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Telecommunication Peripheral Products	**TMS-6X**
Technical Practice	6 Line Call Sequencer
	June 7, 1999

Answer Your Calls Promptly, without Hiring Additional Staff

The **TMS-6X** Call Sequencer keeps your customers interested and on the line, even during peak periods.

Every office has busy times when phones ring and ring because your staff is handling other calls. Nothing is more aggravating to the customer than to think that you don't care enough about their business to answer the phone.

The **TMS-6X** will answer incoming calls promptly and deliver a clear personalized digital voice message which informs the caller that their call will be taken by the first available staff member. The call is then placed on hold.

You may choose to provide music on hold or add **Viking**'s **DVA-2W** promotion on hold announcer to interject messages during the music, reminding the caller not to hang up and that their call will be answered soon!

http://www.VikingElectronics.com

Features

- Compatible with analog loop or ground start lines

- Compatible with Electronic Key systems, 1A2 Key systems and PABX systems

- Change from day to night mode remotely

- Recordable with a standard carbon handset, tape recorder or remotely

- Rechargeable battery back-up included

- Separate announcements for greeting, on hold and after hours

- Music/audio on hold input

- Built-in display for caller priority, call statistics and record time

- Remote displays and ring generator options available

- Field expandable memory for longer announcements

- Optional **DVA-2W** Promotion on Hold Announcer (**Fax Back Document 110**)

Applications

- Eliminates ring - no answers

- Multi-line announcer for weather reports and movie theaters

- Multi-line remote access to audio sources for church and radio programs

- Statistical tracking of inbound call handling

Sales...(715) 386 - 8861

Specifications

Power: 120V AC/13.8V AC, 1.25A UL listed adapter provided
Dimensions: 159mm x 156mm x 64mm (6.25" x 6.15" x 2.5")
Shipping Weight: 1.81 kg (4 lbs)
Environmental: 0°C to 32°C (32°F to 90°F with 5% to 95% non-condensing humidity
Message/Sampling: 32 seconds at 32K or 48 seconds at 22K
Connections: (2) RJ25 jacks, (2) 3.5mm audio jacks, (1) handset jack, (1) RJ11 **SQRG-12** jack
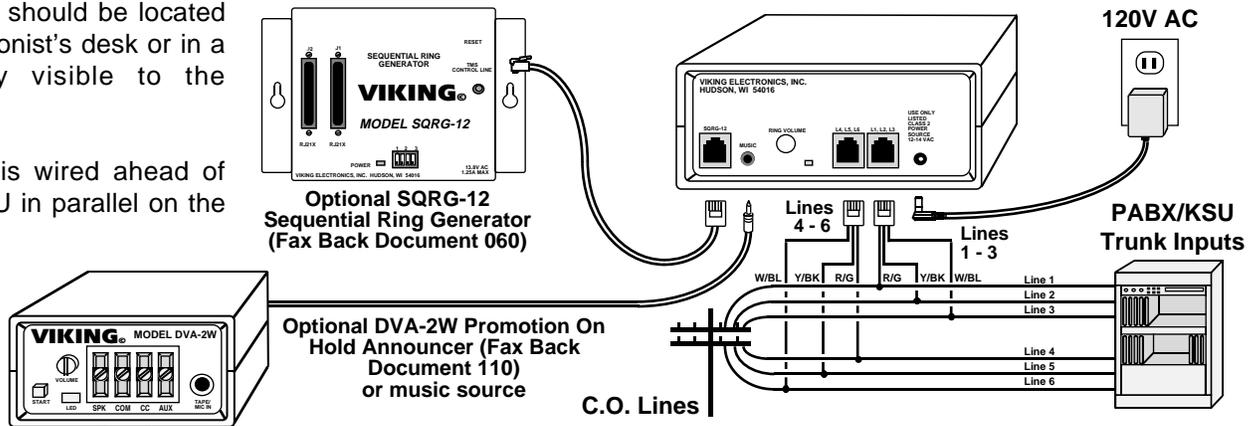**Battery Back-up:** (1) Ni-MH rechargeable 9V battery included (15 minute memory back-up)

⚠ *The battery in this product is not user serviceable. Refer replacement of the battery to qualified service personnel.*

Installation

The **TMS-6X** should be located on the receptionist's desk or in a place clearly visible to the receptionist.

The **TMS-6X** is wired ahead of the PABX/KSU in parallel on the C.O. lines.

Diagram 1

Optional SQRG-12 Sequential Ring Generator (Fax Back Document 060)

Optional DVA-2W Promotion On Hold Announcer (Fax Back Document 110) or music source

120V AC

PABX/KSU Trunk Inputs

Lines 4 - 6

Lines 1 - 3

C.O. Lines

Programming/Recording

Diagram 2

Display
1. Line to answer
2. Statistics
3. Record time

Front View of the TMS-6X

Rear View of the TMS-6X

Security Code Switch

Mode/Data Switch

Power/Record/Answer Switch

Start Button

Tape Jack

Standard Carbon Handset (not included)

SQRG-12 Jack

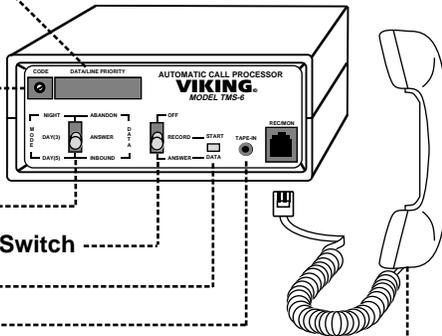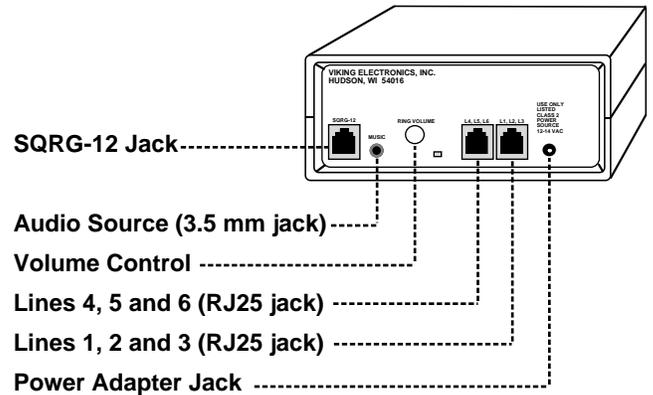Audio Source (3.5 mm jack)

Volume Control

Lines 4, 5 and 6 (RJ25 jack)

Lines 1, 2 and 3 (RJ25 jack)

Power Adapter Jack

A. Setting the Security Code

The security code is used to access the **TMS-6X** remotely, and can be selected by way of a 16-position rotary switch located to the left of the front panel. Only positions 1 through 9 are valid. *Note: If any position other than 1 through 9 is selected, the **TMS-6X** will not function properly.*

B. Recording

You may record your announcements using a standard carbon handset, a tape player or remotely by calling into the **TMS-6X**. The **TMS-6X** can not answer other calls while any of the messages are playing. It is recommended the messages be kept as short as possible.

Write a script for each announcement. The total time of all the announcements cannot exceed 32 seconds. Here are some typical examples:

Day Announcement Example
"Hello, you have reached Viking Electronics. Please hold. Your call will be answered in the order in which it was received." *Note: This announcement must be short (typically 10 - 15 seconds), since the **TMS-6X** cannot answer other calls while the message is playing.*

On-Hold "Pacifier Example (plays approximately every 30 seconds)
"Please continue to hold. We will be with you in just a moment." If you do not want this announcement, do not record it.

Night Announcement Example
"Viking Electronics. Our business hours are from 8 am to 5 pm Monday through Friday. Thank you."

1. **Local Recording/Programming**

   a. Set the **POWER/RECORD/ANSWER** switch to **RECORD**.

   b. Set **MODE/DATA** switch to the desired announcement: Night (**NIGHT**), Day (**DAY 3**) or On-Hold (**DAY 5**).

   Note: A flashing "0000" indicates you are about to record over a previous announcement.

  c. Press and hold the **START** button and begin speaking. The display will begin counting from 0 indicating how much time has been used. When finished, release the **START** button - your announcement will play back.

  *Note: If the counter does not begin counting, you are either using a tape that the **TMS-6X** can not detect audio from or a non-carbon handset.*

  d. To record other announcements repeat steps b and c above.

  e. To review all announcements set the **POWER/RECORD/ANSWER** switch to **OFF**, then press and hold the **START** button. The **TMS-6X** will play back the messages in the "Pacifier" - "Answer" - "Night" message order.

2. Remote Recording/Programming

The **TMS-6X** is remotely programmable. This allows a remote user to listen to and even change the announcements easily from a Touch Tone phone.

 a. Accessing the Programming Mode

  a. Call into the **TMS-6X** on line 4 using a Touch Tone phone.

  b. When the unit answers, enter a "✱."

  c. When the recording stops, enter "**7**" followed by your security code (see **Programming** section **A**).

 b. Changing between Day/Night Modes

  a. Enter a "**7**" for **DAY 5** mode.

  b. Enter an "**8**" for **DAY 3** mode.

  c. Enter a "**9**" for Night mode.

  d. The **TMS-6X** confirms by playing back the appropriate message.

 c. Remote Recording

  Note: All announcements must be recorded at the same time.

  a. Enter a "**1**" and begin recording the **On-Hold** announcement. Press a "**#**" when finished.

  b. Enter a "**2**" and begin recording the **Answer** announcement. Press a "**#**" when finished.

  c. Enter a "**3**" and begin recording the **Night** announcement. Press a "**#**" when finished.

 d. Remote Playback

  a. Enter a "**4**" to playback the **On-Hold** announcement.

  b. Enter a "**5**" to playback the **Answe**r announcement.

  c. Enter a "**6**" to playback the **Night** announcement.

C. Mode of Operation

1. To set the **TMS-6X** to answer incoming calls, set the **POWER/RECORD/ANSWER** switch to **ANSWER**.

2. Set the **MODE/DATA** switch to the **DAY 3**, **DAY 5** or night respectively.

 a. Set the **MODE/DATA** switch to **DAY 3** for an answer announcement after 3 rings.

 b. Set the **MODE/DATA** switch to **DAY 5** for an answer announcement after 5 rings.

 c. Set the **MODE/DATA** switch to **NIGHT** for the night announcement followed by a disconnect.

3. Program the receptionist's phone NOT to ring (the **TMS-6X** will provide common audible in the day modes),

D. Ring Volume

After the installation and the recording of the announcements are complete, place a test call, and check and adjust the volume of the audible ring on the **TMS-6X** (see **Diagram 2**). If the **SQRG-12** Ring Generator is installed, ringing is generated by the **SQRG-12** into the PABX/KSU.

E. Data Retrieval

The **TMS-6X** provides important data which will help you properly staff for optimum call processing. Data retrieval requires that the **POWER/RECORD/ANSWER** switch be in the **ANSWER** position.

1. To determine the total number of incoming calls set the **MODE/DATA** switch to the data **INBOUND** position and press the **START** button and the data will be displayed.

2. To determine the total number of calls answered, set the **MODE/DATA** switch to the data **ANSWER** position and press the **START** button.
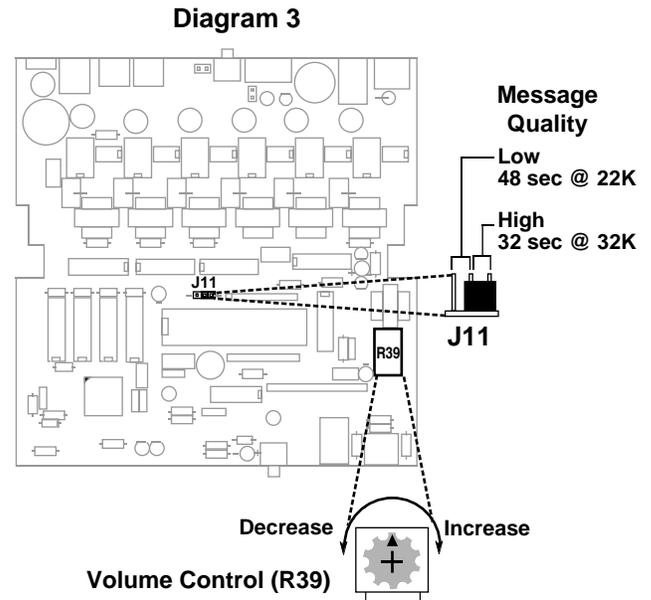
3. To determine the total number of abandoned calls (callers who waited on hold and hung up before an attendant helped them) set the **MODE/DATA** switch to the data **ABANDON** position and press the **START** button.

4. To clear all counters press the reset switch located on the rear of the **TMS-6X**. The **TMS-6X** will give you a tone indicating the memory is reset.

5. When you are finished, be sure to reset the **MODE/DATA** switch and the **POWER/RECORD/ANSWER** switch to the correct operating mode.

F. Volume Control

If the message is too loud or too quiet, the message volume can be adjusted by following these steps:

Note: *If recorded properly, this should not be necessary. Only in rare situations will this be required.*

1. Disconnect the power and telco cables.

2. Remove the two screws on the bottom of the chassis and take the cover off.

3. Locate volume pot (R39), shown in **Diagram 3**, and adjust as needed.

4. Replace the cover and cables when finished.

5. After installation and the loading of the announcements are complete, place a test call into the system and check the announcement playback volume.

Diagram 3

Message Quality
Low 48 sec @ 22K
High 32 sec @ 32K
J11

Decrease **Increase**
Volume Control (R39)

G. Sampling Rate

The **TMS-6X** is capable of recording at different sampling rates. The higher sampling rate, 32K, allows 32 seconds of record time and the lower sampling rate, 22K, allows 48 seconds of record time (see **J11** in the diagram above).

Operation

The **TMS-6X** is user selectable to answer on the third or fifth ring, play a user recorded announcement and then place the caller on hold. While the caller is on hold, the **TMS-6X** can provide music with an auxiliary music source, or a promotional announcement with **Viking**'s model **DVA-2W**. If recorded, a pacifier announcement will interrupt the music every 30 seconds and let the caller know they have not been forgotten. When the **TMS-6X** answers an incoming call, the line number of the call is displayed on the 4 digit LED display and any optional remote display that are connected to the system. To retrieve a call, the receptionist simply accesses the line that is displayed. The **TMS-6X** will release that line and display the next line to be answered.

Note: *The **TMS-6X** can not answer other calls while any of it's messages are playing, but it will answer all lines that have met the ring delay after the message has stopped.*

In the night mode, the **TMS-6X** will answer, play the night announcement and disconnect.

To eliminate confusion in key system applications, disable the ringer or program the attendant's phone not to ring. The **TMS-6X** will provide common audible. On normal incoming calls the **TMS-6X** will provide a single tone burst every 4 seconds. A double tone burst will advise the attendant that 1 or more lines have been answered by the **TMS-6X**. The digital display will indicate the next line to answer.

The local display will flash "1111" at a 1/2 second rate to indicate power up or power restoration after an outage. Check the announcements to verify that none were lost.

A flashing "**0000**" indicates you are about to record over your announcements. A flashing "**8888**" indicates the unit is in the "**Night**" mode. A flashing "**1111**" indicates power up or unit had lost power.

Important: *If the phone lines are to be used for both incoming and outgoing calls, the **SQRG-12** Sequential Ring Generator should be used. For more information retrieve **Fax Back Document 060**.*

Product Support Line...(715) 386-8666   *Fax Back Line...(715) 386-4345*