PCS digital™

Analog or Digital Voice Mail

PCS Mail ™

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Revision Table:

Date:	Revision	General Description
1/2005	Rev2 Issue – Preliminary	Reformat and editing of the existing PCS mail™ manual
1/2005	Rev2 Issue A	Add Announcement only mailboxes

Introduction

PCS digital   Disclaimer
This manual contains current information about the PCS mail   as written during the month of January 2004, its content is subject to change without notice. Every effort has been made to ensure the accuracy of any information provided.

Electric-Static Discharge
All electronic components are susceptible to Electro-static discharge and the PCS mail   is no exception. If necessary to handle Printed Circuit Boards (PCB) be sure to pick them up by the edges; never touching any of the electronic components. It is imperative to store any PCB in an anti-static bag when they it is not installed in a system. Additionally, to ensure the longevity of the components always use an anti-static wrist strap or grounding strap while installing the equipment. Any damage cause by Electro-static discharge or mishandling will void the warranty provided by PCS digital

Voltage Do's and Don'ts
Be sure to check the local electrical codes for the proper installation of telephony equipment and electronic components. Follow the safety guidelines provided by the UL document 1459, issue 2, which is the safety specification for all telephone equipment installations. Also, it is important to check the electrical outlet that will be used for the equipment, for proper wiring and voltage levels. For example, the neutral to ground voltage is critical for sustaining electronic components and keeping them at their optimal operational levels and ensuring their longevity. Typically an AC voltage reading of less than .05 VAC between your neutral to ground is acceptable. Anything higher or having a constant deviation will result in electronic component damage.

Safety Guidelines
When installing telephone equipment, the basic safety precautions should be met in order to minimize the risk of fire and or electrical shock.

> Read and understand all instructions in this manual and safety documentation.
> Do not use or install equipment where it is prone to water hazard or other liquids.
> Read and understand all labels on product prior to installation.
> Install equipment on a dry flat fire retardant Plywood and never install on a shelf or desktop.

Life Support Notice
Since this product is not sold with a built in battery back-up or UPS (Un-interruptible Power Supply), it is not the intent that this unit be installed in a life support environment.

FCC Regulation
The analog voicemail has been tested by an independent lab and found to comply with the limits for a Class A digital device, pursuant to part 15 of the FCC Rules as reproduced below.

These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a commercial environment. The equipment generates uses and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications. Operation of this equipment in a residential area is likely to cause harmful interference in which case the user will be required to correct the interference at their expense. FCC ruling states that the owner of the system to be installed gives the local telephone company sufficient advance notice of the intention to use privately owned telephone equipment. The owner must also furnish information as to the identification of the particular lines to be connected to the system and the affected telephone numbers. FCC registration information on the model number, FCC-assigned registration number and ringer equivalence information must also be furnished. The ringer equivalence (REN) is used to determine how many devices can be connected to a telephone line. In most areas, the sum of REN of all devices on one line should not exceed five. If too many devices are attached, they may not ring properly. Should there be any questions that the customer provided equipment causes harm to the telephone network, the local operation company is required to notify the customer of an impending temporary interruption of service. The customer must be given the opportunity to correct the existing problem, if possible. The telephone company must also advise customers of their rights for filing complaints before the FCC. The telephone company may make changes in its technical operations and procedures. If such changes affect the compatibility or use of the system, the telephone company is required to give adequate notice of the changes. Under no circumstances is the equipment to be altered or modified without written approval of the manufacturer. Failure to gain permission for any modification will void the warranty.

Warranty Repair

If you have trouble with the PCS *mail* Voice Mail System, please contact PCS *digital* technical support at (480)-222-1159 for repair, return authorization or warranty information.

Limited Warranty

PCS *digital* provides original purchases with a limited warranty against defects in material and workmanship on this product for three (3) years from date of purchase. This limited warranty is extended only to original purchasers.

THIS WARRANTY SPECIFICALLY EXCLUDES THE IMPLIED WARRANTIES OF MERCHANTABILITY AND FITNESS FOR ANY PARTICULAR PURPOSE. THIS LIMITED WARRANTY IS IN LIEU OF AND EXCLUDES ANY CLAIMS BY THE PURCHASER FOR CONSEQUENTIAL OR INCIDENTAL DAMAGES.

Exclusions

This warranty does not apply to defects or malfunctions caused by abuse, accident, modification, negligence or any other damage not resulting from defects in the original materials or workmanship or for reasons beyond the control of PCS *digital* .

Some states do not allow for the exclusion of consequential or incidental damages, in which case the foregoing exclusions may not apply to you. This warranty gives you specific legal rights that vary from state to state.

Welcome to PCS *mail*

The PCS *mail*   is a compact, digital voice processing system. PCS *mail*   has been designed to provide today's business with a feature-rich system enabling even the smallest company to project the image of a much larger company. Over-all productivity of the company will increase because messages can be: easily recorded, replied to, or forwarded to the appropriate extensions when necessary.

System Capabilities

The PCS *mail*   provides a single company with the following two important business services:

Voice Messaging Functions

      All Mailbox users have access to these Mailbox features:
- Delete, reply, save, or skip a message.
- Send copies of messages.
- Send messages to multiple destinations
- Receive message information indicating the date, time, and sender information.
- Modify recorded personal greeting, name, and password.
- Playback controls when sending or reviewing messages.
- Record a temporary greeting.

Automated Attendant Functions

PCS *mail*   provides five (5) Custom Call Routing Menus (CCRM). A CCR provides the caller with a customized welcome greeting and a menu of up to thirteen (13) options. These options, known as key actions, correspond with the callers' telephone key pad and consist of **0** – **9**, **✳**, **#** and timeout. Time out is used for callers with pulse or rotary dialing or whenever no action is taken by the caller, generally they are transferred to the attendant.

      Other features offered by Custom Call Routing Menus are:

- Dial an extension number to reach someone.
- Press a digit to leave a message in a particular Mailbox, i.e. to collect names and addresses of interested parties for a brochure Mailing.
- Play a specific announcement, such as detailed directions to the Company
- Presents callers with options to select submenus for different departments. There are five CCR Menus available, which may be interconnected as required.
- Dial-by-name directory function to locate users by First or Last name.
- Automatic transfer of incoming FAX calls to a local fax extension.

About this manual

This manual is intended to establish a guideline for the most common types of PCS *digital* and PCS *mail* installations.

There are two (2) common customer scenario's:

The customer that insists that calls be answered by a human first, then transferred to the appropriate party or extension.

Attendant

Station 11
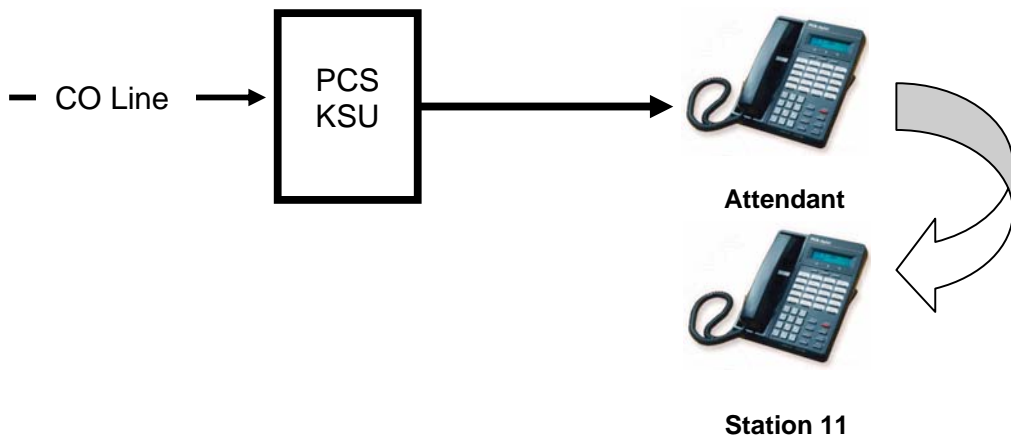
The customer that has realized the value in having an auto attendant answers the calls and transfer to the appropriate party or extension.

PCS MAIL
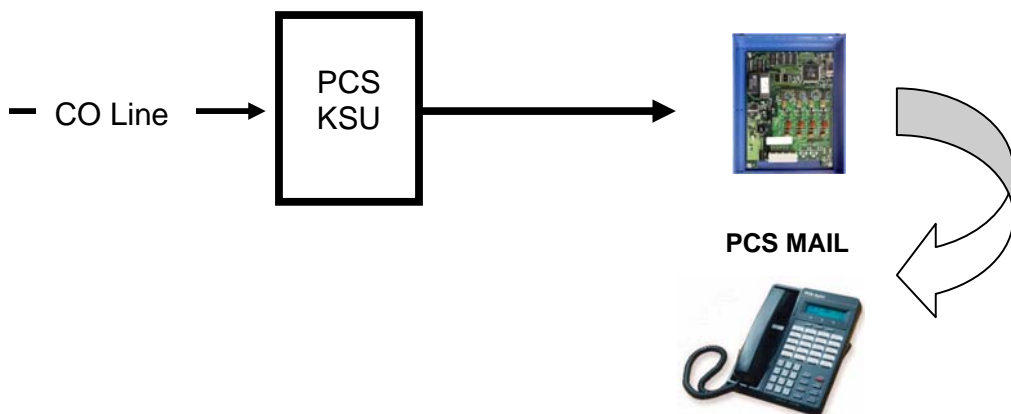
Key Conventions

Conventions used throughout this manual are as follows;

Notes and Critical items will be marked with:

Keyboard entries will be marked with: Brackets i.e. < Enter > Use the <Enter> key to go from one programming field to another. Do not use the "TAB" key as it may not always work correctly.

Mouse actions will be marked with Brackets:
        {LMB} = Left Mouse Button
        {RMB} = Right Mouse Button

Entries required from the TT or Touch Tone® will be marked with brackets:
        [**1**]   [**6**]
        [**2**]   [**7**]
        [**3**]   [**8**]
        [**4**]   [**9**]
        [**5**]   [**0**]
        [**✳**]   [**#**]

Touch Tone® Programming

Programming Hyper Terminal Mode vs Touch Tone® Mode

PCS mail Features	Hyper Terminal	DTMF Access
Common Features		
Set Class of Service Options	X	
Set Date & Time	X	X
View Free Sectors (See Message Storage)	X	
Program Invalid Digits	X	
Set Open & Closed Schedules	X	X
Set System Password	X	
Mailbox Administration		
Change Access Codes	X	X
Add a Mailbox	X	X
Delete a Mailbox	X	X
Announcement only Mailboxes		X
Record A Mail Greeting		X
Reset Message Wait Indicators	X	X
Notifications		
Activate	X	X
Edit Phone Number	X	X
Enter New Phone Number	X	X
Numbering Plan		
Assign digits to CCRM	X	
Change Operating Modes		
Day Mode	X	X
Night Mode	X	X
Automatic Mode	X	X
PBX Integration		
Set PBX Integration Type	X	X
Change PBX Integration Parameter	X	
System Prompts		
Record Prompts		X
Review Prompts		X
Select System Greeting per Port		
Day Mode	X	X
Night Mode	X	X
Temporary	X	X
CCR Menu Greetings		
Review Greetings		X
Record Greetings		X
Delete Greetings		X
Software Version	X	
System Initialization	X	

Notes:

PCS mail   Features

Announcement only Mailbox
Callers can access Mailboxes to listen to pre-recorded data such as product information, hours of operation or directions to your location- at their convenience. These mailboxes will play the greeting then terminate the call. Announcement only Mailboxes can be used to build a multi-level menu response system.

Answering Machine Emulation
Users can listen, in real time, to a caller as they are leaving a Voice Mail message in their mailbox. Additionally, the user can pick up their handset or pressing the speaker phone button and talk to the party.

Automatic Day/Night Mode
At a specified time, the Voice Mail system can automatically switch from Day to Night operation. This allows companies to customize their day and night greetings, as well as their Custom Call Routing Menu options.

Automatic Gain Control
Automatically increases the volume when someone is speaking quietly and drops the volume when someone is speaking loud.

Cancel Play of Message
Allows the user to stop a new message from playing while keeping it as a new message and in the order in which it was received.

Custom Call Routing Menus (Five)
Custom Call Routing (CCR) Menus are used to process callers, once they are answered by the Voice Mail system. Each CCR can have up to thirteen menu options and a customized welcome greeting, which generally describes the company's message and the different menu options. To further customize the system each port can be programmed to use the same or different CCR menus.

Customized Greetings
There are ten programmable greetings that can be assigned to one or more CCR, which provides callers with information and/or instructions after the system has answered the call.

Default Transfer to Operator
If a caller does not press a digit while after the Voice Mail answers, the call will be automatically transferred to the operator.

Dial by Name Directory (First or Last Name)
A caller can "Spell" (enter the first letter) a subscriber's first or last name if they do not know the extension of the intended party.

Direct Transfer to a Virtual Voice Mailbox
The Voice Mail Administrator may set a virtual Mailbox to transfer callers directly to the Mailbox.

Fast Forward .5 Seconds
While listening to a message, you can fast forward the message by .5 seconds to speed up the message playback.

Fax Tone Detection and Transfer
If a call is received on a port and fax tones are heard, the incoming call will be transferred to the programmed Fax Extension.

Message Delete with Confirmation
You can delete a new or saved message with confirmation of deletion at anytime.

Message Forwarding with or without Comments
You can forward a message to another subscriber's Mailbox with or without comments.

Message Info
Plays the date and time the message was sent to you.

Message Pause and Restart
While you are listening to a message, you can pause and restart the message at anytime.

Message Reply
You can reply to a message sent from another subscriber's Mailbox.

Message Retrieve
You can retrieve your voice Mail messages on site or off site.

Message Rewind .5 Seconds
While listening to a message, you can rewind .5 seconds of the message at anytime.

Message Save
You can save played messages in your Mailbox for future playback.

Message Waiting LCD/LED or Stutter Tone
The system automatically lights your phones "message waiting" lamp or activates a "stutter tone" depending on the PBX feature configuration when a new message is left in the Mailbox.

Multiple Classes of Service (4)
The system administrator can grant or restrict access to the Mailbox features of the maximum message length, number of allowed messages, and the number of days that a user may save messages.

One Touch Record
While on a telephone conversation, the user can press a preprogrammed button on their telephone and record the conversation directly in their Voice Mailbox for future use or playback.

Operator Backup
Callers can dial "0" at any time to reach the system operator.

Outbound Notification to Pager
The system notifies you of waiting messages by calling any pager number you specify. The Mailbox user can change this number from a remote location.

Override System Prompts
Experienced users can execute commands at any time by pressing the digits, without having to wait for the system prompts to finish playing.

Password Protection
Access to the System Administrator and all individual Mailboxes are protected with user-programmable passwords.

PC Programming
Terminal programming is done using a laptop or desktop Personal Computer. No special software is required. Any DOS or Windows communications package that supports ANSI terminal emulation will work properly. Use the provided "Null Modem" serial cable to connect the PCS mail to the PC.

Programming from a Touch Tone® Phone
Many features are accessible from a Touch Tone® telephone via the System Administrator with password protection.

Security Passwords
The Terminal and Touch Tone® Administration areas and individual mailboxes can only be accessed after a valid password is entered.

Skip To Next Message
Users can to skip to the next new or saved message without listening to the complete message.

Transfer Option from Mail Box
A Mailbox user may set their Mailbox to transfer callers directly to their Mailbox or to the programmed extension number.

Notes:

Quick Reference Card

Main Menu

Listen to Messages

1

While playing a message:
1 Replay Message
6 Copy message to another mailbox
    1 -Copy with comments
    2 -Copy without comments
7 Rewind 5 seconds
8 Pause/restart message playback
9 Fast Forward
Skip to next message
✳ Cancel message playback

After listening to a message:
1 Replay
2 Save
3 Delete
    # Confirm Delete
4 Reply to sender
5 Time and Date
6 Copy message to another mailbox
    1 -Copy with comments
    2 -Copy without comments
✳ Cancel

Remote Mailbox Access

#

From Main Menu:
Enter your mailbox number and your password
Listening to your greeting:
Enter your password

Send A Message

2

Record Message:
End Recording

If satisfied with message:
Accept Message
1 Review
2 Rerecord
3 Append
✳ Cancel

Enter Mailbox Number:
Send Message
✳ Cancel

Mailbox Options

3

1

Mailbox Greetings:
1 Review
2 Record
3 Delete

1 Name
2 Mailbox Greeting
3 Temporary Greeting

2

Password
Enter New Password

3

Out Call Notification
1 Activate/Deactivate
4 Dial Beeper Number
3 Temporary Greeting

4

Transfer Options
1 Transfer to your extension
3 Transfer using "Find" me
4 Transfer to your mailbox

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PCS *mail*   First Time Mailbox Owner Setup

1. Press [FEAT] button
2. Press **6** **4** on dial pad
3. Enter temporary password (**0** **0** **0** **0**)
4. Press **3** (Mailbox Options)
5. Press **1** (Greetings)
6. Press **2** (Record Greetings)
7. Press **1** (Record Name)
8. Press **#** (After Saying Your First and Last Name)
9. Press **2** (Record Greetings)
10. Press **2** (Record the Greeting "This is Joe, please leave a message")
11. Press **#** (After Recording Mailbox Greeting)
12. Press **✳** (Mailbox Options)
13. Press **2** (Password)
14. Enter new password (**0** **0** **0** **0** – **9** **9** **9** **9**)

> Note: DO NOT USE A SPEAKERPHONE when changing the mailbox password because
> the system repeats the new password.

PCS mail   Configuration

o   4-port system with 6 hours of voice storage that can process four different callers at the same time.
o   Callers may be in any combination of outside callers or internal extensions. When a caller is finished with their calls, the port is then made available for the next caller.
o   Storage time may be increased to 12 hours by installing the 6 hour memory expansion card.

All PCS mail   Mailboxes can be accessed from any telephone anywhere in the world as long as Touch Tone   dialing is available. All Mailbox functions are secured by a password which the user must provide when entering their Mailbox. The passwords are designed to keep all voicemail communications private and secure.

The PCS mail™ can be purchased with either an Analog (universal) or Digital (proprietary) interface.

The analog PCS mail™ requires, therefore it comes with, a power supply that must be plugged into a 120 VAC $\pm$ 10%. Whereas the Digital PCS mail™ is completely line powered so it does not require an external power supply.

Shipping Contents

Analog:
o   PCS mail   system unit
o   Power Adapter transformer
o   Null modem cable for terminal programming – 6 foot
o   Quick Reference Card

Digital:
o   PCS mail   system unit
o   Null modem cable for terminal programming – 6 foot
o   Quick Reference Card

Connecting the Voicemail with the Telephone system

o Installation consists of mounting PCS mail on a flat, dry wall surface and with the Analog voicemail, connect the supplied transformer to a suitable 120 VAC outlet.

o The Voicemail system should be installed within 10 feet from the telephone system MDF. Be sure to leave at least one inch of space around the perimeter of the voicemail and telephone systems.

o With the analog voicemail, it is recommended that the power transformer be plugged into an uninterrupted power supply (UPS). Especially, if the installation depends on the systems (Voicemail and Telephone) being active during momentary power interruptions.

o Connect the Voicemail to the telephone system using standard modular line cord connected to a modular jack, then to the MDF or Crimp a modular plug directly to cross connect cable and attach it directly to the MDF.

> DO NOT PLUG ANALOG PORTS INTO THE DIGITAL VOICEMAIL!

o The ports are numbered from right to left. The Digital Systems will only have 2 ports not 4.

Analog Voicemail:

RJ 14 Jack 1	Green/Red pair (inner).............Port 1
RJ 14 Jack 2	Green/Red pair (inner).............Port 2
RJ 14 Jack 3	Green/Red pair (inner).............Port 3
RJ 14 Jack 4	Green/Red pair (inner).............Port 4

Each Analog port connects to the analog adaptor or other analog port

Digital Voicemail:

| RJ 14 Jack 1 | Green/Red pair (inner)..........Port 1 & 2 |
| RJ 14 Jack 2 | Green/Red pair (inner)..........Port 3 & 4 |

Using the 2B + D technology each port becomes 2 voice mail ports

Connect digital ports to the Single Line Adaptor then connect the analog port to the analog voicemail. If it is a digital voicemail, connect the digital port directly to the digital voicemail. DO NOT connect an analog port to a digital voicemail.

The Analog Installation should look like this:
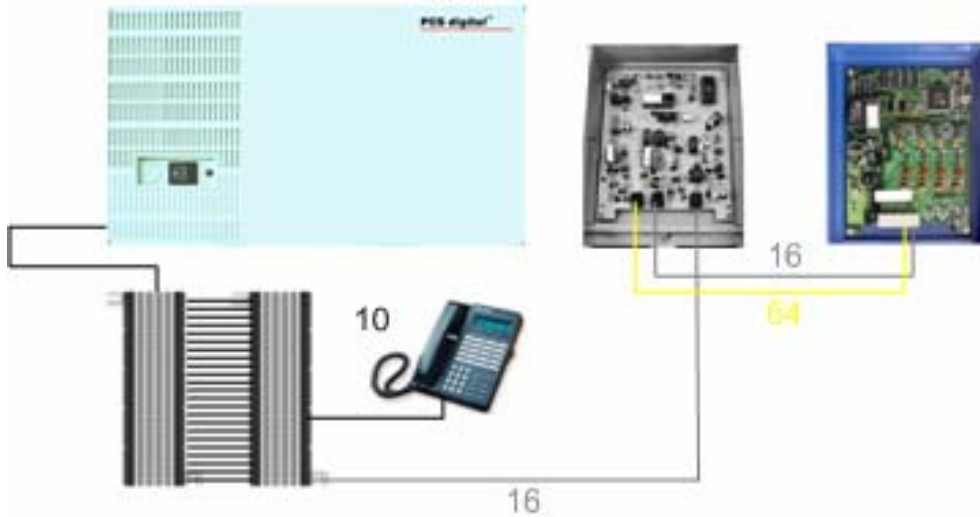
The Digital Installation should like this:
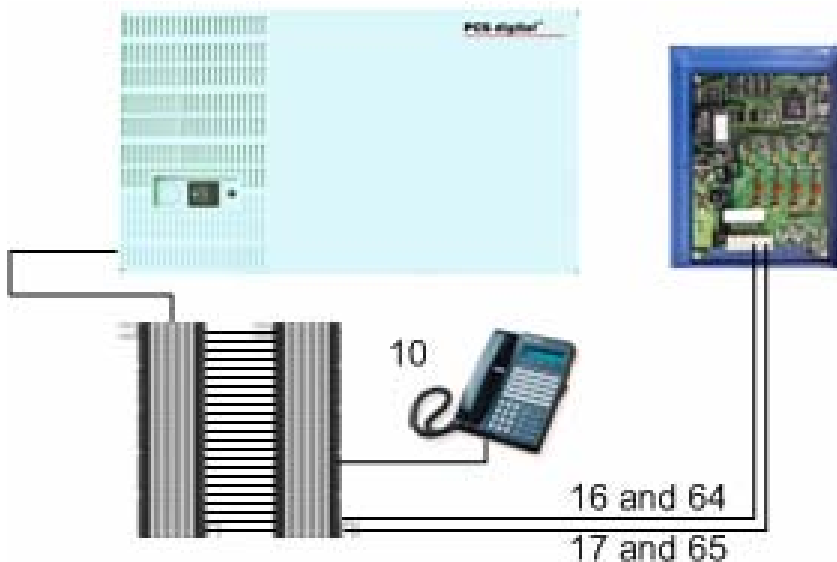
The Digital Voicemail system does not require an external power supply because it is line powered. To ensure proper start up, plug J2 (left) in, then J1 (Right), the green "Heart beat" should begin to flash. If the Voicemail loses power for any reason, be sure to "Reboot" they system by following this procedure.

Expansion Card (8907-06)

Installation:
Care should be taken when handling any Printed Circuit Boards (PCB). When necessary be sure to use an antistatic wrist or grounding strap while handling or installing any PCB. Additionally, PCB's should only be handled by their edges, never touch any of the electronic components.

1. Remove the Memory Expansion Card from the box and inspect for any shipping damage. If it is damaged in any way do not continue.
2. Open the voicemail cover.
   - Digital Voicemail – to remove power form the system, unplug the line cord from the connector labeled "J1".
     - Locate the pin connector "J4" – in the upper left
     - Match the pin connector adaptors and press the card in firmly but do not over flex the motherboard.
     - Be sure to secure the bottom of the card with the supplied plastic connector.
     - Restore power by plugging in the line cord into connector "J1".

Pin Connector "J4"

Expansion Card

   - Analog Voicemail – to remove power from the system, unplug the power adapter "J6".
     - Locate the pin connector "J7" – in the upper left
     - Match the pin connector adaptors and press the card in firmly but do not over flex the motherboard.
     - Be sure to secure the bottom of the card with the supplied plastic connector.
     - Restore power to the system, insert the power plug in "J6"

Pin Connector "J6"

Expansion Card

3. Close the voicemail cover.
4. To verify the memory expansion – refer to the programming section.

Programming PCS *mail*   **Integration with a System24**

Step 1 – Assign Voice Mail Port

- o   At any PCS digital   Display Key Telephone:
- o   [FEAT] + [#] + [✱]
- o   The display reads DB PSWD:
- o   Enter password [0 0 0 0 0 0] (default password)
- o   Press the [show] soft-key
- o   Press the [next] soft-key
- o   The display reads 1. STATION
- o   Press the [show] soft-key
- o   The display reads SHOW STA:
- o   Enter station number, for example, [1 6]
- o   Press the [show] soft-key
- o   Press the [next] soft-key until the display reads VM PORT: N
- o   Press the [chg] soft-key
- o   The display reads VM PORT: Y
- o   Press the [HOLD] key
- o   The display reads SHOW STA:
- o   Enter station number, for example, [6 4]
- o   Press the [show] soft-key
- o   Press the [next] soft-key until the display reads VM PORT: N
- o   Press the [chg] soft-key
- o   The display reads VM PORT: Y
- o   Press the [HOLD] key
- o   The display reads SHOW STA:
- o   Enter station number, for example, [1 7]
- o   Press the [show] soft-key
- o   Press the [next] soft-key until the display reads VM PORT: N
- o   Press the [chg] soft-key
- o   The display reads VM PORT: Y
- o   Press the [HOLD] key
- o   The display reads SHOW STA:
- o   Enter station number, for example, [6 5]
- o   Press the [show] soft-key
- o   Press the [next] soft-key until the display reads VM PORT: N
- o   Press the [chg] soft-key
- o   The display reads VM PORT: Y

Continue to Step 2

Step 2 – Assign Voice Mail Hunt Group and Ring Assignment

- o Press the [<u>HOLD</u>] key twice
- o The display reads `1. STATIONS`
- o Press the [`next`] soft-key until the display reads `6. SYS APPLICAT.`
- o Press the [`show`] soft-key
- o The display reads `STA HUNT GROUP`
- o Press the [`show`] soft-key
- o The display reads `HUNT GROUP:`
- o Enter [**8**]
- o Press the [`show`] soft-key
- o The display reads `GROUP TYPE: HUNT`
- o Press the [`chg`] soft-key
- o The display reads `GROUP TYPE: VM`
- o Press the [`next`] soft-key
- o The display reads `GROUP MEMBER`
- o Press the [`show`] soft-key
- o The display reads `MEMBER 01: EMPTY`
- o Press the [`chg`] soft-key
- o Enter [**1**][**6**]
- o Press the [`save`] soft-key
- o Press the [`next`] soft-key
- o The display reads `MEMBER 02: EMPTY`
- o Press the [`chg`] soft-key
- o Enter [**6**][**4**]
- o Press the [`save`] soft-key
- o Press the [`hold`] key
- o The display reads `GROUP MEMBER`
- o Press the [`next`] soft-key
- o The display reads `RING ASSIGNMENT`
- o Press the [`show`] soft-key
- o The display reads `CO LINE 1: NONE`
- o Press the [`chg`] soft-key until the display reads `CO LINE 1: BOTH` (Day mode and night mode)
- o Press the [`next`] soft-key
- o The display reads `CO LINE 2: NONE`
- o Press the [`chg`] soft-key until the display reads `CO LINE 2: BOTH`

> NOTE: In this example only two CO Lines are being used. For your Installation you will need these steps for every CO line installed on the PCS *digital*   KSU. Change all of the CO LINES which will NOT be used by the system to NONE

Continue to Step 3

Step 3 – Ringing

- Press the [⎯HOLD⎯] key until the display reads 6: SYS APPLICAT.
- Press the [next] soft-key
- The display reads 1. STATION
- Press the [show] soft-key
- The display reads SHOW STA:
- Enter [**1 0**]
- Press the [show] soft-key
- Press the [next] soft-key until the display reads RING ASSIGNMENT
- Press the [show] soft-key
- The display reads CO LINE 1: BOTH
- Press the [chg] soft-key until the display reads CO LINE 1: NONE
- Press the [next] soft-key
- The display reads CO LINE 2: BOTH
- Press the [chg] soft-key until the display reads CO LINE 2: NONE

NOTE: In this example only two CO Lines are being used. For your Installation you will need these steps for every CO line installed on the PCS *digital* KSU. Change all of the CO LINES which will NOT be used by the system to NONE

Continue to Step 4

Step 4 – Voice Mail Integration

- o Press the [HOLD] soft-key until the display reads 1. STATION
- o Press the [back] soft-key
- o The display reads 6: SYS APPLICAT.
- o Press the [show] soft-key
- o The display reads STA HUNT GROUP
- o Press the [next] soft-key
- o The display reads VOICE MAIL
- o Press the [show] soft-key
- o The display reads ICM PREFIX: EMPTY
- o Press the [chg] soft-key
- o Enter [#]
- o Press the [save] soft-key
- o Press the [next] soft-key until the display reads RECORD DGT: EMPTY
- o Press the [chg] soft-key
- o Enter [#]
- o Press the [save] soft-key
- o Press the [next] soft-key until the display reads DIS DGT: EMPTY
- o Press the [chg] soft-key
- o Enter [✶✶✶✶]
- o Press the [save] soft-key
- o Press the [CLEAR] key to exit programming

Programming a Voicemail Button

The PCS Digital™ System 24 has 3 feature button categories, used for feature button programming: CO lines (co Ln), Station (sta), and Feature (feat). Whereas, the PCS Digital™ System 48 has only 2 feature button categories, used for feature button programming: Directory Number (dir) and Feature (feat). The Directory Number (dir) is used for entering Station numbers and CO Line numbers (System 48 CO lines values from 700-717)

Programming a Voice Mail Button

1. Press <u>FEAT</u>#3
2. Press a programmable feature button, such as the MSG button #20
3. Press [chg].
3. Press [feat] from the soft menu.
4. Press the fixed <u>FEAT</u> button (located under the <u>HOLD</u> button).
5. Enter 64 and press [save].
6. Press the <u>CLEAR</u> button.

The Voice Mail button (<u>FEAT</u>64) is used to:

Message Waiting Indication

Operation:
    1. Flashing red light on the programmed VM button

Access a Voice Mailbox

Operation:
    1. From an idle station, Press the preprogrammed Voice Mail button. When the Voice Mail answers it will prompt the user to enter their password.

Transfer a caller to a Voice Mailbox

Operation:
    1. While on a CO line call
    2. Press the VM button
    3. MAILBOX ID: appears in the telephone display
    4. Enter the Station or Mailbox number (Usually the same)
    5. Press the <u>TRANS</u> button *or* simply hang up the handset.

Answering Machine Emulation

Operation:
    1. When a call goes to Voice Mail, the Voice Mail lamp light turns green, Press the Voice Mail button.
    2. MONITOR VM CALL appears in the telephone display
    3. Using the Softkey, Press YES to monitor the call
    4. MONITOR MODE appears in the telephone display
    5. Using the Softkey, to answer the call press the ANSWER

Digital Non-Display Telephone
Operation:
    1. When a call goes to Voice Mail, the Voice Mail lamp light turns green, Press the Voice Mail button.
    2. Press 1 to Listen
    3. Press 2 to answer
    4. Press 3 to stop listening

Programming a Station to Call Forward to Voice Mail

Digital Display	Digital Non-Display	Analog (SLT)
1. Press ⎯FEAT⎯ 2	1. Press ⎯FEAT⎯ 2	1. Dial #2
2. Select:	2. Select:	2. Select:
- [idle] Idle	- [0] Idle	- [0] Idle
- [busy] Busy	- [1] Busy	- [1] Busy
- [direct] Direct	- [2] Direct	- [2] Direct
- [follow] Follow Me	- [3] Follow Me	- [3] Follow Me
- [na] No Answer	- [4] No Answer	- [4] No Answer
- [busy/na] Busy or No Answer	- [5] Busy or No Answer	- [5] Busy No Answer
3. Enter VM Hunt Group	3. Enter VM Hunt Group	3. Enter VM Hunt
4. Press [save]	4. For No Answer, you will	4. You will need
5. Select No Answer Time:	5. Select No Answer Time:	5. Select No Answer Time:
	[0] = 10 seconds	[0] = 10 seconds
	……	……
	[4] = 50 seconds	[4] = 50 seconds

Programming a flex button for Call Forward Busy No Answer

Operation:
1. Press ⎯FEAT⎯ # 3
2. Press a programmable feature button and press [chg].
3. Press [feat] from the soft menu.
4. Press the fixed ⎯FEAT⎯ button (located under the ⎯HOLD⎯ button).
5. Enter 2 5 8 9 1 (2 = Forward, 5 = Busy/No Answer, 8 9 = The Hunt Group, 1 = a 20 second No Answer Time
6. Press [save].
7. Press the ⎯CLEAR⎯ button.

Connecting the PCS *mail* **via Hyper Terminal**

Physical Cable Connection from PCS *mail* to PC Terminal

Null Modem Cable DB9 to DB9 Female to Female

PCS *mail* Serial COM Port

P C TERMINAL SERIAL COM PORT
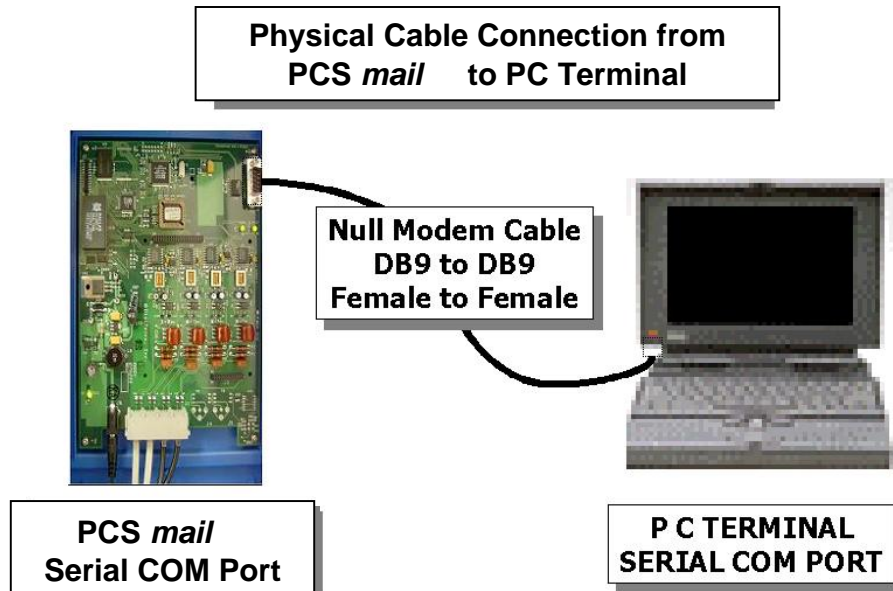
1. The Null modem (Serial) cable is supplied with your PCS mail system

2. Open the PCS mail cover by using a #2 Philips or straight bladed screwdriver.

3. The PCS mail cover opens to 90 degrees then stops. This is the maximum limit and going beyond will void the Warranty for this product.

4. Connect the provided Null Modem cable (either end) to the PCS mail serial port and your serial com port on your PC or Laptop.

PCS *digital* assumes that you as a technician understand the operation and set-up configurations for COM ports supplied on your PC.

Hyper Terminal Setup

5. From your Desktop or Laptop computer click the "Start" tab with the {LMB}, move cursor up to Programs / Accessories / Communications / Hyper Terminal.
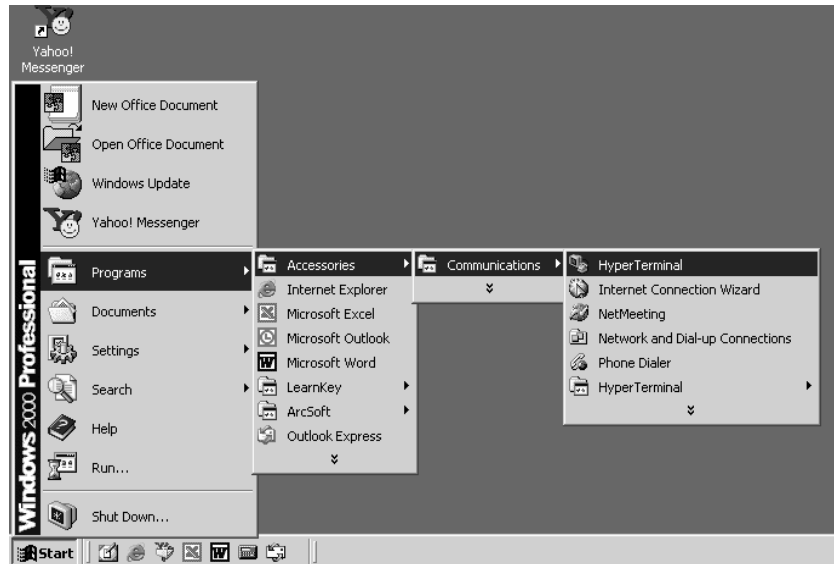
6. Press {LMB} on Hyper Terminal and the following will be displayed.
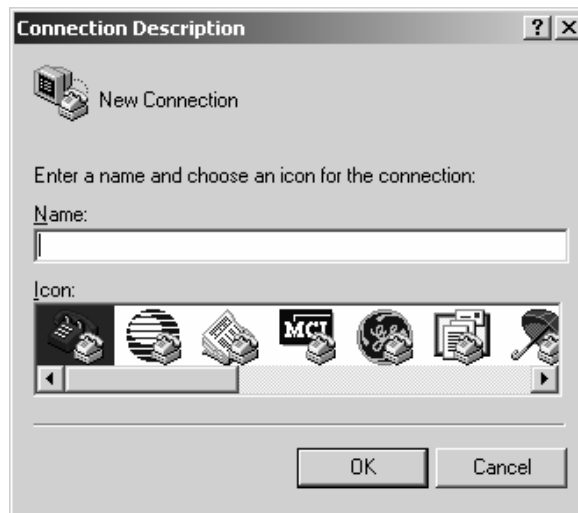
7. This is a naming box and you will have to select a name that you wish to call this connection session. I like to call it PCS mail   .

8. After you've entered a name in the Name Field, Click OK.
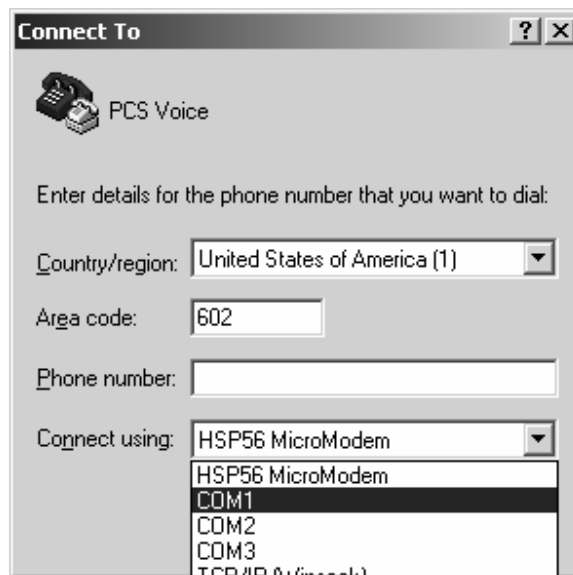
6. Now you will be asked for the communication type of device. I.E. Serial port or COM 1, Modem for dial up remote access service. In our installation we will be using typically Com 1 and the settings will be 9600 baud rate, 8 Bits, No Parity, and 1 stop bit. We will set these parameters next.

9. Select COM 1 and then Click OK.

Analog Voicemail

COM port parameters
Bits per second: **9600**
Parity: **None**
Stop Bits: **1**
Flow control: **Xon/Xoff**

Digital Voicemail

COM port parameters
Bits per second: **2400**
Parity: **None**
Stop Bits: **1**
Flow control: **Xon/Xoff**
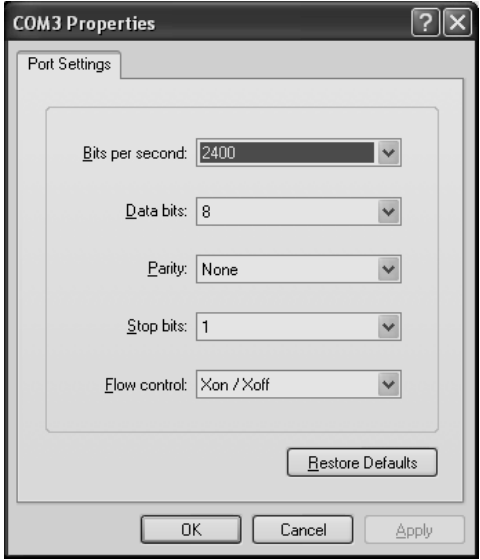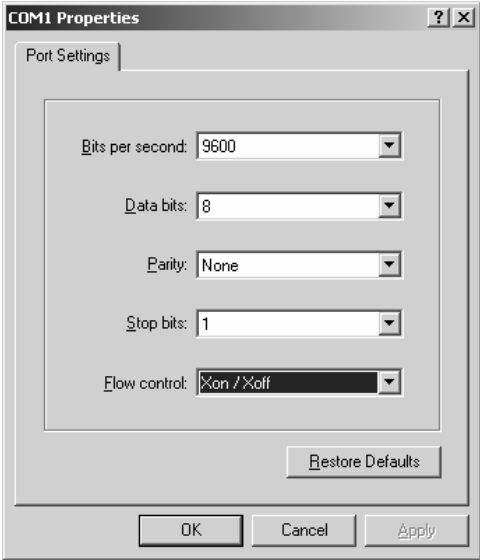
10. Click OK to accept these parameters.

11. The following screen should appear.
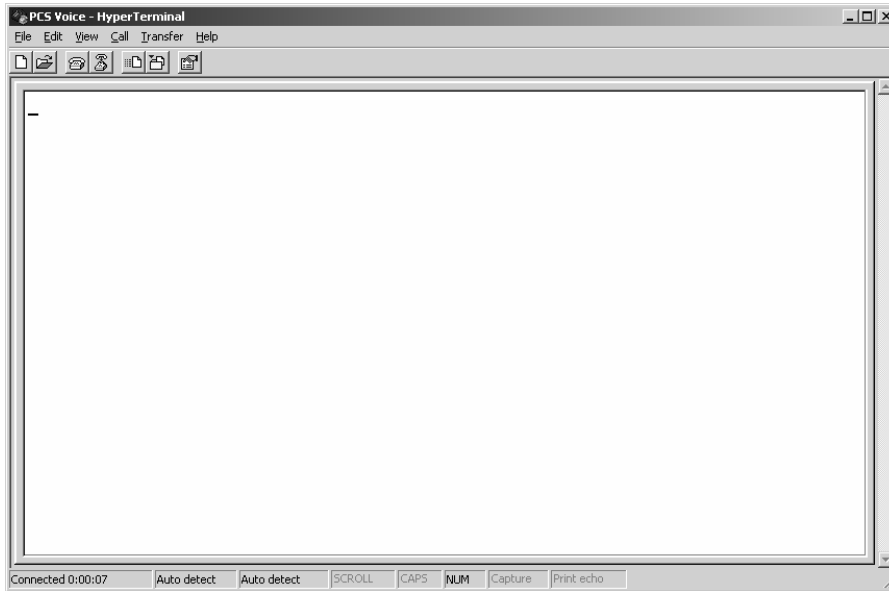
12. Press <ESC> PCS *mail* AUTO ATTENDANT/VOICE MAIL *Enter Password Please: Will Appear*

Notes:

1. Enter Default Password **0 0 0 0**, which appears as **✴✴✴✴** for security reasons. Then Press <Enter>

```
 PCS Voice - HyperTerminal                                          _ □ ×
File  Edit  View  Call  Transfer  Help
 ┌──┐┌──┐ ┌──┐┌──┐ ┌──┐┌──┐ ┌──┐
 │  ││  │ │  ││  │ │  ││  │ │  │
 └──┘└──┘ └──┘└──┘ └──┘└──┘ └──┘




                    L.I.S.T. AUTO ATTENDANT/VOICE MAIL
                    Enter Password Please:****











                 Press ESC to return to previous menu

Connected 0:01:19   Auto detect   9600 8-N-1   SCROLL   CAPS   NUM   Capture   Print echo
```
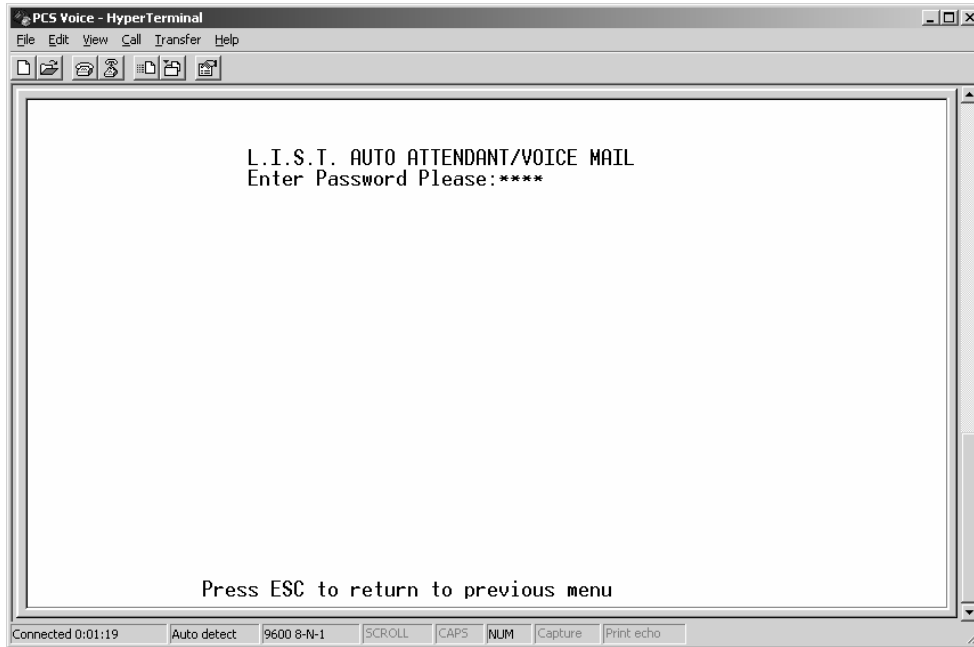
System Initialization

1. Select "13. System Initialization"

```
PCS Voice - HyperTerminal                                    _ □ ×
File  Edit  View  Call  Transfer  Help

              L.I.S.T. AUTO ATTENDANT/VOICE MAIL
              PROGRAMMING MENUS

          ■  1. Open & Close Schedule
             2. Number Plan
             3. Invalid Digits
             4. Auto Attendant Configuration
             5. Future
             6. Real Time Clock
             7. Version Number
             8. Set System Password
             9. Mailbox Assignment
             10.Class of Service
             11.Recording Time Left
             12.PBX Integration
          ■  13.System Initialization
             14.Messages Waiting
             15.Debug


          Type EXIT to close

Connected 0:02:25    Auto detect   9600 8-N-1    SCROLL   CAPS   NUM   Capture   Print echo
```

Note: To ensure the quality of the data – The PCS mail™ must be initialized before customizing any programming parameters. This can only be done by a Laptop or PC.

```
PCS Voice - HyperTerminal                                    _ □ ×
File  Edit  View  Call  Transfer  Help

         Initializing system & erasing all messages. Are you sure?

Connected 0:08:06    Auto detect   9600 8-N-1    SCROLL   CAPS   NUM   Capture   Print echo
```
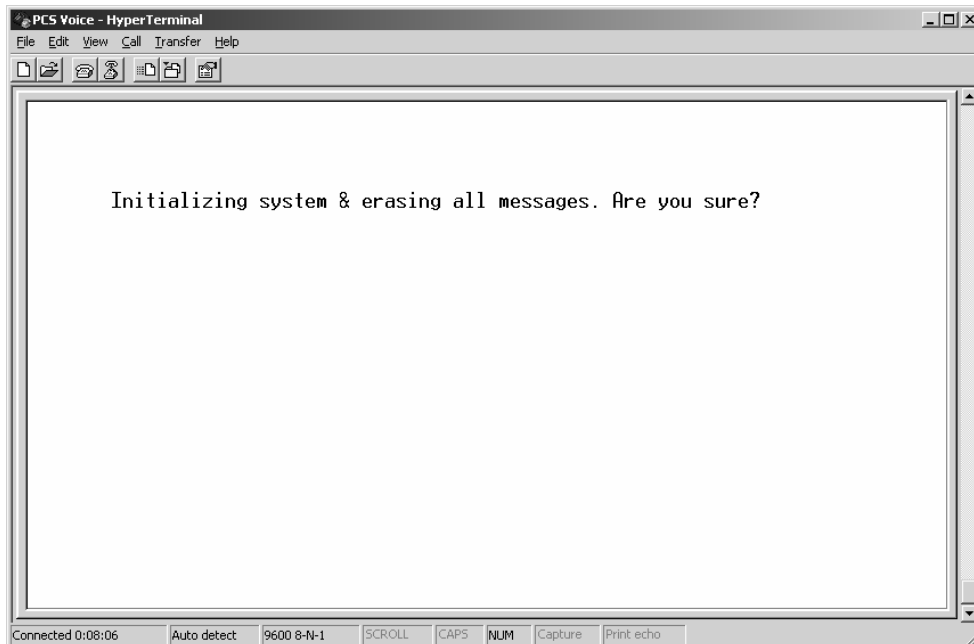
2. Type "Y" and press <Enter>

Selecting PBX Integration


```
                 L.I.S.T. AUTO ATTENDANT/VOICE MAIL
                 PROGRAMMING MENUS

                 1. Open & Close Schedule
                 2. Number Plan
                 3. Invalid Digits
                 4. Auto Attendant Configuration
                 5. Future
                 6. Real Time Clock
                 7. Version Number
                 8. Set System Password
                 9. Mailbox Assignment
                 10.Class of Service
                 11.Recording Time Left
                 12.PBX Integration
                 13.System Initialization
                 14.Messages Waiting
                 15.Debug


                 Type EXIT to close
```
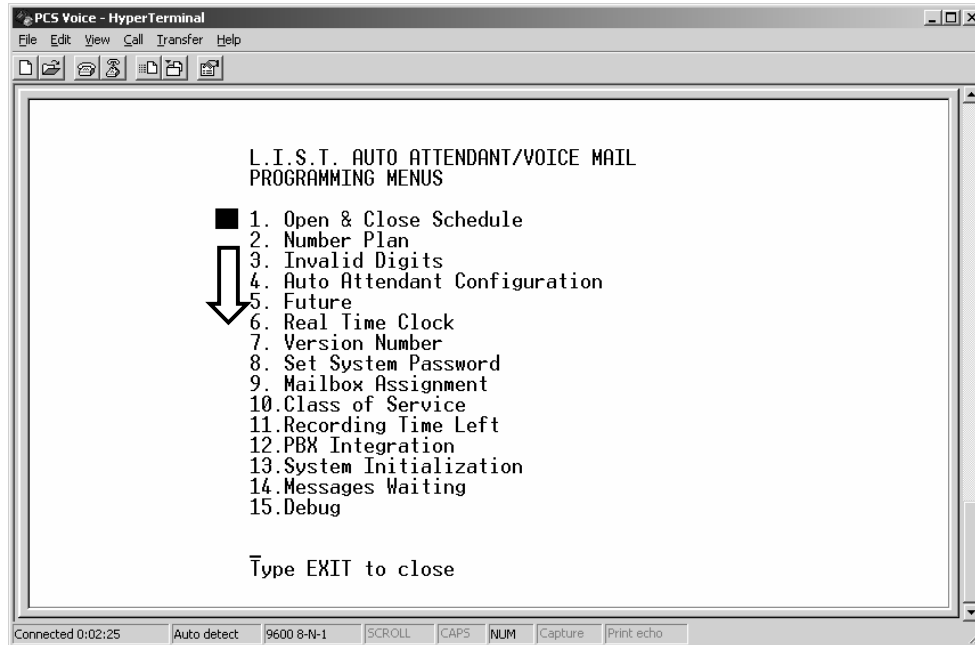
1. Selecting the PBX integration

2. Press <Arrow Down> until you get to number 12. PBX Integration


```
                 L.I.S.T. AUTO ATTENDANT/VOICE MAIL
                 PROGRAMMING MENUS

                 1. Open & Close Schedule
                 2. Number Plan
                 3. Invalid Digits
                 4. Auto Attendant Configuration
                 5. Future
                 6. Real Time Clock
                 7. Version Number
                 8. Set System Password
                 9. Mailbox Assignment
                 10.Class of Service
                 11.Recording Time Left
                 12.PBX Integration
                 13.System Initialization
                 14.Messages Waiting
                 15.Debug


                 Type EXIT to close
```
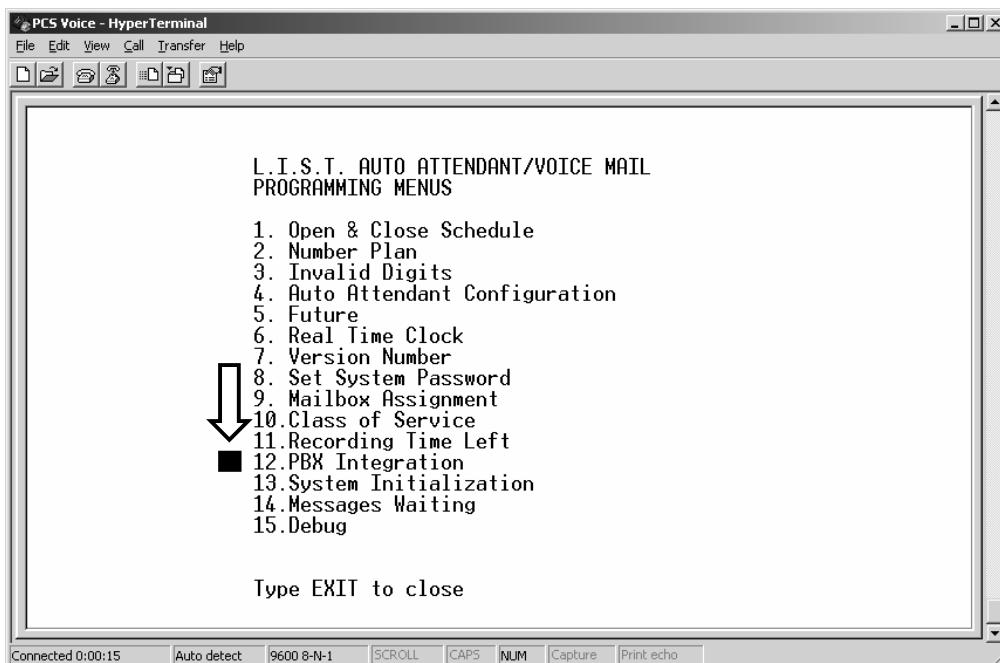
Note: The Digital Voicemail will only have two PBX integrations listed. PCS digital System24 and 48, use the system24 for any 2 digit PCS digital system and system 48 for any three digit systems

3. Press <Enter>

4. Select PCS digital System24 for any (2 digit) or PCS Digital System 48 (3 digit)

5. Press <Enter>

Analog PCS mail™PBX Integration Screen 1

```
PCS Voice - HyperTerminal                                      _|□|×|
File  Edit  View  Call  Transfer  Help

        PBX Integration Screens
        Screen in effect: 00

        00   PCSdigital System 24 - 2 Digit
        01   PCSdigital System 48 - 3 Digit
        02   Vodavi 3 Digit
        03   Vodavi 4 Digit
        04   Comdial
        05   Executone
        06   Generic PBX - 3 Digit
        07   Lucent Legend - 3 Digit
        08   Lucent Partner
        09   Nitsuko DS01/Tie Onyx
        10   NEC Pro I / Pro II
        11   Panasonic DBS
        12   Premier ESP
        13   Samsung DCS
        14   Sprint Protege
        15   Sprint Protege 2 Digit
        16   Toshiba DK Series
        17   Toshiba Preception
        18
        19
             Press ESC to return to previous menu

Connected 0:00:22   Auto detect   9600 8-N-1   SCROLL   CAPS   NUM   Capture   Print echo
```

6. Press <Enter> The following screen should appear.

PBX Integration Screen 2

```
PCS mail - HyperTerminal                                            [_][□][X]
File  Edit  View  Call  Transfer  Help

 □ ☞ ☎ ⅋ ⅏ 🔁 🔁 ☞

                      PBX INTEGRATION SCREEN

    PBX Code:                   00       Name:PCSdigital System 24 - 2 Digit
    MWI Code On:                ,#96:,   MWI Code Off:              ,#*96:,
    MWI/Outdial Port Control:   00030000 Mail Box Length:           2
    Transfer Sequence:          T&,      Internal Call Prefix:
    Reconnect Sequence:         T&,      Minimum On-Hook Delay:     20
    Outdial Call Prefix:        ,9,      Hangup Code:               ****
    First Digit Timeout(100 ms):25       Last Digit Timeout(100 ms):25
    Direct Voice Mail Access:   *        Dial by Name Digit:        9

    DTMF Protocol    Action             DTMF Protocol    Action

    *MM              TakeMSG            #MM              EnterMB
    MM               TakeMSG            *                VcMail_Acc
    65               FaxExt            MM#              SilentRcrd




            Press ESC to return to previous menu

Connected 0:07:53    Auto detect   9600 8-N-1   SCROLL  CAPS  NUM  Capture  Print echo
```

Fax Tone Detection

PCS mail   has built-in FAX Tone recognition. If a call is received on a port and fax tones are heard, the incoming call will be transferred to the programmed Fax Extension, which must be programmed in this section.

To set up a Fax Extension (Extension 65 is used for this example):

Attach a fax machine to the dedicated single-line port 65

From the PBX INTEGRATION SCREEN (shown above) move the cursor down to the DTMF PROTOCOL SECTION and enter the following in any vacant section: 65 < SPACE > F < ENTER >

The entry will become   65   FaxExt

Any time fax tones are detected, the call will be transferred to extension 65.

Press <ESC> to return to previous menu

Note: Before continuing be sure to verify the above entry

Activating only two ports:

Both the Digital and Analog voicemail systems can be set up as a 2 port voicemail. However, when only activating two ports, the message notification port must be changed from the forth port to the second port.

From the PBX Integration screen (shown above) move the cursor to the MWI / OUTDIAL PORT CONTROL: The default entry should read 0003000.

Enter the following:

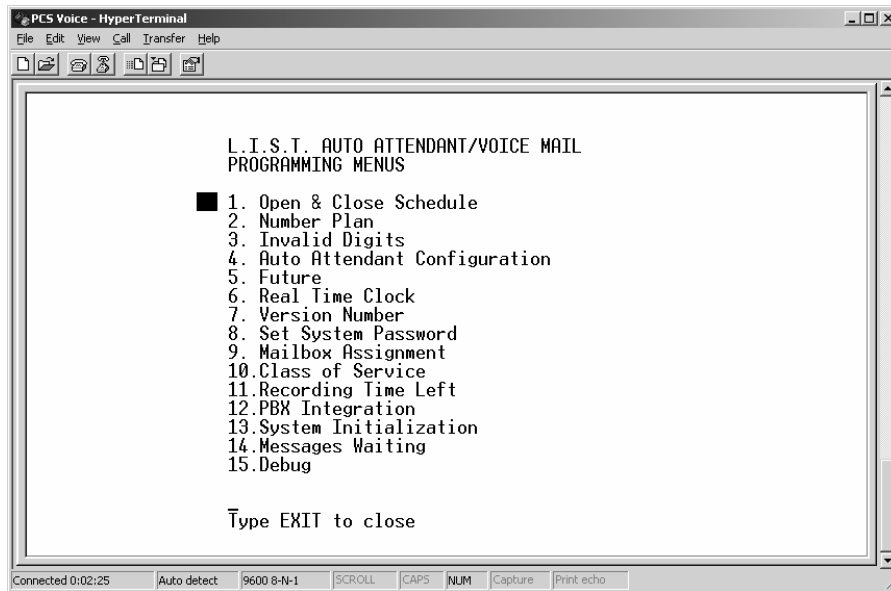MWI/Outdial Port Control: <0300000> Press <Enter>

The line should change to:
MWI/Outdial Port Control: 0300000

All notification will now be done from the second port (Where the three is now located).
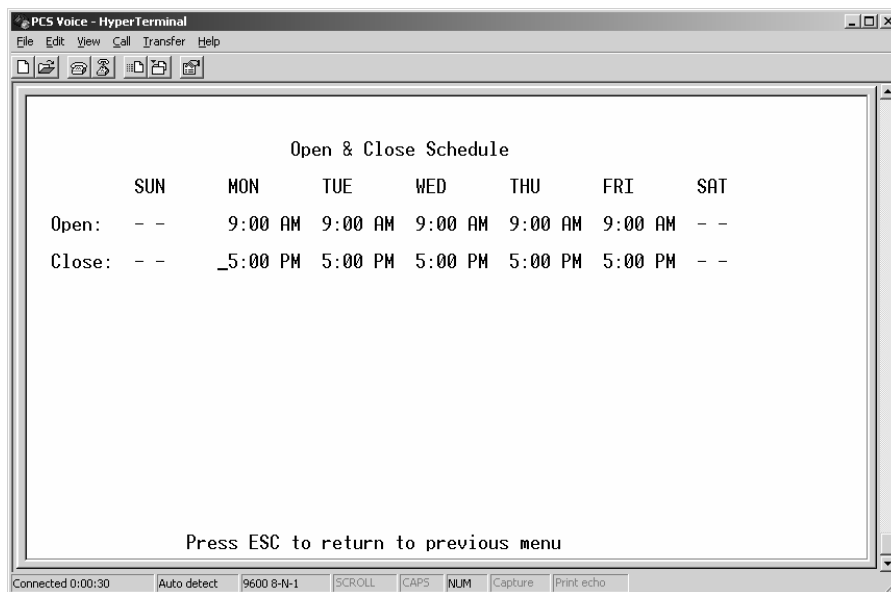
Press <ESC> to return to the main menu

Open & Closed Schedule

1. <Arrow up> or <Arrow down> accordingly to locate Open & Close Schedule

2. Press <Enter>

```
PCS Voice - HyperTerminal
File  Edit  View  Call  Transfer  Help



              L.I.S.T. AUTO ATTENDANT/VOICE MAIL
              PROGRAMMING MENUS

           ■ 1. Open & Close Schedule
             2. Number Plan
             3. Invalid Digits
             4. Auto Attendant Configuration
             5. Future
             6. Real Time Clock
             7. Version Number
             8. Set System Password
             9. Mailbox Assignment
             10.Class of Service
             11.Recording Time Left
             12.PBX Integration
             13.System Initialization
             14.Messages Waiting
             15.Debug


             Type EXIT to close


Connected 0:02:25   Auto detect   9600 8-N-1   SCROLL   CAPS   NUM   Capture   Print echo
```

The following screen appears.

Open & Closed Schedule Screen2

```
PCS Voice - HyperTerminal
File  Edit  View  Call  Transfer  Help



                      Open & Close Schedule

          SUN      MON     TUE     WED     THU     FRI     SAT

Open:     - -     9:00 AM 9:00 AM 9:00 AM 9:00 AM 9:00 AM  - -

Close:    - -    _5:00 PM 5:00 PM 5:00 PM 5:00 PM 5:00 PM  - -














             Press ESC to return to previous menu


Connected 0:00:30   Auto detect   9600 8-N-1   SCROLL   CAPS   NUM   Capture   Print echo
```

The standard default is Mon – Fri 9:00 AM to 5:00 PM

1. To Modify, use the Arrow Keys to move to the appropriate field and change the time.
2. Press <Enter>
3. Press <ESC> to return to the previous menu 2. NUMBERING PLAN
4. To Modify, use the Arrow Keys to move to the appropriate fields, change to Y to allow first digit permission, then Press <Enter>, use the arrow key to move to the next Field and add an extension if desired.

> Open & Close Schedule works with the CCR 1 & 2, if the date and time match Mon-Fri 9:00AM to 5:00PM then the Schedule will transfer the incoming caller to CCR 1 play Greeting 1 and perform the CCR1 key actions.

> PCS MAIL provides 5 Custom Call Routing Menus (CCR) which are used to route a caller once they have dialed into the system. When an incoming caller reaches a CCR it provides a customized welcome greeting, and key actions which will describe the options available to the caller based on DTMF/Touch Tone selection starting from **0** – **9**, **✳**, **#** and Time out.

Numbering Plan – CCR Menu Routing

Custom Call Routing (CCR) Menus are used to build the virtual Operator known as the Auto Attendant. CCR Menus are used to present callers with a list of options, for example, For Sales dial 2 etc., then allow the caller to dial a digit to select the desired option. When one CCR Menu references another CCR menu, the referenced menu is referred to as a Sub Menus. The PCS mail™ has 5 CCR Menus that can be used to customize each application.
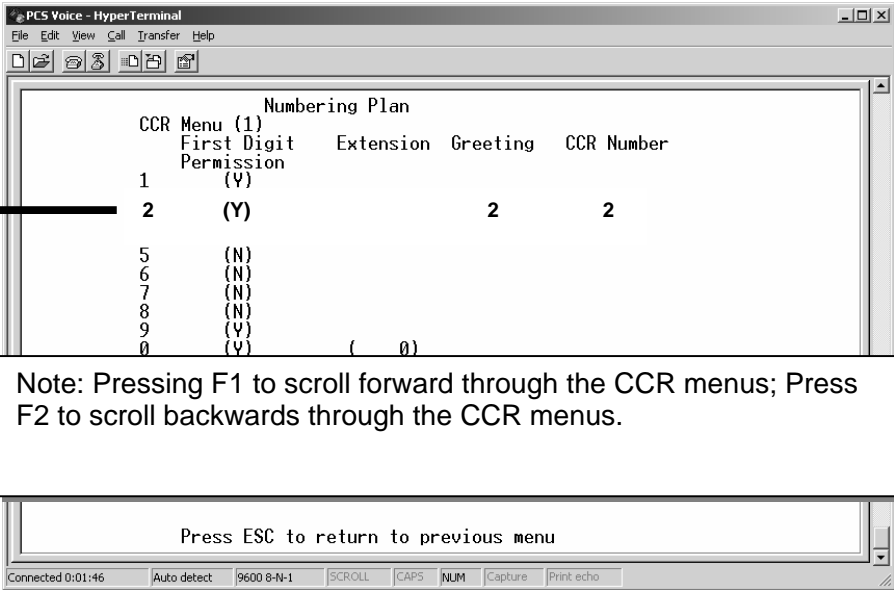
Each digit **0** – **9**, **✳**, **#** and "T" = Time out, can be programmed to perform one of four different tasks. First, the digit must be activated; this is done by selecting "First Digit Permission" and setting it to "Y". Once active, the caller will be able to dial the digit and be transferred to the appropriate extension/mailbox. "Greeting" is used to introduce sub-menus, which are menus referenced in the "CCR Number". This greeting must be recorded, or the menu options will not be introduced to the caller when this menu option is selected.

Navigating CCR Menus

Menus and Sub Menus

```
PCS Voice - HyperTerminal                                    _ □ ×
File  Edit  View  Call  Transfer  Help

                    Numbering Plan
        CCR Menu (1)
            First Digit    Extension  Greeting    CCR Number
            Permission
        1       (Y)
        2       (Y)                        2            2

        5       (N)
        6       (N)
        7       (N)
        8       (N)
        9       (Y)
        0       (Y)         (   0)
```
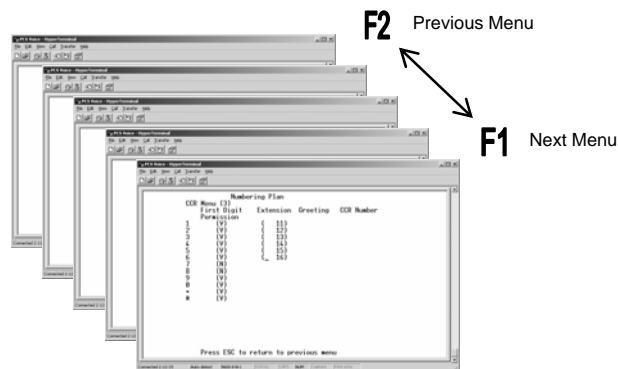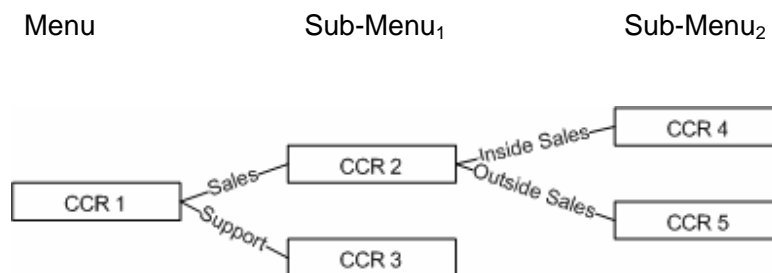
Note: Pressing F1 to scroll forward through the CCR menus; Press F2 to scroll backwards through the CCR menus.

```
                Press ESC to return to previous menu

Connected 0:01:46   Auto detect   9600 8-N-1   SCROLL   CAPS   NUM   Capture   Print echo
```

CCR2 Menu

```
DVM - HyperTerminal                                        _ □ ×
File  Edit  View  Call  Transfer  Help

                    Numbering Plan
        CCR Menu (2)
            First Digit    Extension  Greeting    CCR Number
            Permission
        1       (Y)
        2       (Y)
        3       (N)
        4       (N)
        5       (N)
        6       (N)
        7       (N)
        8       (N)
        9       (N)
        0       (Y)         (   0)
        *       (Y)
        #       (Y)
        T       (Y)




                Press ESC to return to previous menu

Connected 0:14:01   ANSIW   2400 8-N-1   SCROLL   CAPS   NUM   Capture   Print echo
```

Main Day CCR
Typical Greeting might sound like…
Hello Welcome to the ABC Company, if you know your parties extension dial it now, for our Sales department Press 2, Operator dial 0 or press 5 for our company directory.

CCR 1 Greetings are recorded via Touch Tone® phone from the Admin Mailbox. See Page 38

CCR Menu 2

Sales Day CCR 2 (Sub-Menu)
Typical Greeting might sound like…
You have reached the ABC company sales department, for new car sales press 1, new lease press 2, pre-owned car press 3, or dial 4 for the service manager. For the Operator dial 0.

CCR 2 Greetings are recorded via Touch Tone phone from the Admin Mailbox. See Page 38

CCR Menu 3

Company Directory CCR 3 (Sub-Menu)
For George Dial 1, for Sally dial 2, for Henry dial 3, Cynthia etc.

CCR 3 Greetings are recorded via Touch Tone® phone from the Admin Mailbox. See Page 38

System Numbering Plan (CCR Menu Option detail descriptions)

First Digit Permission
Set this field to "N" to deny or "Y" to allow the digit to be dialed on the current CCR (Custom Call Routing) Menu. Digits marked as "N" are considered invalid digits. Therefore, when these digits are dialed, the system will see them as invalid digits. Only digits marked as "Y" are considered valid digits. Therefore, the first digit of valid extensions or hunt groups should be marked as "Y". Additionally, the following actions can also be preformed if the digit is marked to "Y":

Automated Attendant Extension
When a valid extension, hunt group or mailbox number is dialed and there are no other "Actions" programmed, the caller is transferred to the desired location.

> *Related programming – See 9. Mailbox Assignment Direct Xfer Mode – If Direct Xfer Mode is set to "Off" calls are transferred to the related extension; if set to "NO" calls are sent directly to the voicemail box without ringing the extension.*

Extensions
This will allow a caller to dial 1-digit to be transferred to valid extension, hunt group or mailbox. If the customer would like one digit dialing, such as dial 2 for sales, select the digit, mark it as "Y" then enter a valid transfer location. This location can be a valid extension or hunt group or directly to a mailbox.

> *Related programming – See 9. Mailbox Assignment Direct Xfer Mode – If Direct Xfer Mode is set to "Off" calls are transferred to the related extension; if set to "NO" calls are sent directly to the voicemail box without ringing the extension.*

Greeting

There are 10 system greetings that can be programmed to play when a digit is dialed. This is useful for making announcements such as directions to the Company's office or to introduce the functions of a "Sub-Menu."

```
          Numbering Plan
CCR Menu (1)
    First Digit   Extension  Greeting   CCR Number
    Permission                                    ──────►  CCR 1 Menu –
1       (Y)                                                Greeting 2 introduces CCR 2
2       (Y)                     2           2    ──────►   Greeting 3 introduces CCR 3
3       (N)                     3           3
4       (N)
5       (N)         Numbering Plan
6       (N)   CCR Menu (1)
7       (N)       First Digit   Extension  Greeting   CCR Number
8       (N)       Permission                                    ──────►  CCR 2 Menu –
         1            (Y)                                                Greeting 4 introduces CCR 2
         2            (Y)                     4           4    ──────►   Greeting 5 introduces CCR 3
         3            (N)                     5           5
         4            (N)
         5            (N)
         6            (N)
         7            (N)
         8            (N)
```

CCR Number

Use the F1 or F2 keys to toggle through the 5 CCR Menus. These Menus are used to routes calls to the appropriate destination when digits are pressed. More complex installations may use a main CCR menu as well as "Sub Menus". A sub menu is just another CCR menu that is used to further qualify the callers' selections. For example, a main CCR may have "Press 1 for Sales, a sub-CCR Menu my have "For the Inside Sales Press 1, Outside Sales Press 2 etc.

CCR Menu Greetings

The ADMIN MAILBOX (Administrator Mailbox) is a special Mailbox that is not used for any messaging or transfer operations. It allows specific programming functions using the Touch-tone® pad on any telephone.

To access System Admin Mailbox dial into any available PCS mail   port and follow these steps:

1. Dial a voice mail extension connected to your PCS mail   port 1- 4. It is suggested that the last ports in the system are used as Voicemail ports. For example, with a 3 x 8 system the suggested ports would be 16, 64, 17, and 65.

2. When the system answers, dial [#], when prompted, dial the System Administrator Mailbox number. See list below for your numbering plan:

   [#][0]…………….. 2 digit Mailbox system
   [#][0][0]…………. 3 digit Mailbox system
   [#][0][0][0]……… 4 digit Mailbox system

The complete dial sequence for a 3-digit integration (System48) is [#][#][0][0]

1. The system will announce: "Mailbox 0" – which is the System Admin Mailbox number.
2. When requested, enter the default password-[9][#][5][6]. (This password may be changed by pressing [2] for Mailbox Administration; enter the System Admin Mailbox number as shown above and next pressing [1] to change an access code. Enter a new access code [0][0][0][0] – [9][9][9][9], Then Press [#])

The System Admin Mailbox menu will now play.
* Rerecorded System Prompts can not be restored without being sent back to the factory!

Administrator Mailbox Options	
For System Greetings	Press 1
For Mailbox Administration	Press 2
For Auto Attendant Configuration	Press 3
To set Date and Time	Press 4
To set Operation Mode	Press 5
To select PBX Integration	Press 6
To Record a System Prompt*	Press 7
To Listen to a Prompt	Press 8
Modify Open & Closing Schedule	Press 9

Auto Attendant Configuration

The "Auto Attendant" screen represents the voicemail ports. This screen is read and programmed vertically. Ports 4 – 8 are not used at this time. In the screen below, all of the voicemail ports are being answered by CCR1 and Greeting1 during the day, and CCR2 and Greeting2 at night. Greeting3 is programmed, and if recorded, will serve as the "Temporary" greeting.
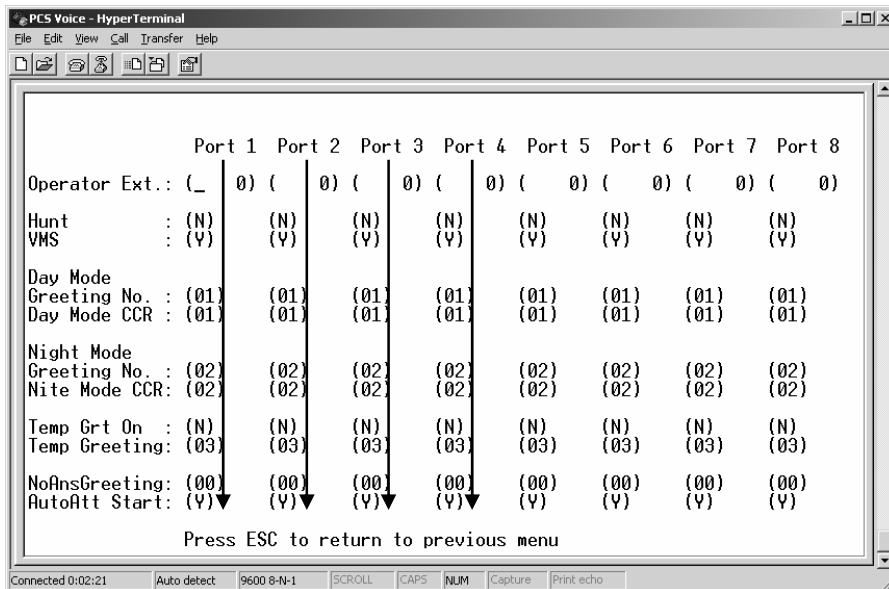
Auto Attendant - Field by Field Description

Operator Ext

For maximum flexibility, each Auto Attendant port can be programmed to have its own Operator extension. This parameter is used to define the extension a caller will be transferred to when "0" is dialed. To change this setting, press the "F4 " (F4) key to delete the current setting, which will change the setting to "####", the enter the extension number that will receive the call when a caller dials "0"

Hunt Future option - not currently active
VMS Future option - not currently active

Day Mode

When a call is answered by the voicemail, the first parameter that is checked is the "Open and Close Schedule", which determines if it is "Day" or "Night".

Greeting No

This defines the greeting (01-10) that is played when this voicemail port is accessed during the day mode.

Day Mode CCR

This defines the CCR Menu (1-5) that answers, for that port, during the daytime hours.

Night Mode
When a call is answered by the voicemail, the first parameter that is checked is the "Open and Close Schedule", which determines if it is "Day" or "Night".

Greeting No
This defines the greeting (01-10) that is played when this voicemail port is accessed during the day mode.

Night Mode CCR
This defines the CCR Menu (1-5) that answers, for that port, during the daytime hours.

Temp Grt On
 Occasionally, it is necessary to activate a "Temporary Greeting", which overrides the normal day or night greeting. This is especially useful with inclement weather. Only when this field is set to "Y" will the programmed TEMP GREETING be played. This message can be activated or deactivated from any internal or external telephone.

Temporary Greeting
This number represents both the temporary Greeting and CCR Menu that will be activate when the "Temp Grt On" is set to "Y".

No Answer Greeting
Future Feature - not currently active

Auto Attendant Start
For proper voicemail function this parameter should be set to "Y". This enables the system to go off-hook to answer an incoming call and wait for integration digits. Do not change this without consulting PCS digital™ Technical Support Staff.
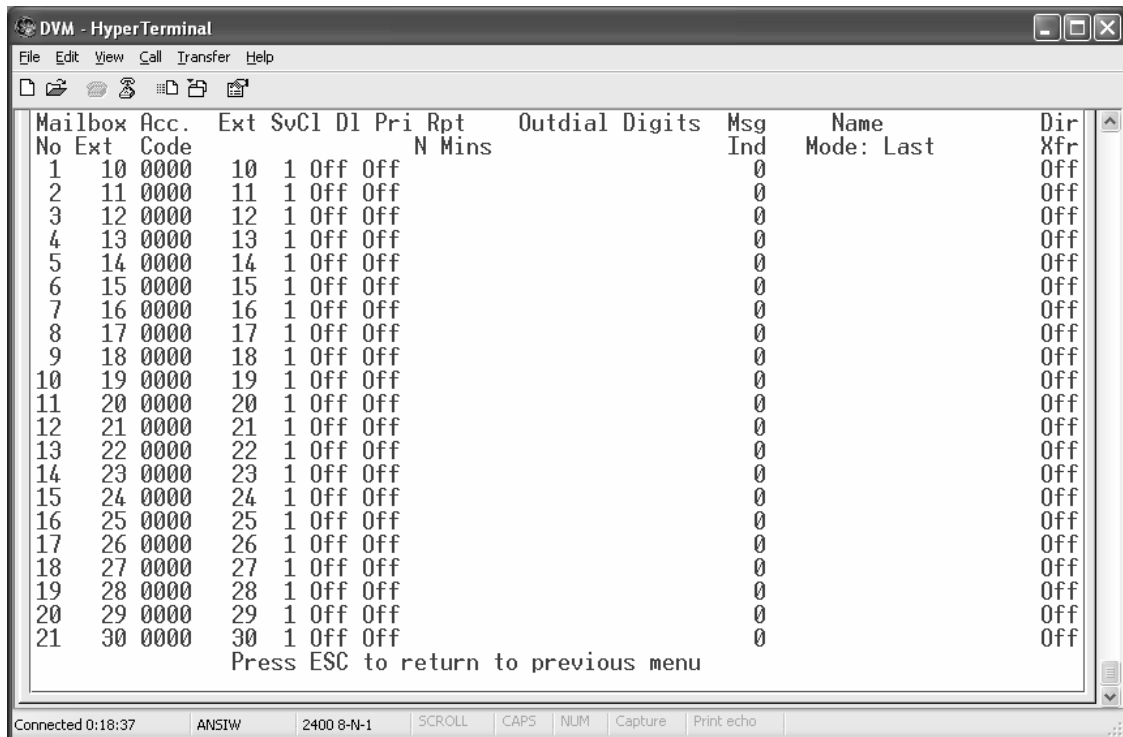
Mailbox Assignment

There are a total of 64 Mailboxes available in the PCS mail   System. Mailboxes are protected by customizable passwords, be assigned any one of the four Classes of Service (COS) and be programmed to notify users' pager when new messages arrive. Additionally, mailboxes can be programmed to automatically be added to the "Dial-by-Name" directory.

There are ten (10) hidden mailboxes that are used exclusively for announcement only mailboxes. An announcement only mailbox plays the announcement and then disconnects the call; they do not record messages and can only be accessed through the Administrator Mailbox. The mailbox numbers are:

    System24 – 70 – 79
    System48 – 700 – 709

```
DVM - HyperTerminal
File  Edit  View  Call  Transfer  Help

Mailbox Acc.   Ext SvCl Dl Pri Rpt   Outdial Digits  Msg     Name      Dir
No Ext  Code            N Mins                        Ind  Mode: Last   Xfr
 1   10 0000    10   1 Off Off                          0                Off
 2   11 0000    11   1 Off Off                          0                Off
 3   12 0000    12   1 Off Off                          0                Off
 4   13 0000    13   1 Off Off                          0                Off
 5   14 0000    14   1 Off Off                          0                Off
 6   15 0000    15   1 Off Off                          0                Off
 7   16 0000    16   1 Off Off                          0                Off
 8   17 0000    17   1 Off Off                          0                Off
 9   18 0000    18   1 Off Off                          0                Off
10   19 0000    19   1 Off Off                          0                Off
11   20 0000    20   1 Off Off                          0                Off
12   21 0000    21   1 Off Off                          0                Off
13   22 0000    22   1 Off Off                          0                Off
14   23 0000    23   1 Off Off                          0                Off
15   24 0000    24   1 Off Off                          0                Off
16   25 0000    25   1 Off Off                          0                Off
17   26 0000    26   1 Off Off                          0                Off
18   27 0000    27   1 Off Off                          0                Off
19   28 0000    28   1 Off Off                          0                Off
20   29 0000    29   1 Off Off                          0                Off
21   30 0000    30   1 Off Off                          0                Off
          Press ESC to return to previous menu

Connected 0:18:37   ANSIW   2400 8-N-1   SCROLL  CAPS  NUM  Capture  Print echo
```

Field Description

<u>Mailbox</u>

This heading contains two fields:
    - NO Mailbox index number (1-64). This is automatically generated by the system.
    - EXT Mailbox number that relates to the physical extension number. I.E. 10-16.

Access Code
Password designated by the Mailbox owner for accessing the Mailbox.
(The default password is 0000. It is changeable from 0000-9999.)
Extension Number
Number of the physical extension for this Mailbox. This is the station that will be the destination of callers when transferred by the PCS mail   System. Also the number used when activating or deactivating Message Wait Indicators.

Class Of Service
Number of Class of Service associated to this Mailbox. See COS details.

Outcall Notification with Message Retrieval

D1 – Dial Out
D1 is the parameter that controls whether outcall notification is active or not. When set to "ON" all new messages will activate the "Outdial" feature, calling the subscriber to notify them of a new message. If not activated manually, this parameter will automatically become enabled once any digits are entered into the "Outdial Digits" area.

PRI – Priority
The PRI parameter allows the subscriber to select between being notified for all new messages or just new priority messages. When "PRI" is set to "Off" the subscriber will be notified for all new messages. When set to "ON" only new messages marked as priority will notify the subscriber.

N – Number of Attempts
When set to "0" or left blank, the voice mail performs a standard pager/beeper notification. When set to one (1) or more, the voice mail believes that it is notifying a telephone, so it expects the subscriber to answer the call and input their password to pick up their new messages.

Mins – Minutes between Attempts
"Mins" is the amount of minutes that will elapse between the "N" (Number of Attempts). For example, if the parameter "N" is set to 3, it will make 3 attempts to notify the subscriber and if "Mins" is set to 5, then each attempt will be 5 minutes apart.

Find Me
An outside caller can be transferred to a remote location to "Find" the mailbox owner. To activate the "Find" feature, enter an "A" in the "Mins" field. Then enter the telephone number in the "Outdial Digits".

"Find" - Related programming:

The user accesses their voice mailbox. Dial [**3**] to enter "Mailbox Options". Dial [**4**] to select "Transfer Options". Dial [**3**] to enable "Auto Transfer".

> *The "Find" feature uses the Telephone Company facilities and not the KSU facilities, so it can be done even if the KSU only has one CO Line. Therefore, the Telephone Company facilities must have 3-way calling with Call Transfer. The "Outdial Digits" Parameter is used for pager notification,*

Dial Out

On/Off determines if a Mailbox owner is set to make out calls to a beeper/pager.

Beeper No

Only enter the beeper/pager telephone number. The PBX Integration system will verify the out dial access code entered.

MSG IND

Message Indication shows the current status of the telephone Message Wait Indication (MWI) indicator according to the system. 0 = OFF 1 = ON

Name & Name Mode

These two fields control whether the Dial-by-Name Directory functions uses the first or last name of the mailbox user.

The Name field allows up to 17 characters including the space, which is required between the first and last names. The space and capitalizing the first and last name, is how PCS mail™ determines where the first name ends and the last name begins. For example, a name entry should resemble Don Jones.

The Name_Mode field tells PCS mail™ whether to search using the Last or First name. To change this value from Last to First use the arrow keys to move the cursor up and highlight the L in Last. Type F and press ENTER. The value will change to First.

Direct Xfr:

This field indicates whether a mailbox user has set their mailbox to transfer callers directly to their mailbox or to be transferred to the programmed extension number. Off = the caller will be transferred to the extension. On = the caller will be transferred to the mailbox to leave a message.

To change this value from Off to On use the arrow keys to move the cursor to the Direct Xfr field until the O in Off is highlighted, next Type 1 and press ENTER. The value will change to On. To change the value to from On to Off move the cursor to the O in On and Type 0 (zero) and press ENTER. The value will change to Off.

> *When the integration type is changed on screen 12, PCS mail™ will automatically insert the correct mailboxes into this screen as a default condition. If the PBX extension numbers are of a different length then you will need to adjust the Mailbox length entry in the Integration Screen to match the PBX extension length. When there are more mailboxes than appear on the screen, press [F1] to go forward 1 screen and [F2] to go back 1 screen. Do not delete unused mailboxes because it does not add to any recording time. For security, it may be a good idea to change the default password.*

Adding a Mailbox from the Main Menu:

1. Press <9> to enter Mailbox Assignments.
2. Move the cursor to the first available line, at a position left of the index Number field. Press [F1] to go to the next page, if necessary.
3. Enter in order:
   a. Next index number, then space.
   b. Mailbox extension number, then space.
   c. Access code if available, otherwise 0000 (valid codes are 0000-9999),
   d. Extension number to be associated with this Mailbox (MUST be the same number as the Mailbox number).
   e. Press <ENTER>. To continue adding Mailboxes, return to step 3a.
4. After you finish adding Mailboxes, press <ESC> to return to the Programming Menu.
5. A Valid Mailbox entry, for mailbox 140, will resemble:

   [32] Space [140] space [0000] space [140] <ENTER>

> *All mailboxes in the PCS mail™ system can be programmed as 2-digit, 3-digit, or 4-digit mailbox numbers. However, a system cannot have a combination of 2-digit, 3-digit, and 4-digit mailbox lengths. The Class of Service field automatically updates to a default value of 1 and the Dial Beeper No Out field automatically is set to off. If an invalid beeper/pager number is entered, a user [CAN NOT] activates this type of notification remotely.*

Deleting a Mailbox from the Programming Menu:

1. Arrow Down and Press <9> to enter Mailbox Assignments.
2. Use the arrow keys to move to the Mailbox that is to be deleted.
3. Press <F4> to delete the Mailbox.
4. Press <Y> to confirm delete.
5. When you finish, press <ESC> to save your changes and return to the main Programming Menu.

Class of Service

All mailboxes have a default Class of Service (COS) of 1, allowing them to have 15 2-minute messages that can only be saved for 10 days. After 10 days the messages must either be deleted, forwarded or resaved.


```
PCS Voice - HyperTerminal                                    _ |□| x|
File  Edit  View  Call  Transfer  Help
D|☞| ☞|☎|  □|☎|  ☞|

                      Class of Service

           Service    Save Period  Length of Msg   Number of
           Class       in days      in minutes     Messages

             1           _10            2              15
             2            20            5              15
             3            30            5              15
             4            30            5              30










              Press ESC to return to previous menu

Connected 0:04:18   Auto detect  9600 8-N-1  SCROLL   CAPS   NUM   Capture   Print echo
```

Service Class Index number

There are 4 different Classes of Service that can be used to define a group of similar mailbox users, like Administrative, Inside Sales, Outside Sales, etc.

Save Period in Days

The number of days, which are programmable from 1 – 999, that a message can be retained before it is scheduled to be deleted. No warning is given before the message is deleted. All saved messages take up valuable memory, so it is important to delete all messages as quickly as possible.

Length Of Msg in Minutes

This parameter controls the programmable record length, from 1 – 15 minutes, of a message that may be left in a user's Mailbox.

Number of Messages

This parameter controls the total number of messages that a Mailbox can store, Valid options are 1 – 512 messages. Once the maximum number of messages has been reached, the mailbox will play message indicating that it is full and can no longer take new messages.

Recording Time Left
This screen is used to display the amount of voice storage space still available in the PCS mail   System.
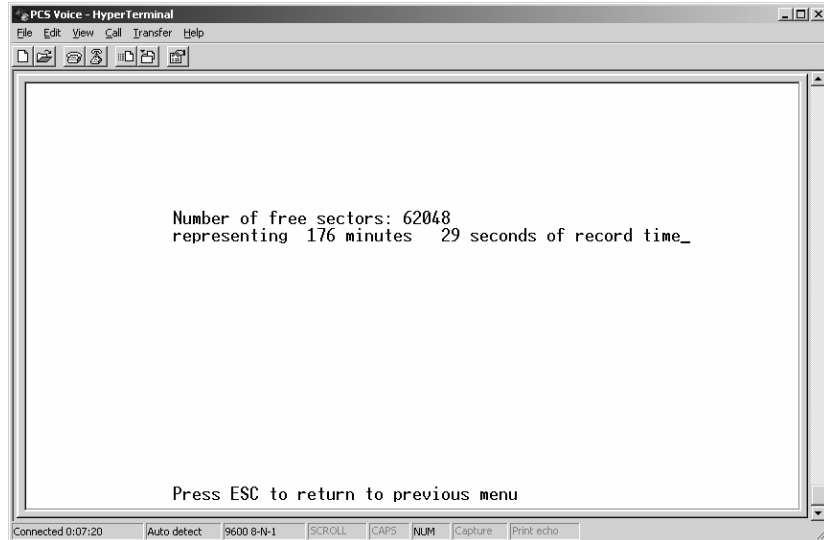
An expansion module is available to increase the voice storage by six hours (360 minutes). Additionally, the expansion module can be used to create a "Real time" back-up of the system database.

Real Time Back-up

This requires the expansion card (8907-06).

Occasionally, it is necessary to back-up the customers' database, and restore it on a new or the existing voicemail system. The Real Time Back-up is a "snapshot" of the database at the time this process is run.
1. Press <19> to copy the database, Press <enter>
2. Enter the number 1, 2 or 3 for the process to begin or <ESC> to return to the previous menu. (No need to press enter, the process beings as soon as the number is entered)

       1 Copy to High Memory
       2 Copy to Low Memory
       3 Erase Memory

If "Copy to high memory" or "Erase high memory" is selected, the "Erasing Chip" screen will be displayed.
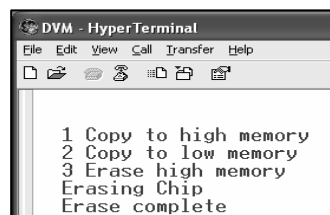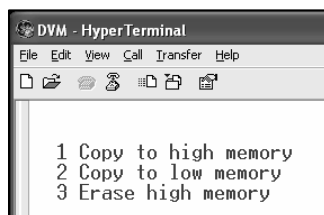
Copy to High Memory

To create a copy of the customer's data, select "Copy to high Memory". This will make a "Real Time" copy of the customer's database. The display will indicate each section being copied, i.e. "Copying Prompts", "Copying Greetings", "Copying Messages".

When the Copy Process is complete, the voicemail will return to the initial "Enter Password" Screen.

> *Remove the Expansion Card before initializing the system or the backup copy will be erased.*

Copy to Low Memory

To restore the customer's data, select "Copy to low memory". This will restore the previously recorded "Real Time" copy.

When the Copy Process is complete, the voicemail will return to the initial "Enter Password" Screen.

Erase high memory

To erase the memory area, select "Erase high memory". This will eliminate any data that is stored in the High memory. Also, if the Expansion Card is left in the system when it is initialized, all data stored on it will be eliminated.

> *The "Real Time Back-up is a snap shot of the customer's database at the time this process is run. It IS NOT, nor was it intended to be a running "Mirror Image" of the voicemail system.*

Mailbox Message Queue

```
PCS Voice - HyperTerminal                                    _ □ ×
File  Edit  View  Call  Transfer  Help

 Msg No   Mailboxes
    0         10    10    10
    1         11    11    11    12    12    13    13




                 Press ESC to return to previous menu

Connected 0:12:49    Auto detect    9600 8-N-1    SCROLL    CAPS    NUM    Capture    Print echo
```
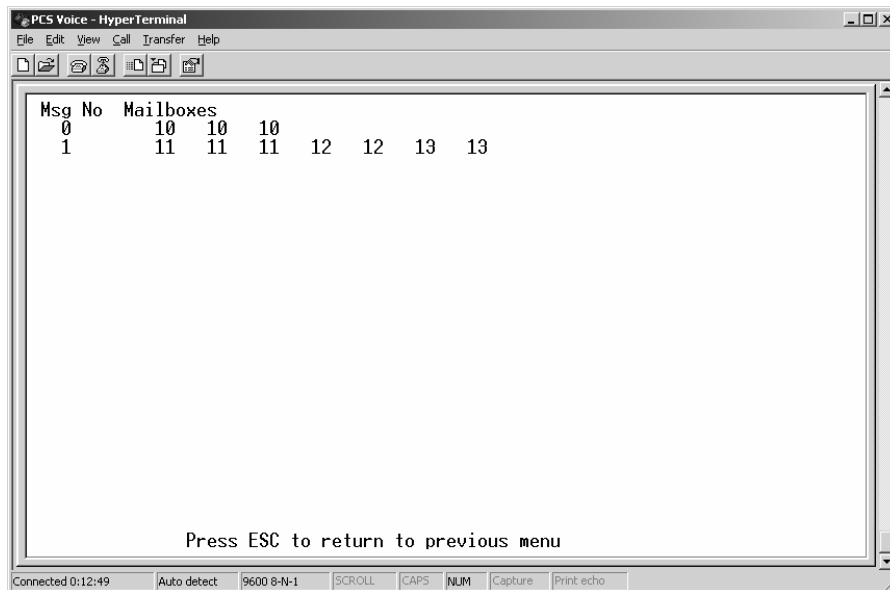
This screen displays how many new messages are stored in each Mailbox. As mailbox owners listen to their messages, and take action such as saving or deleting the new message, their mailbox number will disappear. A mailbox will appear multiple times on the same line if it has copied a message to other subscribers.

Real Time Clock

The Real Time Clock defines the current "System Time and Date" which is used as a reference for several actions within the voicemail system, for example, the Open and Close Schedule and "Message Envelope" information.
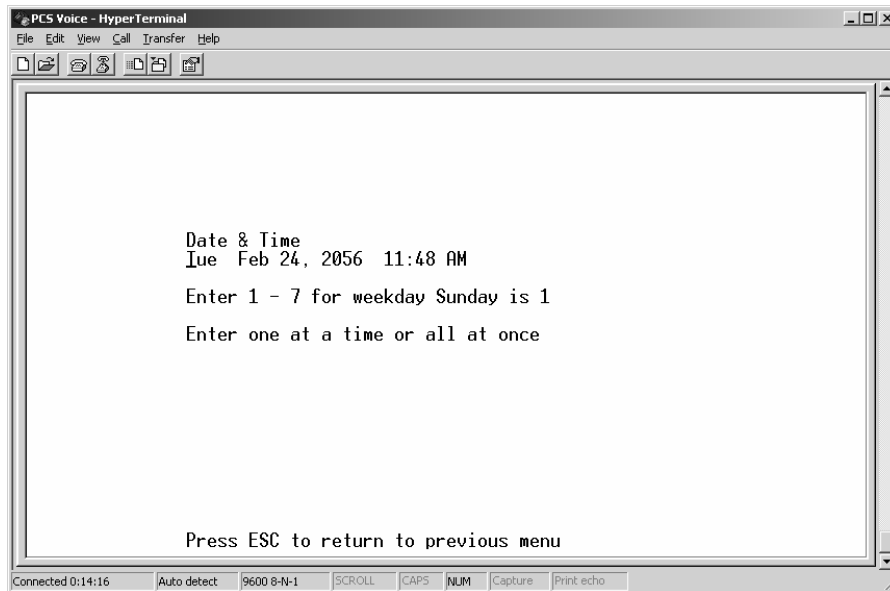
Arrow down to the "Real Time Clock" setting

To enter a new date and time:
1. Enter a value of 1-7 to identify the day of the week.

        1 = Sunday
        2 = Monday
        3 = Tuesday
        4 = Wednesday
        5 = Thursday
        6 = Friday
        7 = Saturday

2. Press the right arrow key or press the <ENTER> key.
3. Enter a value of 1-12 to indicate the month. Jan =1 through 12= Dec
4. Press the right arrow key or press the <ENTER> key.
5. Enter a four-digit value to indicate the year. (I.e. 2005)
6. Press the right arrow key or press the <ENTER> key.
7. Using 24-hour format, enter a value of 01-24 to set the hour. (18:00 = 6 pm, 14:00 = 2:00pm etc.)
8. Press the right arrow key or press the <ENTER> key.
9. Enter a value of 00-59 to set the minute's field.
10. When done, press the <ENTER> key to save the new settings.

Version Number:

Display the current Software version number. This Information is useful when speaking with technical support personnel.

Set System Password:

The "Set System Password" screen is used to change the system password. If you wish to change the Voice Mail system password from the default value of 0000, enter the new password here. (The password MUST be four digits.) The new password takes effect next time you access programming menus.

System Voice Prompts
A system prompt list is provided on the PCS Digital web site, www.pcsdigital.net for your review. Please DO NOT rerecord any of these prompts, because the new recording will not match the system's voice recording, and it is NOT possible to undo or default one of these prompts, once it has been tampered with, unless the system is sent to an authorized repair facility. This is not considered an "Out of Box Failure", so no advance replacement will be provided.

Appendix A

Description:

The PCS Mail™ has two new features; Outcall Notification and Find Me. Outcall notification, notifies a mailbox user when new a message is received. The voicemail calls the preprogrammed telephone number, when it is answered, the caller is asked to enter their password and retrieve the new message. Find me, gives a caller the opportunity to be transferred to the same preprogrammed telephone number. After listening to the user's personal greeting, a caller can dial "**2**" to initiate the transfer sequence allowing the caller to speak directly with the user. The voicemail flashes the Central Office line, and dials the preprogrammed telephone number. This transfer sequence uses 3-way calling, supplied by the central office facility not by the key system, so this application is possible even when the system has only one Central Office line.

Setup:

Using personal options in your voice mailbox:
- o From the main, mailbox menu Dial "**3**" to select Personal Options.
- o Dial "**4**" to select the "enter beeper number" option
- o Dial "**2**" to change the current setting
- o Enter a beeper number or if a beeper is not being used, Dial "**✱**" to select more options
- o Select "**3**" to enter the outbound notification telephone number (probably a cellular telephone number)
- o Enter the telephone number – remember to add "1" for long distance and toll free calls – After a short pause, the system will confirm the telephone number that was entered. Do not enter the "**#**" key after the entering the telephone number.
- o Once confirmed, Select "**4**" Out dial priority "On/Off"
- o Select "**2**" Out dial to phone number
    - ▪ Select the number of times the system should dial this telephone number (1 – 9).
    - ▪ Select how much time should elapse between each try (1 – 63) minutes.

Programming:

The programming flow chart guides you through the set up procedure.

> *Tech Tip₁:* The beeper and outbound notification telephone numbers are entered in the same area, so when "**2**" is selected, to change the current settings, the following prompt is played, "Insert the Beeper Number". If another device is being used such as a cellular telephone, home telephone, etc, dial the "**✳**" key for more options. Three selections are given in this menu:
> 1) Dial **1** for Pause. A Pause will insert a timed delay between the digits in the dial string. A pause may be needed, for example, when using a Personal Identification number, or when using Centrex.
> 2) Dial **2** to send a "**✳**" in the dial string. "**✳82**", temporarily unblocks caller ID and is an example of when a "**✳**" is needed in a dial string.
> 3) Dial **3** to enter the telephone number – **DO NOT** dial the "**#**" after entering the telephone number.
> 4) The new telephone number is confirmed – the prompt will say "Beeper number is Cell Phone", then it repeats the number.

Operation note:
> After a new message is received, the voicemail will call the preprogrammed telephone number. Once dialed, the voicemail begins to play the following message, "*This is the voicemail system with a message for [user name], enter your password now*". This message will be repeated until a password is entered. Consequently, it is normal operation and possible, though unlikely, to answer the call in the middle of this message or during the 5 or 6 second silence time between the end of one playback cycle and the beginning of another.

> 5) If no other parameters are going to be changed, simply hang up.
> 6) Dial "**4**" to select Out Dial and Priority settings
>   a) For special handling, you must identify the type of call, beeper or telephone. Select **1** for beeper, **2** for telephone, and "**3**" for priority.

Operation note:
> If telephone "**2**" is selected:
>
> Choose number of repeats:
> Enter the number of times the voicemail should attempt to notify the user. Valid "number of repeats" are 1 – 9. The voicemail will continue until this number is reached or the password is entered.
>
> Repeat Time:
> Select how long between attempts the voicemail should wait before the next attempt. Valid "repeat times" are 1 – 63 minutes.
>
> Priority messages only:
> The user can choose to be notified for all new messages or only new priority messages. Dial **3** to toggle between all messages and only priority messages.

Personal options Flow Chart:
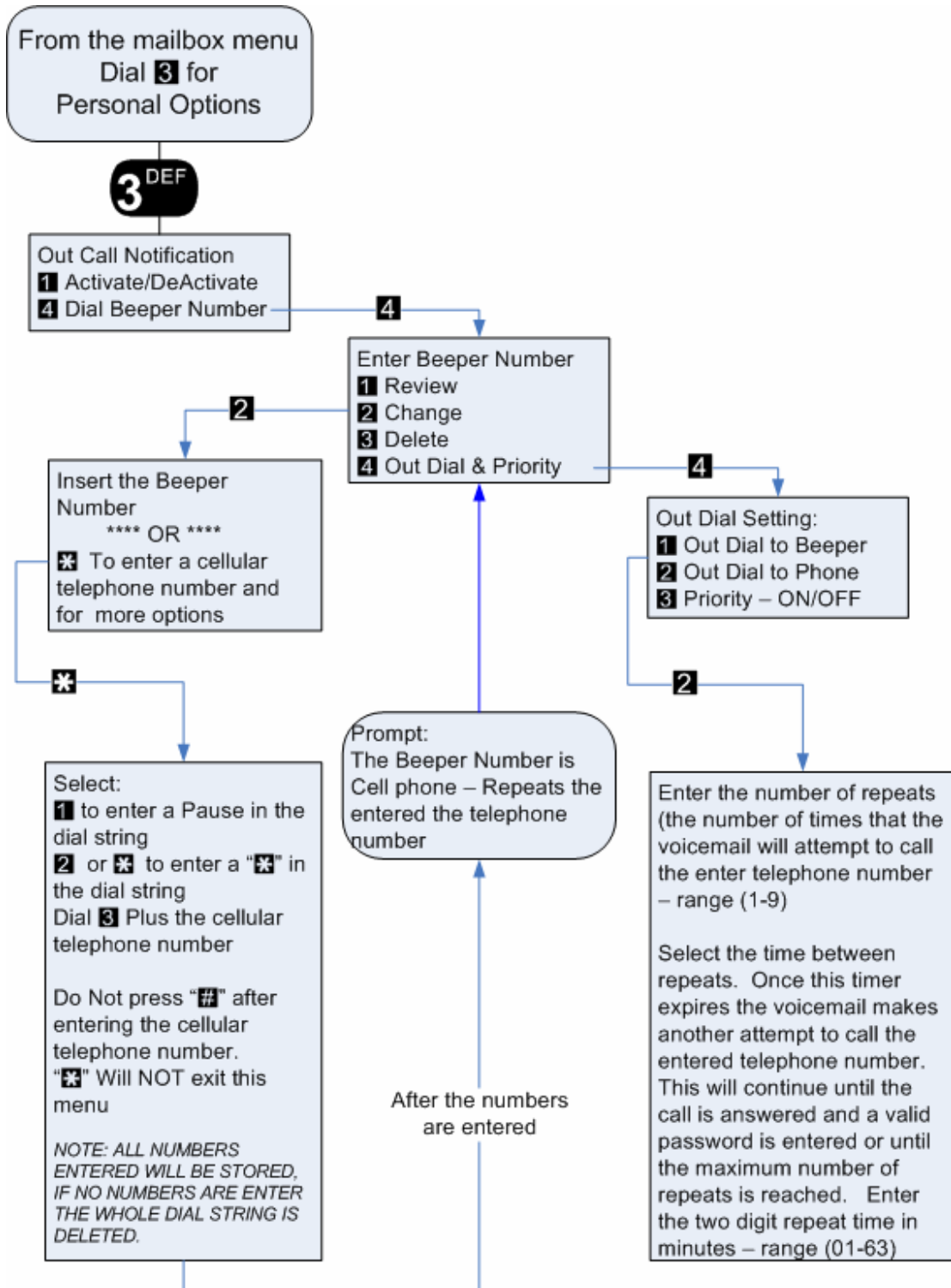
Operation:

Once the "Find Me" feature is enabled, the user's mailbox greeting will have to be updated to include the new selection. And example greeting may be:

- o "Hi, this is [NAME]. I am sorry but I am not at my desk right now, if you would like to leave me a message press one at the end of this greeting, if you would like to find me, press 2.
    - To "free-up" the user's equipment the voicemail establishes the find me transfer by using the telephony company's facilities. Therefore, in order for this feature to operate correctly, it will require "3-way calling" from the telephony company, which may be provided at a nominal cost.

Q – *Will the voicemail notify me when I get a new voicemail?*

A – Yes, the voicemail will dial the telephone number provided and prompt the user to enter their password and pick up their voicemail messages.

Q – *Can the voicemail transfer emergency calls to my cellular telephone?*

A – Yes, using 3-way calling, provided by your local telephone company, the voicemail transfers a call directly to the provided telephone. It does not have to be a cellular telephone; it can also be a landline.

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