

DTS-211 Field Deployable Telephone Call Center

Portable 2-1-1 Call Center Solution For Disaster Relocation, Temporary Operations

Northmark
Communications
Field Deployable Telecom Solutions

Applications

- Post-disaster public information centers
- Disaster relief service centers
- Fund raising call centers
- Real estate sales centers
- Emergency business relocation

Standard Features

- Portable – use anywhere
- Intercom, hold, transfer, conferencing, more
- Four operating modes:
 - Automatic Call Distribution
 - Uniform Call Distribution
 - Line hunt
 - All-ring
- Inbound call queuing
- Pacifier message for hold queue
- Local or remote message recording
- Music on hold input
- Paging amplifier output

- RS232 call data output for your printer or PC (not included)
- Day and Night modes
- “Dial 9” outbound calls or specific line access
- Easy to set up with little training
- Use any source of outside dial tone – landline, cellular, satellite
- Uses standard analog trunks
- Basic system has 10 incoming trunks and 6 calltaker positions
- Can use any analog phone
- 2203 speaker phone is standard
- Accessory carry case
- Installer’s tool kit
- Easy to follow setup and operation instructions
- Off the shelf parts for easy field replacement
- One year limited warranty

Optional Features

- Expanded capacity for 10 call taker or referral extensions (total)
- Call recorder for up to 8 lines (requires larger system case)
- Single or multi-line Cellular and Satellite telephone base stations
- Uninterruptible Power Source (UPS) to keep operating during generator refueling, brief outages, and to protect system from dirty generator power
- Choice of speakerphones, headset phones, basic phones
- Secure long-range cordless phones for supervisors
- Telephone test equipment kits
- Additional phone extension cords for longer runs

Specifications

Incoming lines: 10
Extensions: 6 (expandable to 10)
Power: 120vac
Power consumption: 2.2 amps*
System case: 22”x22.5”x9.75”
Weight:* 33 lbs
Accessory case: 20”x25”x16”
Weight†: 25 lbs

*Basic system only – no UPS, call recorder, or accessories

†Weight will vary depending on phones and accessories ordered

Prices and specifications subject to change without notice



DTS-211



2203 basic speaker phone
(Standard)



T10 headset phone
(optional)

Ordering Information

- All systems are custom built to your specifications
- Base package includes six 2203 basic speakerphones, 1 cord reel, basic tool kit, 20 25’ telephone extension cables, 6 8’ telephone cords, 15 modular to spade lug cables, 15 8” modular jumper cables, 15 modular couplers, phone/accessory storage case
- Options: UPS, call recorder, additional cables, test equipment, expanded agent capacity
- Custom configurations, different combinations of phones and headsets available
- Cellular and satellite base stations – call for quotation – activation may be required