

45P Version 2.0

Feature	Voicemail System	Telephone System	Description
Auto Attendant – Greeting Synchronization	✓		For maximum flexibility the voicemail will synchronize its day, lunch and night schedule with the telephone systems open, break and closed schedule. When the telephone system is in day mode, the day voicemail message will play, when it is in lunch mode, the lunch greeting will play, similarly if the telephone system is in night mode the night message will play.
Auto Attendant – Single Digit Dialing	✓		The main voicemail system dialing plan, also known as the main auto attendant, programmed in departments, can now be set to single digit dialing. This will allow callers to dial a single digit and be transferred to an extension or hunt group. The digits zero (0), which is used for the operator and the five (5), which is used for dial by name, cannot be used when programming single digit dialing. All other digits between 1 and 9 can be programmed for single digit dialing.
Auto Attendant – Transfer to a Busy Extension	✓	✓	The VM XFR Always (Feature #4) allows the voicemail to transfer a call to a busy extension. The extension will receive a “Muted Ring Tone” for the duration of the forward timer. If the user does not want the second call to ring their extension they dial (Feature #4) “VM XFR Idle Only”, which will only transfer calls to the extension if it is idle and not busy. This feature can also be put on any of the flexible buttons.
Caller ID replaces Email Subject	✓		The voicemail has the ability to send an email delivery of a voicemail messages. This is done using Simple Message Transport Protocol (SMTP). When a mailbox has an email address defined, the voicemail will automatically generate a WAV file after each new message is received. When the email is sent to the user the subject will show the caller ID, if received by the telephone system. If no caller ID is received the subject will show the date and the time that the voicemail was received.
Class of Service	✓		Classes of Service are used to group “like users” together. For example, Inside Sales personnel have different voicemail requirements than Outside Sales personnel.

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Dial By Name	✓		Each mailbox user may input the DTMF code which represents the first three letters of their first and last name. For example, John Adams would enter 5 6 4 for his first name and 2 3 2 for his last name. This will allow callers that do not know the desired users extension number to, from the auto attendant, dial the “dial by name code” (at default it is set to 5) and enter the person’s first or last name.
Email – User defined enhancement	✓		The user Defined Mail Server programming area of the voicemail has been redesigned to allow more flexibility. These refinements include; User Defined SMTP Server, allows for authentication, entering the “from” email address, the user name – which is often different from the email address, and enter the email password and define the SMTP port.
Greeting Bypass	✓	✓	At default, callers must dial “2” before leaving an extension users’ a voicemail message. The Greeting Bypass feature eliminates the need for callers to dial 2 before leaving a voice mail message. The Greeting Bypass feature is used in conjunction with the IVR Prompt feature found in the telephone system. If the Greeting Bypass feature is enabled, the user may not define an assistant extension.
Line Greeting for individual CO Lines	✓	✓	Each CO Line can be programmed to answer using the system’s main greeting (0) or a specific CO Line greeting (1–9). The position of the CO line within the system determines the CO Line number value 1–9; and a corresponding numbered greeting is used to customize the greeting for one or more of the CO Lines. For example, each of the 9 CO Lines could have its own greeting or CO Lines 1, 2 and 3 can be programmed to be answered by the default greeting (0), and CO Lines 4, 5 and 6 can be programmed with a different greeting.

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Multiple Message Waiting Indication per Extension	✓	✓	Telephone extensions are preprogrammed with a voice mail (Feature 64) button, which allows users to access their voice mailbox with the push of a single button. Occasionally, it is necessary for users to share a physical telephone, but have individual mailboxes. Each telephone can be programmed with additional mailbox buttons. These special mailbox buttons act similar to a standard mailbox button, lighting when there are new messages as well as single button access to the specified mailbox. This feature will work as “phantom extensions”, which is where a user has a mailbox, but not a physical extension.
No Action Timer	✓		This timer determines the length of time between the end of the Auto Attendant greeting and a DTMF digit being entered by the caller. If no DTMF is entered, prior to the expiration of the No Action Timer, then the voicemail will execute the action, defined in the incorrect Input parameter. The time between digits dialed is still fixed at 3 seconds.
Outcall Notification numbers with notification schedule	✓		A mailbox can be set to notify a user’s remote telephone number such as a cellular or home telephone. Each mailbox can be programmed with two (2) different telephone numbers. Once entered, these numbers will be notified twenty-four (24) hours per day or via a personal schedule. Each extension can define their start and end notification schedule. For example, if the user only wants to be notified between 8:00 am and 9:00 pm, they would enter a start notification time of 08:00 and end notification time of 21:00.
Remote Access to mailbox zero (0)	✓	✓	The general system mailbox, zero (0), can be accessed by pressing a button programmed with a mutual mailbox button – Feature 6 6 0. In addition, the voice mailbox zero (0) can be accessed from a remote location, in either case access to these messages require a password.

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Silence Timer for Message Record	✓		When the voicemail detects a period of silence for the duration of this timer, the voicemail will ask the caller to press 1 to continue recording or the call will be terminated. If the digit 1 is received by the voicemail system, the callers' message will continue to be recorded. If no digit is received, then the voicemail will deliver the message as it is recorded and the line will be disconnected.