

customer service telephone

The toughest solution for the roughest environments.



features:

- ▶ telephone line powered
- ▶ full-duplex
- ▶ vandal resistant
- ▶ remote programming facilities
- ▶ remote control of levels and relays
- ▶ simple and convenient mounting ability
- ▶ different handset and cord types
- ▶ magnetic reed hook-switches
- ▶ selectable dialling types
- ▶ hotline
- ▶ auto dialling
- ▶ keypad dialling
- ▶ multi-number direct key dialling
- ▶ custom panel designs *on request*

versatile

easy to use

durable

dependable

The **Customer Service Telephone** delivers today's technology in a package suitable for a number of applications which demand security against damage due to negligent use and mindless vandalism.

The **CST** is a pretty tough nut to crack, the polycarbonate handset doesn't break, the double armoured handset lead needs bolt cutters to cut it, the sealed metal keypad needs a hammer to smash it. It doesn't use a mechanical switch to hang up so there are no moving parts to jam the hook switch on or off.

details:

The CST is software controlled, we can program it to suit individual requirements. It doesn't have to come off the wall to make a routine number or function change, that can be done either via the keypad or with a telephone call to the unit, the CST is as easy to install and set up as it is to use. Existing programmable functions and software configurations allow us to cater for requirements such as *Hotline, Autodial on loop-Keypad dial, Direct key dial of up to 10 locations using the keypad keys and Direct key dial first, keypad dial after, to access IVR systems, etc.*

The CST's modular construction allows flexible mounting, especially in software configurations where the keypad is not used – the handset can be mounted away from the control unit. The CST's versatility allows it to suit a multitude of applications. The CST is already in use providing customer service at ATM's and banking kiosks, customer information at shopping centres, transport information at airports, tourist information at stand alone booths and as public telephones. From banks and shopping centres, to prisons, wherever telephones have to be tough to survive. We are constantly creating new versions so that the CST can be used to suit many more applications.

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specifications:

PSTN:	exchange line or analog PABX extension	24 - 50 volts @ 18 - 100mA 1 twisted pair
DTMF:	tone duration inter-digit pause	70 milli-seconds 80 milli-seconds
DECADIC:	break pulse make pulse	66 milli-seconds 34 milli-seconds
DIALLING:	digit capacity redial digit capacity speed dial capacity pause	16 16 10 3 seconds
RELAY:	switching maximum	60Vdc / 40Vac SELV or TNV 2kV isolated voltage free contacts
RETURN LOSS:	TN12 termination	>15dB
ISOLATION:	between user and line between user and handset	>3kV >7kV
REN:	ringer equivalence	1.0
COMPATIBILITY:	hearing aid compatible	

~ This unit must be installed by qualified personnel ~

optional hardware:

custom keypad panel



custom panel sizes, screen printing and engraving can be done upon request.

armoured handset cable



curly cord handset cable



oval overlay panel



The information contained on this product brochure is subject to change without notice.



complies with:

ACA
EN60950
AS/NZS3548
EN55022

All relevant Australian Communications Authority Standards
European Safety Standard
EMI Australia/NewZealand Standard
EMI European Standard (CISPR22)



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