

RD3 Telephone Headset Amplifier



Maximize Contact Center Performance

The RD3 series is a unique family of telephone headset amplifiers that utilize GN Netcom's patented Rep-Not-Available (RNA) technology to help contact center managers maximize their agents' performance. GN Netcom's RNA technology senses when the headset quick disconnect is unplugged and communicates this information back to the ACD. By doing so it ensures that calls are routed to manned work stations and not vacant positions. At the same time, any CSR not adhering to pre-scheduled work status is highlighted on the supervisor's display. The RD3 is also available in a mute version, the RD3M.



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Feature	Benefits
Patented RNA (Rep-Not-Available) Technology	<ul style="list-style-type: none"> • Notifies ACD that the agent is not available when QD is disconnected, eliminating dropped calls sent to a station where the agent is not ready/available to take a call. • Helps supervisors monitor agent's activity by notifying supervisor when agents are unplugged. • Routes calls directly to staffed positions, improving customer service responsiveness by giving the a customer live agent.
Automatic Voice Switching	<ul style="list-style-type: none"> • In combination with a noise canceling headset, eliminates up to 95% of the background noise, so the customer hears only what you want them to hear and not room noise.
FailSafe™ Voice Compression and Acoustic Shock Protection	<ul style="list-style-type: none"> • Provides a hearing safe working environment for agents by providing a constant, comfortable level output regardless of signal strength from the network; meets hearing protection regulatory requirements for all day use.
Audio Burst Suppression	<ul style="list-style-type: none"> • Provides an added level of compression for loud tones such as dial or fax tone.
Built-in Supervisor Monitoring Port	<ul style="list-style-type: none"> • The RD3 is contact center ready with a convenient built-in supervisor monitoring capabilities at no additional cost. Simply plug directly into monitoring QD; no "Y" cord required.

Sound Quality) Comfort) Durability)



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Transmit Specifications

Normal Output	-22 dBV/Pa \pm 3 dB into 50 ohms
Frequency Response	300 - 5000 Hz
Distortion	Less than 5%
Polarity	Non-polarity sensitive
Voice Switching Threshold	76 \pm 3 dB
Voice Switching Depth	12 \pm 2 dB
Voice Switching Attack Time	10 \pm 5 mS
Voice Switching Release Time	200 \pm 50 mS

Receive Specifications

Input Impedance	300 \pm 20%
Output Power	.24 - .26 mw MAX
Normal Volumn Control Range	22 dB typical
Compression Threshold Level	-38 \pm 3.5 dBV
Compression Attack Time	10 \pm 5 mS
Compression Release Time	200 \pm 50 mS
Compression Dynamic Range	37 \pm 3.5 dB
Frequency Response	300 - 3600 Hz
Distortion	Less than 5%
Acoustic Limiting	< 112 dB SPL
Audio Burst Suppression	Input exceeds -10 dBV Output drops 30 dB below AGG within 20 mS

General Specifications

Operating Temperature	0° - 50° C
Safety Compliance	cCSAus (UL 60950) FCC part 68
Housing Material	ABS
Host Phone Compatibility	Carbon
Power	4.8 - 16 VDC
Operating Current	6 - 80 mA



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