

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. Announcement only mailboxes can be used to build a multi-level menu response system.

Five Custom Call Routing Boxes

Custom Call Routing (CCR) boxes may be used to process a caller once they have dialed into the system. Each voicemail port may be directed to a different CCR if desired. Each of the CCR boxes provides an incoming caller with a customized welcome greeting which will describe the actions available to an incoming caller.

Customized Greetings

You have the option of recording up to ten programmable greetings to provide callers with certain information and instructions upon their entering the system.

Message Retrieve

You can retrieve your voice mail messages on site or off site.

Message Save

You can save played messages in your mailbox for future playback.

Message Reply

Allows you to reply to a message sent from another subscriber's mailbox.

Message Forwarding With or Without Comments

You can forward a message to another subscriber's mailbox with or without comments.

Message Pause And Restart

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

Message Info

Plays the date and time that the message was sent to you.

Message Delete With Confirmation

You can delete a new or saved message at anytime.

Message Rewind 5 Seconds

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

Cancel Play of Message

Cancels play of a new message and the message remains in the new message queue in the order it was received.

Fast Forward 5 Seconds

While listening to a message, you can fast forward the message by 5 seconds to speed up the message retrieval.

Skip To Next Message

Allows you to skip to the next new or saved message without listening to the complete message.

Password Protection

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

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.

Direct Transfer to Voice Mail Box

A mailbox user may set their mailbox to transfer callers directly to their mailbox.

Fax Tone Detection

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

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.

Dial By Name Directory (First or Last Name)

If callers don't know the extension of the intended party, the system can find it when given the first letter of person's first or last name.

Automatic Day/Night Mode

The opening greeting plays from the time you specify until the time specified for closing. The closing greeting plays at all other times until the next specified opening time.

Default Transfer to Operator

While in Voicemail if no digits are pressed callers will be automatically transferred to the operator.

Operator Backup

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

PC Programming

Serial programming port for terminal programming through the use of a laptop or standard PC desktop system. No special software is required. Any DOS or Windows communications package that supports ANSI terminal emulation will work properly.

Programming From a Touch Tone Phone

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

Security Passwords

System Administration for terminal PC programming, System Administrator for Touch Tone telephone programming, and Mailbox Owner for individual user password protection.

Automatic Gain Control

Automatically increases the volume when someone is speaking quietly and drops the volume when someone is speaking loudly.

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.

Override System Prompts

Experienced users can execute commands at any time, without having to wait for the system prompts to finish playing.

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

You can press a button on your phone and record your conversation in your voice mailbox to play at a future time.

Answering Machine Emulation

Allows you to listen to the party that is leaving you a voice mail message with the capability of picking up your handset or pressing the speakerphone button to talk to that party.

