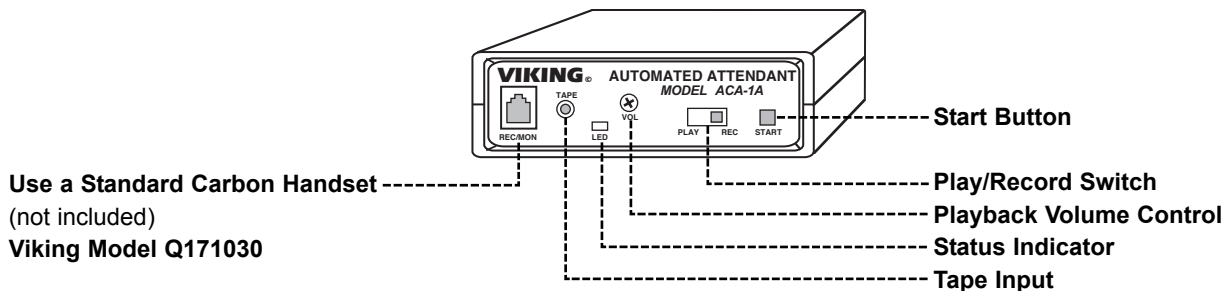
A. Installing Behind a PABX or Electronic Key System

Rear View of the ACA-1A

B. Installing Behind a Centrex Line

Note: For fastest call processing, use ground start lines.

Programming

- Start Button
- Play/Record Switch
- Playback Volume Control
- Status Indicator
- Tape Input

Use a Standard Carbon Handset (not included) **Viking Model Q171030**

A. Security Code (memory position #47)

The security code allows the **ACA-1A** to be programmed remotely. The factory set code is 845464 (V-I-K-I-N-G). It is recommended that the security code be changed after installation.

Note: The security code must have six digits and cannot contain a ✱ or #.

B. Accessing the Programming Mode

1. From a Touch Tone phone, call the line attached to the **ACA-1A**.

2. When the **ACA-1A** answers, enter a "✱".

3. When the recording stops, enter the six digit security code (see section **A**).

4. To leave the programming mode, simply hang-up. The **ACA-1A** will time out after 20 seconds and disconnect.

C. Speed Dial Numbers

Up to 10 speed dial memory locations can be programmed: (9) 16 digit and (1) 32 digit.

*Note: Special characters such as ✱'s, #'s and pauses require 1 digit (see section **K. Programming Features**).*

Actual Number	Access Code	Department or Location		Actual Number	Access Code	Department or Location
_____	#01	_____				
_____	#02	_____		_____	#07*	_____
_____	#03	_____				
_____	#04	_____		_____	#08*	_____
_____	#05	_____		_____	#09*	_____
_____	#06	_____		_____	#00*	_____

* See **D. Special Speed Dial Memory Positions** below.

D. Speed Dial Memory Positions

1. Memory Position 07

Memory position **07** can store up to 32 digits for international numbers or pager numbers.

2. Memory Position 08

Memory position **08** can be used to store the appropriate Touch Tone code needed to re-access a call transferred to a busy extension (see section **E. DIP Switch Programming**). This memory position may also be used as a standard speed dial position if this feature is not required.

3. Memory Position 09

Memory position **09** is reserved for the extension a caller will default to if a Touch Tone code is not entered during the "busy" announcement or within 2.5 seconds after. This memory position may also be used as a standard speed dial position by dialing a 9.

4. Memory Position 00

Memory position **00** is reserved for the extension a caller will default to if a Touch Tone code is not entered during the "answer" announcement or within 6 seconds thereafter. The **ACA-1A** can be forced to hang-up if no selection is made by moving DIP switch 4 to the ON position (see section **E**).

5. Unprogrammed Memory Positions

Unused speed dial memory positions should be programmed to duplicate memory position **00**.

6. Extension Numbers that Begin with "0"

Callers that attempt to dial an extension number that begins with a "0" will be transferred to the extension number programmed into memory position **00**.

7. Maximum Busy Extension Attempts

After three attempts to a busy extension, the caller will be transferred to the extension number programmed in memory position **09**.

E. DIP Switch Programming

Four DIP switches are provided on the back of the **ACA-1A** to program busy protocols, operational modes, etc.

Rear View of the ACA-1A
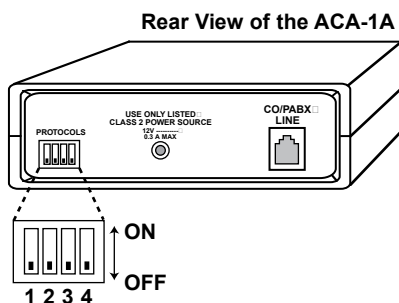
Switch 1	Switch 2	Description
OFF	OFF	Hook flash to re-access a caller attempting to transfer to a busy extension.
OFF	ON	Hang-up required to re-access a caller attempting to transfer to a busy extension.
ON	OFF	Hook flash and Touch Tone code, memory position 08, required to re-access a caller attempting to transfer to a busy extension.
ON	ON	Double hook flash required to re-access a caller attempting to transfer to a busy extension.

Switch	ON/OFF	Description
3	ON OFF	Bilingual Mode Normal Mode
4	ON OFF	**ACA-1A** drops the line if the caller does not make a selection. Normal Mode

F. Ring Delay (memory location #45)

The **ACA-1A** can be programmed to answer the incoming call after a preset number of rings. The ring delay number is stored in memory position **#45** and can be set with any number between 0 and 9 (0 = immediate).

G. Dialing Speed

The dialing speed of the **ACA-1A** can be set for normal (4 Touch Tones per second) or fast (8 Touch Tones per second) speed. While in the programming mode, enter ✳**4** to select fast speed dialing. If the phone system cannot accept fast speed dialing, enter ✳**5** for normal speed.

H. Programmable Hookswitch Flash Timing

The **ACA-1A** has a programmable hookswitch flash transfer time from 100msec - 900msec (digits 1-9). It is factory set to **5** (500msec). To change the flash timing, while in the programming mode, enter **1-9** then memory location **#43**.

I. Centrex Mode

If the **ACA-1A** is being used in a Centrex application, it may take up to 15 seconds for a transfer to complete and the **ACA-1A** must allow for this delay. If the application requires this additional delay, select the Centrex mode by entering ✳**6** while in the programming mode (see section **B**). The period of delay can be adjusted by programming memory position **#44** with a number from 0 to 9 (see chart to the right).

Enter	Delay in Seconds
0	6*
1	7
2	8
3	9
4	10
5	11
6	12
7	13
8	14
9	15

* Factory Default

J. Recording

All recordings must be made consecutively in the order shown in the chart to the right.

*Note: All announcements must be recorded for the **ACA-1A** to operate properly. If no announcement is desired, a 1 second moment of silence must be recorded.*

Record Order for Normal Mode	
1	Greeting
2	Transfer
3	Busy

1. Local Recording

Step 1.	Insert a **carbon** handset into the **REC/MON** jack or connect a tape player to the **TAPE** jack.
Step 2.	Set the **PLAY/RECORD** switch to the **REC** position. *Note: The LED will flicker with the audio level. Use this to set the audio level when down loading from a tape. The optimum audio level is reached when the LED flickers but is not mostly on or mostly off.*
Step 3.	Momentarily press the **START** button, wait for the start beep, then begin speaking or start your tape player. When finished press the button again. Two beeps should be heard indicating you have stopped the recording.
Step 4.	Repeat step 3 for the remaining messages (see chart to the right). *Note: The LED indicates overflow by flashing high/low.*
Step 5.	To review all the announcements, set the **PLAY/RECORD** switch to the **PLAY** position and momentarily press the **START** button. *Note: The LED indicates playback by flashing on/off.*

Record Order for Bilingual Mode*	
1	Greeting in both languages
2	Language 1 Greeting
3	Language 1 Transfer
4	Language 1 Busy
5	Language 2 Greeting
6	Language 2 Transfer
7	Language 2 Busy

* DIP switch 3 must be set to ON prior to recording

2. Remote Recording

Step 1.	Access the programming mode (see **Programming** section **B**).
Step 2.	Enter ✳**1**, wait for the start beep, then begin speaking. When finished, enter any Touch Tone to stop the recording.
Step 3.	Enter ✳**2** to record each additional message (up to 7 total, see chart above). *Note: Three beeps indicate overflow and errors.*
Step 4.	To review all of the announcements, enter ✳**3**.
Step 5.	If a mistake is made, use ✳**1** to start recording from the beginning.

Recording Tips and Hints

- Write a script for each announcement. Before recording, read the script while timing yourself. Remember, total record time cannot exceed 60 seconds.

- For faster call processing, keep your "greeting" announcement short. The unit will not answer additional calls until a call has been transferred!

"Greeting" Example: *"Viking Electronics. Please press 1 for sales, 2 for product support or 3 for customer service. If you do not have a Touch Tone phone, stay on the line for an operator."*

"Transfer" Announcement Example: *"Please hold while your call is transferred."*

"Busy" Announcement Example: *"That extension is busy. Please make another selection or dial 0 to talk to the operator."*

K. Programming Features

Feature	Digits	+ Location
Record from start (remote only)	*1	
Record next message (remote only)	*2	
Playback from start (remote only)	*3	
Set dialing speed to fast (8 Touch Tones per second)	*4	
Set dialing speed to normal (4 Touch Tones per second - factory setting)	*5	
Enable Centrex Mode	*6	
To add a four second pause at any point in the dialing string	*7	
Disable Centrex mode (factory setting)	*8	
Standard speed dial memory positions (1 - 16 digits)	1 - 16 digits	+ #00 - #06, #08, #09
Extended speed dial position (1 - 32 digits)	1 - 32 digits	+ #07
Program hookswitch flash time (1-9 = 100-900msec, factory set to 5 = 500msec)	1 - 9	+ #43
Centrex delay	0 - 9	+ #44
Ring delay (0 - 9, 0 = immediate, factory set to 1)	0 - 9	+ #45
Security code (factory set to 845464)	6 digits	+ #47
To program a "*" at any point in the dialing string	**	
To program a "#" at any point in the dialing string	*#	

Operation

The **PLAY/REC** switch must be set to **PLAY** for the **ACA-1A** to answer. Volume of the messages may be adjusted with the volume control.

A. Normal Mode (DIP switch 3 OFF)

The **ACA-1A** will process approximately 4 calls a minute. When an inbound call is detected, the **ACA-1A** will answer the call with a user recorded announcement.

The **ACA-1A** then allows you to reach up to 10 departments by entering a single digit speed-dial memory location number. Callers familiar with the system can easily interrupt the menu by dialing an extension number at any time. If the caller enters a "**0**" or fails to enter a number, the call will be sent to a user-programmable default number. After entering a department code or direct extension number, the **ACA-1A** confirms the caller's selection with a "transfer" announcement. If the incoming call is transferred to a busy extension, a "busy" announcement will give the caller instructions.

If a break in loop current is detected prior to the **ACA-1A** making a transfer, the **ACA-1A** will drop the line. This CPC feature is used in some systems to signal the **ACA-1A** that the calling party has disconnected.

Note: If a caller enters an extension longer than 8 digits or attempts 8+ or 9+ dialing, the call will be disconnected.

B. Bilingual Mode (DIP switch 3 ON)

The Bilingual mode operates similarly to the normal mode except it allows the messages to be recorded in two different languages. In this mode, a main greeting is issued that should direct the caller to enter a Touch Tone "**5**" if they want the language 1 messages. Once this selection is made, the operation is the same as the normal mode. The messages include the following:

1. **Main Greeting:** This greeting should provide instructions in both languages.
2. **Language 1 Greeting:** The greeting played if a Touch Tone 5 is entered during the main greeting.
3. **Language 1 Transfer Message:** The message played during a transfer if language 1 is selected.
4. **Language 1 Busy Message:** The message played when a busy extension is reached if language 1 is selected.
5. **Language 2 Greeting:** The greeting played if any other numerical key is pressed.
6. **Language 2 Transfer Message:** The message played during a transfer if language 2 is selected.
7. **Language 2 Busy Message:** The message played when a busy extension is reached if language 2 is selected.

Other Products

Now Every Call Center and Small Business Can Afford a Fully Featured Call Distributor

The **ACD-10** is a stand alone call distributor that will distribute calls from up to 10 incoming C.O./PABX lines to up to 6 individual agents.

Calls will be distributed by either ACD (Automatic Call Distributor), UCD (Uniform Call Distributor), hunt group or ring group protocols.

? Need More Information on the ACD-10?
Call (715) 386-4345 and select 085.

If an agent is not available, the **ACD-10** can be programmed to answer calls, play an announcement, and place the call on hold for the first available agent. Custom ringing indicates to the agent that the call has been answered by the **ACD-10**.

Basic phone system features are also provided by the **ACD-10** such as transfer, paging, intercom, 3-way calling, as well as a RS-232 call statistics output.

Digital Voice Announcer with Remote Recording and Transfer Capabilities

The **DVA-500A** is a professional and cost-effective digital voice announcer specifically designed for ACD/UCD, auto attendant, intercept, night message, information provider applications and other PABX and Centrex announcement functions.

The **DVA-500A** will increase call handling capacity by answering on demand or during the first ring and automatically adjusting the announce cycle to the message length. The **DVA-500A** disconnects on CPC and provides instant "rewind" for the next caller. The **DVA-500A** is factory installed with 1 minute of non-volatile record time.

? Need More Information on the DVA-500A?
Call (715) 386-4345 and select 115.

3 Channel Digital Voice Announcer with Remote Recording and Transfer Capabilities

The **DVA-1003B** is a fully professional, cost-effective three port digital voice announcer, specifically designed for ACD/UCD, auto attendant, call intercept, night messaging information provider and other PABX and Centrex announcement applications. The **DVA-1003B** is factory equipped with 1 full minute of non-volatile recording memory for each channel. The **DVA-1003B** will increase call handling capacity by answering incoming calls on demand, or on the first ring, and automatically adjusts the announce time to the length of the outgoing message. The **DVA-1003B** will disconnect on CPC and provide instant "rewind" for the next caller. The **DVA-1003B** is factory equipped with 1 full minute of non-volatile recording memory for each channel.

? Need More Information on the DVA-1003B?
Call (715) 386-4345 and select 125.

Product Support Line…715.386.8666   Fax Back Line…715.386.4345