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## Answering Machine Emulation

Answering Machine Emulation allows a subscriber to “screen” their calls. The user can chose to let the call go to voicemail and then listen in while the caller is leaving a message. This feature is very similar to that of a personal answering machine in that the recording is played out loud while the message is being left. The subscriber can opt to answer the call while in voicemail, or continue letting the caller record their message uninterrupted.

## Auto Attendant

Auto Attendant provides functionality that eliminates the need for external devices. Single and multi-level Auto Attendant menus can be programmed as needed. All calls transferred from voicemail back to the *Emerald ICE* are blind or unsupervised transfers.

## Automatic Message Cleanup (Disk Cleanup)

*Simplicity for ICE* can be programmed to automatically perform a disk cleanup on the hard drive subsystem every day. In default programming, this option is set to “Y” which enables disk cleanup. The cleanup routine is set from the factory to run at 2:00 A.M. every day.

## Broadcast Announcements

*Simplicity for ICE* allows broadcast announcements to be recorded by the System Administrator and sent to every subscriber on the system. Unlike regular messages, a broadcast announcement is not delivered to the subscriber’s new message queue. Instead, it plays automatically, immediately after subscribers enter their access codes.

Subscribers cannot save broadcast announcements nor can they skip listening to them. The announcement can be replayed after subscribers have heard the complete announcement, but subscribers must delete the broadcast announcement in order to get into their mailbox’s Main Menu. Since a broadcast announcement is not delivered into a subscriber’s new message queue, it does not reduce the total number of messages that a mailbox can accommodate. Also, a broadcast announcement does not light the message waiting indicator (MWI) lamp on subscriber telephones.

## Custom Call Routing (Voice Menu Routing)

The power of the *Emerald ICE* call processing is controlled by the Voice Menu Box. The programming for these boxes determines how a call is processed when it is received. When callers are routed to a Voice Menu Box, they hear a greeting based upon the day and time of day as programmed. While listening to the Voice Menu Box greeting, callers may select choices by pressing the DTMF keys on their telephone. These choices may send callers to a specific extension, a mailbox, or even to another Voice Menu Box for further processing. You can even program destinations for callers that cannot dial DTMF: i.e. those callers with rotary dial telephones. Voice Menu boxes can contain up to nine different greetings. Greetings 1 through 8 are programmable to allow for different time schedules and routing options.

## Custom Call Routing - Time Sensitive Greetings

Utilizing Voice Menus, you can record separate greetings for a number of tenants or departments, and specify different prompts to play at specific times of the day.

## Customizable Menu Options

Each Voice Menu Box consists of 13 predefined choices and can be customized to best meet the customers’ needs. Each digit on the telephone key pad, as well as timeout (when no action is taken) can be programmed to transfer callers to different locations. Additionally, every Voice Menu Box can be unique.

## Customizable Reports

The *Simplicity for ICE* has the ability to generate a number of management reports. Several of these reports are designed to help the system administrator analyze and monitor subscriber usage of the system. This helps the administrator keep the system operating at peak efficiency, in addition to providing information or planning future expansion needs. *Simplicity for ICE* retains these statistics for one month on its hard drive. After that, they will be automatically erased. System reports may be viewed on the computer screen, sent to a local printer via the parallel port or stored on a floppy disk.

## Delivery Type

The *Simplicity for ICE* allows subscribers to send Future Messages to other subscribers. It is this feature that permits a subscriber to record a message and have the system deliver the message sometime in the future. This parameter provides a limitation on how far in advance a subscriber can send a message. This value is entered in days. The range for this entry is 000 to 999 days.

## Dial by Name

The Dial by Name feature assists callers to be transferred to the appropriate extension without human intervention. By entering the last name and first name of the mailbox subscriber callers can be transferred directly to the subscriber. Place an exclamation point (!) before the name if this subscriber does not want to be found when the Dial by Name feature is used.

## DTMF Administration

The following functions can be done through a Telephone User Interface (TUI) via Touch Tone® using the System Administrator's mailbox:

- Record any of the Voice Menu greetings.
- Create or delete a broadcast announcement.
- Add or delete mailboxes.
- Reset any mailbox password.
- Record greetings for any mailbox in the system.
- Reset message waiting indicators (MWI).
- Manage system group distribution lists.
- Set the system date and time.
- Change the system operating mode.
- Record the company name.
- Perform system shutdown procedures.

## End of Recording Alert

Whenever the mailbox is recording a message, the system alerts the person making the recording when the end of the allowed recording time is near. Recording length is programmable so each mailbox can have its own recording length.

## Envelope Information

Envelope information is the statistical information that is attached to each message. This includes who sent the message such as "an outside party" the time and the date the message was sent. The system date and time is used to generate the time and date stamp used for all envelope information and check delivery notifications. The *Simplicity for ICE* also uses this information to generate accurate system traffic reports.

## Expert Mode

An experienced user of the voicemail system will be able to make choices while listening to the Voice Menu Box greeting; callers may select choices by pressing the DTMF keys on their telephone. These choices may send callers to a specific extension, a mailbox or even to another Voice Menu Box for further processing.

## Forced Listen

The *Simplicity for ICE* can be programmed to “force” a caller to listen to the entire Voice Menu greeting before being able to dial any options. When enabled, *Simplicity for ICE* will not act upon any DTMF digits before the greeting has completed playing.

## Group Lists

The *Simplicity for ICE* allows the System Administrator to establish up to 50 system group lists. System group lists and personal group lists enable subscribers to send the same message to multiple mailboxes by simply entering the group list number as a destination. System group lists, unlike personal group lists, can be shared by many subscribers and can accommodate many more mailbox numbers. System group lists are numbered 30 through 79. The System Administrator maintains system group lists using either the System Administrator mailbox or via the programming interface.

## Guest Mailboxes

The *Simplicity for ICE* allows guest mailboxes to be programmed. A guest mailbox is a mailbox that has secretary privileges only - it can only play the date and time stamp information of messages contained in the subscriber’s mailbox. The secretary mailbox cannot play the actual messages in the subscriber’s mailbox, and cannot receive or send messages. Guest Mailboxes 2 to 9 are reserved for use by guests. The subscriber can have up to a total of 9 Guest Mailboxes.

## Holiday Greetings and Actions

Holiday Dates allow for the programming of recurring dates that require special greetings to be played to the caller. Each date can have its own greeting and menu structure or all dates can use the same greeting and menu structure. It is recommended that Holiday Date tables containing traditional holidays such as July 4 or December 25 be re-programmed each year.

## Intercom Paging

This feature alerts a subscriber to an incoming call before the automated attendant transfers the call to the subscriber’s extension. The *Simplicity for ICE* uses the paging groups of the *Emerald ICE* system to actually make a page. Intercom Paging can be enabled on an as needed basis and is programmed via the terminal programming interface on a per mailbox basis.

## Linking Mailboxes

Linking is a feature in *Simplicity for ICE* which allows messages left in one mailbox to be copied to or left in another mailbox. For example, link your mailbox to a mailbox of a colleague and *Simplicity for ICE* will copy all incoming messages into both mailboxes. Or, if you have more than one mailbox, link them together to simplify message retrieval.

*Simplicity for ICE* offers the ability to allow a variety of linked connections between mailboxes. Members of a Customer Service department are part of a UCD group. *Simplicity for ICE* is set up to put callers in a queue. It also is set up to prompt callers to either stay in queue or press a certain digit to leave a message. If the message option is selected, that message goes into a customer service general mailbox, which is linked to the customer service supervisor’s mailbox.

## Mailbox Scheduler (Outcall Notification)

The *Simplicity for ICE* can be programmed to notify a pager or cellular telephone. Programmed and stored on the hard drive, the mailbox scheduler will determine the time, date and delay before calling a subscriber. Additionally these messages can be further analyzed and programmed to only call if the message is left as urgent.

## Message Delivery Options

Messages can be sent to subscribers as normal or urgent. Subscribers can have the *Simplicity for ICE* notify them when an urgent message is received. (See notification)

## Message Intercept (Answering Machine Emulation)

This allows a subscriber to listen to a caller that is in their voice mailbox and press a programmed key on their telephone to “pull” a caller out of their mailbox and connect to them as if they had answered the original call.

## Message Playback, Skip, Save and Forward

Voicemail messages can be accessed from any telephone. Once accessed, the subscriber can choose to listen to a message, skip the current message – leaving it as new, save the message for access at a later time or forward the message to another subscriber for action.

**Keep New Messages** – This programmable feature allows a subscriber to keep new messages for a limited number of days without listening to them.

**Keep Saved Messages** – This programmable feature allows a subscriber to keep any saved messages for a limited number of days. If a saved message is not reviewed before the specified number of days expire, it will automatically be erased.

**Auto Erased: Notification** – This programmable feature is designed to remind subscribers that a message is about to expire and be deleted. This option requires a “Y” (yes) for the notification to be sent or “N” (no) for no notification.

## Modem – Remote Access for Programming †

There may be occasions where it will be desirable or necessary to call into a *Simplicity for ICE* system from a remote location. This is easily accomplished by attaching an external modem to the programming port. This modem needs to be programmed in a specific fashion to operate properly with the *Simplicity for ICE* card.

## Multiple Extensions per Mailbox

The *Simplicity for ICE* can be programmed to grant the Multi-Extension Mailbox feature, which allows multiple telephones to access to the same mailbox from different *Emerald ICE* PBX extensions. For example, the CEO of the company may have two phones: extension 201 on his/her executive desk and 211 on his/her conference table. The CEO can access one mailbox, mailbox 201 from either extension with *Simplicity for ICE*. In addition, when a message is received in mailbox 201, a voicemail message waiting indication is provided to extensions 201 and 211. The Auto Record feature is also available from both extensions.

## Non-Receipt Notification

As an option to standard notification that your message has been received, *Simplicity for ICE* provides Non-Receipt Notification. Using this feature, the system notifies senders of messages when messages they have sent have not yet been reviewed by the recipient. The notification of non-receipt occurs after an amount of time specified in the sender’s Class of Service. The minimum amount of time is one day.

## Notification – Pager

The voicemail system can be programmed to notify a subscriber when a new voicemail message arrives in their mailbox.

## Notification – Telephone

The *Simplicity for ICE* can be programmed to make outcalls to pagers, cell phones or home phones when a new message is left in the mailbox. Once enabled for a subscriber, a personalized schedule to control outcall times and dates is required. Each subscriber has an outcall schedule for weekdays and a separate schedule for weekends as well as the ability to use a “wake up” type schedule.

## One Touch Record (Silent)

The Silent Record feature can be activated by using the voice record feature key on your telephone. When activated during an active call (must be through a central office), the Silent Record feature will record the conversation as a voicemail message. Keep in mind that there will be no indication that this recording is taking place so for legal reasons we suggest that you check the local and federal guidelines before using this feature.

## Overflow Announcements

*Simplicity for ICE* can be used to play a prerecorded message to callers in a UCD queue when they are on hold for an extended period of time. This eliminates the need for external overflow devices, such as a Digital Voice Announcer.

## Pager Notification

The voicemail system can be programmed to notify a subscriber when a new voicemail message arrives in their mailbox.

## Programmable Class of Service

Each subscriber or a group of subscribers is assigned a Class of Service. The Class of Service determines what features will be available to each subscriber or group of subscribers.

## Programmable Extension Length

The extension length is the number of digits that are required to dial an extension on the telephone system and it indicates how many digits will be dialed from the Automated Attendant. This length should not be set to less than 2 digits and will normally match the Mailbox Length field.

## Programmable Fax Extension

Enter the extension number that is connected to a Fax machine that will be used to receive Fax calls routed through the Automated Attendant. When the Auto Attendant recognizes incoming Fax tones, it will transfer the call to this extension.

## Programmable Mailbox Length

This value is the number of digits in a mailbox number. The default is three digits. All mailboxes within the system should have the same number of digits and it should match the telephone extension.

## Programmable Message Playback Order

Message playback can be programmed to be either FIFO or LIFO. This allows the subscriber to choose what order they would like to hear their messages. The allowable values are:

Type 1 – The message playback is first in, first out (FIFO).

Type 2 – The latest message delivered to a mailbox is the first message heard, and messages play in the reverse order from their entry in the mailbox (LIFO).

## Programmable MWI

In the unlikely event that the message waiting indication gets out of synchronization the System Administrator can reset the message waiting indicator (MWI) for any mailbox. The system dials the appropriate MWI “turn on” code if there are new messages in the mailbox, and the appropriate MWI “turn off” code if there are no new messages in the mailbox.

## **Programmable Outcall Notification**

The *Simplicity for ICE* can be programmed to notify a pager or cellular telephone. Programmed and stored on the hard drive, the mailbox scheduler will determine the time, date, and delay before calling a subscriber. Additionally these messages can be further alkalized and programmed to only call if the message is left as urgent.

## **Programmable Time and Date**

The System Administrator's mailbox can also be used to set the system date and time. The system date and time is used to generate the time and date stamp used for all envelope information and check delivery notifications. The *Simplicity for ICE* also uses the date and time to generate accurate system traffic reports. It is important to insure that the system date and time is accurate.

## **Programmable Trunk Access Code**

A trunk access code is dialed when the voicemail is performing an outbound notification. Generally, the trunk access code is the digit '9' which is placed in front of the telephone number so that the system can access the next available trunk.

## **Question and Answer Mailboxes**

One mailbox type available in *Simplicity for ICE* is Question and Answer. This mailbox type allows you to ask questions and receive a verbal reply from the caller. This type of mailbox is useful for taking orders, doing customer surveys, emergency service and more.

## **Remote Changing of Operations Mode**

The voicemail administrator can change the operational mode of the voicemail. Under normal conditions, the voicemail plays the greeting that is programmed and controlled by a series of voice menus. These menus are controlled by the date and time of day. The day mode for example, may be between the hours of 8–5; after 5 the night greeting will play. On certain occasions it may be desirable to change the system from day to night mode.

## **Remote Shutdown**

One of the options granted to the System Administrator is remote shutdown which is done via the System Administrator TUI. This feature can be used to assist with system maintenance.

## **Remote System Greeting Maintenance**

Using Voice Menus, you can record separate greetings for different tenants or departments, and specify different prompts to play at specific times of the day.

## **Security Code – System and Personal**

To ensure the security of each subscribers' messages a personal, customizable security code (password) must be entered when retrieving messages. The System Administrator also has a customizable security code. Additionally, to enter the programming menu interface the unique password must be entered.

## **Silent Monitor Record**

The Silent Monitor Record feature monitors the length of each silent recorded message and it is programmable for each user. The Silent Record feature can be activated by using the voice record feature key on your telephone. When activated during an active call (must be through a central office), the Silent Record feature will record the conversation as a voicemail message. Keep in mind that there will be no indication that this recording is taking place so for legal reasons we suggest that you check the local and federal guidelines before using this feature.

## **Single Digit Menus for Personal Mailboxes**

The *Simplicity for ICE* allows subscribers to further direct callers with a group of “one-touch” options. Each mailbox can be assign up to 9 single-digit destinations.

## **Temporary Greeting – System and Personal**

The Temporary Greeting is one of the three common mailbox greetings, and it is used for extended absents such as a long weekend or vacation. System greeting 9 is used as a temporary greeting and when active it overrides all other system greetings. This is especially helpful in climate zones that can experience inclimate weather forcing the office to close unexpectedly.

## **Troubleshooting – Digit Grabber Simulation**

The Digit Grabber Simulation is designed to assist installers with troubleshooting if the need arises. The *Simplicity for ICE* interprets the digital signal that is transmitted from the Emerald ICE systems and displays it as the corresponding DTMF digit. This information can be stored on the hard drive and recalled by a number of built-in reports.

## **Trunk Specific Greetings and Routing**

When programmed, the voicemail system can play the appropriate greeting based on the trunk that rings. This is especially helpful when more than one company is sharing the same voicemail system.