

## Improve your call center's efficiency with shadow monitoring

Dees' service observing units provide complete call monitoring and talk assist capabilities. They are compatible with almost any analog telephone system, e.g., CENTREX, PBX or Key System lines. Available in two versions, Model CM-10 monitors up to 10 lines and CM-30 monitors up to 30 lines.

To monitor lines, assign a supervisor's telephone set and numbers for those lines you wish to monitor. Then, using the supervisor's set, dial the numbers for the line you want to monitor. You may move from one set to another by either hanging up and then dialing the new number, or by dialing the pound button (#) and then the new number. When the line is being monitored, nothing can be heard by the parties on the lines. However, if preferred, an optional Alert Tone can be turned on to indicate to the conversing parties that the line is being monitored.

The CM-10 and CM-30 have a built in Talk Assist feature to allow the supervisor to enter into a call whenever necessary. It is easy to activate. The observer simply presses the asterisk button (\*) on his or her phone set. No add-on products are required for this feature.

As your business grows, the CM-30 can grow with you. The CMX-300 Service Observing Expander will expand your system to monitor up to 90 lines in increments of 30 lines per unit.

Installing the Dees' service observing units is easy and consists of tying down the cross connects of the CM-30 or CM-10 to those lines you wish to observe. Both units operate on a 24 VDC unfiltered power supply available from Dees if required. See Ordering Information chart for model numbers.

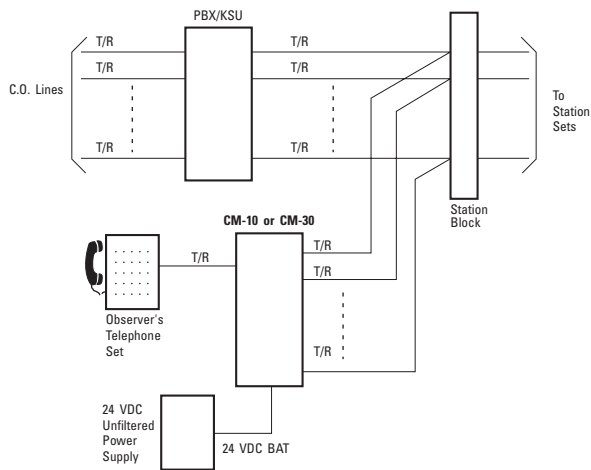
### Application

If you are in the kind of business where your survival and success is dependent on your sales and service representatives making effective use of the telephone to reach the marketplace, the Dees' service observing units will be invaluable to you. Ideally suited to telemarketing firms, sales order desks, technical support desks, customer service departments, service departments, etc. With the CM-10 or CM-30 installed, you can monitor any or all calls made by your sales and support staff from your telephone set whenever you want. These units are also ideal for training purposes. During a training session, if a trainee gets into difficulty during a call, you can activate the Talk Assist feature and join in on the call to help. If you prefer to let the callers know that they are being monitored, activate the Alert Tone option.

### Benefits

- Available in 10 and 30 line capacity units
- 30 line version (CM-30) is expandable up to 90 lines using the CMX-300
- Compatible with analog Centrex, PBX or Key System lines
- Built-in Talk Assist option included
- Silent observing with optional Tone Alert provided
- Connectorized interface
- Can be wall mounted
- Operates from a 24 VDC unregulated power supply

## Installation



## Specifications

	Min	Typical	Max	Unit
<b>Electrical</b>				
Operating Supply Voltage	20	24	28	VDC
Operating Supply Current			150	mA
<i>Note: A 24VDC 250 mA unregulated wall transformer is an acceptable power supply and can be supplied with the CM-10 and CM-30 if requested. See Ordering Information chart.</i>				
<b>Tone Dialing Parameters</b>				
Loop Length		580		ohms
Interdigital Time	40			msec
Input Signal Level	-7.5		4	dB
Bandwidth		2		%
Recognition Time	40			msec
<b>Alert Tone</b>				
Frequency		1		KHz
Duration		0.4		sec
<b>Relay Contact Ratings</b>				
Lamp at 10 VAC		2		amps
EC1 and EC2 at 28 VDC		2		amps
TA1 and TA2 at 28 VDC		2		amps
<b>Breakdown Volts</b>				
Observed lines to ground			1000	VDC
<b>Environmental</b>				
Operating Temperature	32		122	°F
	0		50	°C
Humidity (non-condensing)			95%	RH

## Ordering Information

CM-10	Service Observing Unit - 10 Lines
CM-10/PSU	Service Observing Unit - 10 Lines - with Power Supply (Model 368)
CM-30	Service Observing Unit - 30 Lines
CM-30/PSU	Service Observing Unit - 30 Lines - with Power Supply (Model 368)
CMX-300	CM-30 Expansion - 30 lines
CM-10R	Service Observing Unit - 10 station rack mount

## Dimensions (HxWxL)

1.5" x 5.25" x 9.25" (3.8 cm x 13.3 cm x 23.5 cm)

## Shipping Weight

CM-10	1.89 lbs (857 grams) - without power supply
CM-30	2.09 lbs (948 grams) - without power supply

## Connections

CM-10	One A25B or equivalent 25 pr. female connector cable
CM-30	Two A25B or equivalent 25 pr. female connector cables

## Mounting

Apparatus cabinet, relay rack or backboard

## Certification

DOC CS03	350 3518 A
DOC C108-8 Class A	Approved
CSA C22.2 No. 225-M90	LR 91817
FCC Part 68	FCNCAN-61252-PX-N
FCC Part 15 Class A	Approved
²UL 1459-2	D0292442DBC

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