



Multifunction Automated Attendant Opening Greeting Service

T11-T12

- ◆ Solid-State Automated Attendant
- ◆ Day/Night/Festivity/Holiday Opening Greeting
- ◆ Voice Message Notification Service
- ◆ Music on Hold
- ◆ 16-Message Answering Machine
- ◆ Remote Control Relay
- ◆ Alarm Telephone Dialer
- ◆ Automatic Call Divertion
- ◆ Remote Programming
- ◆ Low Cost Advanced Technology

... all in a single device and for all types of PBXs!

T11 and T12 are small, low-cost systems using new solid-state technology with 1 or 2 telephone lines, deriving from the exchange, that handle the **Automated Attendant and Opening Greeting Service with voice messages** for small to medium PBXs from 1 to 8 external local lines, either analog or ISDN.



by **TEMA TELECOMUNICAZIONI**

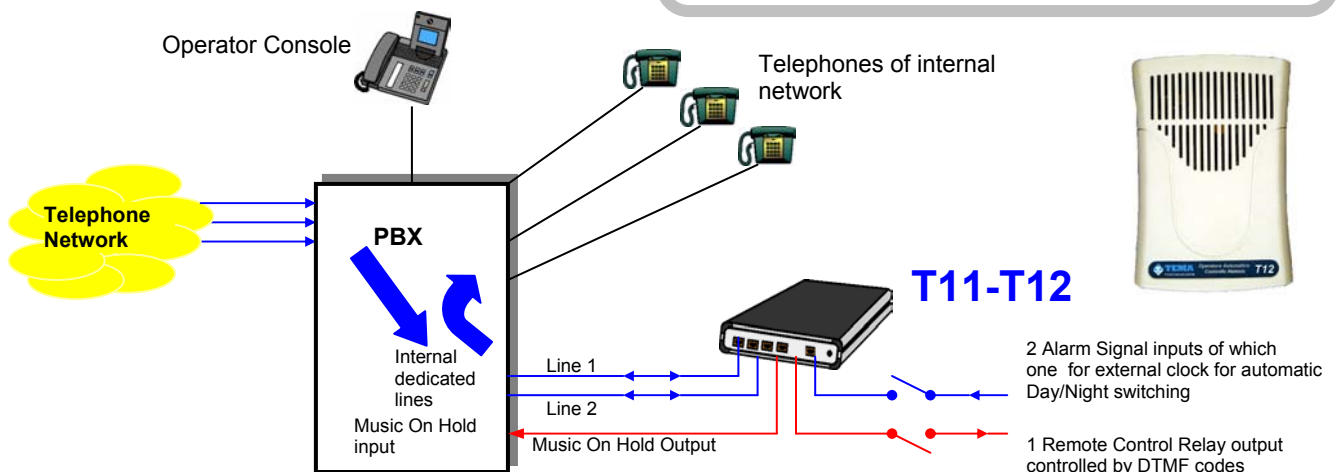
T11 and T12 are connected downstream from the PBX on 1 or 2 dedicated internal analog lines and entirely programmable by the user either locally or remotely by making a phone call from a DTMF phone. In this way, the user can also record the messages to be played according to the established schedule. Access to the system is password protected.

T11 and T12 are equipped with solid-state memory with a capacity of 4 minutes of which 2 minutes are available to the user and can be subdivided into 4 messages for various needs during times of company activity (Day / Night / Festivity / Holiday operational modes). The memory contains an additional **100 pre-recorded messages** in Italian and English used as a vocal guide when programming the devices and for additional services offered.

T11 and T12 are designed and developed by TEMA TELECOMUNICAZIONI S.r.l. which provide full support and technical service over time.

T11	1-line system, 2 minutes of memory, 4 recordable messages, Voice Guide, Op. Greeting Service on O.S., Automated Attendant, Remote Relay, Alarm Dialer, Call Diverter.
T11S	Like T11 with 16-mess. Ans.Mach. or with triplicated mess. storage (6 min)
T12	2-line system, 2 minutes of memory, 4 recordable messages, Voice Guide, Op. Greeting Service on O.S., Automated Attendant, Remote Relay, Alarm Dialer, Call Diverter.
T12S	Like T12 with 16-mess. Ans.Mach. or with triplicated mess. storage (6 min)

Options:	
T7005F/32	Voice on Hold Card Eprom 32s
T7006/18	Answering Machine expansion for T11
T7006/28	Answering Machine expansion for T12
T1X-Prokit1	HW+SW for programming from PC
T1X-Prokit2	HW+SW for program. from remote PC
PM011/1...	Message customization under way





Automated Attendant and Opening Greeting Service

T11-T12

- ◆ **Op. Greeting and Automated Attendant Services:** T11 and T12 connected downstream from the telephone switch answer calls by playing active messages and inviting the user to select an extension number, or the number of a work group, such as the Service Department, Administration, etc., then to switch the call automatically to the selected extension. If the caller does not key any digit, at the end of the message the call is transferred to the operator console or to an appropriate extension number to receive incoming calls. Or, alternatively, it can hang-up at the end of the message without transferring the call. The number of messages repetitions is programmable.
- ◆ **On-hold internal message (Optional):** while holding and transferring the call, the caller can hear an additional on-hold message with the background of a choice of musical selections (Optional T7005F/32 card).
- ◆ **Solid-State Answering Machine (Opt.):** the T11S and T12S versions are equipped with an expansion card for answering service that can receive up to 16 messages with automatic notification in the event of new messages for local and remote playback, all facilitated by a pleasant built-in Voice Guide. The automatic answering service can be implemented on systems later by ordering code T7006/18 (for the T11) and T7006/28 (for the T12). From firmware version 1.14 on, T11S e T12S allow a new service in order to triplicate recordable message length up to 6 minutes, renouncing to the Answering Machine Service.
- ◆ **Remote control relay:** for turning low-power devices on and off, in a impulsive or stable mode. For 220V loads, a power relay should be interposed. The feature can be accessed by DTMF-code password.
- ◆ **2-Contact Alarm Dialer:** following the closing of the contacts coming from outside, the T11-T12 calls 2 different previously-entered telephone numbers, to warn personnel of the occurrence.
- ◆ **Call Transfer:** if suitably programmed, the T11-T12 systems can divert the incoming calls of authorized users to an outbound line (depending on the capabilities of the PBX).

T11-T12 System Performance

- ◆ **Response** to a programmable number of rings with messages freely and remotely recordable by the user and always played from the beginning.
- ◆ **Extended Selection** an extension or menu of single digits associated to a specific extension
- ◆ **Totally Programmable** remotely by means of security password and DTMF-code telephone, or from a local or remote PC.
- ◆ **Different Passwords** for access to the system by operators with different authorizations.
- ◆ **Line Tones** automatically detected for disconnection in the event the caller hangs up.
- ◆ **Transfer** to extensions or to the operator using standard criteria compatible with the most common PBXs.
- ◆ **Non-Volatile Memory** with capacity of 2 minutes dividable into 4 messages of variable duration.
- ◆ **1st message** for Day op. greeting, **2nd message** for Night closure with office unattended. **3rd and 4th message** for information on Festivity, Holiday.
- ◆ **100 messages** pre-recorded in Italian and English with Voice Guide functions stored in additional NON-VOLATILE memory.
- ◆ **Design:** compact and elegant for table or wall installation.

Technical Characteristics

Tecnology	: Microprocessor with non-volatile EEprom
Outbond Selection	: DTMF 0,1,2,3,4,5,6,7,8,9, A,B,C,D, *, # PULSE 40/60 ms, 10Hz
Input DTMF digit decoding	: Multifrequency DTMF tones 0,1,2,3,4,5,6,7,8,9, A,B,C,D, *, #, sens. -28dBm
Line DC current	: 22...50mA typical, detection circuit 10...70mA
Ring Detection	: 15...90Vac, 20...60Hz Ring impedance > 10.000 Ohm
Programming	: Remote programming placing a call on the same line
Memory capacity	: 4/8 minutes for messages recording time regarding model chosen and optionals
Power	: 230Vca-3VA-50Hz from external power supply included (model T7024)
Dimensions-Weight	: W130xH40xD180mm Weight 185 Gr. (with cables) + Power Supply T7024 250 Gr.
Mounting	: ABS plastic case for table and wall mounting
Connectors	: 3 x RJ11 for lines and On Hold, 2 pole power supply, RJ 4 poles for serial port "Com", 6 poles DIN



The manufacturer reserves the right to change product characteristics without notice

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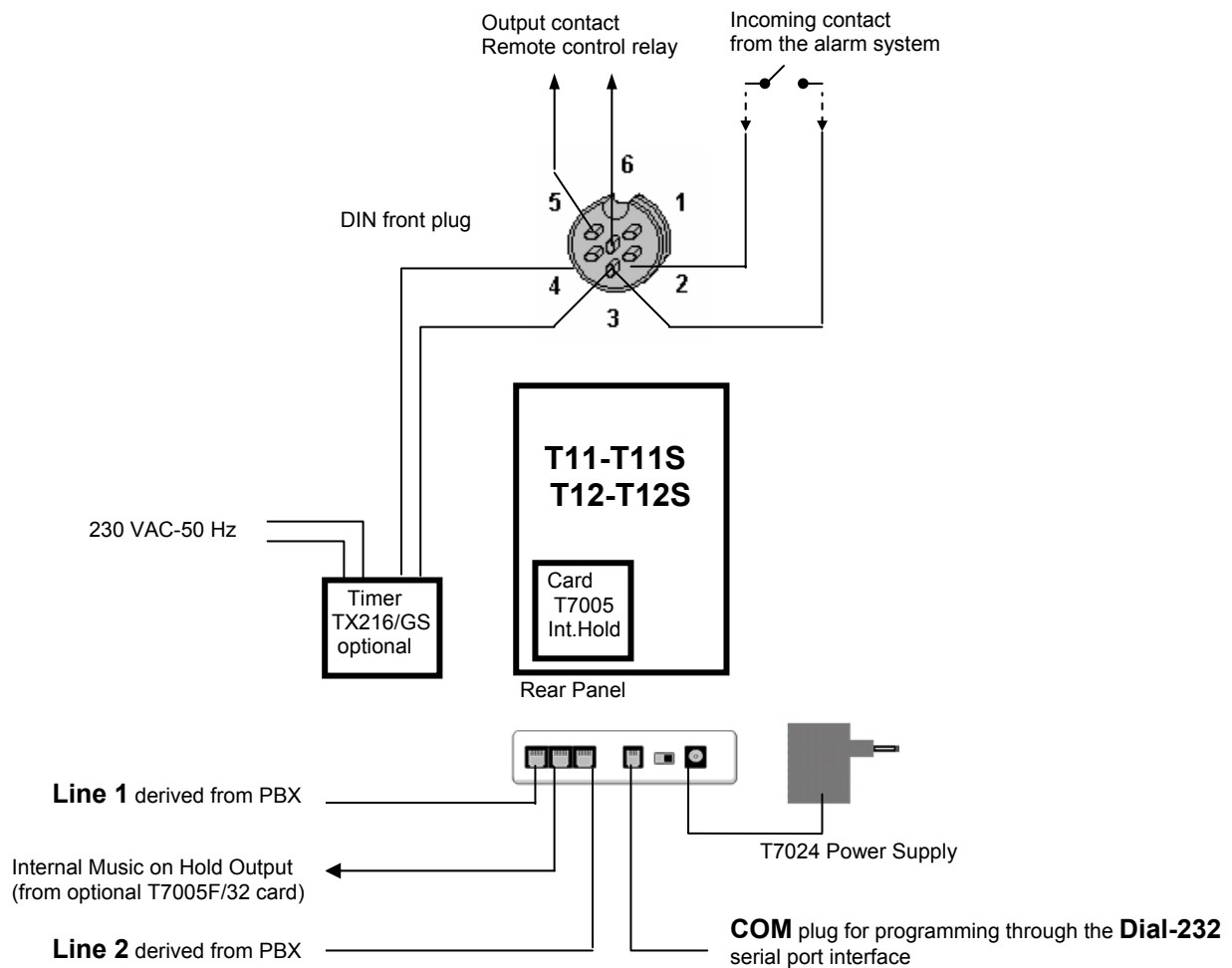
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UNI EN ISO 9001:2000



Calls coming from internally derived PBX lines are handled by the T11-T12 system that provides the **Opening Greeting and Automated Attendant** services playing up to 4 user-customizable messages for a maximum of 2 minutes. The 4 messages can be used during various periods of company activity: Day, Night, Festivity, Holiday.

If the T11 is equipped with the optional T7005TF/32 **Music on Hold Card** it will provide additional voice messages to connect to the PBX for users put on hold during transfers.

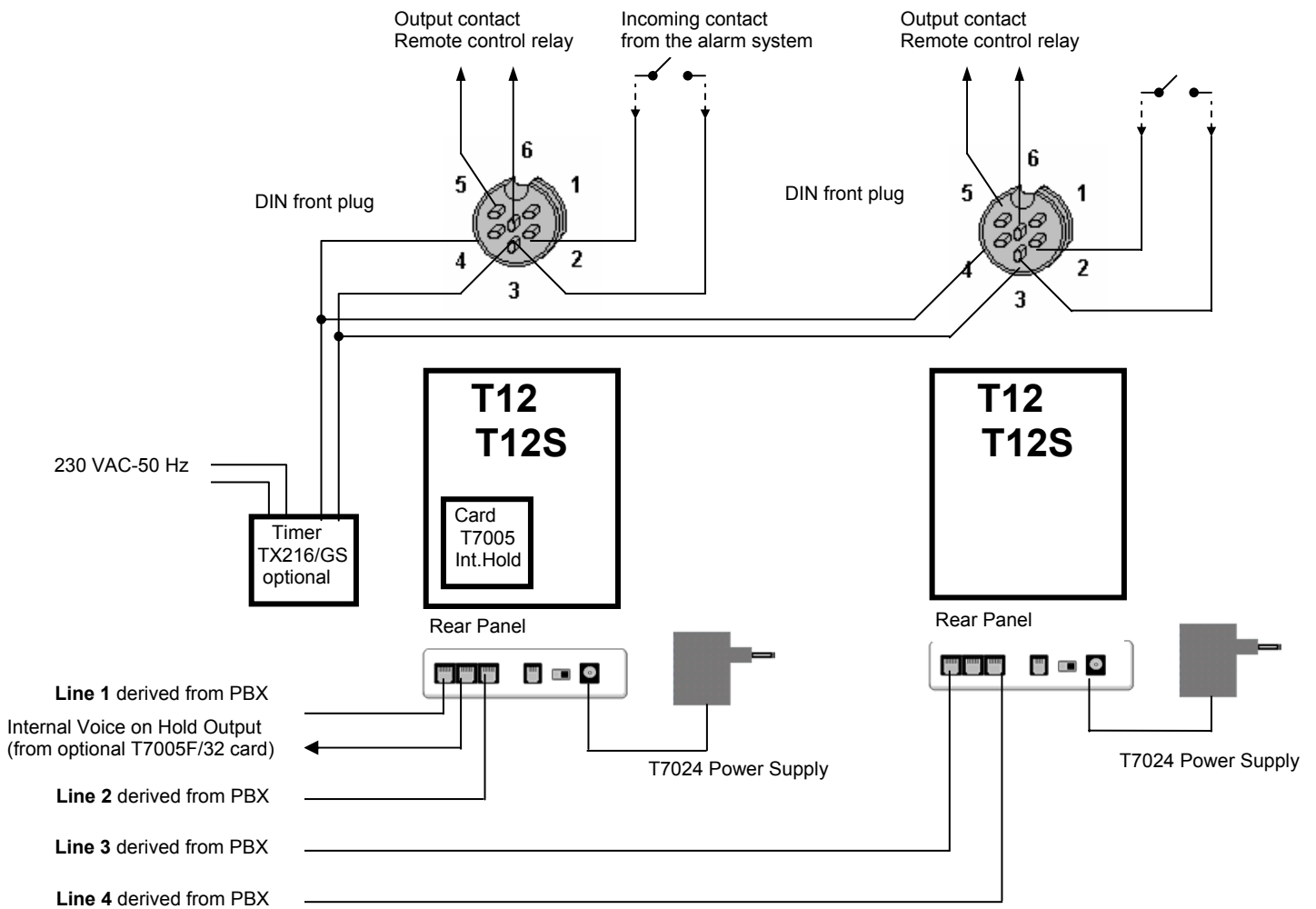
An optional **Timer** connected to pins 3 and 4 of the DIN connector can provide automatic switching between the two main operational modes (Day-Night). If there is no Timer, switching between operational modes occurs simply by calling the system and entering the appropriate DTMF codes.

T11-T12 is also an **Alarm Telephone Dialer** that calls an emergency number when enabled by an external alarm contact connected on pins 2 and 3. If a Timer is not used, a second alarm contact can be connected to pins 3 and 4, which will enable another emergency number.

Pins 5 and 6 are for contacts coming from the **Internal Remote Control Relay** necessary for turning low-power (max 50 V - 200 mA) devices on and off.

The T11S and T12S versions have a built-in card that provides a centralized **Telephone Answering Machine Service** with a maximum capacity of 16 messages and telephone **Notification** of new messages not yet heard.

T11 and T12 are programmable with a normal DTMF telephone or locally from the serial port of a PC using the **Dial-232** accessory inserted in the COM port, or remotely using Dial-232 and the **DialProg4** line interface with **T12WIN** software.



For **Multi-Company** applications, 2 or more T11-T12 systems can be used by programming the PBX in such a way as to have calls for Company 1 coming in on lines 1 and 2 connected to the first T12 while incoming calls for Company 2 are on lines 3 and 4 connected to the second T12. A common Timer can switch the Day/Night messages for both companies; such messages can be different.

But if also the hours are different, two independent timers will be needed; alternatively, you can simply switch from a DTMF telephone by calling the lines connected to the corresponding systems.

If one of the T12 is equipped with the optional T7005F/32 **Music on Hold Card** there will be additional voice power available to connect to the PBX for users put on internal hold during transfers. There will only be one voice message common to both companies.

The contacts of the **Alarm Telephone Dialer** sections are independent for the two systems and can be associated to the same number or two different telephone numbers of people to call.

There will be 2 independent **Remote Control Relays** available for turning low-power (max 50 V - 200 mA) devices on and off.

The T12 versions with **Automatic Answering Machine Service** with telephone **Notification** of new unheard messages work, in this case, independently for the two companies.

NOTE

Two T12 systems can be used for a single company, provided that the following limitations are considered:

- 1) The two systems must be programmed in the same way and contain the same messages.
- 2) The Timer for automatic Day/Night switching must be connected to both systems.
- 3) Two internal time bands of two lines with distinct numbers will be necessary for turning on either system in the remote programming phase, even if only for Day/Night switching if the Timer is not provided.
- 4) It is recommended that any Automatic Answering Service Machine option be programmed to a single telephone number in "Automatic Notification" mode.