

DEES
COMMUNICATIONS

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Special points of interest common to both the CM-10 & CM-30/PSU:

- Built-in Talk-Assist
- Tone Alert option
- Silent observing
- Accessible through cordless phone, dedicated phone or in-house phone system
- Compatible with Centrex, PBX and Key Systems lines (on some systems D/A conversion maybe required)
- Multiple Observer option

Specifications

Power Supply
Included on CM-30/PSU
& CM-10/PSU

If external Power Supply
is used: Filtered 24VDC
@ 0.5amp required

Aux Relay Contacts
Rating:
1a @60VDC

Operating Temp.
32 to 122 deg. F.

Dimensions:
1.5"X5.25"X9.25"

Shipping Weight:
2.00 lbs.

Call Monitoring

Call Monitoring Applications-

Service Observing Systems

Monitor from 10 to 90 stations or C.O. lines

Improve your telephone effectiveness through quality monitoring. The CM Systems are relied upon to provide the training, observing and assisting, to ensure that quality is maintained.

CM-30/PSU, 30 STATIONS EXPANDABLE AND COMES WITH IT'S OWN POWER SUPPLY

The CM30 can be expanded up to a maximum of 90 lines with the use of one or two CMX-300's. Each CMX-300 adds an additional 30 lines to the existing 30 lines of the CM-30.

CM-10, 10 LINE OBSERVING SYSTEM WHICH IS NOT EXPANDABLE.

The CM-10 has all the same features and functions as the CM-30/PSU but is not expandable. And it can be ordered with its own power supply as a



CM-10/PSU.

CMX-300, 30 LINE EXPANSION UNIT

The CMX-300 expands the CM-30/PSU in increments of 30 lines up to a maximum of 90 lines with the use of two CMX-300's.

The CMX-300 does not require a power supply. It gets its power from the CM-30/PSU.

OBSERVING OPTIONS

Observing can be done from a dedicated phone connected directly to the CM-30/PSU or through the in-house phone

system is done by connecting the Observer's line from the CM-30/PSU to a vacant central office port on the KSU or PBX. When connected to your in-house phone system observing can be done from a standard system phone. Using this option eliminates the need for an additional phone on your desk.

OBSERVING DIGITAL LINES

When connecting to station lines on a Nortel key system or PBX our Interface Adapter MRI-320 is required. The MRI-320 is a four port unit providing analog conversion for four station lines. Connection to central office lines are a direct connection. If you are trying to observe digital

systems other than Nortel, a D/A converter for that particular system would be required.

MULTIPLE OBSERVERS

Often there is a requirement for two or more people to be observing at the same time. To meet this application requirement, multiple CM-30's can be connected in parallel. Which

Call Monitoring Applications

No. 021803

Multiple Observers

means all of the line inputs to one CM-30/PSU are jumpered to a second CM-30/PSU.

There can be a maximum of 4 CM-30/PSU's connected in parallel. This would allow for 4 individual observers to be observing different or the same person all at the same time.

TALK ASSIST OPTION

The Talk-Assist option must be strapped in during installation for the option to be active. Operation of this feature is activated by pressing the (*)

button on the phone dial pad. Upon depressing the (*) button the observer will join into both sides of the conversation being monitored.

MOVING FROM ONE LINE TO THE NEXT FOR OBSERVING

Instead of going back on-hook or disconnecting each time you want to move to a different line for observing, you can use the (#) key on the dial pad for disconnecting from the current line you are observing. Upon pressing the (#) key the CM-

30/PSU will hold the connection to the observer, disconnect from the current line and allow you to dial access another line.

TONE ALERT OPTION

This option must be enabled with a strap upon installation. Thereafter, upon selecting a line for monitoring, a short tone will be injected into the conversation at the beginning. This tone only comes on once.

Remote Access Application

If your application requires access to the monitoring system from a remote location, the use of our OL-I Remote Access unit can provide this functionality for you.

Remote access gives you the ability to access the CM-30 system from any location and any phone system. Often client companies want the ability to access the agents assigned to their work so they can listen to them from their cell phones or

while out of town. This is becoming a major feature with call monitoring.

The OL-I requires a dedicated telephone line with its own number for access. Twenty different passwords can be given out to prevent hacking.

With this option available call monitoring can be a very universal management tool.

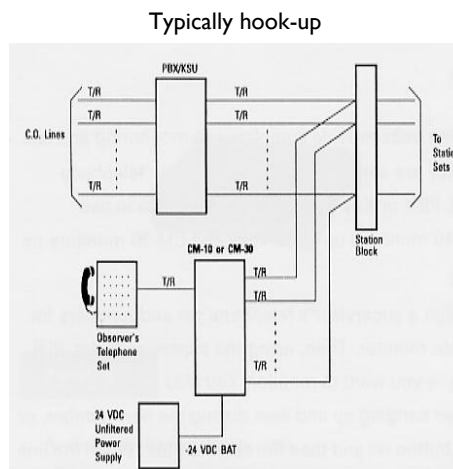
General Applications

With the emphasis on quality of service, the Dees' family of call monitoring systems will be invaluable to you.

Anywhere within an organization where there is inbound or outbound telephone traffic, typically there is also a need for some amount of monitoring. Monitoring can be performed for training purposes as well as performance reasons.

The CM family of systems is

perfect for providing a quick and easy means of performing selective call monitoring. Installation is no more than one hour from start to finish for an experienced installer.



The **MRI-320** is a four port device used to perform analog conversion on 4 station lines. It can be used on either Nortel's PBX's or their Norstar Key System.

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