NEC

UNIVERGE® Attendant Console

At a Glance

- A cost-effective way to increase attendant productivity

- Streamlines call processing through an intuitively designed interface

- Provides a large LCD display for easy viewing of call information

- Offers one-touch access for overhead paging and recording functions

- Provides an optional hospitality module with a full-range of features

Overview

In today's fast-paced, dynamic marketplace, your organization simply can't afford to leave bad impressions with customers, prospects, business partners and other callers. Yet, if you're using an outmoded, inefficient attendant console — or one without the advanced features required today — you face the risk of alienating callers by misdirecting their calls, leaving them on hold too long, and even losing calls altogether.

With NEC's UNIVERGE Attendant Console, you can be assured that all calls will be answered promptly and efficiently – keeping your customers satisfied. The Attendant Console promotes optimal call management by delivering the tools necessary to handle large call volumes. It is designed to be used with both the UNIVERGE SV8300 and SV8500 Communications Servers.

Solution

Ergonomic Design Streamlines Call Processing

A poorly designed attendant console can mean additional work for your attendant, inefficient call handling and can even promote fatigue. Not so with the UNIVERGE Attendant Console. Its key panel layouts are ergonomically designed, with loop keys on the left, a dial pad in the middle and frequently used operational keys on the right. With this clean, streamlined layout, the operator can answer or place calls, access the keypad and perform call processing functions simply, efficiently and intuitively.

Large LCD Displays for Easy Viewing of Call Information

The Attendant Console eliminates the confusion and stress of keeping track of incoming, outgoing and on-hold calls. It provides LCD displays that indicate the type of call, station and trunk identification, as well as calls in queue, and other important, real-time information. The display can even be tilted to accommodate lighting variations in your office. Information is available relative to call processing functions, including incoming call type, transferred call and recalled call status, and feature initiation status. And, if a system problem does occur, major and minor alarm indicators will alert operators to take action immediately.

Full Paging Capabilities Keeps Everyone within Reach

If your organization is like most, employees frequently leave their offices to attend meetings, visit departments and more. This creates a problem for attendants when their consoles do not have the capability to page individuals. The Attendant Console solves this problem by providing one-touch access for overhead paging and recording functions. It enables attendants to connect callers to the people that they need to reach.

Adjustable Volume Levels for Easy Listening

During the course of the day, many organizations require different volume levels for calls, depending on background noises, connections and more. With the Attendant Console, you can change the volume any time during a call, by simply adjusting a volume control toggle switch.

Minimal Space and Cabling Requirements

Unlike most consoles that require large amounts of space and extensive cabling, the streamlined, compact Attendant Console is designed with a minimal desktop footprint and requires only a three-pair cable. This gives organizations a cost- and space-effective solution for placing the unit within a building or across a campus environment. Operators have a choice of a standard headset or handset for use in call processing. An additional headset may also be attached for monitoring purposes.

Optional Add-Ons Include a Hospitality Module

It's easy to enhance the capabilities of the Attendant Console with a wide range of optional equipment, including a large graphics LCD, an AC Adapter to increase distance between the communication systems and the SV8500 to console, and an add-on module for Hospitality functions.

By connecting the Hospitality add-on module to your Attendant Console, you get a streamlined, all-in-one solution. It provides such hospitality features as check-in/check-out, wake-up, room cut-off and do-not-disturb. And, with the status (STS) key, the operator can check the status of each room in the system. Together with the SV8500 communications system and optional NEC Open Application Interface (OAI) software, the module will accept and process information from the resident Property Management System (PMS).

	Attendant Console for SV8500	Attendant Console for SV8300
Dimensions:	10w x 4h x 9d inches	10w x 4h x 9d inches
Cabling:	3 pair UTP; 22 AWG or 2400 AWG (with ATI Circuit Board power) 1Pr UTP; 22 AWG or 24 AWG (with AC-DC Adapter)	1 pair UTP; 22 AWG, 24 AWG or 26 AWG (with AC-DC Adapter)
Distance:	Powered by ATI Board: 1000 feet (24 AWG) 1700 feet (22 AWG) Powered by local adapter 4000 feet (24 AWG) 5000 feet (22 AWG)	Powered by local adapter: 1,312 feet (26 AWG) 1,968 feet (24 AWG) 2,625 feet (22 AWG)
Display:	4 lines x 40 characters Adjustable angle Adjustable contrast	4 lines x 40 characters Adjustable angle Adjustable contrast
Blade Interface:	SPA - CS33 ATI-A Circuit Board mounted in the SV8500 Gateway Chassis (GC)	8DLCA PZ-8DLCB CD-16DLCA
Software Compatibility:	85-104 Software or Higher	R5 Series software or higher SN716 Deskcon A-C F/W ver 2.3 or Higher
Handset or Headset connectivity	Yes	Yes
Recommended Headset:	Plantronic Supra New	Plantronic Supra New
External Paging System Interface Provided	Yes	Yes
Recording Device Interface Provided	Yes	Yes

Hospitality Module

Hospitality add-on module that can be connected to your Attendant Console for a diverse range of hospitality features

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