**VIKING**

# Affordable, User-Friendly Auto-Attendants For Centrex, PABX and Many Key Systems



The **ACA-1A** Automated Attendant provides a professional solution for increasing call handling capacity without adding costly staff. The **ACA-1A** answers promptly and courteously and allows callers to route themselves, with a touch tone phone, to an extension or department. Callers can interrupt the message at any time by dialing a single digit or extension. Callers without touch tone phones default to a live attendant.

The **ACA-1A** 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 10 departments or extensions.

⚠️ *Important: This product does not eliminate the possibility of toll fraud! To further protect against fraudulent calls, use with a TR-1 toll restrictor (DOD 705).*

## Features

- Professionally greets and processes calls
- Bilingual mode offers menu selection in two languages
- Compatible with Centrex, PABX, Hybrid, Key and many other systems
- Processes approximately four calls per minute (stackable for greater capacity)
- Separate announcements for greeting/menu, confirmation and busy message
- Remote or local recording
- Non-volatile E² memory
- Stores up to (9) 16 digit speed dial numbers and (1) 32 digit number
- Record announcements with a standard carbon handset or tape player
- Blocks 8+ and 9+ dialing
- Touch tone interruptible announcement
- CPC disconnect detection
- Programmable ring delay
- **Programmable hookswitch flash timing**

## Applications

- Increase call capacity without adding staff
- Operator back-up during high-traffic hours
- Use as the first level of a multi-level announcer with additional **ACA-1A** units

*Information: 715.386.8861*

*VikingElectronics.com*

## Specifications

**Power:** 120V AC/12V DC 500mA, UL listed adapter provided
**Shipping Weight:** 1.0 Kg (2.2 lbs)
**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:** 200ms-300ms or 450ms-550ms on/off
**Speed Dial Timing:** 120ms on/off (typical) - normal, 60ms on/off (typical) - fast
**Answer Message Default Time-out:** 6 seconds
**Busy Message Default Time-out:** 2.5 seconds
**Message Length:** 1 minute
**Sampling Rate:** 64K (equivalent)
**Connections:** (1) RJ11 jack, (1) 3.5mm (1/8") tape jack, (1) modular handset jack

# *Warranty*

**IF YOU HAVE A PROBLEM WITH A VIKING PRODUCT, CONTACT VIKING TECHNICAL SUPPORT: 715-386-8666**

Our Technical Support Department is available for assistance Monday through Friday 8:00am to 5:00pm central time. Before you call, please:

1. Know the model number, the serial number and what software version you have (see serial label).
2. Have the Product Manual in front of you.
3. It is best if you are on site.

## RETURNING PRODUCT FOR REPAIR

**The following procedure is for equipment that needs repair:**

1. Customer must contact Viking's Technical Support Department at 715-386-8666 to obtain a Return Authorization (RA) number. The customer MUST have a complete description of the problem, with all pertinent information regarding the defect, such as options set, conditions, symptoms, methods to duplicate problem, frequency of failure, etc.

2. Packing: Return equipment in original box or in proper packing so that damage will not occur while in transit. The original product boxes are not designed for shipping - an overpack box is required to prevent damage in transit. Static sensitive equipment such as a circuit board should be in an anti-static bag, sandwiched between foam and individually boxed. All equipment should be wrapped to avoid packing material lodging in or sticking to the equipment. Include ALL parts of the equipment. C.O.D. or freight collect shipments cannot be accepted. Ship cartons prepaid to: **VIKING ELECTRONICS**
   **1531 INDUSTRIAL STREET**
   **HUDSON, WI  54016**

3. Return shipping address: Be sure to include your return shipping address inside the box. We cannot ship to a PO Box.

4. RA number on carton: In large printing, write the RA number on the outside of each carton being returned.

## RETURNING PRODUCT FOR EXCHANGE

**The following procedure is for equipment that has failed out-of-box (within 10 days of purchase):**

1. Customer must contact Viking's Technical Support at 715-386-8666 to determine possible causes for the problem. The customer MUST be able to step through recommended tests for diagnosis.

2. If the Technical Support Product Specialist determines that the equipment is defective based on the customer's input and troubleshooting, a Return Authorization (RA) number will be issued. This number is valid for fourteen (14) calendar days from the date of issue.

3. After obtaining the RA number, return the approved equipment to your distributor. Please reference the RA number on the paperwork being shipped back with the unit(s), and also the outside of the shipping box. The original product boxes are not designed for shipping - an overpack box is required to prevent damage in transit. Once your distributor receives the package, they will replace the product over the counter at no charge. The distributor will then return the product to Viking using the same RA number.

4. **The distributor will NOT exchange this product without first obtaining the RA number from you. If you haven't followed the steps listed in 1, 2 and 3, be aware that you will have to pay a restocking charge.**

## FCC REQUIREMENTS

This equipment complies with Part 68 of the FCC rules and the requirements adopted by the ACTA. On the side of this equipment is a label that contains, among other information, a product identifier in the format US:AAAEQ##TXXXX. If requested, this number must be provided to the telephone company.

The REN is used to determine the number of devices that may be connected to a telephone line. Excessive REN's on a telephone line may result in the devices not ringing in response to an incoming call. In most but not all areas, the sum of the REN's should not exceed five (5.0) To be certain of the number of devices that may be connected to a line, as determined by the total REN's, contact the local telephone company. For products approved after July 23, 2001, the REN for this product is part of the product identifier that has the format US:AAAEQ##TXXXX. The digits represented by ## are the REN without a decimal point (*e.g.,* 03 is a REN of 0.3). For earlier products, the REN is separately shown on the label.

The plug used to connect this equipment to the premises wiring and telephone network must comply with the applicable FCC Part 68 rules and requirements adopted by the ACTA. If your home has specially wired alarm equipment connected to the telephone line, ensure the installation of this ACA-1A does not disable your alarm equipment. If you have questions about what will disable alarm equipment, consult your telephone company or a qualified installer.

If the ACA-1A causes harm to the telephone network, the telephone company will notify you in advance that temporary discontinuance of service may be required. But if advance notice isn't practical, the telephone company will notify the customer as soon as possible. Also, you will be advised of your right to file a complaint with the FCC if you believe it is necessary.

The telephone company may make changes in its facilities, equipment, operations, or procedures that could affect the operation of the equipment. If this happens, the telephone company will provide advance notice in order for you to make the necessary modifications to maintain uninterrupted service.

If trouble is experienced with the ACA-1A, for repair or warranty information, please contact:

**Viking Electronics, Inc., 1531 Industrial Street, Hudson, WI 54016     Phone: (715) 386-8666**

If the equipment is causing harm to the telephone network, the telephone company may request that you disconnect the equipment until the problem is resolved.

Connection to Party Line Service is subject to State Tariffs. Contact the state public utility commission, public service commission or corporation commission for information.

**WHEN PROGRAMMING EMERGENCY NUMBERS AND (OR) MAKING TEST CALLS TO EMERGENCY NUMBERS:**

Remain on the line and briefly explain to the dispatcher the reason for the call. Perform such activities in the off-peak hours, such as early morning or late evenings.

It is recommended that the customer install an AC surge arrester in the AC outlet to which this device is connected. This is to avoid damaging the equipment caused by local lightning strikes and other electrical surges.

## PART 15 LIMITATIONS

This equipment has been tested and found to comply with the limits for a Class A digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at his own expense.

# ACA-1A Compatibility

## To use a Viking ACA-1A on your Electronic Key System, you MUST be able to do the following:

**a.** Connect a standard "2500" single line phone directly or via an OPX station card.

**b.** Program your key system to send incoming calls to the "2500" phone.

**c.** The "2500" phone must be able to answer, then hookswitch flash and blind transfer* the call to another extension.

**d.** If the other extension is busy, the "2500" phone must be able to get the incoming call back to advise: "The extension is busy."
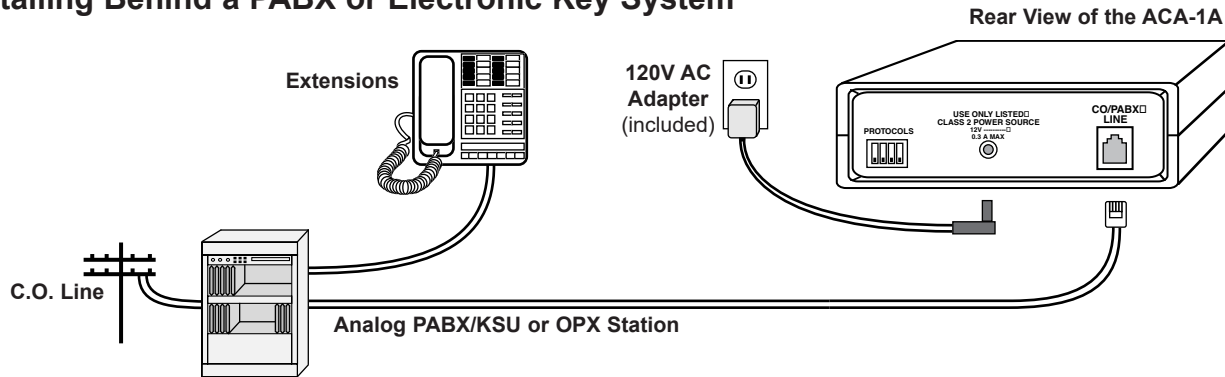
*A blind transfer means that the "2500" set hookswitch flashes, dials an extension, but does not require that extension to answer before releasing the call.*

| Manufacturer and Model | Compatible | Required Software | Busy Protocol Sw1 | Busy Protocol Sw2 |
|---|---|---|---|---|
| **ATLAS** 824/2E | Yes | | Off | Off |
| **AT&T** | | | | |
| Horizon | Yes | | On | On |
| Dimension | Yes | | On | On |
| Com-Key 416 | No | | | |
| Merlin | Yes | | On | On |
| Merlin 1030/3070 | Yes | | On | On |
| 820D | Yes | | On | On |
| Merlin II | Yes | | On | On |
| Merlin Plus | Yes | | On | On |
| Partner | Yes | | On | On |
| Partner Plus | Yes | | On | On |
| System 25/75/85 | Yes | | On | On |
| **CENTREX** | Yes | | On | On |
| **CMX** | | | | |
| Citation 1648 | No | | | |
| **COMDIAL** | | | | |
| 1024B | Yes | AA1-CSS | Off | Off |
| Executech 1432 | Yes | AA1-CSS | Off | Off |
| 2232 | Yes | AA1-CSS | Off | Off |
| 2264 | Yes | AA1-CSS | Off | Off |
| 2296 | Yes | AA1-CSS | Off | Off |
| In Touch 22/32 | Yes | AA1-CSS | Off | Off |
| 64/96/128 | Yes | | Off | Off |
| EC60PT | Yes | | Off | Off |
| System 2000 (all) | Yes | | Off | Off |
| Digitech (all) | Yes | | Off | Off |
| Unisyn TO616 | Yes | | Off | Off |
| **CSE** | | | | |
| Criterion | No | | | |
| **ERICSSON** | | | | |
| Prodigy | Yes | | | |
| **ESTECH** | | | | |
| Candella Card. 30/45 | Yes | | | |
| Candella Card. 60 | No | | | |
| **EXECUTONE** | | | | |
| Encore CX | Yes | AA1-ECX | Off | Off |
| **FUJITSU** | | | | |
| Focus 50 | Yes | | | |
| Focus 196 | Yes | AA1-FJS | | |
| Elite | Yes | AA1-FJS | | |
| **GALAXY** | | | | |
| Delta 2464 | Yes | AA1-DEL | Off | Off |
| Delta 514/824/1232 | No | | | |
| **HARRIS** | | | | |
| All PABX's | Yes | AA1-HAR | Off | Off |
| **HATACHI** | | | | |
| All PABX's | Yes | | | |
| **INTEL** | | | | |
| SCX80 | Yes | | Off | Off |
| **INTERTEL** | | | | |
| GMX48 | Yes | | Off | Off |
| Aires 616 | No | | | |
| EKS 1664 | No | | | |
| Hitec Phoenix | No | | | |
| 824/1232 | No | | | |
| GLX/IMX 84 | Yes | | Off | Off |
| **ISOTECH** | No | | | |

| Manufacturer and Model | Compatible | Required Software | Busy Protocol Sw1 | Busy Protocol Sw2 |
|---|---|---|---|---|
| **ITT** | | | | |
| 501 (1A2) | No | | | |
| 3100/ECS56/136 | Yes | | Off | Off |
| **IWATSU** | | | | |
| ADIX | Yes | | | |
| Omega III | No | | | |
| Omega IV | Yes | | On | On |
| IDSI28 | Yes | | | |
| **JISTEL** | | | | |
| 95/200 | Yes | | | |
| **KANDA** | | | | |
| EK616 | No | | | |
| Keystar 616 | No | | | |
| **MACROTEL** | | | | |
| Excel 308/616 | No | | | |
| 16H | Yes | | | |
| **MARSHALL** | | | | |
| TLC412 | No | | | |
| ST-B616 | No | | | |
| **MARUBENI** | | | | |
| DX-H1240/2470 | No | | | |
| **MITEL** | | | | |
| SX20/50 | Yes | | Off | Off |
| Analog SX100/200 | Yes | | Off | Off |
| Digital SX200 | Yes | | Off | Off |
| **NAKAYO** | | | | |
| DKX32/88 | Yes | | | |
| **NEC** | | | | |
| Electromark II | Yes | | | |
| 824 | Yes | AA1-824 | | |
| 2400/12A | Yes | | | |
| 1648 | No | | | |
| Electra 824 | No | | | |
| Electra Pro II | Yes | | | |
| **NIPPON** | | | | |
| All PABX's | Yes | | | |
| **NITSUKO** | | | | |
| Portrait 824/DMIG | Yes | | | |
| **NORTHCOM** | | | | |
| Premier/1648 | Yes | | | |
| **N. TELECOM** | | | | |
| ICS | Yes | AA1-ATA | | |
| SL-1 | Yes | | | |
| Meridian Norstar | Yes | AA1-ATA | | |
| Vantage/1A3 | No | | | |
| **NW BELL** | | | | |
| Integra 208/412/616 | No | | | |
| **OKI** | | | | |
| PABX's | Yes | | | |
| Discovery III | Yes | | | |
| **OPTIMA** | | | | |
| Digital Key | No | | | |
| **PANASONIC** | | | | |
| VA (all) | No | | | |
| DBS (all) | Yes | | Off | Off |
| KX-T-ESS (all) | Yes | | Off | Off |
| EMS-336 | Yes | | Off | Off |

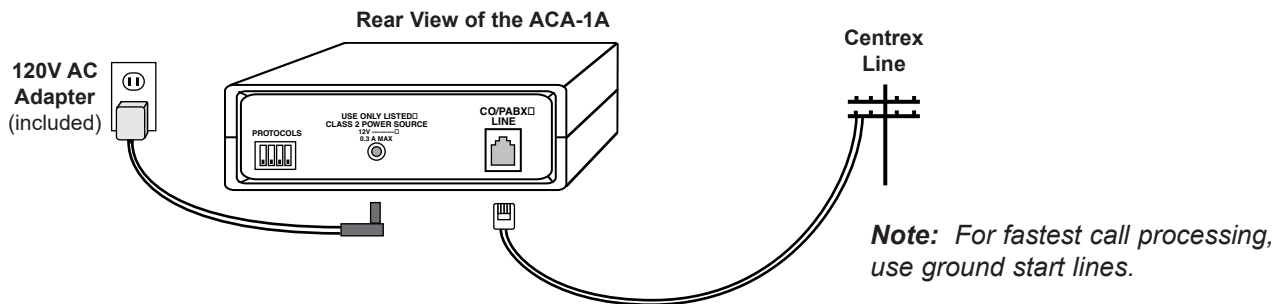| Manufacturer and Model | Compatible | Required Software | Busy Protocol Sw1 | Busy Protocol Sw2 |
|---|---|---|---|---|
| **PREMIER** | | | | |
| 1648 | Yes | | Off | Off |
| SLS | Yes | | Off | Off |
| **PROSTAR** | | | | |
| 120 | Yes | | Off | Off |
| 816/DCS | Yes | | Off | Off |
| **ROLM** | | | | |
| Redwood | Yes | | | |
| PABX | Yes | AA1-RLM | | |
| **SAMSUNG** | | | | |
| 816 | Yes | | Off | Off |
| **SANYO** | | | | |
| S6120/6160 | No | | | |
| **SIEMENS** | | | | |
| SD-192/192MX | Yes | | Off | Off |
| SD232 | No | | | |
| 8-16/12-24/20-40 | No | | | |
| **S.W. BELL** | | | | |
| 246 | No | | | |
| **SPRINT** | | | | |
| Protege | Yes | | | |
| **STC** | | | | |
| Prostar 120/816 | Yes | | Off | Off |
| Pro-XL 616/1032 | No | | | |
| **TADARAN** | | | | |
| Emerald | Yes | | Off | Off |
| Coral | Yes | | Off | Off |
| **TELRAD** | | | | |
| 2464 | Yes | | Off | Off |
| 2464 w/software | Yes | AA1-RAD | Off | Off |
| 818 Digital | Yes | | Off | Off |
| **TIE** | | | | |
| TCX 128 | No | | | |
| Businesscom Plus | Yes | | Off | Off |
| Businesscom 16/32 | No | | | |
| Businesscom 2260 | No | | | |
| DSOI/Onyx/OnyxII | Yes | | Off | Off |
| Ultracom AT/UMT | Yes | | Off | Off |
| Ultracom TC12 | Yes | | Off | Off |
| **TOSHIBA** | | | | |
| DK16/DK280 | Yes | | Off | Off |
| Strata 6E/DK56/DK96 | Yes | | Off | Off |
| Perception | Yes | | Off | Off |
| **TRILLIUM** | | | | |
| Panther | No | | | |
| Panther II | Yes | | Off | Off |
| Panther II (Canada) | No | | | |
| **VODAVI** | | | | |
| 308EX | Yes | | | |
| 616EX/616Flex | Yes | | | |
| 2448/96EX | Yes | | | |
| Digital Systems (all) | Yes | | | |
| STX/1224 EX | Yes | | | |
| **WALKER (WIN)** | | | | |
| 100D | Yes | | Off | Off |
| Marathon | Yes | | Off | Off |
| Poet/24A | Yes | | Off | Off |
| Reliant | No | | | |

# *Installation*

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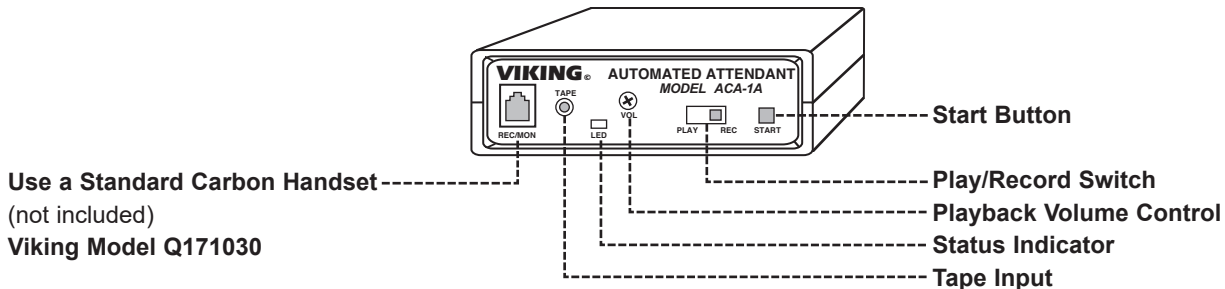
## A. Installing Behind a PABX or Electronic Key System



## B. Installing Behind a Centrex Line



*Note: For fastest call processing, use ground start lines.*

# *Programming*



## A. Security Code (memory position #47)

The security code allows the **ACA-1A** to be programmed remotely.  The factory set code is 845464 (V-I-K-I-N-G). It is recommended that the security code be changed after installation.

*Note: The security code must have six digits and cannot contain a ✱ or #.*

## B. Accessing the Programming Mode

**1.** From a Touch Tone phone, call the line attached to the **ACA-1A**.

**2.** When the **ACA-1A** answers, enter a "✱".

**3.** When the recording stops, enter the six digit security code (see section **A**).

**4.** To leave the programming mode, simply hang-up.  The **ACA-1A** will time out after 20 seconds and disconnect.

## C. Speed Dial Numbers

Up to 10 speed dial memory locations can be programmed: (9) 16 digit and (1) 32 digit.

*Note:  Special characters such as ✱'s, #'s and pauses require 1 digit (see section **K.  Programming Features**).*

| Actual Number | Access Code | Department or Location | | Actual Number | Access Code | Department or Location |
|---|---|---|---|---|---|---|
| _____ | #01 | _____ | | _____ | | |
| _____ | #02 | _____ | | _____ | #07* | _____ |
| _____ | #03 | _____ | | | | |
| _____ | #04 | _____ | | _____ | #08* | _____ |
| _____ | #05 | _____ | | _____ | #09* | _____ |
| _____ | #06 | _____ | | _____ | #00* | _____ |

*See **D. Special Speed Dial Memory Positions** below.

## D. Speed Dial Memory Positions

### 1. Memory Position 07

Memory position **07** can store up to 32 digits for international numbers or pager numbers.

### 2. Memory Position 08

Memory position **08** can be used to store the appropriate Touch Tone code needed to re-access a call transferred to a busy extension (see section **E. DIP Switch Programming**). This memory position may also be used as a standard speed dial position if this feature is not required.

### 3. Memory Position 09

Memory position **09** 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 also be used as a standard speed dial position by dialing a 9.

### 4. Memory Position 00

Memory position **00** 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 thereafter. The **ACA-1A** can be forced to hang-up if no selection is made by moving DIP switch 4 to the ON position (see section **E**).

### 5. Unprogrammed Memory Positions

Unused speed dial memory positions should be programmed to duplicate memory position **00**.
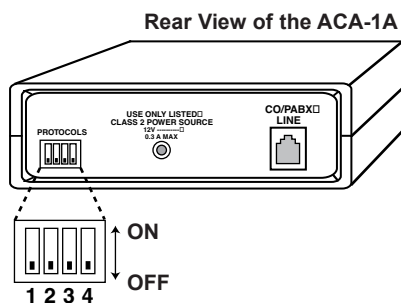
### 6. Extension Numbers that Begin with "0"

Callers that attempt to dial an extension number that begins with a "0" will be transferred to the extension number programmed into memory position **00**.

### 7. Maximum Busy Extension Attempts

After three attempts to a busy extension, the caller will be transferred to the extension number programmed in memory position **09**.

## E. DIP Switch Programming

Four DIP switches are provided on the back of the **ACA-1A** to program busy protocols, operational modes, etc.

**Rear View of the ACA-1A**



| Switch 1 | Switch 2 | Description |
|---|---|---|
| OFF | OFF | Hook flash to re-access a caller attempting to transfer to a busy extension. |
| OFF | ON | Hang-up required to re-access a caller attempting to transfer to a busy extension. |
| ON | OFF | Hook flash and Touch Tone code, memory position 08, required to re-access a caller attempting to transfer to a busy extension. |
| ON | ON | Double hook flash required to re-access a caller attempting to transfer to a busy extension. |

| Switch | ON/OFF | Description |
|---|---|---|
| 3 | ON / OFF | Bilingual Mode / Normal Mode |
| 4 | ON / OFF | **ACA-1A** drops the line if the caller does not make a selection. / Normal Mode |

## F. Ring Delay (memory location #45)

The **ACA-1A** can be programmed to answer the incoming call after a preset number of rings. The ring delay number is stored in memory position **#45** and can be set with any number between 0 and 9 (0 = immediate).

5

## G. Dialing Speed

The dialing speed of the **ACA-1A** can be set for normal (4 Touch Tones per second) or fast (8 Touch Tones per second) speed. While in the programming mode, enter ✳**4** to select fast speed dialing. If the phone system cannot accept fast speed dialing, enter ✳**5** for normal speed.

## H. Programmable Hookswitch Flash Timing

The **ACA-1A** has a programmable hookswitch flash transfer time from 100msec - 900msec (digits 1-9).  It is factory set to **5** (500msec).  To change the flash timing, while in the programming mode, enter **1-9** then memory location **#43**.

## I. Centrex Mode

If the **ACA-1A** is being used in a Centrex application, it may take up to 15 seconds for a transfer to complete and the **ACA-1A** must allow for this delay.  If the application requires this additional delay, select the Centrex mode by entering ✳**6** while in the programming mode (see section **B**).  The period of delay can be adjusted by programming memory position **#44** with a number from 0 to 9 (see chart to the right).

| Enter | Delay in Seconds |
|---|---|
| 0 | 6* |
| 1 | 7 |
| 2 | 8 |
| 3 | 9 |
| 4 | 10 |
| 5 | 11 |
| 6 | 12 |
| 7 | 13 |
| 8 | 14 |
| 9 | 15 |

\* Factory Default

## J. Recording

All recordings must be made consecutively in the order shown in the chart to the right.

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

| Record Order for Normal Mode | |
|---|---|
| 1 | Greeting |
| 2 | Transfer |
| 3 | Busy |

### 1. Local Recording

| Step 1. | Insert a **carbon** handset into the **REC/MON** jack or connect a tape player to the **TAPE** jack. |
|---|---|
| Step 2. | Set the **PLAY/RECORD** switch to the **REC** position. *Note:  The LED will flicker with the audio level. Use this to set the audio level when down loading from a tape. The optimum audio level is reached when the LED flickers but is not mostly on or mostly off.* |
| Step 3. | Momentarily press the **START** button, wait for the start beep, then begin speaking or start your tape player.  When finished press the button again. Two beeps should be heard indicating you have stopped the recording. |
| Step 4. | Repeat step 3 for the remaining messages (see chart to the right). *Note:  The LED indicates overflow by flashing high/low.* |
| Step 5. | To review all the announcements, set the **PLAY/RECORD** switch to the **PLAY** position and momentarily press the **START** button. *Note:  The LED indicates playback by flashing on/off.* |

| Record Order for Bilingual Mode* | |
|---|---|
| 1 | Greeting in both languages |
| 2 | Language 1 Greeting |
| 3 | Language 1 Transfer |
| 4 | Language 1 Busy |
| 5 | Language 2 Greeting |
| 6 | Language 2 Transfer |
| 7 | Language 2 Busy |

\* DIP switch 3 must be set to ON prior to recording

### 2. Remote Recording

| Step 1. | Access the programming mode (see **Programming** section **B**). |
|---|---|
| Step 2. | Enter ✳**1**, wait for the start beep, then begin speaking.  When finished, enter any Touch Tone to stop the recording. |
| Step 3. | Enter ✳**2** to record each additional message (up to 7 total, see chart above). *Note:  Three beeps indicate overflow and errors.* |
| Step 4. | To review all of the announcements, enter ✳**3**. |
| Step 5. | If a mistake is made, use ✳**1** to start recording from the beginning. |

## Recording Tips and Hints

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

- For faster 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."*

## K. Programming Features

| | Digits | + Location |
|---|---|---|
| Record from start (remote only) | *1 | |
| Record next message (remote only) | *2 | |
| Playback from start (remote only) | *3 | |
| Set dialing speed to fast (8 Touch Tones per second) | *4 | |
| Set dialing speed to normal (4 Touch Tones per second - factory setting) | *5 | |
| Enable Centrex Mode | *6 | |
| To add a four second pause at any point in the dialing string | *7 | |
| Disable Centrex mode (factory setting) | *8 | |
| Standard speed dial memory positions (1 - 16 digits) | 1 - 16 digits | **+ #00 - #06, #08, #09** |
| Extended speed dial position (1 - 32 digits) | 1 - 32 digits | **+ #07** |
| Program hookswitch flash time (1-9 = 100-900msec, factory set to 5 = 500msec) | 1 - 9 | **+ #43** |
| Centrex delay | 0 - 9 | **+ #44** |
| Ring delay (0 - 9, 0 = immediate, factory set to 1) | 0 - 9 | **+ #45** |
| Security code (factory set to 845464) | 6 digits | **+ #47** |
| To program a "*" at any point in the dialing string | ** | |
| To program a "#" at any point in the dialing string | *# | |

# Operation

The **PLAY/REC** switch must be set to **PLAY** for the **ACA-1A** to answer. Volume of the messages may be adjusted with the volume control.

## A. Normal Mode (DIP switch 3 OFF)

The **ACA-1A** will process approximately 4 calls a minute. When an inbound call is detected, the **ACA-1A** will answer the call with a user recorded announcement.

The **ACA-1A** then allows you to reach up to 10 departments by entering a single digit speed-dial memory location number. Callers familiar with the system can easily interrupt the menu by dialing an extension number 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-1A** confirms the caller's selection with a "transfer" announcement. If the incoming call is transferred to a busy extension, a "busy" announcement will give the caller instructions.

If a break in loop current is detected prior to the **ACA-1A** making a transfer, the **ACA-1A** will drop the line. This CPC feature is used in some systems to signal the **ACA-1A** that the calling party has disconnected.

*Note:  If a caller enters an extension longer than 8 digits or attempts 8+ or 9+ dialing, the call will be disconnected.*

## B. Bilingual Mode (DIP switch 3 ON)

The Bilingual mode operates similarly to the normal mode except it allows the messages to be recorded in two different languages.  In this mode, a main greeting is issued that should direct the caller to enter a Touch Tone "**5**" if they want the language 1 messages.  Once this selection is made, the operation is the same as the normal mode.  The messages include the following:

1. **Main Greeting:**  This greeting should provide instructions in both languages.
2. **Language 1 Greeting:**  The greeting played if a Touch Tone 5 is entered during the main greeting.
3. **Language 1 Transfer Message:**  The message played during a transfer if language 1 is selected.
4. **Language 1 Busy Message:**  The message played when a busy extension is reached if language 1 is selected.
5. **Language 2 Greeting:**  The greeting played if any other numerical key is pressed.
6. **Language 2  Transfer Message:**  The message played during a transfer if language 2 is selected.
7. **Language 2 Busy Message:**  The message played when a busy extension is reached if language 2 is selected.

# *Other Products*

## *Digital Voice Announcer with Remote Recording and Transfer Capabilities*



**For more information on the DVA-500A, see DOD 115**

The **DVA-500A** is a professional and cost-effective digital voice announcer specifically designed for ACD/UCD, auto attendant, intercept, night message, information provider applications and other PABX and Centrex announcement functions.

The **DVA-500A** will increase call handling capacity by answering on demand or during the first ring and automatically adjusting the announce cycle to the message length. The **DVA-500A** disconnects on CPC and provides instant "rewind" for the next caller.  The **DVA-500A** is factory installed with 1 minute of non-volatile record time.

## *3 Channel Digital Voice Announcer with Remote Recording and Transfer Capabilities*



The **DVA-1003B** is a fully professional, cost-effective three port digital voice announcer, specifically designed for ACD/UCD, auto attendant, call intercept, night messaging information provider and other PABX and Centrex announcement applications. The **DVA-1003B** is factory equipped with 1 full minute of non-volatile recording memory for each channel. The **DVA-1003B** will increase call handling capacity by answering incoming calls on demand, or on the first ring, and automatically adjusts the announce time to the length of the outgoing message. The **DVA-1003B** will disconnect on CPC and provide instant "rewind" for the next caller. The **DVA-1003B** is factory equipped with 1 full minute of non-volatile recording memory for each channel.

**For more information on the DVA-1003B, see DOD 125**

*Product Support Line…715.386.8666*            *Fax Back Line…715.386.4345*