

Telecommunication Peripheral Products
Technical Practice

ACA-2B
Two Port
Automated Attendant
May 12, 1998

Increase Call Handling without Adding Personnel



The **ACA-2B** Automated Attendant provides a professional solution for increasing call handling capacity without adding costly staff. The **ACA-2B** 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-2B** is a two port Automated Attendant with a user recordable digital voice announcer. 32 seconds of digital memory are available to provide a greeting and a menu of up to 7 departments or extensions.

<http://www.VikingElectronics.com>

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Features

- Professionally greets and processes calls
- Compatible with Centrex, PBX, Hybrid Key and many electronic key systems with OPX or analog single line station capabilities
- Stores up to nine 16 digit speed dial numbers
- Processes approximately eight calls per minute
- Record announcements with a standard carbon handset or from a tape player
- Separate announcements for greeting/menu, selection confirmation and busy extension
- Touch Tone interruptible announcement
- Default speed dial position for non Touch Tone phones

Made in the U.S.A.

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**

Sales...(715) 386 - 8861

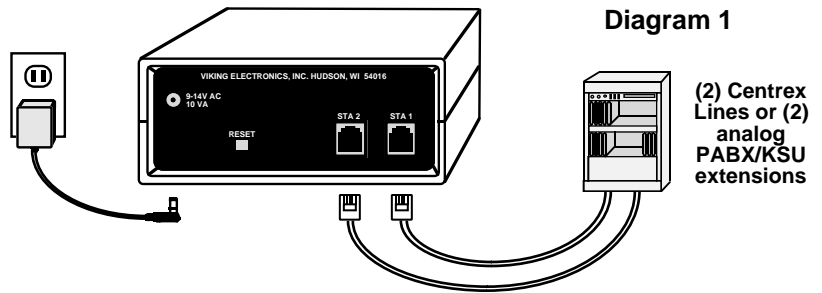
Specifications

Power: 120V AC/13.8V AC 1.25A, 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: 32 seconds
Sampling Rate: 32K
Connections: (2) RJ11 jacks, (1) 3.5mm (1/8") tape jack, (1) modular handset jack
Battery Back-up: (1) 9V Ni-MH battery (15 minutes)
⚠ The battery in this product is not user servicable. Refer replacement of the battery to qualified service personnel.

Installation

The **ACA-2B** has an internal rechargeable battery which will hold the digital voice memory for up to 15 minutes after being powered for 48 hours.

Important: On power up, the **OFF/RECORD/ANSWER** switch must **NOT** be in the **RECORD** position.



Installer's Note: Program the PABX/KSU to ring all incoming C.O. lines to the analog extensions that the **ACA-2B** is connected to.

Programming

A. Accessing the Programming Mode

1. Attach station 2 (**STA 2**) to a C.O. line or analog PABX/KSU station.
2. Call the **ACA-2B** on station 2 (**STA 2**) using a Touch Tone phone.
3. When the **ACA-2B** answers, enter a *****.
4. When the announcement stops, enter "**52.**" You are now in the programming mode.
5. Program as shown in section **B**.

Note: For system security, a maximum of 2.5 seconds is allowed between the ***** and the **5** and the **2**. The **ACA-2B** will disconnect if more than 2.5 seconds elapse between these digits.

B. Programming Features

	Digits		Access Code
Speed dial numbers (1 - 16 digits)	Number	+	* (1 - 6)
To add a * at any point in the dialing string	**		
To add a # at any point in the dialing string	##		
⁽¹⁾ Caller default extension	Number	+	* 9
⁽¹⁾ Busy default extension	Number	+	* 8
⁽¹⁾ Optional caller on busy extension.....	Number	+	* 7

Note: Program unused speed dial positions to the same number stored in the default position (**9**). Callers that dial a "**0**" will be transferred to the default position (**9**).

⁽¹⁾ See Section C.

C. 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 busy extension. The Protocol Selector (see **Diagram 2**) must be set to the **BUSY** position for this feature. 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. 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 the caller dials a **9** or **0**.

D. Busy Extension Protocol

Several system protocols are built into the standard **ACA-2B** so that it will be compatible with many different types of phone systems. Setting the **ANSWER/HOLD/BUSY** switch to the following positions will provide these features:

Switch Setting	Features	Phone Systems
ANSWER	Hook flash to re-access caller on busy	Most PABX's, Mitel, SL-1, Panasonic, etc.
HOLD	Double hook flash to re-access caller on busy	Centrex, AT&T Dimension, System 25, 75, etc.
BUSY	Hook flash, dial a Touch Tone code or speed dial position #7 to re-access caller on busy	Rolm PABX's, etc.

Note: The **OFF/RECORD/ANSWER** switch must be in the **ANSWER** position.

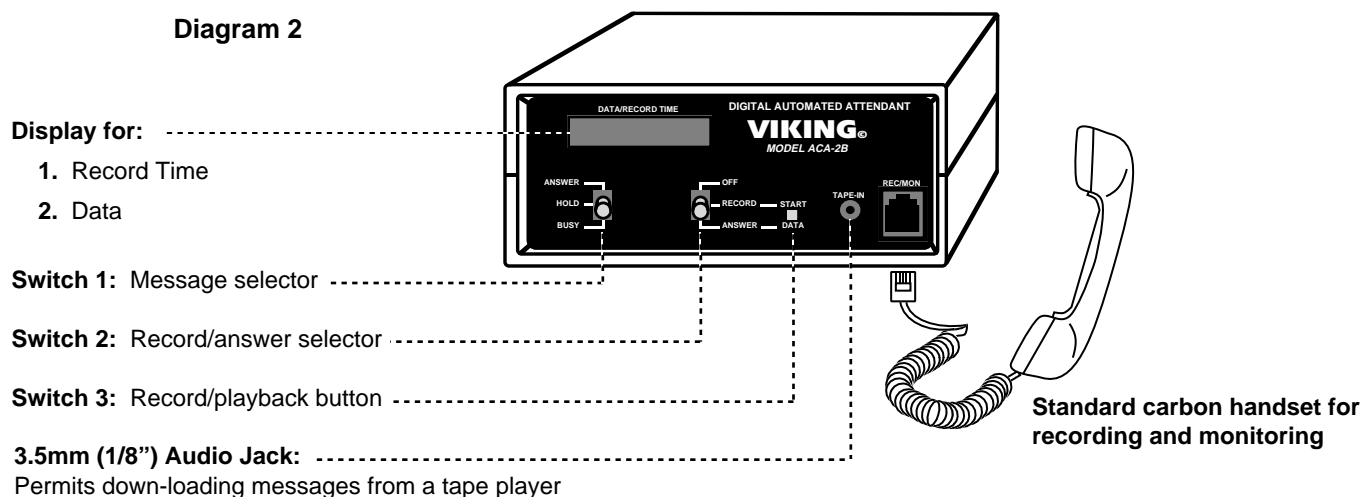
E. Programming Examples

These examples would be entered after accessing the programming mode in **Programming**, section A.

Programming the ACA-2B...	Enter Digits	Access Code
...to transfer a call to extension 1212 when 1 is entered	1212	* 1
...to transfer a call to extension *55 when 2 is entered	** 55	* 2
...to transfer a call to extension 212 when no Touch Tone is entered or a 0 is entered	212	* 9

Recording

Diagram 2



A. Recording

All recordings must be made consecutively in "Greeting" - "Transfer" - "Busy" order. To record these messages, use a carbon handset or a tape player (see **Diagram 2**). Follow steps **1-9** below.

Note: All announcements must be recorded for the **ACA-2B** to operate properly. If no announcement is desired, a 1 second moment of silence must be recorded

1. Plug a standard carbon handset into the **REC/MON** jack or a tape player in the **TAPE-IN** jack.
2. Set the **OFF/RECORD/ANSWER** switch to **RECORD**.
3. Set the **ANSWER/HOLD/BUSY** switch to the announcement to be recorded (**ANSWER**, **HOLD** or **BUSY**).
4. The display shows the record seconds available. A flashing "32" indicates you are about to record over a previous announcement.
5. Press and hold the **START** switch and begin recording.
6. When finished, release the **START** switch. Your announcement will play back for you to review.
7. Repeat steps **3 - 6** to record the other announcements.

Note: If you re-record an announcement, you must re-record ALL announcements.

8. To review all announcements, set the **OFF/RECORD/ANSWER** switch to **OFF** and hold the **START** switch.
9. Remove carbon handset when all recording has been completed.

Recording Tips & Hints

- Write a script for each announcement. Before recording, read the script while timing yourself. Remember, total record time cannot exceed 32 seconds.
- For fastest call processing, keep your “greeting” announcement short. The unit will not answer additional calls on this line, until the 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

A. Data Retrieval

The **ACA-2B** has a built-in call counter that can inform you of the number of calls processed. Data retrieval procedures require that the **OFF/RECORD/ANSWER** switch be in the **ANSWER** position.

1. To determine total calls on line 1: set the **ANSWER/HOLD/BUSY** switch to **HOLD** and press the **START** button.
2. To determine total calls on line 2: set the **ANSWER/HOLD/BUSY** switch to **BUSY** and press the **START** button.
3. To determine total calls on both line 1 and line 2: set the **ANSWER/HOLD/BUSY** switch to **ANSWER** and press the **START** button.

Note: The data can be reset to zero by pressing the reset button on the back of the **ACA-2B**. This will reset the microprocessor only, the recorded messages and speed dial programming will be maintained. The reset should only be done when the **ACA-2B** is not processing calls, as any calls in process will be lost.

B. Standard Operation

The **ACA-2B** will process approximately 4 calls a minute. When an inbound call is detected, the **ACA-2B** 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-2B** 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-2B** 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”

If no Touch Tones are entered, the caller will default to the extension associated with speed dial memory position **8**.

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

Product Support Line...(715) 386-8666

Fax Back Line...(715) 386-4345

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