

Suite 64 Voicemail Feature Comparison

The following feature list is a combination of features for both the Hard Drive and Flash voicemail systems. Therefore, some of the descriptions combine both systems, so be sure to double check the Installation and Maintenance manual or with the PCS digital Sales personnel before committing to specific features or feature operation.

Features	Flash	Hard Drive
Announcement Mailbox (Listen only mailbox)	◆	◆
Answering Machine Emulation	◆	◆
Auto Attendant	◆	◆
Auto Record		◆
Automatic Message Cleanup (Disk Clean up)		◆
Broadcast Announcements		◆
Call Screening		◆
Call Supervision		◆
Custom Call Routing (Menus)	◆	◆
Customizable – Menu Options	◆	◆
Customizable Reports Such as Port Statistics, Blockages, etc.)		◆
Definable Delivery Type (Immediate, Future)		◆
Delivery (Notification Message)		◆
Dial By Name	◆	◆
Direct Connect Programming	◆	◆
Disk Cleanup (Automatic Message Cleanup)	◆	◆
End of Recording Alert	◆	◆
Envelope Information	◆	◆
Find Me (Future Feature in the Flash)	◆	◆
Forced Listen		◆
Group Lists – Private and Public		◆
Guest Mailboxes		◆
Holiday Greetings and Actions		◆
Hotel Front Desk Operation	◆	◆
Hotel Guest Mailbox		◆
Intercom Paging		◆
Listen and Replay – Order Entry Mailbox		◆
Listen and Transfer Mailbox i.e. “Your call maybe recorded”		◆
Mailbox Linking (Direct, with or without a Greeting, usually a Supervisor)		◆
Mailbox – Scheduler		◆
Message Cascading (See Outcall Notification)		◆
Message Delivery Options – Normal, Urgent and/or Confidential		◆
Message Reminder	◆	◆
Modem for Remote Voicemail Programming†		◆
Multiple Extension per Mailbox		◆
Non-Receipt Notification		◆
One Touch Record	◆	◆
Open and Close Schedule	◆	◆
Operator Scheduler (Open and Close)	◆	◆

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Features	Flash	Hard Drive
Outcall – Definable Bin Numbers and Attempts		◆
Outcall – Delayed (Normal)		◆
Outcall – Delayed (Priority)		◆
Outcall – Immediate	◆	◆
Outcall – Remote Bin Administration	◆	◆
Outcall – Timed		◆
Overflow Announcements		◆
Pager Notification	◆	◆
Playback, Skip, Save and Forward of Messages	◆	◆
Programmable Class of Service	◆	◆
Programmable Extension Length		◆
Programmable Fax Extension	◆	◆
Programmable Message Playback Order		◆
Programmable MWI	◆	◆
Programmable Outcall Notification	◆	◆
Programmable Time and Date	◆	◆
Programmable Trunk Access Code	◆	◆
Proof of Delivery Notification		◆
Question and Answer Mailboxes		◆
Remote Changing of Operations Mode	◆	◆
Remote Shutdown	◆	◆
Silent Monitor Record	◆	◆
Single Digit Menus for Personal Mailboxes	◆	◆
*System Administrator – Activate a Greeting	◆	◆
*System Administrator – Activate Guest Mailboxes		◆
*System Administrator – Define Alt (Alternate) Extension		◆
*System Administrator – Enable Intercom Paging		◆
*System Administrator – Enable New User Tutorial		◆
*System Administrator – Enable Secondary MWI Lamp Option		◆
*System Administrator – Enable Time and Date Stamp	◆	◆
*System Administrator – Establish Outcall Parameters	◆	◆
*System Administrator – Maintain Owner Names		◆
*System Administrator – Add a Mailbox	◆	◆
*System Administrator – Definable (Class of Service)		◆
*System Administrator – Definable (Mailbox Type)		◆
*System Administrator – Linking Mailboxes		◆
*System Administrator – Reset Passwords	◆	◆
System and Personal Passwords	◆	◆
Temporary Greeting – System and Personal	◆	◆
Time and Date Stamp	◆	◆
Time Sensitive System Greetings	◆	◆
Troubleshooting – Digit Grabber Simulation		◆
Unified Call Distribution Announcement Mailbox		◆
Variable Extension Length	◆	◆
Variable Mailbox Length	◆	◆
Voice System Greeting Recording	◆	◆
*System Administrator - Remote Programming using the Telephone User Interface (TUI) with Touch Tone		

Voicemail Feature Comparison**Announce Only Mailbox (No Recording) – Type 20**

Use this type of mailbox to eliminate repetitive questions such as “Directions to your location” or “Holiday hours”. This mailbox type plays the greeting, and then hangs up to free itself for a new caller.


Answering Machine Emulation

Answering Machine Emulation allows a subscriber to “screen” their calls. The user can choose 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 can eliminate the need for attendant personnel. Single and multi-level Auto Attendant menus can be programmed as needed. All calls transferred from voicemail back to the telephone system can be programmed as either blind or unsupervised transfers.

Auto Record

The system permits eight extensions to have the *Auto - Record* capability. When this feature is enabled for an extension, the system will record all conversations at that extension automatically whenever the user is on an internal/external call. The recording will be deleted automatically after the call is released or placed on hold unless the user presses Voice Recorder button () to save the recorded conversation before ending or holding the call. When saved, the conversation is stored in the extension user's mailbox.

Automatic Message Cleanup (Disk Cleanup)

The Voicemail System 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

Voicemail System 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.

Call Screening

This type of transfer asks the caller to announce their name before initiating the transfer to the subscriber's extension. When the Subscriber answers the call, he is played the recorded name and is given the option to accept the call or redirect the outside caller to the subscriber's mailbox.

Call Supervision

This parameter determines how each call, in a mailbox will be transferred to the desired extension. There are four (4) types of transfers available:

Blind/Unsupervised – The voicemail initiates the transfer and releases the call making the port ready for another call.

Partial Supervision – The Voicemail initiates the transfer and listens for call progress tones such as busy. If the extension is busy, the call is retrieved and sent directly to the subscriber's mailbox. If ring back tone is heard, the call is released and the port returns to idle. Forwarding must be done by the telephone system.

Complete / Full Supervision – The voicemail system initiates the call transfer, and waits for the call progress tones. If the extension is busy, the call is retrieved and sent directly to the subscriber's mailbox. If ring back tone is heard the voicemail remains on the line until answer supervision signals is detected then releases the call

Call Screening – The caller is asked to record their name, which is played for the subscriber, who can either accept the call or send it directly to voicemail.

Custom Call Routing (Voice Menus)

The power of the telephone system 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.

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 Voicemail System 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. Voicemail System 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.

Definable Delivery Types

Delivery Types allows a subscriber to send Future Messages to other subscribers within the voicemail system. 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.

Direct Connect Programming

Using a Straight Through cable, connect from a laptop or desktop computer directly to the RS-232 connector on the voicemail board, to further customize each installation.

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 voicemail system also uses this information to generate accurate system traffic reports.

Find me

Using the voicemail and telephone system resources, or the telephone companies via Centrex transfer, callers can be redirected to as many as 9 different telephone numbers. Each number can first reference a schedule to ensure that the subscriber should be notified at the specific time and date.

Forced Listen

The voicemail system can be programmed to "force" a caller to listen to the entire Voice Menu Greeting before being able to dial any options. When enabled, the system will not act upon any DTMF digits before the greeting has completed playing.

Group Lists (Public and Private)

The Voicemail System allows the System Administrator to establish up to 50 (Public) system group lists. System group lists and (Private) 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 Voicemail System 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.

Hotel Front Desk Operation

Hotel Front Desk Operations, allows hotel desk personnel to reset a mailbox to the default values when a guest checks out of the hotel.

Hotel Guest Mailboxes – Type 19

Hotel Guest Mailboxes provide automated messaging with limited functions. Each guest can have a persona greeting and playback messages as well as establish “Wake up” Calls. This mailbox type is activated and deactivated, as needed, by the System Administrator.

Intercom Paging

This feature alerts a subscriber to an incoming call before the automated attendant transfers the call to the subscriber’s extension. The Voicemail System uses the paging groups of the telephone 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.

Listen and Reply Mailbox – Type 21

Listen and Reply mailboxes are used to gather and store information from the caller. This type of mailbox plays an announcement (greeting) and asks the caller for a response or reply to the question. Up to 7 different greetings can be recorded to query each caller that accesses this mailbox type.

Listen and Transfer – Type 22

This type of mailbox forces callers to listen to the mailbox greeting prior to initiating a transfer. This is especially helpful with UCD Groups, forcing callers to listen to the “This call may be recorded for training purposes” greeting prior to be transferred to the UCD Queue.

Mailbox Administrator

See System Administrator

Mailbox Linking

Linking is a feature in the Voicemail System 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 the Voicemail System will copy all incoming messages into both mailboxes. Or, if you have more than one mailbox, link them together to simplify message retrieval.

The Voicemail System offers the ability to allow a variety of linked connections between mailboxes. Members of a Customer Service department are part of a UCD group. The Voicemail System 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 Voicemail System 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 Cascading

See (Outcall notification)

Message Delivery Options

Subscribers can send messages to other subscribers within the voicemail system with normal, urgent, confidential or urgent and confidential delivery. Each subscriber can select how they will be notified based on the delivery option. (See Message Notification Delivery)

Message Notification Delivery (see Outcall Notification)

The Hard Drive and Flash voicemail systems can be set up to notify subscribers for every new message, or urgent only messages. The Hard Drive can also trigger notification based on the mailbox that sent a new message.

Message Notification – Pager

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

Message Notification – Telephone

The Voicemail System can be programmed to make outcalls to pagers, cell phones or home phones when a new message is left in the mailbox.

Using the Hard Drive Voicemail - Once enabled for a subscriber, can establish 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.

Message Reminder

For special applications – such as hotel rooms, the Hard Drive voicemail can be programmed to periodically ring an extension within the telephone system, as a reminder of a new voicemail message.

Modem – Remote Access for Programming †

There may be occasions where it will be desirable or necessary to call into a Voicemail 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 Voicemail System card.

† Requires an external modem device, such as the US Robotics – Sportster, which has dipswitch programming settings. The modem needs to be connected to an analog port within the switch or directly to a CO line.

Multiple Extensions per Mailbox

The Voicemail System can be programmed to grant the Multi-Extension Mailbox feature, which allows multiple telephones to access to the same mailbox from different 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 Voicemail System. 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 Alert and Notification

As an option to standard notification that your message has been received, Voicemail System 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.

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.

Operator Menu Options

Each Custom Call Routing menu, within the voice mail system, can define its own operator or they can all use the same operator – the operator is usually defined as the extension that rings when “0” is dialed.

Operator Schedule (Open & Close)

The Hard Drive voicemail system has an “Operator schedule” that determines how a caller is handled when “0” is pressed.

Outcall notification

Each mailbox has the ability to use up to 9 different telephone numbers, which are preprogrammed with the telephone numbers where the subscriber wants to be notified. Once a new message arrives, the mailbox begins the outcall notification process.

Definable bin numbers and attempts

Each mailbox can define up to 9 different telephone numbers for notification when a new message arrives in their mailbox. Additionally, each mailbox can program the number of attempts the voicemail should try each telephone number before continuing on to the next telephone number.

Outcall delay (Normal and/or Priority)

Each mailbox subscriber can decide if all (Normal) messages or just Priority messages will notify them. Additionally, for special applications, each mailbox can establish a “delay” before the outbound notification process is activated.

Outcall immediate (No delay)

Or each mailbox subscriber can choose to have no delay, so the voicemail will notify them of all new messages immediately upon receipt of them.

Remote bin maintenance

Each mailbox subscriber can change their notification settings, using the DTMF tones from any touch tone telephone.

Outcall timed

To ensure privacy, each mailbox subscriber can select a schedule, for each day, of when they would like to be notified. If the message arrives outside of this schedule, no notification will take place, until it is within the programmed parameters.

Overflow Announcements

Voicemail System 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.

Voicemail Feature Comparison**Playback, Skip, Save and Forward of Messages**

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.

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. For example, a department, such as “Sales” can be assigned one Class of Service so that their mailboxes all have a duplicate feature set, such as “The number of messages that can be received and/or saved at one time” and “the recording length of each message” etc.

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).

Voicemail Feature Comparison**Programmable Message Waiting Indication**

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 Voicemail System 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 evaluated and only call, when a 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 Voicemail System 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.

Proof of Delivery Notification

Non-Receipt Alert – When a message is sent with “Non-Receipt Alert”, if the message goes without being listened to within the programmed time, the Mailbox subscriber is notified that the message delivery failed.

Question and Answer Mailboxes

One mailbox type available in Voicemail System 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.

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. 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 Voicemail System allows subscribers to further direct callers with a group of “one-touch” options. Each mailbox can be assign up to 9 single-digit destinations.

System Administrator

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

- Activate Guest Mailboxes
- Define Alternate Extension
- Enable Intercom Paging
- Enable New User tutorial
- Enable Secondary MWI Lamp
- Record any of the Voice Menu greetings
- Establish Outcall parameters
- Maintain Subscribers name for “Dial By Name” Directory
- Define a Class of Service
- Assign a mailbox type to new or existing mailboxes
- Establish Linking Mailbox operations
- 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

System and personal Password

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.

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 inclement weather forcing the office to close unexpectedly.

Time and Date Stamp

Each mailbox subscriber can listen to the time and date stamp when each message arrives in their mailbox.

Time Sensitive System Greetings

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

Troubleshooting – Digit Grabber Simulation

The Digit Grabber Simulation is designed to assist installers with troubleshooting if the need arises. The Voicemail System interprets the digital signal that is transmitted from the telephone system 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.

Unified Call Distribution Announcement Mailbox

This type is assigned to UCD announcement mailboxes. You can program the UCD group to go to the voicemail and send the ID digits for the UCD Mailbox. Once the mailbox is accessed the recorded greeting will play and then hang up.

Variable 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.

Variable 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.

Voice Menu System Greeting Recording

Voice menu greeting can be recorded from the installation location or remotely.