

Capture Accurate Line Activity Statistics on 1 to 4 Analog Lines



The **CC-4** provides the data needed to make important decisions concerning equipment, staffing and the number of telephone lines required.

The **CC-4** monitors 1 to 4 telephone lines and provides statistics on the total number of incoming calls, the total number of outgoing calls and the total time for both incoming and outgoing calls. In addition, data is also available for individual lines.

A large liquid crystal display (LCD) is provided to view all available data.

<http://www.VikingElectronics.com>

Features

- Logs call statistics on 1 to 4 lines
- Compatible with analog loop or ground start lines as well as analog PABX/KSU stations
- Data may be retrieved at any time
- Displays the following statistics for all lines as well as individual lines:
 1. Total number of incoming calls
 2. Total number of outgoing calls
 3. Total in use time for incoming calls
 4. Total in use time for outgoing calls
- One year warranty

Applications

- Traffic studies to determine the need to add or reduce telephone lines or personnel
- Productivity of telemarketing personnel
- Central office and other voice mail or answering service usage

Specifications

Power: 120V AC UL listed power supply provided
Dimensions: 120mm x 70mm x 36mm (4.7" x 2.8" x 1.4")
Shipping Weight: .9 kg (2 lb)
Environmental: 0° C to 32° C (32° F to 90° F) with 5% to 95% non-condensing humidity
Display: 0.4" high, 4.5 digits, liquid crystal display
Connections: (2) RJ14 jacks and (2) RJ14 plugs

Made in the U.S.A.

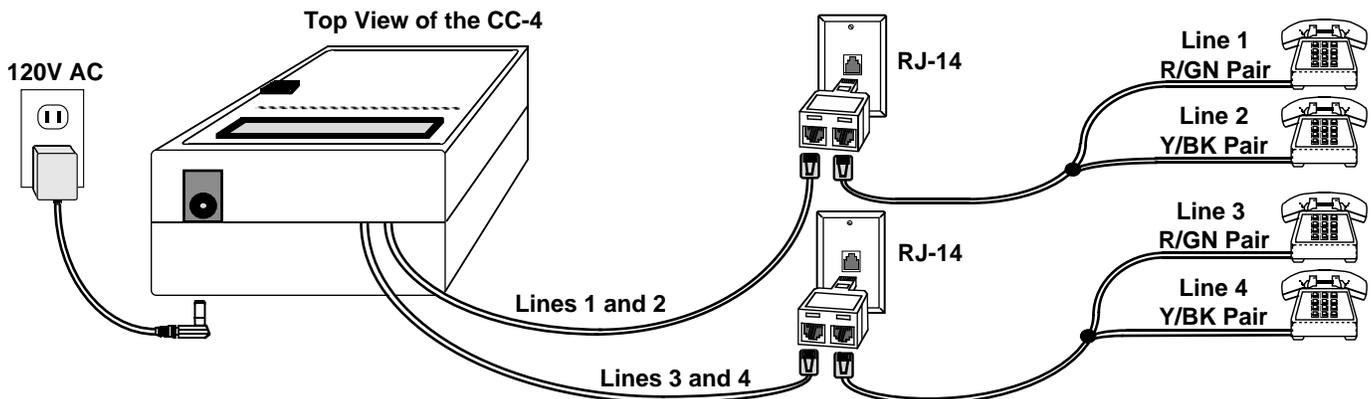
Sales...(715) 386-8861

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Installation

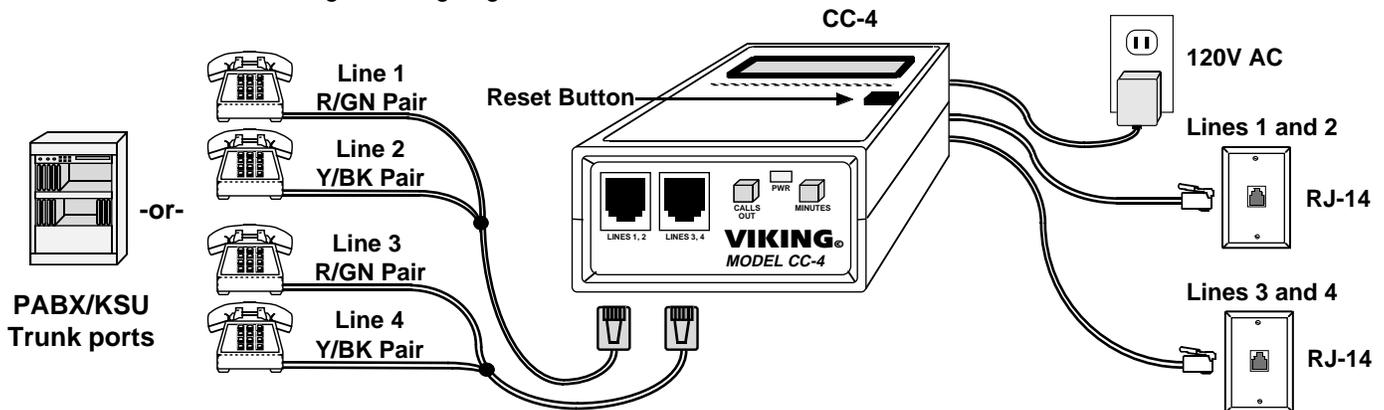
A. Inbound Calls Only

If the number of inbound calls are the only statistics of interest, the **CC-4** can be wired in parallel by using a "T" adapter. It is not necessary to connect any phones to the front panel jacks.



B. Inbound and Outbound Statistics

In order to obtain incoming and outgoing statistics, the **CC-4** must be installed in series, as shown below.



Operation

A. Viewing Accumulated Statistics

1. In the default display, the **CC-4** will display the total number of inbound calls.
2. To view the total inbound, in-use minutes, press the **MINUTES** button.
3. To view the total number of outbound calls, press the **CALLS OUT** button.
4. To view the total outbound, in-use minutes, press the **MINUTES** and **CALLS OUT** buttons simultaneously.

B. Viewing Individual Line Statistics

1. To view individual line statistics, momentarily press and release the **RESET** button until ":L1" is momentarily displayed. To view statistic categories, follow steps 1 - 4 in section A.
2. To access line statistics from other lines, momentarily press and release the **RESET** button to increment the line number (":L2," ":L3," ":L4").
3. To return the **CC-4** from individual to all line statistics, momentarily press and release the **RESET** button until "ALL" is momentarily displayed.

C. Clearing All Statistics

Press and hold the **RESET** button (approximately 3 seconds) until "Clr" is momentarily displayed.

Caution: All data will be permanently erased.

Product Support Line...(715) 386-8666

Fax Back Line...(715) 386-4345

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