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.
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.

**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).

### Hospitality Module

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

### Specifications

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

**About NEC Corporation of America:** Headquartered in Irving, Texas, NEC Corporation of America is a leading technology integrator providing solutions that improve the way people work and communicate. NEC delivers integrated Solutions for Society that are aligned with our customers’ priorities to create new value for people, businesses and society, with a special focus on safety, security and efficiency. We deliver one of the industry’s strongest and most innovative portfolios of communications, analytics, security, biometrics and technology solutions that unleash customers’ productivity potential. Through these solutions, NEC combines its best-in-class solutions and technology, and leverages a robust partner ecosystem to solve today’s most complex business problems. NEC Corporation of America is a wholly-owned subsidiary of NEC Corporation, a global technology leader with a presence in 160 countries and $28 billion in revenues. For more information, visit necam.com.