

The NEAX Attendant Console

A Smooth Operator

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, even losing calls altogether.

That's why your organization needs to implement the NEAX Attendant Console. It is designed to be used with both the NEAX2000 and the NEAX2400. In a world of increasingly impatient customers, it's a smooth operator.



Ergonomic design.

A poorly designed attendant console can mean additional work for your receptionist, inefficient call handling and can even promote fatigue. Not so with the NEAX Attendant Console. Its key panel layouts are ergonomically designed, with loop keys on the left, a dialpad 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.

LCD displays.

The NEAX Attendant Console eliminates the confusion and stress of keeping track of incoming, outgoing and on-hold calls. It provides LCD display boards that indicate the type of call, station and trunk identification, as well as calls in queue, and other important, real-time information. The display board can even be tilted to accommodate lighting variations in your office.

The NEAX Attendant Console is designed with indicator lamps at the top that provide information that is

vital 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.

If your organization is like most, employees frequently leave their offices to attend meetings, visit departments and more. This creates a problem for consoles that don't have the capability to page individuals. The NEAX Attendant Console solves this problem by providing one-touch access for overhead paging and recording functions.

Adjustable volume levels.

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

NEAX Attendant Console

SPECIFICATIONS

NEAX 2400 Desk Console

Dimensions:

10w x 4h x 9d inches

Cabling:

3 pair UTP; 22 AWG or 2400 AWG
(with ATI power) 1Pr UTP; 22 AWG
or 24 AWG (with AC-DC Adapter)

Distance:

Powered by ATI:
1000 feet (24 AWG)
1700 feet (22 AWG)

Powered by local adapter
4000 feet (24 AWG)
5000 feet (22 AWG)

Display:

4 lines x 40 characters
Adjustable angle
Adjustable contrast

NEAX 2400 Interface:

SPA - CS33 ATI-A

NEAX 2400 Compatibility:

4200 Software or Higher
(RDS, HDS, ICS and IPX)

Handset or Headset connectivity

Recommended Headset:
Plantronic Supra New

External Paging System
Interface Provided

Recording Device Interface Provided

NEAX 2000 Desk Console

Dimensions:

10w x 4h x 9d inches

Cabling:

3 pair UTP; 22 AWG or 24 AWG
(with PN-PW00 power)
1 pair UTP; 22 AWG or 24 AWG
(with AC-DC Adapter)

Distance:

Powered by PN-PW00:
1000 feet

Powered by local adapter:
4000 feet (PN-8DLCx supported
up to 1000 feet)

Display:

4 lines x 40 characters
Adjustable angle
Adjustable contrast

NEAX 2000 IVS interface:

PN-4DLCx (all 4 DLC cards except
PN-4DLCF)
PN-2DLCB
PN-8DLCx

NEAX 2000 Compatibility:

1800 series software or higher
(IVS, IVS² and IPS)

Handset or Headset connectivity

Recommended Headset:
Plantronic Supra New

External Paging System
Interface Provided

Recording Device Interface Provided

Minimal space and cabling requirements.

Unlike most consoles that require large amounts of space and extensive cabling, the streamlined, compact NEAX Attendant Console is designed with a minimal desktop footprint and requires only 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 NEAX 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 NEAX2400 to console, and an add-on module for Hospitality functions.

By connecting the Hospitality add-on module to your NEAX 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 an STS key, the operator can check the status of each room in the system. Together with the NEAX communications system and optional NEC Open Application Interface (OAI) software, the module will accept and process information from the resident Property Management System (PMS).

The NEAX Attendant Console. Advanced capabilities and easy-to-use features make it a smooth operator.

(Note: All specifications are subject to change without notice.)

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To find out more about the NEAX Attendant Console, and how NEC's powerful, versatile and dynamic technology platforms can work for you, visit our website at www.cng.nec.com

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