VIKING©

Give Your Company a Large Corporate Image

The **ACA-1** Automated Attendant provides a professional solution for increasing call handling capacity without adding costly staff. The **ACA-1** answers promptly and courteously on the first ring and allows callers to self-direct themselves, with a Touch Tone phone, to their desired extension or department. Callers without Touch Tone phones default to a live attendant.

The **ACA-1** 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 8 departments or extensions.

http://www.VikingElectronics.com
E-mail...Sales@VikingElectronics.com

Features

- Professionally greets and processes calls

- Compatible with Centrex, PBX, Hybrid Key and many electronic key systems with OPX or single line station capabilities

- Stores up to nine 12 digit speed dial numbers

- Processes approximately four calls per minute

- Record announcements with a standard handset or a tape player

- Separate announcements for greeting/menu, selection confirmation and busy extension

- Non-volatile E^2 voice memory

- Blocks 8+ and 9+ dialing

- Touch Tone interruptible announcement

- Default speed dial position for non Touch Tone phones

Applications

- Replace costly, excess staff

- Operator back-up during high-traffic hours

- Use as the first level of a multi-level announcer with additional **ACA-1**'s or **ACA-2B**'s

Specifications

Power: 120V AC/13.8 V AC UL listed adapter provided
Shipping Weight: 1.0 Kg (2 lbs 3 oz.)
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: 200 ms - 300 ms or 450 ms - 550 ms
Speed Dial Timing: 140 ms on/off (± 20 millisecond)
Answer Message Default Time-out: 6 seconds
Busy Message Default Time-out: 2.5 seconds
Message Length: 1 minute
Sampling Rate: 64K (equivalent)
Battery Back-up: (1) Lithium 3V battery included
Connections: (1) RJ-11 jack, (1) 3.5mm (1/8") tape jack, (1) modular handset jack
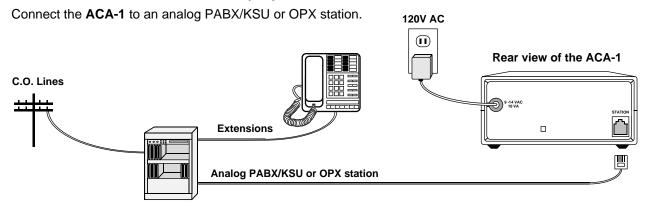
Sales...(715) 386 - 8861

Made in the U.S.A.

Installation

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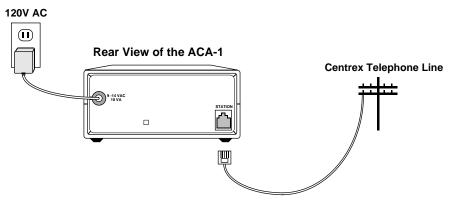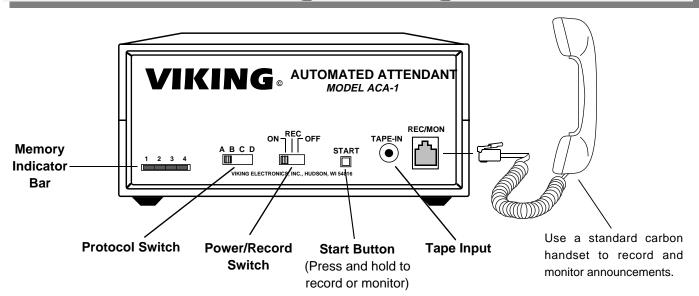
A. Behind a PABX or Electronic Key System

Connect the **ACA-1** to an analog PABX/KSU or OPX station.

120V AC

Rear view of the ACA-1

9 -14 VAC
10 VA

STATION

C.O. Lines

Extensions

Analog PABX/KSU or OPX station

B. Behind Centrex Telephone Lines

Connect the **ACA-1** to a standard CENTREX line as shown below.

Note: Use ground start lines for fastest call processing.

120V AC

Rear View of the ACA-1

9 -14 VAC
10 VA

STATION

Centrex Telephone Line

Programming

VIKING © **AUTOMATED ATTENDANT**
MODEL ACA-1

ON REC OFF

REC/MON

TAPE-IN

START

A B C D

1 2 3 4

VIKING ELECTRONICS, INC., HUDSON, WI 54016

Memory Indicator Bar

Protocol Switch

Power/Record Switch

Start Button
(Press and hold to record or monitor)

Tape Input

Use a standard carbon handset to record and monitor announcements.

A. Programming Speed Dial Numbers

Speed dial programming should be done from a phone (or test set) that can generate Touch Tones for as long as the button is depressed on the keypad. The rate of dialing from the programming phone must not be faster than 200 milliseconds for the "On" time of the Touch Tone, and 200 milliseconds for the "Off" time between Touch Tone digits. Speed dial programming must be entered slowly and deliberately. To program the speed dial memory positions, follow steps 1-5 below.

Caution: On power up, the **Power/Record** switch must NOT be in the **REC** position

1. Connect the **ACA-1** to an analog PABX/KSU station or Centrex line.
2. Set the **Power/Record** switch to the **ON** position.
3. From a Touch Tone phone, call the **ACA-1**.
4. When the unit answers, enter a ✶.
5. When the recording stops, enter **63**.
6. Enter the extension or telephone number you wish to program (1 - 12 digits), followed by a ✶, followed by the selected speed dial memory position (1-9).

Actual Number	Access Code	Department/ Location	Actual Number	Access Code	Department/ Location
_____	✶1	_____	_____	✶6	_____
_____	✶2	_____	_____	✶7*	_____
_____	✶3	_____	_____	✶8*	_____
_____	✶4	_____	_____	✶9*	_____
_____	✶5	_____		*see "**Using Default Memory Positions**"	

B. Using Default Memory Positions

Memory positions 7, 8 and 9 are user programmable default positions that can be used for various features.

1. **Memory Position 7**

   Memory position 7 can be used to store the appropriate Touch Tone code needed to re-access a call transferred to a busy extension. The Protocol Selector (see **Diagram 3**) must be set to position **C** for this feature (see **C. Busy Extension Protocols**). This memory position may also be used as a standard speed dial position if this feature is not required.

2. **Memory Position 8**

   Memory position 8 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 be used as a standard speed dial position by dialing an **8**.

3. **Memory Position 9**

   Memory position 9 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 after. This is also the extension used when a **9** or **0** is entered.

   *Note: An internal shunt may be removed to force the **ACA-1** to hang-up if no selection is made. (Contact Viking Product Support...(715)386-8666)*

4. **Unprogrammed Memory Positions**

   Unneeded speed dial memory positions should be programmed to duplicate **Memory Position 9**.

5. **Extension Numbers that Begin with a "0"**

   Callers that attempt to dial an extension number that begins with a "0" will be transferred to the extension number programed into **Memory Position 9**.

6. **Maximum Busy Extension Attempts**

   After three attempts to a busy extension, the caller will be transferred to the extension number programmed in **memory position 8**.

C. "Busy Extension" Protocols

The **Protocol Selector** (see **Diagram 3**) has 4 positions for various operational modes.

A = Hook switch flash required to re-access a caller on hold after attempting to transfer to a busy extension.
B = Hang up required to re-access a caller on hold after attempting to transfer to a busy extension.
C = Hook switch flash and a touch tone code (**Memory Position 7**) required to re-access a caller on hold after attempting to transfer to a busy extension.
D = Double hook switch flash required to re-access a caller on hold after attempting to reach a busy extension. (Centrex, AT&T System 75, etc.)

D. Recording

All recordings must be made consecutively in "Greeting" - "Transfer" - "Busy" order. To record these messages, use a carbon handset or a tape player. Follow steps **1-4**.

Note: All announcements must be recorded for the ACA-1 to operate properly. If no announcement is desired, a 3 second moment of silence must be recorded.

1. Set the **Power/Record** switch to the **REC** position.
2. Press and hold the **START** button and begin speaking. When finished release the button.

    Note: The LED bar indicator displays the amount of memory used. Each bar segment represents approximately 16 seconds of record time.

3. Repeat step **2** for the remaining messages.
4. To review all the announcements, set the **Power/Record** switch to the **OFF** position and press and hold the **START** button.

Recording Tips & Hints

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

• For fastest 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."

Operation

The **ACA-1** will process up to 4 calls a minute. When an inbound call is detected, the **ACA-1** will answer the call with a user recorded announcement, such as:

> *"Hello, you have reached ABC companies automated attendant. Using your Touch Tone phone, please dial 1 for sales, 2 for product support, 3 for customer service, or 0 for information. If you know the extension number of the party you wish to reach, you may enter it at any time."*

The **ACA-1** allows you to reach up to eight departments by entering a single digit speed-dial memory location number. Callers familiar with the system can easily interrupt the menu announcement by entering the department code during the "greeting" announcement. If callers know the extension number they wish to reach, they may also enter it 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-1** confirms the caller's selection with a "transfer" announcement, such as:

> *"Thank you, I'll transfer your call now"*

If the incoming call is transferred to a busy extension, a "busy" announcement will give the caller instructions, such as:

> *"That line is busy. Please select another extension or enter 9 for assistance".*

Note: Caller entered extensions or phone numbers longer than 8 digits will be truncated.

Bi-Lingual and Multi-Directory Software

The optional **Bilingual Software** (**ASI-2LN**) allows all messages to be recorded in two languages. The user may then select the desired language from a common greeting announcement.

The optional **Multiple Directory Software** (**ASI-MDR**) provides multi-leveled directory announcements to help callers reach the correct extension.

For more information on these options, call **Viking's Fax Back System** at **(715)386-4345** and retrieve document **017**.

Product Support Line...(715) 386-8666   *Fax Back Line...(715) 386-4345*