

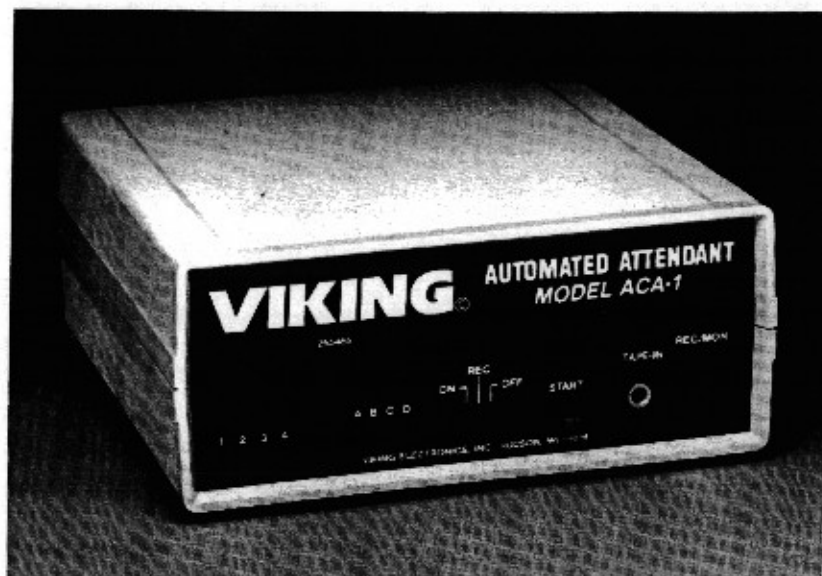
VIKING

Viking Electronics, Inc.
1531 Industrial Street
Hudson, Wisconsin 54016

Discovering practical applications for advanced technology.

Sales Line: 715-386-8861

GIVE YOUR COMPANY A LARGE CORPORATE IMAGE



MODEL ACA-1

The Viking ACA-1 Automated Attendant provides a professional solution to increasing call handling capacity without adding manpower.

Model ACA-1 is a single-port Automated Attendant with a user-recordable digital voice announcer. The ACA-1 answers promptly and courteously on the first ring and allows callers to self-direct themselves with a Touch-Tone® phone to the desired extension or department. Callers without Touch-Tone® phones default to a live attendant.

You Get Small System Cost With Large System Performance.

The ACA-1 Automated Attendant can process approximately four inbound calls per minute. Here's how: Say someone calls into your company. The Auto Attendant would answer the call with an announcement that has been previously recorded in your receptionist's voice, such as:

"Hello. You have reached ABC Company's Automated Attendant. Using your Touch-Tone® phone, please enter 1 for sales, 2 for product support, 3 for customer service, 9 for information, or dial the direct extension number of the person you wish to talk with."

The Viking Automated Attendant allows you to reach up to seven departments by entering a single-digit speed-dial access number. Callers familiar with the system can easily interrupt the menu announcement by entering the department code or a direct extension number after the announcement has begun. 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 Automated Attendant 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 phone, a "busy" announcement will give the caller instructions such as,

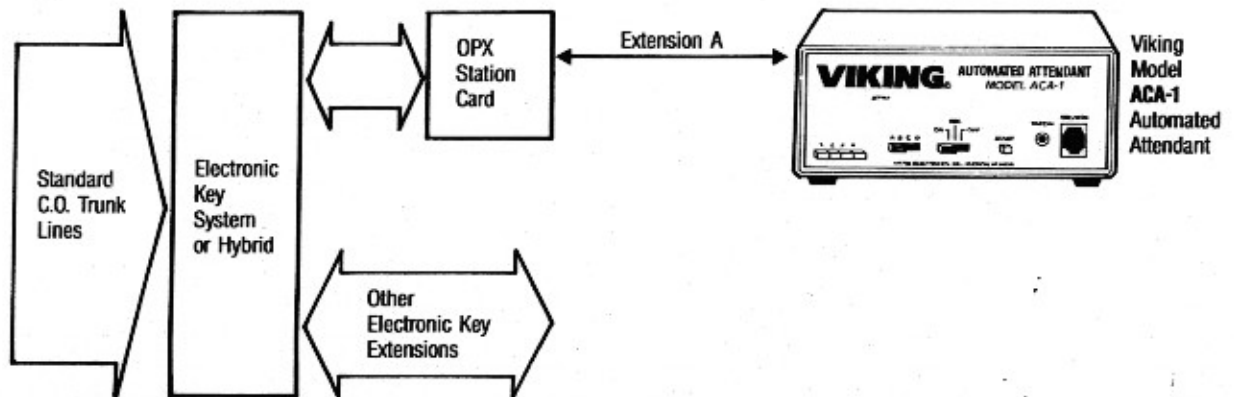
"That line is busy. Please enter another extension or enter 9 for assistance."

The Automated Attendant can also be used with the Viking Multi-Line Digital Voice Announcer (Model MDA-4) for expanded extension directories, information services (i.e. sports complexes, government offices, medical centers), and other similar applications.

Digital Voice Products Demo Line: (715) 386-6643

FEATURES:

- Compatible with Centrex, PBX, Hybrid Key and many Electronic Key systems with OPX capabilities
- Performs a blind transfer to process approximately four calls per minute
- Use a standard handset to record announcements or download from a tape player
- Separate announcements for greeting with menu, selection confirmation, and busy extension
- Callers may interrupt the announcement by entering an extension or single-digit department code
- Callers without Touch-Tone® phones or those that fail to enter a number are transferred to a user-programmable default number
- Rechargeable battery back-up included



INSTALLATION

1. LOCATION

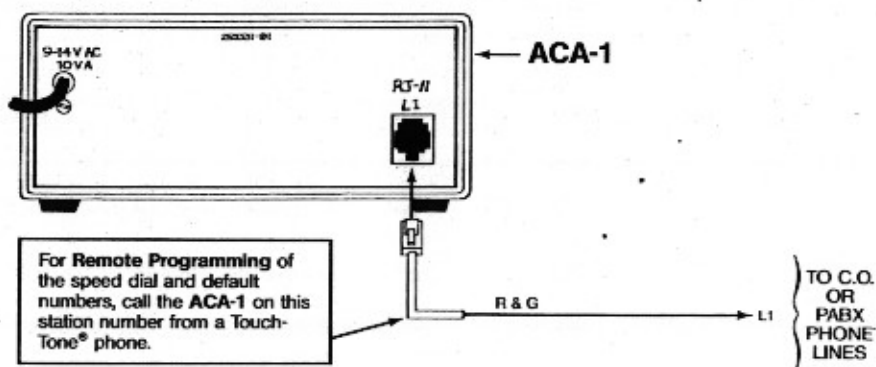
The ACA-1 should be installed in a location with ambient temperature between 20° and 90°F with 5% to 95% non-condensing relative humidity.

2. POWER SOURCE

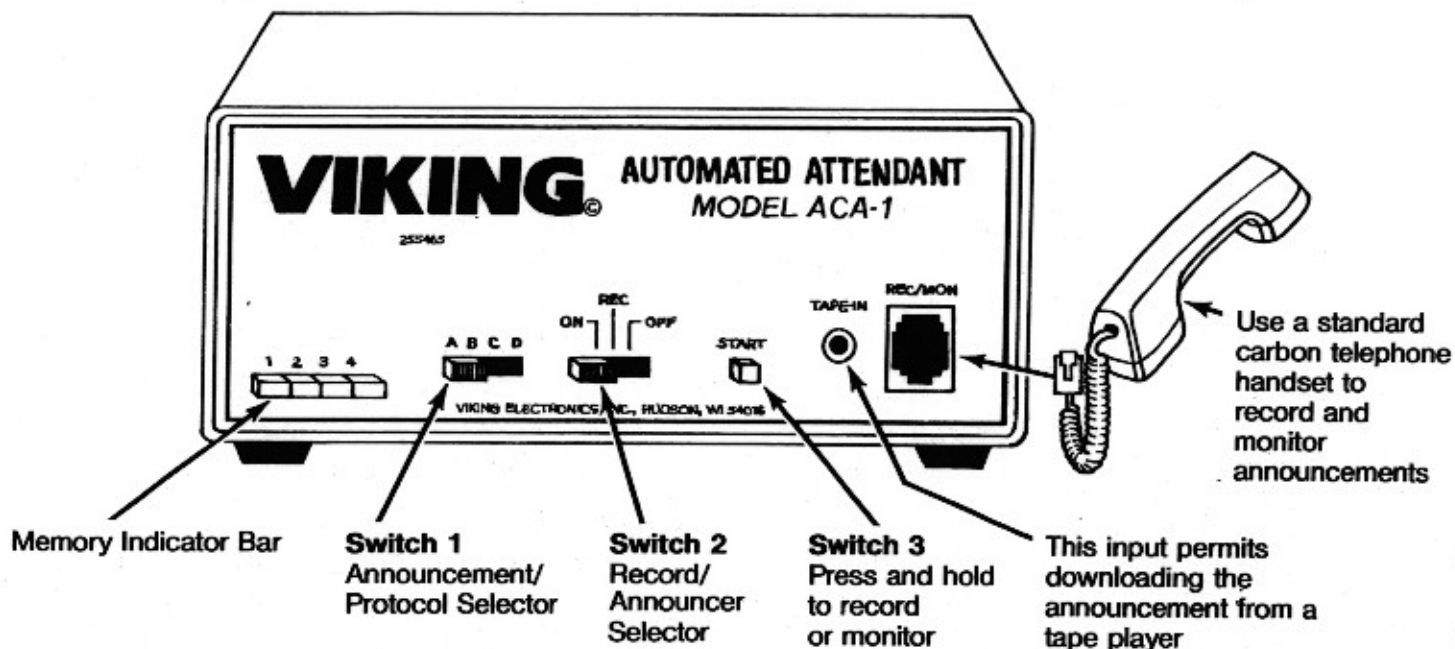
- The ACA-1 is provided with a U.L. approved power supply.
- The ACA-1 requires a 24 hour unswitched A.C. outlet.
- To protect the micro-processor and provide maximum efficiency, we recommend the installation of a surge protector.
- The ACA-1 has an internal rechargeable battery which will hold the digital voice memory for up to 15 minutes after being powered for 24 hours. For applications requiring **full operation** during power failures of 24 hours or more, use Viking Model PFB-12 power fail back-up system.
- Caution:** On power up, switch 2 must be in the "off" or "answer" position.

3. WIRING

Connect the ACA-1 to standard CENTREX or PABX phone lines as shown in the illustration below. Use ground start lines for fastest call processing.



OPERATING THE ACA-1



LOCAL RECORDING

Careful consideration should be given to your announcement content. You want to project a professional business image when answering the telephone.

1. SOME HINTS ON RECORDING

- For fastest call processing make your answering announcements **short**. The unit will not answer additional calls until the previous answering announcement is complete!
- Before recording, read the script while timing yourself. Remember, total record time cannot exceed 32 seconds. Example: Busy announcement (10 seconds) + answer announcement (16 seconds) + hold announcement (4 seconds) = 30 seconds total.

2. WRITE A SCRIPT FOR EACH ANNOUNCEMENT

Your total time for the 3 announcements cannot exceed 32 seconds. Typical announcements are as follows:

- Answer announcement "Viking Electronics. Please press 1 for sales, 2 for product support, 3 for customer service, 9 for information or dial an extension number."
- Hold announcement "Please hold while your call is transferred."
- Busy announcement "That line is busy. Please dial another extension or dial 4 to leave a message."

3. ACTUAL RECORDING — All recordings must be made at the same time.

- Set switch 2 to "Record".
- Set switch 1 to the desired announcement. (A = "ANSWER", B = "HOLD", C = "BUSY").
- The L.E.D. bar indicator displays the amount of memory used. Each bar segment represents 8 seconds of recording in one second increments. When all bar segments are at full intensity, all 32 seconds of record time have been used.
- Press switch 3 and begin speaking. When finished, release switch 3 - your announcement will play back.
- To record other announcements repeat steps b., c. and d.
- If you wish to re-record a announcement you must record all announcements again.
- To review all announcements set switch 2 to "off". Press and hold switch 3.

PROGRAMMING SINGLE DIGIT SPEED DIAL ACCESS CODES

Note: Set switch 2 to "ON."

1. To gain system access, call the **ACA-1** using a Touch-Tone® phone. When the unit answers, enter a "★". When the recording stops, enter a "52."
2. To program or re-program a speed dial code enter the actual number, a "★" plus the access code (1-9). 1 to 12 digit numbers can be entered. A "#" and a "★" may be entered as well. To program a "#", enter "#, #". To program a "★", enter "★, ★".

Actual Number	Access Code	Department/ Location	Actual Number	Access Code	Department/ Location
_____	★1	_____	_____	★6	_____
_____	★2	_____	_____	★7	_____
_____	★3	_____	_____	★8 (see note)	_____
_____	★4	_____	_____	★9 (see note)	_____
_____	★5	_____			

- *Note:**
- a. The "9" position is reserved for the extension a caller defaults to if a Touch-Tone® code is not sent during the answer announcement, or the caller dials "0".
 - b. The "8" position is reserved for the extension a caller defaults to if a Touch-Tone® code is not sent during the busy announcement, or the caller dials "X".
 - c. The "7" position is used to store the appropriate Touch-Tone® code needed to re-access a caller on busy (see "C" below); it can be accessed by dialing "X.7".
 - d. Program unused speed dial positions to the same number stored in the "9" or "8" default position.

ANSWER MODE OPERATION

1. Set switch 2 to "ON".
2. Set switch 1 for system protocol:
 - "A" = Hook switch flash to re-access a caller on **busy** (standard on most PBX's)
 - "B" = Hang up to re-access a caller on **busy**
 - "C" = Hook switch flash, dial a T.T. code (speed dial position #7) to re-access a caller on busy
 - "D" = Double hook switch flash to re-access a caller on busy (Centrex, AT&T System 75, etc.)

Timing specifications:

1. Hook switch "flash": 512 ± 50 milliseconds.
2. Busy signal cadence: 200 to 300 or 450 to 550 milliseconds (on and off signal).
3. Speed dial timing: 100 millisecond burst, 100 millisecond intersignal pause - minimum.
4. Default timing: if no DTMF signals are received during or within 2.5 seconds after the message, the caller will be transferred to the default number.

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

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