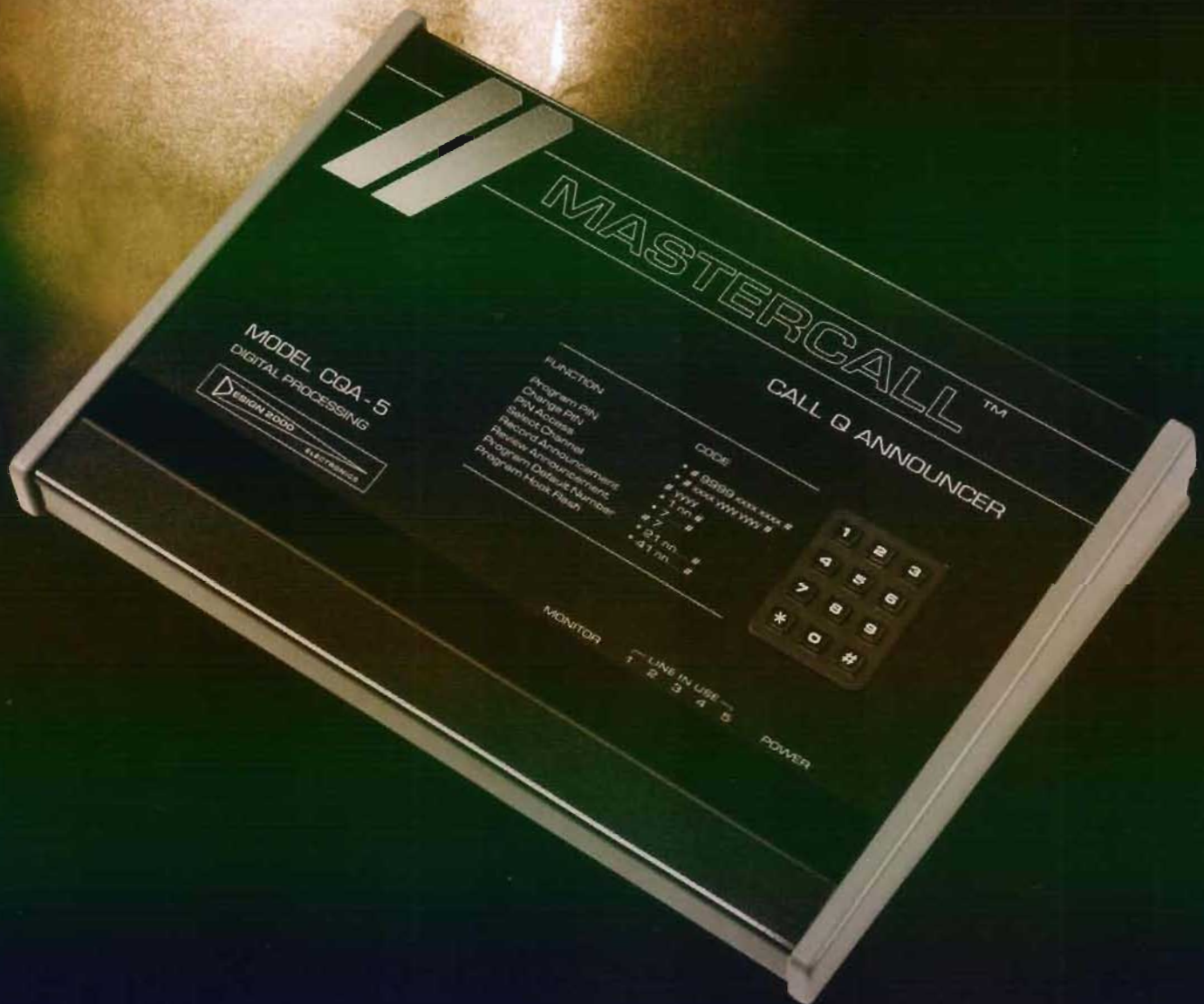


CALL Q ANNOUNCER

MODEL CQA-5



CALL QUEUE ANNOUNCEMENTS

CALL QUEUING

ACD ANNOUNCEMENTS

AUTOMATED ATTENDANT

INTERACTIVE VOICE RESPONSE

DIAL-UP RECORDED INFORMATION

FIVE PORTS

CALLQAN

MODEL CQA-5

CALL Q ANNOUNCER/AUTOMATED ATTENDANT MODEL CQA-5

Never let another call go unanswered - the CQA-5 allows you to answer every call you receive.

The CQA-5 Call Q Announcer is a powerful five channel personalised announcement system capable of answering up to five calls simultaneously, day in, day out. Designed to handle high telephone traffic, improve services, competitiveness and reduce operating costs. The CQA-5 is one of the most cost effective and versatile announcers available.

APPLICATIONS

DIAL-UP INFORMATION SERVICES AND AUTOMATIC CALL DISTRIBUTION ANNOUNCEMENTS

The CQA-5 provides multi-line automatic telephone answering facilities for telephone exchanges and PABX systems. There can be a different announcement on each channel, or channels may be grouped so that an identical announcement is heard by a number of callers. Applications include dial up recorded information services and Automatic Call Distribution (ACD) announcements on PABX systems.

OPERATOR OVERFLOW AND CALL QUEUING

Also designed to reduce the congestion at the operator's console(s) on small to medium sized PABX and Key systems, the CQA-5 is an efficient and cost effective solution for operator overload or for providing automated attendant facilities.

When used to handle operator overflow, the CQA-5 is connected to PABX analogue extension ports to which incoming calls are directed when the operator's station is busy. The unit accepts the incoming call, announces that all operators are busy and that the call is to be placed in a queue (or similar wording). The CQA-5 then performs a hook flash and either 'camps' or 'parks' the call until the operator is free, or transfers the call to a 'hunt group'.

AUTOMATED ATTENDANT AND INTERACTIVE VOICE RESPONSE

When used as an Automated Attendant, the CQA-5 is connected to PABX analogue extension ports which receive incoming calls. Callers are greeted with your announcement and invited to directly dial the person or department they wish to reach.

CONNECTION

The CQA-5 attaches to up to five analogue two wire ring in/loop out PSTN lines or PABX extensions, even on a digital PABX. Alternatively, E & M signalling can be provided for connection at 'Trunk line' level where announcement start, stop, and continuous play is controlled by the Central Office or PABX software.

OPERATION

The CQA-5 is fully user programmable from any telephone, or from the inbuilt keypad. All programming procedures are voice prompted and verbally confirmed, making the unit extremely user friendly.

The CQA-5 has standard announcements and voice prompts permanently stored in EPROM, and personalised announcements which are user recordable.

Each personalised announcement may be recorded from any PSTN telephone, from any PABX extension, or from the tape input. Each recording can be up to 60 seconds and can be played or changed as often as required without loss of quality or component wear. This is made possible through the use of linear EEPROM chip technology. During power failure or switch off, announcements are NOT lost.

RELIABILITY

The unit has no moving parts ensuring excellent reliability. Parts and labour are covered by a **two year warranty**.

NOU N C E R

CALL QUEUE ANNOUNCEMENTS - CALL QUEUING - ACD ANNOUNCEMENTS
AUTOMATED ATTENDANT - INTERACTIVE VOICE RESPONSE
DIAL-UP RECORDED INFORMATION - FIVE PORTS

FEATURES

- One, Two or Five Port: The CQA-5 is available in single, dual, or five port configurations. Due to the modular design, you will never be locked in. The single and dual port models can be expanded as your needs grow.
- Call Queuing: The CQA-5 together with the PABX or Key system, places callers in a queue when the operator(s) are busy.
- DISA/Auto Attendant: Direct Inward Station Access (DISA). Also referred to as a form of 'Automated Attendant' or 'Interactive Voice Response' system, callers are greeted with your announcement and can directly dial the extension number of the person or department they wish to reach.
- Abbreviated DISA: Callers can be invited to dial a single digit in order to reach the extension or department they wish to reach. For example, ". . . for reception please dial 1, for sales please dial 2, for service please dial 3. . .".
- Supervised Call Transfer: The CQA-5 can be programmed to inform the caller if the dialled extension is either engaged (busy) or not answering.
- Digital Recording: The announcements never lose their quality, and won't be lost during power failure. Announcements may be recorded from any telephone or from the tape input.
- Voice Prompts: Voice prompts and responses make the system easy and straight forward to use.
- Remote Control: The CQA-5 is fully programmable from any local or remote telephone using standard DTMF signalling.
- Inbuilt Keypad Control: The CQA-5 can be programmed using the inbuilt keypad.
- PIN Access: Allows you to protect system programming operations with a programmable PIN number.
- Channel Grouping: Channels may be grouped so that identical user programming and/or announcements are automatically copied to each channel in that group. This saves time and adds flexibility in setting up the system.
- Hook Flash: The CQA-5 can perform a hook flash (0-5000 ms programmable) for hold and recall.
- Answer Delay: Allows you to set the time that the phones ring before the CQA-5 answers, programmable from 0 to 60 seconds.
- Call Counters: Call counters indicate the number of calls answered by the CQA-5.
- Cyclic Dialling: The CQA-5 can cycle through a list of numbers for call parking and uniform call distribution.
- Ring Start: The CQA-5 is normally configured for standard two wire ring in/loop out operation.
- Continuous Play Mode: Often used for Automatic Call Distribution (ACD) Announcements and 'On Hold' Announcements, the CQA-5, in this mode, plays the announcement(s) over and over. A DTMF 'trigger' digit is inserted before each play indicating announcement start.
- Night Service: 'After hours' announcement for night, weekends and public holidays.
- Two Year Warranty: Design Two Thousand products are covered by a two year factory warranty. All of our products are designed and manufactured to our Quality Assurance Standard certified to AS3901/NZS9001/ISO9001.
- AUSTEL Permit: A91/05/0440. Approval in reference to all relevant technical and safety standards.

OPTIONS

- E&M Interface(s): The CQA-5 can be connected to the E & M control lines of a PABX or Exchange. The E lead from the PABX triggers the announcement to start and stop and the M lead from the CQA-5 provides acknowledgement that the announcement is playing or has ended.
- Battery Standby: Whilst not required to retain data or announcements, the battery standby keeps the system operating during power failures.
- 50 Volt Working: The CQA-5 can be powered from the nominal 50Volt PABX supply.
- 19" Rack Mount: The CQA-5 is available in a standard one unit high 19" rack mount enclosure for mounting in a rack cabinet.



DESIGNED & MANUFACTURED BY

DESIGN 2000
ELECTRONICS

DESIGNED TWO THOUSAND PTY LTD.

A.C.N. 005 014 639

ESTABLISHED 1968

9-11 ROSE STREET, P.O. BOX 20, UPPER FERNTREE GULLY, 3156, MELBOURNE, VICTORIA, AUSTRALIA

TELEPHONE: (03) 758 5933 INTERNATIONAL: +613 758 5933 FACSIMILE: (03) 758 5560

DESIGN TWO THOUSAND PTY LTD IS CERTIFIED TO QUALITY ASSURANCE

STANDARDS AS3901/NZS9001/ISO9001

