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CH 6000 Series

Digital Auto 3 line Answering Announcer with ON HOLD

The CH 6000 is a solid state, remote programmable, digital announcer with pass through ability that answers up to three lines.

(Note: you must have a telephone key system for this work properly)

How Call Handler Works

- Answers 1 - 3 lines simultaneously & each line can be turned on/off separately to allow calls to pass through. All lines may have the same message or each a different message.
- All messages can be down-loaded with one call.
- Each line can be set separately to answer on 1 to 9 rings. In the ring through mode, the caller hears on-hold programming while the phone is ringing through to the user.
- Also, the handler message can be repeated and a time interval set between repeats.
- The Call Handler allows special phone company services, such as caller ID.

Here is how it works. Let assume you want the phone to be answered between 9am to 5pm. When a customer calls the will hear the custom OPEN/GREETING we create for you "Thank you for calling NAOH STUDIOS...please stay on the line as we are transferring your call"

Or we can create a message that gives the caller a choice of menus "Thank you for calling NAOH studios press 1. For our hours press 2. For catering information press 4 and for private parties & special event dining, press 5 or or press 6 for reservations or remain on the line as we transfer your call.

When they press any of those numbers they will hear the appropriate messages created playing off the CALL HANDLER after which they can hang up freeing up the line or if they stay on the line the call is transferred.

Either way when the call is transferred during Open Hours. The caller hears the beginning of the ***transfer message*** every time so we will make sure it is something of importance.

Example:

1. Thanks for you call to the SIP. We will be with you in a moment but in the meantime don't forget now there is a reason to Sip every night! Join us for happy hour Monday through Friday from 4 till 6pm, and enjoy three dollars off every small plate, five dollar house spirits, and seven dollar featured martinis and select wine pours.

Simultaneously when the phone is ringing inside and your employee will answer. The best part is the call has already been answered so the employee only has to say "Hello this is Susie Q, how may I help you.

If the employee has to put the caller on Hold they will hear the *transfer message* as it doubles as the hold message as well.

When the caller is placed on they are going to hear the message as if it you were to turn on a radio...you will hear a voice or music in mid-stream,

AFTER HOURS message

When a Customer calls they can hear a message we create that states you are closed you can also not use the feature and just let it ring through until your VOICEMAIL answers.

The CALL HANDLER does not have recording capability.

All programming can be done remotely using the CALL HANDLER computer programming

Different Modes of Answering

Promotional Mode

The Call Handler answers an incoming call on the programmed number of rings (default is two rings). The Call Handler plays a short promotional message, then switches to a transfer message (this may be the same as the on-hold message) and begins to ring the inside phone system.

Screen Mode

The Call Handler immediately begins to ring the inside phone during an incoming call. If the programmed number of rings (default is 4) is reached before the inside phone system answers the call, the Call Handler plays a short screen message. The Call Handler continues to ring the inside phone system while the messages are being played. When someone answers the incoming call, the messages cut off and the caller is connected to the inside phone system.

Night Answer Mode

Can be programmed for night answer with 24 hour clock. In night answer mode the device answers the call, announces an after-hours message, and hangs up.

