

Call Manager

Caller Identification and Electronic Directory

Description

The TRIGON CALL MANAGER is a telephone sized desktop handsfree device that sends and receives telephone tones. It relates incoming tones to information stored in its memory. It then displays that information on a two line display. Typically, the information is site location data and service/assistance information. The CALL MANAGER provides a means of automatically identifying calls coming into a central location from remote sites. Those remote sites may be emergency telephones, information telephones, and more.

Features

- Memory holds information records on 80, 400, or 900 sites.
- Site information is entered and stored in English text messages...one for each site.
- Unit displays the corresponding information message each time a call is received from a remote telephone.
- Messages may be up to 64 characters long and can include special instructions, telephone numbers, or other site related information.
- Displays the Site I.D. number only when no data is programmed for the site.
- Serial printer support— provides real-time transaction log, or printing of last 150 activity transactions.
- Computer interface— RS-232 output for data transfer to computer.
- Browse records and transaction data on the easy-to-read two line display.
- Operation modes provide for attendant to manually request the calling site's ID as needed, or AUTO mode wherein calls are automatically answered and site ID codes requested.
- Simple use data input and programming instructions clearly printed on the front panel.

Applications

- Use in conjunction with autodial telephones capable of sending a DTMF touch-tone Site ID code.
- Identify source of incoming calls from emergency telephones in parking structures, banks of elevators, campus walkways, and more.
- Identify location of information/assistance telephone caller at ATM's, information telephones, and more.
- Serves as a computer input interface for calls received at a monitoring station.



Operation

The CALL MANAGER shares a telephone line with a standard telephone set. It "listens" to the line, reacts to incoming calls according to settings, and displays the number equivalents of any tone detected.

In the **Auto Answer mode**, the CALL MANAGER automatically answers the call on the first ring. It then requests the calling site's ID number. Upon recognition of the ID data, the CALL MANAGER displays the site ID number and that site's first line of information. Simultaneously, the data is sent to the computer and printer ports, and the transaction is recorded in the audit memory. The attendant can then press keys on the CALL MANAGER to display additional site information.

In the **Manual mode**, the attendant manually answers the call using a desk telephone. If Site ID data is desired, a key is pressed on the telephone. Data is then received as in the Auto Answer mode.

The keys on the CALL MANAGER are also used for entering site ID data, setting operation modes, and report generation. The display and keypad are also helpful tools for programming the remote telephone sites.



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Specifications

Design - Unit detects DTMF tones and displays related data. Unit also sends DTMF tones according to operation mode set and keys pressed.

Data Base Capacity - 80, 400, 800 site records

Record Length - Up to 64 Characters (4 lines of 16 characters each) may be appended to site number.

Audit Log - Holds 150 of the most recent activity events. Each event is recorded by site code, time, and date. Audit log may be displayed, or output to printer.

Reports - Print record list and print audit log.

Printer Interface - one standard RS-232, DB-9 Serial.

Computer Interface - one RS-232, DB-9 Serial.

Telephone Line - Standard touchtone voice grade line.

Construction - High impact plastic case, aluminum chassis.

Display - Oversize Large Font, Two line, LCD type.

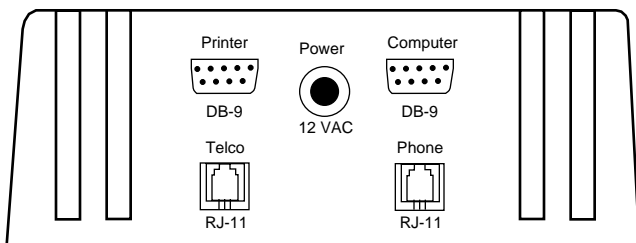
Power- 120VAC/12VAC, 40VA, Class 2, internally fused transformer (included).

Operating Temperatures - -5° F to $+120^{\circ}$ F

Dimensions - 10" long x 7.5" wide x 2.8" high.

Shipping Weight - 5 lbs.

Back Panel Connections



Complementary Products

Autodial Telephones - Trigon manufactures several autodial telephones suitable for emergency, assistance, and information use. Please see the HF-2 series, Televator, and Teledial product data sheets.

Model 6000D and Mini 6000 - See the Trigon Model 6000D data sheet. Call MANAGER allows up to 1200 residents to be identified without telephone charges.

Hookup

