



Auto Attendant Compatibility

Created by Viking Electronics to keep you Informed!

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ACA-1A & ACA-2B Auto Attendant System Compatibility

Viking Automated Attendants will work with PABX's and Electronic Key Systems that can pass these tests:

- 1) The system must have analog single line stations or OPX option cards available.
- 2) All of the incoming lines must be programmable to ring at the analog stations or OPX option cards.
- 3) The system must allow calls to be transferred from the analog station or OPX card to other extensions by providing a hookswitch flash (500-milliseconds) and speed dialing the actual extension number.
- 4) The system must have at least 3 intercom paths (it is better to have 4-6 intercom paths available). This is assuming that only one Auto Attendant is being used on the system.
- 5) The system must have the ability to do a "Blind transfer" from the analog single line station or OPX card. This means that as soon as the Auto Attendant receives the ringing signals from the station it is transferring a call to, the Auto Attendant can drop from the transfer, but the transfer will continue to be handled by the phone system.
- 6) When transferring a call to a busy extension, the busy signal that the Auto Attendant receives must be within timing parameters in order for the Auto Attendant to be able to recognize the busy signal. The Auto Attendant can accept busy tones with an "on" time (tone on the line) anywhere from 384 milliseconds to 640 milliseconds, and an "off" time (quiet on the line) anywhere from 384 milliseconds to 640 milliseconds.
- 7) The system must allow the Auto Attendant to retrieve the call after transferring it to a busy extension by doing one of the following:
 - a) The Auto Attendant provides a 500-millisecond hookswitch flash to retrieve the caller.
 - b) The Auto Attendant drops the transfer (hangs up) to retrieve the caller.
 - c) The Auto Attendant provides a 500-millisecond hookswitch flash, and dials a (consistent) touch-tone code to retrieve the caller.

****Note:** *If any particular system passes the first five tests, but fails to pass the 6) and 7), it may be possible to develop special software for the Auto Attendants that would make the two systems compatible. Please contact Viking Product Support for a price quote on the special software...*

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